

## Frequently Asked Questions for the new McLennan County Rural Transit District

- 1) **When will the new McLennan County Rural Transit District begin?** July 1, 2015
- 2) **Can I get picked up anywhere within McLennan County or other counties?** Your trip (in county or adjacent county trip) will have to originate from rural McLennan County or its rural member city. Please visit [www.wacotransitsystem.com](http://www.wacotransitsystem.com) for a copy of the McLennan County map.
- 3) **How much notice do I have to provide to schedule a trip?** You are able to schedule your trip a day prior to your event. Same Day service may be available, but service may be limited.
- 4) **Who do I call to schedule my trip?** You may schedule your trip by calling the scheduling center 24 hours in advance at (254) 750-1620 or 1-800-877-RIDE (7433) between 8:00 AM – 5:00 PM. *When scheduling your trip, please provide the following information:*
  - Your name.
  - An exact address where you are starting your trip.
  - Exact address and location to where you are going.
  - Time you are due at your destination.
  - The time you'll need a return trip, if applicable.
  - Type of assistance device, such as wheelchair, cane etc.
  - If a personal care attendant will accompany you.
  - If a service animal will accompany you.
- 5) **What are your hours of operation for the new McLennan County Rural Transit District?** We will provide service Monday – Friday from 5:15 AM – 7:15 PM. On Saturdays, we will provide service from 7:15 AM – 8:15 PM. We do not provide service on Sundays.
- 6) **Will you be open during holidays?** The new McLennan County Rural Transit District will observe the following holidays:
  - a. New Year's Day
  - b. Memorial Day
  - c. Independence Day
  - d. Labor Day
  - e. Thanksgiving
  - f. Christmas

- 7) **How much will you charge for rural trips?** Fares will be \$3.00 for an In-County one way trip and \$5.00 for an Adjacent County one way trip. Same day trips will be \$5.00 for a one way trip.
- 8) **What if I know I will need service for a period of time?** Subscription service may be available. Subscription service will be based on availability.
- 9) **How far in advance can I schedule my trip?** You can schedule your trip up to 2 weeks in advance.

### **Definitions**

**In-County** trips are defined as a trip within the boundaries of the McLennan County Rural Transit District service area and within the city limits of a McLennan County Member City.

**Adjacent County** trips are defined as a trip originating from McLennan County with a destination in an adjacent county that borders the McLennan County service area.

**Same Day** trips are defined as a trip that is requested the day service would be provided. Same Day trips are based on availability.