

Port Arthur Transit Riders Guide



This guide is intended to help our riders make the most out of using Port Arthur Transit (PAT) by answering common questions and explaining some aspects of our operations in more detail.

Safety: Priority One

Safety is of the utmost importance in all aspects of PAT Transit operations; stop locations, service schedules, equipment selection, policies and more all take into consideration the safety of our riders, employees, and others in the community. It is important to recognize everyone's role in being safe. Below are a few ways you can help keep yourself and others safe when using the system.

Reasonable Modification/Accommodations

The process for making a request is as follows:

Individuals requesting modifications shall describe what they need to use the service and why this assistance is necessary. Whenever feasible, requests for modifications shall be made and determined in advance, before PAT is expected to provide the modified service, for example through customer service inquiries. PAT will review your request and will make every effort to communicate in advance whether the requested modification can be made.

Stand back from the curb

To ease the process of boarding and alighting, our operators align their vehicles to be close to, or sometimes even over, the curb. While waiting for the bus, please stand back from the curb to allow the operator ample room to maneuver and stop safely.

Do not approach vehicles in motion

It is important to allow the bus to come to a complete stop before approaching it. A moving vehicle is always dangerous, especially if you approach from an angle where the driver cannot see you.

Be seated, hold on

Always take a seat when possible while riding the bus. Seated riders are much less likely to be injured in the event sudden maneuvers are necessary, or if there is an accident or other emergency. If you must stand, use the handrails, or grab straps to yourself.

Remain behind the line

Our operators will not permit anyone to stand forward of the standee line at the front of the bus; if there is no room remaining for you to stand behind the line, you will be asked to step off the bus. Riders who stand in front of this line not only obscure the operator's view but are also at greater risk of injury if the bus must stop suddenly or is involved in an accident.

Designated stops only

Stop locations are chosen with safety in mind; vehicle operators are not allowed to stop at other locations. This also means the operator cannot open the doors once the bus has left the curb to discourage riders from endangering themselves to catch a missed bus.

Tips for Your Trip

In addition to the above safety guidelines, there are several things you can do to help make your trip go more smoothly.

While You Wait

Arrive at your stop a few minutes early to allow for traffic conditions.

During peak times

When the bus approaches your stop, make sure you are visible to the operator. This is especially important if you are waiting alone or at a stop along a busy street. If he or she cannot see you, they will not stop unless other riders are trying to get off at your location.

Boarding the Bus

Before stepping onto the bus, allow others to exit first if they must do so through the front door. Board through the front door and exit through the rear door if available. Please board and be seated quickly to avoid delays. During peak periods, fill rear seating first all the way to the front, then standing room from the rear to the front. Also, try to make as much standing room as possible so the bus can carry more passengers.

During Your Trip

If a rider in a wheelchair boards the bus, riders seated in the ADA area must relinquish their seats at the operator's request to accommodate the wheelchair.

Some vehicles are equipped with opening windows and roof vents/hatches.

- Please always keep your head and arms inside the bus.
- Do not smoke, eat, or drink on the bus.
- Place all trash in the wastebasket near the door.
- Please keep headset volumes low and cell phone conversations to a minimum to avoid distracting the operator or other riders.

Exiting the Bus

Pull the stop request cord or press the stop request bar just prior to the stop in which you exit the bus. On some routes, the operator will not stop if there are no visible riders waiting at a bus stop or if there is no request to exit the bus. Exit using the rear door. Please exit quickly to avoid delays.

Office Hours

M-F 6:00 am – 7:15 pm

Saturday 7:15-6:15

Connect with Us

Contact Us-409-983-8767

Web: <http://www.portarthurtx.gov>