



Serving the City of Benson, Mescal &
J-6, Pomerene, and St. David

Monday—Friday
8:00 a.m.—4:00 p.m.

Effective July 1st, 2023

Benson Area Transit Rider's Guide



Founded in 1880

Gateway to the San Pedro Valley

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RIDING THE BUS & PASSENGER RULES OF CONDUCT

Benson Area Transit provides transportation for everyone and is compliant with all Federal laws, State laws, and City of Benson Ordinances. Our policies and rules are established and maintained to ensure everyone enjoys a safe, comfortable bus ride. All Passengers are asked to do their part in helping us create a pleasant experience for everyone by following these simple rules.

CATCHING THE BUS

Route schedules are available at the Benson Area Transit office or on the website, https://www.bensonaz.gov/community/benson_area_transit/bat_fixed_route_service.php

Please arrive at the bus stop five minutes early to ensure you do not miss the bus. Wait on the sidewalk or in the bus shelter where the driver

can see you. Stay back from the curb and wait until the bus comes to a complete stop. Be ready with your pass or cash fare before you board. Customers with AAA cards must also have their cards ready prior to boarding.

MISSING THE BUS

Sometimes a bus may run late for reasons beyond our control. For example, buses can break down, be caught in traffic jams or inclement weather, or the driver may need extra time to assist passengers with disabilities. We try our best to remain on schedule, so please be patient if we run a few minutes behind. If you have an important appointment to attend, plan on traveling at least an hour earlier than usual, in case we have unexpected delays.

If you have questions about when to catch the bus from a certain location, or would like to find out if the bus is running late, call BAT at (520)586-9406.

Never run after the bus. For safety reasons, buses are not permitted to stop anywhere

except at designated BAT bus stops or scheduled deviations.

Bus stops are designated by the sign shown here.



FARES

The basic route fare is \$1.00 for a one-way ride. Senior citizens age 60 and older, students, and passengers with disabilities can ride at the discounted rate of 50¢ per ride. Scheduled ride fare is \$2.00 for a one-way ride.

You may pay with cash when boarding the bus. All passengers are required to show a prepaid pass or pay the appropriate fare when they board the bus. BAT drivers do not carry change. It is the passenger's responsibility to have exact change when boarding the bus. The bus driver can refuse service for non payment.

CHILDREN

All children ages 12 and under may ride the bus for free and must have a parent or guardian on the bus. It is the parent or guardian's responsibility to make sure that children stay seated at all times while on the bus. Infants and toddlers must be held in the parent or guardian's lap during transit.

MONTHLY PASSES

Monthly passes are also available at the rate of \$10 for basic route fare, \$1 for seniors and disabled. A scheduled ride monthly pass is \$15.00. Passes are sold at the Benson Area Transit office or on the bus.

Passengers who purchase monthly passes are required to show the bus driver their current pass each time they board the bus. If a passenger cannot produce their pass, the bus driver will require payment prior to boarding.



SEAGO AAA Cards

Southeastern Arizona Government Organization Area Agency on Aging offers free bus passes to residents of Cochise County who are over 60 years of age or disabled. For more information, please contact Benson Area Transit at 520-586-9406. In order to qualify for AAA, you must complete an application and submit it to Benson Area Transit. Applications are available at the Benson Area Transit office, located at 120 W 6th St, or at bensonaz.gov.

SCHEDULED RIDES

Benson Area Transit offers a curb-to-curb scheduled ride service for passengers who

have disabilities that create a barrier to riding the regular route or those who live more than 1/2 mile off the route. Curb-to-curb Service means a type of transit service where, on both the origin and destination ends of the trip, the driver gets out of the vehicle and assists the passenger between the vehicle and sidewalk or other waiting area no more than 15 feet from the vehicle. Benson Area Transit is limited to one deviation per half hour.

The fare is \$2 for a one-way ticket or \$15 for a monthly pass. For more information, please call Benson Area Transit at (520)586-9406 or visit us at bensonaz.gov.

In order to qualify for scheduled rides, you must complete an application and submit it to Benson Area Transit. Applications are available at the Benson Area Transit office, located at 120 W 6th St, or at bensonaz.gov.

Scheduled rides are available Monday through Friday, 8:00 a.m. to 4:00 p.m., by appointment only. Reservations for scheduled rides must be made at least the business day prior to travel by calling Benson Area Transit at (520)586-

9406, between 8:00 a.m. and 4:00 p.m., Monday through Friday. Reservations may be made up to two weeks in advance.

All travel arrangements need to be made prior to the day of travel. Benson Area Transit is required to have documentation of your appointment before the driver comes to pick you up. This means you cannot make changes to your reservation the same day of your travel. If you need to make changes to your reservation, please call dispatch before 4:00 p.m. the business day before travel. You may make multiple stops in one day, as long as each stop is scheduled. Please tell the dispatcher of multiple stops when you make your reservation.

Passengers who have a gate in their driveway will need to either have the gate open for the driver or meet the driver at the gate. Benson Area Transit does not open closed gates at residences.

Many people use the scheduled service everyday and the bus cannot be late in picking them up. The driver is allowed to wait up to five minutes after your scheduled pickup time,

then the bus must leave. We ask all scheduled riders to be ready at least ten minutes before your scheduled time and be watching for the bus to arrive.

If a passenger has scheduled a ride and misses the bus, the passenger will be recorded as a “no-show.” More than three (3) “no shows” or late cancellations in a six (6) month period will result in a 30 day suspension. A second suspension will result in termination of service. If you have made other arrangements to travel, please call Benson Area Transit at least two hours prior to cancel your trip.

Passengers who use Benson Area Transit scheduled service to make a regular trip, either daily or weekly, must call in advance to schedule the ride. Due to increased demand for services, Benson Area Transit can no longer accommodate requests for standing appointments or “will calls”; therefore Benson Area Transit cannot reserve your typical appointment time unless you call. All rides are scheduled on a first-come, first-served basis.

FOOD PANTRY

The Food Pantry trips on Wednesdays will be on a by appointment only basis. Rides to the Food Pantry must be scheduled in advance by calling (520) 586-9406.

BEHAVIOR

Benson Area Transit is a service enjoyed by all the members of the community, and each passenger can expect a comfortable and enjoyable ride. As such, BAT prohibits disruptive behavior on the bus, which may include but is not limited to: loud or profane language, loud or offensive music, smoking or using a vape, eating, drinking, threatening or abusing other passengers, fighting, soliciting, or panhandling. A driver may refuse service to any individual who threatens the safety and comfort of other passengers. Repeated incidents may result in suspension or trespassing from the system.

DRESS CODE AND HYGIENE

All passengers are required to be clean and free of offensive body odors. Appropriate clothing and shoes are required at all times. All mobility devices and bags must also be clean and free of offensive odors. Please be considerate of other passengers in regard to personal appearance and hygiene. If a problem persists, Benson Area Transit may deny service.

SITTING

Please sit in an upright position with both feet on the floor. Lounging or reclining in the seats or occupying more than one seat at a time is prohibited. Moving about while the bus is in motion is unsafe and also prohibited.

STANDEES

Handrails are available for standees if desired, however, for safety it is recommended that all passengers be seated and use their seatbelts when the bus is in motion.

AISLES

All aisles must be clear of any obstructions, including walkers, canes, groceries, carts, bags, backpacks, strollers, and any large items that could obstruct the aisle and become a safety hazard.

SHOPPING CARTS & SHOPPING BAGS

Shopping carts must be of the following dimensions or smaller: 19.5 inches wide by 19.5 inches deep by 36 inches high. Shopping carts cannot be used as a mobility device. The cart must be safely secured while the bus is in motion and must not block the aisles. Shopping carts that exceed these dimensions may be denied by the bus



driver. Shopping bags must be stored inside the cart and may not be tied to, or hang from, the handles or sides.

The limit for bags on the bus is four plastic bags or two reusable bags per person. The bus driver can refuse transportation if they feel a passenger has too many bags as it becomes a hazard to other passengers. The bus driver cannot help load or unload the bags, so please only bring what you can carry on and off the bus. The bags must be placed on your lap or under the seat behind your feet. Bags cannot be kept in the aisles or occupy a seat.

BABY STROLLERS

Baby strollers are permitted on the bus, but the stroller must be folded up before boarding and you must hold your baby in your lap during transit. This is the safest way for your baby to ride on the bus. Strollers must not be unfolded until after you get off the bus. Large or non-collapsible strollers may be allowed if space is available. If space is not available, the bus

driver will pick you up on the next trip. Please remember that baby strollers are for transporting children and may not be used to hold groceries or other packages.

DIAPERS

Changing of diapers is not permitted on the bus for sanitary reasons and for the safety of the child.

LARGE AND PROHIBITED ITEMS

All items brought on the bus must be kept on your lap or behind your feet under the seat. Large items do not fit on the bus without blocking the aisles. For safety reasons, no large items are permitted on the bus. As a general rule, anything you bring home must meet the size dimensions of the shopping carts (19.5 inches wide by 19.5 inches deep by 36 inches high).

Federal and State laws prohibit anything potentially explosive or flammable on the bus,

including—but not limited to—containers of gasoline, kerosene, or other fuels, power tools that run on such fuels or oil/fuel mixtures, car batteries, fireworks, ammunition, etc. No weapons of any kind are permitted on the bus. Oxygen for medical purposes is permitted. The driver will assist the passenger in securing the oxygen tank if necessary.

FOOD AND DRINKS

Food and drinks are not to be consumed on the bus. Only bottled drinks with screw-cap lids are allowed on the bus but may not be consumed in transit. Despite the best intentions, accidents do happen and food and drinks often get spilled when carried on the bus. When this happens, it is mandatory that the bus driver stop the bus and clean the spill before service can continue. We do this to make sure passengers do not slip and fall as a result of the spill. Cleanup can delay service for an entire trip, therefore Benson Area Transit does not allow any drink without a screw-top lid or any food on the bus. Please eat your food and

drink your beverages before boarding the bus.

TOBACCO/VAPING

Chewing tobacco or smoking aboard the bus is prohibited. Electronic cigarettes and vapes are also prohibited.

SOLICITATION

Passengers are not permitted to sell merchandise of any kind or solicit any money for any purpose while aboard the buses, at bus stops, or at the Benson Area Transit office.



MOBILITY DEVICES

All Benson Area Transit buses are equipped with a ramp or lift to accommodate passengers who use mobility devices, such as wheelchairs, motorized scooters, walkers, canes, and crutches. If you have trouble managing steps, you can ask the bus driver to deploy the ramp or lift for you so that you can board or exit the bus with ease.

Mobility devices must be folded if possible and held by the passenger during transport. They must not be kept in the aisles. Wheelchairs and scooters must be secured inside the bus, which the bus driver must do for you. For safety reasons, the wheelchair must be facing forward. Shopping bags and packages may not be secured to any mobility device because they may unbalance the device and create a safety hazard. All mobility devices are required to be clean and free of all bodily fluids and offensive odors.

WHEELCHAIRS

Passengers who use a wheelchair are recommended to have functioning brakes and footrests attached to their chair prior to boarding the bus. The bus driver will deploy the ramp or lift before you board and will provide assistance boarding and exiting the bus. Wheelchairs must be secured to the floor by the bus driver. Wheelchairs must face forward during transit in compliance with ADA regulations. Benson Area Transit can accommodate wheelchairs and scooters with dimensions of 30 inches in width and 48 inches in length, and weighing up to 800 pounds when occupied. Larger wheelchairs will be permitted if they can be safely secured. If you have a powered chair, it must be powered off during transit. If you have a wheelchair that folds up, you may choose to fold it and sit in a seat.

PERSONAL CARE ATTENDANTS

Personal Care Attendants, or PCAs, do not need to pay an additional fare as long as they

remain with you at all times. If the personal care attendant wishes to board or get off at a different stop, then they must pay the regular fare. Benson Area Transit will accommodate one PCA for each passenger with a disability. If the passenger wishes to travel with more than one PCA, then they must notify the dispatcher in advance to ensure enough seating is available.

SERVICE ANIMALS AND PETS

The State of Arizona recognizes a service animal as any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or any other mental disability. Dogs whose sole function is the provision of comfort, companionship, or personal security are not considered service dogs under ADA regulations. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. Service animals are required to be leashed or

harnessed except when performing work or tasks where such tethering would interfere with the animal's ability to perform.

In order to determine if your animal is a legitimate service animal under ADA regulations, the law allows the bus driver to ask two questions pertaining to the animal itself:

1. Is your animal a service animal?
2. What work or service has your animal been trained to perform?

Additionally, the City of Benson requires all animals within city limits to be licensed. The driver will ask you if your animal is licensed. If the animal is not classified as a legitimate service animal in the eyes of the law, or is not currently licensed, the animal will not be permitted to ride.

Small pets can be transported on the bus as long as they are in an enclosed, leak-proof pet carrier. Please contact Benson Area Transit by calling (520)586-9406 the day before your planned trip to make arrangements for your pet to travel with you. The bus driver may deny

service if advance arrangements have not been made.

In the case of both service animals and pets, the passenger is responsible for the animal's behavior at all times. In the event an incident occurs, the passenger will be accountable for any clean up or damages that result from the incident.

BICYCLES

Benson Area Transit will allow bicycles on the bus. To ensure the safety of all passengers, the passenger with a bicycle must secure the bicycle in a way that will not block the aisle and will not impede the boarding of disabled passengers. If the bus cannot accommodate a bicycle, the driver will let the passenger know before boarding. Bags and packages must be removed and carried aboard the bus with the passenger and are not permitted to be tied to bicycle. By law, gas-powered bicycles and equipment are prohibited.

LOST AND FOUND

From time to time, passengers misplace their

belongings while riding the bus. Any lost items discovered while riding the bus should be given to the driver. The bus driver will bring the items to Lost and Found, located at City Hall. If you think you may have lost your things on the bus, you can visit the Benson Area Transit office between 8:00 a.m. and 4:00 p.m., Monday through Friday.

Other Transportation Services

Amtrak, a nation-wide train service that provides transportation via the Sunset Limited line, with a stop at 105 E 4th St in Benson, Arizona. Purchase tickets in advance at www.amtrak.com or call 800-523-6590.

VICaP, a volunteer transportation to senior and disabled residents of Cochise County to medical appointments, grocery shopping, and other life necessities. To arrange a ride, please call (520)459-8146.

Greyhound, a nation-wide bus service that provides transportation to cities across the US. To purchase in advance, visit www.greyhound.com

City Hall	8:00	9:35	11:10	12:45	2:20
Library	8:02	9:37	11:12	12:47	2:22
6th St & San Pedro	8:04	9:39	11:14	12:49	2:24
7th St & San Pedro	8:06	9:41	11:16	12:51	2:26
Lahabra Apartments	8:10	9:45	11:20	12:55	2:30
DES - 7th St & Dragon	8:14	9:49	11:24	12:59	2:34
Silverwood & Canyon View	8:16	9:51	11:26	1:01	2:36
Silverwood & Valley View	8:18	9:53	11:28	1:03	2:38
Silverwood & Huachuca	8:20	9:55	11:30	1:05	2:40
Ramona Morales	8:24	9:59	11:34	1:09	2:44
Cochise Apartments	8:26	10:01	11:36	1:11	2:46
Chiricahua Clinic/Benson Hospital	8:30	10:05	11:40	1:15	2:50
Safeway	8:33	10:08	11:43	1:18	2:53
Walmart- (10 Minute Break)	8:35-8:45	10:10-10:20	11:45-11:55	1:20-1:30	2:55-3:05
Medicine Shoppe	8:47	10:22	11:57	1:32	3:07
5th St & Ocotillo	8:49	10:24	11:59	1:34	3:09
SSVEC	8:52	10:27	12:02	1:37	3:12
Lower Circle K	8:58	10:33	12:08	1:43	3:18
Pato Blanco	9:02	10:37	12:12	1:47	3:22
San Pedro Terrace Apt	9:06	10:41	12:16	1:51	3:26
Lions Park	9:09	10:44	12:19	1:54	3:29
Quarterhorse Motel	9:14	10:49	12:24	1:59	3:34
Walmart	9:17	10:52	12:27	2:02	3:37
Safeway Plaza - (Flag Stops)	9:22	10:57	12:32	2:07	3:42
City Hall	9:30	11:05	12:40	2:15	3:50