

# ValleyRide ACCESS Service

## Users' Handbook

February 2016



Photo courtesy of Constance Prater





## **Table of Contents**

Contact Information	5-6
Using this Handbook	6
Levels of ACCESS Service	7
Service Days & Hours	7-8
When to Reserve a Ride	8
Service Area	8-9
ACCESS Reservations	9-10
Reservation Reminders & Tips	10-12
How to Reserve a Ride	12-14
Personal Information Changes	15
Reservations via the Internet	15
Multiple & Subscription Trips	15-17
How to Change/Cancel Your Ride	17-19
Automated Phone Reminders	19-20
When ACCESS Arrives	20-23
On-time Pick-up	24
How to Serve You Better	24-25
Additional Passengers/Animals	25-29
Mobility Devices/Aids	29-32
Fares	33-34
ACCESS Drivers	34-35
No-Shows	35-38
Lost and Found	38
Travel Training	38-39
Extreme Weather & Disasters	39-40
Using Other Paratransit Services	40-41
Your Comments/Riding Rules	41-43

## ***Welcome to ACCESS!***

ValleyRide is your public transportation provider for Ada County and Canyon County. Our goal is to provide you with safe, friendly and reliable public transit services.

ACCESS is the ValleyRide paratransit service. Paratransit is not similar to fixed-route bus service or a taxi. It is a curb-to-curb shared ride transportation for persons with disabilities who are unable to use the fixed-route service some or all of the time.

This handbook is your guide to ACCESS service. It contains the information needed to use ACCESS and to help you understand your responsibilities as a paratransit customer.

We have made every effort to ensure that the information in this handbook is complete. If you have any questions, please let us know. Our contact information is listed on Page 5-6. **Please enjoy the ride!**

## **OUR ADDRESS & TELEPHONE NUMBERS**

(All telephone numbers in this handbook use the 208 area code)

RideLine Customer Service  
700 NE 2<sup>nd</sup> Street, Suite 100  
Meridian, ID 83642

Call 345-RIDE (7433) for general ACCESS information

To reach ACCESS Eligibility, please call 258-2791.

To make a reservation, cancel a future trip or check on an already scheduled trip please call 258-2790.

Same-day trip cancellations:

- Boise: 345-1234
- Canyon County: 467-3152

Cancellation of a scheduled ride must be made a minimum of one (1) hour prior to the start of your scheduled trip.

If you have a hearing impairment, you may call: **1-800-377-1363 or 711 for TTY (Idaho Relay Service)** between 7:00 AM

and 6:00 PM weekdays and between 8:00 AM and 5:00 PM on Saturday.

If you are unable to speak, you can send an email to:  
[reservations@valleyregionaltransit.org](mailto:reservations@valleyregionaltransit.org)

### **Using This Handbook**

*For persons with disabilities:* This handbook is available in alternative formats. Please call 345-RIDE (7433) to learn more about these format options.

*To caregivers and social service agencies:* This handbook has been written for ACCESS passengers. Many caregivers and others will assume the responsibility for reading and understanding this information as well as making arrangements for the passenger.

Please be aware that if the person you are caring for will ride ACCESS without a caregiver or independently without a Personal Care Attendant, they must follow ValleyRide's Rules of Conduct.

## Levels of ACCESS Service

1. **Unconditional** allows customers to use ACCESS for all of their trips within the service area during ValleyRide's normal hours of service.
2. **Conditional** is for those who are able to use fixed-route service at times but require paratransit service at other times. This **conditional** service is specific to each rider's abilities.
3. **Temporary** is for those who have a temporary need for paratransit service due to a major event such as a stroke or broken leg. This service will include an expiration date based on application information and date and information from the verifying professional. If service is needed past the expiration date, a new application is required.

## Service Days and Hours

ACCESS days and hours of operation are complementary to those of the ValleyRide fixed-route services.

For Boise, service is available Monday through Friday from 5:45 a.m. to 7:40 p.m.

and on Saturday from 7:45 a.m. to 6:35 p.m. Canyon County service is available from 6:09 a.m. to 7:34 p.m. Monday-Friday.

There is no ValleyRide bus or ACCESS service on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas.

### **When to Reserve a Ride**

Please schedule your ACCESS ride(s) from one (1) to fourteen (14) days prior to your trip. The Reservations team is available from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. Trip requests may be left on the Reservations voice mail at any time including Sundays. The voice mail call must be received by 5:00 p.m. for next-day reservations.

### **Service Area**

All paratransit trips must begin and end within the service area, which is a corridor that extends  $\frac{3}{4}$ -mile on each side from the ValleyRide fixed-route bus service; this conforms to the minimum requirements of the Americans with Disabilities Act (ADA).



Changes in fixed-route service and times may affect the areas and times of paratransit service. If you are wondering if a fixed-route change affects your ACCESS service, or you are unsure if an address is within the ACCESS service area, please contact RideLine Customer Service at 345-RIDE (7433). Also, if you are moving to a new home, please check with RideLine to ensure your new address is within the ACCESS service area.

### **ACCESS Reservations**

ACCESS paratransit service provides hundreds of trips per day. ACCESS is **NOT** a taxi or limousine, but is a shared ride transit service that takes multiple passengers to different locations. Your needs must be balanced with the needs of other customers.

Matching rides is the most complex part of getting you to where you need to go in a reasonable time. When you call, the reservationists will do their best to accommodate your request. The reservationist may adjust your ride pick-up time up to 30 minutes earlier or 30 minutes later than your requested time. The more

flexible you can be about your requested time, the more efficient we can be.

Trips are designed to allow for adequate travel time between stops. Travel times are scheduled to be comparable to the same trip on the fixed-route system. Please be sure you allow enough travel time to reach your destination. Every trip is important and they may be scheduled for any purpose.

### **Reservation Reminders:**

- Please allow extra travel time in your schedule. ACCESS is a shared-ride service and the vehicle may stop to let others on or off before you get to your destination.
- Unexpected delays may occur. Road construction, heavy traffic, bad weather and picking up or dropping off other passengers may increase your travel time.
- If you have an appointment, please make sure your reservationist knows. You should plan your trip so you arrive at your destination at least 10 minutes early.

**Please Note:** *For trips with a specific appointment time, you need to be ready to be picked up one (1) hour prior to the scheduled arrival. For example, if you need to be at your destination at noon, you need to be ready to be picked up as early as 11 a.m.*

*For return trips, the driver will arrive within 30 minutes of the scheduled pick-up time.*

### **Reservation Tips**

- If your travel destination does not open until a specific time, please make sure you tell your reservationist to avoid being "locked-out."
- Calling early generally results in better on-time performance and less stress for you.
- A reminder: trip reservations cannot be made on the day a ride is needed. Reservations must be made at least one (1) day prior and before 5:00 p.m.
- Only book trips you know you will take.
- If you do not have a specific appointment time, please try to be

flexible about the days and times of your rides. It may be more convenient to make your reservation earlier or later in the day or even on another day.

- Allow enough time to complete your business at your destination. If you expect an appointment to end by 3:00 p.m., you may want to make your pick-up ride for 3:15 p.m. or 3:30 p.m. so you do not miss your ACCESS trip.

### **How to Reserve a Ride**

Call Reservations at 258-2790 or email: [reservations@valleyregionaltransit.org](mailto:reservations@valleyregionaltransit.org).

We try to answer calls quickly; however if you have to wait for a reservationist, please be patient and stay on the line. Calls are answered in the order they are received and a reservationist will be with you as quickly as possible. If you do not care to wait, you may leave a message on the reservation voice mail and they will return your call.

Please have the following information with you when making a reservation to help ensure a quick and accurate process:

1. Your name
2. Your ACCESS ID number
3. Your originating address
4. The day and date you need the ride
5. The complete destination address
  - a. If your destination is a business, please supply the business name.
6. The time you are due at your destination or the time you wish to be picked up.
7. The time you will be ready for your return trip. If in doubt, give yourself extra time so the ACCESS bus does not arrive and then leave before your activity is over.
  - a. The bus driver will wait up to five (5) minutes for you to arrive at the waiting bus. This rule is for any pickup.
8. Let the reservationist know of any of the following:
  - a. You cannot be dropped off earlier due to the business or building not being open.

- b. You must be picked up by a certain time due to the business or building closing.
- c. You cannot have an earlier return trip.
- d. Whether you are using a mobility aid such as a wheelchair, non-standard size wheelchair, scooter or walker.
- e. If you have changed the type or size of mobility device since your last trip.
- f. Whether you will have a Personal Care Attendant (PCA) and/or guest with you.
- g. If your pickup location has multiple entrances or exits, or if the location is difficult to find.

Upon completion of your reservation, the reservationist will repeat the trip information that you provided back to you. If there is a discrepancy, please let the reservationist know immediately.

## **Personal Information Changes**

Call ACCESS Reservations at 258-2790 if you move to a new address, change your telephone number, emergency contact number or now require a PCA. It is very important that this information is kept up to date.

## **Requesting a reservation via the Internet**

If you are a human services agency and need to make ACCESS reservations for multiple clients, we may be able to give your agency access to the Reservations web portal. This will allow you to request a trip without waiting to speak to a reservationist. Once a reservationist determines if the trip(s) can or cannot be made at the exact times requested, they will contact you to confirm or to set an alternative time. Please contact the Reservations personnel for information regarding the requirements and training.

## **Multiple Trips**

Sometimes you may need to go to several places on the same day. If this happens, you

will need to schedule a separate trip from each pick-up location to each drop-off location.

Since ACCESS is a shared ride service, it is important that you allow enough time between drop-offs and pick-ups to complete your business at each destination. We recommend no less than 75 minutes between each scheduled pick-up time.

### **Subscription Trips: (Standing Rides)**

If you need a ride to the same place at the same time at least once a week for a period of at least three months, a subscription trip may be an option for you.

Once the trips are set up, you will not have to call to make a reservation for this ride as the computer system will automatically schedule the rides for you. With the trip(s) being automatically scheduled, you **must** call to cancel any trip or trip segment you are not planning to take. It is important to remember that not cancelling a trip will result in a no-show. Please read the no-show policy starting on page 35.



The number of subscription trips is limited and, during peak service hours, may not be available. Please contact Reservations to see if a subscription trip can be made for the dates and times you want.

### **How to Change your Ride**

To change a future reservation, please call Reservations at 258-2790 no later than 5:00 p.m. on the day prior to the reservation.

ACCESS cannot guarantee that a change requested on the same day as the trip is scheduled can be made. If your appointment ends earlier than anticipated, we will not be able to pick you up prior to the time you originally scheduled. If your appointment is running late and there is a chance you will not be ready for your trip, contact ACCESS Dispatch at 345-1234 for Ada County or 467-3152 for Canyon County as soon as possible to request a change. Please note that a ride may not be available at the time requested or an extensive wait may be required.

## **How to Cancel Your Ride**

To cancel a scheduled ride, call Reservations at 258-2790 at least one (1) day prior to the trip and no later than 5:00 p.m. on the day before your trip. Please give the reservationist the following information:

- Your ACCESS ID number and your name
- The date, time(s) and destination(s) of the trip(s) you want to cancel.

To cancel on the day of your ride please call 345-1234 for Ada County service or 467-3152 for Canyon County service at least one (1) hour prior to your scheduled pick-up time. If you cannot give us one (1) hour cancellation notice, please call as soon as possible. Depending on circumstances and timing, a ride cancelled with less than one (1) hours' notice may be considered a no-show.

Please be prepared to tell the dispatcher:

- Your ACCESS ID number and your name.
- The time(s) and destination(s) of the trip(s) you are calling to cancel.

- Make sure if you have more than one trip scheduled that day to tell the dispatcher exactly which trip(s) you are cancelling.
- If cancelling, remember to also cancel the return trip if it is not needed in order to avoid a no-show.
- If you have scheduled a PCA or guest, their trips must also be cancelled.

If there is a pattern of five (5) percent or more of the total trips scheduled being late cancellations during a rolling three-month period, the pattern will be treated the same as reaching the no-show threshold.

### **Automated Telephone Reminders**

ACCESS passengers have the option of getting a computer-generated phone call the evening prior to their scheduled trip(s). When you make your reservation ask the reservationist to set up your automated calls.

The call will remind you of your trips by individual segments (both your destination and return) separately, and will allow you, by following the prompt, to cancel your trips if you no longer need them for the next day. If

you miss the call, do not worry as the system will not automatically cancel your trips.

Please remember:

- This is an optional service. If you do not want to receive the calls, they will not be made.
- The message is computer generated and may not be as clear as a human voice. Please listen carefully to make sure the origin and destination of each segment of your next-day trips are correct.
- If you cancel a trip during the automated call, it is the same as cancelling directly with Reservations or Dispatch. The trip will be cancelled and the time of the trip will likely be filled by another ACCESS passenger. If you cancel a trip in error, call dispatch at 345-1234 for Ada County and 467-3152 for Canyon County as soon as possible.

### **When ACCESS Arrives**

When the ACCESS vehicle arrives, please be ready to go. Every effort is made to pick you up on time; however your actual pickup

may be up to 30 minutes after your scheduled pick-up time.

- Remember, if your reservation was made using a pick-up time, it may be up to 30 minutes after that time and still be considered on time. Please keep this in mind when making your reservation.
- Drivers cannot assist a passenger over more than one step.
- Drivers are not allowed to carry any packages. A passenger may only transport packages that they can personally carry and fit within their seating area. Passengers are not allowed to make multiple trips in order to carry additional packages on ACCESS vehicles.
- Drivers are not allowed to enter a passenger's residence or destination/pickup location.
- For safety reasons, there must be a clear path from your pick-up point to the ACCESS vehicle. If the path is not clear, the driver may not be able to assist you to the vehicle.

- Please have either the exact fare or an ACCESS ticket ready upon boarding. Drivers do not carry change and are not allowed to help a passenger find the fare. If a fare is not paid, the driver is not allowed to take you on your trip.
- All ACCESS drivers wear a ValleyRide uniform and have company identification. If in doubt ask to see the ID. If you are visually impaired, you may contact ACCESS dispatch at 345-1234 for Ada County and 467-3152 for Canyon County to confirm your ride is legitimate.

**NOTE:** ACCESS drivers may only wait five (5) minutes once the vehicle arrives at your pick-up location. If the vehicle arrives early, the driver may ask if you are willing to leave early. If you not wish to leave prior to your scheduled pick-up time, the driver will continue to wait until five (5) minutes past your scheduled pick-up time before leaving for the next passenger pick up or drop off.

The driver's responsibility for your safety begins when you reach the bus. The driver

will help you on or off the bus and will ensure your walker, wheelchair, or other mobility device, if used, is safely secured prior to being transported. ACCESS drivers are not your Personal Care Attendant (PCA). If you need assistance with your trip, personal items or after you exit the bus, you should have a PCA or companion travel with you.

Please note that you may be left alone on the bus if the driver is assisting other passengers.

You will be dropped off at your destination even if there is no one waiting for you. If you cannot be left alone, please arrange for a PCA or guest to travel with you.

Your return trip may be on a different bus than the one you took to your appointment. The drivers do not have access to other buses schedules and cannot verify the time of your return trip. Please contact dispatch (345-1234 for Boise service or 467-3152 for Canyon County service) if you need to know the time of your return trip.

## **On-time Pick-up**

Although every effort is made to arrive within the 30 minute pick-up window, there are many factors affecting schedules that our drivers cannot control.

ACCESS is a shared-ride service. You should expect other passengers to be picked-up or taken to their destinations while you are on the vehicle. Unexpected delays may happen due to road construction, traffic jams, bad weather or picking up or dropping off other passengers.

If the ACCESS driver has not arrived within 30 minutes of your scheduled pick-up time, you may cancel the ACCESS trip. The cancellation will not be counted as a no-show. If you have a return trip scheduled, please let the dispatcher know if you also want the return trip cancelled.

## **To Help Serve You Better**

- Be ready a few minutes prior to your scheduled pick-up time.
- Sometimes an ACCESS vehicle may arrive early. You have the option of



leaving before your scheduled pick-up time.

- Make sure the address of your pick-up location is clearly visible from the street, especially when it is dark.
- If you are to be picked up at a large building or complex, tell the reservationist which entrance you will use when you schedule your ride. Wait near that entrance so you can see the bus when it arrives. If the driver cannot find you, the bus will leave five minutes after arrival or scheduled pick-up time, whichever is later.

## **ADDITIONAL PASSENGERS**

### **Personal Care Attendant (PCA)**

A PCA is someone traveling with you who assists with your personal care and activities. A PCA is different than a guest or companion.

If you require the help of a Personal Care Attendant, you need to have the PCA registered in the scheduling system. To

register your PCA, call Reservations at 258-2790.

If a personal care attendant will be riding with you, please make sure to tell the reservationist when the trip is scheduled that you will be accompanied by a PCA. This will ensure there will be space for both of you on the bus. Drivers cannot transport anyone who is not scheduled for the trip.

PCAs do not pay a fare when escorting you on ACCESS or a fixed-route bus. PCAs **MUST** get on and off the bus at the same time and location that you do.

**NOTE: *Did you know that you may ride the fixed-route buses for half the fare for an ACCESS ride?***

### **Guests (Companions)**

A guest is a person (not a personal care attendant) you want to bring with you on a trip. As an eligible ACCESS customer, you may invite family and friends to ride with you on the ACCESS bus as a guest. You must reserve a seat for each guest on each trip. If you would like to bring more than one guest,

the additional guest(s) will be accommodated on a space available basis.

When making your reservation, make sure to let the reservationist know you will be bringing guest(s) when you schedule your ride. Drivers cannot transport guests who are not scheduled for a trip.

Guests pay the same fare as you when they ride, and they must board and exit the bus at the same place and time as you.

If you have a guest scheduled for a trip and they will not be able to take the trip, it is your responsibility to cancel the guest's trip. As with your trips, if the cancellation is made on the day of the trip, please call 345-1234 for Ada County or 467-3152 for Canyon County; late cancellations or no-shows count against your no-show quota. If the cancellation is one or more days prior to the scheduled trip, please call ACCESS Reservations at 258-2790 or use the automated telephone reminder system.

## **Children**

Children five (5) years of age or younger must be accompanied by an eligible ACCESS

passenger. Up to two (2) children five years of age or younger may accompany an ADA-eligible customer at no charge. Additional children ages five or younger or any child six (6) years of age or older must pay the regular ACCESS fare. As with guests, seats for children must be reserved and are only available when space allows.

Additionally, children four (4) years of age or younger or weighing less than 40 pounds must travel in an approved car seat. ACCESS vehicles are not equipped with car seats and it is your responsibility to bring one for each child that requires a car seat. You will also be responsible for securing the car seat in the vehicle and securing the child in the car seat. If assistance is needed, please bring someone with you to help. The driver cannot transport children who are not safely seated and wearing a seat belt.

## **Animals**

Service animals are animals that have been trained to perform specific tasks to assist their owner in doing their daily activities. They are not pets.

Service animals are welcome on ACCESS buses and ride for free when accompanied by their owners. The animal may travel on the floor beside its owner, or if small, on the owner's lap. Animals are not permitted to run free inside the bus or sit on the seats. The service animal must be under your control. If you need assistance with a service animal please bring a PCA or guest with you.

Please tell the reservationist when you make your reservation that a service animal will be accompanying you. This will ensure there is room on the bus.

Pets that are not service animals (including companion animals) must be enclosed in a carrier that will remain secured during the trip. The carrier floor should have an absorbent material to prevent the bus from being soiled. The pet and carrier may not weigh more than 25 pounds and must fit on your lap or under the seat.

### **Wheelchairs and Other Mobility Devices**

All ValleyRide vehicles, including ACCESS vehicles, are designed to transport a minimum of two (2) manual or powered

three- or four-wheeled mobility aids, such as wheelchairs, designed for use indoors when used by those with a disability or mobility impairment. Every ValleyRide vehicle will allow the loading of a mobility device that does not exceed 30 inches in width and/or 48 inches in length (measured two inches above the ground), and weighs no more than 600 pounds when occupied. A passenger and their wheelchair or scooter must be able to fit on a lift, permit the driver to operate the lift safely, and fit within the securement area inside the bus.

Many ACCESS vehicles have lifts that will support up to 800 pounds when occupied and will accept mobility devices with slightly larger dimensions. If there are no legitimate safety concerns or vehicle limitations, you and your device will be accommodated. Please be aware that we cannot guarantee the vehicle you will be scheduled for will accommodate a larger mobility device. Make sure the reservationist knows that you have a larger mobility device at the time you reserve your trip.

To ensure your safety and that of the driver, the driver will assist you in a manual wheelchair up or down one step to a level surface. Drivers are not allowed to help you over rough terrain, steep slopes, operate powered mobility devices or more than one step to a level surface. Drivers cannot assist you if your device is not operational.

Drivers will assist you when you get to the bus, get on or off the lift and will secure and release the wheelchair and scooter tie downs and seatbelts on the vehicle. If you need additional help, please have your PCA or guest available.

Please keep your wheelchair or mobility device in good working condition and clean. A dirty or poorly maintained device may be a hazard to you, the driver or other ACCESS passengers if it has loose parts, brakes that do not hold or damaged wheels.

### **Other Mobility Aids**

Devices such as canes, walkers or oxygen carts should be kept in front of the seat you are sitting in. If this is not possible, the ACCESS driver will help you determine a

method of securing the item. In the event the driver must make a quick unplanned maneuver or brake quickly, an unsecured device may become a projectile and cause injury to others on the bus.

### **Lifts**

Customers other than those that use mobility devices may use the lift to board the bus if they are not comfortable using the bus steps. Please let the reservationist know at the time you book the trip so the extra time needed to use the lift is accounted for in the schedule.

### **Seat Belts**

For the safety and security of all ACCESS passengers, their PCAs and guests are required to wear a seat belt and remain seated with their seat belt secured during their trip. Passengers who use wheelchairs and other mobility devices are also required to wear a seat belt and are responsible for its use. A driver cannot secure the belt for you, but your PCA can. If the ACCESS vehicle does not have seat belts for every seat, wearing



the seat belt is recommended, but not mandatory.

## **Fares**

Fares may be paid by using cash, a personal check or an ACCESS pass. Passes may be purchased by mail, in person in Meridian at the Valley Regional Transit RideLine offices, 700 NE 2<sup>nd</sup> Street, or in Caldwell starting late spring 2015 at the Happy Day Transit Center at 5907 Cleveland Blvd. Passes may be purchased with a debit or credit card by calling RideLine customer service or in person at the RideLine office. If you cannot make it to the RideLine office, you can get someone to buy the passes on your behalf. A convenience fee will be added to all debit or credit card orders.

Please call RideLine customer service at 345-RIDE (7433) or go to the RideLine website at [www.rideline.org](http://www.rideline.org) for information on fares and pass purchases. Passes may be purchased by active ACCESS passengers or by someone on your behalf. If someone else is purchasing passes for you, they must know your ACCESS identification number at the

time of purchase.

Make sure you have the exact fare ready upon boarding the vehicle. Drivers do not carry change and are not allowed to search pockets, backpacks or purses to find your fare. The fare must either be put in the fare box or handed to the driver each time you board an ACCESS bus. Guests and children six (6) years or over must pay fares.

Personal care attendants and up to two children under age six (6) are not required to pay a fare. Service animals and pets in carriers are allowed on board at no charge.

### **ACCESS Drivers**

ACCESS drivers are trained in defensive driving, passenger assistance, first aid and the safe operation of the vehicle. *Please cooperate with your driver and follow their instructions!*

An ACCESS driver's highest priority is the safety and security of all passengers and the bus. Drivers make their best efforts to keep the vehicle in sight at all times. It is possible that you may be left alone on the bus while the driver assists other passengers.

Please do not start a conversation with the driver if it does not involve your ACCESS trip. Non-essential talk can distract a driver from focusing on their driving and the surrounding area.

*Drivers are not allowed to wait while you complete a small errand. If you need only a short time at your destination, it must be scheduled as a separate trip.*

ACCESS drivers are not PCAs and cannot handle your packages, medications or money other than the bus fare.

Drivers cannot accept tips; you may reward their good service by contacting RideLine at 345-RIDE (7433) and asking the customer service specialist to enter the compliment into the computer system. The driver's management team reviews all passenger comments.

### **No-Shows**

A NO-SHOW occurs when:

1. You have not called to cancel your trip at least one (1) hour prior to the scheduled pick-up time. This time is needed to allow rerouting of the bus to

provide service to other locations and passengers.

2. You are at the address where you requested to be picked up, but are not ready to board the bus within five (5) minutes of your scheduled time.
3. You are not at the correct address or the correct location at the address where you requested to be picked up and the ACCESS driver cannot locate you.

Failing to cancel the ride in a timely manner impacts other passengers who were scheduled to share the ride with you. It may keep someone from being able to get a trip on the bus that would have been available had the cancellation been made within the time limits.

If you are a no-show on your first trip of the day, your return trip is not automatically cancelled. You must cancel the return trip if you do not plan on taking it or it too will result in a no-show. If you have scheduled a PCA or guest, their trip(s) must also be cancelled.

Remember, you may cancel any trip the day before your scheduled trip by using the automated telephone reminder system. Please remember to cancel both segments of your trip if neither one will be taken.

A pattern or practice of no-shows is automatically determined to exist if a passenger fails to cancel three (3) trips or 10 percent of their trips, whichever is greater, in a rolling three-month period.

- For the first violation, a warning letter will be sent.
- The second violation will result in a one-week suspension
- A third violation will result in a two-week suspension.
- A fourth violation will result in a three-week suspension.

Any passenger who continues to show a pattern of no-shows after they reach the no-show threshold will forfeit their ability to schedule reservation trips.

Trips missed for reasons beyond your control, such as an error made by ACCESS, a verified illness or verified last-minute cancellation by your medical provider will not

count as a no-show. Please call ACCESS at 345-1234 in Ada County and 467-3152 in Canyon County as soon as possible to insure the no-show may be excused.

### **Lost and Found**

You are responsible for keeping track of the belongings you bring on the bus. If you discover that an item was left on the bus, you may call RideLine at 345-RIDE (7433) with a description of the item, day and time of your ride and, if possible, the bus number. The customer service specialist will attempt to locate the item and get it back to you.

### **Travel Training**

All ValleyRide fixed-route buses are equipped with ramps or lifts to assist your mobility devices. Fixed-route drivers are required to call out all major stops and intersections on any bus that does not have automated announcements. Travel training assists passengers in using the ValleyRide fixed-route system. Trainers help to familiarize you with the bus system, including the bus routes, schedules, fares, fare box

and, most importantly, how the fixed-route system can meet your mobility needs. If you have any apprehension to riding, a travel trainer will help give you the confidence to become comfortable riding the bus and controlling your own schedule.

Travel trainers have received specialized instruction to help people with a variety of disabilities. They will develop an individual training plan based on needs and requirements. Travel trainers provide personalized training up to and including riding the bus with you to your destination.

If you are interested in this no-cost service from RideLine, please call 345-RIDE (7433) and select option 1.

### **Extreme Weather or Local Disasters**

Your safety and the safety of the driver is paramount. Public transit service may be delayed or cancelled during periods of severe snow, ice, flooding or other local disasters. ACCESS service may be reduced and possibly cancelled when the weather creates hazardous conditions or your residence or destination cannot be reached. During

periods of severe weather, updates will be posted on at [www.valleyride.org](http://www.valleyride.org) and [www.rideline.org](http://www.rideline.org). You may also call RideLine at 345-RIDE (7433) for updates on fixed-route and ACCESS service during times of inclement weather. If you are signed up for the automated phone reminders, you will receive a message if ACCESS service is cancelled.

If the weather deteriorates after you are dropped off, priority will be given to getting passengers home from their trip. Also, providing life sustaining trips such as for dialysis or chemotherapy will also take priority during times of limited service. If the trip starts or ends on a hill or side street, the ACCESS bus may not be able to get there until the street is safe to travel on. Please have a back-up location in mind where you can be safely dropped off until it is clear for you to get to your destination.

### **Using other Paratransit Services**

If you are planning to travel out of the area and would like to use ADA paratransit service while you are there, please call ACCESS



Eligibility (258-2791) to assist in setting up your access to another paratransit system. The ability to travel on another agency's paratransit service is dependent on their rules and regulations.

Visitors to the Treasure Valley who are ADA eligible for paratransit service with another transit agency may use ACCESS service for up to 21 days in a calendar year without needing to apply for local approval. The visitor must contact ACCESS Eligibility prior to their arrival. If local ACCESS service will be needed for more than 21 days, the visitor must apply for ACCESS eligibility. Eligibility does not transfer from the other agency.

### **Your Comments**

We welcome your feedback, suggestions and comments about our service. Please call RideLine at 345-RIDE (7433), send an email to [info@rideline.org](mailto:info@rideline.org), or write to:

RideLine Customer Service Supervisor  
Valley Regional Transit  
700 NE 2<sup>nd</sup> St, Suite 100  
Meridian, ID 83642

Please provide as much information as you have available including:

- Your name, ACCESS ID number, your address and telephone number.
- The date, time and location of the incident if applicable.
- The vehicle number and/or driver's name.
- Your compliment, suggestion or complaint.

The ADA County and Canyon County ACCESS management teams review every submittal and will follow up on your inputs. That follow up may include contacting you.

### **Rules & Responsibilities for Riding ACCESS**

- You must be ACCESS eligible, be a personal care attendant or a guest of the eligible passenger.
- You must pay the current fare upon boarding the vehicle.
- You may not eat, drink, and use alcohol or tobacco (including e-cigarettes).

- You must not litter.
- You must not use profanity or engage in disruptive behavior.
- You must not threaten or harass other passengers or the driver.
- You must not have any offensive body or other odors, including heavy perfume.
- You must not bring aboard open food or drink containers; flammables (such as gasoline, alcohol and lighter fluid.); weapons of any kind; bicycles other than those that fold and fit between the seat rows; strollers, grocery carts or other non-mobility devices that cannot fit between the seats; and animals, except for service animals, which are not in an approved carrier.





