

SCHEDULING EASE

Once approved to ride ACCESS, scheduling a ride is easy.

Simply call 345-RIDE (7433) (Mon.-Sat.) between 8 a.m. and 3:45 p.m. and give the ACCESS Reservationist:

- Name
- ACCESS ID Number
- Originating Address
- Destination Address
- Time due at destination and time of your return trip

If the ACCESS Reservationist is not available, leave a message with Customer Service or on the Reservationist's voice mail. You will receive a telephone call the next operating day with the confirmation number for your trip. Trips cannot be modified on the day the trip is scheduled.

BE READY ONE HOUR (60 MINUTES) BEFORE YOUR APPOINTMENT TIME

The bus operator will wait no more than five (5) minutes for you to arrive at the waiting bus. The same is true for your return trip.

Trips may be booked 14 days in advance, but no later than 3:45 p.m. for service the next operating day.

In the event of an emergency, an effort will be made to accommodate same day trips based on availability.

As with the bus system, you may be on the ACCESS vehicle up to one hour each way. Hours of service correspond with the fixed line bus service for your area.

SERVING YOU

ACCESS welcomes suggestions and comments on how ACCESS can better serve your needs.

Please remember, ACCESS is public transportation and times and trips cannot be changed on the day of the scheduled trip.

ACCESS

208-345-RIDE (7433)

or

1-800-377-1363

IDAHO RELAY SERVICE

A service provided by



A service of Valley Regional Transit
700 N. East 2nd Street, Suite 100
Meridian, Idaho 83642

ON THE MOVE!

ACCESS

Transportation for Persons with Disabilities



208-345-RIDE (7433)

A service provided by



A service of Valley Regional Transit

ACCESS

is an origin to destination transit service operated by ValleyRide for qualified persons with disabilities.

AFFORDABLE SERVICE

ACCESS fares are \$2.00 per one-way trip (\$4.00 round trip) for each passenger and for each guest. Passengers are required to pay upon boarding. Drivers cannot make change and therefore exact fare is required. Failure to pay will result in refusal of service.

For your convenience you may purchase either single coupons or packages of 10 coupons. Call 345-RIDE (7433) for details.

CANCELLATIONS

Future cancellations are accepted by calling 345-RIDE (7433). Same-day cancellations require a minimum two hour notice and a call to 345-1234 for Boise or 467-3152 for Nampa/Caldwell. Failure to provide notice results in a no-show. Three no-shows or 10 percent of your scheduled trips, whichever is greater, within a six-month period will result in a 30-day suspension of service.

ACCESS POLICIES

- For trips with a specific appointment time, you need to be ready 1 hour prior to the scheduled arrival. The driver will arrive within the 60 minute window with sufficient time to allow you to reach your destination on schedule. For return trips, be ready at your requested return time and pick-up location. The driver will arrive within 60 minutes, but as close to your requested time as possible.
- Operators are not permitted to carry items for passengers. If additional assistance is required, passengers may be assisted by a personal care attendant or a guest.
- Operators do not transfer passengers in or out of wheelchairs.
- All passengers must wear a fastened seat belt for the duration of their trip.
- Passengers will be refused service if they behave in an inappropriate or disrespectful manner.
- Passengers **MUST** be able to get themselves and their belongings to the vehicle and from the vehicle at the point of origin or destination.
- For the safety of the passenger and operator, assistance will be given to passengers in wheelchairs up or down only one step or curb.
- Passengers boarding in wheelchairs are urged to ride with the wheels of the chair in the locked position.
- A single guest seat is reserved to accompany each passenger on a scheduled trip. The fare is \$2.00 per person for rides in each direction.
- NO EATING OR SMOKING is permitted on ACCESS. Drinking is permitted only from sealed containers.



ACCESS
345-RIDE (7433)