

ACCESS Service Standards & ADA Paratransit Plan

FREQUENTLY ASKED QUESTIONS

Q: What is ACCESS paratransit service?

A. Under the Americans with Disabilities Act (ADA), paratransit functions as a “safety net” for persons whose disabilities prevent them from using the regular fixed-route system. It is not intended to meet all of the transportation needs of all persons with disabilities, all of the time. As such, the level of service provided is required to be comparable to that available on the fixed-route system; the hours and days of operations must be the same, and service must be provided to origins and destinations within three-fourths of a mile of a bus route.

Q: I am eligible for ACCESS transportation. When can I schedule a trip?

A. You can schedule a trip at least one day and up to 14 days in advance.

Q: Can I schedule to be picked up at a specific time?

A. An eligible passenger can expect to be picked up within 30 minutes from the requested pick up time. Reservation pickup times can be negotiated up to one hour before or one hour after the requested departure time.

Q: Can I schedule a trip on the same day as I need it?

A: Reservations must be received no later than 5 p.m. the working day before the trip. A trip can be cancelled on the same day.

Q: What is the fare to use ACCESS?

A: The fare for the ACCESS-eligible client is \$2 per trip. The fare for a guest is the same. A personal care attendant will not be charged a fare.

Q: Are there any restrictions to the locations where the ACCESS vehicle can take me?

A. No. The destination must be within the three-fourths of a mile from a fixed-route.

Q: What is your policy on people who schedule a ride and do not show up?

A. A no-show is someone who: is not at the planned pick up location; or who is not

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ready to board the vehicle after arrival of the vehicle within the 30-minute pick up window or who has not called to cancel a scheduled trip within one hour of scheduled pick up time. Three consecutive late cancellations (or 10 percent of their trips, whichever is greater) are counted as one no-show.

Q: What are the ACCESS hours of operation?

A. ACCESS days and hours of operations are applicable to the fixed routes within your area. Visit www.valleyride.org for more information.

Boise area service operates Monday-Friday, 5:15 a.m. to 7:40 p.m. Limited weekday service is available in applicable areas until 9 p.m. Saturday service operates from 7:45 a.m. to 6 p.m.

Canyon County service operates Monday-Friday, 6:20 a.m. To 7:53 p.m.

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 Day.

Q: Why are you updating the ACCESS service standards and ADA Paratransit Plan?

A. The current standards and plans are outdated and need to be updated. The new plan and ACCESS service standards will reflect changes in federal law and the recommendations of both the VRT Regional Coordination Council and the Executive Board.

Q: What are the new VRT standards for late cancellations, missed trips, on-time pick ups, and on-time drop-offs?

- For late cancellations (trips cancelled the same day and up to one hour before the scheduled pick up time): no more than 5 percent.
- For missed trips (the ACCESS vehicle never arrives or the vehicle is late and the patron cancels the reservation: no more than 1 percent.
- For on-time pick ups (the vehicle arrives within the 30-minute window or up to five minutes after the 30-minute window) or drop-offs (an arrival any time before the scheduled pick up time): no more than 8 percent.