

ACCESS

Complementary Paratransit
Services provided by
Valley Regional Transit



Communicating About,
Coordinating,
and Providing
Sustainable
and Reliable
Transportation
Options

Effective November 1, 2019

Information:
(208) 345-7433

Paratransit Services

ACCESS service is a curb-to-curb, shared ride service for eligible riders. The goal of ACCESS is to provide transportation service that complements fixed route and supports independence of persons with disabilities that meets the requirements of the Americans with Disabilities Act (ADA) of 1990.

ACCESS does not provide emergency medical transportation. ***In the event of an emergency, call 911.***

How to Apply

Riders must be certified prior to using ACCESS service. Those who are ADA certified with another transit agency can apply for visitor status, for up to 21 days.

An application can be mailed to you by calling ADARIDE at 1-877-232-7433 or you can download an application online at www.adaride.com.

Once certified eligible, you will receive a letter from ADARIDE.

Fares

ACCESS accepts exact cash fares or tickets. Ticket books are valid for eligible passengers only. Booklets of 10 tickets can be purchased for \$30.

Certified Passenger.....\$3 per trip
Personal Care Attendant.....Free*
Guest/Companion.....\$3 per person, per trip

* Must be with certified passenger

Hours of Operations

Service Hours

Ada County

Monday – Friday: 5:15 a.m. to 6:30 p.m.
(Some routes run later, ask a scheduler for more information)

Saturday: 7:45 a.m. to 6:00 p.m.

Canyon County

Monday – Friday: 6:00 am to 7:30 pm

Reservation Hours:

Monday – Friday, 8:00 a.m. to 5:00 p.m.
Sunday by voicemail, until 5:00 p.m.

Holidays

There is no service available on the following observed holidays:

- ◆ New Year’s Day (January 1)
- ◆ Memorial Day
- ◆ Independence Day (July 4)
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day (December 25)



valley
regional
transit

Scheduling Your Trip

Scheduling an ACCESS trip is user friendly. Schedulers will provide you with a negotiated pick-up time when you call.

Call (208) 345-7433 to schedule a trip. When calling to make a reservation, be prepared to provide the following information:

- Passenger's name, pick-up location, drop-off location, and phone number.
- Time passenger needs to be picked up.
- Please ensure you request a time that will allow for the shared ride system to get you where you need to be on time.
- Return pick-up time.
- If there is a personal care attendant or guest.
- If any mobility device will be used, such as a wheelchair or walker.

Cancelling a Reservation

To cancel a reservation in advance, call (208) 345-7433. To cancel a reservation on the day the trip is scheduled, call (208) 345-1234 in Ada County or (208) 258-2780 in Canyon County.

Passengers must call at least one hour before the scheduled trip time to cancel. Cancellations with less than one hour notice will be considered a "no-show."

The ACCESS Handbook explains in detail the "no show policy" and procedures.

Changing a Reservation

Any change to a reservation will be accommodated on a space-available basis. Same day changes must be requested at least one hour in advance.

Reservation Tips

A trip can be scheduled up to two weeks in advance. Remember that ACCESS is a shared ride system. Passengers will need to ensure they request a pick-up time that will ensure they get where they need to be on time. Rides are reserved on a first-come, first-served basis. The earlier a trip reservation is made, the easier it is for schedulers to accommodate your trip.

Boarding Tips

Be ready when the bus arrives. There is a 30 minute window, 15 minutes before and 15 minutes after your pick-up time. The bus will only wait five minutes once it arrives.

Rider Guidelines

For the safety and comfort of all riders, please observe the following rules:

- » All passengers, including personal care attendant and guests/companions, are required to wear a safety belt and remain seated until the vehicle comes to a complete stop
- » Passengers in wheelchairs and other mobility devices are required to wear the seat belt attached to the device
- » No eating, drinking, or use alcohol or tobacco (including e-cigarettes)
- » No physical or verbal abuse of other riders or driver
- » No littering
- » No profanity or disruptive behavior
- » Do not threaten or harass other passengers or the driver
- » No flammables (such as gasoline, alcohol and lighter fluid)
- » Bicycles, grocery carts, strollers or other non-mobility devices must be folded and be stored between the seat rows
- » Pets, including companion animals, must remain in an enclosed carrier
- » Service animals are not permitted to run free inside the vehicle and not permitted to sit on seats

Title VI Compliance

Valley Regional Transit (VRT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. Anyone who believes that they have been subjected to discrimination may file a complaint by mail, fax, or email with the VRT Title VI Coordinator.

Mail complaint to: Valley Regional Transit
Attn: Title VI Coordinator
700 NE 2nd Street, Meridian, ID 83642

Fax complaint to: Title VI Coordinator (208) 846-8564

Email complaint to: mcarnopis@valleyregionaltransit.org

