

ValleyRide ACCESS Service

Users' Handbook

November 2019



Photo courtesy of Constance Prater



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Welcome Aboard!

Welcome to ACCESS Service

The Americans with Disabilities Act (ADA) is a federal law that guarantees persons with disabilities full and equal access to the same services and accommodations available to people without disabilities. Under the ADA, public buses that run on regular schedules along specific routes, called fixed route service, must be accessible to persons with disabilities. When fixed route service is not accessible, or when a person with a disability is not able to use the fixed route system, ADA mandates that transit systems operate ADA transportation. The common term for this service is ADA complementary paratransit.

ACCESS is the ADA complementary paratransit service specifically for persons with disabilities who, because of their disability, are unable to use the ValleyRide fixed route service or travel to a ValleyRide fixed route bus stop. For ADA eligible passengers traveling within the ValleyRide service area, *ACCESS* provides service using an ADA accessible vehicle. Each vehicle has a wheelchair lift to accommodate recognized mobility devices. This service is provided curb-to-curb. The goal of *ACCESS* and ADA is to provide transportation service that promotes integration and independence of persons with disabilities. The ADA prohibits priority scheduling based on the purpose of the trip.

Using this Handbook

This handbook is available in alternative formats. Call 208-345-7433 to learn more about format options. If someone other than the eligible passenger assumes the responsibility for reading and understanding this information, the eligible passenger is still expected to follow the ACCESS Rules of Conduct.

Eligibility Process

Persons with disabilities may be eligible for ACCESS on the basis of a permanent or temporary disability. Per federal regulations, complementary paratransit must be offered to persons whose disability:

1. Prevents them from getting on and off the fixed route bus or riding the fixed route bus; or
2. Prevents them from traveling to or from a fixed route bus stop on the ValleyRide fixed route bus system. This could be due to distance, weather, ground conditions, or architectural barriers.

Complementary paratransit must be provided to all persons described as being ADA eligible under ADA Regulation (49 CFR §37.123). ADA eligibility includes the following categories:

Category I: Applicants who cannot independently use ValleyRide fixed route service, even with training.

Category II: Applicants who can use or learn to use an accessible public transit system, but the system is not fully accessible.

Category III: Applicants who have a specific impairment that prevents them from getting to or from a fixed route bus stop or station.

Contact the help desk for more information regarding ADA transportation eligibility. The applicant for ADA complementary paratransit must fill-out a certification application and a medical verification form completed by a licensed medical professional. All applicants, whether new or re-certifying, must complete this process to be certified.

Determination Process

Applicants must complete all questions and information requested on the certification application and the medical verification form. Incomplete applications will be returned to applicants, causing delays in processing. All information will remain confidential.

Applicants receive a determination letter certifying eligibility sent in writing within 21 days of receiving the completed certification application and the medical verification form.

There are three types of eligibility considered for each applicant. These eligibility determination types are:

Unconditional Eligibility: Allows individuals to use ACCESS for all trips within the ValleyRide fixed route service area and hours.

Conditional or Trip-by-Trip Eligibility: An individual may be eligible for certain trips or, on a trip-by-trip basis. This eligibility is for individuals that can use ValleyRide fixed route sometimes, but at times require the use of ACCESS. The individual may use ValleyRide fixed route or find alternative transportation for trips not deemed eligible for ACCESS.

Temporary Eligibility: An individual may be eligible for ACCESS on a temporary basis. The length of time varies on the individual's needs. This eligibility is for those who have a temporary need for service due to a major event such as a stroke or broken leg. Applicants receive an expiration date based on application information and date and information from the verifying medical professional. Applicants needing extensions for temporary eligibility are required to complete a new application. Temporary eligibility is granted if the eligibility determination process takes longer than 21 days. The individual may use ValleyRide fixed route or find alternative

transportation for trips not deemed eligible for ACCESS.

Appealing Eligibility Determination

Individuals have the right to appeal any decision that declares the individual ineligible for ACCESS. Specific information regarding eligibility appeal process is included in the individual's eligibility determination letter. Individuals maintain the original eligibility determination until the appeal process is complete.

Visitors

A visitor is a person with a disability who does not reside in the service area. To use ACCESS, visitors with paratransit eligibility in other cities or states must show their eligibility documentation from their home jurisdiction. A visitor can present, if the disability is not apparent, proof of the disability (e.g. a letter from a doctor or rehabilitation professional, and proof of visitor status, i.e. proof of residence elsewhere).

Prior to visiting, the visitor should contact their local certifying agency and request the agency notify Valley Regional Transit at 208-345-7433 or by fax at 208-258-2730 of their ADA paratransit eligibility. A visitor may use the service for up to 21 days during any 365-day period. If service is required beyond 21 days, the visitor will need to apply for ACCESS certification.

Scheduling a Trip

Once certified, eligible passengers may call 208-345-7433 or email

reservations@valleyregionaltransit.org to schedule a trip. Reservationists are available Monday through Friday from 8:00 a.m. to 5:00 p.m. and can make reservations one day up to two weeks in advance. Callers may leave a voice message on the reservation voice mail. See next section about “Leaving a Voice Message.” Upon completion of the reservation, the reservationist will repeat the trip information provided.

Please have the following information available when calling to schedule a trip:

- First and last name
- Trip day and date
- Pick-up address
- Drop off address
- If destination is a business, supply business name
- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- Requested pick-up time

The following information can help the reservationist better:

- If using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker.
- Has mobility device changed since last trip?
- Will passenger be traveling with a personal care attendant (PCA) or a guest? Eligible passengers are allowed to travel with one PCA and at least one guest. Additional guests will be accommodated on a space available basis.
- Does pick-up location have multiple entrances or exits? If so, which location should driver use?

Leaving a Voice Message

If requested to leave a message for a trip, please provide specific information, which is listed below. Only messages left before 5:00 p.m. will be scheduled for the next day.

If calling on Sunday or a holiday, only trip requests left on the reservation voice mail before 5:00 p.m. will be scheduled for Monday or the day after the holiday. Please provide specific information, which is listed below.

All voice messages must include the following information:

- First and last name
- Trip day and date
- Pick-up address

- Drop off address
- If destination is a business, supply business name
- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- Requested pick-up time
- Valid phone number

The following information can help the reservationist better:

- If using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker.
- Has mobility device changed since last trip?
- Will passenger be traveling with a personal care attendant (PCA) or a guest? Eligible passengers are allowed to travel with one PCA and at least one guest. Additional guests will be accommodated on a space available basis.
- Does pick-up location have multiple entrances or exits? If so, which location should driver use?

Reservationist cannot schedule trips from voice mail messages if the caller fails to provide the details needed for the trip, and/or the reservationist cannot reach the caller by phone.

Service Hours

Because *ACCESS* is complementary to our fixed route service, trips are scheduled during the same hours that the fixed route operates.

For Ada County, trips can be scheduled Monday through Friday between 5:15 a.m. and 6:30 p.m. Some routes run later, so be sure to ask a reservationist for more detailed information. Saturday trips can be scheduled between 7:45 a.m. and 6:00 p.m.

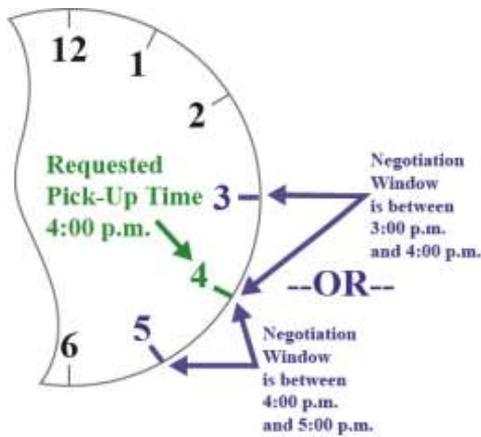
For Canyon County, trips can be scheduled Monday through Friday between 6:00 a.m. and 7:30 p.m.

Requested Time

The requested time is the time the passenger is asking to be picked up. Because *ACCESS* is a shared-ride service, passengers need to request a pick-up time that will allow enough time to get to their destination.

Negotiating a Pick-Up Time

Because *ACCESS* is a shared-ride service, reservationists may negotiate a time for the vehicle to arrive. Reservationists may negotiate a time as early as one hour before and up to one hour after passenger's requested time. Once the reservationist and the passenger agree on a time, this will be referred to as the pick-up time.



Scheduling Multiple Trips

Sometimes the passenger may need to go to several places on the same day. If this happens, a separate trip is required for each trip. Since this is a shared ride service, remember to allow enough time between each trip to complete business at each destination.

Scheduling Subscription Trips

A subscription trip is a service provided to a passenger who travels to the same place at the same time at least once a week for a period of at least three months. Once a subscription trip is set up, the passenger will no longer have to call to make a reservation. Passengers are responsible to notify

the reservationist when a trip needs to be cancelled to avoid a no-show for that trip.

Understanding the Pick-Up Procedures

The reservationist will quote a 30-minute pick-up window. For example, if the passenger's pick-up time is 8:00 a.m., the pick-up window will be between 7:45 a.m. and 8:15 a.m. The vehicle may arrive at any time within the 30 minutes quoted. As a result, the passenger must be ready and waiting in a visible location at the start of the 30-minute pick-up window. Upon vehicle arrival, the driver will wait five minutes. If the passenger is not at the scheduled pick-up location within the five minutes, the driver will mark this a no-show.

As a curb-to-curb service, the passenger should wait at the curb or a safe location as close as possible to the entrance of the pick-up address. Drivers will help a passenger who requests assistance from this point to enter and exit the vehicle.

Change a Future Trip

To change a future trip, call 208-345-7433 no later than 5:00 p.m. on the day prior to the trip.

Cancel a Future Trip

To cancel a future trip, call 208-345-7433 at least one day in advance. Provide the following information:

- First and last name
- Date(s) of scheduled trip
- Time(s) of scheduled trip
- Destination(s) of the trips(s) to cancel

If more than one trip exists on the same day be sure to explain which trip(s) to cancel.

Checking Trip Status

If vehicle has not arrived within the 30-minute pick-up window, please call to check on the trip's status.

Ada County 208-345-1234

Canyon County 208-258-2780

Not Ready for Pick-Up

If passenger will not be ready at scheduled pick-up time, please call to avoid a no-show:

Ada County 208-345-1234

Canyon County 208-258-2780

Call as soon as possible to request a change. Note that a trip may not be available at the time requested or an extensive wait may be required.

Same Day Cancel

To cancel a trip on the same day, call at least one hour prior to pick-up time. Depending on circumstances and timing, a trip cancelled with less than one hour notice may be considered a no-show.

Ada County208-345-1234

Canyon County208-258-2780

No-Show

A no-show occurs when:

- The passenger has not cancelled their trip at least one hour prior to pick-up time.
- The passenger is not ready to board the vehicle within five minutes after vehicle arrives as long as the vehicle has arrived within the 30-minute pick-up window.
- The passenger is not at the correct address or the correct location.
- The address requested cannot be located by the driver and the driver is not able to locate the passenger.

When the passenger is a no-show on the first trip of the day, remaining trip(s) for that day are not automatically cancelled. The passenger must call to cancel any remaining trip(s). If remaining trips are not cancelled, each trip will be considered a no-show.

Late Cancellations

Cancellations made less than one hour before the scheduled trip or cancellations made at the door

after the vehicle has arrived are considered late cancellations. Late cancellations are treated the same as a no-show.

No-Show Policy

In a 30-day calendar period any passenger who has scheduled 10 or more trips and has no-showed at least three times or 10 percent or more, whichever is greater, of those trips will receive a warning or suspension notice for repeated violations.

Violations

- 1st Violation: a warning letter will be sent.
- 2nd Violation: will result in a one-week suspension
- 3rd Violation: will result in a two-week suspension.
- 4th Violation: will result in a three-week suspension.

Any passenger who continues to no-show after they have reached the no-show threshold will forfeit their ability to use ACCESS service.

Driver Error

ACCESS will not count a no-show or a late cancellation if the missed trip(s) are due to an error, such as:

- Trips placed on the schedule in error.

- Pick-ups scheduled at the wrong pick-up location.
- Drivers arriving and departing before the pick-up window begins.
- Drivers arriving after the end of the pick-up window.
- Drivers arriving within the pick-up window, but departing without waiting the required five minutes.

Circumstances Beyond Passenger's Control

In addition, *ACCESS* will not count a no-show or a late cancellation in situations beyond a passenger's control (such as medical and family emergencies) that prevents them from notifying us that the trip cannot be taken. The passenger will need to notify *ACCESS* reservations, by calling 208-345-7433, when the no-show or late cancellation is due to circumstances beyond his control.

Passengers Role to Reduce No-Shows

Reducing no-shows requires effort by both passengers and staff. Below are some guidelines to keep in mind:

- Confirm the pick-up window (noting the beginning and end time) and the amount of time the vehicle will wait when scheduling trip.
- Call to cancel as soon as possible if unable to take the trip.

- Be alert and ready for the vehicle during the pick-up window.
- Provide detailed pick-up instructions (side or rear entrance) for large facilities, locations that may be difficult for drivers to find, or locations where pick-up is not located at the main entrance.
- Provide pick-up address and telephone numbers and confirm the trip has been scheduled correctly with the reservationist.
- If a subscription trip, call to make any schedule changes (such as a vacation or other known absences). Informing the driver to cancel subscription trip is not sufficient.

Appeal Process

Trips missed for reasons beyond passenger's control, such as a verified illness or verified last minute cancellation by a medical provider will not count as a no-show. In order to excuse the no-show, written verification must be received by the administrative office at the address listed below, no later than 30 days from the date of the no-show warning letter. Verifications can also be faxed to 208-846-8564.

Comments

Valley Regional Transit welcomes feedback, suggestions, questions, and comments about service. Call 208-345-7433, send an email to info@rideline.org, or write to:

Operations Manager
Valley Regional Transit
700 NE 2nd Street, Suite 100
Meridian, Idaho 83642

Provide as much information available including:

- First and last name
- Address
- Telephone number
- Date, time, and location of the incident if applicable
- Vehicle number and/or driver's name.
- State the compliment, suggestion, or complaint

Management reviews every submittal and will follow up on the comments. The follow up may include contacting the passenger.

Information at a Glance

Administrative Office
700 NE 2nd Street
Suite 100
Meridian, Idaho 83642

Main Street Station

777 W. Main Street
Boise, ID 83707

Happy Day Transit Center

5907 Cleveland Blvd.
Caldwell, Idaho 83607

Important Numbers:

Reservationist..... 208-345-7433
Ada County 208-345-1234
Canyon County..... 208-258-2780

If unable to speak, send an email to
reservations@valleyregionaltransit.org.

Hearing Impaired:.... 1-800-377-1363 or 711 for TTY
(Idaho Relay Service)

Holidays

There is no ACCESS service on the following
holidays:

- New Year's Day (January 1)

- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Christmas Day (December 25)

Personal Information Changes

Call the help desk if moving to a new address, changing a telephone number, updating emergency contact number, or if a personal care attendant (PCA) is now required. It is very important that this information is kept up to date.

Fares

Fares may be paid by using cash, a personal check, or an ACCESS pass. Make sure exact fare is ready upon boarding the vehicle. Drivers do not carry change and are not allowed to search pockets, backpacks, or purses to find fare. The fare must either be put in the fare box or handed to the driver. Guests and children age six or over must pay fares. PCAs and up to two children under age six are not required to pay a fare.

Passes may be purchased by mail; in person at the Valley Regional Transit office at 700 NE 2nd Street, Meridian, Idaho 83642; or with a debit or credit card by calling 208-345-7433. Passes may be purchased by eligible passengers or by someone on behalf of the passenger. More information on fares and pass

purchases is also available on the website at www.valleyregionaltransit.org.

Additional Information

Service Area

The passenger's origin and destination must be within $\frac{3}{4}$ -mile of the ValleyRide fixed route service area, and the trip time must fall within the hours of the nearest fixed route. See website for more details at www.valleyregionaltransit.org or call 208-345-7433. Passengers are responsible to get within the $\frac{3}{4}$ -mile area of the ValleyRide fixed route in order to use the service.

Changes in the ValleyRide fixed route service area and service schedules may affect the available area and time of *ACCESS* service. For assistance in determining the *ACCESS* service area, and when service is available, contact the help desk at 208-345-7433. Also, if moving to a new location, check with the help desk to ensure the new address is within the *ACCESS* service area.

Travel Time

Reservationists schedule shared trips to allow for adequate travel time between stops. Reservationists consider comparable trips on the ValleyRide fixed-routes when determining scheduled times. This travel time is typically one hour, but sometimes may be longer. Be sure to allow enough travel time to reach the destination. Because *ACCESS* is a shared-ride service, while on the vehicle, passengers should

expect other passengers to be picked-up and dropped off. Unexpected delays may happen due to road construction, heavy traffic, or bad weather.

Automated Telephone Reminders

The reservationist can set up automated telephone reminders as an option for passengers. If selected, passengers will receive an automated call the evening prior to a trip. The automated call will remind the passenger of all scheduled trips for the next day. Having the automate telephone reminder will also give the passenger the option to cancel trips no longer needed for the next day.

Driver Responsibilities

The drivers are trained in defensive driving, passenger assistance, and the safe operation of the vehicle. All drivers wear a ValleyRide uniform and have company identification. If in doubt, ask to see their photo identification badge. The driver's highest priority is the safety and security of all passengers and the vehicle. Drivers make their best efforts to keep the vehicle in sight at all times. It is possible the passenger may be left alone on the vehicle while the driver assists other passengers.

Drivers will:

- Assist the passenger on and off the vehicle
- Assist the passenger with the seat belt
- Be courteous
- Drive safely

- Wear a seat belt
- Securely tie down mobility devices
- Wear photo identification attached to their uniform
- Be in uniform
- Make a good faith effort to locate a scheduled passenger

Drivers will not:

- Maneuver wheelchairs on stairs or unsafe ramps
- Carry any packages
- Enter a residence or destination/pick-up location
- Help a passenger find their fare
- Provide the trip if a fare is not paid
- Wait while a passenger completes a small errand
- Handle packages, medications, or money
- Accept tips
- Secure car seats
- Transport unscheduled passengers

Passenger Rules of Conduct

- Have either the exact fare or an *ACCESS* ticket ready upon boarding.
- Be ready to go, and remember, it is the passenger's responsibility to meet the vehicle at the curb.

- Cooperate with the driver and follow instructions.
- Limit conversation with the driver. Non-essential conversation can distract a driver from focusing on driving and the surrounding area.
- Do not tip driver. To reward good service, call 208-345-7433 to submit a compliment.
- Only transport packages that can be carried by passenger and fit within the seating area. Passengers are not permitted to make multiple trips in order to carry additional packages on the vehicle.
- Passenger will be dropped off at a destination even if there is no one waiting. If the passenger cannot be left alone, it is the passenger's responsibility to arrange for a PCA or guest.
- The return trip may be on a different vehicle and drivers do not have access to other vehicle schedules. The passenger must know the return trip pick-up time.
- Keep mobility devices in good, working condition and clean.
- Must be eligible, be a PCA, or a guest of the eligible passenger.
- May not eat, drink, or use alcohol or tobacco (including e-cigarettes).
- Must not litter.

- Must not use profanity or engage in disruptive behavior.
- Must not threaten or harass other passengers or the driver.
- Must not have any offensive body or other odors, including heavy perfume.
- Must not bring open food or drink containers; flammables (such as gasoline, alcohol, and lighter fluid); 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.
- Must control bodily functions to ensure other passengers are not exposed to biohazards. These episodes may be an accident but each accident disrupts service and must be controlled.

If any of these rules are violated, they will be handled in the following way:

- 1st Violation: Warning by the Dispatch Supervisor, Operations Supervisor, or Operations Manager. This warning will be by phone and followed up in writing and recorded in passenger file.
- 2nd Violation: Riding privileges will be suspended immediately for 10 days.

Passenger will be notified in writing when they may resume using service.

- 3rd Violation: Riding privileges will be suspended indefinitely until the passenger can prove rules can and will be followed. This requires a written request to reinstate privileges with an assurance that the passenger will not violate rules in the future.

Travel Training

All ValleyRide fixed route vehicles are equipped with wheelchair ramps or lifts to assist mobility devices. Fixed route drivers are required to announce all major stops and intersections. Travel training assists passengers in using the ValleyRide fixed route system. Trainers help familiarize the passenger with the fixed route bus system, including the routes, schedules, fares, and fare box. Travel trainers have received specialized instruction to help with a variety of disabilities. The travel trainer will develop an individual training plan based on needs and requirements. Travel trainers provide personalized training up to and including riding the vehicle with the passenger to their destination. If interested in this no-cost service call 208-345-7433 and select option one.

Extreme Weather or Local Disasters

Public transportation service may be delayed or cancelled during periods of severe snow, ice, flooding, or other local disasters. Service may be

reduced and possibly cancelled when the weather creates hazardous conditions or a residence or destination cannot be reached. During periods of severe weather, updates will be posted on the website at www.valleyregionaltransit.org. For updates on ValleyRide fixed route and ACCESS service during times of inclement weather call 208-345-7433.

If the weather deteriorates after a passenger is dropped off, priority will be given to getting passengers home. Providing life sustaining trips such as dialysis or chemotherapy will take priority during times of limited service. If the trip starts or ends on a hill or side street, the vehicle may not be able to get there until the street is safe to travel on. The passenger should have a back-up location in mind for a safe drop off.

Weapons

As of July 1, 2016, Idaho statute allows residents 21 years of age or older, not disqualified from having a permit, to carry a concealed firearm statewide without a permit.

Frequently Asked Questions

What is a personnel care attendant?

A Personal Care Attendant (PCA) is someone traveling with the passenger who assists with personal care and activities. A PCA is different from a guest or companion. Passengers must register any PCA in the scheduling system. To register a PCA, call 208-345-7433.

Drivers cannot transport anyone not scheduled. Passengers must schedule a trip for the PCA if the PCA is going to be traveling with the passenger. PCAs do not pay fare when escorting a passenger on ACCESS or on a ValleyRide fixed route. PCAs must board and exit the vehicle at the same place and time as the eligible passenger.

What is a guest/companion?

A guest/companion is a person (not a personal care attendant) the passenger wants to bring on a trip. As an eligible passenger, family and friends are permitted to travel as a guest/companion. A trip must be made for each guest on each trip. Additional guests/companions will be accommodated on a space available basis. Drivers cannot transport guests/companions not scheduled. Guests pay the same fare as the passenger and must board and exit the vehicle at the same place

and time as eligible passenger. The passenger is responsible for cancelling all guest/companion trips.

May children ride?

Children age five or younger must be accompanied by an eligible passenger. Up to two children ages five or younger may accompany an eligible passenger at no charge. Additional children age five or younger or any child age six or older must pay regular fare. As with guests, seats for children must be reserved and are only available when space allows. Additionally, children age six or younger or weighing less than 40 pounds must travel in an approved car seat. Vehicles are not equipped with car seats. The passenger is responsible for providing the car seat, securing the car seat to the vehicle, and securing the child in the car seat. If assistance is needed, bring someone to help. Children will not be transported if not safely seated and wearing a seat belt.

Are service animals permitted?

Service animals are animals that have been trained to perform specific tasks to assist their owner in doing daily activities. They are not pets. Service animals are welcome on vehicles. The service 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 vehicle and not permitted to sit on seats. The service animal must be under

control. Bring a PCA or guest if assistance with a service animal is necessary. When making reservations, a passenger may be asked if service animal will be traveling with them. 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 vehicle from being soiled. The pet and carrier may not weigh more than 25 pounds and must fit on the lap or under the seat.

May I bring packages and personal items on vehicle?

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 to and from the vehicle to carry additional packages.

May I take a wheelchair or other mobility device?

All ACCESS vehicles are designed to transport a minimum of two manual or powered three or four wheeled mobility devices, such as wheelchairs. The wheeled mobility device must be designed for indoor use and used by an passenger with a disability. Every vehicle will allow the loading of a mobility device that does not exceed 30 inches in width and 48 inches in length, and weighs no more than 600

pounds when occupied. A passenger and the mobility device must be able to fit on a lift, permit the driver to operate the lift safely, and fit within the securement area inside the vehicle.

Some vehicles have wheelchair lifts that support up to 800 pounds when occupied. If the larger capacity wheelchair lift is necessary, be sure to inform the reservationist at the time of reservation.

To ensure passenger safety and that of the driver, the driver will assist passenger in a manual wheelchair up or down one step to a level surface. Drivers are not allowed to help over rough terrain, steep slopes, or operate mobility devices more than one step to a level surface. Drivers cannot assist if the mobility device is not operational. Please keep wheelchair or mobility device in good working condition and clean. A dirty or poorly maintained mobility device may be a hazard to the passenger, the driver, or other passengers if it has loose parts, brakes that do not hold, or damaged wheels.

What other types of mobility devices are permitted?

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 vehicle. Devices such as canes, walkers, or oxygen carts must be kept within the passenger's seating area. If this is not

possible, the driver will determine a method of securing the item.

May anyone use the wheelchair lift?

All passengers may use the wheelchair lift to board the vehicle if they are not comfortable using the vehicle steps. If a passenger is going to use the wheelchair lift, the passenger should inform the reservationist when making a reservation.

Does my mobility device have to be secured?

All mobility devices must be properly secured. Lap and shoulder belt use is not mandatory, but is highly encouraged for passenger safety. The mobility device is required to be secured into the four-point securement system at all times during the trip. If a mobility device is unable to be secured with the passenger in it, they will be asked to transfer to a seat. If they are unable to independently transfer to a seat, they must bring someone with them to assist in transferring. If a passenger refuses to securement of the mobility device, the driver will instructed not to transport. If a driver fails to secure an mobility device, please notify Valley Regional Transit immediately at 208-345-7433.

May I travel with my respirator or portable oxygen equipment?

Devices such as canes, walkers, or oxygen carts should be kept in front of the seat passenger is

sitting in. If this is not possible, the driver will help 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 vehicle.

Do I have to wear a seatbelt?

For the safety and security of all passengers, PCAs, guests, and companions are required to wear a seat belt and remain seated with their seat belt secured during their trip. Passengers who use mobility devices are also requested to use a lap and shoulder belts. A driver cannot secure the lap belt on a mobility device for the passenger. If the vehicle does not have seat belts for every seat, wearing the seat belt is recommended, but not mandatory.

What if I think I forgot something on the vehicle?

Passengers are responsible for keeping track of personal belongings. If a personal item is left on the vehicle, call 208-345-7433 with:

- description of the item
- trip day
- trip time
- vehicle number

