

CERTIFICATION LEVELS

Senior residents (age 60+), living in Outagamie or Calumet County do not need to apply for ADA certification, but will need to show proof of age upon request.

- **Outagamie County residents** should use an Outagamie Senior Certification.
- **Calumet County residents** may use a legal ID card, driver's license, passport, birth certificate

To use Valley Transit II because of a disability, individuals must first be issued an ADA Certification Card.

A qualifying disability, whether it be physical or cognitive, permanent or temporary, must prevent the use of the fixed route system for some or all trips. When possible, the fixed route system should be used instead of Valley Transit II. For Travel Training assistance call 920-832-5800.

The color of the ADA Certification Card indicates the conditions under which passengers can use the Valley Transit II service.

Tan: Tan ADA cards indicate *conditional or temporary* usage of Valley Transit II; use may depend on conditions such as nature of the trip, weather factors, distance to/from a bus stop or temporary disability.

White: White ADA cards indicate *unconditional* usage of the Valley Transit II service. Unconditional certification cards have no expiration date.

Your ADA Certification card must be shown to the driver at every boarding.

HOW TO OBTAIN ADA CERTIFICATION

- ❑ Complete the *Request for Certification of ADA Eligibility* form. Forms are available at Affinity Occupational Health, the Thompson Community Center, by mail from Valley Transit or online at www.myvalleytransit.com. Click on the "Forms and Documents" link.
- ❑ Next, contact Affinity Occupational Health at 920-730-5337 to set up your in-person interview which is a required part of the certification process. **You will need to bring your completed Request for Certification of ADA Eligibility to Affinity Occupational Health at the time of your personal interview.** You can use Valley Transit II for transportation to and from your appointment. Call 920-832-5789 to schedule your ride. You will be responsible for paying the published fare.

**For certification, please contact
Affinity Occupational Health
Phone: 920-730-5337**

Certification interviews will take place at:
St. Elizabeth Hospital Occupational
Rehabilitation Services
N496 Milky Way, Appleton
(off College Avenue east of Hwy 441)
Also served by Valley Transit Route 11

Valley Transit/City of Appleton, as recipients of Federal Funding, assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Valley Transit sponsored program or activity.

Additional information available at the Transit Center, Valley Transit's Administrative Offices, or online at www.myvalleytransit.com

TRAVEL TIPS

- ❑ Passengers are limited to 4 carry-on items.
- ❑ Riders must provide their own wheelchairs.
- ❑ Valley Transit will accommodate customers with mobility devices as long as the lift can accommodate the size and combined weight of the customer and his/her mobility device; and the device and customer can fit on the vehicle. Valley Transit will not be able to accommodate customers and their mobility devices if the size and/or weight exceed the capabilities of the equipment. All securement devices on vehicles in Valley Transit ADA service are installed facing forward.
- ❑ Wheelchairs cannot be assisted for more than two standard-sized steps.
- ❑ Ramps and sidewalks must be accessible and clear of snow and ice.
- ❑ Discharges from hospitals and nursing homes, and medical assistance trips are not covered under this program.

**For trip reservations call,
920-832-5789 or toll-free 1-877-444-6543**

Phones answered 24 hrs a day, 7 days a week.
If a dispatcher is on another phone call,
leave a message and they will call you back.

Valley Transit
801 S. Whitman Avenue, Appleton, WI 54914
920-832-5800 920-993-7083 TTY

VALLEY TRANSIT II

*Direct transportation for
people with special needs*

**Call 920-832-5789
to reserve your trip**



*Valley Transit II service is administered by Valley Transit.
Service is provided, under contract, by Running, Inc.*



*August 2016 • This information is available
in accessible format upon request.*

SERVICE FOR PEOPLE WITH DISABILITIES

People with disabilities, who are unable to use the fixed route system, are able to use Valley Transit II under the requirements of the Americans with Disabilities Act (ADA).

SERVICE AREA for people with disabilities:

The Cities of Appleton, Kaukauna, Menasha, and Neenah; the Villages of Combined Locks, Kimberly, and Little Chute; the Town of Menasha; and those parts of the Towns of Buchanan, Grand Chute, Harrison, Kaukauna, Neenah, and Vandebroek that are within 3/4 mile of the fixed route system.

SERVICE HOURS for people with disabilities:

Monday - Friday 5:30 AM to 10:30 PM
 Saturday 7:30 AM to 10:30 PM
 Sunday 7:30 AM to 2:00 PM
 Service is not available on major holidays.

SERVICE FOR SENIORS

Seniors who are age 60 or over and who live in the Fox Cities portion of Outagamie or Calumet County are also able to use Valley Transit II.

SERVICE AREA for Seniors:

The boundaries of Calumet & Outagamie Counties: Cities of Appleton, Kaukauna, Menasha, and Neenah; the Villages of Combined Locks, Kimberly, and Little Chute; the Town of Menasha; and those parts of the Towns of Buchanan, Grand Chute, Harrison, Kaukauna, Neenah, and Vandebroek that are within 3/4 mile of the fixed route system.

Outagamie County residents may travel to Winnebago County for medical appointments only.

SERVICE HOURS for Seniors:

Monday - Friday 9:00 AM to 5:00 PM
 Service is not available Saturday, Sunday, or on major holidays.

TRIP RESERVATIONS

Advance reservations are required and must be made before 4:30 pm the day before your trip.

- Call 920-832-5789 to schedule your trip.
- Make your reservations for both going and returning at the same time, **otherwise your return trip will be booked as a Will Call trip. Will Call trips can result in a wait of up to one hour from time call is received.**
- Cancellations** must be made **one hour** or more before your scheduled pick-up time to avoid a “no show”. Trips cancelled at the door will receive a no show designation.
- If calling **after hours** for will-call pick-ups or **before or after hours** for trip cancellations, please hold on the line for instructions.
- Riders must **be ready** to leave at the scheduled pick up time. The driver can only wait 5 minutes beyond the scheduled pick-up time. If you are not ready within the 5 minutes, it will count as a “no show”.

FARE INFORMATION

All riders on Valley Transit II, except for a personal attendant, must pay a fare. **Exact fare or ticket required.** A certified rider may be accompanied by one guest or companion who must pay a \$4.00 fare.

One-Way Fares:

Monday - Saturday **Basic** \$4.00
 Monday - Saturday **Premium** \$6.00
 Sunday Service \$11.00

Reminder: **Exact cash fare or ticket is required for all trips. Checks are accepted.** Weekend service is only available to ADA Cardholders.

Sunday Fares: Passengers can use a combination of tickets plus cash or cash only for Sunday fares. Exact fare of \$11.00 is required for each one-way trip.

Sheets of **Basic** or **Premium** Valley Transit II tickets can be purchased from Valley Transit ticket outlets or by mail from Valley Transit.

EXACT CASH AMOUNT or check is required.

Sheet of 10 **Basic** \$40.00
 Sheet of 10 **Premium** \$60.00

TRIP TYPES FOR BOTH SERVICES

Valley Transit II provides two types of services:

- Basic** - Door-to-door
- Premium** - Premium service is required when: the vehicle will be left unattended for a substantial amount of time, the vehicle is out of the driver's sight, or when assistance is requested beyond the first doorway*

* FTA ADA Guidance

Valley Transit II service is **not** meant for emergency or urgent medical care transportation. Passengers eligible for medical assistance reimbursement should use specialized medical transportation. Further, Valley Transit II **does not** provide same day or unscheduled service. **Reservations must be made a day in advance.**

FIXED ROUTE OPTIONS

All Valley Transit buses are wheelchair accessible. With the ramp, passengers can board and exit the bus without having to use the steps. Each bus has two securement areas for passengers with wheelchairs. More information on the Valley Transit fixed route system is available by calling 920-832-5800.

