

## Types of Trips

**There are 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.

This service is not meant for emergency or urgent medical care transportation. Passengers eligible for medical assistance reimbursement should use specialized medical transportation.

## Travel Tips

- 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.
- Ramps and sidewalks must be accessible and clear of snow and ice.
- Medical assistance trips are not covered under this program.

## Scheduling

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

- Call 920-832-5789 to schedule trip.
- Make your reservations for both going and returning at the same time\*.
- Cancellations must be made at least one hour 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 past the scheduled pick-up time. If you are not ready within the 5 minute window, it will count as a "no-show".

\* Medical return trips can be called in at the end of your appointment. This is referred to as a "Will Call" trip and can result in a wait of up to one hour from time call is received.

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**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.

# ADA Paratransit Service

## Valley Transit II

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



January 2017 • This information is available  
in accessible format upon request.

## Service Description

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

### Service Area

The Cities of Appleton, Kaukauna, Menasha, and Neenah; the Villages of Combined Locks, Fox Crossing, Kimberly, and Little Chute; 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

Monday - Friday	5:30 a.m. to 10:30 p.m.
Saturday	7:30 a.m. to 10:30 p.m.
Sunday	7:30 a.m. to 2:00 p.m.

Service is not available on major holidays.

### Certification Required

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.

## How to Obtain ADA Certification

- ❑ Complete the **"Request for Certification of ADA Eligibility"** form. Forms are available by mail from Valley Transit or online at [www.myvalleytransit.com](http://www.myvalleytransit.com). Click on "Forms and Documents" link.
- ❑ Next, contact Valley Transit at 920-832-5800 to set up your interview which is required in the certification process. **You will need to bring your completed Request for Certification of ADA Eligibility to Valley Transit 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 need to pay the published fare.

**For certification, please contact  
Valley Transit  
Phone: 920-832-5800**

Certification interviews will take place at:  
Valley Transit  
801 S. Whitman Ave, Appleton

## Fare Information

### One-Way Fares:

Monday - Friday <b>Basic</b>	.....	<b>\$4.00</b>
Monday - Friday <b>Premium</b>	...	<b>\$6.00</b>
Sunday Service	.....	<b>\$11.00</b>

Sheets of 10 Basic or 10 Premium Valley Transit II tickets can be purchased from Valley Transit ticket outlets or by mail from Valley Transit.

Reminder: Exact cash fare or ticket is required for all trips. Checks are accepted. A certified rider may be accompanied by one guest or companion who must pay a \$4.00 fare.

Sunday Fares: Passengers can use a combination of tickets plus cash or cash only.

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

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](http://www.myvalleytransit.com)