

Fixed Route Options

All Valley Transit buses are wheelchair accessible. With the ramp, passengers can board and exit the bus without having to use steps. Each bus has two securement areas for passengers with wheelchairs.

Riders who are age 65 and over, or who have been certified as having a disability which causes them significant difficulty in using the bus, are eligible for a discounted fare when using Valley Transit buses.

For more information, see our "Reduced Fare Certification" flyer or call 920-832-5800.

Dial-A-Ride Service

Dial-A-Ride is for seniors who are age 60 or over and live in northern Winnebago County.

For more information on this service, please call 920-886-6130.

Travel Tips

- Passengers are limited to 4 carry-on items.
- Riders must provide their own wheelchairs, if needed.
- Ramps and sidewalks must be accessible and clear of snow and ice.
- 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 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 service is administered by Valley Transit.
Service is provided, under contract, by Running, Inc.*

Senior Transportation Service

**Calumet & Outagamie County
Valley Transit II**

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



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

Service Description

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

Service Area

The boundaries of Calumet & Outagamie Counties: 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 Vandenbroek 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

Monday - Friday 9:00 a.m. - 5:00 p.m.
Service not available Saturday, Sunday, or on major holidays.

Proof of Eligibility

Must 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.

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.

Fare Information

One-Way Fares:

Monday - Friday **Basic**. **\$4.00**
Monday - Friday **Premium**. . . **\$6.00**

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.

Exact fare or ticket required. A certified rider may be accompanied by one guest or companion who must pay a \$4.00 fare.

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.

