



## **RESERVATIONS & SCHEDULING**

To schedule a ride, call (208) 298-1340 Monday through Friday between 8:00 a.m. and 5:00 p.m.

Be ready to provide your name, pickup address, date and time you would like to reserve, destination address, and the time you would like to be picked up from your destination.

Although every effort will be made to accommodate your request, we may need to negotiate a time up to one hour before or one hour after your requested time, depending if your trip request is based on an appointment time or a general pickup time to get to your destination. These parameters are set within the ADA guidelines.

Please keep in mind that travel times will vary depending on distance and the number of ride requests for that day. Most rides are less than 30 minutes, but you could be on the bus for up to 60 minutes.

If you don't need your scheduled ride, we require that you call in a cancellation no less than 2 hours before your scheduled pickup time. If we receive your cancellation call less than 2 hours before your scheduled trip, it may be noted as a "Late Cancellation". If the bus arrives at your home and you fail to take the ride, it may be noted as a "No-Show".

You may also call during office hours, and on weekends and holidays to make reservations and cancellations via voicemail. Be sure to include clear information and include your name and phone number.