

TIPS FOR ADA ELIGIBLE RIDERS

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- Since space onboard our vehicles is limited, please limit yourself to the number of packages you can carry yourself and be able to contain all of them at your seat. Not blocking the aisle or taking up another seat.
- Just like fixed route service, ADA service operates on a schedule and is a shared ride. When the bus arrives, drivers will wait up to three minutes for you to board the vehicle. Because this is a shared-ride service, we must keep a schedule so other passengers get to their destinations on-time. You are required to be ready an hour ahead of your scheduled appointment time. This way we fit you into the shared ride schedule to get you to your appointment on time. If you request a pick up time without an appointment, the driver can arrive fifteen minutes before and up to fifteen minutes after your scheduled time.
- If you require assistance beyond curb-to-curb, please let the dispatcher know of any special needs you may have when reserving your ride so that we can accommodate you.
- A Personal Care Attendant (PCA) may ride with you at no-charge. Although drivers will assist you on/off the vehicle, they do not act in the capacity of a PCA.
- You may also reserve a space for one companion to ride with you. Additional companions may ride on a space available basis. Companions will be charged a fare to ride.
- Subscription Service – For passengers with a regular travel pattern (the same trip on multiple days), subscription service is available on a limited basis. These trips are authorized in the event that scheduling determines that they make operational sense, and they don't impact the ability of the service to comply with the ADA. Please call us at (208) 298-1340 for more information.
- Passengers using service animals or traveling with a respirator or portable oxygen supply are welcome on our service.