



LEWISTON TRANSIT SYSTEM

RIDER POLICIES

A service of the City of Lewiston, Community Development Department

MISSION STATEMENT

“Providing safe, reliable, convenient and courteous transit services in a professional manner.”

Our goals are:

- To provide public transportation in a safe, comfortable, accessible and reliable manner
- To ensure fiscal policies which are both effective and efficient in the acquisition and utilization of public transportation funds
- To ensure operational policies which are both effective and efficient in providing quality public transportation
- To continually promote the development of public transportation service which are responsive to the needs of the public and community

Welcome to Lewiston Transit System (LTS). This guide was put together with our passengers in mind. In this guide you will find the answers to frequently asked questions, as well as detailed information of the services we offer. If you have further questions, please call us at (208) 298-1340, or visit us at 215 D St – Lewiston, ID 83501.

LTS provides two types of transportation service. Our fixed route service is accessible by those with disabilities, and gives riders the freedom to go where they want, when they want. The fixed route stops include shopping centers, medical facilities and residential areas. Please visit our website at www.ridethevalley.org, or call (208) 298-1340 for current schedule information.

In accordance with the Americans with Disabilities Act of 1990 (ADA), LTS also provides complementary paratransit service, also known as “dial-a-ride”, to individuals with disabilities who are unable to access our fixed route service. Eligibility is granted through an application process. Determinations are based on a rider’s functional ability to use the fixed route, and not on the proximity to a bus stop.

Applications can be obtained by calling (208) 298-1340 or downloaded from our website at www.ridethevalley.org

ANIMALS

Small animals may be transported at no charge provided they are securely enclosed in a container and carried on the lap of the passenger or under the seat, and without blocking the aisle or occupying a seat.

Animals that are in containers too large to keep on the lap or under the seat may not be transported. Service animals are exempt from this rule (see **SERVICE ANIMALS**).

ASSISTING PASSENGERS

Drivers will assist passengers on dial-a-ride in and out of the vehicle, and to and from the door upon request. Due to safety concerns, drivers will not assist wheelchair passengers down stairs, or through a building where they will lose sight of the bus. Drivers will come into the common area of an apartment or office building to meet you. Please be advised that you will be left alone on the bus anytime that the driver assists other customers. For safety reasons, it is LTS policy that driver's do not assist customers using power chairs with the operation of their wheelchair. For safety purposes, riders are strongly encouraged to turn off the power while on the lift platform.

Drivers cannot enter into the private residence of a passenger under any circumstances.

Assistance with use of the securement systems, lift, etc. is provided on all services.

BAGGAGE

Ordinary hand baggage, small packages and articles which can be carried without inconvenience or hazard to other passengers may be taken on the bus. Such articles shall not be placed or permitted to remain where they will interfere with an entrance or exit, the wheelchair securement area, the aisle, the operator's vision, or any other mechanism of the bus.

If you have purchased a heavy or bulky item(s), please arrange with the store to have it delivered to your home rather than trying to carry it aboard the bus. Operators reserve the right to refuse to transport heavy or bulky items.

Operators are not permitted to accept unaccompanied transportation for any package, baggage, letter, etc. unless directed to do so by the dispatcher.

BICYCLE RACKS

Fixed route vehicles are equipped with bicycle racks. The racks are capable of carrying two (2) bicycles at a time on a first-come, first-served basis. Riders are responsible for loading, securing and unloading their bicycles. All bicycles must fit in the bike rack and not obstruct the view of the driver.

Bicycles are not permitted in the interior of the vehicle.

CALLING OUT STOPS

Drivers want to do everything they can to help riders reach their destinations safely and are required to call out stops for all passengers, including those stops with transfers to other routes.

CANCELLING A RIDE

Scheduled rides can be cancelled by calling the dispatch office at (208) 298-1340. If cancelling after hours, please leave your name, phone number, and the date of the ride you wish to cancel.

If you have more than one ride scheduled, be sure you are clear about which trip(s) you are canceling.

COMPLAINTS (Title VI)

LTS assures full compliance with the Title VI of the Civil Rights Act of 1964 and other nondiscrimination authorities.

Title VI provides that no person in the United States shall, on the grounds of race, color, nation origin, gender, age, disability, economic status, or limited English proficiency be excluded from participation in, or be denied the benefits of, any service, program, or activity of the Lewiston Transit System.

A complaint must be filed in writing and be addressed to Lewiston Transit System, Title VI Program, P.O. Box 617, Lewiston, ID 83501. For more information, call (208) 298-1340.

EJECTING A PASSENGER

Loud cursing, yelling, and/or a physical altercation could result in the driver asking you to exit the bus before you reach your destination.

If you are asked to exit the bus due to behavior, you will not be allowed back on until the next business day. Continued disruptive behavior will result in a temporary and/or permanent suspension of service.

FARE STRUCTURE

Within the LTS service area, passengers are required to pay the correct fare upon boarding. All vehicles are equipped with a fare box. Exact fare is required as drivers are not able to make change (see current schedule for fare cost)

Dial-a-Ride Fares

General Public or ADA ~ \$ 2.00 cash fare each way or one punch on a \$40 discount pass per trip

Medicaid ~ No fare required (rides must be scheduled through Medicaid broker)

Children ~ No fare required for children 6 or younger, when accompanied by an adult

Fixed Route Fare

Adults ~ \$ 1.00 cash fare or token for each boarding, or \$30 monthly unlimited-ride pass

Youth ~ .50 cents for ages 7-17

Children ~ No fare required for children 6 or younger, when accompanied by an adult

Half-fare ~ .50 cents during all service hours (see **HALF-FARE**).

Tokens ~ \$ 1.00 per token

Transfers ~ No charge to transfer. Transfers are valid for all connecting services.

FLAG STOPS

Riders don't have to catch the bus at the designated stops. LTS allows riders standing along a bus route to simply wave an arm and 'flag' the bus. Riders must be in a place where the bus can safely pull over.

FOOD & DRINK

Eating is not allowed on the bus. You may consume non-alcoholic beverages in containers with a re-sealable lid.

HALF-FARE

This policy is valid on the fixed route only and is designed to provide reduced fares for seniors, people with disabilities, and Medicare cardholders in conformance with the Federal Transit Administration's half-fare requirements.

A half fare card will be issued to all those who are eligible and this card must be shown to the driver every time the rider boards the fixed route. Half fares will be valid during all service hours. In order to receive a card, the rider must apply for one and present a proof of eligibility at the City of Lewiston's Transit office located at 215 D Street, Lewiston. If a rider does not have a proof of eligibility, they will need to have a licensed medical, mental health, or audiologist professional complete the Verification of Disability form and turn it in with the application. The application can also be printed from our website at www.ridethevalley.org at sent, with copies of the verification, to Lewiston Transit System – PO Box 617, Lewiston, ID 83501.

HAND-TO-HAND

Hand-to-hand service means that a rider has a dependency on others to achieve basic mobility, cannot be left alone, and must be delivered to the "hand" of someone at their

destination. Hand-to-hand service is not a requirement of ADA and LTS does not provide this service. A Personal Care Attendant (PCA) is required for riders needing hand-to-hand service.

HOLIDAY CLOSURES

Transit services will not operate on the following holidays:

New Year's Day	Labor Day
Idaho Human Rights Day	Thanksgiving
Memorial Day	Christmas Day
Independence Day	

INCLEMENT WEATHER

LTS service may be limited and possibly canceled when adverse weather creates hazardous conditions or when the bus is unable to reach your residence or destination. Call (208) 298-1340 for more information.

The rider is responsible to make sure sidewalks, driveways, and ramps are cleared so drivers can safely assist passengers using wheelchairs or those who require assistance.

INTOXICATED PERSONS

The driver may refuse transportation to any rider that appears intoxicated.

ITEMS NOT TRANSPORTABLE

LTS will not transport any items that may be hazardous or possibly injure anyone. Specifically, we will not transport the following:

- Flammable items (regardless of container).
- Explosives, acid, or other material likely to cause harm to others.
- Automobile type batteries.
- Items that cannot be safely stowed out of the aisles.

KIDS' FREEDOM PASS

During the months of June through August, LTS allows all kids 17 years and younger to ride our service at no charge.

LOST & FOUND

Items left on the bus will be held at our office or with the driver for a period of 30 days. If the item(s) are not claimed, LTS will dispose of them and/or donate them to an appropriate charity.

If you do lose an item, please call the office at (208) 298-1340 with a description of the lost item and which route you were riding. Although we will make every effort to locate the item, we will not be held responsible for lost or stolen items.

NO-SHOWS

Drivers will wait three (3) minutes for you to board upon arriving at your scheduled pick up time. When you fail to take the ride after every attempt is made to contact you (i.e., knocking at the door, dispatch calling), you will be marked a No-Show. Passengers who exhibit a pattern or practice of No-Showing, could be subject to a suspension of service.

OXYGEN

Riders using portable oxygen are welcome aboard. Because our service is a shared ride system, please be sure to have a full supply before leaving home.

PASSENGER CONDUCT

The following passenger conduct on transit vehicles is prohibited by LTS:

- Passengers shall refrain from excessive noise, changing seats constantly, throwing objects, fighting, sticking any part of their body or any object out the windows, lewd behavior and speech, or other unsafe or objectionable behavior.
- Destroying, defacing or otherwise damaging property.
- Spitting, urinating or defecating.
- Carrying open containers of alcohol or controlled substances.
- Committing any act which tends to create a breach of peace, including, but not limited to (a) fighting, obscene language and noise or boisterous conduct, and (b) personally abusive epithets, or language of an offensive, disgusting or insulting nature.
- Playing any electronic device (MP3, video game, etc.) without the use of headphones.

PASSES

Dial-a-Ride 30-ride pass	\$40
Fixed Route monthly pass	\$30 (unlimited rides)

Passes can be purchased at the following locations in Lewiston between the hours of 8:00 a.m. – 5:00 p.m.:

- 215 D Street (Community Development)
- 1424 Main St (Community Center)

You may also call (208) 298-1340 to purchase over-the-phone with a valid credit card.

PERSONAL CARE ATTENDANTS (PCA)

Persons with disabilities sometimes travel with a Personal Care Attendant. A PCA is someone who provides assistance to you during your ride and/or at your destination, and has the same pickup and destination as you. PCAs do not pay a fare. A driver cannot act in the capacity of a PCA.

PERSONAL HYGIENE

For the comfort and health of all customers, personal hygiene needs to be maintained within acceptable standards. Perfumes, colognes, and other strong odors may cause respiratory distress for other customers.

PRIORITY SEATING

On lift-equipped buses, the front seats on both sides of the aisle behind the driver make it easier for persons with disabilities and senior citizens to ride the bus.

When a person who is disabled needs to sit in a seat or occupy a wheelchair securement area, the driver may request you to move in order to safely accommodate the individual with a disability.

SAFETY & SECURITY

For our customers' safety and security, activities on the buses may be visually and audibly recorded.

SCHEDULING

Dial-a-ride service is a shared ride system with priority given to ADA eligible riders. Riders need to call at least the day before to schedule a ride. Due to high demand, you are encouraged to schedule your ride as soon as your need for transportation arises.

When scheduling an appointment, we ask that you are ready to board the bus one hour ahead of your requested time. For example, if you request a 10:00 a.m. doctor's appointment, we may pick you up as early as 9:00 a.m. When you schedule a pickup time for shopping and other errands, we do our best to pick you up close to the time you negotiated with the dispatcher.

Because this is a shared ride system, be prepared to ride the bus when getting to/from your destination. We ask for a minimum of 45 minutes between your drop off at your destination and pick up for your return ride. Because this is a shared-ride service, it is important that you allow ample time between each scheduled pick-up time.

When booking your ride, please let the dispatcher know of any special needs you may have so that we can accommodate you when possible.

Any changes to your schedule need to be called into our dispatch office at (208) 298-1340. Please do not ask the driver to make trip changes.

SEAT BELTS

Seat belt usage by passengers on fixed route is optional, including those using wheelchairs.

Seat belt usage is required by passengers on dial-a-ride, including those using wheelchairs.

SECUREMENT AREA

These are spaces near the front of buses where the regular seats flip up on some vehicles to create a space for wheelchair and scooter users. Persons using mobility aids must be secured facing the front of the bus; backing onto the lift or up the ramp may make it easier to get into the tie-down area.

Because this space is needed for those using mobility aids, strollers, hand shopping carts and other large items cannot be stored in the securement area during your ride.

SECUREMENTS

LTS requires mobility devices to be secured in all transit vehicles. Any passenger refusing to have their mobility aid secured may be denied transportation.

Drivers will make every attempt to properly secure your mobility device.

SERVICE ANIMALS

Service animals are welcome aboard the bus without prior arrangements. Service animals must remain on the floor without blocking the aisle or on their owner's lap. If the service animal's behavior threatens the safety of the driver or other passengers the customer and their service animal may be asked to leave the bus.

SERVICE AREA

All of your dial-a-ride trips must begin and end within our service area that covers the MPO border.

SERVICE DAYS & OFFICE HOURS

LTS operates service Monday–Friday 6:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m.-3:00 p.m. (See Holiday Closures)

To schedule a ride, please call during office hours Monday – Friday 8:00 a.m. to 5:00 p.m., Saturday 9:00 a.m. – 3:00 p.m.

ADA riders may schedule an appointment using our voice mail system any day of the week during regular office hours (weekends, holidays, etc.)

SMOKING

Smoking is prohibited on city property and all public transportation vehicles at all times.

Smoking is not permitted within 30 feet of a vehicle.

SOLICITING

Passengers may not place advertisements, notices, or signs on the buses, inside or outside. Nor may they remove or deface those placed on the buses. No person may solicit actions or the sale of goods (sign something or buy something) on the bus.

STANDEES

Although standees are allowed when no seats are available, Federal regulations prohibit the operation of any bus with passengers standing ahead of the white or yellow line.

SUBSCRIPTION RIDES

A standing ride is an ongoing, regularly scheduled reservation (for example, to work, dialysis, physical therapy, etc. It is useful to schedule a standing ride if you go to the same place at the same time one or more days each week. Only ADA eligible riders may request standing rides.

Standing rides will be removed or denied due to No-Shows. You will be notified by mail if we cancel your standing rides.

STOP REQUESTS

Fixed route vehicles are equipped with pull cords for stop requests. In order to avoid missing your stop, riders need to make a stop request approximately a block before their stop.

STROLLERS, SHOPPING CARTS, LARGE ITEMS

Passengers may board vehicles with strollers, hand shopping carts or other large items provided they can be either easily broken down and/or stored out of the aisle and do not pose a safety problem. Strollers must be broken down and ready to board before the bus arrives at the stop.

USE OF RADIOS AND OTHER ELECTRONIC DEVICES BY PASSENGERS

Radios and other audible electronic devices are permitted on the bus with the use of earphones.

TRANSFERS

All fixed route transfers are free. They will be issued only at transfer points to passenger who pay by cash or token. The transfer must be used during the same hour in which it was issued. No transfer is needed for monthly pass holders.

TRAVEL TRAINING

LTS provides travel training upon request to individuals or groups. Education and training are often all that is needed to help an individual to greater independence. Please contact the Transit Secretary at (208) 298-1340 for more information.

VETERANS

Veterans ride at no charge during the month of November simply by showing their military ID.

VISITORS

Visitors to the LC Valley who are ADA eligible with another transit agency may use LTS dial-a-ride service for up to 21 days in a calendar year without completing the application process. Please call (208) 298-1340 for more information.

WHEELCHAIR LIFT

All LTS vehicles are equipped with a wheelchair lift and can accommodate most wheelchairs and scooters. The rider and his/her wheelchair or scooter must be able to fit on the lift, allow safe operation of the lift and fit into the wheelchair securement area.

Drivers are trained to assist all passengers boarding/de-boarding when using the lift. For safety reasons, it is LTS policy that driver's do not assist customers using power chairs with the operation of their power wheelchair.

Anyone who requests the use of the lift may use it to board/de-board the vehicle. A passenger does not have to be in a wheelchair or use other mobility aids as a condition to use the lift.

WILL-CALLS

Riders are required to schedule a return trip time when making ride requests. A will-call is defined as not having a specific return time, and passengers calling as soon as they are ready to return from their appointments. Will-calls will be scheduled at the discretion of the scheduler taking the ride request. Will-call riders may have an extended wait for their return ride.