

## Service

### **Basic** - Origin to Destination

This service is primarily Curb-to-curb; exceptions are made for riders whose disability necessitates assistance beyond curb-to-curb service.

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.
- 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**

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.

## Scheduling


Advance reservations are required and must be made before 5:00 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.
- If calling after hours for "Will-Call" pick-ups or before or after hours for trip cancellations, please hold on the line for instructions.
- Your vehicle will arrive within a 30-minute window, which is 15 minutes before or after your scheduled pick-up time. Riders must be ready to leave within this 30-minute window. When the vehicle arrives, the driver can only wait 5-minutes. If you're not ready within 5-minutes, the vehicle will continue to the next pick up.

*\* Same day 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.*

# ADA Paratransit Service

## Valley Transit II



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



October, 2019 • 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).
- Hand deliver or mail the completed form to Valley Transit.

Forms may be faxed to 920-830-7599.

**Valley Transit will be responsive to all requests for ADA Certification. However, certification may take 21-days after receipt of all information.**

A personal interview may be requested. You can use Valley Transit II for transportation to and from your appointment. Call 920-832-5789 to schedule your ride.

Valley Transit  
801 S. Whitman Ave.  
Appleton, WI 54914

**Phone: 920-832-5800**  
**WI TTY Relay: 800-947-3529**

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

Valley Transit/City of Appleton, as recipients of Federal Funding, assures that no person shall on the grounds of race, color, or national origin 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)

## Fare Information

### One-Way Fares:

Mon - Sat (Origin to Destination) . . . **\$4.00**

Sunday Service . . . . . **\$11.00**

Basic (sheet of 10) or Agency Valley Transit II tickets can be purchased at Valley Transit 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 a companion who must pay a \$4.00 fare.

Sunday Fares: Passengers must use cash only. Agency tickets are not valid for Sunday service.

Passengers eligible for service under Family Care organizations must use an Agency ticket. Agency tickets can be purchased at Valley Transit or by mail from Valley Transit.