

How VT Connector Works

Effective 7/15/2024

VT Connector is a fully accessible *shared-ride van service available to everyone* and **does not require certification**. *VT Connector one-way ride is \$2.00 per person, per trip. (Reduced fare not available)*

VT Connector operates two different ways:

1. **During Bus Service Hours:** Get to/from the bus route at a designated transfer point.
 - **Option 1:** Take a bus to a transfer point that is closest to your destination. Then use a scheduled VT Connector ride to finish your trip.
 - **Option 2:** Reserve a VT Connector ride to take you to the nearest transfer point. Then take the bus to get to your destination. See <https://myvalleytransit.com/> for all bus information and to confirm you are traveling within the VT Connector service area.
2. **Outside of Bus Service Hours:** When there is no bus service or transfer points to be connected to, VT Connector provides door-to-door service.
Weekdays 4-6AM or 6PM-midnight and Saturdays 4AM-8AM or 1PM-midnight.

Things to know:

- VT Connector **requires an advanced reservation** a minimum of **2 hours prior to travel**. However, you can reserve your ride(s) up to 14-days in advance.
- Drivers accept **exact cash** payment, **or** you can purchase **tickets** in advance at Valley Transit's Administrative Office located at 801 S. Whitman Avenue or Transit Center (*when staff is available*).
- If you are a part of a Family Care agency (Lakeland or Community Care, IRIS, Inclusa), contact them for tickets. A **bus pass cannot be used** for VT Connector fare. Drivers **cannot make change** or accept tips.
- When you make your reservation, you will be given a **30-minute waiting period** (known as a pick-up window). Be ready to board the vehicle as soon as it arrives within the **entire waiting period**. If you use VT Connector to get to/from the bus route, **be sure that your 30-minute waiting period does not overlap with the bus schedule**, or you could miss your ride.
- The driver will only **wait 5 minutes** and must leave to be on-time for the next reservation.
- 3 missed rides/no shows in 3 months will result in suspension. A **cancellation** requires a 1-hour notice.
- There is **no bus or VT Connector service** available on Sundays.
- See brochure or <https://myvalleytransit.com/vt-connector/> for additional details about the VT Connector service area, tickets, policies, accessibility, and other rider tips.

To Reserve a Ride: Call **920-832-5789*** (Save as a contact in your phone!)

*Phones are answered 24 hours a day, 7 days a week. If a dispatcher is on another call, leave a message and they will call you back.

To Set up a Reservation:

Be prepared to provide the following information:

1. Specify that you are calling to make a reservation for **VT Connector**.
2. The **date(s)** of your trip.
3. State and spell your **first & last name** + any companions or children (You must provide car seats).
4. The **full address** of your pick-up location and drop-off destination.
5. Know the **time** of your appointment. This will determine if your pick-up or drop-off time is most important. Be flexible.
6. Any **additional information** about your pick-up or drop-off location (door, department, office, doctor's name, etc.). Describe any carry-ons to ensure van has space (ex. walker, stroller, laundry basket).
7. The **type of trip** you are booking (Example: medical, school, work, shopping).
8. Confirm if this will be **one-way** service or if you need to schedule a **return trip**.

Helpful Tips: Put the start time of your 30-minute waiting period (with a reminder notification) on your calendar so you don't forget. Be sure to have your ticket or exact cash ready when the van arrives.

Feedback and input: VT Connector is operated by Running, Inc.; a contracted service of Valley Transit. Complaints, compliments, or suggestions can be submitted by email at valley.transit@appleton.org, through the website: <https://myvalleytransit.com/contact-us/>, or by calling 920-832-5800 or TTY: (800) 947-3529.

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