

SERVICE LEVEL

Origin to Destination

VT II provides origin to destination service, which is primarily curb-to-curb; exceptions are made for riders whose disability necessitates assistance beyond curb-to-curb service. Origin to destination service does not include: (1) leaving the vehicle unattended or out of sight by the driver; (2) assistance up or down stairs, transfers (e.g., assistance from mobility device to bed) or up floors in a building. If origin to destination service includes assistance through a door, it is limited to a facility's common area or reception desk. As a general rule, driver assistance will not last longer than five (5) minutes away from the vehicle.

POLICIES

A complete list of rider policies applicable to this service can be found on Valley Transit's website or mailed upon request. A few important policies are summarized below:

- » Riders must provide their own mobility devices. 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.
- » Ramps and sidewalks must be accessible and clear of snow and ice.
- » Carry-ons are limited to four (4) per rider
- » Personal Care Attendants (PCA) ride free with qualified rider.

SCHEDULING & TIPS

**For trip reservations call,
920-832-5789**

Phones are 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.

- » Advance reservations are required and must be made before 5:00 p.m. the day before your trip.
- » The vehicle will arrive within a 30-minute window of your scheduled pick-up time, which is 15 minutes before or after your scheduled pick-up time. Riders must be ready to leave at the beginning of this 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.
- » If a round trip is needed, remember to also make your return trip reservation at the same time.
- » Cancellations must be made at least one hour before your scheduled pick-up time.
- » 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.

TRAVEL TRAINING

Travel training is a free service provided by Valley Transit to help anyone learn how to use the bus. Regardless of age or differing levels of abilities, travel training will be designed to help you achieve your goals. To learn more, please contact us at: **920-832-5800** or traveltraining@appletonwi.gov

ADA PARATRANSIT SERVICE



CONNECTING THE **FOX CITIES**

October 2025

This information is available in accessible format upon request.

SERVICE DESCRIPTION

VT II is a demand response transportation service provided under the requirements of the Americans with Disabilities Act (ADA). The service is strictly limited to eligible people with disabilities, who are unable to use the fixed route bus system for some or all trips within the service area.

This service is not meant for emergency or urgent medical care transportation. Passengers eligible for medical assistance reimbursement need to use specialized medical transportation.

VT II is administered by Valley Transit, with service provided by a contractor using vans.

Service Area

The service area includes those portions of the Fox Cities that are within 3/4 of a mile from Valley Transit's bus routes.

For assistance determining if an address is within the service area, please contact Valley Transit. See options under "Questions" section.

Service Hours

Monday - Friday	5:30 a.m. to 7:00 p.m.
Saturday	7:30 a.m. to 2:00 p.m.
Sunday	7:30 a.m. to 2:00 p.m.

Service is not available on major holidays.



CONNECTING THE FOX CITIES

ADA CERTIFICATION

Certification Required

To qualify for VT II's ADA service, individuals must first apply for certification. ADA certification is provided to individuals with a qualifying disability, whether it be physical or cognitive, permanent or temporary, that prevents the use of the fixed route bus system for some or all trips. When possible, the fixed route system should be used instead of VT II.

How to Apply for Certification

Complete the *"Request for Certification of ADA Eligibility"* form. Forms are available by mail from Valley Transit or online at www.myvalleytransit.com

After the form is completed, it can be hand delivered or mailed to Valley Transit at:

**801 S. Whitman Ave.
Appleton, WI 54914**

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

If certified, individuals will be issued an ADA Certification Card.

Title VI Notice: Valley Transit, as a recipient of Federal Funding, assures that no person is excluded from participation in, or denied the benefits of its services on the grounds of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, as amended. For more information or procedures to file a Title VI complaint, call, email or visit our office. Contact info can be found in "Questions" section of this brochure.

FARE INFORMATION

One-Way Fares:

Monday - Saturday	 \$4.00
Sunday Service ¹	 \$11.00

Exact cash fare or ticket is required for all trips. A certified rider may be accompanied by a companion who must pay an additional \$4.00 fare.

Tickets: A sheet of ten (10) tickets can be purchased from Valley Transit at our main office (801 S. Whitman Ave, Appleton) or Downtown Appleton Transit Center (100 E. Washington St, Appleton).

¹ For Sunday Service, passengers must use cash only.

Agency Tickets: Passengers eligible for service under long-term care programs must use an agency ticket to ride. IRIS or managed care organizations need to contact Valley Transit to purchase agency tickets. Agency tickets are not valid for Sunday service.

QUESTIONS

Valley Transit is happy to answer your questions about VT II. See options below:

Office: 801 S. Whitman Avenue
Appleton, WI 54914
Call: 920-832-5800
TTY: 800-947-3529
Email: valley.transit@appletonwi.gov
Visit: www.myvalleytransit.com