

# VALLEYTRANSIT

## Demand Response Guide

### **Demand Response: Curb to Curb Service**

Valley Transit provides curb to curb service –this means you must meet the driver at the main door, main level, or first floor of a building or have an escort to the vehicle.

Please be ready to board the vehicle upon arrival. For safety and security reasons, drivers will not leave sight of their vehicle by entering private homes and buildings, or go to rooms to pick up riders. Facility staff or attendants should be ready to assist the individual in and out of the building if necessary.

Drivers do not carry people, mobility devices, or packages. If this level of assistance is required, an escort should be provided by the passenger. If your condition is very fragile and you require specialized attention in transit, we recommend that you travel with a personal care attendant. Valley Transit operators are not trained paramedics.

### **Boarding Wheelchairs & Other Mobility devices**

Valley Transit will make every reasonable attempt to accommodate your wheelchair. We cannot accommodate wheelchairs that exceed the weight or size limits of our wheel chair lifts/ramps. Please be sure that wheelchairs, or other mobility devices are clean, safe, and in good working condition before traveling.

### **Service Area & Fare Structure**

Valley Transit service area is zoned within areas of the Mat-Su Valley and connection to Anchorage listed below.

There are nine zones.

#### ZONES:

Houston

Big Lake

Meadow Lakes

Knik Goose Bay

Fairview

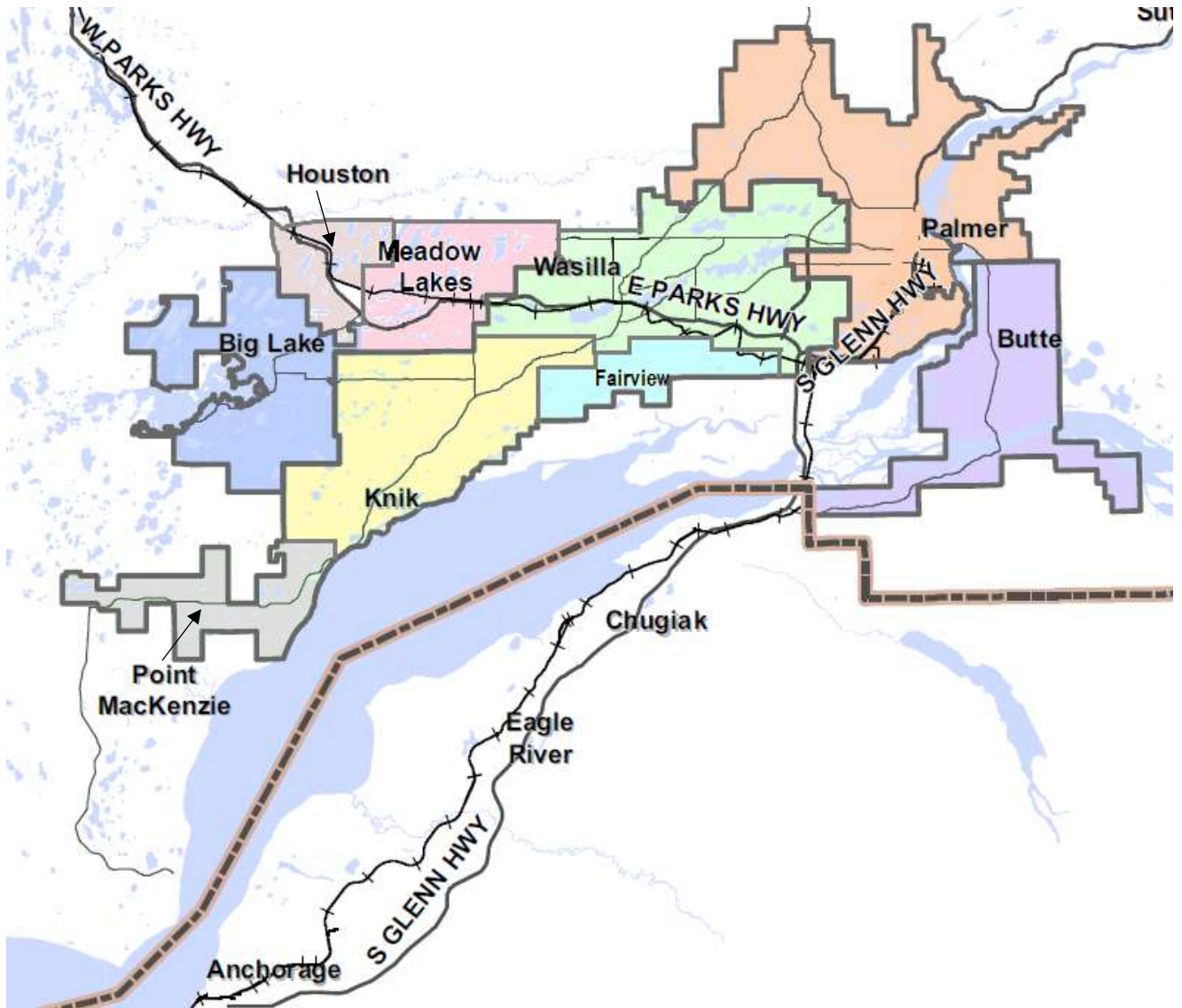
Port MacKenzie

Wasilla

Palmer

Butte

Passengers are charged for each zone traveled through. Each zone traveled is \$3. For example, a pick-up in Big Lake with the destination in Palmer would pass through 4 zones: Big Lake, Meadow Lakes, Wasilla, and Palmer. **4 zones x \$3= \$12.**



Note: The zone information listed is for descriptive purposes only and may not be exact. For more information contact Valley Transit dispatch at 864-5000.

Fares can be paid with exact cash or check. Fare boxes do not provide change. Drivers will not handle fares or change. Fare is determined when booking the trip with dispatch.

#### **Ticketless Fare Account**

For passenger convenience, Valley Transit offers ticketless fare accounts. This allows for prepayment of fare. When a ride is booked the appropriate fare will be deducted from your account. When scheduling your trip dispatch must be notified of the ticketless fare account and will verify the amount remaining.

#### **Ride Delivery Hours**

Valley Transit provides rides between 6:00 a.m. and 8:00 p.m. Monday through Friday with the exception of some holidays. Rides are scheduled based upon availability.

### Ride Reservation Hours

Valley Transit office hours are Monday through Friday 8:00 a.m.-5:00 p.m. If you are trying to schedule a ride before office hours, you must call the day before, prior to close of business. Rides can be reserved up to two weeks in advance. Rides can be scheduled the day of service but, rides are scheduled based on availability so the sooner you can schedule the ride the more likely we will be able to accommodate your requested time.

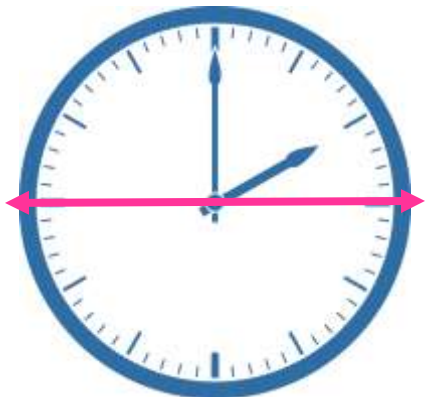
If you are a frequent rider with a regular schedule you do not need to call daily for your ride. Dispatch can arrange this service for you, but remember to cancel your trip if you make other arrangements.

### Demand Response Pick Up Window

Please be ready 15 minutes before your scheduled pick up time as the vehicle has a 15 minute pick up window on either side of your scheduled time. Be prepared to depart when the vehicle arrives. Drivers will wait no longer than five minutes upon arrival. If you have not boarded within the five-minute arrival time, you will be considered a no-show.

Remember that other riders will probably ride in the same vehicle with you, or the vehicle may be scheduled to pick up another passenger right after you reach your destination. Be sure to allow enough time when scheduling in the winter to allow for road conditions.

If the vehicle will arrive later than 15 minutes after the scheduled time, a Valley Transit staff member will try to notify you. If the vehicle is late, please call dispatch at 864-5000. The dispatcher should be able to approximate an arrival time for the vehicle.



Travel time depends on a variety of conditions, i.e., number of passengers on the vehicle, day care stops, road conditions, etc.

### Service Closures

It is Valley Transit policy that scheduled transportation services may be altered and/or canceled due to hazardous road or environmental conditions. Valley Transit may not operate under unsafe or hazardous conditions. If the service is canceled or delayed, all those with scheduled rides will be notified by phone as soon as practical.

### Holiday Schedules

Valley Transit is closed and does not operate demand response on the following days:

New Years Day	Thanksgiving
Memorial Day	The Day After Thanksgiving
Independence Day	Christmas
Labor Day	

## **Cancelation & No-Show Policy**

A “no-show” occurs when a rider who has a scheduled ride does not use the transportation within five minutes of the vehicles arrival.

If you reserve a ride and decide not to travel, you must call to cancel your service **at least** two hours before your requested travel time. Cancelations must be made during office hours. To cancel a trip scheduled before 10:00 a.m., please call at least the day before if you’re cancelling a trip before the office opens you must do so the day before prior to the close of business. If you are cancelling a trip after office hours you must do so before the close of business. Any cancelation received less than two hours before the scheduled pick up time or outside of office hours will be considered a “no-show.” If the first scheduled trip is logged as a “no-show” the return trip is automatically canceled.

No-shows are costly to Valley Transit and inconvenience other riders. Before you reserve a ride, be certain that you plan to travel. Excessive no-shows are considered an abuse of the system and will result in a suspension of service.

Your transportation is scheduled in the Valley Transit system to meet your specific needs. You will not be able to make last minute pick-up or return time changes. If you absolutely need to make a change, please call 864-5000 immediately. You will only be allowed two no-shows. After this point, a review will be done regarding the reasons for missing your rides. Valley Transit has the right to decline your transportation rides. If your fares are purchased through an agency, we will contact your case manager if problems arise such as no shows or last minute cancellations.

1. One No-Show results in a Serious Warning.
2. Two No-Shows will result in a one-week Suspension from Valley Transit.
3. Three No-Shows will result in a one-month Suspension from Valley Transit.

Passenger can pay fare for no-show in lieu of warning/suspension