








Hours of Operation

Service hours reflect hours of operation for fixed-route bus, talk with scheduler to verify available trip hours.

Boise		Mon-Fri	6:15 AM - 7:00 PM
Boise		Mon-Fri	7:00 PM - 9:45 PM
Boise		Sat*	7:30 AM - 6:30 PM
Boise		Sat*	6:30 PM - 9:00PM
<hr/>			
Meridian		Mon-Fri	8:00 AM - 10:30 AM
Meridian		Mon-Fri	2:30 PM - 6:30 PM
<hr/>			
Canyon County		Mon-Fri	6:00 AM - 7:00 PM

BE PREPARED WITH THE FOLLOWING INFORMATION AT TIME OF BOOKING:

- Passenger name & phone number
- Desired pick-up time
- Destination name & physical address
- If you are bringing a mobility device
- If you will have a personal care attendant or guest

Call-in Reservation Hours

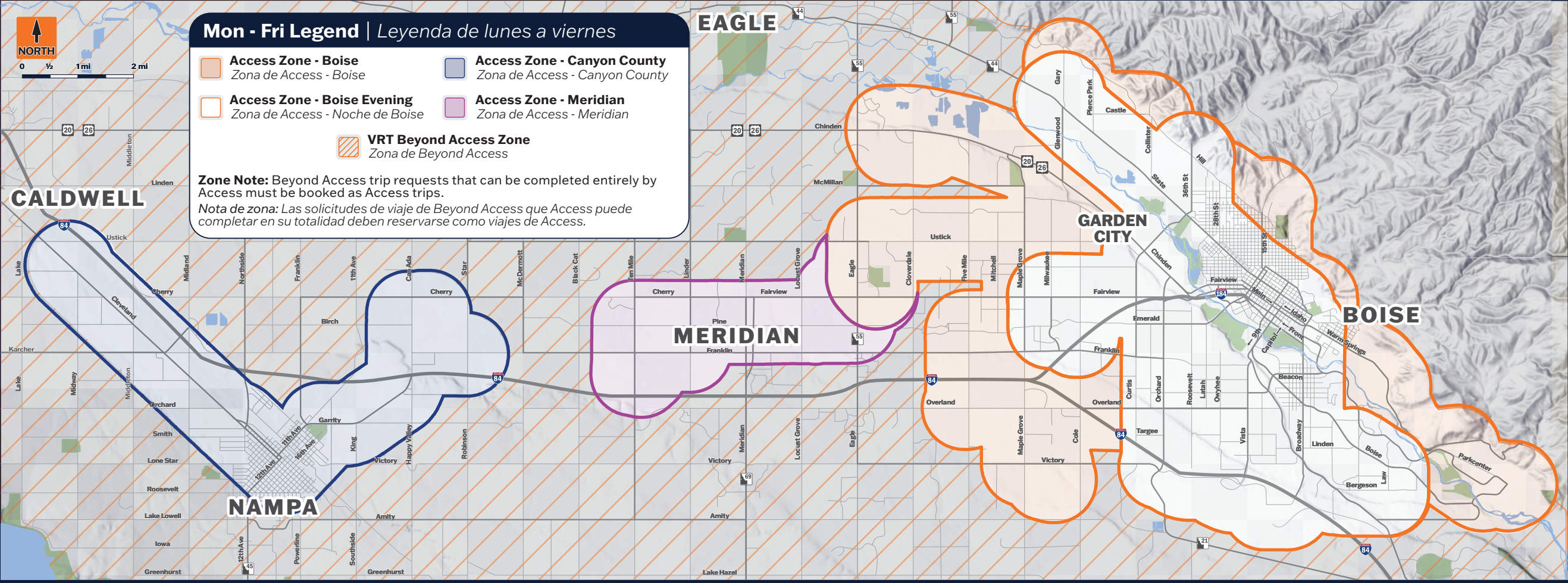
Mon-Fri 7:00 AM - 7:00 PM
Sunday by voicemail until 5:00 PM

Cancelling a Reservation

To cancel a reservation in advance, call 208-345-7433
 To cancel a reservation on the day of a schedule trip, call

- Ada County: 208-345-1234
- Canyon County: 208-258-2780

Rides must be cancelled at least one hour before your trip starts or will be considered a "no show."



Application

Riders are deemed eligible to use VRT Access through **ADARide**

To obtain an application or set up a phone interview, please either:

call | (877)232-7433

visit | adaride.com

If you are eligible for ADA services with another transit agency, you can apply for visitor status for up to 21 days.

Title VI Compliance

Valley Regional Transit (VRT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. Anyone who believes that they have been subjected to discrimination may file a complain by mail, fax, or email with the VRT Title VI Coordinator.

MAIL COMPLAINT TO:

Valley Regional Transit
Attn: Title VI Coordinator
700 NE 2nd Street
Meridian, ID 83642

FAX COMPLAINT TO:

Title VI Coordinator | 208-846-8564

EMAIL COMPLAINT TO:

TitleVICoordinator@ridevrt.org

Rider Guideline

For the safety and comfort of all riders, please observe the following rules:

- All passengers, including personal care attendants and guests/companions, are required to wear a safety belt and remain seated until the vehicle comes to a complete stop.
- Passengers in wheelchairs and other mobility devices are required to wear the seat belt attached to the device.
- No eating, drinking, or use of alcohol or tobacco (including e-cigarettes).
- No physical or verbal abuse of other riders or the driver.
- No littering.
- No profanity or disruptive behavior.
- Do not threaten or harass other passengers or the driver.
- No flammables (such as gasoline, alcohol, and lighter fluid).
- Bicycles, grocery carts, strollers, or other non-mobility devices must be folded and stored between the seat rows.
- Pets, including companion animals, must remain in an enclosed carrier.
- Service animals must be under the handler's control at all times, are not permitted to run free inside the vehicle, and are not permitted to sit on the seats.

Other Trip Tips

- A 30 minute pick-up window is provided. Upon arrival the bus will wait a maximum of five minutes.
- Trips can be scheduled up to two weeks in advance. Schedule early for best accomodation of your trip.

VRT Access is not emergency medical transport. In the event of an emergency, please call 911.

Fares | Tarifas

Single Ride | Viaje individual

Eligible Passenger <i>Pasajera certificada</i>	\$3.00
Personal Care Attendant* <i>Asistente de cuidado personal*</i>	\$0.00
Guest/Companion <i>Invitada / Compañera</i>	\$3.00

*Must accompany certified passenger

**Debe estar con pasajera certificada*

Holiday Schedule | Servicio en Días Festivos

No service on: | *No hay servicio en:*

New Year's Day, Memorial Day, Fourth of July,
Labor Day, Thanksgiving, Christmas

For specific dates visit ridevrt.org/holiday
Para mas detalles, visite ridevrt.org/holiday

Information | Información

For more information about the service area, hours, qualification, booking, rider guidelines, partner resources, and more, visit ridevrt.org/access

Para obtener más información sobre el área de servicio, horarios, calificación, reservas, pautas para pasajeros, recursos para socios y más, visite ridevrt.org/access

For more information, scan the QR code:

Para mas información, escanee el código QR:

Visit | Visite: ridevrt.org/access

Call | Llame: (208) 345-7433



EFFECTIVE JULY 1, 2024 | V42026260



Paratransit

VRT Access complements the fixed-route bus system by providing service to individuals with disabilities who are unable to use the fixed-route or on-demand bus systems.

