



**Accessible Transportation Services**  
**Effective January 1, 2020 / Updated June 1<sup>st</sup>, 2022**



## *What are my rights under the ADA?*

The Americans with Disabilities Act (ADA) is a civil rights law that requires public transportation services to be accessible to individuals with disabilities. ADA also recognizes that some individuals who have disabilities will not be able to use fixed-route bus service, even when the bus is accessible.

If you are unable to ride the bus because of a disability, the ADA provides you the right to public transportation services that are comparable to the fixed-route bus service operated by Rogue Valley Transportation District (RVTD). These services, often referred as “paratransit” or “demand response service”, must operate during the same days of the week and hours of the day as RVTD's fixed-route bus service. Also, these paratransit or demand response services, must serve the same areas as RVTD's fixed-route bus service.

RVTD meets ADA requirements and has done so since 1996. RVTD's paratransit service is called Valley Lift.

RVTD guarantees the rights ADA provides. RVTD manages the eligibility process for Valley Lift according to ADA regulations. RVTD's fixed-route bus service is the first choice for persons with disabilities who are able to use the bus for some or all of their rides. Valley Lift service is reserved for individuals who cannot use RVTD fixed-route bus service due to a disability. The ADA provides persons the right to appeal an eligibility determination or a decision to end or restrict your service privileges.

For a copy of ADA regulations governing public transportation services, visit the ADA Home Page on-line at <http://www.usdoj.gov/crt/ada/> or contact Valley Lift at (541) 842-2080. For persons with hearing or speech difficulties, call the Oregon Telecommunications Relay Service at 7-1-1.

Valley Lift does charge a minimal processing fee, \$0.25 per page plus postage, for providing hard-copy information.

### **What if I feel my rights have been violated?**

RVTD believes it has an obligation to provide the most amazing ADA paratransit service possible and actively seeks to resolve all issues of non-compliance immediately. If you feel your rights have been violated, you can report your complaints through the FTA Office of Civil Rights. Information is available at [http://www.fta.dot.gov/civil\\_rights.html](http://www.fta.dot.gov/civil_rights.html).

The FTA considers an ADA violation to be a consistent operational practice that would discourage a person from using the provided paratransit service, or an operational practice that artificially limits the demand for service.

If you feel that RVTD is in violation of the Americans with Disabilities Act (ADA), all regular channels for complaints have been exhausted, and the practice still exists, call the Federal Transit Administration (FTA) Civil Rights Office in Seattle, WA at (206) 220-7954.

# *Table of Contents*

Valley Lift - An Overview.....	p.6
Eligibility.....	p.6
Basic Service Parameters.....	p.11
Personal Care Attendants/Companion/Service Animals.....	p.13
Groceries and Other Take-along Items.....	p.16
Other Passenger Responsibilities.....	p.17
Ordinance No. 8.....	p.19
Fares.....	p.21
Scheduling a Trip.....	p.24
Subscription Service.....	p.27
Arrivals and Departures.....	p.28
Cancellations and No Shows.....	p.30
Inclement Weather Schedule.....	p.33
Valley Lift Holidays.....	p.34
Your Questions.....	p.34
Getting Involved .....	p.36
Other Transportation Services.....	p.38
Contact Numbers.....	p.39

# *Valley Lift - An Overview*

## **What is Valley Lift?**

Valley Lift is a shared-ride, origin-to-destination, wheelchair-accessible transportation service for individuals whose disabilities prevent them from using Rogue Valley Transportation District (RVTD) lift-equipped, fixed-route buses. It is sometimes referred to as a “paratransit” service. Valley Lift picks up riders from their origin and delivers them to their destination.

## **How do I apply for Valley Lift?**

Call Valley Lift at (541) 842-2080 or Voice-TTY at 7-1-1 to request an application. Professional verification of your disability is required on the last page of the application. You may also be asked to participate in an in-person and/or an over-the-phone interview with RVTD to further understand and assess your functional abilities.

## *Eligibility*

### **How do I know if I am eligible for Valley Lift?**

You must meet the conditions established by the Americans with Disabilities Act (ADA) to qualify for Valley Lift. Federal law restricts eligibility for Valley Lift paratransit service to persons who cannot, due to a disability, utilize RVTD’s bus services. The Valley Lift eligibility application contains a series of questions that helps RVTD determine whether you are capable of using the fixed-route bus service.

If you refuse to provide information about your degree of ability or if you are unwilling to participate in a professional evaluation or in-person assessment by our staff, your eligibility may be denied. Eligibility is based on each person's capability, not on a specific medical diagnosis.

You will receive an eligibility letter from Valley Lift no later than 21 days after receipt of your completed application. The eligibility letter will indicate the category of your eligibility and provide instructions about how to obtain your Valley Lift ID card. Should your application take longer than 21 days to process, you will be given presumptive eligibility until your application has either been processed or denied. In either case, we will notify you of our determination in writing.

## **Eligibility Categories**

### Temporary Eligibility

You may qualify for temporary eligibility if you have a short-term injury or illness which prevents you from using the fixed-route bus service for a limited time—usually from one (1) to twelve (12) months. If you qualify for temporary eligibility, your eligibility letter will indicate the date your eligibility will expire and your eligibility category.

### Conditional Eligibility (ADA Category 3)

You may be conditionally eligible if your disability prevents you from using the fixed-route bus service under certain conditions. If you are conditionally eligible, you will be expected to use the fixed-route bus service for all rides that

are manageable, based on your situation. If you qualify for conditional eligibility, your eligibility letter will indicate under what conditions you may use Valley Lift and when you are expected to use fixed-route bus service.

### Full Eligibility (ADA Category 1)

You may be fully eligible if your disability prevents you from using the fixed-route bus service under any condition. Applicants who qualify for full eligibility will not be expected to use fixed-route bus service under any conditions.

### **Can I change my eligibility category?**

You may apply for a different eligibility category if you experience a change in your disability that impacts your ability to use fixed-route bus service. A change in eligibility requires professional verification and is subject to the 21-day processing period.

### **Is my eligibility permanent?**

Valley Lift clients are required to re-apply every three years. Prior to your eligibility expiration date, you will receive a notice. If you are still using the service and would like to reapply, simply call the number on the notice and a new application will be mailed to you. You will need to complete and submit the new application, including the professional verification section, to renew your Valley Lift services.



## **What are my options if I am denied or disagree with my eligibility category?**

If you disagree with an eligibility decision made by Valley Lift, you have the right to appeal the decision. Prior to appealing a decision, you are encouraged to request a review of the decision by a Valley Lift manager.

### Review of a Decision

At your request, a Valley Lift manager will conduct an independent review of the eligibility determination. The manager will review your file and, if necessary, gather additional information. If the manager agrees with the eligibility determination, you have the option to appeal the decision.

### Appealing a Decision

Step 1. You request an appeal for the denial, or the conditions, of eligibility. Your request must be made in writing within sixty (60) days of the decision.

Step 2. Appeal requests are sent to the ADA Appeals Board for review.

Step 3. RVTD will notify you of the date, time and location of the appeals hearing. If you are so inclined, you may have someone accompany you to the appeals hearing.

Step 4. The ADA Appeals Board will make a final determination and notify you in writing within thirty (30) days. If, after thirty (30) days, the ADA Appeals Board is unable to

make a final determination regarding your application you will be given temporary eligibility until a final determination is made.

### **Can I re-apply for Valley Lift?**

If you have been previously denied eligibility for Valley lift service, you may re-apply—if your situation has changed and you think that you may now be eligible for Valley Lift.

### **Can out-of-town visitors use Valley Lift?**

Visitors from out of town, who are ADA eligible for ADA paratransit transportation services through another transit agency, who can provide documentation of a disability or can self-certify a disability that prevents them from using the fixed-route bus service, may use Valley Lift services for up to twenty-one (21) days within a rolling 365-day period, without going through the application process. The start of the 21-day period begins on the first trip. If a visitor utilizes Valley Lift services for more than twenty-one (21) days within the rolling 365-day period, they will be asked to submit a Valley Lift application to determine eligibility. RVTD will process requests for out-of-town eligibility on the same-day or within 1 day of the request.

### **What if I'm traveling out of town?**

If you travel out of town, carry your Valley Lift eligibility card with you as proof of your ADA eligibility and call the paratransit transportation service in the community you are visiting for information on how to use their system.

# *Basic Service Parameters*

## **When can I use Valley Lift?**

Valley Lift service is available Monday through Friday 5:00am to 9:00pm; Saturdays from 7:00am to 7:50pm.

## **Where can I go on Valley Lift?**

Valley Lift services the same areas as RVTB's fixed-route bus service. Valley Lift provides transportation anywhere within a  $\frac{3}{4}$ -mile radius on either side of RVTB's fixed bus routes. RVTB's fixed-route buses currently serve Ashland, Central Point, Jacksonville, Medford, Phoenix, Talent, White City and Eagle Point. You may contact Valley Lift at (541) 842-2050 if you have questions about whether an address is in the Valley Lift service area.

## **What if I live outside of the Valley Lift service area?**

Valley Lift service is restricted to the Valley Lift service area. The boundary of the Valley Lift service area is described by a  $\frac{3}{4}$ -mile radius on either side of RVTB's fixed bus routes. If you live outside of the Valley Lift service area, you may still be found eligible for Valley Lift services. However, you will need to access Valley Lift's service area to be transported.

## **Are there special requirements for my wheelchair, scooter, or other assistive equipment?**

Although Valley Lift wheelchair vehicles are equipped with wheelchair lifts, not all three-wheel scooters or wheelchairs will fit on our lifts. If you have a scooter or a large wheelchair,

please contact the Valley Lift office at (541) 842-2080, to schedule an evaluation before making your first ride request.

- Wheelchairs must be in an upright sitting position for transport.
- Valley Lift may not be able to transport wheelchairs or scooters that weigh more than 800-1000 pounds (when occupied).

Our drivers will make reasonable attempts to load you and your mobility device onto our vehicles. If your mobility device is unable to be loaded, your transportation request will be denied.

Reasonable modification / accommodation request policy is available online at [www.rvtd.org](http://www.rvtd.org) under the “flexible transportation - Reasonable Modification / Accommodation Policy”.

If you use any assistive equipment that the driver should be familiar with, please inform the Valley Lift Customer Service Representative when booking your ride.

### **What if I need assistance when I travel?**

The standard level of Valley Lift service is door-to-door service or origin-to-destination. If origin-to-destination service is not needed, please let the driver know during your transport.

### **What is origin-to-destination service?**

Drivers will announce his or her presence at the entrance of your pick-up address. Drivers may offer a steadying arm or push a manual wheelchair from the entrance of your pick-up address to the vehicle or assist with carrying allowable items. At your destination, drivers will offer the same level of assistance from the vehicle to the entrance of your destination.

Drivers cannot assist you up or down stairs or through the door (past the threshold). You will need to be accompanied by a personal care attendant (PCA) if you need personalized assistance while traveling on Valley Lift or if you need assistance when you arrive at your destination. Valley Lift cannot supply you with a PCA.

## *Personal Care Attendants and Companions*

### **What is a personal care attendant?**

A personal care attendant (PCA) is someone you designate to assist you in your personal daily needs. Please let the call taker know if you will be traveling with your PCA to ensure there is enough space on the van for them to ride. Your PCA must accompany you at all times. Please notify Valley Lift if your PCA uses any assistive equipment. Acting PCA's ride free of charge. If you have a PCA, it should be noted on your Valley Lift ID card. If you need to ride with a PCA and it is not noted on your ID card, please call Valley Lift at (541) 842-2080 so that your file and ID can be updated.

## **What if my personal care attendant is not available?**

If your personal care attendant (PCA) will not be available to ride with you, please avoid a no-show trip or a risk to your safety by either finding a substitute PCA or by contacting Valley Lift to cancel your ride at least thirty (30) minutes before your scheduled pick-up time.

Valley Lift drivers are not able to provide additional assistance if your PCA is not available.

## **Can a friend or relative ride with me?**

You may have at least one guest (in addition to a personal care attendant (PCA)—a PCA is not considered a guest) accompany you. Additional guests may accompany you on a space-available basis. When requesting your ride, you must notify the Valley Lift Customer Service Representative if you plan to travel with a guest, or guests, and if your guest(s) uses any assistive equipment.

Guests are required to pay the regular Valley Lift fare and must accompany you from your pick-up address to your drop-off address.

## **Can children ride on Valley Lift?**

Children under the age of twelve (12) must be supervised at all times by a responsible adult while riding on Valley Lift. You must provide an approved child safety seat for children who cannot be safely secured in a seat belt. Children

accompanying you will be considered as guests regardless of whether they are charged fare to ride.

## **Can I travel with a service animal?**

Under the US Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3 a “service animal” is defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability...”

All service animals are welcome on RVTD vehicles provided they meet the definition of a “service animal”.

When traveling with your service animal, you may be asked two questions by district employees in situations where it is not obvious your animal is a service animal.

- Is the dog a service animal required because of a disability?
- What work or task has the dog been trained to perform

As required by law, your service animal must be licensed/registered with the city and/or county in which the animal resides as proof of vaccination and ownership. Licensing tags must be available with your animal.

Please notify Valley Lift when you will be traveling with your service animal to ensure sufficient space.

You may be asked to remove your animal from the vehicle

should your animal not remain under your full control or displays aggressive or disruptive behaviors towards others.

### **Can a non-service animal ride with me?**

A non-service animal may accompany you on a Valley Lift vehicle if both of the following conditions are met:

- The animal is safely secured in a pet approved, fully enclosed pet carrier restricting the free movement of your animal while traveling on vans.
- Transporting the animal in this manner does not violate any other Valley Lift rules. The rules which generally need consideration are the space allowances for take-along items (a 2'x2'x2' cube) and Ordinance No. 8 forbidden object rules.

## *Groceries and Other Take-along Items*

### **How many take-along items are allowed on the vehicle?**

Passengers are allowed to bring items which take up an equivalent space (2'x2'x2'—a two (2) foot cube). Items exceeding this space will not be allowed on the vehicle.

### **What is the maximum allowable weight for take-along items?**

Each item must not weigh more than twenty-five (25) pounds.



## **Who is responsible for my take-along items?**

You or your PCA are responsible for all your personal belongings, such as medicine, medical records, lunch boxes, packages, money, etc... These items are not the driver's responsibility.

## **Can the driver help me with my take-along items?**

Drivers will assist you in loading and unloading your allowable items from and to the curb.

The driver cannot carry your items from the vehicle to your door or provide assistance beyond the entrance threshold at your pick-up or destination addresses.

## *Other Passenger Responsibilities*

### **How will the driver find my home?**

Make sure that the address on your residence is clearly visible from the street, especially after dark. If your address is readily visible the Valley Lift driver will be able to find your residence quickly. Please be sure to give any special directions to the Valley Lift Customer Service Representative when you schedule your ride.

### **What if I move?**

If you move, or are using a temporary address, please notify a Valley Lift Customer Service Representative of the change as soon as possible.

## **How should I interact with the driver?**

Please cooperate with Valley Lift drivers and follow their instructions. Valley Lift drivers are not allowed to engage in unnecessary conversation with passengers. If you have questions during your trip, the driver will gladly help. However, for safety reasons, distractions must be kept to a minimum and reserved until the vehicle is stopped.

## **What do I need to know about my assistive equipment?**

If you use any assistive equipment, including, but not limited to, a wheelchair, keep it in good condition including keeping it clean and free from debris or smells that could affect other passengers.

Valley Lift drivers are responsible for the safety of their passengers. Your wheelchair may be unsafe if the wheels or other parts are broken or if a power wheelchair has a dead battery and cannot be moved without considerable effort by the driver.

### Safety Tip

Please make sure that your assistive equipment, including controls, are in good-working condition and, if powered, fully charged.

# *What is Ordinance No. 8?*

RVTD's Ordinance No. 8 is an Ordinance which establishes regulations for the use of RVTD facilities, including but not limited to RVTD's fixed-route buses, RVTD bus stops and stations and Valley Lift vehicles.

The following is a brief overview of the most common issues addressed by RVTD's Ordinance No. 8.

## What safety rules should I be concerned about?

All passengers must comply with safety rules, which include:

- . No smoking
- . No eating
- . No drinking
- . No playing of radios or other noise-generating equipment without earphones
- . Seat belts must be worn at all times

All passengers must wear seat belts. Passengers in wheelchairs or scooters must be secured in their mobility devices and the devices must be secured to the floor. Children who are unable to use a regular seat and safety belt must have an appropriate child safety seat provided by his or her parent or guardian.

## What if I am unable to use a seat belt?

Passengers who are unable to use a seat belt must have a Department of Motor Vehicles (DMV) seat belt exemption

card with them while traveling. Clients without an exemption card are required by law to wear a seat belt. Clients refusing to wear a seat belt without an exemption card will be denied transportation.

### Special rules concerning your behavior

All passengers are expected to exhibit appropriate behavior while riding in Valley Lift vehicles and interacting with other passengers or Valley Lift employees. The following behaviors will not be tolerated:

- Fighting
- Throwing objects
- Pushing
- Shouting
- Spitting
- Rough and/or disruptive behavior
- Vulgar language

### Forbidden objects on Valley Lift vehicles

- Firearms and other weapons of any type
- Hazardous chemicals
- Flammable liquids
- Explosives
- Acid
- Any liquid that could spill and/or has an offensive odor
- Any other articles or materials likely to cause harm to others or damage to vehicles

No person shall bring aboard a District Vehicle any food or beverages in open containers. And no person shall consume food or beverage while on a District Vehicle.

**Disposable paper cups and plastic cups with snap-on lids are not considered closed containers.**

### **What happens if I do not follow Ordinance No. 8?**

All passengers are subject to RVTD's Ordinance No. 8 regulations. Violation of listed regulations could result in exclusion (suspension) from service.

If violations result in exclusion from service, the passenger will receive a Notice of Violation. The minimum exclusion from service is ten (10) days. All service exclusions are eligible for appeal as stated in the Notice of Violation form.

## *Fares and Valley Lift ID*

### **How much does it cost to ride?**

- Cash fare is \$4.00 per one-way trip.
- **You must have exact change. Drivers do not carry change.**
- Drivers are not permitted to search purses, pockets, or backpacks for fare.

If you do not have fare when the Valley Lift vehicle arrives to pick you up, you may be refused transportation.

## **What are fares for personal care attendants, guests, and children?**

If you require assistance from a personal care attendant (PCA), and that provision is indicated on your Valley Lift ID card, your PCA may ride with you free of charge. If you require assistance from a PCA and do not have a PCA provision indicated on your Valley Lift ID card, please call Valley Lift at (541) 842-2080.

Guests (persons, other than your PCA, accompanying you) pay the same fare as Valley Lift riders (\$4.00). Up to three children under the age of ten (10) may travel with you free of charge. Let the call taker know when you will be traveling with others to ensure sufficient space for all.

## **Should I tip the driver?**

No. Please do not tip Valley Lift drivers.

## **What forms of payment does Valley Lift accept?**

Valley Lift drivers can only accept scrip or cash fare. You may purchase RVTD scrip from most Valley Lift drivers or directly from Valley Lift offices. If you would like to purchase RVTD scrip directly from Valley Lift, please call our offices at 541.842.2080.

## **What is RVTD scrip?**

Scrip is a coupon which can be used as payment for Valley Lift fare. Scrip is currently available in forty (40) dollar booklets and may be purchased from your driver or from our Valley Lift

offices.

### **Do I need to show my Valley Lift ID when I ride?**

Yes. The driver will ask to see your Valley Lift ID prior to you boarding the van. Please have your ID with you at all times when traveling with Valley Lift.

### **What if I need to ride the fixed-route bus?**

If you are conditionally eligible (ADA Category 3), you will be required to ride on the fixed-route bus system for trips you can manage on the bus. If you have been certified as conditionally eligible you may ride the fixed-route bus system at the reduced fare rate of \$1.00 by presenting your Valley Lift ID card to the bus driver when boarding the bus.

If you require assistance from a personal care attendant (PCA), and that provision is indicated on your Valley Lift ID card, your PCA may accompany you on the fixed-route bus system free of charge. If you require assistance from a PCA and do not have a PCA provision indicated on your Valley Lift ID card, please call Valley Lift at (541) 842-2080.

Any guests, other than your PCA, must pay the standard fixed-route bus fare of \$2.00 per trip. Your PCA must also ride accompany you at all times when riding the bus.

Children under the age of nine (9) may ride free with a fare-paying adult, up to three (3) children.

# *Scheduling a Trip*

## **How do I schedule my rides?**

You may schedule a ride by calling the Valley Lift call center at (541) 842-2050. Agents are available Monday – Friday 8am to 5pm.

- Ride requests for the next day must be called into the Valley Lift call center by 5:00 p.m. the day before.
- Monday rides must be requested by 5:00pm Sunday. All weekend calls will be answered by the call center's voice mail system.
- Callers must leave the following information when scheduling their ride voice mail:
  - Your name, address, and phone number.
  - Your pick-up address.
  - Your destination address and phone number.
  - Your desired pick-up time, appointment time—if applicable, and return times.
  - If you will be traveling with a PCA, service animal, and/or guest(s).
  - Any assistive equipment you, your PCA, or your guest(s) may be using.
  - Any special directions: how to find locations, a specific entrance you will be at, etc...
  - The date and time of each call is time stamped.
  - You may request a ride from one (1) to thirty (30) days in advance.



## **Will my rides be scheduled for the times I request?**

The ADA allows Valley Lift to negotiate a time with you which is +/- one hour from the time of your request. *For example, if you request a pick-up time of 11:30a.m., a Valley Lift Customer Service Representative may offer you a time between 10:30a.m. and 12:30p.m.*

Customer Service Representatives will try to accommodate your requested times. However, some requested times may need to be negotiated so that the Valley Lift program is not booked beyond capacity.

Customer Service Representatives will do their best to work with you and to ensure that your rides are scheduled practically and appropriately.

## **What information will I need to give the Valley Lift Customer Service Representative when booking my ride?**

- Your name, address, and phone number.
- Your pick-up address.
- Your destination name, address, and phone number.
- Your desired pick-up, appointment—if applicable, and return times.
- If you will be traveling with a PCA, service animal, and/or guest(s).
- Any assistive equipment you, your PCA, or your guest(s) may be using.
- Any special directions: how to find locations, a specific entrance you will be at, etc...

## **Can I request a “will call” return?**

The Valley Lift program does offer, in limited numbers, the scheduling of a “will-call” return at no additional cost to you. However, “will-call” returns are limited to ensure the program remains efficient. Typically, “will-call” returns are reserved for appointments such as court appearances or medical appointments. Valley Lift managers may make exceptions on a case-by-case basis.

To request your scheduled “will call” return ride, please contact (541) 842-2050 and select the “will call” return option.

## **What if I need to change my ride?**

All changes must be called into Valley Lift Customer Service Representatives. Drivers are not permitted to make schedule changes. No next-day changes are allowed after 5:00 p.m. Same day changes are not permitted. Valley Lift managers may make limited exceptions on a case-by-case basis.

## **Scheduling Tips**

### Expected travel time

It is recommended that you plan for travel time equivalent to that on the fixed-route bus service. Your maximum travel time on a Valley Lift vehicle should not exceed one (1) hour twenty (20) minutes. Occasionally your travel time may go over the one (1) hour twenty (20) minutes depending on traffic, weather conditions, etc.

### Rides to and from locations with multiple entrances

When traveling to or from a shopping center, medical center, or other location with multiple entrances, you may be asked to use a predetermined pickup / drop-off location selected by Valley Lift for all passengers.

### Rides to scheduled appointments

If you are riding to a scheduled appointment, you should plan to get to your destination fifteen (15) minutes before your appointment time to allow for any unforeseeable delays.

Find out about building opening and closing times at your destination and plan your trip so you won't have to wait outside.

### Returns from medical appointments

When requesting a ride to a medical appointment, do not set a return time unless you are absolutely certain your appointment will be completed by that time. The duration of a medical appointment is often difficult to predict. Because the duration can be unpredictable, it is often recommended that you schedule your return from a medical appointment as "will call".

## *Subscription Service*

### **Can I schedule ongoing rides without calling to schedule each individual ride?**

If you go to and from the same places at the same times on

the same days of the week on at least a weekly basis, you may schedule a subscription, or ongoing, ride.

*For example, if you go from home to work on Mondays at 8:00a.m. and return at 5:00p.m. on a weekly basis, you could schedule the ride as a subscription, or ongoing, ride.*

## **What if I do not need my subscription ride?**

Subscription rides are subject to the same rules as other Valley Lift rides. If you do not need your subscription ride for a day, or span of days, please call in to cancel your ride(s).

## *Arrivals and Departures*

### **When do I need to be ready?**

- For pre-scheduled, initial pick-up times (usually from your home), a Valley Lift vehicle should arrive no earlier than fifteen (15) minutes prior and no later than fifteen (15) minutes after your scheduled pick-up time. *For example, if you are scheduled to be picked up from your home at 8:30 a.m., a Valley Lift vehicle should arrive between 8:15 a.m. and 8:45 a.m.*
- For pre-scheduled return times (out in the community), a Valley Lift vehicle should arrive no later than thirty (30) minutes after your scheduled return time. *For example, if you are scheduled to be picked up from a supermarket at 1:30 p.m., a Valley Lift vehicle should arrive between 1:30 p.m. and 2:00 p.m.*
- For “will call” returns (out in the community), a Valley Lift vehicle should arrive no later than sixty (60) minutes from

the time you notify Valley Lift that you are ready for your return. *For example, if you call for your return at 3:15 p.m., a Valley Lift vehicle should arrive between 3:15 p.m. and 4:15 p.m.*

“Will call” returns can take up to sixty (60) minutes for the driver to arrive so it’s important you have a waiting location that is safe and shelters you from the elements until your driver arrives.

### **Will the driver be on time?**

Valley Lift drivers make every effort to arrive on time. Please keep in mind that the Valley Lift program is a shared-ride service. Other clients may be picked up and dropped off before you reach your destination. Unexpected delays sometimes occur due to traffic, vehicle problems, passenger delays or weather conditions.

### **How will I know when a driver arrives?**

When a Valley Lift driver arrives, they will announce their arrival at the entrance of the pick-up address.

Valley Lift drivers, upon arriving in the appropriate time window, are required to wait five (5) minutes before leaving. After five (5) minutes, if you are not present and ready for transport, the driver will be leave without you and you will be counted as a “no-show”.

# *Cancellations and No Shows*

## **What if I cannot take my scheduled ride?**

If for any reason you are unable to take your scheduled ride, you must notify a Valley Lift Customer Service Representative at least **1 hour before your scheduled pick-up time.**

## **How do I cancel a ride when the Valley Lift call center is closed?**

If you need to call in a cancellation outside of Valley Lift's call center hours (8:00a.m. to 5:00p.m. Monday through Friday), please call the Valley Lift call center at (541) 842-2050 and leave a voicemail for a customer service representative. Please be sure to leave your name, phone number, and the date(s) and time(s) of the ride(s) you wish to cancel.

If your ride is scheduled to occur before the Valley Lift call center will be open and able to receive your message, please call (541) 842-2050 and leave a voice mail canceling your transportation request.

## **What is a no-show trip?**

A no-show trip is when:

- You fail to cancel your trip at least 1 hour before your scheduled pick-up time.
- You fail to meet the vehicle at your designated pick-up location.
- You are not ready to go at your scheduled pick-up time (after driver has waited for five (5) minutes within the appropriate time window).

## **What happens when I have no-show trips?**

Within a 30-day period, if you have three or more no-shows, or no-shows which total at least 10% of your completed trips (whichever is greater), will be grounds for service suspension. Only no-shows and late cancellations which are within your control will be counted toward the policy. Within a 1-year period, first time suspensions shall be at least 5 days followed by 10 days for the second suspension.

If you are a no-show on a ride starting from your home, you must contact Valley Lift and cancel any other scheduled trips no longer needed that day to avoid receiving additional no-shows.

When you have at least two (2) no-show trips within a rolling thirty (30)-day period, you will receive a warning letter stating that any additional no-show rides may result in a suspension of service.

All clients will be given fourteen (14) days notice before a suspension of service takes effect unless safety related in which case the suspension may start immediately.

## **How do I appeal a no-show trip?**

If your service is scheduled for suspension due to a series of no-show trips, you may request a review of the decision by calling Valley Lift at (541) 842-2080. A manager will conduct an review of the decision. The manager will review the file and, if necessary, gather additional information. You may be asked to participate in an in-person interview if more

information is needed.

Valley Lift will make every effort to complete the review process as soon as possible and you will be notified in writing within five (5) business days of the review decision.

If you are not satisfied with the outcome of the review, you may initiate an appeal.

## **The appeals process**

To appeal a manager's review, you must submit a written appeal within fourteen (14) days of receiving notice of the review decision. The written appeal should be submitted to:

RVTD General Manager  
3200 Crater Lake Avenue  
Medford, OR 97504

RVTD will notify you of the date, time and location of the appeals hearing. You may have someone accompany you to the appeals hearing.

“Suspension of service” appeals will be heard by RVTD's Americans with Disabilities Act (ADA) Appeals Board. The board will review the documentation provided by you and RVTD staff. The board will also accept testimony from you. The ADA Appeals Board will review the appeal, make a final decision, and notify you within fifteen (15) days of the final decision. When this final determination is made the appeals process is complete.



Your Valley Lift service will not be affected during the appeals process. If the final determination supports a suspension of service, you will be given fourteen (14) days' notice before a suspension of service takes effect unless safety related.

## *Inclement Weather Schedule*

### **Does Valley Lift operate in snow and icy conditions?**

Valley Lift vehicles may be delayed when roads become slippery. Service may be temporarily suspended if road conditions are deemed unsafe. Should road conditions cause RVTD to cancel regular bus service, Valley Lift service will also be canceled and operate only to return you home if you are in the community.

During snowy or icy weather, listen to the radio, watch local weather reports, visit RVTD's website at [www.rvtd.org](http://www.rvtd.org) or call Valley Lift at (541) 842-2050 for updates and service changes.

Valley Lift will make every effort to accommodate life-sustaining medical trips (such as dialysis and cancer treatments) if vehicles are safe to drive on the roads.

### **What if I do not wish to travel due to adverse weather conditions?**

If you do not wish to travel due to adverse weather conditions, please call the Valley Lift call center at (541) 842-2050 to cancel your ride as soon as possible. You are encouraged to

cancel rides earlier if you feel unsure of your ability to safely wait for and get to and from a Valley Lift vehicle. Late or short notice cancellations due to weather concerns will not be counted against you.

## *Valley Lift Holidays*

### **What holidays are observed by Valley Lift?**

Valley Lift does not provide service on:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Fourth of July (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Your ride request for the day after a holiday may be called in until 5:00 p.m. on the holiday. All holiday calls will be answered by the Valley Lift call center's voice mail system. The date and time of each call is time stamped.

## *Your Questions*

### **Where can I get more information?**

For more information about Valley Lift, call Valley Lift at (541) 842-2080 or Voice TTY 7-1-1 during office hours (8:00 a.m. - 5:00 p.m., Monday - Friday).

For information on RVTD's fixed-route bus service, visit their

website at [www.rvtd.org](http://www.rvtd.org). You can also call RVTD's Customer Service line at (541) 779-2877 / Voice TTY 7-1-1.

## **Can I get alternative versions of this Valley Lift guide and other written materials?**

You can obtain alternative versions of written material by calling Valley Lift at (541) 842-2080. The materials can be provided in large print or most digital formats.

## **What if I need a replacement Valley Lift ID card?**

If you lose or damage your Valley Lift card, contact Valley Lift at (541) 842-2080 or Voice TTY 7-1-1 during office hours (8:00 a.m. - 5:00 p.m., Monday – Friday) to request a replacement. Replacement cards are \$3.00.

## **What if I have other compliments or concerns?**

Valley Lift wants to hear your comments and concerns. Customer Service Representatives at (541) 842-2050 will answer all questions and document all compliments or concerns. Documentation is reviewed and actioned by a member of the Valley Lift administration.

If you need further assistance, please contact the following persons:

Step 1. Valley Lift Operations Mgr, (541)842-2082

Step 2. Accessible Transportation Mgr, (541)842-2072

Step 3. RVTD General Mgr, (541)779-5821

## **How can I obtain a copy of the Americans with Disabilities Act (ADA)?**

For a copy of ADA regulations governing public transportation services visit the ADA Home Page on-line at <http://www.usdoj.gov/crt/ada/>

## **Does Valley Lift charge a processing fee for providing hard-copy information?**

Valley Lift does charge a minimal processing fee, \$0.25 per page plus postage, for providing hard-copy information.

## *Getting Involved*

### **How can I get involved?**

You are encouraged to get involved by advising RVTD's Board of Directors on matters pertaining to specialized transportation for older adults and individuals with disabilities communities through the Special Transportation Advisory Committee (STAC). The STAC is an advisory committee made up of specialized transportation users, transportation providers, advocates, passionate transportation advocates and representatives of older adults and individuals with disabilities. The committee meets quarterly to review issues related to Valley Lift service and other special transportation topics. For information about getting involved, call Valley Lift at (541) 842-2080 or Voice TTY 7-1-1.

### **Advocacy**

The following are some examples of ways that you can be supportive of Valley Lift:

- Attend public hearings regarding transportation services.
- Write to elected officials in support of the program.
- Talk to family and friends about what the service means to you.
- Request to be on the Special Transportation Advisory Committee mailing list.
- Visit [www.rvtd.org](http://www.rvtd.org) for updated news, service changes and alerts.

For more information about supporting Valley Lift, please contact Valley Lift at (541) 842-2080 or Voice TTY at 7-1-1

## *Other Transportation Services*

### **Does Valley Lift offer other transportation services?**

Valley Lift staff may be able to offer or refer you to other transportation programs. For more information call (541) 842-2080.

## *Contact Us*

Valley Lift Scheduling.....(541) 842-2050

Valley Lift Information.....(541) 842-2080

Valley Lift After-Hours .....(541) 842-2050

RVTD Bus Information.....(541) 779-2877

Automated RVTD Bus  
Schedules..... (541) 608-2400

Oregon Telecommunications Relay  
Service.....7-1-1

## Online Resources

Valley Lift – [www.rvtd.org/valleylift](http://www.rvtd.org/valleylift)

RVTD Bus Info – [www.rvtd.org](http://www.rvtd.org)

# Notes



# Notes





**RVTD Valley Lift Program  
239 E. Barnett Road  
Medford, Oregon 97501**