



FIXED ROUTE RIDER GUIDE



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What is Fixed Route?

Fixed Route is public transportation that takes place along a prescribed route along a fixed schedule. Fixed Route is open to anyone in the general public, and does not require the passenger to schedule a ride. Valley Transit operates multiple Fixed Route lines in Walla Walla and College Place.

Operating Hours, Area, and Holidays

Fixed Route provides service from 6:15 am to 5:45 pm, Monday through Friday. The service area falls within College Place and Walla Walla and maps for all routes can be found at the back of this handbook or on www.valleytransit.com. If you are unsure if your origin or destination is near a Fixed Route line, you can call 509-525-9140 with questions.

Valley Transit does not provide Fixed Route service on New Year's Day, Memorial Day, the Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

Fare Information

The cost of a one-way ride is 50 cents. If you do not wish to use cash, tickets are available in books of 20 for \$10. A monthly pass is also available for \$20. Children 5 years old and younger ride for free on Fixed Route. Passes can be purchased from Valley Transit or through the Token Transit app.



You must pay a fare or show your pass every time you board a vehicle. Round trip fare payments are not accepted. If you are transferring from one line to another at the Transfer Center or K-Mart, you may get a transfer slip from the operator.



BE PREPARED TO PAY THE EXACT FARE



Operators do not carry change, do not sell tickets or passes, and are not permitted to search purses, pockets, or backpacks for a passenger's fare. If you have a disability that prevents you from handling money, tickets, or passes, it is recommended that you travel with a PCA.

Passes and tickets may also be purchased by mail if you send a check or money order and a self-addressed, and stamped envelope along with an explanation of what you wish to purchase to the following address:

Valley Transit Customer Service
1401 West Rose Street
Walla Walla, WA 99362



**PLEASE DO NOT SEND CASH
THROUGH THE MAIL**



Monthly passes expire on the last day of the month. Please make sure you buy your new pass by the first day of each month. There is no grace period. Passes for an upcoming month go on sale on the 15th of the current month.

Children

Children are welcome to ride on Fixed Route, but must ride with an adult if they are under the age of 5.

Upon boarding, children must be removed from any stroller or carrying device, and held by the adult they are traveling with. The stroller/device should be folded up (if possible) and kept out of the aisle.



Bring Your Bike

Valley Transit strives to make it easy to combine biking and public transportation. You can secure your bike in the bike rack at the Transfer Center or bring it with you to the bus if there is room on the bike rack on the bus. Every trolley has a bike rack that can hold three bikes at one time. These bike racks are designed for standard sized bikes, and they can fill up quickly when community events are taking place. Please plan ahead. You must take your bike with you when you de-board the bus.

Loading your bike

1. Be sure the bus has stopped completely, and make eye contact with the driver before you step in front of the bus. Never approach a stopped bus from the street side, as you cannot safely determine if the driver is about to leave a stop.
2. Squeeze the handle on the top of the rack and lower it.
3. Place your bike in the rack, and place the bar over your front wheel, as close to the bike frame as possible.
4. Remove any loose items or valuables from your bike, including panniers (bags).
5. Board the bus and pay your fare.

Unloading your bike:

1. Exit through the *front* door and let the driver know that you have a bike to remove. Never step in front of the bus until you are sure the driver sees you.
2. Remove the bar from your tire, and remove your bike from the rack.
3. Fold the rack up if it is empty.
4. Go to the nearest curbside. Never cross in front of the bus, as passing traffic cannot see you.



Personal Care Attendants

A Personal Care Attendant or PCA is someone who travels with a passenger with a disability to provide any assistance that is needed. Please note that Valley Transit does not provide PCAs and your bus operator cannot serve as your PCA.

Our operators cannot leave their vehicles in route, so if you need assistance traveling to your destination once you deboard the bus traveling with a PCA is recommended.

Service Animals and Pets



A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specifically

trained to provide assistance. Service animals are welcome aboard Fixed Route vehicles so long as they adhere to all relevant policies.

The following policies apply to service animals on Valley Transit vehicles:

- The animal must be under the owner's control and behave appropriately.
- The animal must be harnessed, leashed, or tethered.
- Birds, reptiles, amphibians, and rodents must be kept within an enclosed carrier or container.
- The animal must not block the aisle or emergency exits. They may remain at the owner's feet or on their lap, but may not occupy a seat.

- The animal must not be disruptive – no excessive noise, threatening behavior, or aggressive tendencies toward people or other animals.
- The animal must be housetrained.
- The animal must be alive and in good health.

Pets and animals that provide emotional support, therapy, comfort, or companionship *are not* considered service animals.

Pets that are not service animals are not allowed on Valley Transit vehicles unless they are small and can be transported in a suitable carrier. A pet and their carrier should not exceed a weight that a passenger can manage without assistance. It is possible that a passenger may discover upon boarding that there is not room for their pet on board due to the number of passengers already riding.

A pet or animal that is not a service animal (e.g., emotional support, therapy, comfort, or companionship) must adhere to the following policies:

- Be in a closed container, cage, or carrier at all times.
- The carrier must not block the aisle or emergency exits.
- The animal must not be disruptive – no excessive noise, threatening behavior, or aggressive tendencies toward people or other animals.
- The animal must be house trained.
- The animal must be alive and in good health.

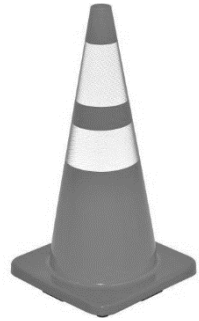
Under control and well behaved are the defining characteristics. The care and supervision of an animal is the sole responsibility of the owner. In addition, passengers traveling with animals are subject to the same general rules that apply to all passengers (e.g., any damage or soiling caused by the animal is the responsibility of the passenger). If an animal is not under control,

or if its behavior is disruptive or menacing, Valley Transit can refuse service or request that the animal be removed from the vehicle. All animals must be kept under physical restraint by the owner at all times. Animals that are disruptive, threatening, or aggressive will be handled on a case-by-case discipline process for the passenger.

Inclement Weather and Construction

Need to know if Fixed Route is operating during periods of severe snow, ice, other inclement weather, or in areas where construction is taking place?

Visit www.valleytransit.com, or www.itransitnw.com, or use the Valley Transit app. Another option is to visit the Valley Transit Facebook page, or call 509-525-9140. Valley Transit strives to provide service during all service hours, but real-time updates will be posted if portions or entire routes are impacted by inclement weather or construction.



In the event of severe weather creating hazardous conditions for passengers or staff, services may be limited or cancelled. There may be specific stops that cannot be accessed by a bus during extreme ice and/or snow.

Rules of Conduct

Valley Transit enforces all rules listed in **RCW 9.91.025**. For a full listing of prohibited conduct, you can download the Rules of Conduct at www.valleytransit.com.

The following are the most common rules that must be followed:

- No destruction of property.
- No engaging in sexual activity of any kind.

- No smoke, vaping, using e-cigarettes, or carrying lit or smoldering pipes, cigars, or cigarettes.
- No consumption, or display of Marijuana or any illegal drugs.
- No consumption, or display of alcohol.
- No eating or drinking while on board.
- No sleeping or camping on any Valley Transit property or vehicles.
- No playing of a radio or other sound producing equipment without the use of headphones.
- No skating, blading, skateboarding, or bicycling except where public vehicle travel is allowed (excluding bus only lanes).
- No cursing, loud unruly behaviors, harmful, violent, or harassing behaviors (flashing gang signs or displaying gang colors is considered harassing behavior).
- No littering trash, or depositing of *any* bodily fluids.
- No obstructing or impeding the flow of Valley Transit vehicles or passengers.
- Failure to maintain a reasonable level of personal hygiene may result in service denial until the issue is corrected. It is not Valley Transit's objective to enforce personal hygiene standards on the public, but in order to maintain a clean and safe environment any passenger that may contaminate the vehicle due to blood, urine, fecal matter, or other bodily fluids will be refused transportation. This includes those whose body odor is so offensive that others would complain and/or vacate the immediate area (including the driver who may be unable to vacate the immediate area).

Passenger Responsibilities

It is Valley Transit's policy and responsibility to ensure safe and timely transportation for all passengers. The rider has the responsibility to use the system appropriately for the benefit of themselves and fellow passengers. When one passenger disrupts

service due to inappropriate use or unrealistic expectations, service to others is affected. All passengers are expected to follow the Rules of Conduct to ensure that everyone has the safest and most convenient ride possible.

Specific passenger responsibilities not covered in the Rules of Conduct are:

- Medical procedures (e.g., chiropractic treatments, blood pressure check-ups, etc.) are not allowed onboard the vehicle.
- Passengers with very fragile conditions should seek specialized transit. Valley Transit operators are not trained as paramedics.
- Passengers are responsible for all of their personal belongings and should not leave them on the vehicle. Anything left behind will be taken to Lost and Found and will not be retained by the driver for later pickup.
- Operators will not engage in extended conversation with passengers, and Valley Transit asks that distractions be kept to a minimum for safety reasons.
- Passengers are responsible for the maintenance and upkeep of any strollers or mobility devices they might use. If wheels or other parts are loose, broken, or have a dead battery they create a safety hazard for everyone. If no solution for such a situation can be found, service may be denied until the equipment issue is corrected.
- Operators are not permitted to operate passenger's powered mobility devices.

Valley Transit is committed to providing high quality transportation in College Place and Walla Walla, and will make every reasonable effort to accommodate various needs. There are situations however, that jeopardize the quality of service being provided. Repeated abuse of the service may result in denial of service.

Suspension Policy

A passenger may be suspended due to violation(s) of the Rules of Conduct. Depending on the severity of the violation, a passenger may receive warnings, or even a shorter 'Rest of Day' suspension before a longer suspension/service exclusion.

Whenever possible, Valley Transit will provide a suspended passenger with written notification of the reason for the exclusion, the duration of the suspension, and information for the appeals process. The suspension is effective upon actual or constructive receipt. If Valley Transit is unable to directly deliver an exclusion order to a passenger, they will attempt to mail the notice, and constructive receipt will occur when it is reasonable that the passenger will have received the notice.

Service exclusions/suspensions can range from 'Rest of Day' up to 365 days in length depending on the severity, or frequency, of rule violation. Within 15 calendar days of the issuance, a passenger may appeal their suspension with the Operations Manager.

Reasonable Modification

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. Valley Transit will make reasonable modifications to policies, practices and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers and/or the driver.

- The individual with a disability is able to fully use VT's service without the accommodation being made.

Requests for modification may be made either orally or in writing. Valley Transit will process requests for reasonable modifications and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. Contact Valley Transit at (509) 527-3779 to request a reasonable modification or for more information about reasonable modifications.

Lost and Found

To find out if we have an item of yours in Lost and Found, please call us at 509-525-9140, Monday through Friday from 8:00 am to 5:00 pm.



Customer Comments

Your comments are welcome. Whenever you have comments about Fixed Route service, we want to hear from you. All complaints, commendations, suggestions, and questions are welcome. Valley Transit does not tolerate retribution against commenters.

You can call Valley Transit Customer Service at 509-525-9140 or submit comments online through www.valleytransit.com or by emailing info@valleytransit.com. Representatives are available to take your comments Monday through Friday between 8:00 am and 5:00 pm. The following specific details help for a more thorough investigation of your comments and/or suggestions:

- Date, day, and time of incident
- Operator's name or description
- Vehicle number
- A detailed explanation of the incident, suggestion, or compliment
- Passenger's name and telephone number

Fixed Route operators are not permitted to accept tips. If you are pleased with the service of a particular operator, please call us with your comments. Each comment is shared with the employee(s) involved.

If you prefer, you may also fax your comments to Valley Transit at 509-525-9142, or write to:

Valley Transit
1401 West Rose Street
Walla Walla, WA 99362

Real-Time Bus Tracking App and iTransitNW

Valley Transit hosts a regional transit website to support trip planning through public transportation in Southeastern Washington and Northeast Oregon. Passengers can also use www.iTransitNW.com to obtain live GPS information on Valley Transit buses. Passengers can track how close their specific bus is, as well as use the built-in trip planner to find the best route to their destination.

This information is also available on the Valley Transit app. It can be downloaded from the App Store, or the Google Play Store by searching Walla Walla Valley Transit.

Other Transportation Providers

Many public agencies and private non-profit agencies providing social services programs also provide some level of transportation to their activities. Residents of care facilities are encouraged to ask their service provider to explain what, if any, transportation services are available to program participants.

Occasionally, people need transportation during hours that Valley Transit is closed, or to places that are beyond the Valley Transit service area. For those occasions, we have listed other

transportation service providers for your convenience. These transportation services are not affiliated with Valley transit in any way, and Valley Transit cannot make any recommendation about their ability to meet your needs. These companies offer different levels of service for people with special needs, and the fares vary greatly. You should be careful to ask questions to verify the price, time, and level of services available when contacting another transportation service provider.

- Blaine’s Cab Service..... 509-529-8294
- Columbia County Transportation (to Dayton)... 509-382-1647
- Gorge Translink, Oregon Medical Transport..... 877-875-4657
- Grape Line (to Pasco)509-529-7442 or 877-433-4775
- Kayak Public Transit..... 541-429-7519
- Liberty Medical Transport..... 509-301-1782
- Milton-Freewater City Bus..... 541-938-8243
- People for People Medicaid Transport..... 800-233-1624
- People Mover, Grant County Oregon..... 541-575-2370
- Transportation Solutions..... 509-525-1995
- Veterans Transportation Service..... 888-687-8863



For more information call 509-525-9140 or
visit www.valleytransit.com