# Kootenai County's Citylink Transit System User Guide 2016

***SPECIAL NOTES FOR USING THIS GUIDE***

*For your convenience, and at the request of our clients, this document is available printed in a larger type or by link to pdf.*

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*Paratransit is not a taxi for people with disabilities, nor is it a social service*, the bus service is accessible for all people with disabilities. Paratransit is meant to address the circumstances in which a person cannot use the bus service for a particular trip, or type of trip, due to cognitive or physical factors.

# Kootenai County's Citylink Paratransit/Demand Response Service

## 1.1 Definition

Kootenai County's Citylink's Paratransit/Demand Response service is an origin to destination accessible bus service for those persons with disabilities who are functionally unable to use the wheelchair accessible fixed-route bus system. Kootenai County is committed to providing the best service for the community that can be achieved, and realizes that all persons should be afforded equal public transit opportunities. The cooperation and understanding of passengers is appreciated as the Coeur d'Alene Tribe, Kootenai Health, MV Transportation, and Kootenai County strive to meet the individual transit needs of passengers.

## 1.2 Eligibility for Service

Citilink fixed route buses are considered the primary mode of public transportation for everyone in our service area. However, in accordance with the Americans with Disabilities Act (ADA) Kootenai County and its partners, Kootenai Health and the Coeur d'Alene Tribe, work together to provide Kootenai County's Citylink Paratransit/Demand Response services.

**ADA Paratransit**

ADA Paratransit is for people over the age of 18 and determined to have a functional inability to use the wheelchair accessible fixed-route bus system.

Certification for Kootenai County's Citylink Paratransit eligibility is not forever. Most eligibility is granted for a period of one (1) to three (3) years. The Americans with Disabilities Act provides for recertification of a customer's eligibility. A notification letter and recertification form is sent at least 60 days before your eligibility is due to expire.

**Dial-a-Ride/Demand Response**

Dial-a-Ride services are provided by Kootenai Health for access to Kootenai Health Services and by Kootenai County, through MV Transportation, for clients who are over the age of 70 and who do not meet the qualifications for ADA paratransit service but have some level of disability making it more difficult to get to the bus stop.

## 1.3 Levels of Service

1. The first level is for persons who qualify for **Unconditional (Full)** service. This level of service allows customers to take the van for all of their trips during our service hours and within our service area. This level is for those individuals who are unable during any circumstances to access the fixed route system.

2. The second level is for persons who are able to take the bus some of the time and require van service at other times. This is called **Conditional** service. It's tailored to each individual's abilities based upon the information provided in the application and/or the results of a cognitive and/or physical in-person assessment. The letter notifying you of your eligibility will have an explanation of the conditions under which you can use van service. Abilities change over time and you can reapply to adjust the level of service at any time.

3. The third level of service is for people who have a **Temporary** need for the service due to a catastrophic event such as a stroke or hip replacement, etc. Your ID card and letter will have the expiration date on it. If you feel you may be eligible for service after the expiration date, you will need to fill out a new application and undergo the assessment process.

4. **Dial-a-Ride** services may be available on a limited basis, as capacity allows, for not more than 2 round trip rides a month, for those who do not meet the ADA eligibility guidelines but are over 70 and have some level of disability making it difficult to get to the bus stop, or as provided by Kootenai Health in accordance with their policies. ADA eligible clients have priority; Dial-a-Ride clients may have their appointment rescheduled as needed.

## 1.4 Applying

Persons wanting to become certified to use ADA Paratransit/Demand Response or Dial-a-Ride must complete an application form and return it to Kootenai County. Applications are available by calling (208) 446-1616, or by downloading the application from the website at www.kcgov.us, or by writing the Kootenai County's Citylink Paratransit/Demand Response Service at 451 Government Way, Coeur d'Alene, Idaho, 83814.

## 1.5 Determining Eligibility

Kootenai County's Transit Department will determine your eligibility within 21 days after receiving your completed application. To aid us in determining your functional abilities, you may be asked to participate in a cognitive and/or physical in-person assessment. You will be notified of the results of your application. If eligible, you will receive a letter and ID card notifying you of the decision. The ID card will have your customer number, an expiration date and your eligibility level printed on it. If you are not satisfied with the decision, you may appeal within 60 days of the date of the letter.

In accordance with 49 CFR 37.125:
(1) An appeal must be filed within 60 days of the denial of an individual's application.
(2) The process shall include an opportunity to be heard and to present information and arguments, separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility), and written notification of the decision, and the reasons for it.
(3) Kootenai County, or its contractor, is not required to provide paratransit service to the individual pending the determination on appeal. However, if Kootenai County has not made a decision within 30 days of the completion of the appeal process, they shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.

### 1.6 Mobility Training

Mobility Training helps seniors and persons with disabilities gain more independence by assisting them in accessing the freedom of the fixed route bus service. Trainers familiarize you with how the system works and most importantly, how the system can work for your specific needs. If you are hesitant to ride the bus, Mobility Training will give you the confidence you need to be comfortable and in control of your schedule. The trainer will determine your needs and design an individualized training plan, including one-on-one instruction while actually riding the bus with you. If you are interested in Mobility Training, call **208-446-2255**. TTY users should call 208-446-2145.

## Service information

Kootenai County's Citylink Paratransit/Demand Response service is provided as follows:

### 2.1 Kootenai Health Transportation Services

Kootenai Health Transportation Services is a partnership between Kootenai Health and Kootenai County to offer Dial-a-Ride service to the three northern hospitals and clinics. **Their dispatch may be reached at 208-446-7966.**

Kootenai Health Transportation Services run 6:00AM - 4:30PM Monday through Friday. Kootenai Health Transportation Services needs at least 24 hours notice prior to the scheduled ride time and rides are scheduled on a first-come, first-served basis. When you call, a dispatcher will ask for your address, appointment information, and if you need any other special arrangements, such as wheelchair accommodations.

Monday-Friday (greater Coeur d'Alene area)
Tuesday and Thursday (Rathdrum area)

**Please note:** Kootenai Health Transportation Service does not provide service on major holidays, Martin Luther King Day or the day after Thanksgiving.

### 2.2 Kootenai County's Citylink Paratransit | Demand Response Service with service provided by MV Transportation

Kootenai County's Citylink Paratransit/Demand Response Services run Monday through Friday from 6:00 AM to 9:15 PM, 7:00 AM to 9:15 PM Saturdays, and 7:00AM to 6:15 PM Sundays. The scheduling office is open 7 days per week 8:00AM – 5:00PM. All service hours are subject to change.

## 2.3 Holidays

We will be closed on the following holidays:

Thanksgiving Day, Fourth Thursday of November - Closed
Christmas Day, December 25th - Closed
New Year's Day, January 1st - Closed
Memorial Day, Last Monday of May - Closed
Independence Day, July 4th - Closed
Labor Day, First Monday of September – Closed

## 2.4 Area Served

**ADA Clients**

As required by the ADA, Paratransit/Demand Response service will be provided to persons who qualify under ADA regulations and who travel to or from locations within three-quarters (¾) of a mile of any regular fixed-route bus route. Passengers living outside this area may still be certified as eligible, but will only be allowed to utilize Kootenai County's Citylink Paratransit/Demand Response service to travel to or from locations within the ¾-mile corridor service area.

**Dial-a-Ride**

Dial-a-Ride services are also only within this three-quarters (¾) of a mile of any regular fixed-route bus route. No service will be provided to those living outside the ¾ of a mile area.

# Booking a Ride

## 3.1 Requesting a Ride

Ride requests for paratransit/demand response service may be made from 8:00AM to 5:00PM seven (7) days per week at 208-446-2255. Passenger calls may be received by a voicemail service when the scheduling personnel are assisting other clients or when the office is closed. Messages will be returned as soon as possible and all calls are recorded.

If you reach the voice mail, please leave a message stating your name, telephone number, and ID number **twice** before hanging up. Please be sure to speak slowing and clearly into the phone while leaving a message.

Passengers must provide the following information when requested:

1. Exact pick-up location (including address, door, apartment number, building, etc.).

2. Exact destination location (including address, door, apartment number, building, etc.).
3. Date and desired pick-up time. Also state desired arrival time if possible.
4. Return pick-up time, if return trip is desired.
5. If a Personal Care Attendant (PCA) or Guest (Escort) will be accompanying you.
6. Any mobility aids you will be using or other special instructions.

Vehicle Driver/Operators do not make trip reservations, unauthorized stops, or destination changes. The phone personnel are extremely busy, therefore, please have addresses and know exactly what you need to schedule prior to calling the scheduling office; schedulers will not look up addresses in the phone book on behalf of clients. In addition, it is requested that personal conversation with the phone staff and repeat calls be kept to a minimum.

Passengers should arrange for a ride at least a day prior to the scheduled ride time but no more than seven (7) days in advance of the ride. **Rides are scheduled on a first-come, first-served basis, with ADA clients receiving priority scheduling,** so it is recommended you schedule a ride as early as possible within the 7 day scheduling window. If space is available, passengers may arrange for a ride any time prior to 5:00 PM the day before the ride is needed by calling the scheduling office at 208-446-2255. Rides requested for the same day will be scheduled only if time and space are available.

## 3.2 Standing Rides/Subscription Trips

Standing ride/subscription trips are subject to limited availability and depending on demand, it may be necessary to limit the number of standing ride/subscription trips we provide. If this happens, your request will be put on a waiting list and we will call you back when we are able to meet your request for a standing ride/subscription trip. Dial-a-Ride clients will not be eligible for standing rides.

## 3.3 Getting Ready for Your Trip

It is also the passenger's responsibility to be ready to leave at the scheduled time and place when the vehicle arrives. If you are not able to let yourself in/out of your home and/or cannot be left alone, be sure that another person is present to help you. Drivers/Operators are not responsible for providing personal care assistance and are not trained or authorized to render medical aid. Those who need such assistance, or need help in obtaining an attendant, should call a local disability agency or an independent living resource center. It is the passengers' responsibility to confirm their ride information the day of their ride.

## 3.4 Waiting Times

Due to time constraints and to alleviate distress caused to other passengers, it is necessary to have a limited waiting period for the time a driver/operator will wait on a passenger at the pick-

up point. **Drivers will wait up to five (5) minutes from the scheduled pick-up time.** If the vehicle has been delayed past the scheduled pick-up time, the driver/operator will wait five (5) minutes from the actual arrival time. Passengers who are not ready to board by this time or who are not at the designated location will be designated as a no-show and the vehicle will continue on with its route. Policies on no-shows and cancellations will be explained later in this guide.

Passengers should be at a location where they can see or hear the vehicle when it arrives. **Please be aware that there is a 30 minute window for arrival. This means that we have up to 30 minutes after your appointment time to arrive for pickup.** If requested, a specific means of indicating the vehicle has arrived will be pre-arranged for persons with both hearing and visual impairments. Please note: All driver/operators have an identification card [ID]. All time will correspond with the driver/operator's atomic clocks.

## 3.5 Return Rides

Requests for return rides should be placed when the original ride request is made not at the time of drop off. When the desired return time is uncertain, for scheduling purposes and to secure your return, it is necessary for you to contact the office or the individual with whom you have the appointment to ask for an estimated completion time. Allow plenty of time to finish your appointment in order to meet the vehicle at the scheduled pick-up time.

Passengers who must cancel a return ride because an appointment ran late should state that as the reason for canceling the trip. Upon the rider's request and **time permitting**, a return ride may be scheduled, subject to availability.

## 3.6 Trip Negotiation Time

**ADA Paratransit Clients**

When assigning your ride to a vehicle, the scheduler will make every effort to honor your requested time. When the exact time is not possible for scheduling, Kootenai County's Citylink Paratransit will negotiate a scheduled pick up or drop off within a 1 hour window for each leg of the trip.

**Dial-a-Ride**

Dial-a-Ride clients will be scheduled as space allows, ADA clients have priority.

## 3.7 Substitute Contractors

At times, passengers may be transported by Kootenai Health Transportation Services rather than through a Citylink/Kootenai County transit vehicle. This option is available due to arrangements between the Transit System in Kootenai County and Kootenai Health – and is

only available when scheduled by a dispatcher. **All ride changes or cancellations must be made through the dispatch office and all policies/guidelines apply.**

Drivers will have an ID displayed on their shirt and the vehicle will have company signage that is easily identifiable to passengers.

## 3.8 Cancellations

To cancel a ride, you must call at least **two hours prior** to the scheduled pick-up time. Canceling in advance allows us the opportunity to redirect vehicles to other riders needing service and prevents a late cancellation or no-show violation.

Even when a trip is cancelled at least two hours before the established pick-up time, a pattern of excessive cancellations causes the paratransit service to not be available at the times other customers desire service, this could result in a suspension of service.

To cancel a ride call **Kootenai County's Citylink Paratransit Transportation at 208-446-2255**:

- Speak to the person answering or leave a message on the voice mail.
- Give your name and telephone number.
- Give the date and time of the ride(s) to be canceled.
- Give the address of the pick-up and destination locations.

Please note: When leaving a message, please speak slowly and clearly into the phone.

## 3.9 Late Cancellations

If a passenger calls to cancel within two (2) hours of the scheduled pick-up time, it is known as a late cancellation. When cancelling late, please state the reason for the cancellation. A pattern of late cancellations may result in suspension of service for a period of up to four weeks.

## 3.10 No-Shows

A ride is considered a ***no-show*** when:

1. A passenger does not show up at the designated location on time, *or*
2. A passenger is not ready to board within the standard five (5) minute waiting time.

Return rides, if applicable, will **NOT** be canceled and may result in additional no-shows. Please contact the office immediately if you want subsequent rides canceled. Rides missed due to circumstances beyond the passenger's control, for example an unexpected hospitalization, will

not be classified as a no-show with proper documentation. A pattern of no-shows may result in suspension of service for a period of up to four weeks.

## 3.11 Warnings

**Late Cancellations**

A letter of warning may be issued after **two (2) late cancellations** within a six (6) month period. A **third (3rd) late cancellation** within that same six (6) month period will result in a suspension of service. The reason for the late cancellation, if given, will be taken into consideration when assessing a suspension of service.

**No-shows or Cancellations at the Door**

Kootenai County's Citylink Paratransit System will suspend service after **three (3) no-shows and/or cancelations at the door** within a six (6) month period. A written warning will be sent after **the second (2nd) no-show or at the door cancelation** and a letter of "intent to suspend" will be sent after the **(3rd) third no-show or at the door cancelation**. The individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it.

**Excessive Cancellations**

Even when a trip is cancelled at least two hours before the established pick-up time, a pattern of excessive cancellations causes the paratransit service to not be available at the times other customers desire service. Customers who are found to have a pattern or practice of cancellations representing at least fifty-one (51) percent of their total scheduled trips in a month will result in a suspension of service.

## 3.12 Suspension of Service

Records will be reviewed when a person has a pattern of late cancellations, no-shows, at the door cancellations, excessive cancellations or any combination of all. A written letter of "intent to suspend" will be sent and the individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it.

Falsifying of an application, violence, sexual harassment or behavior, seriously disruptive, or illegal conduct toward passengers, staff, or driver/operators will result in an immediate suspension of service and possible criminal action. Suspension will begin immediately and will be followed up with a written letter detailing the reasons for the suspension. The individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent

information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it.

### 3.13 Appeal Procedure

Before suspension of service takes place, excluding abusive or threatening behavior which requires immediate suspension, the passenger will be notified by mail of the intention to suspend service. Passengers who have been notified of the intention to suspend service may call, 208-446-1616, write Kootenai County's Citylink Paratransit at 451 N. Government Way, PO Box 9000, Coeur d'Alene, ID 83816 or email khobson@kcgov.us for appeal information. If the decision to suspend service is upheld, you have the right to request an administrative review, in writing or alternative format, within 15 calendar days of the date of the warning or decision. The hearing decision will be final. Persons who do not appeal will have service suspended beginning of the 10th day after receipt of the notice.

## Assistance

### 4.1 Assistance from Drivers/Operators

1. Origin to Destination service
   a. Driver/Operator will not lift passengers and/or wheelchairs.
   b. Driver/Operator will not enter homes or nursing facilities. Passengers must be able to exit on their own or receive appropriate assistance from their personal care attendant. Under specific circumstances, passengers may be dropped off in the foyer of a nursing facility.
   c. Driver/Operator will not handle keys to lock or unlock doors, activate or de-activate house alarms, or use security codes.
   d. Driver/Operator will not enter a business facility beyond the first floor lobby to look for passengers. Passengers must be ready at the door of the scheduled location when the vehicle arrives.
   e. Driver/Operator will make reasonable accommodations to assist wheelchair passengers up or down outside ramps. Ramps must meet ADA specifications and be free of snow, ice, and debris. If ramps are not to ADA specifications, or if the driver/operator is unable to navigate the ramp safely, the client must be required to meet the driver/operator at the curb.
   f. The pathway to and from the bus must be safe and free of debris. If the driver/operator or supervisor determines the pathway too dangerous or steep, the Driver/Operator will look for an alternative pathway that is safe and free of debris.
2. Passenger assistance is limited.

a. Driver/Operator will not carry grocery bags for passengers. Driver/Operator will not hold or carry children or child carriers on or off the bus.

b. Large items or items that pose a safety/health threat will not be transported. It is the passenger's responsibility to make separate delivery arrangements (examples: televisions, firearms, furniture, computers, plants, gasoline, boxes, etc.)

c. Passengers are to find other assistance or make separate arrangements for delivery if there are more items than they can handle in one load or one trip to the vehicle; **multiple loads or trips to and from the vehicle are prohibited**. In addition, bags or packages must not be stowed in the walkways or seats. Driver/Operator will not empty carts in order to transport.

d. If a passenger has a need to transport an additional mobility aid along with them, prior approval must be given by Kootenai County's Paratransit provider.

e. Passengers must maintain control of their motorized device, scooter or wheelchair, at all times. Drivers cannot operate the controls or push a motorized device without power.

f. If a passenger falls, the driver cannot assist the passenger to his or her feet or wheelchair. If the passenger is unable to rise without assistance, a friend or family member should be called, or the driver will call dispatch and have an ambulance sent.

g. If a passenger cannot be left alone at a stop, there must be someone to meet them, or a PCA to travel with them.

h. If requested, reasonable accommodations will be made where possible. If a reasonable accommodation is denied, an appeal made be made by writing Kootenai County's Citylink Paratransit at 451 N. Government Way, PO Box 9000, Coeur d'Alene, ID 83816 or email khobson@kcgov.us or by calling 208-446-1616.

## 4.2 Other Assistance Information

Please be sure the address of your house, apartment, or building is posted and visible from the street to assist the driver/operator in locating you. It is the passenger's responsibility to provide clear, concise location information. If a passenger cannot be left unattended at their destination, a staff or family member must be waiting to receive the passenger.

## 4.3 Personal Care Attendants (PCAS)

One (1) Personal Care Attendant (PCA) may accompany a registered Paratransit/Demand Response rider. Your file **must** indicate that you are eligible to have a PCA travel with you. You must reserve space for your PCA when scheduling your trip and they must have the same origin and destination as you do.

## 4.4 Guests/Escorts

Guests are welcome to ride with you. Due to limited space, each paratransit/demand Response rider is allowed only one (1) guest per trip. You **must** reserve space for your guest (including children) when scheduling your trip and they must have the same origin and destination as you do. Seating for additional guests is on a "space available" basis and must not result in denial of service to another certified eligible paratransit/demand response passenger. Under specific circumstances, a passenger may be allowed more than one guest. Pre-approval of all guests and escorts (including children) is required.

## 4.5 Children

A child 6 years of age or younger, or up to 4'9" inches, must be properly secured in a child safety restraint that meets the requirements of the (FMVSS) federal motor vehicle safety standard no. 213. Kootenai County's Citylink Paratransit vans are not equipped with child seats, so you will need to bring one with you. You are responsible for securing the car seat and securing your child in the car seat (Kootenai Health's transportation policy differs; the rider is responsible for knowing the different requirements). If you need assistance getting your child seated, please bring along someone to help you. The driver cannot transport children who are not safely seated and wearing a seat belt. **You are responsible for your child during your trip.**

**Kootenai Health Transportation's Child Seat Policy**

If a passenger is traveling with an infant, toddler, or small child, the operator will provide a child safety restraint that meets the federal motor vehicle safety standards, Kootenai Health, following the recommendation of the National Highway Traffic Safety Administration and American Academy of Pediatrics guidelines on the proper use of car seats, booster seats, and seat belts, will provide the following:

- Newborn – approx. 2 yrs old — Rear-facing Infant or Rear-facing Convertible or until the maximum rear-facing ht and wt limit.
- 2yrs old or older — Rear-facing Convertible or Forward-Facing Combination Seat
- Under 8 yrs old — Forward-Facing Combination Seat or Booster Seat
- 8 yrs or older — Booster Seat or Seat Belt (over 4ft 9in. tall)

Please make sure that you notify the dispatcher of the ages and weights of children who will be accompanying you on your trip.

## 4.6 Visitors

Individuals with a disability who do not reside in Kootenai County will be treated as eligible for Kootenai County's Citylink paratransit service when they present documentation that they are ADA paratransit eligible, under the criteria of 49 C.F.R. 37.125 in the jurisdiction in which they reside. Visitors with a disability who claim they cannot use the wheelchair accessible fixed-route buses will be presumed eligible for a period of 21 days per year. After 21 days, visitors will be required to complete a Kootenai County's Citylink Paratransit/Demand Response application for ADA paratransit eligibility.

## 4.7 Animals

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit entities are only required to allow service animals to accompany individuals with disabilities in vehicles and facilities. DOT ADA regulations at 49 C.F.R. Section 37.3 define a service animal as an animal "individually trained to work or perform tasks for an individual with a disability." Companion animals, mental/emotional health animals and pets are not allowed. Passengers must maintain control of their service animal at all times. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. You will be asked to leave your dog at home if: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff will offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

If your service dog is out of control, he or she will not be allowed to board and will not be allowed on future rides.

Please Note: When scheduling your trips, please inform the scheduling office if a service animal will be accompanying you.

## 4.8 Use of Securements and Seat Belts

Kootenai County's Citylink Paratransit System requires all wheelchairs and motorized scooters be secured when in any bus or contracted vehicle to prevent movement during normal trips, while making emergency stops or in order to avoid incidents. Lap and shoulder belts are available at wheelchair securement locations and Kootenai County's Transit requires its riders to use them for additional safety. Seat belts are available for ambulatory passengers on the Paratransit/Demand Response buses. Persons who are unable to use a safety belt for medical reasons and possess a written statement from a licensed physician will be exempt from this requirement. A written statement from a licensed physician should be submitted at the time of your application.

Passengers are to remain seated and keep their mobility aid secured until the vehicle comes to a complete stop at their destination. It is the responsibility of the driver/operator to attach and remove the securements. In addition, the driver/operator is the only person who should be operating the lift device or any other device on the vehicle. Driver/operators are not responsible for operating or controlling a passenger's electric mobility aid. However, if permitted by the passenger, a driver/operator can assist a passenger with their mobility aid.

At a minimum, all common wheelchairs as defined by the ADA will be transported. The lift will accommodate most all three and four-wheel mobility aids, such as scooters, manual and electric wheelchairs as long as the mobility aid fits within the dimensions and weight capacity of the wheelchair lift/ramp and fit safely in the securement area. Lift capacity constraints will not be exceeded.

Please make certain mobility aids are clean, safe, and in good working condition before traveling. All mobility aids must be free from clutter (clothing, bags, sacks, etc.) to allow for proper securement. Electric mobility aids must have power.

Kootenai County's Citylink Paratransit System offers free securement loops, which can be attached to a passenger's wheelchair or scooter. The loops provide a readily visible securement location for the Driver/operator to use. Loops are available while supplies last.

### 4.9 Boarding the Bus

Any person who is not able to climb steps into a bus may request to use the lift platform or ramp when boarding. For stability, handrails are provided on both the lift device and the steps. Service may be refused if the passenger's clothing or mobility aid is soiled with feces, urine, vomit, blood, or other bodily fluid, or if the passenger has an uncovered wound or sore.

## Rules of Conduct

### 5.1 Rules for All Passengers

**To ensure the safety and comfort of all riders and employees, the following is prohibited and may be grounds for suspension or termination of services:**

- Eating, drinking or open food and drink containers in the vehicle.
- Intoxication or being under the influence of illegal substances.
- Smoking (including the entry way onto the bus).
- Flammable liquids, such as gasoline, kerosene, propane, etc.
- Dangerous or large items, such as car batteries, explosives, fireworks, furniture, trees, panes of glass, etc.

- Firearms or weapons of any kind (unless otherwise allowed by law).
- Disorderly, abusive, dangerous, obscene, or threatening behavior or language.
- Unruly behavior, profanity, fighting, spitting, feet on the seats, or littering.
- Providing false or misleading information
- Noise producing devices (headphones are allowed).
- Unlawful posting of materials on transit property.
- Excessive carry-on items or packages in seats or aisles.
- Leaving items or children unattended.
- Service animals not under control.
- Indecent exposure (i.e. must have a shirt, pants, and shoes).
- Bikes inside the vehicle.
- Strollers that are not empty or folded prior to boarding or that block aisles or doorways.
- Clothing soiled with bodily fluids.
- Open or uncovered sores or wounds.
- Operating or tampering of vehicle equipment.
- Physical or verbal abuse of the driver/operator, another passenger, or any transit employee.
- Cell phones on speaker or loud conversations that may distract the driver/operator.
- Standing in front of the standee line, in doorways, or on the steps.
- Standing when open seats are available.
- Standing before the bus comes to a complete stop.
- Wearing or using roller skates, roller blades, or skateboards.
- Distracting or inappropriate conversation with the bus driver/operator.
- Idle riding.

## 5.2 Rule Violation Penalties

Kootenai County's Citylink Paratransit System customer service, dispatching personnel, and driver/operators **will not tolerate abusive, threatening, or offensive language (including profane language) during phone calls or toward drivers or passengers.**

Passengers who violate any of Kootenai County's Citylink Paratransit System rules are subject to penalties, including being suspended or permanently banned from Kootenai County's Citylink Paratransit System services and facilities. Riders who engage in physical abuse or cause physical injury to another rider or driver/operator **will be immediately banned and may face criminal prosecution.**

# Fixed Route Information

## 6.1 Fixed-route Service Information

In the urban area, fixed route bus service consists of the B Route providing service to Post Falls and Huetter, the C Route providing service to Hayden, Dalton Gardens, and Coeur d'Alene, the Link Route providing service to Riverstone, the Hospital area, and the Coeur d'Alene Casino and Resort, and the Plummer Express providing commuter service from Coeur d'Alene to Plummer. The B and C route transit service is provided from 6:00AM - 10:00PM Monday through Friday and 7:00AM – 10:00PM Saturday and Sunday. For the Link route from Coeur d'Alene to the Casino service is provided from 5:40AM - 1:00AM seven (7) days a week. Plummer Express runs Monday through Friday and does not provide service on federally recognized holidays. All buses are lift equipped for ease of boarding.

For fixed route information, contact Citylink:

- **By Phone: 1-877-941-RIDE (7433)**
- **By Mail: P.O. Box 236, Worley ID 83876**
- **By e-mail: citylinkmanagers@idahocitylink.com**

Route schedules are available upon request in an accessible format. Persons with a hearing impairment may call the TTY number 208.446.2145 for information. Schedules are available in Braille and are available upon request. The seats closest to the front of the fixed route buses are reserved for persons with disabilities and the elderly. All ambulatory passengers may use the ramp, lift platform, or kneeling feature upon request. Guide or service animals are allowed in all Citylink Transit facilities and vehicles. The passenger must maintain control of the animal at all times. All wheelchairs and scooters must be secured. Baby strollers and buggies must be emptied and folded prior to boarding the bus. It must remain folded during transport.

Bike racks are located on all Kootenai County's Citylink fixed-route buses and can hold up to two bikes at one time. **No** bikes are allowed inside the bus. It is the passenger's responsibility to secure the bike on the rack and to remove it immediately after departing the bus. Please return the rack to the folded position.

## Contact Information for Comments, Compliments and Concerns

### 7.1 Comments, Compliments and Concerns

Comments, compliments, complaints, or Title VI concerns regarding the Kootenai County's Citylink Transit System can be made by calling (208) 446-1616, by writing to the Kootenai County's Grants Management Office at 451 North Government Way, Coeur d'Alene, Idaho 83814, or by sending an e-mail to khobson@kcgov.us.

***Kootenai County's Citylink Transit System reserves the right to amend these rules as necessary to comply with regulations and as Kootenai County's Citylink Transit System deems appropriate.***