



KOOTENAI COUNTY PARATRANSIT REMINDERS

When you schedule your pickup time, we allow a **30 minute window** in which we will arrive to pick you up.

For example, if your appointment is at 9:15, we have until 9:45 to arrive.

If it is more than 30 minutes past your pickup time, please call 208-446-2255 during business hours.

We will wait no more than five (5) minutes for you to come out before leaving to pick up the next client.

This is a shared ride service and the driver will be picking up or dropping off other riders during your trip. Do not ask if you can be dropped off first.

Your destination cannot be changed within two hours of your ride, nor can it be changed by the driver. You must call dispatch to make changes.

Same day changes, except cancellations, may not be able to be accommodated.

Service animals are welcomed. These are dogs specifically trained to provide a service (i.e. Seeing Eye dogs); these are not emotional support animals. They must be under control at all times.

The minimum trip return time is one (1) hour from your scheduled pick up time.

Please Turn Over

Canceling less than 2 hours before your appointment, no-shows, and canceling at the door puts you at risk of suspension and causes others to be unable to use that time slot.

A Personal Care Attendant (PCA) or guest may ride with you, please let the reservationist know when scheduling your ride.

This is not a free taxi service. **This is a form of public transportation** and cost taxpayers an average of **\$26.52** each way last year.

If you reach the message recording during business hours, leave a message and someone will get back to you by 5 pm.

The busiest times are between 8 and 10 am and 4:00 and 5:00 pm. Dispatch takes lunch between 12 and 1.

A copy of the Paratransit User Guide is available on the Kootenai County website at kcgov.us or by request to 208-446-1616.

It is available in accessible formats by calling 208-446-1616.

For scheduling, please call Kootenai County Paratransit at:

208-446-2255

For compliments or complaints, please call 208-446-1616.

