



**Kootenai County
Transit System
User Policy
Updated March 22, 2018**

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.

Contents

Service Areas Served	3
Hours of Service	3
Holidays	3
Children	4
Animals	4
Boarding the Bus	5
Rules of Conduct	5
Rule Violation Penalties	6
ADA Paratransit	6
ADA Clients	6
Dial-a-Ride	6
Contact Information	7

Service Areas Served

In the Kootenai County area, fixed route bus service consists of the A Route providing service to Coeur d'Alene, B Route providing service to Post Falls and Huetter, the C Route providing service to Hayden and Dalton Gardens.

South of the Coeur d'Alene urban area, the Link Route provides connections with the local Citylink bus routes leaving from the Riverstone Park and Ride as well as the more regional routes that connect at Coeur d'Alene Casino for a total of about 25 miles.

The Orange Route, also known as the Plummer Express Route, provides direct regional service between Coeur d'Alene and Plummer on a route covering about 35 miles. After departing Lake City Park and Ride at 1916 Lakewood Drive in Coeur d'Alene, the bus does not stop until Plummer and serves the HUD Housing Office, Citylink Depot, Benewah Medical Center, Childhood Learning Center, Fish & Game, Benewah Wellness Center, Tribal Court and the IT Building. The final location within Plummer is the BMC Park and Ride at 427 N. 12th Street. This serves as a commuter connection for Coeur d'Alene residents who work in Plummer. Only one run goes south from Coeur d'Alene in the morning and two runs travel north from Plummer in the afternoon.

Route schedules are available upon request in an accessible format. Persons with a hearing impairment may use the TTY number 711 to call 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.

Kootenai County (Citylink) Transit System Hours of Service

The A, B, and C route transit service is provided from 6:00AM - 6:00PM Monday through Friday and 9:00AM – 3:00PM on Saturday. Citylink North does not operate on Sunday.

CDA Tribe Transit System Hours of Service

Link: 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: Plummer Express runs Monday through Friday and does not provide service on federally recognized holidays. All buses are lift equipped for ease of boarding.

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

For fixed route information in Kootenai County:

- **By Phone: 208-446-2102**
- **By e-mail: dcarmichael@kcgov.us**

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.

Children

Minors must be accompanied by an adult when riding the bus.

Animals

Only service animals are allowed on the public bus system.

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. All service animals must have proof of current licensing.

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.

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

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 to include vaping and all other forms of electronic cigarettes.
- 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.

Rule Violation Penalties

Kootenai County's 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 rules are subject to penalties, including being verbally asked to refrain from the behavior, being removed from the bus or permanently banned from Kootenai County's Citylink 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.**

Paratransit

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 ($\frac{3}{4}$) 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 $\frac{3}{4}$ -mile corridor service area.

Please see Paratransit Rider Guide for more information.

Ring-a-Ride

Ring-a-Ride services may be outside of, or within, this three-quarters ($\frac{3}{4}$) of a mile of any regular fixed-route bus route.

Please see Paratransit Rider Guide for more information.

Contact Information

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) 446-2102, 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 dcarmichael@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.