



**Kootenai County  
Public Transportation System  
User Policy  
2019**  
Updated January 2019

## **Service Areas**

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

South of the Coeur d'Alene urban area, the Link Route provides connections with the local Citylink bus routes leaving from the Riverstone Transportation Center, 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.

## **Kootenai County (Citylink) Public Transportation Hours of Service**

The A, B and C regular route bus service is provided from 6:00AM - 7:00PM Monday through Friday and 9:00AM – 4:00PM Saturday. There is no Sunday service at this time.

## **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, with final scheduled departure from Riverstone at 11:50PM.

The Plummer Express runs Monday through Friday and does not provide service on most federally recognized holidays, check for details. All service 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 4<sup>th</sup> - Closed

Labor Day, First Monday of September – Closed

## **Route Information**

For regular route bus information in Kootenai County:

- **Online:** <http://citylink.etaspot.net>
- **By Phone:** 208.446.2255
- **By e-mail:** [cingle@kcgov.us](mailto:cingle@kcgov.us)

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. The seats closest to the front of the fixed route buses are reserved for persons with disabilities and the elderly.

### **Bicycles**

Bike racks are located on all Kootenai County's Citylink regular 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 when finished.

### **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 animal is out of control, they 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 may request to use the lift platform or ramp when boarding. For stability, handrails are provided on both the lift device and the steps.

## **Rules for All Passengers**

To ensure the safety and comfort of all riders and employees, the following is prohibited and may be grounds for being asked to disembark the bus or for a 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 25 feet from the entry way onto the bus).
- Flammable liquids, such as gasoline, kerosene, propane, etc.
- Dangerous or large items (ex: car batteries, fireworks, furniture, trees, panes of glass, etc.).
- 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; this includes improper, suggestive, or sexual communication.
- 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 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 Public Transportation 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 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 route bus route.

Please see Paratransit Rider Guide for more information.

## **Contact Information**

### **Comments, Compliments and Concerns**

Comments, compliments, complaints, Title VI concerns, or questions regarding the Kootenai County's Citylink Public Transportation System can be made by calling 208. 446.2255, by writing to the Kootenai County Public Transportation Office at PO Box 9000, Coeur d'Alene, Idaho 83816-9000, or by sending an e-mail to [cingle@kcgov.us](mailto:cingle@kcgov.us).

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