

SERVICE MODIFICATION SUMMARY



The following changes are proposed to take effect Mid-July 2024.

Bus Schedule Changes

Monday - Friday		
Route	Service Begins	Last Departure
1 – Midway	6:15 AM	6:15 PM
2 – Prospect	6:45 AM	5:45 PM
3 - Mason	6:15 AM	6:15 PM
4 - Richmond	6:45 AM	5:45 PM
5 – North Oneida	6:15 AM	6:15 PM
8 - Telulah	6:45 AM	5:45 PM
9 – The Link	6:15 AM	6:15 PM
11 – E College/Buchanan	6:15 AM	5:15 PM
12 – Fox Valley Tech	6:45 AM	5:45 PM
15 – West College	6:15 AM	5:15 PM
16 - Northeast	6:45 AM	5:45 PM
20 – Heart of the Valley	5:45 AM	5:45 PM
30 – Neenah/Menasha	5:45 AM	5:45 PM
31 - East Neenah	6:15 AM	5:15 PM
32 – West Neenah	6:45 AM	5:45 PM
41 – West Fox Valley	7:15 AM	6:15 PM

Saturday		
Route	Service Begins	Last Departure
1 – Midway	8:15 AM	1:15 PM
2 – Prospect	8:45 AM	12:45 PM
3 - Mason	8:15 AM	1:15 PM
4 - Richmond	8:45 AM	12:45 PM
5 – North Oneida	8:15 AM	1:15 PM
6 - Meade	8:45 AM	12:45 PM
9 – The Link	8:15 AM	1:15 PM
12 – Fox Valley Tech	8:45 AM	12:45 PM
15 – West College	8:15 AM	12:15 PM
19 - Southeast	8:15 AM	12:15 PM
20 – Heart of the Valley	7:45 AM	12:45 PM
30 – Neenah/Menasha	7:45 AM	12:45 PM
31 - East Neenah	8:15 AM	1:15 PM
32 – West Neenah	8:45 AM	12:45 PM
41 – West Fox Valley	8:15 AM	1:15 PM

VTII Schedule Changes

Monday – Friday 5:30 AM to 7:00 PM
 Saturday 7:30 AM to 2:00 PM
 Sunday 7:30 AM to 2:00 PM

*VTII riders are eligible to use VT Connector services

VT Connector Program & Schedule Changes

VT Connector hours will extend to provide transportation during non-bus hours and during bus hours to connect riders to the nearest transfer point. VT Connector is an origin to destination demand response service. It requires a minimum of 2-hour advanced notice for all trips. All one-way trips will cost \$2. The service area will include the Cities of Appleton, Kaukauna, Menasha, and Neenah; Towns of Buchanan and Grand Chute; Villages of Fox Crossing, Kimberly, and Little Chute.

	Monday -Friday Hours	Saturday Hours
Origin to Destination Service: Trips Provided within Service Area	4:00 AM – 6:00 AM	4:00 AM – 8:00 AM
Bus Feeder Service: Trips Provided to/from nearest Transfer Point*	6:00 AM – 6:00 PM	8:00 AM – 1:00 PM
Origin to Destination Service: Trips Provided within Service Area	6:00 PM - Midnight	1:00 PM - Midnight

*Valley Transit Bus Transfer Points are: West Transfer Point (Fox River Mall); Downtown Appleton Transit Center; North Transfer Point (1st Ave & Union St); Northeast Transfer Point (Little Chute); Neenah Transit Center; and East Transfer Point (Darboy Goodwill).



PUBLIC HEARING NOTICE

Proposed Service Modifications

Valley Transit's mission is to provide safe, customer-focused transportation options that connect our communities to enhance quality of life. Valley Transit remains steadfast in getting people where they want to go in the Fox Cities. Post Covid, it is next to impossible to maintain adequate staffing. The existing fixed-route bus service level isn't sustainable with current staff levels and limited recruitment potential. Consequently, Valley Transit proposes transitioning from bus service to demand response VT Connector service during non-peak service times. The following page summarizes proposed service modifications **effective Mid July 2024**.

Valley Transit welcomes public comment on the proposed changes at a public hearing to be held:

Tuesday, June 4, 2024 at 3:30 PM
Appleton City Hall
6th Floor – Council Chambers
100 N. Appleton St.
Appleton, WI 54914

Individuals with comments are welcome to attend the public hearing or may submit comments in writing to:

Fox Cities Transit Commission
c/o Valley Transit
801 W. Whitman Ave
Appleton, WI 54914

Comments can also be faxed to 920-832-1631 or e-mail: valley.transit@appleton.org

The deadline to submit written or phone comments is 3:00 PM, Monday, June 10, 2024

FARES

One-Way Fares: \$2.00

A one-way ride costs \$2.00 for each passenger. Exact cash fare or ticket is required. Drivers cannot provide change.

Tickets: VT Connector \$2 tickets can be purchased from Valley Transit at:

- Valley Transit's Main Office**
801 S Whitman Ave, Appleton, WI
- Downtown Appleton Transit Center**
100 E Washington St, Appleton, WI

Tickets can also be purchased using the mail order form found at:
<https://myvalleytransit.com/ticket-outlets/>

Agency Tickets: Passengers eligible for service under long-term care programs must use an agency ticket to ride. IRIS or managed care organizations need to contact Valley Transit to purchase agency tickets.

Valley Transit's bus passes and 10-ride tickets are not accepted on VT Connector.

TRAVEL TRAINING

Travel training is a free service provided by Valley Transit to help anyone learn how to use the bus. Regardless of age or differing levels of abilities, travel training will be designed to help you achieve your goals. To learn more, please contact us at: **920-832-5800** or traveltraining@appleton.org

TRIP SCHEDULING

For trip reservations call,
920-832-5789

Phones are answered 24 hrs a day, 7 days a week. If a dispatcher is on another phone call, leave a message and they will call you back.

- » A minimum two-hour notice is required for each ride that you schedule.
- » Riders can schedule one ride or multiple rides up to 14 days in advance.
- » If a round trip is needed, remember to also make your return trip reservation at the same time.
- » The vehicle will arrive within a 30-minute window of your scheduled pick-up time, which is 10 minutes before or after your scheduled pick-up time. Riders must be ready to leave at the beginning of this window.
- » Reservations must be made at least one hour before your scheduled pick-up time.

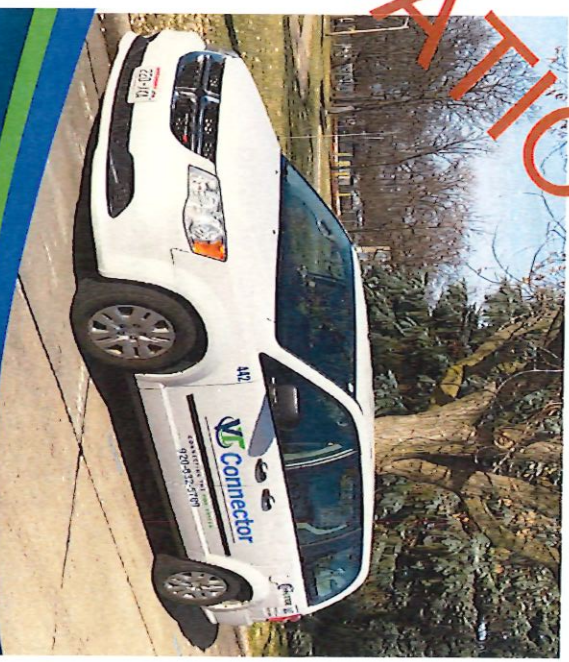
POLICIES

A complete list of rider policies applicable to this service can be found on Valley Transit's website or mailed upon request. A few important policies are summarized below:

- » When the vehicle arrives, the driver can only wait 5-minutes. If you're not ready within 5-minutes, the vehicle will continue to the next pick up.
- » If a rider does not show for a pick-up, fails to cancel a trip or cancels a trip late, the trip is recorded as a no-show. Three no-shows in a three-month period will result in a one-month suspension of service.
- » Carry-ons are limited to four (4) per rider



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WWW.MYVALLEYTRANSIT.COM

July 2024
This information is available in accessible format upon request.

SERVICE DESCRIPTION

VT Connector is a demand-response transportation service designed to supplement Valley Transit's bus routes in the Fox Cities. See "Service Area" below. VT Connector has two service modes to expand transportation options. During bus hours, riders can use VT Connector for rides to or from the closest designated transfer point (bus route feeder service). When Valley Transit's bus service is not operating, riders can use VT Connector for their entire trip (full trip service). See "Service Modes & Hours" for more info.

The VT Connector is an advanced reservation service provided by a contractor using accessible vans. The service is ride share to optimize system capacity. This means the vehicle can pick-up or drop-off other riders during your trip.

SERVICE AREA

VT Connector is only available for trips within a service area encompassing the municipal boundaries of:

City of Appleton	Town of Buchanan
City of Neenah	Village of Fox Crossing
City of Menasha	Village of Little Chute
City of Kaukauna	Village of Kimberly
Town of Grand Chute	

*If a trip begins and/or ends in a municipality outside of this area, it is not eligible for VT Connector service.

SERVICE MODES & HOURS

VT Connector provides two modes of service depending on whether or not Valley Transit bus service is operating. See a description and hours of each mode below.

- 1. Bus Route Feeder Service:** During bus hours, VT Connector picks up the rider and provides service to the closest bus system transfer point. See list of transfer points below.* At the transfer point, the rider can utilize bus routes for service to a final destination. On return trips, the bus routes will take the rider to the transfer point closest to his/her final destination and VT Connector will finish the trip.
- 2. Full Trip Service:** When the bus service is not operating (early mornings or later in the evening), VT Connector covers the rider's entire trip with service from their origin to their destination within the service area.

Service Mode	Weekday Hours	Saturday Hours
Full Trip Service	4:00 AM – 6:00 AM	4:00 AM – 8:00 AM
Bus Route Feeder Service	6:00 AM – 6:00 PM	8:00 AM – 1:00 PM
Full Trip Service	6:00 PM – Midnight	1:00 PM – Midnight

* Valley Transit's six bus transfer points are: West Transfer Point (Fox River Mall); Downtown Appleton Transit Center; North Transfer Point (1st Ave & Union St, Appleton); Northeast Transfer Point (Little Chute); South Transfer Point (Neenah Transit Center); and East Transfer Point (Darboy Goodwill).

During bus service operating hours, Valley Transit's routes must be used to meet travel needs.

SERVICE LEVEL

VT Connector primarily provides curb-to-curb service. The rider is responsible for travel to the vehicle for pick-up at the origin and away from the vehicle at the destination. Exceptions are made for riders whose disability necessitates assistance beyond curb-to-curb service.

See Policies section for other service expectations.

QUESTIONS

Valley Transit is happy to answer your questions. See options below:

Office: 801 S. Whitman Avenue
Appleton, WI 54914
Call: 920-832-5800
TTY: 800-947-3529
Email: valley.transit@appleton.org
Visit: www.myvalleytransit.com

Title VI Notice: Valley Transit, as a recipient of Federal Funding, assures that no person is excluded from participation in, or denied the benefits of its services on the grounds of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, as amended. For more information or procedures to file a Title VI complaint, call, email or visit our office. Contact info can be found in "Questions" section of this brochure.