



DIAL-A-RIDE SERVICE POLICY

Revised 6-14-24

Dial-A-Ride is a sidewalk-to-curb service. An enhanced service will be provided on a case-by-case basis to the disabled / ADA and seniors when needed.

To ride the Dial-A-Ride, it must be at least one of the following:

- (1) Be disabled and ADA certified
- (2) Be an adult over the age of 65 or older.
- (3) Reside 1/4 mile from the fixed route (taken to the nearest bus stop only).

ADA-certified passengers have priority for Dial-A-Ride reservations. They can increase the reserved pickup time of a **non-ADA passenger** until the day before travel. The booked passenger will be contacted about the change no less than the day before their booked trip.

RULES REGARDING THE DIAL-A-RIDE

RESERVES

Make a reservation You must call the office at least the day before the scheduled pick-up time. Reservations can be made up to 3 weeks in advance. We are no longer offering ongoing subscriptions, however, a riders can set up 3 or 4 weeks at a time.

Call backs will be scheduled as soon as possible when called but may have a waiting period of up to an hour. Keep this in mind if you must be home at a certain time or for medical purposes. Callbacks are return trips from previous trips when you don't know when it's going to end. Example: Appointment with the doctor or hospital.

Intermittent stops If you plan periodic stops during the trip, you should have reservations for **the delivery** and **pickup** times. Drivers will not wait for passengers at intermittent stops. These multiple stops must be scheduled at least 15 minutes apart, excluding travel time. There is no limit to the number of stops that can be booked in a day, but it is limited to what is available on the schedule for that day.

DIAL-A-RIDE AND FIXED ROUTE

If you can travel on the fixed route and live within 1/4 of a mile of an existing bus route, you may not be eligible to travel on Dial-A-Ride.

If you are not ADA certified or are an older person and can travel on the fixed route and live more than a quarter mile from the fixed route, you can be transferred to the fixed route bus to take you further to your destination.

30-MINUTE WINDOW

The Dial-A-Ride bus can arrive **15 minutes before** or **15 minutes after** the scheduled pick-up time. Keep this in mind when scheduling a trip.

The driver will wait only 5 minutes from the time of the scheduled appointment. After that, I will be a "no-show" if you don't ride.

RIDESHARE SERVICE

Dial-A-Ride is a sidewalk-to-curb rideshare service provided through **reservations**.

PERSONAL ASSISTANTCARE:

A personal care assistant (PCA) can accompany a passenger to help the person when needed. The PCA travels for free and must board and disembark at the exact location as a passenger. The passenger is only allowed one PCA. Let the office know if a PCA will travel with you when you make a reservation.

GUESTS AND COMPANIONS:

Companions can accompany the passenger depending on the space available. Companions pay the same fare as the passenger and must board and disembark at the exact location as the passenger. A PCA is not considered a companion. The passenger may have a companion along with a PCA. Please inform the office when making a reservation if a companion will be traveling with you. More than one companion may travel with the passenger if space is available.

MOBILITY AIDS

Transportation may or may not be available if you have a large mobility aid.

A wheelchair mobility aid is any class of 3 or more wheeled devices, whether manual or motorized, usable indoors, designed or modified for use by people with mobility disabilities,

Passengers will be transported if the vehicle's elevator can physically accommodate them unless doing so is inconsistent with legitimate safety requirements (the combined weight of the wheelchair and occupant exceeds the elevator specifications) or if the wheelchair is so large that it would block an aisle or interfere with the safe evacuation of passengers in an emergency.

To ensure the safety of our passengers, we strongly recommend that wheelchairs, power chairs, scooters and other motorized equipment be in good working order, with batteries charged, tires inflated, equipped with working brakes and all parts safe. We also recommend that motorized wheelchairs, scooters, and other motorized equipment be turned off while on board the elevator. Wheelchairs, electric chairs, scooters, and other equipment will be secured on the bus with moorings. (If the equipment cannot be tied, service will be refused) No service will be provided to the mobility equipment without brakes or with non-functioning brakes.

Drivers may not operate their motorized wheelchair, electric chair, scooter, or other motorized equipment.

Drivers may not push, drag, or move in any way a motor vehicle in which the battery has been depleted and is no longer under power. 911 will be called to remove the passenger and wheelchair if on the bus.

Walkers must be foldable and stored between the passenger seats. No equipment can block the central aisle for safety reasons.

REASONABLE MODIFICATION

A reasonable modification is to change the regular fixed route and Dial-A-Ride shuttle service to improve access to public transportation for people with disabilities and the elderly. This can be useful to and from the bus to a facility or a small snack for people with diabetes. Remember that the Driver will not enter a client's home or facility. They will only get to the door.

Pacific Transit will make every effort to accommodate reasonable modifications but will first consider the safety of its passengers. Therefore, Pacific Transit will deny a reasonable modification request if it results in a service alteration, a direct threat to security, or an undue financial and administrative burden.

A reasonable modification may be requested:

- (1) By applying for an ADA Certification.
- (2) When you contact the Pacific Transit Office at (360) 875-9418 or (360) 642-9418 and make a DAR reservation.
- (3) On-site application: The request will be made if it is discovered that it is a service alteration or a security threat. Driver will contact Dispatch as they have the right to determine whether the on-site request will be an alteration of service. Otherwise, the driver determines whether the request is a direct threat to the safety of passengers; if so, the Driver will call Dispatch to record the denial.

All requests must indicate the requested modification and why it is necessary to allow the passenger to use the fixed or DAR service.

If you are denied a reasonable modification, you can appeal. Appeals must be received by the Operations Manager within ten (10) business days of the denial. Call the office at (360) 875-9418 or (360) 642-9418 to have an Appeals Form sent to you, or visit our Raymond Office in person to pick up an Appeals Form. Forms should be sent by post or email to:

Pacific Transit
Appeals
P.O. Box 489
Raymond, WA 98577
operations@pacifict transit.org

HAND ITEMS

Carry-on items are allowed if they do not block the aisle. In addition, they should be able to fit between you and the seat in front of you.

Groceries and other packages should be limited only to those that you and/or your companion can safely carry. For example, neither packages can block the center aisle or occupy a seat of another passenger.

CHANGES TO THE ITINERARY

Drivers are not responsible for making changes to their itinerary. Instead, you should call the office to arrange new trips, change your destination, or cancel travel plans.

CANCELLATION OF BOOKED TRIPS

You must call the office at least **one hour** before the scheduled pickup time if you cancel your trip.

Failure to comply will result in a "no-show"

NO-SHOWS

A No-show is purchased when you are not present at the address where you requested to be picked up, are not ready to leave within the 5-minute wait time after your scheduled pickup or cancel your trips less than **an hour** in advance of your pickup time programmed. Please read our "No Show Policy".

Anyone who incurs five (5) no-shows or eight (8) cancellations in 30 days may be suspended from riding the Dial-A-Ride for fourteen (14) days on their first offense. The suspension of not showing up is on a case-by-case basis. Continued violations can result in longer suspensions.

The suspension is only of the Dial-A-Ride. You can still travel on the fixed-route buses.

You have the right to appeal a suspension. Contact our office for our Appeals Policy and form.

PETS

Pacific Transit only allows pets on the bus to travel in a commercial pet carrier. The carrier should completely enclose the animal. A paper box or bag is not considered a commercial carrier.

A comfort/ therapy animal is considered a pet and must be in a carrier.

SERVICE ANIMALS

Service animals are allowed on all our buses without being in a carrier. A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for a person with a disability. To travel with Pacific Transit with a service animal:

- The service animal must be on a leash, leash, or harness, unless such device interferes with the task performed by the service animal or the person's disability prevents the use of such devices.
- The service animal must remain under the control of the owner and behave appropriately.
- Birds, reptiles, amphibians, rodents, and cats should be kept in a closed carrier.
- The animal should be kept at your feet or lap if it is small. You cannot sit in the vehicle seat.
- The animal should not be aggressive towards people or other animals. Service animals that are deemed to threaten the health or safety of bus operators or other passengers, create a disruptive atmosphere, or are not under the control of passengers may be prohibited from traveling on Pacific Transit buses.
- The care of a service animal is the responsibility of the passenger or PCA (Personal Care Assistant).
- Service animals are not limited to one service animal per passenger. Different animals can provide various tasks to the passenger.

- Allergies of other passengers or Pacific Transit personnel to dogs or other animals are not grounds for denying service to a person accompanied by a service animal.

SUBSCRIPTION TRIPS

If you travel to the same place at the same time at least once a week, you can request a subscription trip. Subscription trips are on a first-come, first-served basis with ADA preference for all trips.

A subscription trip can be hit if the holder is not ADA certified and an ADA-certified passenger/passenger requests that time. You will be contacted no less than the day before your intended trip if this happens.

Once the subscription trip is set up, you don't have to call to request the trip each week; will be programmed automatically.

You must call to cancel the trip if you do not want the trip. When calling, indicate which trip you want to be canceled. No other subscription trips will be cancelled unless requested.

All subscription trips will be automatically cancelled on the following holidays, as Pacific Transit does not operate on these days:

- *New Year's Day *Labor Day *Memorial Day *Thanksgiving Day *Juneteenth
- *July 4-Independence Day *Christmas Day

Pacific Transit will continue to operate on all other holidays; therefore, the passenger **must call to cancel** the trip if they do not wish to travel on that holiday.

DIRECT THREAT

If a person is violent, seriously disruptive or engages in illegal conduct, Pacific Transit may refuse to transport the passenger, in accordance with the procedures established for all passengers. A person who poses a significant risk to others may be excluded from service if reasonable modifications to public housing policies, practices, or procedures do not eliminate that risk. (49CFR 37.5 App. D/ 29 CFR 36.208)

Behaviors that can cause immediate conditional or permanent exclusion from the system include:

- Destruction of public property (the vehicle and/or its furniture).
- Violence to others or to oneself.
- Behavior that is rebellious, disruptive, threatening, or frightening to others.
- Behavior that interferes with the safe operation of the vehicle.
- Violations of the service animal policy by failing to control the service animal.
- Violations of the rules of operation governing the provision of transportation throughout the system.
- Engage in illegal conduct.
- Other conduct judged by Pacific Transit
- that poses an actual or potential threat to the health, safety or well-being of oneself, the operator, other passengers and/or transit personnel.

Passengers excluded from the system due to a direct threat may request an administrative appeal by contacting Pacific Transit at (360) 875-9418 or (360) 642-9418.

DIAL-A-RIDE BUS FARES

Regular passenger fares are \$1.00 per ride on the Dial-A-Ride bus. Passengers 65 and older ride free during the pilot program.

Personal care assistants travel free with the passenger.

Companions pay the same fare as the passenger.

Children under 4 years old travel free if accompanied by an adult.

LIABILITY OF DRIVERS

Assist passengers in or out of the wheelchair lift.

Assist reasonable modification requests where possible.

Secure a wheelchair, electric chair, scooter or other motorized equipment to the bus.

Fastening the vehicle's seat belt to a passenger when in a wheelchair, scooter, or other motorized equipment.

Collection of fares from passengers.

Contact 911 in the event of an emergency in the vehicle.

To provide a safe ride for all passengers.

If you have any questions, please call (360) 875-9418 or (360) 642-9418.

MISSION STATEMENT:

To provide security, convenience, affordable and cost-effective transport for our customers.

Pacific Transit System is a public transportation agency

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