

EFFECTIVE JANUARY 2011



# Dial-A-Ride Guide

Mobility Option for Persons with Disabilities, Seniors and the General Public



# Welcome

This guide is designed to answer your questions about Dial-A-Ride, a shared-ride origin to destination service where an individual can request transportation from one specific location to another specific location at a certain time. This service complements our regular fixed-route bus service. In this guide, you will find a wealth of information, including who to call in case you need to know more.

Valley Metro is committed to providing service and transportation options for all citizens. Dial-A-Ride offers one more way to complete your journey. We hope you'll continue to take advantage of all the services we offer.

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## Dial-A-Ride

### HOW TO USE DIAL-A-RIDE

#### HOW DOES DIAL-A-RIDE WORK?

Dial-A-Ride is a shared-ride origin to destination service. Transit vehicles providing Dial-A-Ride service do not follow a fixed-route, but travel throughout the community transporting passengers according to their specific requests. The driver may pick up or drop off other people during your ride. In most cases, you can travel within a Dial-A-Ride service area without transferring to another vehicle.

However, if your final destination is in another service area, you may have to transfer to a Dial-A-Ride vehicle serving that area. Your Dial-A-Ride provider can help you coordinate these transfers.

#### WHAT SERVICES DOES DIAL-A-RIDE PROVIDE?

**ADA Paratransit Service:** ADA paratransit service is a type of Dial-A-Ride (DAR) service required to be provided according to ADA federal regulations. The service complements available local (fixed-route) transit service in that it must be provided as an alternative form of transit when and where local fixed-route bus service is running. ADA paratransit service is intended to be used as a safety net by people with disabilities who are unable to use fixed-route service for some or all transit trips. Individuals are certified to use this service based on an application process and a determination of the applicant's ability to use

local fixed-route bus service according to strict criteria established in ADA regulations.

**Non-ADA Paratransit Service:** Some cities in Maricopa County have elected to provide Dial-A-Ride services to those that are not ADA certified. Non-ADA service provides shared-ride public transportation to seniors and persons with disabilities.

**General public:** A few cities in Maricopa County offer their Dial-A-Ride services to the general public under specific conditions.

#### WHO CAN RIDE?

Dial-A-Ride service is available to:

- People who meet ADA eligibility requirements.
- In some cities, other persons with disabilities. *(Please check with the city in which you reside.)*
- In some cities, senior citizens age 65 and over. *(Please check with the city in which you reside.)*
- In some cases, the general public. You may be asked for identification to establish your eligibility to use Dial-A-Ride.

#### HOW DO I BECOME ADA CERTIFIED?

To become certified, call 602.534.3157 or TTY 602.534.3159 to request an application from the Valley Metro ADA Certification Office.

## **DO I NEED TO BE CERTIFIED FOR NON-ADA OR GENERAL PUBLIC SERVICE?**

No, but your Dial-A-Ride driver will ask for proof of age or disability. A driver's license, State-issued ID card, Medicare card or Valley Metro Reduced-Fare Identification Card can be used for this purpose.

## **WHAT IS A REDUCED-FARE ID?**

Persons with a disability, seniors age 65 and older, Medicare cardholders and youths ages 6 through 18, qualify for reduced fares on local bus routes and light rail. Passengers must have valid proof of eligibility to use reduced fares.

- **Persons with a disability:**

Valley Metro Reduced-Fare ID

- **Seniors age 65 and older:** Valley Metro Reduced-Fare ID, Driver's License or State ID card

- **Youths ages 6 through 18:** Valley Metro Reduced-Fare ID, Driver's License, State ID card or high school Student ID with photo and current school year

- **Medicare cardholder:** Proof of identity may be required

## **HOW MUCH DOES DIAL-A-RIDE SERVICE COST?**

Fares vary by service area and distance traveled. Zone charges may also apply to transfer trips. When you reserve your trip, ask the customer service agent how much your fare will be since exact change is required.

## **HOW DO I GET A RIDE?**

All ADA trips must be reserved at least one day (and up to 14 days) in advance. Dial-A-Ride providers in different cities have different requirements for reserving non-ADA trips. Subscription trips are another category of travel that requires reservations. These are trips that are made on a regular, predictable basis (work trips, for example). In some service areas, subscription trips may be booked several weeks in advance. Call your local Dial-A-Ride provider for information.

To reserve a ride, call the Dial-A-Ride provider that

serves the area where you will be picked up. TTY is available for the hearing impaired. When you call, be prepared to answer the following questions:

- *What is your name?*
- *What address will you want to be picked up at and what is the phone number at that address?*
- *What is the address and phone number of your destination?*
- *What date and time do you wish to be picked up or the date and time of your appointment at your destination?*
- *Will a Personal Care Attendant (PCA) and/or other companions be accompanying you?*
- *Will you need a wheelchair-accessible vehicle?*
- *Will you be traveling with a service animal?*
- *Will you need to transfer to another Dial-A-Ride provider?*

Remember, since Dial-A-Ride is a shared-ride service, the driver may make other stops on the way to your destination. If you are unsure of how much time you should allot for your trip, please ask for suggestions when scheduling your pick-up. The customer service agent will give you an estimate of how long you can expect to wait for the vehicle.

## **WHAT CAN I EXPECT DURING THE TRIP?**

**ADA:** Dial-A-Ride service is considered on time if the vehicle arrives within the ready window. The ready window is a 30 minute period that begins at the scheduled pick-up time. Customers must be ready for pick-up at any time during the ready window. Ask the scheduler to define the ready window for your trip.

Ride times vary by service area and distance traveled. Ask the customer service agent how long your trip will take.

**Non ADA:** Wait times for non-ADA trips vary among service providers. Ask the scheduler for information on your wait time.

## **PERSONAL CARE ATTENDANTS**

A Personal Care Attendant (PCA) is an individual who must accompany a passenger on their trip to

provide assistance. For an individual to qualify as an attendant, the ADA certified passenger must have established the need for a PCA during the ADA eligibility process. On ADA trips, PCAs are always allowed to ride with an eligible passenger and are not required to pay a fare, but they must travel from the same point of origin to the same destination as the certified passenger. If a PCA is not identified during the ADA certification process and the passenger requests a trip to be accompanied by a PCA, the PCA will be allowed. The passenger will be advised to contact the ADA Certification office to request a review of their PCA status. Regional Dial-A-Ride providers have different policies regarding fares charged to PCAs on non-ADA Dial-A-Ride service. Inquire with your Dial-A-Ride service provider about the appropriate fare for your PCA on a non-ADA trip.

## **COMPANIONS**

A companion is someone riding with a passenger, but not as a PCA. One companion is always allowed to ride with the passenger as long as a reservation has been made for the companion and the companion travels from the same point of origin and to the same destination. The companion pays the appropriate fare determined by the service provider. More than one companion is allowed if space is available.

## **CHILDREN**

Child car seats are not provided by the Dial-A-Ride service provider, nor can the service provider require them.

## **HOW DO I CANCEL A TRIP?**

Please notify your Dial-A-Ride provider as soon as you know you will be unable to make a scheduled trip. Cancellations can be made throughout the day. When calling to cancel, please provide the following information: name, address, date and time of pick-up.

## **WHAT IS A NO-SHOW?**

A no-show is defined in one of two ways:

1. A trip in which the passenger is not present during the prearranged ready window and location when the Dial-A-Ride driver arrives and the passenger has given no notice to the Dial-A-Ride reservations

center.

2. A cancellation that is made at the door or not within the timeframe specified by the service provider. Please check with the service provider in your area for more information on the cancellation policy.

## **WHAT HAPPENS IF I'M A NO-SHOW?**

No-shows make it difficult to provide efficient service, cause delays and inconvenience other riders. All passengers are responsible for calling to cancel trips.

In any given 12-month period, passengers on ADA Dial-A-Ride service who experience three no-shows in a two-month period will receive a warning letter. If the passenger, after receipt of the warning letter, has three additional trip no-shows in any subsequent two-month period, that passenger may be suspended from ADA Dial-A-Ride service with appeal rights. Any action to suspend service will only occur after the passenger has been sent a warning letter. All decisions regarding suspension of service will be based on a no-show pattern or practice within a 12-month period.

Determination of the subsequent two-month period after the warning letter has been issued, is at the discretion of the Dial-A-Ride provider.

## **CUSTOMER RIGHTS**

Customers using public transit are given equal access, seating, and treatment without regard to race, color, national origin or disability. (49 CFR, Part 37 and FTA Circular 4702.1A).

## **HOW TO FILE A COMPLAINT**

Customers wishing to file a complaint, including discrimination due to disability, race, color or national origin, may call Customer Service at 602.253.5000, TTY 602.261.8208 or via email: [csr@ValleyMetro.org](mailto:csr@ValleyMetro.org).

## **HOW COMPLAINTS ARE PROCESSED**

In accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1A), all regional transit providers are trained in the correct processing, investigation and documentation of passenger complaints

involving discrimination based on disability, race, color or national origin. The City of Phoenix Public Transit Department monitors the complaint process as well as completed reports. All complaints received by Customer Service are documented and assigned to the appropriate transit staff for investigation. After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken.

We would like to hear your questions, comments or concerns regarding the Valley Metro system. Please call our Customer Service office at 602.253.5000 or TTY 602.261.8208 to voice any concerns you may have. You may also e mail us at [csr@ValleyMetro.org](mailto:csr@ValleyMetro.org) or contact us by mail at Valley Metro, 302 N. 1st Avenue, Suite #700, Phoenix, AZ 85003.

### **REQUEST A COPY OF THIS GUIDE**

To request a copy of this guide in an alternate format, call 602.253.5000 or TTY 602.261.8208.

### **IMPORTANT TRAVEL TIPS**

- Remember, exact fare is required. Drivers do not carry change.
- Be ready to go during the ready window time period. The driver can only wait a few minutes without inconveniencing other passengers.
- Allow plenty of time to get to and from your destination. Dial-A-Ride vehicles will probably stop to pick up and drop off other passengers on the way to your destination.
- When possible, avoid traveling during peak weekday hours: 7-10 a.m. and 2-6 p.m. Also, bear in mind that the first five working days of the month are the busiest travel days.
- If you can't make your trip, please call to cancel at least two hours before the scheduled pick-up time. This will help the driver avoid making unnecessary stops.
- Drivers are not allowed to enter a passenger's residence for any reason.
- Smoking, eating and drinking (except when drinks are in authorized containers) are not allowed in Dial-A-Ride vehicles.

- Lap belt and shoulder harnesses shall be offered for the safety of the passenger and may be required depending on the service provider's policies.
- Information on Dial-A-Ride schedules, fares and services is subject to change.

### **PHOTO SITE LOCATIONS**

The Valley Metro Reduced-Fare Identification Card is a photo ID establishing eligibility for non-ADA Dial-A-Ride services. Cards are issued at the photo-site locations listed below. For business hours at these locations, call 602.253.5000, or TTY at 602.261.8208.

- **Central Station**  
300 N. Central Avenue, Phoenix  
602.253.5000
- **Desert Sky Mall Customer Service Desk**  
7611 W. Thomas Road, Phoenix  
623.849.6661
- **Via Linda Senior Center**  
10440 E. Via Linda, Scottsdale  
480.312.5810
- **Granite Reef Citizens Service Center**  
(Granite Reef Senior Center)  
1700 N. Granite Reef Road, Scottsdale  
480.312.7900
- **Tempe Transit Store**  
200 E. Fifth Street, Tempe  
480.858.2350

# Glossary Of Terms

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## **Americans with Disabilities Act (ADA)**

Civil Rights act passed by the U.S. Congress in 1990, which mandates equal opportunities for people with disabilities in the areas of employment, transportation, communications, and public accommodations.

## **ADA paratransit service**

A type of Dial-A-Ride service required to be provided according to ADA federal regulations. The service “complements” available local accessible bus (fixed-route) transit service in that it must be provided as an alternative form of transit when and where local-fixed route service is running. ADA paratransit service is intended to be used as a “safety net” by people with disabilities who are unable to use fixed-route service or limited in their use of fixed-route due to the nature of their disability.

## **ADA paratransit eligible person**

A person who has applied and been determined eligible for ADA paratransit service. In order to qualify, it must be determined that the person has a disability which limits travel on local fixed-route according to strict criteria described in ADA regulations.

## **ADA paratransit eligibility certification process**

Federal Transit Administration (FTA) approved process adopted by the region for determining eligibility for ADA paratransit. ADA regulations require each region to establish a process specifically to determine eligibility for ADA paratransit.

The eligibility determination process must consider the individual’s disability and functional ability to perform all tasks required to independently access, board, ride and disembark from the local fixed- route system. The combined interaction of disability with architectural and environmental conditions is also taken into account.

## **Curb-to-curb service**

The legally required minimum level of ADA paratransit service. The transit vehicle picks up and discharges customers at the curb or driveway.

## **Disability**

As defined by the ADA, a physical or mental impairment that significantly limits one or more major life activities such as walking, speaking, hearing, breathing or caring for one’s self.

## **Door-to-door service**

A level of ADA paratransit service with passenger assistance between the vehicle and the door of the origin or destination location.

## **General Public Service**

Shared-ride origin to destination Dial-A-Ride service where any individual from the general public can request transportation. The nature of general public service is that any member of the public can use the service regardless of age, disability, or income.

## **Lifts and ramps**

Devices on vehicles that enable a person or mobility aid to board and disembark the bus without having to negotiate steps.

## **Mobility Aid**

A piece of equipment, including but not limited to wheelchairs and scooters which assists a person with a disability. A mobility aid belongs to any class of three- or four-wheel device, usable indoors, and designed for and used by individuals with mobility impairments whether operated manually or powered.

## **Non-ADA Service**

Shared-ride origin to destination Dial-A-Ride service not required to be provided by ADA federal regulations but is provided by the transit provider using locally developed service standards.

## **Paratransit**

Services that can be used as an alternative to fixed-route bus service for passengers with disabilities.

## **Personal care attendant (PCA)**

An individual who assists a person with a disability in carrying out his or her life activities.

# Glossary Of Terms - Continued

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## **Ready window**

The 30 minute time period when customers must be ready for pick-up and the period within which drivers can arrive and be considered on time.

## **Reduced Fare ID**

Photo ID establishing eligibility for non-ADA Dial-A-Ride services. The ID can be purchased by people with disabilities, seniors (65 and over) and youths (ages 6-18). Cardholders receive discounts on general public service Dial-A-Ride and local fixed-route bus service.

## **Securement system**

A configuration of straps and hooks on a vehicle that are attached to a mobility aid to keep it stable during travel.

## **Service animal**

An animal that has been trained to assist a person with a disability.

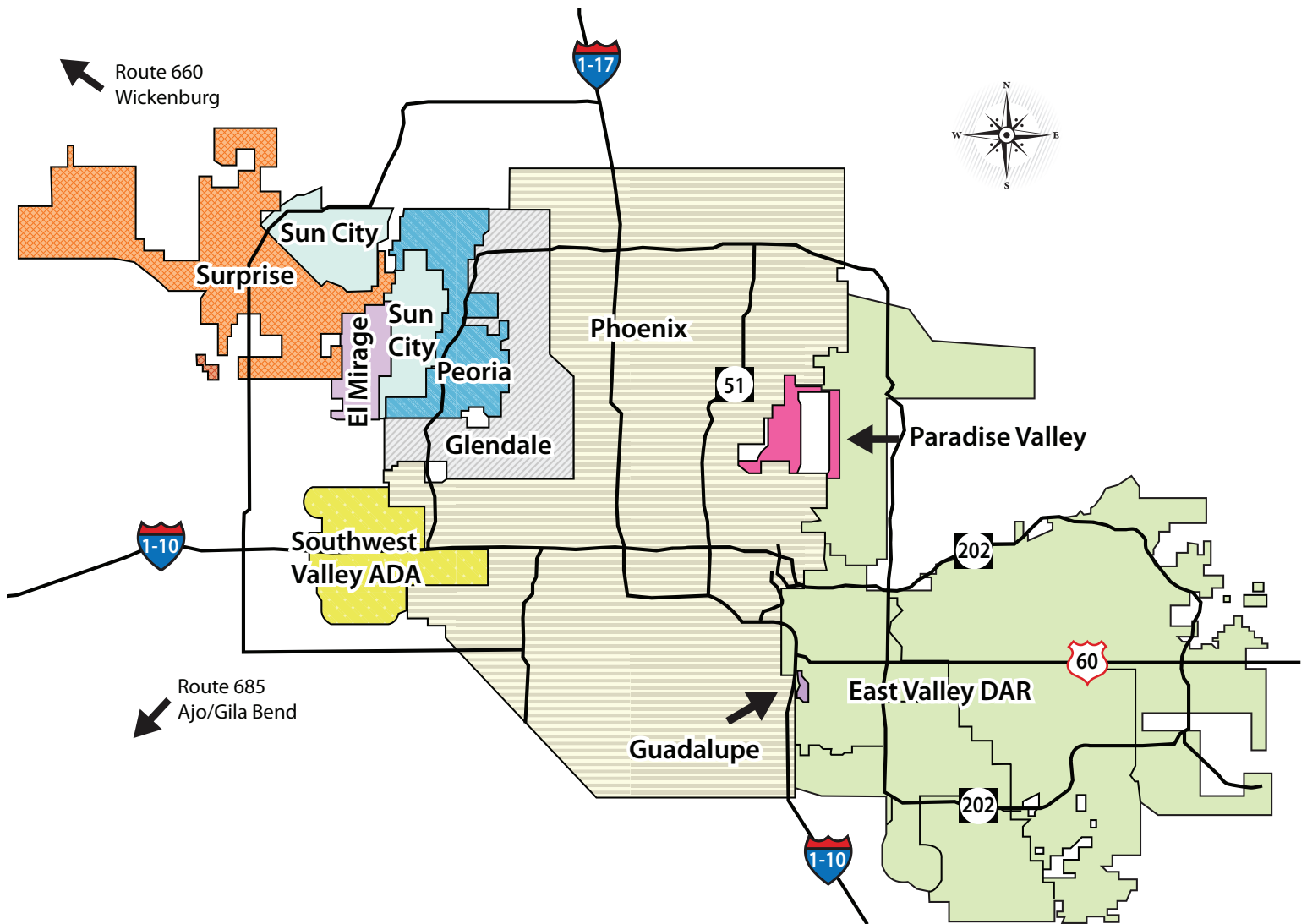
## **Trip**

One-way movement of a person or vehicle between origin and destination.

## **Vehicle wait time**

The maximum time that drivers are required to wait for customers after arriving at the pick up location. The vehicle wait time does not start until the beginning of the ready window.

# Dial-A-Ride Service Area



**EAST VALLEY — CHANDLER, GILBERT, MESA, SCOTTSDALE & TEMPE**  
 480.633.0101  
 TTY: 480.981.1969

**EL MIRAGE**  
 623.937.0500

**GLENDALE**  
 Non-ADA Service: 623.930.3500  
 ADA Service: 623.930.3515

**GUADALUPE**  
 480.730.3092

**PARADISE VALLEY**  
 Phoenix: 602.253.4000  
 East Valley: 480.633.0101  
 Trips within Paradise Valley area:  
 480.633.0101

**PEORIA**  
 623.773.7435

**PHOENIX**  
 602.253.4000  
 Toll Free: 1.800.775.7295  
 TTY: 602.258.9980

**SOUTHWEST VALLEY — AVONDALE, GOODYEAR, LITCHFIELD PARK AND TOLLESON**  
 602.253.4000  
 Toll Free: 1.800.775.7295  
 TTY: 602.258.9980

**SUN CITY**  
 623.977.8363

**SURPRISE**  
 623.222.1622

**ROUTE 660 — WICKENBURG**  
 1.800.713.3809

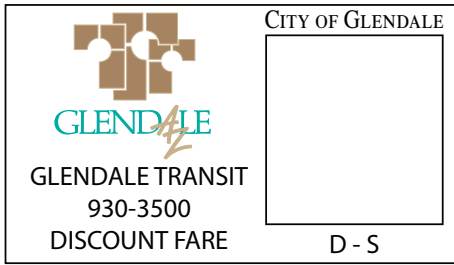
**ROUTE 685 — AJO/GILA BEND**  
 1.800.242.9483  
 In Ajo: 520.387.6559

# Dial-A-Ride Accepted Fares



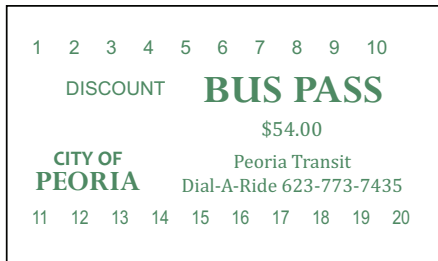
## EAST VALLEY DIAL-A-RIDE TICKET

- One ticket is worth 50 cents
- Sold in books of 40 tickets, \$20.00 per book
- Can be used on East Valley Dial-A-Ride only
- Can be used on ADA as well as non-ADA trips
- The correct number of tickets must be used to pay the one-way fare; *i.e. a \$2.50 fare would require five (5) tickets*
- Can be purchased by calling EVDAR at 480.633.0101



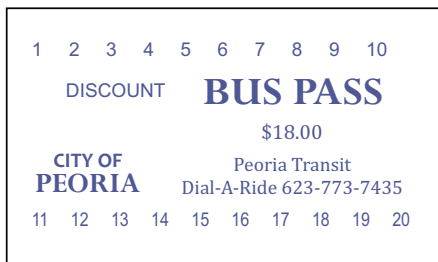
## GLENDALE DISCOUNT FARE PHOTO ID CARD

- Photo ID card (call City of Glendale for days/hours that card can be obtained)
- Allows holder to pay a reduced fare on Glendale Dial-A-Ride
- Is only good for proof of eligibility for reduced fare in City of Glendale; cannot be used in any other cities
- Residents of other cities who travel frequently in Glendale can obtain card



## PEORIA REGULAR PUNCH PASS

- Each pass is \$54.00
- For City of Peoria residents only
- 20-punch ride pass for general public
- Can be used for non-ADA trips only



## PEORIA DISCOUNT PASS

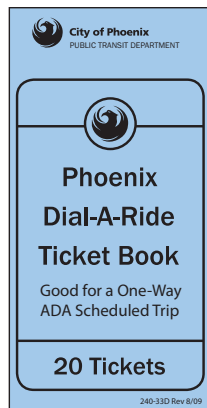
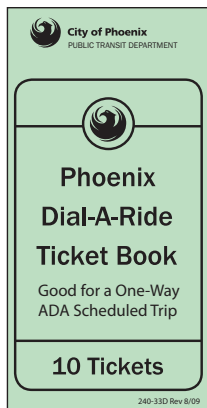
- Each pass is \$18.00
- For City of Peoria residents only
- 20-punch ride pass for juniors, seniors and people with disabilities
- Can be used for non-ADA trips only

# Dial-A-Ride Accepted Fares



## PHOENIX DIAL-A-RIDE MONTHLY PASS

- Available for ADA eligible Phoenix residents only
- Monthly pass is \$65.00
- Acceptable for fare on Phoenix Dial-A-Ride ADA service



## PHOENIX DIAL-A-RIDE TICKET BOOK

- Available for ADA eligible Phoenix residents only
- 10-ride ticket book is \$31.50
- 20-ride ticket book is \$50.00



## REGIONAL DIAL-A-RIDE TICKET

- One ticket is worth 50 cents
- Sold in sheets of 25 tickets, \$12.50 per sheet
- Can be used on East Valley Dial-A-Ride and Phoenix Dial-A-Ride
- The correct number of tickets must be used to pay the one-way fare; *i.e. a \$3.50 fare would require seven (7) tickets*
- Can be purchased at **Valley Metro.org** and at some transit facilities



## SUN CITY DIAL-A-RIDE TICKET

- Value of one ticket = \$2.00
- Standard ride = \$4.00 or two (2) tickets
- If the ride is ADA qualified = \$2.00 or one (1) ticket
- Ticket can be used for any service provided by Sun City Area Transit
- Tickets can be purchased on board SCAT vehicles, by mail and at SCAT offices