

# ***Dial-A-Ride Door-to-Door Guidelines***

## **Guidelines for Yakima Transit's Door-to-Door Paratransit Service**

Effective August 20, 2012

### ***Shared Ride / Shared Responsibility***

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### **What is Dial-A-Ride and Door-to-Door Service?**

Dial-A-Ride Paratransit service is comparable to the Yakima Transit fixed route bus service and operates within a defined service area. Dial-A-Ride operates the same days and hours as the fixed route service for ADA-eligible customers and visitors, their companions, and their personal care attendants (PCA's). Yakima Transit operates Dial-A-Ride as an origin to destination, door-to-door, shared ride service.

### **Yakima Transit Responsibilities**

- Escort the customer from the pick-up door or common public entrance to the door or through the common public entrance at the destination.
- Assist a PCA or companion onto and off the vehicle.
- Ensure that customers and mobility aids are properly secured.
- Safely operate the vehicle in a shared ride capacity.
- Carry up to three items to/from the vehicle for the ADA eligible customer (less than 25lbs each).

### **Dial-A-Ride Customer Responsibilities**

- Honor the nature of a shared ride service.
- Meet the vehicle driver at the door within 5 minutes of the vehicle's arrival to avoid delaying the vehicle.
- Do not delay the vehicle driver for more than 5 minutes upon reaching the destination.
- Accept the driver's escort from the pickup door into the vehicle at the beginning of the trip and from inside the vehicle to the door at the destination.
- Understand that the vehicle driver is not a caregiver and does not provide attendant-to-attendant service. The customer is responsible for making arrangements for any assistance needed beyond the vehicle driver's escort to and from the door.
- Obey Yakima Transit's Dial-A-Ride Operating Rules including compliance with the Door-to-Door Guidelines.
- Customers who do not obey Yakima Transit's Operating Rules and Door-to-Door Guidelines are subject to disciplinary steps up to and including suspension of Dial-A-Ride service.

### **Caregivers, Service Provider, Guardian Responsibilities**

- Ensure that the client is ready and willing to leave when the vehicle arrives.
- Have the client meet the vehicle driver at the door within 5 minutes of the vehicle's arrival to avoid delaying the vehicle.
- Ensure that the customer does not delay the vehicle driver for more than 5 minutes upon

reaching the destination.

- Understand that the vehicle driver is not, and will not act as, a caregiver.
- Yakima Transit (YT) Dial-A-Ride service does not provide attendant-to-attendant service. The caregiver is responsible for making arrangements for any assistance the client needs beyond the vehicle driver's escort to and from the door.
- Instruct the client on proper conduct on the vehicle based on the YT Operating Rules.
- Customers who do not obey Yakima Transit's Operating Rules are subject to disciplinary steps up to and including suspension of Dial-A-Ride service.
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### **What Happens If The Door-To-Door Policy Is Not Followed?**

By establishing a pattern or practice of not following the policy, a customer risks suspension from Dial-A-Ride service. This is tracked on a rolling 60-day period.

### **How Will I Know What Is An Acceptable “Door”?**

Some examples are:

- A residential front, side, or rear door with an acceptable, accessible path to the vehicle;
- A common or public entrance (such as a lobby or reception area) inside the door(s) of an apartment building, business, school, medical office, or other public facility;
- Through a set of double/triple doors into a public facility;
- A specified location adjoining the parking lot of an open area such as a park;
- The front office of a cemetery;
- Specific outdoor entrances such as at the Fairgrounds;
- A door attached to a garage (inside garage door access must be pre-approved); or
- The door of a vehicle when the customer is transferring from another vehicle to the vehicle.
- Access to the door must not have more than one step/stair.

**Note:** Wherever possible, vehicle drivers must keep sight of the vehicle.

### **Definition of Terms**

**ADA-Eligible Paratransit Customer** – A person who YT has qualified under the eligibility provisions of the ADA.

**ADA-Eligible Visitor** - A person who has been qualified for ADA paratransit service by a transit property other than YT who wishes service in the YT Paratransit service area for less than 22 days per year.

**Personal Care Attendant / PCA** – A person who travels from the same origin to the same destination with the ADA-eligible customer and provides a service to the customer. A PCA does not pay a fare when accompanying the ADA customer.

**Companion** – A person who travels with an ADA-eligible customer and pays the same fare as the customer.

**Door-to-door** – Origin to destination Paratransit service from the door at the customer's pick up location to the door at the customer's destination.

**Door/Designated Door** – The common public entrance to a building, residence, or area, including going through double doors or triple doors into the common public entrance of public facilities.

**Common public entrance** – The appointed waiting area in a public facility. Examples of the common public entrance include a lobby, entryway, atrium, reception/information desk, a suite door within approximately 15 feet of the entry door.

**Attendant-to-Attendant** – A level of service that YT does not provide guaranteeing customers will never be left alone by the vehicle driver. Also commonly referred to as hand-to-hand service.

**Caregiver / Service provider / Guardian** – A person who provides direct care for a client and who may have legal authority to make decisions for and/or may be responsible for the safety and care of the client.