



509-619-1639

## DIAL-A-RIDE OPERATING RULES

### HOURS:

**Monday** - Friday 6:00 a.m. to 7:00 p.m. which means the first scheduled pick up is 6:15 a.m. and the latest scheduled pick up is 6:45 p.m.

**Saturday** - 9:00 a.m. to 7 p.m. which means the first scheduled pickup is 9:15 a.m. and the latest scheduled pick up is 6:45 p.m.

**Sunday** - 8:00 a.m. to 1:00 p.m. which means the first schedule pickup is 8:15 and the latest scheduled pick up is 12:45 p.m.

### HOW TO SCHEDULE A RIDE:

Schedule rides by calling the Selah Transit number **509-619-1639**

**Monday** - Saturday from 8:00 a.m. to 4:30 p.m. and Sundays from 8:00 a.m. to 1:00 p.m.

- When setting up your ride please provide complete, current and correct addresses, plus the suite number of the doctor or facility.
- Ride reservations must be made no later than the day prior to service and can be made up to one week (7 days) in advance.
- Dial-A-Ride does not provide same day rides.

### PICK UP RULES:

Dial-A-Ride has a 30 minute window to pick up clients. This means the driver can arrive up to 15 minutes before or after your scheduled pickup time. You **MUST** be ready to go when the driver arrives. The driver will only wait **5 MINUTES** before leaving in order to stay on schedule.

Keep in mind that Dial-A-Ride is not a taxi service and is comparable to the Transit Bus Service, therefore, the driver may group riders together who have similar schedules and destinations.

**RETURN RIDES:** The same 30 minute window applies to a scheduled return ride. You must be ready when the vehicle arrives. Drivers will only wait **5 MINUTES** before leaving in order to stay on schedule.

**WILL CALL RIDES:** Will call rides are only allowed for medical and dental trips. Will call returns will be picked up between 1 and 60 minutes from the time the ride request is received. You must be ready when the vehicle arrives. Drivers will only wait **5 MINUTES** before leaving in order to stay on schedule.

**NO WAIT RULE:** When the driver arrives, you must be ready to go and waiting by the door. If you live in a nursing facility or an apartment complex you must be waiting in the lobby. The driver **WILL NOT** come to your room. If you are not ready to go when the vehicles arrives, you will be given a NO SHOW and the vehicle will leave after 5 minutes. If you NO SHOW your trip cannot be rescheduled that same day.

**FARES:** There is no charge for using Selah Dial-A-Ride!

**DOOR-TO-DOOR SERVICE:** Our drivers will escort the passenger from the pickup door or common public entrance to the door or through the common public entrance at the destination.

**CANCELLING SCHEDULED RIDES:** All cancellations must be made 1 hour before the scheduled ride or you will be counted as a NO SHOW. To cancel, call 509-**619-1639**.

**NO SHOW POLICY:** When riders do not cancel at least 1 hour in advance or are not available to board within 5 minutes, it will be considered a no-show. We will make a no-show determination when:

- A rider fails to cancel a ride at least 1 hour before the scheduled pickup time, or
- The rider is not available to take the scheduled ride within 5 minutes of the Operator arriving at the scheduled pickup point, within the pickup window.

If Dial A Ride client establishes a pattern or practice of no-shows, staff will administer progressive warning & suspensions for violations as follows:

1. The Original occurrence of 5 no-shows & 10% of scheduled trips are no-shows in a calendar Month will result in a notice advising them of their no-show record.
2. The 1st violation - an additional 10% of scheduled trips are no-shows in a calendar month will result in a 7-day suspension.
3. The 2nd violation - an additional 10% of scheduled trips are no-shows in a calendar month will result in a 14-day suspension.
4. The 3rd violation - an additional 10% of scheduled trips are no-shows in a calendar month will result in a 21-day suspension.
5. The 4th violation - an additional 10% of scheduled trips are no-shows in a calendar month will result in a 28-day suspension.

**PERSONAL CARE ATTENDANT/COMPANION/GUESTS:** A personal care attendant (PCA) is someone designated or employed specifically to assist the Dial-A-Ride client with his or her personal needs. A PCA is not permitted to do their own shopping since they are only present to assist you. The PCA must get on and off at the same time and locations as you. Please let the reservationist know you will have a PCA accompanying you at the time you set up the ride.

**THREE CARRY ON/GROCERY/SHOPPING BAG LIMIT:** Only 3 standard sized grocery/shopping bags, not to exceed 25 lbs. each can be carried in one trip are allowed. This does not include a purse or backpack. Drivers will not carry oversized, heavy or bulky packages. Drivers will only carry packages or bags to the door, not inside a home or apartment.

**WHEELCHAIR FOOTRESTS ARE MANDATORY:** For safety reasons, **ALL** wheelchairs must have footrests attached in order to be transported on the lift.

**MOBILITY DEVICES:** For passenger safety, all wheelchairs should have footrests attached and working brakes. Batteries on power chairs or scooters should be fully charged in case your trip takes longer than expected. DAR drivers will **not** assist in steering or driving powered devices. If you are unable to do so and an attendant is not present or available, you will not be transported.

**OXYGEN TANKS:** If you need portable oxygen, bring an ample supply in case of delays. Portable tanks should be attached to a wheelchair or in a carrying case for safety.