



PHOENIX DIAL-A-RIDE

ADA SERVICE GUIDE

Table of Contents



Phone numbers	3
Americans with Disabilities Act/ADA services	4
ADA Service Eligibility	5
Trip Planning	6-7
Traveling Outside of the Phoenix ADA Service Area	7
Fares and Passes	8
Reservations and Subscription Service	9
Prompt Service	10
Personal Care Attendants and Companions	10
Door to Door Assistance	11
Wheelchairs and Mobility Devices	12
Children	13
Destinations	13
Service Animals and Pets	14
Visitors	14
Luggage and Packages	14
Passenger Courtesy and Conduct	15
Late for Your Pickup or Cancellation	16
No-Shows	17
Customer Rights	18
Passenger suspension and appeals	19

PHONE NUMBERS

(602) 253-4000

TTY (602) 258-9980

Toll Free 1-800-775-7295 (Arizona residents only)

RESERVATIONS

Seven days a week, including holidays 6 a.m. – 7 p.m.

TRIP CANCELLATION

Monday - Friday 5 a.m. – 10 p.m.

Weekends and Holidays 5 a.m. – 10 p.m.

Cancellation Line: Available 24-hours. Press option 2

APPLICATIONS FOR ADA CERTIFICATION

ADA ELIGIBILITY OFFICE

(602) 716-2100

TTY (602) 251-2039

Monday - Friday 8 a.m. – 5 p.m.

Closed holidays

ADA MONTHLY PASS/TICKET BOOKS

(602) 495-5795

TTY (602) 261-8208

Monday – Friday 8 a.m. – 5 p.m.

Closed Holidays

VALLEY METRO BUS INFORMATION

(602) 253-5000

Schedule Information and Customer Comment

TTY (602) 251-2039 www.valleymetro.org

Monday – Friday 6 a.m. – 8 p.m.

Saturday and Full Service Holidays 7 a.m. – 7 p.m.

Sunday and Designated Holidays 8 a.m. – 5 p.m.

ARIZONA STATEWIDE TRANSPORTATION

INFORMATION

Dial 511

To request a copy of this guide in an alternate format,
call (602) 262-7242 or TTY (602) 261- 8202

The City of Phoenix Public Transit Department has developed the following guidelines which may be helpful to you as you travel on Phoenix Dial-a-Ride. Please refer to this information often.

The Americans with Disabilities Act (ADA) provides comprehensive civil rights protection for people with disabilities. ADA regulations require an alternative form of transportation be made available for people who, due to disability, cannot use regular local bus service. This is called ADA service.

The City of Phoenix Public Transit Department operates Phoenix Dial-a-Ride, a shared-ride public transportation service which provides ADA service. ADA regulations also require residents apply and be determined eligible for ADA service prior to requesting trips.

To request an application, please contact the ADA Certification Office at (602) 716-2100, Option 1, TTY (602) 251-2039.

ADA service is a reservation only, shared-ride public transportation service for people who due to disability cannot use local bus service. ADA service must be made available when and where local bus service operates. Phoenix Dial-a-Ride ADA service hours and days of operation are similar to local bus and light rail service in Phoenix:

Generally 4 a.m. - 12 a.m. Monday – Friday

Generally 4 a.m. - 12 a.m. Saturday, Sunday & Designated Holidays.

Designated holidays are New Year's Day, Memorial Day (Observed), Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Although ADA regulations require service be provided within 3/4 miles a ride corridor on either side of local bus routes, Phoenix Dial operates in most areas within Phoenix city limits south of Jomax Road.

The Regional Public Transportation Authority's Mobility Center, located at 4600 E. Washington St., in Phoenix, provides in-person assessment for ADA service eligibility. The Mobility Center assessment process includes confidential interviews with staff, as well as a mobility assessment activity, if needed, called the "Transit Walk."

The Transit Walk allows participants to navigate a mock simulated streetscape and transit system stations in an indoor environment. The area replicates similar facilities around the country, using the look and feel of local community neighborhoods. A full-size bus and bus shelter are part of the indoor "landscape," as well as varied pavement and ground applications, and areas with curb cuts. The versatile space also provides an opportunity for travel training on-site.

The ADA eligibility office will send notification indicating you have been determined eligible for ADA service. Once you have received your notification you may begin scheduling ADA trips by calling the reservation phone number. The customer service representative will ask for your ADA identification number and expiration date listed in your letter. It is not necessary to show your paperwork to the driver but identification may be requested. Prior to receiving service, the reservation office has already verified your trip eligibility.



PHOENIX DIAL-A-RIDE is a shared-ride service that attempts to meet the needs of multiple riders going in many directions and in varying traffic conditions. It is helpful when customers know how to schedule a trip so that all passengers get to their destinations as quickly as possible. In order to provide the best service possible, passengers must be flexible when scheduling a pick-up time.

When you call, be sure to tell the reservationist what time you need to arrive at your destination so that the trip will be calculated based on travel time and vehicle availability. Time slots fill up quickly and may not be available. It may be up to an hour earlier or later than you requested. For example, if you requested a 1 p.m. up and it was not available, the reservationist will attempt to schedule another pick up time between 12 (noon) and 2 p.m. Trips destinations cannot be changed the same day travel is scheduled.

HELPFUL HINTS TO SCHEDULE A TRIP



- Make your trip request as early as possible. ADA riders must reserve a trip at least the day before and can reserve a trip up to 14 days in advance.
- Reservation telephone lines are busiest in the morning and late afternoon hours; if possible, call between 11a.m. – 2 p.m.
- Trip demand is heaviest between 6 – 10 a.m. and 2 – 6 p.m. When possible, please schedule your trips outside these times.
- Let us know about your special needs at the time you call.
- Find out what time the business hours are at your destination. It is best to avoid waiting outside the building before or after business hours.
- Be prepared to show personal identification to the driver.

TRAVEL OUTSIDE OF THE PHOENIX ADA SERVICE AREA

Transportation between the Phoenix Dial-a-Ride service area and neighboring ADA service areas is provided by Valley Metro Paratransit. Valley Metro Paratransit operates throughout the region where and when fixed route service operates.

Call Valley Metro Paratransit at (602) 716-2200 to schedule your regional ADA trip.

TO SCHEDULE A TRIP OUTSIDE OF PHOENIX

Valley Metro Paratransit:
(602) 716-2200 servicing
Regional – East Valley –
Northwest Valley- Southwest
Valley

Glendale Dial-a-Ride:
623-930-3500

Peoria Dial-a-Ride:
623-773-7435

Northwest Valley Dial-a-Ride:
602-266-8723

BE PREPARED BEFORE YOU CALL

Have a pen and paper on hand when you call. Be ready with the following information before you call to schedule a trip:

1. ADA Certification Number
2. Name
3. Telephone Number
4. Date and Time to Arrive at Destination
5. Exact Street Name and Number for pick up
6. Exact Street Name and Number for destination
7. Exact Street Name and Number for return trip
8. Use of Manual/Electric Wheelchair/Other Mobility Aid? Yes or No
9. Use Assistive Devices/Equipment/Service Animal? Yes or No
10. Traveling with a Personal Care Attendant? Yes or No
11. Traveling with a companion? Yes or No
12. Does the companion have a mobility aid (manual or electric)? Yes or No

Online reservations can also be made by visiting: <https://dar.phoenix.gov>

Call Phoenix Dial-a-Ride at (602) 253-4000 to request your online user identification number.

Rides taken within the Phoenix Dial-a-Ride service area, the fare is \$4.00 per trip. When you board the vehicle, have the exact fare because drivers are not able to make change.

Phoenix residents who take 16 trips or more per month, you can save money by purchasing an ADA monthly pass for \$65 per month. The pass must be purchased through the automatic mail program. Payment for the pass must be received by Phoenix Public Transit by the due date indicated on the invoice. If payment is not received, a pass for the following month cannot be issued. The ADA monthly pass can be used on both Phoenix Dial-a-Ride, Valley Metro Paratransit, Valley Metro local bus service and METRO light rail. The ADA monthly pass must be presented for use. ADA monthly pass can be used for Express and RAPID buses, which cost more than local bus, you must be ready to pay the difference.

Monthly Phoenix Dial-a-Ride Pass 8 a.m. - 5 p.m. Monday - Friday (602) 495-5795 TTY (602) 261-8208

ADA TICKET BOOKS, COUNTS OF 10 AND 20

You can also save money by opting for our ADA ticket book program. You can purchase a book of 10 one way ADA trip tickets for \$31.50, or a book of 20 for \$50.

To qualify for either the pass or ticket book programs you must be ADA certified and a resident of Phoenix.



RESERVATION SERVICE

If you plan to travel to different destinations at varied times, you should request to use the ADA reservation service. You may request reservation service as early as 14 days, but must reserve at least one day in advance. You may make up to three (3) round-trip reservations per phone call.

SUBSCRIPTION SERVICE

Requests for subscription service may be allowed for passengers who require repetitive travel needs at least one (1) time per week for a duration of 30 days or longer. The trips must be to and from the same destinations at the same time on the same days of the week. This service allows riders to make regular trips without telephoning to schedule each ride.

Once approved for subscription service, subscription riders need only to call to cancel their ride. A change in your times, day(s) of the week, origin, or destination may change your eligibility for a subscription ride.

Subscription service is limited, in accordance with the Americans with Disabilities Act, to not more than 50% of all passenger rides at any time of any day.

Under certain conditions, riders may temporarily suspend subscription service. This can be for a prearranged, specific period of time, after which the rider may return to subscription service.

PROMPT SERVICE

Be ready to go at your scheduled pick-up time. When the Phoenix Dial-a-Ride van arrives, it can wait only 5 minutes after the scheduled pick-up time before it must leave. The van may arrive up to 30 minutes after the reserved time and still be considered on time. You are not required to board the vehicle before your scheduled pick up time.

PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) is an individual who assists a passenger to complete the purpose of a trip. The passenger must be ADA certified and have established the need for a PCA during the ADA eligibility process. Personal care attendants must ride from the same origin and to the same destination with an eligible passenger and are not required to pay a fare.

COMPANIONS

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

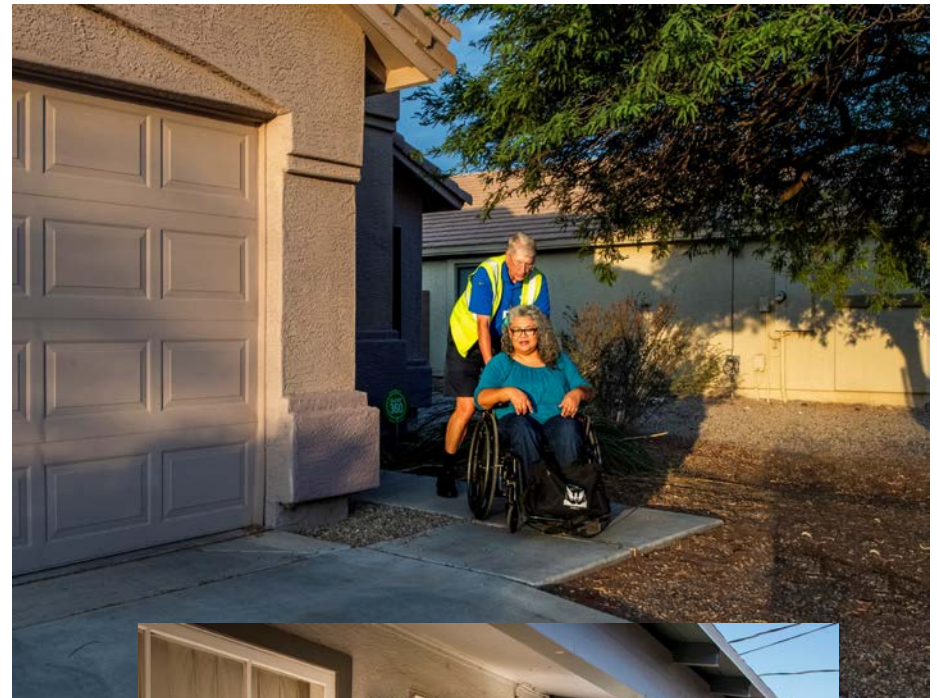


DOOR TO DOOR ASSISTANCE

Phoenix Dial-a-Ride drivers are trained to assist you when boarding or exiting a vehicle. Door-to-door assistance can be provided if required by the passenger. This assistance may include walking support or wheelchair assistance.

Door-to-door refers to main entrance locations rather than to the door of a house, an apartment, or an office. Drivers are not permitted to enter a residence. Passengers will not be escorted beyond the ground floor lobby or entrance of any residences or public buildings.

For safety reasons drivers must maintain line of sight with the vehicle and other passengers who are waiting in it. Passengers and driver's safety is always a priority. Since drivers cannot leave the ground floor of a building for pick-ups, passengers living in upper floors should request a notification phone call at time of reservation. Dispatch will call you at the provided contact number when the Dial-a-Ride vehicle arrives.



To board an electric wheelchair or mobility device:

It is recommended that power be shut-off while on the vehicle lift.

Devices that have lost power cannot be boarded onto the vehicle.



BOARDING WHEELCHAIRS AND OTHER MOBILITY DEVICES

Phoenix Dial-a-Ride will make every attempt to accommodate wheelchairs and other mobility devices. These are defined as a three or more wheeled device, usable indoors, used by individuals with mobility impairments. They can be operated manually or powered electronically. Reasonable efforts will be made to accommodate wheelchairs and other mobility devices, unless doing so is inconsistent with legitimate safety requirement. Transportation cannot always be guaranteed.

Please be sure mobility devices are clean, safe, and in good working condition. When occupying a lift or securement area, it is recommended that the passenger apply the brakes on their mobility aids, though, it is not required.

Mobility aids must be properly secured whenever possible. Drivers will make their best efforts to correctly use the appropriate number of securement points.

If the mobility device meets the ADA regulatory definition of a wheelchair, service will not be denied because the mobility device can't be secured to the driver's satisfaction either due to the awkward position of the securement points or the design of the device. A rider may not be refused service due to an inoperable securement system.

CHILDREN

Children under the age of 7 must be accompanied by a responsible person. Phoenix Dial-a-Ride does not provide child safety seats. Clients are responsible for securing child seats into the vehicle.

OBSTACLES

Keep ramps, sidewalks, and driveways adjacent to your residence free of obstructions that may present a safety hazard to you and the driver offering assistance.

SEAT BELTS

Seat belts are required for all passengers riding Phoenix Dial-a-ride. If you require assistance with buckling up, please ask the driver for help.

DESTINATIONS

Drivers are only permitted to stop at locations designated in the reservation. Travel arrangements with more than one destination will be treated as separate trips and must be scheduled as such. Plan to schedule the appropriate number of reservations.



PACKAGES AND LUGGAGE

The driver may assist you in carrying packages to and from the vehicle. Packages should not take up more space than three (3) brown paper grocery bags or six (6) plastic grocery bags and should not exceed a combined weight of 50 pounds. Eligible passengers may take a piece of luggage, plus a on bag. Please keep in mind that this is a shared-ride service and space is limited.

The following articles cannot be carried on board vehicles:

- Automotive and marine batteries,
- Gasoline
- Caustic fluids
- Flammable liquids
- Explosives
- Non-folding shopping carts
- Non-folding baby carriages
- Large bundles that will obstruct the aisle or any item that may inconvenience or injure other passengers.

SERVICE ANIMALS AND PETS

A person with a disability may board the vehicle with a trained service animal. The passenger must keep the animal under control and it must not pose a threat to other passengers. Only domesticated pets are allowed on Phoenix Dial-a-Ride vehicles and they must be carried in closed carriers. For safety reasons, drivers are not permitted to carry pet carriers onto or off of vehicles. The City of Phoenix, or the contracted service provider, will not be responsible or liable for loss, damage, or injury caused to or by pets.

VISITORS

Visitors who have been certified ADA paratransit eligible in another jurisdiction or who claim to be ADA paratransit eligible are entitled to 30 days of presumptive eligibility and can use Phoenix Dial-a-Ride service without having to go through the local certification process. Visitors must register for service by contacting the Valley Metro ADA Certification office at (602) 716-2100.

PASSENGER COURTESY AND CONDUCT

Passengers are asked to follow these rules of conduct to ensure the safety and comfort of all passengers and the driver:

- No smoking or use of electronic smoking devices
- No eating or drinking (unless medically required)
- No disruptive, abusive, threatening, or obscene language or actions
- No deliberate fare evasion
- No littering
- No damaging property
- No inappropriate physical contact with oneself or others
- No operating or tampering with any equipment while on board
- No soliciting, advertising, or selling items, services, or otherwise for the intent of personal
- No interference with customer traffic or impeding paratransit service
- Audio and visual electronic devices (unless required due to a disability) are to be used with headphones and must not be audible to others.
- Mobile phone conversations shall be conducted in a manner to avoid disturbing others
- Passengers are expected to be present for the duration of their scheduled trip.
- Intent to defraud or conduct that constitutes a theft of service is prohibited

Passengers who engage in violent, seriously disruptive, or illegal conduct when using Phoenix Dial-a-Ride may be subject to immediate suspension of service.

If you have been delayed and are running later than expected, call Phoenix Dial-a-Ride as soon as possible. We will make every effort to adjust your return trip pick-up time and assign you to another van for a later time. There may be a delay before another van is available to accommodate your trip.

Remember to allow for extra time for medical appointments or other appointments that may take longer than expected.

MAKING A CANCELLATION

As soon as you know you are unable to make your trip, notify Phoenix Dial-a-Ride. Cancellations can be made throughout the day. When calling to cancel, please provide the following information by speaking slowly and clearly:

- Name Address
- Date and Time of Pick-up
- Contact phone number

(Only the requested trip will be cancelled. If multiple trips are scheduled, you must indicate each trip for cancellation). Cancellations made with less than 2 hours advance notice will be considered a no-show.



WHEN YOU ARE A NO-SHOW

No-shows can cause difficulties in scheduling and trip planning. If you don't show up for a ride, then an empty seat can go unfilled even though other passengers are waiting to use the service. A no-show is defined in one of two ways:

1. A trip in which the passenger is not present within the scheduled pickup window (plus five minutes) at the prearranged pick-up location and gives no notice to Phoenix Dial-a-Ride.

OR

2. A request to cancel a trip is called in less than two hours prior to the scheduled pick-up time or the trip is cancelled at the door within the scheduled pickup window.

If the driver arrives for a pick-up and is unable to contact you, a trip dispatcher will make an effort to contact you by telephone. After an attempt, the driver cannot wait longer than 5 minutes (under normal conditions) until the driver has to leave.

A passenger who records a series of no shows, a pattern or practice of three 30-day period or a number of no shows amounting to more than ten percent (10%) of their scheduled trips in a 30-day period will be notified by mail of systems performance standards.

Subscription riders may be dropped from subscription privileges after recording their first series of no shows (a pattern or practice of three or more no shows in a 30-day period or a more than 10% of their scheduled trips in a 30-day period).

PASSENGER SUSPENSION

Passengers are responsible for compliance with rules and regulations pertaining to Dial-a-Ride service. Passengers may be suspended from service following notification of continued non-compliance.

A passenger will be notified in writing of a decision to suspend service. In most cases the first incident of non-compliance with Dial-a-Ride rules and regulations will result in a warning notice.

Additional incidents of non-compliance of dial-a-ride rules and regulations within the next 30-day period of a rolling calendar year will result in suspension of service as follows:

- First incident will result in a warning letter
- Second incident will result in a seven-day suspension
- Third incident will result in a 14-day suspension
- Fourth incident will result in a 30-day suspension
- Additional incidents will result in a 30-day suspension

Depending on the severity of an incident of non-compliance, immediate suspension of service may be necessary. A warning notification may not be issued, and a longer suspension period may be given.

APPEALS

Any passenger suspended from service for any reason has the right to appeal the suspension. Passengers suspended from service will be allowed 10 business days from the date of notice of the suspension in which to file an appeal. Once a request for an appeal has been received, dial a-ride privileges will be restored.

Passengers may choose to provide a written detailed statement why the suspension should be overturned, or may request to provide their reasoning for appealing the suspension in an alternate format. Appeals shall be scheduled to be heard, or reviewed if provided in written format, within 30 calendar days of receipt of the appeal.

The decision to uphold or overturn the suspension period made by the City of Phoenix Public Transit Department is final. If a passenger suspension is upheld, services will be immediately suspended for the duration of the suspension minus any days suspended prior to receipt of the appeal notification.

CUSTOMER RIGHTS

Customers using public transit are given equal access, seating, and treatment without regard to disability, race, color, or national origin.

HOW TO FILE A COMPLAINT

Customers wishing to file a complaint, including discrimination due to disability, race, color or national origin, should call Customer Relations at (602) 253-5000 or for text telephones/TTY (602) 251-2039.

HOW COMPLAINTS ARE PROCESSED

In accordance with federal standards, 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 the completion of reports. All complaints received by Valley Metro Customer Relations are documented and then assigned to the appropriate transit staff for investigation.

After the complaint is processed, a response is sent to the customer filing the complaint and, if necessary, appropriate corrective actions are taken.





PHOENIX DIAL-A-RIDE