

## **WELCOME ABOARD DIAL-A-RIDE**

Dial-A-Ride is designed to provide transportation for people whose condition or disability prevents them from using Ben Franklin Transit's regular fixed-route buses.

Our goal is to provide safe and reliable transportation. This Rider's Guide provides the basic information you will need for a pleasant ride to your destination.

***Please read this guide carefully.*** If you have questions regarding Dial-A-Ride service, please phone 735-0160 and press the number three (3) on a touchtone phone, or if you do not have a touchtone phone, please stay on the line and a representative will assist you.

## **WHAT IS DIAL-A-RIDE?**

Dial-A-Ride is a public service. It provides specialized transportation for people who are physically or mentally unable to use the fixed-route bus system.

Dial-A-Ride is a prescheduled transportation service. It provides curb-to-curb or door-to-door service depending on your ability. Dial-A-Ride transportation is a shared ride. That means riders must share their ride with others traveling in the same general direction. The vehicle may make several stops along the way before it arrives at your destination. In most cases, the trip will be longer than if you were traveling alone, or using the fixed-route bus.

## **WHO CAN RIDE?**

To qualify for service, you must meet one of the conditions established by the Americans with Disabilities Act (ADA):

- You are unable to get on or off a transit bus.
- You are unable to get to or from a regular Ben Franklin Transit bus stop.
- You are unable to wait at a regular fixed-route bus stop.
- You are unable, for reason of a disability, to ride the fixed-route buses or to understand and follow transit instructions.

## **THE AMERICANS WITH DISABILITIES ACT**

The Americans with Disabilities Act (ADA) is a federal law that requires Ben Franklin Transit to provide paratransit services comparable to its fixed-route system for individuals who are certified as ADA paratransit eligible.

ADA paratransit eligibility is based upon functional abilities rather than a medical diagnosis or disability. It is not the presence of a condition or disability, but how a person functions with the condition or disability that determines eligibility. An individual will be certified as *ADA paratransit eligible* if there is any part of the fixed-route system which cannot be used or navigated by an individual because of a disability or medical condition. This eligibility may be conditional and applied on a trip-by-trip basis.

## **HOW DO YOU QUALIFY?**

In order to qualify, you must first fill out an application. If you would like an application, you can contact Dial-A-Ride at 735-0160 to request a *Dial-A-Ride ADA Paratransit Application* through the mail or online at [www.bft.org](http://www.bft.org). You may also obtain an application at the Ben Franklin Transit's Three Rivers Customer

Service Center in Kennewick. Their address is 7109 W Okanogan Place. Fill out the application with complete answers to each question and mail it or drop it off at the Dial-A-Ride office located at 1000 Columbia Park Trail, Richland, WA 99352. In some cases, Dial-A-Ride will require verification by a medical professional or other healthcare provider who is familiar with your condition. Dial-A-Ride reserves the right to require medical verification and to approve the credentials of the verifying party.

After receiving the application, Dial-A-Ride will determine your eligibility within twenty-one (21) calendar days. Applications will normally be processed in much less time and special arrangements can be made for emergency needs or immediate service requirements caused by sudden or unexpected circumstances.

Once we have reviewed your application, a letter will be sent to you that either grants eligibility or will explain why your application was denied. If you are not satisfied with the decision, you may request an in-person interview with the Dial-A-Ride Manager or appeal by notifying Ben Franklin Transit in writing or by calling 735-0160. Your appeal may be sent to BFT, 1000 Columbia Park Trail, Richland, WA, 99352.

If you are ADA paratransit eligible you always have the option of using the fixed-route services of Ben Franklin Transit for FREE. In order to do so, you must request an ID card by calling customer service at 735-5100.

The *Dial-A-Ride ADA Paratransit Application* is primarily a process of self-certification; however, the application can be completed by another person if you need assistance. Professional verification may be needed by Ben Franklin Transit to determine eligibility.

Please be aware that your certification may be reviewed at a later date to determine continuing paratransit eligibility. Again Dial-A-Ride reserves the right to obtain medical verification. In order to qualify for Dial-A-Ride services, the applicant must be at least six (6) years old. Our policies state that any child under the age of six (6) must be accompanied by a caregiver. Unless the child has medical equipment that prevents them from using the fixed-route buses, the caregiver must have a physical or cognitive disability that would prevent them from using the fixed bus routes in order for the child and caregiver to use Dial-A-Ride. Dial-A-Ride does not provide transportation to and from school to home.

### **WHO CAN RIDE WITH ME?**

#### *Personal Care Attendant*

A personal care attendant is someone who travels with you if you are not able to travel alone. Please note that Dial-A-Ride cannot provide attendants – you must obtain your own. Please inform the call taker when scheduling your ride if a personal care attendant will be riding with you.

A personal care attendant rides free on Dial-A-Ride and must get on and off at the same location as you.

#### *Companions*

You may be accompanied by a companion or a guest. More than one companion may travel if space is available. Your companions are required to pay the same fare as you and they must get on and off with you. If someone will be riding with you, be sure to tell us when scheduling a ride.

### **SERVICE ANIMALS**

**Please call 734-5530 for the policy that is being drafted**

## **PETS**

**Please call 734-5530 for the policy that is being drafted**

### **FOR WHAT PURPOSES CAN DIAL-A-RIDE BE USED?**

Trips can be made for any purpose. Under the ADA guidelines, Dial-A-Ride is not allowed to prioritize rides by trip purposes. Dial-A-Ride does not provide transportation to and from school to home. Dial-A-Ride can not move personal belongings from one residence or facility to another. If you need someone to help you move, please contact your family, friends, or a volunteer agency for assistance.

***If you have a medical emergency, please call 911.*** If your condition is very fragile and you require specialized care in transit, do not call Dial-A-Ride. Dial-A-Ride drivers are not trained as paramedics.

### **WHEN DOES DIAL-A-RIDE OPERATE?**

Dial-A-Ride operates the same hours as Ben Franklin Transit's local non-commuter, fixed-route buses. For information regarding the hours that Dial-A-Ride runs, please call customer service at 735-5100.

There is no Dial-A-Ride service on the following holidays: New Year's Day, Memorial Day, Labor Day, Independence Day, Thanksgiving, and Christmas Day.

### **IS NIGHT AVAILABLE?**

Yes. Ben Franklin Transit's Trans+PLUS is a shared ride, curb-to-curb service offered from 7:00 pm to 12:30 am, Monday through Saturday. For night service call 545-0684 after 2:00 pm. If you need a lift-equipped vehicle at night call Dial-A-Ride at 734-0160 between 9:00am and 5:00pm the day of your trip.

Ambulatory riders that are DAR customers who are in need of door-to-door assistance must also notify Trans+PLUS dispatchers when scheduling the ride.

Night Service is \$3.00 per person one way from 7:00pm to 12:30 am. Exact fares are required. Drivers do not carry change.

For more information about Trans+PLUS call Ben Franklin Transit at 735-5100 or TTY 735-5199.

### **WHERE DOES DIAL-A-RIDE OPERATE?**

Ben Franklin Transit's Dial-A-Ride serves the urban area of Pasco, Kennewick, Richland, West Richland, Benton City, and the unincorporated areas between those cities. We also provide service in the Prosser area.

### **DIAL-A-RIDE FARES**

The Dial-A-Ride fare is \$1.25 one way. Fare payment requires exact change. If you do not wish to use cash, 10-ride tickets strips and monthly passes are available at Ben Franklin Transit's Three Rivers Transfer Center Customer Service Office and community ticket outlets. Fares must be paid, or passes shown, each time you board a Dial-A-Ride vehicle. We do not accept reduced fare passes on the Dial-A-Ride Service.

**Remember, Dial-A-Ride eligible patron may ride Ben Franklin Transit's fixed-route service for FREE without affecting your Dial-A-Ride**

**eligibility. Fixed route TRAVEL TRAINING is available for seniors and the disabled, at no cost, by calling 735-5100.**

Anyone may purchase tickets or monthly passes for a certified Dial-A-Ride customer. Please call Ben Franklin Transit at 735-5100 for pass and ticket locations. No identification is required to purchase tickets or passes.

### **TIPPING**

Tipping is not permitted. Dial-A-Ride drivers cannot accept gifts of any kind.

### **HOW TO SCHEDULE A TRIP ON DIAL-A-RIDE**

Once you have been notified of your eligibility to ride Dial-A-Ride, call 735-0160 at least one day in advance to request your trip. Trips may be requested up to seven days in advance. Be sure to request round-trip service, if required.

**Trips can be requested between 9:00 am and 5:00 pm on weekdays, weekends, and with our answering service on holidays.**

Dial-A-Ride's telephone system is on a sequencing system. This means all calls are answered in the order that they are received. If you reach a recording indicating you are next in line for an operator, don't hang up. A Dial-A-Ride representative will be with you soon.

When you call Dial-A-Ride at 735-0160, you will be asked to select 1, 2, or 3 on your touch-tone telephone.

Select 1: To schedule a ride.

Select 2: To schedule a return ride if you have not scheduled a return time, to cancel a ride, or to inquire about a ride scheduled on the day of your call.

Select 3: To request Dial-A-Ride information.

When you request a trip, be ready to give the following information:

- Your name.
- Your complete pick-up address, including apartment number.
- The complete address and phone number of your destination.
- The desired arrival time at your destination. Please inform the Dial-A-Ride representative if you have an appointment and what time you have to be there.
- The date of your planned trip.
- If you are using a wheelchair, scooter, portable oxygen, or other mobility aids.
- Inform the person making your reservation if a personal care attendant or companion will be riding with. Remember-companions are required to pay the fare.
- Whether a service animal or pet (must be in a carrier) will accompany you.
- All of the above information for your return trip, if one is needed.

## **HOW TO REQUEST SERVICE**

### ***Scheduling Trips***

Our Dial-A-Ride program is a shared ride service. Grouping rides together is the most complex part of our job so that we can get you where you need to go on time. We need to balance your needs with other customers' needs. We have a

limited amount of time and a limited number of buses, so it may not always be possible to schedule a ride request at the exact time you wish.

Since we group rides together, we may have to shift pick-up times to enable Dial-A-Ride to serve more customers. Your pick-up time may be scheduled up to an hour earlier or later than you requested. The more flexible you can be about the times you request, the easier it is for us to serve a greater number of customers.

Trips are scheduled to allow adequate travel time between stops. Travel times on Dial-A-Ride are comparable to the local fixed-route buses because customers share the ride with others. The Dial-A-Ride bus may stop to let other customers on or off before reaching your destination. Unexpected delays occur for many reasons, including but not limited to road construction, bad weather, etc.

Please be aware that the Dial-A-Ride bus will pick you up within the thirty (30) minute window given to you at the time your reservation is scheduled. Whether the bus arrives at the very beginning of the window or the end, the bus would still be considered "on-time."

Upon arriving, the bus will wait no longer than three (3) minutes. If after three (3) minutes you are not ready, the bus will depart and your ride will be designated a No-Show. Dial-A-Ride will not send another bus for you if you are a No-Show from your residence.

Allow yourself extra time when scheduling a return trip. If you expect an appointment to be over at 3:00 pm for example, request a 3:15 or 3:30 pm pick-up. It's better to wait a few minutes than to miss your ride. If a bus arrives and you are not ready, the bus will leave and you will have to wait until another bus is available to take you to your destination.

***Tips:***

- **Be ready to board the bus no later than the beginning of the thirty (30) minute window given to you when your reserved your ride.**
- **If we arrive anytime within the thirty (30) minute pick-up window given to you when you reserved your ride, we are "on time."**
- **The driver can wait no more than three (3) minutes after arriving at your pick-up destination. The Dial-A-Ride bus will leave without you if you are not ready.**
- **If you miss your trip, it will be counted as a No-Show.**

**MULTIPLE TRIPS**

If you make several trip requests for the same day, please keep in mind that you may be on the bus for up to an hour. The amount of travel time needed varies depending on your destination. It is generally recommended that rides are scheduled at least an hour apart. This should allow for adequate travel time to get you to your destination before your next pick-up. Dial-A-Ride is unable to wait when we drop you off at your destination. If you need assistance in scheduling multiple trips, feel free to ask the reservationist for assistance.

**SHOULD YOU CANCEL A RIDE?**

Yes. As soon as you know that you no longer need a ride, please call and cancel it. When you call to cancel your ride, you give someone else the chance to travel. Customer's who consistently demonstrate a pattern of late cancels or no showing, could be **suspended from service**.

To cancel or reschedule your trip, call Dial-A-Ride at 735-0160. If at all possible, call by 5:00 pm the day before the ride. If you don't know about

your change in plans until after 5:00 pm, it is still important to call Dial-A-Ride as soon as you can. You can cancel your ride up to 8:00 pm with our dispatcher. Cancellations after 6:00 pm can result in "late cancellation" under the suspension policy.

If you need to cancel more than one trip, be sure to tell us which trips to cancel.

*Please note: **The Dial-A-Ride driver cannot request or cancel trips for you. You need to call Dial-A-Ride yourself.***

### **WHAT ARE STANDING ORDERS?**

A standing order is a request for transportation to and from the same location, at the same time, one or more days each week for a period of at least one (1) month. This service can be arranged with one phone call. It is not necessary to call and request each individual trip.

*Please note: If you do not need one of those individual trips, you must call to cancel the ride following the procedures explained in the "Should You Cancel a Ride" section. Once a standing order has been made, the time, origin, and destination points cannot be changed.*

Standing orders can also be placed on hold for short intervals. If you are sick, out of town, or need to place your standing order on hold for any reason, call Dial-A-Ride at 735-0160. Be sure to give the Dial-A-Ride call taker the date you want the standing order to be reactivated.

***IMPORTANT:*** *If you don't place your standing order on hold, it will be cancelled after the second no-show. You will then have to request a new*

*standing order. You may also be subject to the suspension policy explained on pages 23-27.*

### **DIAL-A-RIDE'S RESPONSIBILITIES**

Ben Franklin Transit hires friendly and responsible Dial-A-Ride drivers who have safe driving records, and pass both a drug screening test and State Patrol criminal background check. They receive training in passenger assistance techniques, defensive driving, first aid and CPR certification, disability awareness and sensitivity training. With our careful selection process and intensive training, Dial-A-Ride employees are able to respond to your special needs.

You can expect:

- Safe transportation.
- Courteous and professional drivers and staff.
- Prompt and thoughtful responses to your questions and concerns.
- Accommodations for your special needs.

### **YOUR RESPONSIBILITIES AS A CUSTOMER**

As a Dial-A-Ride customer, you have a responsibility to use the system appropriately and according to Dial-A-Ride guidelines. If one customer disrupts service due to inappropriate use or unrealistic expectations, the quality of service received by others customers is affected. As a customer, you are expected to:

- Be ready to board the vehicle no later than the beginning of the thirty (30) minute pick-up window that was given to you when you reserved your ride. If the driver arrives and you are not ready, the driver will wait no more than three (3) minutes. If you are not ready by then, they will leave without you. Be sure the address of

your residence is clearly visible from the street, especially during hours of darkness.

- If you move or change your number, please notify us as soon as possible. It is very important that the driver has the correct address and phone number
- The pick-up area for your curb-to-curb service needs to be safe and easy to access. Dial-A-Ride drivers will not be responsible for pulling into driveways that require a bus to back onto a public street. Dial-A-Ride requires an obstruction-free approach and a sufficient turn around area for its vehicles. Otherwise, Dial-A-Ride may need to pick you up and drop you off at another safe location.
- Dial-A-Ride assumes you are able to independently navigate from your door to the Dial-A-Ride bus and from the vehicle to your destination. If you need assistance, the Dial-A-Ride driver can assist you from your door to the door of your destination. It is your responsibility to request this assistance when you call to schedule your trip. Under some conditions, or at unsafe locations, door-to-door service will not be available.

*Please note: Driver's cannot assist ambulatory customers or customers using wheelchairs over rough terrain, uneven surfaces, steep slopes, or any other conditions which present a safety hazard to you, other customers, the driver, or the Dial-A-Ride vehicle.*

- If you are unable to travel independently, or need more than assistance provided by the driver, a personal care attendant should travel with you. It is your responsibility to provide an attendant. The attendant will be responsible for taking you to and from the bus and to your scheduled destination. Attendants who ride with you must get on and off at the same location as you. Another option is to have an attendant meet the bus at both ends of the Dial-A-Ride trip, if one is not required during travel.

***Please note: When you are traveling with a personal care attendant, Dial-A-Ride will not accompany you into buildings, offices, or homes.***

- If you are getting on or off the bus at a large building, complex, or mall, a predetermined outside entrance will be used as the pick-up/drop-off point. From that location, you are required to travel without Dial-A-Ride assistance. You will normally be picked up at the same point you were dropped off at unless otherwise specified. You may be picked up by a different driver than the one who dropped you off, so please watch for the Dial-A-Ride vehicle so it will be easy for the driver to locate you.
- Please keep all personal belongings such as medical records, lunch boxes, etc. in your possession at all times.
- Smoking, drinking, eating, and playing radios or other noisy equipment are not allowed on Dial-A-Ride.
- Weapons of any kind and hazardous chemicals such as Mace and flammable liquids are not allowed on Dial-A-Ride. Any unlawful bus conduct defined by Title 9.91.025 of the RCW is strictly prohibited.
- Please remain seated while the vehicle is in motion. For your personal safety and security, you must wear the safety belt provided by Dial-A-Ride whether riding in a forward facing seat or using a mobility device.
- Please cooperate with the driver and follow their instructions at all times. Dial-A-Ride drivers will not engage in unnecessary conversation with you. If you have questions while you are on the Dial-A-Ride bus, the driver will gladly help. However, distractions must be kept to a minimum for safety reasons.
- If you use a wheelchair, it is your responsibility to provide a ramp at your residence if there is more than one (1) step. It shall be the

responsibility of the family, personal care attendant, or a volunteer to move a wheelchair or other mobility device up or down more than one (1) step.

### **GROUP TRIPS**

Dial-A-Ride service is provided for group outings. For the safety of our passengers, assistance in boarding or alighting is required from adult family homes or residential facilities served by Dial-A-Ride.

***Please note:*** *Dial-A-Ride drivers will not lift passengers in or out of wheelchairs or other mobility devices, nor will they lift the wheelchair and occupant up or down steps or stairs.*

### **CUSTOMER CONDUCT**

You are expected to treat the Dial-A-Ride staff, drivers, and other customers with consideration and appropriate social behavior. Fighting, pushing, hitting, using abusive language, and using physical or verbal threats are considered serious service disruptions and are not allowed. Using abusive language on the telephone is also forbidden.

Some disruptions, particularly those deemed unsafe or dangerous, may be grounds for immediate suspension of service

For the comfort and health of all customers, personal hygiene should be maintained within acceptable standards.

You must present your fare to the driver before boarding the bus.

## **MOBILITY AIDS, WHEELCHAIRS, AND SUPPORT EQUIPMENT**

### *Customer Safety Belts and Wheelchair Securements*

- Dial-A-Ride requires you to wear safety belts, even if you are in a wheelchair or scooter. The wheelchair securements installed in the vehicles must be used.
- Adults are required to provide an approved car seat if they bring children under the age of two on board. The parent or guardian will need to secure the car seat. Dial-A-Ride drivers are not authorized to secure car seats.
- If a child over the age of two is unable to be secured by a regular seat belt, Dial-A-Ride requires the accompanying adult to provide an approved car seat appropriate to the weight and condition of the child. Again, the parent or guardian will need to secure the car seat. Dial-A-Ride drivers are not authorized to secure car seats.
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If you use a mobility aid such as a wheelchair or scooter, please keep it in good condition. If a driver believes you cannot be safely transported in your wheelchair, they may tell you so, and we may not be able to transport you.

Your wheelchair may be considered unsafe if:

- The wheels or other parts are loose or dangerous.
- The tires are flat.
- One or both brakes do not hold the wheels securely.
- The footrests are missing.
- The battery on an electric wheelchair is dead and the chair cannot be moved without extreme effort by the driver.

If you use a wheelchair or another type of manual mobility aid with large rear wheels, Dial-A-Ride drivers will assist you up and down a maximum of one (1) step. Drivers will also assist you between the building door and the vehicle, on and off the wheelchair lift, and will fasten and unfasten the securement straps inside the vehicle.

### *Oversized Mobility Aids*

Mobility aids which are larger than the standard “common” wheelchair are called oversized mobility aids. If you have an oversized wheelchair, scooter, or other non-standard type device, Dial-A-Ride will provide transportation as long as the device does not exceed the width, length, and weight restrictions detailed below.

***When you call to schedule your ride, please tell the call taker that you are using an oversized mobility device.***

Our lifts can accommodate wheelchairs or other mobility devices including scooters up to thirty (30) inches wide, forty-eight (48) inches long, and up to 800 pounds in weight when occupied. We regret that we will not be able to provide Dial-A-Ride service to an individual whose weight combined with that of the mobility device exceeds 800 pounds. Unless an individual is able to board the bus using the ambulatory entrance doors or stand and ride the lift, the driver will use the lift to board the unoccupied mobility device while the individual uses the ambulatory entrance doors or rides the lift to board the vehicle.

You may ride in an electric power scooter on our vehicles. If capable, we strongly encourage you to transfer onto a seat while riding on a Dial-A-Ride bus. If you need help, we will secure your scooter and assist you to a seat.

Dial-A-Ride transports riders who use portable medical equipment, such as portable oxygen, respirators, etc. This equipment is sometimes awkward in size or dimension. If you are not able to carry the device or operate it independently, Dial-A-Ride expects someone to accompany you. The driver cannot safely assist you onto the vehicle and carry the equipment at the same time. Drivers are not permitted to administer oxygen or operate any other life support equipment.

Either you must be able to hold your own equipment securely, or we must be able to secure the equipment on the vehicle. Equipment that cannot be secured will not be transported.

### **TRANSPORTING CHILDREN**

Children under age six (6) must be accompanied by an adult.

Children are required to be secured in Dial-A-Ride vehicles with safety belts or safety seats appropriate to their age and weight. Dial-A-Ride does not provide car seats. The child's parent or guardian is responsible for providing and securing a car seat compatible with safety belts on Dial-A-Ride vehicles.

### **EXTRA PACKAGES**

The driver will help carry your packages or bags of groceries if they can be safely handled while assisting you.

If possible, please limit the number of packages or bags you carry on your trip to assure plenty of room for our other riders.

***PLEASE NOTE:*** *When calling to schedule a ride, please inform the call taker if you anticipate returning home with more than four (4) bags of groceries. This will allow us to schedule enough time to assist you. You will not be allowed to schedule additional stops when returning home from the grocery store with more than four (4) bags.*

*Extra large, heavy, or odd size items should not be transported on Dial-A-Ride vehicles. Please arrange to have a delivery service, your family, friends, or a volunteer agency help you transport these items.*

### **WHAT IF YOU LOSE SOMETHING WHILE RIDING?**

Please keep all personal belongings with you on the vehicle and take them with you when you leave. Please remember to buck your seat before exiting the vehicle. If an item is lost, call Ben Franklin Transit at 735-5100. Be ready to describe the lost item in detail and we will attempt to locate it for you. Lost items will be stored for sixty (60) days. If items are not claimed after sixty (60) days they will be disposed of.

### **IF YOU ARE VISITING US**

If you are visiting our area and have been certified ADA paratransit eligible in another city, you can use Dial-A-Ride for up to 21 days. After 21 days, we will ask you to fill out the Dial-A-Ride ADA Paratransit Application form.

### **IF YOU MOVE AWAY**

If you move away from the Tri-City area and no longer need Dial-A-Ride service, please notify us. You may request an ADA Paratransit ID card that will assist you in qualifying for transit services in another area.

### **WHAT HAPPENS WHEN THE ROADS ARE SNOWY OR ICY?**

During inclement weather, Ben Franklin Transit reserves the right to limit or stop Dial-A-Ride service when road conditions become hazardous or impassable. We may have to cancel or reschedule trips.

Many delays occur when road conditions restrict normal service. Please consider canceling or rescheduling trips that are not essential. We will do our best to provide service for essential trips.

***Please note:*** *When a Dial-A-Ride is running one (1) or more hours late due to inclement weather, it will not be possible to reschedule trips for later in the day.*

### **SPECIAL NEEDS**

Please remember that Dial-A-Ride is a shared ride service and we cannot promise immediate trips to your destination.

If you are diabetic, please bring a small snack with you. Often circumstances dictate that our customers will be traveling with us for a considerable length of time. Be sure you have notified Dial-A-Ride staff before you travel that you are a diabetic and may need to have a snack.

If you travel with oxygen, please be sure to carry a sufficient supply to last until we get you to your final destination.

If your wheelchair, scooter, or life support equipment is battery operated, please make sure it has enough charge to last until you reach your final destination.

If you are sensitive to weather conditions, please dress appropriately. The doors of the Dial-A-Ride vehicles are opened and closed frequently to allow passengers to board and alight the vehicles.

## **DENIAL OR SUSPENSION OF SERVICE**

Verbal or physical abuse or any type of threats toward Dial-A-Ride employees, customers, or equipment may result in immediate suspension of service. Such behavior includes conduct which is violent, seriously disrupting, or illegal.

### ***What is a No Show?***

- You failed to cancel your trip at least two hours before your scheduled pick-up time;
- You failed to meet the bus at your designated pick-up location; OR
- You are not ready to go within three (3) minutes of your scheduled pick-up time.

### ***NO SHOW -***

Two (2) No-Shows in a one-week period or three (3) No-Shows in within a 30-day period can result in a two (2) week suspension of service.

### **What is a Late Cancel?**

You failed to cancel your trip before 6:00 pm the day before the ride.

**Late Cancellation:** This refers to trips not canceled by 6:00 pm of the previous day. Four (4) late cancellations in a 30-Day period, or a combination of No-Shows and late cancellations totaling four (4) in a 30-Day period may result in suspension of service for two (2) weeks.

Failure to cancel your ride the day before could result in the loss of your permanent ride status. This means you would have to call in for your ride request each time.

If in a 30-Day period you have fifty (50) percent or more same day cancels on your permanent rides, you will lose your permanent ride status for thirty (30) days. ***There is no guarantee a permanent ride will be available after the thirty (30) day suspension is completed.***

### ***Suspension Procedure***

The following procedure will be followed before denying Dial-A-Ride services. All communication to individuals will be in an accessible format. For example, a person who is blind and can read Braille will be notified in that format. When the action prompting the suspension of service is corrected, service will be reinstated.

1. Incidents will be carefully and completely documented.
2. Dial-A-Ride staff will communicate with the individual and/or his or her representative.
3. Dial-A-Ride staff will send written confirmation of any verbal discussion that was agreed upon. This written correspondence will be mailed to the individual within six (6) business days from the date of the dialogue.
4. All incidents or written communications will be initiated by the Dial-A-Ride staff and reviewed by the Dial-A-Ride Manager.
5. If the infractions continue, a second communication will occur and a written warning will be issued to the individual. The warning will state that the infractions must cease immediately or Dial-A-Ride service will be suspended. The warning will also state the specific reason(s) for the proposed suspension and how long this individual will not be able to access services. This step will also include the opportunity for the individual and/or his or her representative to respond.
6. If correction does not occur, Dial-A-Ride will officially notify the individual of the suspension by certified return receipt mail. The

letter will state that Dial-A-Ride will not provide transportation for that person, the length of the suspension, the date suspension begins, as well as when the Dial-A-Ride services will again be available. When service is restored, there will be a probationary period not to exceed three (3) weeks. When notified of the suspension of service, the individual will be provided with information regarding the procedure for appealing this decision.

7. When necessary, Ben Franklin Transit and Dial-A-Ride staff reserves the right to immediately refuse Dial-A-Ride service to protect the health and safety of other customers and as well as the health and safety of the Dial-A-Ride employees.

### **APPEALING A SUSPENSION OR DENIAL OF SERVICE**

If you have a complaint that cannot be resolved with the Dial-A-Ride Manager, Ben Franklin Transit has established an appeals procedure. The suspension notice will instruct you to call Ben Franklin Transit, or communicate in writing, the desire to file an appeal. The appeal process will include an opportunity to be heard and to present information and arguments.

A decision will be made by an Appeals Committee not involved with the original decision to suspend or deny service. The Appeals Committee shall be comprised of two (2) Ben Franklin Transit Board Members and one (1) community member.

This committee will make a decision on your case within thirty (30) days of Ben Franklin Transit receiving the appeal. While a service suspension is under appeal, service will be provided unless the suspension is based on safety reasons.

If the individual does not appeal the decision prior to the beginning of the suspension, their suspension will begin no sooner than fourteen (14) days after the notification of suspension.

The decision of the Appeals Committee may be appealed by notifying Ben Franklin Transit, in writing, within fifteen (15) days of the decision of the Appeals Committee. An appeal of the Committee's decision will be referred to an arbitrator for final decision. The decision of the arbitrator shall be final and binding.

### **OTHER TRAVEL OPTIONS**

The following transit services may provide more flexibility and independence. They are:

#### ***Travel Training***

This is a program designed to meet your specific needs in learning to use the regular fixed-route buses. Dial-A-Ride customers can ride the fixed-route system FREE. Could you ride the buses if you just had some help in learning to get to and from the bus stop, getting on and off the bus, using the lift or reading a schedule? This may be the perfect program for you! If you are interested, please call 735-5100 and speak with a customer service representative.

#### ***Vanpool/Carpool Ridesharing***

This is a program where several people who live and work in the same general areas form a carpool or vanpool and travel together, using volunteer drivers from the pool or riders. The monthly fare is as reasonable as riding a regular bus and covers all fuel and maintenance. This service is excellent for most kinds of regular commuting to work or school. Call 943-5442 for more information.

**YOUR COMMENTS ARE WELCOME!**

Please let us know how our service works for you and if there are any areas we could make improvements. We can do a better job when we know what you need. Each compliment is shared with the employees involved. Every suggestion or complaint is investigated.

If you have a specific service issue, complaint or question, call 734-5543 and ask to speak with the Dial-A-Ride manager.

Each bus is equipped with "Talk to Us" cards. The card can be mailed at no cost, or given to the driver. This gives you, the customer, an opportunity to provide feedback, or to express any concerns you may have about the service provided by Ben Franklin Transit's Dial-A-Ride.

When you contact Ben Franklin Transit or Dial-A-Ride with your comment, please be specific and include the following information:

- Your name, address, and phone number.
- The date, time, and location of the incident.
- The Dial-A-Ride vehicle number and driver's name, if you know it.
- Your compliment, suggestion, or complaint.

### **CALL US FOR SERVICE OR HELP**

|                                     |          |
|-------------------------------------|----------|
| Dial-A-Ride Information             | 735-0160 |
| Hearing Impaired TTY Users Phone    | 735-5199 |
| Lost & Found                        | 735-5100 |
| Trans+PLUS Night Service Ambulatory | 545-0684 |
| Night Service Wheel Chairs          | 735-0160 |
| Fixed Route Travel Training         | 735-5100 |
| Vanpool                             | 943-5442 |

Emergency

911

You may also write to Ben Franklin Transit Dial-A-Ride at:

Dial-A-Ride

c/o Ben Franklin Transit

1000 Columbia Park Trail

Richland, WA 99352-4851