



City of Phoenix
PUBLIC TRANSIT DEPARTMENT

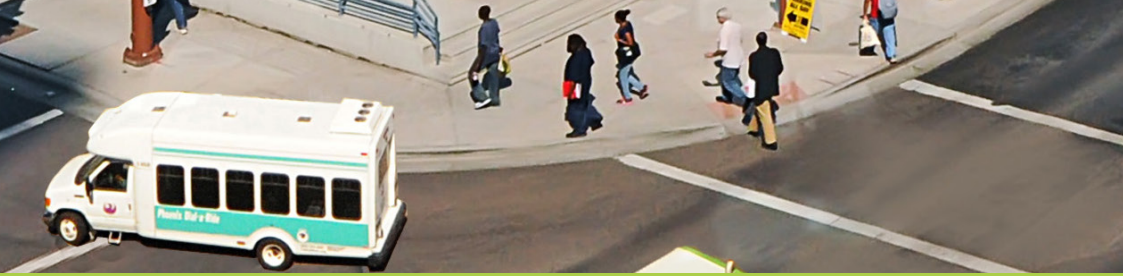


PHOENIX DIAL-A-RIDE

ADA SERVICE GUIDE



TABLE OF CONTENTS



PHONE NUMBERS.....	4
AMERICANS WITH DISABILITIES ACT/ADA SERVICES.....	5
Americans with Disabilities Act/ADA Services	
ADA Service Eligibility	
Valley Metro Mobility Center	
PHOENIX DIAL-A-RIDE	7
Hours of Operation and Service Area	
Helpful Hints To Plan Your Trip	
Schedule Your Trip	
Travel Outside Of The Phoenix ADA Service Area	
Fares and Passes	
Reservations	
Subscription Service	





SERVICE REGULATIONS.....15

- Pick-Up Window
- Prompt Service (wait time)
- Personal Care Attendant
- Companions
- Door-to-Door Assistance
- Visitors
- Wheelchairs and Other Mobility Devices

SERVICE POLICIES.....19

- Cancellations
- Children
- Destinations
- No-Shows
- Tips To Avoid No-Shows
- Obstacles
- Packages and Luggage

- Seat Belts
- Service Animals and Pets
- Travel Time

PASSENGER COURTESY AND CONDUCT.....26

SUSPENSION OF SERVICE AND APPEALS27

- Passenger Suspension
- Appeals

CUSTOMER RIGHTS.....29

- Comments, Complaints, and Compliments
- Customer Rights
- ADA and Title VI Complaints
- How Complaints Are Processed



PHONE NUMBERS

BraunAbility

Century Series

PHOENIX DIAL-A-RIDE

(602) 253-4000

AZ Relay 711

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

- RESERVATIONS
Seven days a week, including holidays 6 a.m. – 7 p.m.
- TRIP CANCELLATION
Seven days a week, including holidays 5 a.m. – 10 p.m.
Cancellation Line: Available 24-hours. Press option 2
- To schedule your trips using the online portal visit dar.phoenix.gov

ADA MONTHLY PASS/TICKET BOOKS

(602) 495-5795

AZ Relay 711

Monday – Friday 8 a.m. – 5 p.m.

Closed Holidays

APPLICATIONS FOR ADA CERTIFICATION

ADA ELIGIBILITY OFFICE

(602) 716-2100

AZ Relay 711

Monday - Friday 8 a.m. – 4:30 p.m.

Closed holidays

VALLEY METRO

BUS INFORMATION AND CUSTOMER COMMENTS

(602) 253-5000

AZ Relay 711

For a complete list of service hours visit valleymetro.org



To request a copy of this guide in an alternate format, call (602) 262-7242 or AZ Relay 711.

AMERICANS WITH DISABILITIES ACT/ADA SERVICES

Phoenix Dial-a-Ride is a shared-ride public transportation service which provides ADA service.

Please refer to this information often as the following guidelines may be helpful to you as you travel.



The Americans with Disabilities Act/ADA Services

The Americans with Disabilities Act (ADA) provides comprehensive civil rights protections for people with disabilities. ADA regulations require an alternative form of transportation be made available for people who, due to disability, cannot use the regular fixed route system (bus and light rail). This is called ADA Service.

ADA service is a reservation only, shared-ride public transportation service for people, who due to disability, cannot use local bus and light rail service. ADA service must be made available when and where local bus and light rail service operates.

ADA Service Eligibility

ADA regulations require individuals to apply and be determined eligible for ADA service prior to requesting trips.

To request an eligibility application, please contact the ADA Certification Office at (602) 716-2100, Option 2, AZ Relay 711.

The ADA Certification 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 Phoenix Dial-a-Ride reservation phone number. The customer service representative may 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 will verify your trip eligibility.

The Valley Metro 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. The assessment may require a mobility assessment activity 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.



PHOENIX DIAL-A-RIDE

HOURS OF OPERATION AND SERVICE AREA

Phoenix Dial-a-Ride service hours and days of operation:

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

Generally 5 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.

Typically, service hours are similar to local bus and light rail service in Phoenix.
For current service hours visit: valleymetro.org

Although ADA regulations require service be provided within a 3/4-mile corridor on either side of local bus routes and light rail service and platforms, Phoenix Dial-a-Ride operates in most areas within Phoenix city limits south of Jomax Road



PHOENIX DIAL-A-RIDE

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. Advance reservation is required; same day trip requests are not available. 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 for Phoenix Dial-a-Ride to provide the best service possible, passengers should be flexible when scheduling a pick-up time.

When you call, be sure to tell the reservationist what time you need to be picked up or what time you must arrive at your destination. Time slots fill up quickly. If your requested pick-up time is not available, an alternate pick-up time may be negotiated up to an hour earlier or later than you requested.

For example, if you requested a 1 p.m. pick-up and it was not available, the reservationist will attempt to schedule another pick-up time between 12 (noon) and 2 p.m. If you must reach your destination by a specified time, a pick-up time will be suggested which is calculated based on travel time and vehicle availability.

Allow adequate time to reach your destination. Other passengers will be picked up and dropped off along the way. Drivers are expected to pick-up and drop-off passengers as they have been assigned to provide efficient service for all riders.

HELPFUL HINTS TO PLAN YOUR TRIP

- **Make your trip request as early as possible. Reservations must be made at least the day before your travel date and can be made 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 a.m. – 10 a.m. and 2 p.m. – 6 p.m. When possible, please schedule your trips outside these times.**
- **Let us know about your special needs when you call to reserve your ride.**
- **Be aware of opening and closing times 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.**

SCHEDULE YOUR TRIP

Call Phoenix Dial-a-Ride at (602) 253-4000 to schedule your trip. Be prepared to provide the following information before you schedule your trip:

- Name
- Your ADA identification number
- Date of your travel request
- Time you would like to be picked up OR time you must arrive at your destination
- Exact address of your pick-up and destination location (including specific information if applicable; i.e. facility name, apartment/suite number, gate code, etc.) and phone number
- Use of Manual/Electric Wheelchair/Other Mobility Aid?
- Use of Assistive Devices/Equipment/Service Animal?
- Traveling with a Personal Care Attendant or Companion(s)?
- Does the Personal Care Attendant or Companion(s) use a Manual/Electric Wheelchair/Other Mobility Aid?

Please confirm your scheduled trip dates, times, and addresses before ending the call to ensure accuracy of your scheduled trip. Trip destinations and times cannot be changed on the scheduled date of travel.

Online reservations can also be made by visiting: dar.phoenix.gov

Request your online user identification number by calling Phoenix Dial-a-Ride at (602) 253-4000.





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 (bus and light rail) service operates. Call Valley Metro Paratransit at (602) 716-2200 to schedule your regional ADA trip.

For ADA service outside of Phoenix:

Valley Metro Paratransit (602) 716-2200

Regional - East Valley – Northwest Valley - Southwest Valley

Glendale Dial-a-Ride 623-930-3500

Peoria Dial-a-Ride 623-773-7435



FARES AND PASSES

Within the Phoenix Dial-a-Ride service area, the fare is \$4.00 per trip. Passengers are responsible for payment upon boarding the vehicle. Phoenix Dial-a-Ride accepts fare payment by cash, Phoenix DAR ADA monthly pass, and Phoenix DAR tickets.

When paying cash, be prepared to have the exact fare as drivers cannot make change.

ADA-eligible Phoenix residents who travel regularly can save money by purchasing an ADA monthly pass or Phoenix Dial-a-Ride tickets. The monthly pass and ticket books must be purchased through an automatic mail program. Payment 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 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. On Express and RAPID buses, which cost more than local bus, you must be ready to pay the difference.

Automatic Mail Plan

(602) 495-5795

Monday – Friday, 8 a.m. – 5 p.m.

ADA Monthly Pass	\$65 monthly
10 one-way Phoenix DAR Tickets	\$31.50 monthly
20 one-way Phoenix DAR Tickets	\$50 monthly



3572

3572

a-Ride

E350
MULTIPLE DOOR

WATCH YOUR STEP

Main St

RESERVATIONS

You may plan and request service as long as your trip begins and ends within the Phoenix Dial-a-Ride service area and hours of operation. You may request reservations for service as early as 14 days in advance, but must reserve at least one day in advance.

You can schedule multiple trips on the same date of travel; however, passengers must plan accordingly, as each leg of the trip must be scheduled separately, and enough time must be allowed between trips. A minimum of 90 minutes between scheduled trips is required. For example, if your scheduled pick-up time is 9 a.m., your next ride will be scheduled no earlier than 10:30 a.m. This will help to ensure you have arrived at your first destination with enough time to travel on your next scheduled trip.

You may make up to three (3) round-trip reservations per phone call.

You may also schedule service using the online scheduling portal dar.phoenix.gov

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 recurring trips without the need to schedule each ride individually.

Once approved for subscription service, subscription riders need only to call to cancel their ride. Under certain conditions, riders may temporarily suspend subscription service. This can be for a prearranged specific period, after which the rider may return to subscription service. A change to an approved subscription service schedule cannot be guaranteed and may be subject to reconsideration for approval.

Subscription service is allowed by the Americans with Disabilities Act (ADA) but is not mandated. Subscription service is limited; if your requested subscription time is not available you may request to be placed on a waiting list.



SERVICE REGULATIONS



PICK-UP WINDOW

When you schedule your ride, you will be provided a pick-up window. For example, if your scheduled pick-up time is 9 a.m., your pick-up window is 9 – 9:30 a.m. It is important to be ready at the start of the pick-up window. **The vehicle may arrive any time within the pick-up window and still be considered on time.** If the vehicle arrives early, before the scheduled pick-up window, you may choose to board early but are not required to do so. If the vehicle does not arrive within the pick-up window, call Phoenix Dial-a-Ride to get an update on your scheduled ride.

PROMPT SERVICE (WAIT TIME)

Be ready to board the vehicle upon its arrival. When the Phoenix Dial-a-Ride vehicle arrives, it will only wait five minutes after arrival within the pick-up window, before it must leave. If you have not boarded the vehicle within the five-minute wait time, the vehicle may leave without you.

PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) is an individual who assists an ADA-eligible passenger to complete the purpose of a trip. The eligible passenger must 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-eligible passenger, but not as a PCA. A reservation with a companion must be made ahead of time. One companion is always allowed to ride from the same origin and to the same destination with the ADA-eligible passenger. More than one companion is allowed if space is available. Each companion pays the same fare as the ADA-eligible passenger.

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 residence or public buildings.

For safety reasons drivers must maintain line-of-sight with the vehicle and other passengers who are waiting in it. Drivers are not permitted to leave the ground floor during pick-up or drop-offs. Passengers who live in upper floors should request a phone call to notify them when the Phoenix Dial-a-Ride vehicle has arrived for the scheduled trip. This request can be made at time of reservation.

VISITORS

Visitors who have been certified with ADA paratransit eligibility in another jurisdiction or who claim to be ADA paratransit eligible are entitled to 30 days within a 365-day period 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. Visitors may be required to provide documentation of ADA paratransit eligibility by another transit agency, documentation of non-apparent disability, or proof of residence to verify they qualify as a visitor.

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. Reasonable efforts will be made to accommodate wheelchairs and other mobility devices, unless doing so creates a safety hazard to the rider, driver or other passengers. 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. This may happen 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.

To board an electric wheelchair or mobility device:

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

Please note that devices that have lost power cannot be boarded onto the vehicle.



SERVICE POLICIES



CANCELLATIONS

Notify Phoenix Dial-a-Ride as soon as you know that you are unable to make your trip. Cancellations can be made throughout the day. When calling to cancel, you will need to provide the following information:

- Name and pick-up address
- Date and time of pick-up
- Contact phone number

Only the requested trip will be cancelled. If multiple trips are scheduled, you must cancel each trip.

Cancellations made **with less than two hours advance notice will be considered a no-show.**

CHILDREN

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

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. Trip destinations cannot be changed on the scheduled date of travel.

NO-SHOWS

A no-show is defined as follows:

1. A trip in which the passenger does not board the vehicle within the scheduled pick-up window, within five minutes of arrival, at the prearranged pick-up location and gives no notice to Phoenix Dial-a-Ride.
 - If the driver arrives for your scheduled pick-up and is unable to contact you, a trip dispatcher will attempt to contact you by telephone. After this attempt, the driver will wait five minutes, under normal conditions, before the driver must leave.

————— **OR** —————

2. Late Cancellation

- A request to cancel a trip is called in less than two hours prior to the beginning of the scheduled pick-up window or a trip is cancelled at the door during the scheduled pick-up window.

A passenger who establishes a pattern or practice of no-shows may be subject to suspension of service. A passenger who records their first occurrence of no-shows, including three or more no-shows or more than 10% percent of scheduled trips resulting in no-shows, in any 30-day period will be notified of the system performance standards by mail. Continued patterns or practices of no-shows may result in suspension of service. Subscription riders may be dropped from subscription privileges after recording their second occurrence of a pattern or practice of no-shows.

No-shows that occur due to reasons beyond a passenger's control, as determined by Phoenix Dial-a-Ride, shall not be a basis for determining that a pattern or practice of no-shows exists.



TIPS TO AVOID NO-SHOWS:

1. Confirm your trip is scheduled correctly at the time you make your reservation.
2. Confirm your scheduled pick-up window time.
3. Provide specific pick-up instructions. For example: building name, suite number, entrance location (main/east/rear)
4. Be ready during the scheduled pick-up window.
5. Provide a phone number where you can be reached if the driver has difficulty finding you.
6. Call to cancel if you will not be taking a trip.
7. Call if you have been delayed and are running later than expected.

No-shows disrupt service for other passengers and affect the efficiency of this shared-ride service.



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.

PACKAGES AND LUGGAGE

The driver may assist you in carrying packages to and from the vehicle. Packages should not take up more than two cubic feet of space (i.e. three brown paper grocery bags or six plastic grocery bags) and should not exceed a combined weight of 50 pounds. Eligible passengers may take a piece of luggage, plus a carry-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
- Caustic or flammable liquids or material
- Non-folding shopping carts
- Non-folding baby strollers
- Large bundles that will obstruct the aisle or any item that may inconvenience or injure other passengers

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.

SERVICE ANIMALS AND PETS

A person with a disability may board the vehicle with a trained service animal. The passenger must keep the service animal under control, and it must not pose a threat to other passengers or the driver. Domesticated pets are allowed on Phoenix Dial-a-Ride vehicles only if transported in securely enclosed carriers. The pet carrier must not block access for other passengers on board vehicles. Drivers are not permitted to handle pet carriers. Neither the city of Phoenix or the contracted service provider is responsible or liable for loss, damage, or injury caused to or by pets.

TRAVEL TIME

Travel time using Phoenix Dial-a-Ride is generally longer than one would expect if traveling directly by car. When planning your trip, expect your travel time to be similar to the time required when utilizing other transit services such as bus or light rail.

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 discharge of bodily fluids
- No deliberate fare evasion
- No littering
- No inappropriate physical contact with oneself or others
- No operating or tampering with any vehicle equipment
- No soliciting, advertising, or selling items, services, or otherwise for the intent of personal gain
- 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 full 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.





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 noncompliance with Dial-a-Ride rules and regulations will result in a warning notice.

Additional incidents of noncompliance 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 noncompliance, immediate suspension of service may be necessary. A warning notification may not be issued, and a longer suspension period may be given.

Passengers suspended from service may also be subject to suspension from other Valley Metro paratransit provider programs and participation in the discounted Phoenix Dial-a-Ride ADA monthly pass program.



PASSENGER SUSPENSION AND APPEALS

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 until such time a determination is made to uphold or overturn the suspension.

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 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



COMMENTS, COMPLAINTS, AND COMPLIMENTS

Customers wishing to share their comments, file a complaint, or report a good experience with Phoenix Dial-a-Ride service should call Valley Metro Customer Service at (602) 253-5000 or for text telephones/ AZ Relay 711.

CUSTOMER RIGHTS

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

ADA AND TITLE VI COMPLAINTS

Customers wishing to file a complaint of discrimination due to disability should call Valley Metro Customer Service at (602) 253-5000 or for text telephones/ AZ Relay 711.

Customers wishing to file a complaint of discrimination due to race, color or national origin, should call Valley Metro Customer Service at (602) 253-5000 or for text telephones/ AZ Relay 711.

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, and discrimination based on race, color, or national origin.

All complaints received by Valley Metro Customer Service 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.

The Phoenix Public Transit Department monitors the complaint process as well as the completion of reports. For more information on the city of Phoenix's Civil Rights Program and the procedures by which to file a complaint, contact the Title VI coordinator at (602) 262-7242.

PHOENIX DIAL-A-RIDE
February 2025



City of Phoenix
PUBLIC TRANSIT DEPARTMENT