

EAGLE TRANSIT

Passenger Guide Dial-A-Ride Services



Flathead County Public Transportation Provider

**Operations Office
1333 Willow Glen Drive
Kalispell, MT**

April 2016

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INTRODUCTION and CONTACT INFORMATION

Eagle Transit provides public transit services to the general public, older adults and people with disabilities in Flathead County.

Passengers of any age may ride our fixed route city and commuter buses. Our buses are all ADA compliant and equipped with lifts for passengers who use mobility aides.

We also provide Dial-A-Ride (DAR) service, which is an appointment-based, shared-ride specialized public transit service for adults age 60 and older and people with disabilities. DAR operates up to ¾ of a mile from any fixed city bus route (as required for paratransit services).

This guide provides important information for DAR passengers. If you don't see an answer to your question or would like further clarification, please give dispatch a call. Office hours are 7:00 am – 5:00 pm.

Dispatch Office:	406-758-5728
Administrative Office:	406-758-2426
Transportation Manager:	406-758-2427

Eagle Transit Physical Address:	1333 Willow Glen Dr., Kalispell
Mailing Address:	160 Kelly Road, Kalispell, 59901

APPLICATIONS AND APPEALS

Application

To apply for Dial-A-Ride service, please complete and submit an application form. Applications are available at the Eagle Transit office or you may download one from our website at www.flathead.mt.gov/eagle.

The application requests information about your age and/or disability.

- If you are 60 years of age or older and wish to qualify for DAR service based on age, professional certification is not necessary (complete the upper section only).
- If you wish to qualify based on your disability, please have a physician, caseworker, or other professional familiar with your disability complete Section #2.

Once you submit the completed application, please allow 10 calendar days for eligibility determination and identification card processing. If you are determined to be eligible, we will mail you an i.d. card. If you are determined to be ineligible, we will send you a letter with an explanation of why you were denied the service and how to appeal the decision. If you have not received an i.d. card or letter within 10 days, please contact the Eagle Transit dispatch office to check on the status of your application.

If you have a disability, you may use your Eagle Transit ID card to qualify for visitor eligibility on ADA Para transit services in many other cities throughout the U.S.

Appeal Process

Denied applicants have 60-days to submit a written appeal to the Transportation Manager. You may also request an in-person meeting. Once an appeal is received, the Transportation Manager will make a decision within 30 days and will notify the applicant in writing.

TYPES OF DIAL-A-RIDE SERVICES

Curb-to-Curb and Door-To-Door Service (regular fare services)

Eagle Transit provides curb-to-curb service and also door-to-door service by request.

Curb-to-curb service means the bus driver will pick you up at the curb of your home (or other place of origin) and drop you off at the curb of your destination. The driver will always assist you on and off the bus.

Door-to-door service means the bus driver will meet you at the ground floor door of your home (or other place of origin) and upon arrival at your destination will escort you to the ground floor door of your destination. Please let the Eagle Transit dispatch office know if you need door-to-door assistance. They'll discuss your situation with you to determine if drivers can safely meet you at your door. If necessary, an Eagle Transit staff person may make a visit to your home to assess the feasibility of providing you with door-to-door service. Please note the ability to safely provide door-to-door service may involve the absence or condition of stairs, ramps, doors, handrails, pathways, etc., as well snow and ice build-up during the winter months. It is the responsibility of passengers to make sure that the pathway to their home is free of snow and ice. Bus drivers may determine conditions are unsafe for door-to-door assistance for a particular scheduled ride even if the service is generally available to you.

Drivers will not enter private homes for any reason.

When dropping off or picking up passengers from businesses, medical facilities or other public buildings, drivers will assist passengers to go through the second door of a foyer. Drivers will not go beyond this point in an attempt to find passengers.

If you need further assistance through the doors of your origin or destination you will be responsible for arranging for someone to assist you beyond the threshold of the door.

Country Dial-A-Ride (premium fare service)

Country Dial-A-Ride is a countywide service available to adults age 60 and older and people with disabilities who want to travel outside $\frac{3}{4}$ miles from a city bus route. We do require a five (5) day advance request. Days of service are limited.

FARES

All fares are one-way. Passengers must pay the appropriate fare each time they get on the bus. Fares may be paid with cash or check (exact change only) or by having a pass or punch card which are available from any driver or the Eagle Transit office. Drivers cannot make change. If a passenger does not have a pass, punch card or cash, service will not be provided.

People age 60 and older may ride for a donation except when riding commuter buses or using premium services such as Same Day service and Country Dial-A-Ride. The suggested donation is fifty percent (50%) of the general fare.

Fares

- Curb-to-Curb and Door-to-Door fare is \$1.50 each way.
- Same Day ride request is \$5.00 each way.
- Country Dial-A-Ride is \$6 each way for those living within 12 miles of the Eagle Transit bus barn and an additional \$.50 per mile over the 12 miles for those living farther away

Passes and Punch Cards

- Unlimited monthly passes are available for \$50
- Punch cards are available in \$15, \$30 and \$60 increments
- Passes and punch cards can be purchased from drivers or at the Eagle Transit Office

Note:

- People with disabilities who present a Dial-A-Ride i.d card can ride fixed route city buses at no charge.
- Drivers cannot accept tips.
- Some passengers are transported under contract with various agencies and do not pay individual fares.

SCHEDULING RIDES

Making an appointment for a ride

To schedule a ride, please call the dispatch office. You may schedule a ride as far in advance as you wish. The latest you can schedule a ride and pay the regular fare is 3:00 pm the day before you want to ride. You may also leave a message over the weekend requesting a Monday ride as long as it is recorded by 3:00 pm on Sunday.

Same Day rides

- Rides requested after 3:00 pm for the next day will be charged the “Same Day” fare.
- Changing your pick-up location, destination, or pick-up time after 3:00 pm for the next day will also be considered a “Same Day” ride.
- We will make every effort to accommodate same day ride requests, but sometimes rides may be unavailable due to limited capacity.

When you call to schedule your ride, please let the dispatcher know:

- Whether you need door-to-door assistance
- Whether you use a wheelchair, walker, or other mobility aide
- Whether you plan to have a Personal Care Attendant (PCA) or a service animal with you
- Whether you plan to have another individual(s) ride with you

Scheduling your pick-up and return times

We will make every effort to schedule your rides at the time you request. However, for logistical reasons, it may be necessary to negotiate the time with you up to one (1) hour before or one (1) hour after your desired time.

When you call to schedule your ride, let the dispatcher know what time you need to arrive at your destination so they can determine the appropriate pick-up time. If you also need a return ride, let the dispatcher know what time you would like to be picked up for the return. Schedules are made after 3:00 pm, so you will receive an automated call later in the day confirming your pick-up times.

We offer “on call” returns for passengers who are at medical appointments, who need to go to the pharmacy following a medical appointment, who are at the Social Security office or the local Office of Public Assistance. Call the dispatch office when you are ready to return and we’ll send a vehicle as soon as possible.

Vehicle arrival times

We will arrive as close to your confirmed pick-up time as possible. However, because DAR is a shared ride service and because road, traffic and weather conditions can be unpredictable, the vehicle may arrive up to fifteen (15) minutes before or fifteen (15) minutes after your scheduled pick up time.

Example: If you are scheduled for a 9:30 am pick-up, the vehicle will arrive between 9:15 am and 9:45 am.

Please be ready and waiting where you can see the vehicle arrive. The driver will only wait three (3) minutes after arrival, then the driver will leave and the ride will be considered a “no show.” If you miss your ride, we will not be able to send the vehicle back or send a second vehicle for you.

CANCELLING RIDES and NO-SHOWS

If you are unable to make your scheduled ride, please call the dispatch office as soon as possible to cancel. Please note, drivers cannot make cancellations or schedule changes for you.

A trip may be cancelled up until one (1) hour before the scheduled pick up. Cancellations after that will be considered a “no show.”

Be sure to cancel your scheduled return trip at the same time, if applicable. Your return trip will not be cancelled automatically, and if you don’t cancel it will also be considered a “no show.”

What is a “no-show?”

- You fail to cancel your trip at least one (1) hour before your scheduled pick-up time.
- You fail to meet the vehicle at your designated pick-up location.
- You are not ready to go within the pick-up time period of fifteen (15) minutes before to fifteen (15) minutes after your confirmed time. *Remember, the driver will only wait for 3 minutes after the vehicle arrives.*

Three (3) “no shows” within a 30-day period will result in the loss of Dial-A-Ride service for thirty (30) days. If you have been suspended from the program, you have the right to request an appeal of the decision. Appeals must be filed in writing within sixty (60) days of the date of the letter of suspension. Appeals should be addressed to the Transportation Manager

ASSISTING PASSENGERS USING MOBILITY AIDES

Steps

Drivers are not allowed to assist passengers using mobility aides up or down steps. When steps exist to get into or out of the door of an origin or destination, passengers are responsible for arranging for assistance from someone else.

Ramps

Drivers will assist passengers using mobility aides to use ADA complaint ramps when available. However, if a ramp does not appear to be ADA compliant, the driver may refuse to assist a passenger to use it until Eagle Transit management examines the ramp to determine if it meets ADA regulations. If you need assistance to use ramps and you know there is a ramp at your origin or destination that you think may not be up to code, please let dispatch know as soon as possible before scheduling your ride so we can arrange to have someone look at it. Alternatively, you may meet the driver at the curb, or arrange assistance up and down the ramp from someone other than the Eagle Transit driver.

Note: In general, ADA compliance requires ramps not exceed twelve (12) inches of length for every inch of increase in height. There are also some requirements about the type of surface, landings, handrails, etc. A summary of ramp standards is available upon request.

Maximum Size of wheelchair

A wheelchair is a mobility aide belonging to any class of three (3) or four (4) wheeled devices, usable indoors, design for and used by individuals with mobility impairments, whether operated manually or powered. A “common wheelchair” is such a device which does not exceed thirty (30) inches in width and forty-eight (48) inches in length measured two (2) inches above the ground, and does not weigh more than six-hundred (600) pounds when occupied. This is the maximum size of wheelchair Eagle Transit can transport.

Power wheelchairs or scooters

Passengers must be able to safely operate their own power wheelchair or scooter. Drivers are not allowed to operate or control anyone's power mobility device.

PERSONAL CARE ATTENDANTS

If you need the assistance of another person in order to complete your trip or its purpose, you may take one (1) personal care attendant (PCA) with you at no additional charge. At the time you schedule your ride, let the dispatcher know you will be travelling with an attendant. Please note, your PCA must get on and get off at the same location you do.

OXYGEN TANKS

If you use supplemental oxygen, the tank must be portable. You must be able to carry the tank into the vehicle by yourself or have it securely fastened to your mobility aide.

SERVICE ANIMALS

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers, driver, or the schedule. Drivers will not assume any responsibility for service animals. When you schedule your ride, please let the dispatcher know if you will have a service animal with you.

Eagle Transit does not allow pets or comfort animals on vehicles.

SEATBELTS

All passengers must wear seatbelts, if provided, and stay seated until the bus comes to a complete stop and the doors open.

All passengers using a wheelchair or scooter must use the restraint system that is used to secure the wheelchair or scooter to the floor of the vehicle, including a shoulder and lap belt as provided (if seatbelts are available and required for other passengers).

PACKAGES and OTHER CARRY ON ITEMS

The number of packages or other items a passenger may have on board is limited to what the passenger or the driver can safely carry onto the vehicle in one trip. Drivers have discretion as to how much they can carry to assist passengers.

SMOKING

No smoking or use of e-cigarettes are allowed on the bus.

DISRUPTIVE PASSENGERS

Eagle Transit may suspend or refuse service to any individual whose behavior and/or actions are deemed violent, disruptive, and/or illegal or cause interruption to service. Drivers may ask disruptive passengers to get off the bus at the nearest safe location. If the person refuses to get off the bus, the driver will contact dispatch to call law enforcement for assistance.

HOLIDAYS

Eagle Transit does not operate on the following holidays:

New Years Day
President's Day
4th of July
Columbus Day
Veteran's Day
Christmas Day

Martin Luther King Day
Memorial Day
Labor Day
General Election Day
Thanksgiving Day