EAGLE TRANSIT

Rider Information Policy
Dial-A-Ride Services

Flathead Valley Public Transportation Provider

Operations Office
1333 Willow Glen Drive
Kalispell, MT

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Eagle Transit / Flathead County is pleased to provide for the public, transportation needs of the area's citizens as well as people with disabilities. The service is always changing and improving. A description of the current service follows.

Eagle Transit (E.T.) provides curb-to-curb service. Please be ready for pick up at the curb.

If assistance is needed from the door to our (E.T.) vehicle, you may call to request door-to-door service. You will need to request this premium service from E.T. dispatchers. The E.T. dispatcher will discuss your particular situation and location to determine if door-to-door service *may* be provided based on safety for our drivers, passengers and public. If necessary, an E.T. staff person may make an on-site examination.

The guidelines below need to be followed to allow door-to-door service to be provided safely, effectively and efficiently. Other conditions may also apply.

Private Residences

If requested at the time of the reservation, door-to-door service provides you with driver assistance from the ground floor exit door of your origin to the E.T. vehicle. It also provides for assistance from the vehicle to a ground level entrance door of your destination.

If further assistance is necessary through the doors of your origin or destination you will be responsible for arranging a Personal Care Attendant (PCA) to assist you beyond the threshold of the door.

DRIVERS WILL NOT ENTER PRIVATE HOMES FOR ANY REASON.

Business / Medical Facilities / Public Buildings

If necessary and requested, drivers will assist passengers into and from the main entrance door. When picking up passengers from a business / medical facility / public building, drivers will go through the second door of a foyer. Drivers cannot go beyond this point.

Drivers will not enter nursing homes, medical facilities, shopping centers, businesses or other public buildings in an attempt to find passengers. Passengers should be waiting at the entrance at least fifteen (15) minutes before their scheduled pick up time. Eagle Transit is a shared ride. Delays are unacceptable because they cause the vehicles to get off schedule and inconvenience other passengers.

Please note also that the ability to safely provide door-to-door service may involve issues such as stairs, ramps, doors, handrails, pathways, etc… as well as clearing and

maintenance of the above during the winter months. This includes such times as when there has been a significant snowfall or drifting condition in the hours prior to the scheduled pick-up. Safety will be determined by E.T. staff. If an unsafe condition is present we may only be able to do curb-to-curb service (NOT door-to-door service) Your ride could be canceled due to any of the above conditions.

Scheduling Rides

How to schedule rides:

Rides are scheduled as they are received. The earliest that you can call is any day Monday through Friday, to schedule rides for any time during the current week, or the following week. The latest you can call is one (1) day before you want a ride, and the call must be received BEFORE 3:00pm. To request rides, call 758-5728 between 7:00 AM and 3:00 PM, Monday through Friday. **No requests for rides will be accepted after 3:00 PM for the next day because the dispatchers will be finalizing the manifest at that time. There will be NO EXCEPTIONS.**

Example of a call to arrange a ride:

"*This is (first and last name). On (day / date) I need a ride from my home address (or other location) to (destination address). My appt time / requested pick-up time is (the time you need to be there or would like to be picked up) and I'd like to return at (time).*"

Then tell the dispatcher the following information that applies to you:

Whether help is needed from your door to the vehicle (this is considered door-to-door service)
Whether you use a wheelchair, walker, or other mobility device
Whether you have a Personal Care Attendant (PCA) or a service animal with you
Whether you wish for another individual(s) to accompany you
Phone number to allow for a return call

During the phone call, the E.T. dispatcher may let you know your pick-up and return time, or may call you back later with that information.

Scheduling Pick-Up Times:

ET will make every effort to schedule a trip at the times desired. However, it may be necessary to negotiate with the passenger and schedule the ride to begin up to one (1) hour before or one (1) hour after the time desired by the passenger.

Scheduling Return Trips:

Your return trip should be scheduled at the time the original trip is scheduled. Passengers should anticipate the latest possible time needed for their return and

schedule a return trip for that time. If the trip is for a medical purpose, passengers may request their return trip to be listed as an "On Call Return." ONLY MEDICAL TRIPS CAN BE ON CALL.

When passengers are listed as On Call for a return trip, they are to call E.T. at 758-5728 when they are ready to return. The next available vehicle will be dispatched to the pick up location as soon as possible, but the passenger may sometimes experience a longer wait.

If a return trip is desired prior to the scheduled return time, passengers are encouraged to notify E.T. that they are available for an early return. E.T. will attempt to pick up the passenger as soon as possible, but if the demand for service does not allow this, the passenger will be picked up at the scheduled time.

Vehicle Arrival Times for Pick Up:

E.T. makes every effort to arrive as close to the scheduled pick-up time as possible. However, the vehicle may arrive up to fifteen (15) minutes before or fifteen (15) minutes after the scheduled pick up time.

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

Due to the nature of our service, it is necessary for the vehicles to have this flexibility. This thirty (30) minute period of time is defined as the PICK-UP TIME PERIOD and passengers need to be ready to go anytime within that PICK-UP TIME PERIOD.

E.T. will make every attempt to arrive within that PICK-UP TIME PERIOD. The passenger is expected to be ready and waiting for the ride where he/she can see the vehicle, and board the vehicle within three (3) minutes of its arrival. The passenger must go to the curb to board the vehicle unless you have requested door-to-door service. Once the driver has waited the three (3) minutes, and no passenger is waiting at the designated pickup point, the driver will leave and the ride will be considered a "no show".
E.T. will not send a vehicle for a second attempt.

Cancellations and "No-Shows"

If you are unable to make your scheduled ride for any reason, please call the office at 758-5728 as soon as possible to cancel your ride so that other passengers may use the space. E.T. **drivers cannot** make cancellations or schedule changes for you.

A trip may be cancelled up until one (1) hour before the scheduled pick up without any consequence. Be sure to cancel your scheduled return trip also, if applicable. Your return trip will not be cancelled automatically.

Each time a customer fails to properly notify E.T. of a cancellation, a **"no-show"** event occurs. These occurrences can prevent other E.T. customers who request transportation from receiving service and can be costly for the system. If you are a "no-show" for your "going" trip, you need to call to cancel any and all trips you may have scheduled for the same day the no show occurs. This includes any medical returns you may have. Eagle Transit is not responsible for canceling your return trip and if you do not cancel you will receive another no show.

The accumulation of three (3) "no shows" within a 30-day period will result in the loss of Dial-A-Ride service for thirty (30) days. Three or more 30-day suspensions within a year will result in the loss of eligibility for one (1) year. 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:

Director - Agency of Aging
160 Kelly Rd
Kalispell, MT 59901

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 scheduled pick-up time. Remember, after drivers arrive within the PICK-UP TIME PERIOD, you must board the vehicle within three (3) minutes. Then they must leave.

Assisting Passengers Using a Wheelchair:

Steps

E.T. drivers are not allowed to assist passengers using wheelchairs up or down steps. For the safety of both passenger and driver when steps exist, passengers are responsible for arranging proper assistance from someone other than the E.T. driver.

Ramps

In order to assure the safety of our passengers and drivers, if a wheelchair passenger is requesting door-to-door service to a location with a ramp, this can be provided **only** if:

The passenger arranges assistance up and down the ramp from someone other then the ET driver

OR

The ramp complies with the standards for ramps identified in the ADA accessibility Guidelines for Buildings and Facilities regulations (i.e. Appendix A to Part 37 of the ADA). (In general, these standards mean that the ramp can 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 and handrails in some circumstances, etc.) A summary of those ramp regulations is available upon request. An ET staff person will need to examine the ramp with regard to its compliance prior to the first ET driver's use of such ramp. Prior to scheduling the first ride, please request an examination of the ramp. Otherwise, only curb-to-curb service will be provided at that location.

Maximum Size of Wheelchair or Mobility Aid

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.

E.T. staff will perform an on site evaluation to determine **if** service may be provided. E.T. may not be able to transport mobility aides that are more than thirty (30) inches wide and/or forty-eight (48) inches long and/or weighing more than six-hundred (600) pounds (when occupied).

Passengers must be in an upright and sitting position for transport.

All wheelchairs and scooters must be in a safe operating condition (to be determined by E.T. staff) including handgrips, locking brakes, inflated tires, electric controls, etc… and should have footrests to safeguard passenger's feet while being wheeled to and from the vehicle, if applicable. Electric wheelchairs must be able to be safely operated by you.
E.T. personnel are not allowed to control your electric chair.

Personal Care Attendants

If you need to have the assistance of another person in order to complete your trip or its purpose, you must submit a Certification of Eligibility form that specifies that need. You may take one (1) personal care attendant (PCA) at no additional charge. At the time of scheduling a ride, you must indicate if you will have a PCA with you. Of course, this PCA must get on and get off at the same location as you do.
P.C.A.'s must be approved by E.T. staff in advance.

Fares

Curb-to-Curb and Door-to-Door fare is one dollar and fifty cents ($1.50)

Same day request Curb-to-Curb and Door-to-Door fare is five dollars ($5.00)
All fares are one-way. Passengers must pay the appropriate fare each time they get on the bus.

We now provide a Saturday service to people with eligibility. You must have a current eligibility form on file with E.T. in order to take advantage of this service. Also you must call E.T. and schedule your ride on or before Friday at 3:00pm. All clients must pay $1.50 for Saturday service. Same day service applies when you have previously scheduled a ride, and change/add destinations. Saturday service is also under the "no show" policy.

Persons 60 years of age or older can ride for a donation within each city. The suggested donation is fifty percent (50%) of the general fare. **However, if persons 60+ request same day service they will have to pay according to same day fares.** Discount punch cards are available.

Persons with disabilities who have an approved Eligibility Certificate can ride E.T. fixed route city bus at no charge. You must carry your eligibility card with you to ride with E.T.

Intercity routes "**Dial-A-Ride**" Services are:
Columbia Falls D.A.R. – $1.50 each way.
Kalispell D.A.R. - $1.50 each way.
Whitefish – D.A.R. - $1.50 each way.

There are no discounts available for this service.

A County-wide Dial-A-Ride (**Country Dial-A-Ride**) service is available for persons with disabilities and seniors. We do require a five (5) day, in advance, request. The fare is $6.00 each way minimum, plus $.50 per mile over 12 miles each way. This will be determined by E.T. For more information call E.T. at 758-5728.

Note that some passengers served by E.T. are transported under contract with various agencies and it may appear that they do not pay.

Fares may be paid with cash or check (exact change only) or by having a punch card ticket, which is available from any driver or the E.T. office. Drivers cannot make change. **If a passenger does not have a punch card ticket or cash, service will not be provided.**

Fees: Effective June 1, 2013. *All 2014 eligibility cards issued to new and previously certified card holders, will now be responsible for any and all replacements, regardless of loss or circumstance. If eligibility card(s) are lost or stolen and a replacement card(s) are requested by the cardholder, designated legal guardian or representative. A card replacement form will be provided or made available for completion. A $10.00 fee will be assessed for each replacement card(s) requested.

Payment for replacement card will be required prior to internal processing and/or shipment.

General Ridership Policy

No eating, drinking, or smoking allowed on the bus.
Pets are not allowed on the bus. – Service animals only (as deemed by A.D.A.)

It is the responsibility of passengers to make sure that the pathway to their home is free of snow and ice.

You may not change your destination or pick-up time on the same day the ride is to be provided, unless you have called E.T. and it has been approved. **Drivers are not allowed to change anything concerning your ride. All changes must go through the E.T. office.** Changing your pick-up location, destination, or pick-up time will move you into the same day fare charges.

If a passenger uses supplemental oxygen, the tank must be portable; i.e. the passenger must be able to carry the tank into the vehicle by themselves or have it securely fastened to their mobility aide. If the passenger is in a wheelchair, the tank should be attached to the wheelchair. Once onboard, the portable oxygen tank must ride in a safe location securely fastened by the E.T. driver at their discretion.

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.

The number of packages a passenger can have along is limited to the number of packages the passenger can carry with limited assistance from the driver if needed. Premium charge will apply if assistance is needed. No large boxes are allowed. This will be determined by E.T. drivers.

E.T. drivers cannot accept tips.

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. The service animal must be groomed and handled in a way that won't be offensive to other passengers or the driver, or the offending person may be asked to leave the bus. Drivers cannot and will not assume any responsibility for service animals.
At the time of scheduling a ride, please indicate if a service animal will be accompanying you.

E.T. may request that passengers be accompanied by a Personal Care Attendant (PCA) for safety reasons.

All E.T. service is for non-emergency purposes. There are no restrictions as to trip purpose for eligible trips. Keep in mind that ET is not an ambulance, we **DO NOT** transport to the emergency room.

E.T. may suspend or refuse service to any individual whose behavior and/or actions are violent, seriously disruptive, and/or illegal or cause interruptions to service.

E.T. will not operate fixed route service on the following holidays:
Holiday service will be available only to clients who have current eligibility with E.T.
Holiday service is the same as Saturdays, all clients must pay $1.50 each way and all rides must be scheduled at least the nearest business day, before 3:00pm

E.T. will 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