



PARATRANSIT PASSENGER HANDBOOK

EFFECTIVE : APRIL 2020

333 6TH STREET
RAPID CITY, SD 57701
(605) 394-6631

RAPID TRANSIT SYSTEM DIAL A RIDE

WHERE AND WHEN CAN YOU GO?

Rapid Transit Dial A Ride goes anywhere within the corporate city limits of Rapid City. The length of your trip depends on the number of stops the bus will make for other passengers. Every effort will be made to ensure the shortest trip possible. ***Rapid Transit Dial A Ride pick ups begin at 6:10 AM and the last scheduled ride will be at 5:30 PM Monday through Friday and from 8:30 AM through 5:30 PM on Saturdays.*** We are closed for the following holidays: New Years Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving Day and the day after, and Christmas Day.

HOW DO YOU ARRANGE FOR A TRIP?

Simply call the Rapid Transit office by dialing 394-6631 and then pressing "0". This will get you through to the dispatcher. We will be scheduling from **7:00 am through 3:30 pm** Monday through Friday.

When you call to schedule, please have the following information ready:

1. Your first and last name.
2. The date you need to schedule.
3. Your home address or the address that you would like to be picked up from
- 4. The address of your destination. We need the actual street number not the name of the business or doctor.**
5. The time you need to arrive at your destination.
6. The time you would like to return.
7. We will also need to know if you are taking someone with you-either a companion or a personal care attendant.
8. If you require door to door service, you must request it at this time.

Our scheduling is based on a "twenty minute window". That is, if you tell the dispatcher you need to be at an appointment by 8:00, we may tell you that your pick up time may be "between 7:30 and 7:50". This will mean that the bus could arrive anytime between 7:30 and 7:50 and the drivers will wait a maximum of five (5) minutes from the time they arrive before leaving.

The same procedure will be used for the return times. You may tell the dispatcher that you would like to return at 11:00. The return time may be "between 10:55 and 11:15. Again, this would mean that the bus could arrive any time between 10:55 and 11:15 and the drivers will wait a maximum of five (5) minutes from the time they arrive before leaving.

We have the capability of scheduling your ride up to 14 days in advance. When you call in, you will need to have all of the above listed information ready for the dispatcher. She will give you your times before hanging up. Please record this information in a safe place, as we will not be calling back to give you that information at a later time.

You may phone Sunday between 7:00 AM and 3:30 PM, leaving the same information as requested above on our voice mail. Your trip will not be processed without this information. We will schedule all rides as requested and notify you Monday morning. Please make every effort to cooperate.

Points to remember:

**All trip requests must be made at least one day prior to your scheduled trip request.

**There will be no same day scheduling.

**Trip destination and pick up times cannot be changed the day of the scheduled trip.

**All carry on items will be limited to what you can effectively carry during your initial boarding of the bus. Drivers are not responsible for your carry on items.

**You must present a fare to the driver upon boarding the bus. No fare, no ride!

Rapid Transit will make every effort to be on time. Please be patient and keep this in mind when scheduling trips. ADA eligible passengers will receive service within one hour of requested time.

SUBSCRIPTION SERVICES

If you need a ride to the same place, at the same time, at least once a week, subscription service may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the customer service representative about this option.

If you are receiving subscription service, it is important to let us know immediately if you don't need a ride on a particular day. This way, we can make the change on our schedules. For example, if you have subscription service for a trip to school each weekday, keep us updated on holiday or vacation times when school is not in session or your work is closed for the holiday. This will help us avoid unnecessary trips.

SUBSCRIPTION SERVICE SCHEDULING POLICY

Rapid Transit System will be establishing a waiting list for subscription service scheduling only. To request a subscription schedule please call the dispatch office at 605-394-6631 extension 0. If you are changing the day, location or restructuring your subscription it will be considered a new schedule. At the time of request it will be determined if the new requested schedule can be added to the current Dial-A-Ride schedule. If it cannot be added, the new requested schedule will be placed onto the waitlist. If you are required to be placed on a waitlist the following will take place:

1. Your name, schedule requested, date and location will be added to the waitlist.
2. The waitlist will be reviewed every time someone cancels their subscription service.
3. If your schedule is next on the waitlist you will be contacted to see if you still need that schedule. If so, your subscription service schedule will be added to Dial-A-Rides schedule.

Once a subscription service is scheduled in the system it will take two weeks before it will become active in the system. In between the times of a waitlist or a subscription service schedule becoming active the rider can request demand rides, but the times will not be exactly as the requested subscription service.

CHANGING YOUR RESERVATION

If you need to change a reservation, you must call Rapid Transit System dispatch office between the hours of 7:00 a.m. and 3:30 p.m. no later than the day before your scheduled trip. Requests for changes to your reservation on the day of your trip cannot be accepted. Do not ask the driver to make changes to your trip, such as dropping you at a different address. Drivers are not allowed to make changes to their assigned trips.

WHERE TO WAIT

This Paratransit program provides curb to curb transportation service for eligible riders. Passengers need to be waiting at the main entrances, at the sidewalk, or at another safe waiting area in front of, or as close as possible to the entrances of the pick up location. Drivers will wait for a passenger at the curb of a public street, in front of or as close as possible to, the passenger's house, building, or other designated pick up location. For drop offs, the driver will drop the passenger off at the sidewalk, or another safe waiting area next to the curb or public street in front of, or as close as possible to, the designated drop off location.

In addition Dial A Ride provides a limited door to door service that is provided to assist you from the threshold of a residence or main lobby of a building. Drivers must maintain physical sight of the vehicle at all times. Drivers are not permitted to enter beyond the threshold or ground level of any building.

Door-to-door service **does not** include any of the following:

- Assisting passengers on unsafe or steeply inclined drives, mobility ramps, or stairs.
- Drivers entering beyond the door threshold or ground level of any residence or main lobby of a building.
- Loading or unloading of personal items
- Drivers will not enter nursing homes, medical facilities, shopping centers, businesses, or other public buildings in an attempt to find passengers.

ASSISTING PASSENGERS IN USING A WHEELCHAIR

Dial A Ride will accommodate all standard wheelchairs. We will attempt to accommodate scooters and other mobility devices that do not exceed the maximum lift capacity of 800 pounds in total weight when occupied. It is the passenger's choice to transfer or remain in their mobility device.

Passengers using mobility aids that exceed the "standard size" may request service, and Dial A Ride staff will determine if service may be provided. Every attempt will be made to secure wheelchairs and scooters.

Passengers must be in an upright sitting position for transport.

All wheelchair and scooters must be in safe operating condition including handgrips, locking brakes, inflated tires, and should have footrests to safeguard passenger's feet while being wheeled to or from the vehicle.

Dial A Ride drivers are not allowed to assist passengers using wheelchairs or other mobility devices up or down any steps.

In order to assure the safety of our passengers and drivers, if a wheelchair passenger is requesting door to door service to a ramp location, this can only be provided if: (1) the passenger arranges assistance up and down the ramp from someone other than a Dial A Ride driver or (2) the ramp complies with the standard for ramps identified in the ADA Accessibility Guidelines for Buildings and Facilities regulations (i.e. Appendix A to Part 37 of the ADA)

HOW MUCH DOES IT COST?

The fares for Dial A Ride are as follows:

Cash Fare Zone 1 - \$3.00 one way. *Zone 2 - \$3.50 one way.

Coupons Zone 1 – 10 for \$27.00. *Zone 2 – 10 for \$31.50

Monthly Pass unlimited rides in Zone 1 & *Zone 2 - \$90.00

(*Zone 2 is any location more than ¾ mile from the nearest fixed route bus stop)

Exact fare is required. Drivers do not carry change.

HOW DO I CANCEL A RIDE?

When phoning in to cancel a ride, please provide the following information for the dispatcher: Your first and last name, your pick up address, the address of your destination, and the time(s) of the ride(s) you wish to cancel. If you are canceling a round trip or multiple trips, you will need to give us the information for all trips. Cancellation of scheduled services must be made at least one hour prior to your scheduled ride time. Violation of this policy may result in suspension of ridership privileges.

SEAT BELT POLICY

Seat belts are available, but not required. Passengers are encouraged to use the seat belts. Shoulder harnesses are available for passengers in wheelchairs at the passenger's request. If you need assistance, please ask the driver.

WHO CAN RIDE WITH ME?

Personal care attendants (PCA's) may ride with you at no additional cost. These individuals are approved through the certification process. You may also have one "companion" accompany you. There is a charge for the "companion" and they must board and disembark from the same location as the ADA certified individual. You may have additional "companions" ride, but this would be on a space available basis only.

SERVICE ANIMALS

Any animals individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items are allowed without prior arrangements being made.

VISITORS

ADA eligible individuals who live outside the corporate city limits of Rapid City are eligible for 21 days of service. These 21 days are calculated over a period of 365 days, not 21 calendar days.

NO SHOW POLICY

Due to chronic abuse by a small percentage of the riding public, Rapid Transit has developed a policy regarding passengers who no-show when scheduled for service. The no show policy is as follows:

All persons who schedule service and fail to show for an appointment without canceling the scheduled service will be treated as a no-show. Cancellations upon arrival will likewise be treated as a no-show. Ridership privileges may be suspended if a passenger no-shows for more than 10% of their rides within a 30 day period.

WEATHER

Weather Related Access to Private Homes

Passengers are responsible for snow and ice removal to make their homes accessible to the Rapid Transit Dial A Ride drivers. If the home is not accessible the ride will be considered a cancel upon arrival.

Winter Weather Procedures

In case of an accumulation of snow or ice, Rapid Transit System will follow these procedures:

1. If weather conditions and/or snow/ice accumulations do not allow for the bus lift to be safely deployed, the driver will not attempt a pick up. The driver will notify dispatch, and dispatch will attempt to notify the resident that the ride cannot be provided.
2. If the lift can be safely deployed, but the sidewalk or driveway to or from the bus is not sufficiently clear of snow or ice (to enable passengers in a mobility device to proceed to or from the bus), the driver will notify dispatch of this condition. Dispatch will then notify the resident of the condition. If the passenger is able to reach the bus on his or her own, then the ride will be carried out.

DISCONTINUING SERVICE DUE TO WEATHER CONDITIONS

Rapid Transit will make every effort to provide service whenever scheduled. In the event that extreme weather conditions exist making travel unsafe, Rapid Transit System reserves the right to discontinue services until conditions are favorable. If service is temporarily discontinued, all rides will be canceled.

If Rapid Transit System discontinues service during normal business hours due to weather conditions, every effort will be made to return the passengers home.

Information on weather-related service changes may be obtained by calling Rapid Transit System at 394-6631 or checking our website at www.rtsdialaride.org. Information of service changes will also be distributed through the following broadcast media outlets: KOTA TV or KOTA Radio -1340 AM