

How to Schedule with Dial-A-Ride

Scheduling your rides is easy, just follow these three steps!

Step 1: Call Rapid Transit at 605-394-6631 and press “0” for dispatch.

- If all the dispatchers are on the other lines or your call is not during business hours, you may need to leave a message. Messages that are left without ALL the necessary information or left to someone other than dispatch may result in rides not being scheduled.

Step 2: Schedule your ride up to 14 days in advance, but no later than 3:30pm the day prior. Be prepared with all of the following:

- Your first and last name
- Your phone number
- Day and date of ride
 - o Example: Monday, November 7th
- The **address and location name** you would like to be picked-up
 - o Example: Home, 100 Blank Street
- The **address and location name** you would like to be dropped off
 - o Example: Wal-Mart, 120N. Lacrosse Street
- The time you would like to arrive or your appointment time
- The time you would like to be picked-up or length of time at destination
- If you will have a Personal Care Attendant (PCA) or guest riding

(Speaking of addresses... Addresses must be accurate as no same day changes are accepted. The address you request will be the address you are dropped off and pick-up at. Dispatch cannot look up addresses on your behalf. Please be prepared before your call.)

Step 3: Get ready for your ride!

- Write down your ride date and times. Be ready for the driver to arrive.
- Remember, that drivers have a 20 minute back-end window to pick you up. Meaning, if your pick-up time is 9:00am, the driver could arrive between 9:00am-9:20am.
- In the event that you are not ready, as a courtesy the driver will wait 5 minutes. Drivers will not call, honk or come looking for you.

Do you have a regularly occurring ride with the same days, locations and times? You can call dispatch to discuss a subscription. This way your ride will be automatically scheduled for you.

Have Questions? Call dispatch!

