



# Pullman Transit's Dial-A-Ride Handbook

July 2013

(to be updated by January 1, 2018)

Dial-A-Ride is a community  
service brought to you by  
Pullman Transit



# Contents

Introduction .....	3
Eligibility Levels & Application .....	6
Service Area .....	7
Inclement Weather .....	8
Fare Information .....	9
Personal Care Attendant (PCA) .....	11
Traveling with Guests .....	13
Transporting Children .....	13
Mobility Devices/Aids .....	14
Service Animals and Pets.....	16
Requesting Trips .....	17
Requesting Trips After Hours.....	19
Canceling Your Trips .....	19
What You Need Before You Call .....	20
Tips for Requesting Trips .....	22
Waiting Areas and Common Lobbies.....	27
Dial-A-Ride Responsibilities.....	29
Customer Responsibilities .....	30
Your Safety is Important to Us .....	35
Rules of the Road .....	35

The Revised Code of Washington .....	37
No-Show & Late Cancellation Policy .....	39
Progressive Suspension Policy .....	43
Immediate Suspension Policy .....	43
Suspension Appeals Process.....	44
Customer Comments .....	45
Americans with Disabilities Act .....	45
ADA Eligibility Levels.....	47
ADA Visitor Eligibility .....	49

## Introduction

**Dial-A-Ride** is a service for transit customers who are at least 65 years of age or are unable to ride a regular Pullman Transit fixed-route bus because of their disability. Dial-A-Ride provides door-to-door service, but can also provide service to transfer stations or bus stops to connect with our fixed-route bus service.

Dial-A-Ride is public transportation and should not be confused with private or medical transportation. Customers are expected to provide information on their disability and equipment needs so that Pullman Transit can determine the vehicle to be assigned. The Dial-A-Ride vehicle may make several stops along the way before it arrives at your destination, and you will be required to ride with other customers.

You must meet certain eligibility requirements prior to using Dial-A-Ride (age 65 or older, or a younger rider with a physician-verified disability preventing you from using or accessing our fixed-route

buses). If you have any questions about eligibility, please call 509-332-5471.

Because we have a limited number of vehicles on the road at one time, it may not always be possible to schedule your trip at the exact time you request. When you call, Customer Service Representatives will do their best to accommodate your request, but may have to negotiate a pick-up time up to one (1) hour earlier or later than your requested time.

Trips are scheduled to allow for adequate travel time between stops. Travel times are designed to be comparable to the fixed-route buses, which run on 45-minute loops.

Dial-A-Ride will take you where you need to go, within our regular service area (Pullman City limits) and hours of operation. Every trip is important and you may schedule a trip for any purpose.

Dial-A-Ride requires an obstruction-free approach and sufficient turnaround room for its vehicles. When conditions such as obstructed driveways, turnarounds, or

other safety concerns make our policy of door-to-door service impractical, we will work with you to establish alternate pick-up and drop-off locations.

Our customer service staff will answer any of your questions regarding Dial-A-Ride service. Call 509-332-5471 or TTY 711, or visit us online at [pullmantransit.com](http://pullmantransit.com).

## **Eligibility Levels & Application**

Based on your situation, Pullman Transit will review your application and determine if you are eligible for the service under one of the following eligibility levels:

**Senior Service** Age 65 or over

**Paratransit** Person with a physician-verified disability that prevents utilization of our fixed-route bus service

**ADA-certified Paratransit** As with Paratransit eligibility, a person with a physician-verified disability that prevents the rider from using our fixed-route bus service. But, more stringent disability requirements are applied to qualify for guaranteed next-day trips, and to make the rider eligible in other cities offering this service.

Call Pullman Transit to request a Dial-a-Ride application, or log onto our website to download a copy. Once received, we will process your application within three business days. Do not plan to schedule trips the same day as you submit your

application, as we need to have your full location, condition, and contact information entered into our system before scheduling you for any rides. Applications requiring medical verification will take longer, depending on the response time of your listed physician(s).

Pullman Transit will send a new application to you every two years to update and verify your eligibility status.

### **Service Area**

Dial-A-Ride can pick you up from, and take you to, any accessible location within the city limits of Pullman. If you reside outside of our service area, you can still receive Dial-A-Ride service while you are within the city limits of Pullman. To determine whether a specific address is within our service area, please call us at (509) 332-5471.

With advance notice, and an increased fare (\$3.00), Dial-A-Ride trips can be scheduled for eligible riders to the Pullman Regional Airport.

## **Inclement Weather**

Service will be limited and possibly canceled when adverse weather creates hazardous conditions for our customers, drivers, response teams, and vehicles. For the most updated service information during snow, ice, or other inclement weather, please call us at (509) 332-5471 or visit [pullmantransit.com](http://pullmantransit.com).

**It is your responsibility to ensure that your sidewalks, driveways, and ramps are clear of snow or ice so our vehicle operators can safely assist you.**

If your trip starts or ends on a hill or side street, Dial-A-Ride vehicles may not be able to get there during periods of inclement weather until the street is safe to travel. We will work with you to establish alternate pick-up and drop-off locations.

## **Fare Information**

Each of our vehicles is equipped with a fare box. Please have the correct fare ready, since drivers do not carry change and are not allowed to search purses, pockets, or backpacks for a customer's fare. You must put the fare in the fare box, or hand it to the driver, each time you board the vehicle. (A separate fare is required for each leg of your trip.)

Fares can be paid in either cash or by token.

Fares for WSU students, staff, faculty, and retirees are prepaid under an agreement between WSU and Pullman Transit (you must show a valid WSU identification card).

Personal Care Attendants (PCAs) and children five years of age and under are not required to pay a fare.

Guests and companions who are six years of age or older are required to pay the same fare as the registered rider.

There is no charge for service animals or pets (pets must be transported in an approved carrier).

<b><u>Trip</u></b>	<b><u>Fare</u></b>
One-way	\$0.40/person or 1 token
Round-Trip	\$0.80/person or 2 tokens
PUW*	\$3.00/person each way

\*Pullman-Moscow Regional Airport

Dial-A-Ride tokens can be purchased in packs of 10 for \$4.00 at either of these two Pullman locations:

<b>Pullman City Hall</b>	<b>WSU Visitor Center</b>
<i>Finance Dept.</i>	<i>(in Barnes &amp; Noble)</i>
325 SE Paradise St.	405 NE Stadium Way
(509) 338-3204	(509) 335-4636

## **Personal Care Attendant (PCA)**

A PCA is someone riding along to assist you, such as a skilled nurse, family member, or care provider. You are responsible for providing your own PCA. **Pullman Transit employees cannot serve as your PCA.** Your PCA rides free, but must board and depart at the same location as you.

Please inform the Customer Service Representative when making a reservation that you will be accompanied by a PCA. This will allow us to ensure there is sufficient room on the vehicle.

Please be advised that you will be left alone on the Dial-A-Ride vehicle anytime that our operator assists other customers. The vehicle will not always be visible to the operator at those times. You will be dropped off at your destination, even if someone is not waiting for you. We cannot wait with you until someone arrives. If you cannot be left alone, please arrange for a PCA to travel with you.

**A PCA is recommended under these conditions:**

- You are unable to be left alone.
- You are unable to travel independently beyond the door of the pick-up or drop-off location.
- You use a wheelchair and must travel up or down more than one step.
- You are traveling on rough or uneven terrain, or any other conditions that present a safety hazard.
- You require supervision onboard the Dial-A-Ride vehicle during transport.

## Traveling with Guests

Each eligible rider may travel with one or more guests, as space allows. Your guest(s) must board and de-board the vehicle at the same location as you. Guests pay the regular fare. The eligible rider is responsible for any persons or items brought onboard the vehicle.

Please inform the Customer Service Representative when making a reservation if a guest(s) will accompany you. Be sure to mention if your guest(s) will be using a mobility aid (e.g. wheelchair, walker, bottled oxygen). This information will ensure there is sufficient room on the vehicle.

**Dial-A-Ride does not transport individuals who are not pre-scheduled for a trip.**

## Transporting Children

Children under six years of age must travel with a responsible, Dial-A-Ride-eligible adult and may board only when the customer is ready to board. Dial-A-Ride

vehicle safety belts are compatible for use with child safety seats (to be provided by the customer).

## **Mobility Devices/Aids**

While all of Pullman Transit's fixed-route and paratransit vehicles meet federal accessibility guidelines, some wheelchairs and scooters do not. Under the Americans with Disabilities Act (ADA), public transit providers are not mandated to accommodate non-standard wheelchairs on accessible, fixed-route or ADA paratransit services. Therefore, it is necessary that you use a wheelchair or scooter that meets these standards to access vehicle lifts and maneuver to the vehicle's wheelchair securement area.

### **Under the standards established by the U.S. Access Board, a wheelchair:**

- Is a three- or four-wheeled device that can be used indoors and is designed for use by persons with mobility disabilities; and

- Weighs no more than 600 pounds when occupied; and
- Measures no more than 30” wide (wheel rim to wheel rim) by 48” long (measured 2” off the ground from the widest part of the wheel to the footrest).

If you use or want to use our wheelchair-accessible, fixed-route or Dial-A-Ride services, it is important to know these measurements and ask questions when shopping for a wheelchair or scooter.

If you use a mobility aid, it is your responsibility to keep it in good working condition. You must make sure the wheels or other parts of your mobility device are not loose or broken, and that your battery is adequately charged. You must also ensure that your mobility device can be used in all kinds of weather, as it will be outside while waiting for fixed-route buses and/or while being transported to and from Dial-A-Ride vehicles.

If we are unable to assist you to and from the vehicle due to a faulty mobility device,

you may be refused transportation, and a supervisor will be sent to investigate the service delay and faulty mobility device. No one but the operator is permitted to operate the vehicle wheelchair lift or other securement devices. Operators are not allowed to ride on the lift with customers.

## **Service Animals and Pets**

Service animals are welcome to ride Dial-A-Ride with you. Please tell the Customer Service Representative that a service animal will accompany you when you request your ride.

Service animals should sit at the feet of their owners, and are not allowed on the seats.

Because of the size of the vehicles, other animals (“pets”) are not allowed unless they are small enough to be transported in an enclosed pet carrier. Your pet plus the carrier may weigh no more than 25 pounds and you must be able to handle the pet and carrier yourself. Please tell the Customer Service Representative that you

plan to bring a pet so that we can determine if there is sufficient room on the vehicle.

Pets and service animals, regardless of training or certification, may be denied transportation if you allow the animal to engage in violent, seriously disruptive, or illegal conduct.

Customers using a service animal or bringing a pet onboard are responsible for the animal and will be held liable for the behavior and actions of their animal's violent, seriously disruptive, or illegal conduct.

### **Requesting Trips**

Once your Dial-A-Ride eligibility is confirmed (see Eligibility Levels & Application section above), you may request rides. Call us at 509-332-5471 and choose option 3 to reach a Dial-A-Ride Customer Service Representative.

\*Reservation hours are:

WSU Semester Reservation Hours:

Monday-Friday 7:00 AM - 7:00 PM

Saturday 9:00 AM - 7:00 PM

Summer Reservation Hours (early May-mid August):

Monday-Friday 7:00 AM - 6:45 PM

Saturday 9:00 AM - 6:00 PM

Holiday Reservation Hours:

9:00 AM - 4:30 PM

Dial-A-Ride vehicles operate on most holidays (except Thanksgiving, Christmas, and New Year's Day), but on a modified schedule.

You may request trips up to thirty days in advance.

**\*Dial-A-Ride service hours mirror those of fixed-route schedules. For rides after 9:00 PM, however, we require the reservation be made at least a day in advance.**

Customer Service Representatives are not available to schedule new trips each

weekday from 11:00 -11:30 AM. However, during this time a transit dispatcher will cancel trips and communicate with drivers for you.

### **Requesting Trips After Hours**

Call 509-332-5471 and leave your name, phone number, and trip details. Your trip is not scheduled until we return your call the following work day with confirmation.

### **Canceling Your Trips**

Many in our community rely on the services offered by Dial-A-Ride, so a cancelled trip opens up an opportunity for another rider.

We ask that you cancel a ride by phone at least one hour before the scheduled trip. This often allows us sufficient time to fill the void. Trips cancelled within one hour of the scheduled pickup window are considered “late cancellations”, and three late cancels in a 30-day period will be counted as one “no-show”. See the No-Shows & Late Cancellations Policy section for more details.

When you call, notify the Customer Service Representative if you want your round-trip cancelled.

Dial-A-Ride drivers are not permitted to request, change, or cancel trips for you, so please call ahead of time when you realize you need to change details of your trip or to cancel.

### **What You Need Before You Call**

To ensure timely and accurate reservations, please have the following information and tools ready when you call:

- Pencil and paper.
- Your name.
- Phone number.
- Your complete pick-up address, including apartment and/or building name or number.
- Description and exact address of where you want to go (for example, Safeway on Bishop Blvd).
- Time(s) and date(s) you would like to travel.

- Time(s) of any appointments you might have, so we can plan your drop-off and pick-up times.
- If a personal care attendant or guest will be riding with you.
- If a service animal or pet will accompany you.
- Whether you will be using a mobility aid (for example, wheelchair, walker, or bottled oxygen).

We suggest you write down

- The name of the Customer Service Representative who helps you plan your trip.
- Date and time of your call.
- The confirmed dates and times of your trip reservations.

All calls are recorded for quality assurance.

## Tips for Requesting Trips

These tips will help us provide you with the best possible service:

- **Call early in the day.** Phone lines are busiest during the late afternoon, and most same-day trip slots have already been taken.
- **Allow extra travel time.** Trips are scheduled on a shared ride basis. The vehicle may stop to let other customers on or off before reaching your destination. In addition, travel times may vary due to traffic slowdowns, time of day, local events, road construction, traffic accidents, inclement weather, or day of the week. If you are using bottled oxygen, please make sure to bring an ample supply.
- **Consider a PCA.** Please be advised that you will be left alone on the Dial-A-Ride vehicle anytime that our operator assists other customers. The vehicle will not always be visible to the operator at those times. You will be dropped off at your destination, even if someone is not waiting for you. We cannot wait with you until a

PCA arrives. If you cannot be left alone, please arrange for a PCA to travel with you.

- **Be flexible.** Dial-A-Ride may not be able to schedule a ride at the time you want. Because Dial-A-Ride is a shared ride service, we may need to schedule your pick-up time up to one (1) hour earlier or later than your request.

- **Remember the “Pick-up Window”.** When you schedule a ride, you will be given a 20-minute range of time during which you can expect Dial-A-Ride to pick you up. This 20-minute period is called the “Pick-up Window.” Your vehicle may arrive any time during this window. Your ride is not late until the 20-minute window has elapsed. For example, if you agree to a 9:00 pick-up, the vehicle should arrive between 9:00 and 9:20 for an on-time pick-up.

- **Be ready.** When the Dial-A-Ride drivers arrive within the pick-up window, they can only wait 5 minutes (even if your window has not expired). To avoid delays, missed

appointments, and no-show penalties, please be ready to go when the vehicle arrives to pick you up. Be aware that Dial-A-Ride drivers cannot help you get ready for your trip.

- **Bring your ID.** If you are WSU-affiliated, show the Dial-A-Ride driver your university ID as you board the vehicle to cover your fare.

- **Choose stores and other locations close to your home.** When you are going shopping or other places, choosing a location close to your home will reduce your travel time and our costs, allowing Dial-A-Ride to operate more efficiently for the benefit of all our customers.

- **Make alternate plans for moving.** Dial-A-Ride does not move personal belongings from one residence or facility to another. If you need someone to help you move, please contact your family, friends, or a volunteer agency for assistance.

- **Limit your onboard parcels.** Operators can only assist you with the amount of

packages or groceries that can be carried in one trip. Please keep this in mind when planning your drop-off at home, as a grocery cart full of bags cannot be carried to your door in one trip.

- **Limit heavy or bulky items.** Dial-A-Ride drivers are not permitted to lift or carry objects weighing more than 25 lbs. If you have purchased or received heavy or bulky items, please arrange to have them delivered to your home.

Dial-A-Ride reserves the right to refuse transport of items exceeding the weight limit, or bulky items for lack of space in the vehicle.

- **Notify Dial-A-Ride of any telephone number or address change.** If you move or use a temporary address, we ask that you notify Dial-A-Ride immediately. To ensure your timely pick-up, please make sure the address on your residence can be clearly seen from the street, especially during hours of darkness. Also, please be sure that Dial-A-Ride has the name and

phone number of a current emergency contact in your file.

- **Carry needed medication with you in case of delays.** If you are diabetic or hypoglycemic, bring a small snack in case you travel longer than expected.

- **If you use bottled oxygen,** be sure your supply is more than sufficient in case you travel longer than expected.

- **For medical emergencies CALL 911.** Pullman Transit drivers are not trained as paramedics. If you call for a trip to the hospital, and we believe it is an emergency, we will call 911.

- **Subscription Trips.** If you ride to the same place at the same time at least once a week, and for a period of at least two (2) months, a Subscription Trip may be an option for you. Once a Subscription Trip is set up, you will not have to call to arrange each ride. However, we still ask that you call to cancel any trip you are not planning to take. For information about arranging a Subscription Trip, call a Dial-A-Ride

Customer Service Representative at 509-332-5471.

**NOTE:** To avoid no-show penalties, please call our Customer Service Representative to place your Subscription Trip on hold during times of vacation, illness, or for any other reason you will not be taking your scheduled trips. You must cancel your trip(s) at least one hour before your scheduled trip(s) to avoid late cancellation penalties. If you place your Subscription Trips on hold, be sure to tell us the date you want them reactivated.

## **Waiting Areas and Common Lobbies**

Dial-A-Ride has established waiting areas at various commonly used destinations in Pullman. Drivers will use these waiting areas to pick up and drop off customers.

Whenever possible, these waiting areas will be in secure indoor locations with telephones and restrooms nearby.

- Pullman Regional Hospital: Main north side sliding doors, at vehicle loop.

- Palouse Medical (upper): lobby inside main west-facing doors.
- Palouse Medical (lower):
  - Dropoff near entry of main hospital vehicle loop (patron will be walked to entry door).
  - Pickup at Red Sage Cafe
- Safeway: East door, Starbucks
- Dissmore's:
  - Drop off at north doors near post office desk.
  - Pickup at south doors, with waiting area at coffee booth.
- Walmart: At west entrance (grocery side) door. Bench is available near cash registers until pickup window starts.

Customers will ONLY be escorted to and from established waiting areas in these locations.

Operators are not permitted to go through facilities, up elevators, stairs, or individual offices to assist or locate patrons.

For buildings that do not have a Dial-A-Ride waiting area established, drivers will only go to a building's common lobby area or main entrance. Drivers are not permitted to ask that a patron be paged.

Customers, personal care attendants, or facility personnel helping the customer are responsible for getting to/from Dial-A-Ride waiting areas, common lobby areas, or main entrances of buildings and for being ready for pick-up when the Dial-A-Ride vehicle arrives. If you need additional help, we encourage the use of a Personal Care Assistant.

### **Dial-A-Ride Responsibilities**

Pullman Transit's Dial-A-Ride will provide:

- Services that are safe and on time.
- Courteous, professional operators and staff.
- Clean, well-maintained vehicles.
- Prompt, accurate responses to your questions and concerns.
- Operator assistance from the door where your trip originates to the vehicle, then from the vehicle to the

door of your destination (e.g. open doors, push your wheelchair, offer an arm for support).

## **Customer Responsibilities**

You are expected to follow these guidelines to ensure that everyone, including yourself, has the safest and most convenient ride possible. When a customer disrupts service due to inappropriate use or unrealistic expectations, service to others is affected.

Pullman Transit reserves the right to deny service to customers who do not comply with their responsibilities.

- **Onboard medical procedures.** Medical procedures (chiropractic treatments, blood pressure check-ups, etc.) are not allowed on board Dial-A-Ride vehicles. Pullman Transit operators can help you load and secure your wheelchair or mobility device, but cannot help you operate medical equipment, such as bottled oxygen. This is the role of a PCA.

- **Cancel trips appropriately.** If you have a trip scheduled but no longer need it, it is your responsibility to call a Dial-A-Ride Customer Service Representative at 509-332-5471 and cancel. Customers are asked to cancel their trip(s) at least one hour before their scheduled trip(s) to avoid being charged as a “late cancel”. Penalties for accumulated late cancels are described in the No-Show & Late Cancellations Policy section.

- **Request, change, or cancel trips.** Dial-A-Ride drivers are not permitted to request, change, or cancel trip reservations for you. Please call a Customer Service Representative at 509-332-5471 to do so.

- **Personal belongings.** You are responsible for all personal belongings brought onto the Dial-A-Ride vehicle. Anything left behind will be processed within our “Lost and Found” procedures. Please call 509-332-6535 to make a lost item inquiry, or check our web page for a posting of found items.

- **Watch for the operator.** If you are boarding or de-boarding at a large building or shopping area, a designated waiting area will be used. Except as designated in the Waiting Areas and Common Lobbies section, you will be dropped off and picked up at the same entrance. Please watch for the Dial-A-Ride vehicle and make it easy for the operator to find you. Also watch for the operator in common lobbies and at your home to ensure you are ready to travel when the operator arrives.

- **Wear your seatbelt.** For your safety and security, you will be required to use a safety belt while riding Dial-A-Ride. Customers must remain seated and secured until the vehicle has come to a complete stop. Remain seated until the operator is ready to assist you. For rider safety, Pullman Transit drivers are required to make every effort to secure wheelchairs to the vehicle floor every ride.

- **Minimize operator distractions.**

Operators are not permitted to engage in unnecessary conversation. If you have questions while you are on the vehicle, the

operator will gladly help. However, for safety purposes, distractions must be kept to a minimum.

- **Control your animals.** Operators will not approach a house where there is a risk of encountering an unfriendly animal. When the operator arrives, make sure your pet is contained or on a leash.

- **Exhibit appropriate social behavior.** All riders are expected to use appropriate social behavior while riding Dial-A-Ride and when interacting with other riders or Dial-A-Ride employees (including dispatch employees). Fighting, throwing objects, pushing, shouting, spitting, rough behavior, and abusive or vulgar language are all prohibited. For the comfort and health of all riders, personal hygiene must be maintained within acceptable standards.

- **Comply with safety rules.** All riders must comply with safety rules, which include but are not limited to prohibitions on smoking, eating, or drinking in Dial-A-Ride vehicles, and not playing radios or other noise generating equipment.

Firearms or weapons of any type, hazardous chemicals, flammable liquids, explosives, acid, or any other articles or materials likely to cause harm to others are also prohibited. Any article that could spill or has an offensive odor must be effectively sealed to prevent odor from escaping, or the contents from spilling.

• **Avoid Unlawful Transit Conduct (UTC).** Pullman Transit reserves the right to suspend or terminate riding privileges of customers who present a danger to the health and safety of our customers or a Pullman Transit employee, including dispatch employees. Such behavior includes conduct that is violent, seriously disruptive, illegal, and any activity which constitutes unlawful transit conduct as defined by the Revised Code of Washington (specifically, RCW 9.91.025). **If a customer engages in Unlawful Transit Conduct, the operator will stop the vehicle and call a supervisor or police.**

## **Your Safety is Important to Us**

**For everyone's safety and comfort, Pullman Transit regulates conduct on its buses and transit properties.** In simple terms, you need to show respect for your fellow passengers, transit employees and for the transit vehicles and facilities you use. Please note that this includes all interactions with Pullman Transit's dispatch personnel.

**Everyone wins.** When transit passengers enjoy a safe, secure, comfortable and inviting atmosphere, the overall efficiency of the transportation system improves.

## **Rules of the Road**

It only takes one person to ruin the ride. That's why we take our "Rules of the Road" very seriously. Those who violate the Rules of the Road or Unlawful Transit Conduct (UTC) may be asked to leave the vehicle or facility immediately. Pullman Police or other local law enforcement agencies can cite those in violation of UTC, resulting in up to 90 days incarceration and/or a \$1,000 fine. In addition, violators

may be suspended from transit services indefinitely.

1. No use of tobacco, marijuana or alcohol.
2. No beverages in open containers (no fast food drink cups, disposable coffee cups, open pop cans, or other containers that will spill when tipped).
3. No eating.
4. All animals must be kept in suitable carriers except for service animals.
5. Entertainment devices must be played through earphones so that the sound is limited to an individual listener.
6. Speak quietly when using a mobile communications device.
7. No lawn mowers or other gas-powered equipment.
8. Gasoline and flammable liquids are strictly prohibited at all times.
9. No explosives or corrosives.
10. Distributing flyers, pamphlets, brochures, or other written material is prohibited unless authorized by Pullman Transit.

11. No unlawful firearms or weapons of any type.
12. Please keep children seated while on the van.
13. Customers must wear shirts and shoes when on Pullman Transit vehicles or in Pullman Transit facilities.

### **The Revised Code of Washington**

RCW 9.91.025 prohibits the following activities in transit vehicles, at bus shelters, and at transit facilities:

1. Transporting dangerous, flammable, or explosive materials.
2. Discarding hazardous substances or automotive fluids.
3. Obstructing transit vehicles, services, or passengers.
4. Consuming or being under the influence of illicit drugs or alcohol, or possessing open alcoholic beverage containers.
5. Unreasonably disturbing or harassing others by being unruly, loud, harmful, raucous, or intimidating.
6. Throwing an object with intent to do harm.

7. Destroying, defacing, or damaging property.
8. Gambling.
9. Smoking.
10. Littering.
11. Spitting.
12. Urinating or defecating, except in a restroom.
13. Playing sound-producing equipment without earphones or similar device.
14. Skating or riding skateboard-type equipment.
15. Possessing or trying to use an unissued transfer or fare media.
16. Impersonating a transit employee.
17. Engaging in other conduct inconsistent with transit operations and refusing to obey the lawful command(s) of an agent of the transit authority or a peace officer to cease such conduct.

**Unlawful Transit Conduct (UTC)** is a misdemeanor offense with a maximum fine of \$1,000, incarceration for 90 days, or both fine and imprisonment. Violators may also be excluded from transit services.

## **Assault on a Transit Employee**

Assaulting a transit operator or any transit employee is a Class C Felony (RCW 9A.36.031). It is also a federal offense, and is punishable under the U.S. Patriot Act.

## **No-Show & Late Cancellation Policy**

When customers schedule trips and then fail to take them without proper advance notice, our efforts to provide an efficient service and decrease costs are negated. Customers are expected to cancel trips at least **one hour** before the start of the pickup window.

If you have requested a trip and cannot ride, it is your responsibility to call a Dial-A-Ride Customer Service Representative at 509-332-5471 and cancel the scheduled trip. When you call to cancel a trip, please be sure to cancel all of the trips you will not be taking on that date.

We will record a **“no-show”** on a patron’s record, and notify you that we have done so, when a Dial-A-Ride vehicle arrives within the designated pick-up window, and

the customer is either not there or no longer wants to take the scheduled trip. Unless the patron is present and specifically requests otherwise, all other trips will **automatically** be cancelled for the day of the no-show event.

Failure to cancel at least one hour before the scheduled trip results in a **“late cancellation.”** Three late cancellations within a continuous 30-day period are treated as one no-show.

Similarly, same-day cancellations (even with more than one-hour notice) leave hard-to-fill gaps in our otherwise busy schedules. Riders who use our service at least three times per week cancel their trips same-day at an average rate of only three per month. Therefore, we will treat each set of six, same-day cancellations within a 30-day period, even those with more than one-hour notice given, as one no-show.

Remember, within a 30-day period:

- 3 late cancellations = 1 no show
  
- 6 same-day cancellations = 1 no show

**Customers who schedule 6 or more trips per month and also incur three no-shows in a continuous 30-day period will be considered to have established a pattern or practice of missing scheduled trips and will therefore be suspended from service.**

**Pullman Transit will not record “no shows” which occur for reasons which are determined by Pullman Transit to have been beyond the rider’s control.**

If you are suspended from service, you will receive written notice of the violation, citing which trips were missed and the dates your service will be suspended. Suspensions are progressive and are imposed as follows:

**Level 1** (three “no-shows” within 30-day period)

- 10-day suspension

**Level 2** (three “no-shows” in another 30-day period, within 12 months after a Level 1 suspension)

- 20-day suspension

**Level 3** (three “no-shows” in another 30-day period, within 12 months after a Level 2 suspension)

- 30-day suspension

**Level 4** (three “no-shows” in another 30-day period, within 12 months after a Level 3 suspension)

- Indefinite suspension, until an improvement plan acceptable to Pullman Transit has been implemented.

If more than one year elapses between any two stages of violations, the progression of suspensions will start again at Level 1.

Depending upon the circumstances, Pullman Transit may, prior to a suspension

and at its sole discretion, help the rider develop an improvement plan to prevent a suspension.

### **Progressive Suspension Policy**

Repeated violations of state law, the Rules of the Road, or any other requirement stated in this Handbook can result in suspension from Pullman Transit service. Pullman Transit will notify riders who have violated state law, the Rules of the Road, or any other rule in this Handbook, and reserves the right to suspend from service a rider who does not change his or her behavior in response to those notifications.

### **Immediate Suspension Policy**

**Behavior that presents a danger to the health and safety of our customers or a Pullman Transit employee will result in immediate suspension.** Such behavior includes conduct that is violent, seriously disruptive, illegal, or any unlawful transit conduct defined by the Revised Code of Washington (9.91.025). Please note that this includes interactions with Pullman Transit dispatchers as well.

## **Suspension Appeals Process**

If you wish to appeal a decision to suspend you from service, whether an immediate suspension or a progressive suspension, Pullman Transit must receive your written notice of appeal within five (5) working days of receipt of the notice of suspension. If appealed, a “no-show” suspension will not be imposed pending the outcome of the appeal hearing. Because of the serious nature of the offense, other suspensions must continue while awaiting appeal.

If you wish to appeal a suspension decision, please write a letter to Dial-A-Ride Customer Service at:

Pullman Dial-A-Ride  
Customer Service Supervisor  
775 NW Guy Street  
Pullman, WA 99163

The final decision to suspend a rider from Pullman Transit Service will be made by the Transit Manager after careful review of the facts. If you are suspended from service, you can request an appeal, and a hearing with the City of Pullman’s Public

Works Director will be scheduled within 30 working days of receiving your appeal. The Public Works Director will then make a determination on your appeal no later than 30 calendar days after the hearing. A written determination will be sent to the person who appealed the action.

### **Customer Comments**

Whenever you have comments about Dial-A-Ride service, we want to hear them. All compliments, suggestions and complaints are welcome. We're available to take your comments during regular business hours.

### **Americans with Disabilities Act**

Pullman Transit relies on the Americans with Disabilities Act (ADA) policies and procedures for making individual ADA eligibility determinations for Dial-A-Ride (paratransit) service. The process is for only those applicants requesting ADA rider certification, and limits ADA paratransit eligibility to those individuals who meet the eligibility criteria (49 C.F.R. §37.125 (a)).

The Department of Transportation has published detailed regulations interpreting the ADA in 49 C.F.R. Part 37.

Pullman Transit prepared its ADA Plan in 1992, and this document is available upon request. This criteria requires Pullman Transit to determine eligibility based on the individual's functional capability, not simply the presence of a disability (49 C.F.R. §37.123).

**ADA Eligibility Considerations:**

- Functional ability to board and disembark a fixed-route bus.
- Functional ability to ride and navigate the system.
- Functional ability to travel to and from bus boarding stops when traveling within the service area.
- Availability of fixed-route accessibility.
- Individuals are eligible only for those trips in which they meet the eligibility criteria.

- After considering commonly available assistance within the fixed-route system, the individual's condition must prevent boarding, riding, disembarking, or traveling to and from the fixed-route system, not just make such activities more difficult than for an individual who does not have the condition.
- If impairment related conditions make the job of accessing transit more difficult, but does not prevent access, then the person is not eligible.

Pullman Transit provides transportation services for people with disabilities in the most integrated setting. This is the most socially and fiscally responsible approach. Pullman Transit offers a 100% accessible local transportation system.

## **ADA Eligibility Levels**

Upon receipt of your Dial-A-Ride application requesting ADA status, and verification of disability by your physician, Pullman Transit will determine if you meet the federal guidelines. If eligible, your

status in the system will be one of the following:

Category 1 (Unconditional)

A person with a disability who cannot independently ride fixed-route buses

Category 2 (Conditional)

A person who is prevented by disability or combination of disability and architectural barriers from getting to the fixed-route bus boarding area.

Category 3 (Temporary)

A person who is prevented from using the fixed-route buses during a certain amount of time.

Riders determined to be ADA-eligible are guaranteed next-day trips when they are scheduled 24 hours in advance. To be able to guarantee next-day trips, ADA guidelines allow a one-hour negotiation window; pickup and return times will be within one hour of the requested times for an appointment, and within one hour earlier or one hour later than requested non-appointment times.

## **ADA Visitor Eligibility**

Once you have established ADA eligibility with Dial-A-Ride, you are eligible to receive the same level of service with similar agencies nationwide.

You are also entitled to 21 days of visitor service over a one-year time period with similar transit providers nationwide. The transit provider in the area you are visiting may require that you provide documentation of your ADA eligibility, documentation of where you live, or possibly documentation, such as a physician's note certifying your disability if your condition is not apparent. In some instances the transit agency may want to contact Pullman Transit to verify your eligibility. Please call a Dial-A-Ride Customer Service Representative at 509-332-5471 if you require assistance.

**The information contained in this handbook is current at the time of printing. Changes may occur as necessary.**