



CITY OF PULLMAN

Pullman Transit and Dial-A-Ride

775 N.W. Guy Street, Pullman, WA 99163

Transit (509) 332-6535 Dial-A-Ride (509) 332-5471 Fax (509) 332-6590
 E-mail pullmantransit@pullmantransit.com Website www.pullmantransit.com

Helpful Tips for Using Pullman Transit Dial-A-Ride Service:

All Dial-A-Ride eligibility requirements must be met to utilize this service. Individuals 65 years of age and over qualify for Dial-A-Ride once our office receives and validates the required Dial-A-Ride application. For individuals under 65 years of age with a disability, medical condition, or temporary injury that prevents them from utilizing Pullman Transit’s fixed route bus service, eligibility will be confirmed once the required Dial-A-Ride application is returned and validated by our office and your physician(s). Should you need assistance completing the required application please call at 509-332-5471 or TDD relay 1-800-833-6388.

1. On page 2 of the application is where you will select the service level you are applying for. The ADA service level is available, but is not required.
2. We ask that you schedule your rides a **minimum of 2 days** in advance. We understand that sometimes, extenuating circumstances make this impossible. We thank you for understanding and we will work with you to accommodate any ride you request, however based on capacity, the times requested may not be available.

SCHEDULING HOURS:

SEMESTER Scheduling Office Hours:

Monday–Friday	7:00 AM – 9:00 PM
Saturday	9:15 AM – 9:00 PM
Sunday	10:00 AM – 5:00 PM

Non–Semester Scheduling Office Hours:

Monday–Friday	7:00 AM – 6:00 PM
Saturday	10:00 AM – 5:00 PM
Sunday	10:00 AM – 5:00 PM

SERVICE HOURS:

SEMESTER Service Hours:

Monday–Friday	7:00 AM – 12:30 AM*
Saturday	9:15 AM – 12:30 AM*
Sunday	10:00 AM – 5:30 PM

Non Semester Service Hours:

Monday–Friday	7:00 AM – 6:30 PM
Saturday	10:00 AM – 5:30 PM
Sunday	10:00 AM – 5:30 PM

**Rides after 9:00 PM need to be scheduled at least 1 day in advance.
 Please call us for service hours during holiday breaks.*

FARE INFORMATION:

Cash, per trip: \$0.80
Token, per trip: \$0.70

Monthly Pass \$24.00
Semi-Annual Pass \$125.00
Annual Pass \$245.00

3. Tokens & Passes are available for purchase at Pullman City Hall – Finance Department – 325 SE Paradise St (509) 338-3204, as well as the Brelsford-WSU Visitors Center at 150 SE Spring St (509) 335-4636. Tokens are available in packs of 10, for \$7.00.

Exact Fare must be paid when you board. There is no charge for a Personal Care Attendant (PCA) to accompany you. Companions may accompany you for the \$0.80/1 Token fare. We require that both the PCA & Companion be scheduled at the time your trip is scheduled. Fare payments for WSU students, staff, faculty, and retirees are pre-paid under an agreement with WSU.

We appreciate the thoughtfulness of rewarding our drivers for their excellent service, however as a City agency, we are unable to accept tips.

4. When you schedule a ride, you will be assigned a **20-minute pick-up window**. This is when your driver will be there to pick you up. We ask that you are ready to go and waiting where the driver is able to see you at least 5 minutes prior to your window. **Once the driver arrives, they are only available to wait for 5 minutes** for you to make contact with them.

5. If you would like to make any changes to, or cancel a scheduled ride, we ask that you do so at least 2 days before. We will do our best to accommodate same day changes, however, please be aware that **cancellations on the same day have a Late Cancel penalty** associated with them.

6. In place is a system to ensure that our riders are able to understand and be compliant within the Rider Responsibilities. There is more information about this in the Dial-A-Ride Handbook.

Same Day Cancel – A ride cancelled the day of.

Late Cancel – A ride cancelled within 1 hour of the beginning of the pickup window.

No Show – A ride for which the driver arrives, waits for 5 minutes without seeing or hearing from the patron, then moves on. Ride is forfeited for this day. If you do not cancel your return ride it is a No Show as well.

No Show Policy

6 Same Day Cancels = 1 No Show

3 Late Cancels = 1 No Show

3 No Shows = 10 Day Suspension

9. **We are able to accommodate packages or groceries** on board, with the quantity up to one trip, 4 bags, with a weight limit not exceeding 25 pounds.

11. If you are looking for transportation with origin and destination on the WSU Campus please contact the WSU Disability Resource Center at 509-335-1566.

Brad Rader
Operations Supervisor