

# DIAL-A-RIDE SERVICE GUIDE

July 2021



This is your guide to the Riverside Transit Agency's (RTA) Dial-A-Ride service. Our goal is to provide you with safe, convenient and reliable service.

All RTA fixed-route buses are accessible to persons with disabilities. All buses are equipped with wheelchair ramps or wheelchair lifts. Audible announcements of all bus stops are made on all fixed-route buses. ADA Priority Dial-A-Ride service is available to those individuals who are unable to use fixed-route bus service due to their disability.

## WHAT IS DIAL-A-RIDE?

Dial-A-Ride is an origin-to-destination, advanced reservation transportation service for seniors and persons with disabilities.

This shared ride service is provided during the same hours of operation as local fixed-route bus service in that area.

RTA has two types of Dial-A-Ride service:

### 1. ADA Priority Dial-A-Ride Service

RTA provides Dial-A-Ride service to individuals who are certified under the Americans with Disabilities Act (ADA). Persons who are ADA-certified are eligible for trips throughout the RTA service area that are within three quarters of a mile of local fixed-route bus service and during the hours of fixed-route bus service operation. ADA-certified individuals are eligible to bring a personal care attendant (PCA) at no cost if your ADA card permits. A companion or child may come along and will be required to pay a fare.

### 2. Senior/Disabled Local Dial-A-Ride Service

Seniors age 65 and over and persons with disabilities are eligible for local

Dial-A-Ride service within the city they are in and within three quarters of a mile of local fixed-route bus service during the hours of fixed-route bus service operation. Transportation is provided only within the city in which your trip begins. Proof of age or proof of disability is required for this service. If you need information on how to obtain an RTA Disabled ID card, please call (951) 565-5002.

## DIAL-A-RIDE SERVICE AREA

Dial-A-Ride vehicles travel to areas within three quarters of a mile of an RTA local route. These areas are called the "Dial-A-Ride service area" and trips must begin and end within this service area.

If your trip starts or ends outside the service area, you will need to find a safe place within the service area to be picked up and dropped off to use the service. Please call RTA at (800) 795-7887 to find out if your pick-up and drop-off locations are within the Dial-A-Ride service area.

Please note that your city may be served by another transit provider. Banning, Beaumont, Corona and Riverside operate their own local Dial-A-Ride service.

## FARES

The base fare for Dial-A-Ride service is \$3.50 per passenger, per boarding. The maximum fare is \$10.50 per one-way trip and will be based on the number of zones you travel. Depending on where your trip begins and ends, you may be required to transfer.

Exact fare for the entire trip is required and must be paid upon boarding your first bus. Drivers cannot give change. When you schedule your trip, the reservationist will tell you the fare required for that trip.

## Paying for Your Ride

There's two ways to pay your Dial-A-Ride fare:

1. Pay with cash when your bus arrives.
2. Pay with tickets which can be obtained at [RiversideTransit.com](http://RiversideTransit.com), by mail order form, or by visiting RTA headquarters at 1825 Third Street in Riverside. Ten-ticket books are \$35.

Only ADA-certified passengers may bring a PCA. If eligible, your attendant may accompany you at no charge and an additional companion may ride for \$3.50 per fare zone. If you plan to bring a child as a companion and the child is under 46 inches tall, they may ride for 75 cents per fare zone. As a reminder, Dial-A-Ride drivers are not allowed to accept tips.

## HOW TO PLAN A RIDE

Dial-A-Ride customers may schedule rides one to three days in advance. RTA encourages customers to provide as much notice as possible to allow schedulers to more efficiently route vehicles.

To request a ride, call (800) 795-7887. Dial-A-Ride requests are taken weekdays from 7 a.m. to 6 p.m. and on weekends and holidays from 8 a.m. to 5 p.m.

When making a request, please have the following information available:

- The date and time of travel
- Your pick-up time and address
- Your destination address
- When you would like to arrive at your destination (also known as “No Later Than” time)
- Your return time and address
- Verify whether you will be using a mobility aid such as a wheelchair, walker or service animal. If you use a wheelchair, it may not be larger than 30 inches wide and 51 inches long and your combined weight with your wheelchair may not exceed 800 pounds, or we may not be able to accommodate your trip.
- Confirm that you will be traveling with a companion or an authorized PCA. Companions are required to pay the full fare.

Please note, if there are permanent changes to your record regarding mobility aids or service animals, please notify RTA at (800) 795-7887.

### ***Negotiating Trip Times***

RTA may be unable to give customers the exact time they request. ADA allows for a negotiated pick-up time within one hour before or after the requested trip time. If your return time changes, call (800) 795-7887 as soon as possible and we will make every attempt to reschedule you.

### ***Be Ready for Your Trip***

When making a reservation, you will be given a 30-minute pick-up window (for example: 11 a.m. to 11:30 a.m.). Because your ride may arrive any time within that 30-minute window, you must be ready and waiting to go at the start of the window. Be prepared to show your appropriate photo identification card to the driver. Once your trip is scheduled and you board the vehicle, you will be unable to change your destination. If an appointment time is requested, you may be dropped off up to 30-minutes early from the appointment time (for example: if 11 a.m. is your requested NLT (no later than) time, you could be dropped off between 10:30 a.m. to 11 a.m.). Same day changes to your reservation are not allowed. Vehicles are not allowed to go into driveways, nor are drivers encouraged to go in reverse. If you are not present when the vehicle arrives, the driver will wait five minutes. After five minutes, the driver will mark you as a no-show. Customers with excessive no-shows may be penalized.

### ***Service Animals***

Service or guide animals necessary for travel by customers with disabilities are allowed on all RTA vehicles. Small pets, non-service, and comfort animals are allowed if they are secured in a pet carrier that can be safely placed on a customer's lap. The animal must not interfere with, disrupt or disturb service or guide animals or other customers on the vehicle.

### ***Seatbelts***

All Dial-A-Ride vehicles are equipped with seatbelts. In compliance with state

law, RTA requires you to wear your seatbelt at all times during transport.

### ***Vehicle Types***

Dial-A-Ride vehicles may include buses or, at times, taxis. The type of vehicle used depends on service demand. The Agency is unable to accept requests for vehicle type preferences or exclusions. To ensure the appropriate vehicle is sent, please make sure mobility aids are updated with Dial-A-Ride.

### ***Carry-on Items***

To ensure passenger safety, please limit the number of carry-on items to three. Once onboard, you must be able to keep the packages secure. Carts or strollers must be folded prior to boarding. Open food containers and beverages other than water are prohibited. Eating and smoking are not allowed.

### ***Canceling a Ride***

If a trip needs to be canceled, call as early as possible by calling (866) 543-4782 or TTY (800) 369-3610 or you can e-mail us at [cancel@RiversideTransit.com](mailto:cancel@RiversideTransit.com). Trips should be canceled by 6 p.m. the day prior to the scheduled ride time. If you cancel a trip after that time, you may be assessed penalty points that may result in suspension of service.

If a Dial-A-Ride customer is a no-show for the first part of a round trip, RTA will not automatically cancel the return trip. It is the customer's responsibility to call and cancel if the return trip will not be needed. Failure to cancel the return trip may result in a no-show.

### ***Checking on Your Ride***

If your ride appears to be running late, you may check on it by calling (800) 795-7887. Please do not call to check on your ride until your 30-minute pickup window has begun.

### ***Travel Time***

Be aware that Dial-A-Ride is a shared ride service and you may be riding with other customers who may be picked up or dropped off before you. The time of your trips may vary, and direct service to your destination may not be available. Some trips may include a transfer.

### ***Child Safety Seats***

All Dial-A-Ride vehicles can be equipped with child safety seats for children under six years of age or weighing less than 60 pounds. Customers traveling with a child in need of a safety seat should notify RTA when making their reservation.

### ***NO-SHOW POLICY***

To improve the availability of appointment time slots and make the Dial-A-Ride service more efficient for all customers, the RTA No-Show Policy is designed to limit the number of late cancellations and no-shows. The policy considers a customer's overall frequency of use and establishes a pattern or practice of abuse relative to how often a person travels. Customers who exceed the systemwide average no-show rate may be penalized.

Any Dial-A-Ride customer who cancels their ride after 6 p.m. the night before their scheduled pickup will be marked a late cancellation. Any Dial-A-Ride customer who is a no-show or cancels their trip within two hours of their scheduled pick-up may be marked as a no-show. Customers in violation of the policy may have their service temporarily suspended. Please note that in the event of a no-show, the return trip will NOT be automatically canceled and it is the customer's responsibility to cancel that scheduled trip.

- RTA staff will measure the system-wide average for no-shows and identify customers who significantly exceed this average. A detailed review of a customer's trip history and no-show frequency will be performed before a suspension of services is considered.
- At the end of each month, customer no-show rates will be reviewed and compared to the system-wide average. Those customers found to exceed twice the system-wide rate may be subject to suspension of services. Only those cancellations within the customer's control will be considered.
- Customers in violation of the policy will receive a warning on the first offense. Subsequent non-compliance could result in suspension of services for seven calendar days.
- A 30-day notification will be provided to the customer prior to suspension. The notification includes an appeal process that allows the customer to dispute a finding of non-compliance. The 30-day period also allows staff to consider factors such as life-sustaining services that require transportation such as dialysis treatments or chemotherapy appointments.

**Right to Appeal**

Persons receiving suspensions will have the right to appeal. To file an appeal, a customer or his/her representative must send a written explanation of why the customer should not be suspended along with any supporting facts and statements. The appeal must be received within 30 days of notification of suspension. Appeals should be sent to Riverside Transit Agency, 1825 Third Street, Riverside, CA 92517, Attention RTA Contract Operations Department.

Individuals will be permitted to ride the bus during the appeal process. Rulings shall be deemed final.

**OTHER SPECIALIZED RTA SERVICES**

For more information about any specialized service or program, contact the Customer Information Center at (951) 565-5002.

**Buddy Fare**

The Buddy Fare is a great way to save money on Dial-A-Ride. With this special program, two to 10 eligible customers can share the fare for each fare zone. The entire group must be picked up within a half-mile radius of each other and travel to the same destination.

**Dial-A-Ride Lifeline Service**

This program provides access to lifeline services for those who are outside the three-quarter-of-a-mile boundary and have no other transportation options. Trips are restricted to life-sustaining services and provide an additional two-mile radius of the fixed-route boundary.

**PHONE NUMBERS AND HOURS**

**Dial-A-Ride Reservations and Hours**

- Reservations.....(800) 795-7887
- Weekdays: 7 a.m. – 6 p.m.
- Weekends and Holidays: 8 a.m. – 5 p.m.
- Deaf and Hard of Hearing TTY .....(800) 369-3610
- Cancellations .....(866) 543-4782
- Cancel by e-mail.....cancel@RiversideTransit.com
- Dial-A-Ride After Hours.....(866) 543-4782
- Information, Comments, Complaints .....(951) 565-5002
- ADA Certification Information .....(951) 565-5002

**GET INFORMATION OR APPLY ONLINE 24 HOURS AT  
RIVERSIDETRANSIT.COM**

**RTA Customer Information Center**

- Customer Information Center.....(951) 565-5002
- Deaf and Hard of Hearing TTY
- Bus Information.....(800) 800-7825
- Weekdays: 6 a.m. – 10 p.m.
- Weekends and Holidays: 8 a.m. – 10 p.m.
- Lost and Found .....(951) 565-5000

**Other Local Dial-A-Ride Services**

- Banning Dial-A-Ride .....(951) 922-3252
- Beaumont Dial-A-Ride .....(951) 769-8532
- Corona Dial-A-Ride.....(951) 734-7220
- Riverside Special Transportation .....(951) 687-8080

