

## Table of Contents

What is Dial-A-Ride .....	1
Eligibility Process.....	2
Operating Hours, Area & Holidays.....	5
Fare Information .....	5
Children .....	6
Business Hours.....	7
Personal Care Attendants.....	7
Guests and Companions .....	8
Service Animals and Pets .....	9
Inclement Weather .....	11
Lost and Found.....	12
Your Comments Are Welcome.....	12
Requesting Trips.....	13
Same Day Trip Requests.....	17
Cancelling Your Trip.....	17
Late Cancellations .....	17
No-Shows .....	18
Standing Rides .....	19
Common Lobbies.....	20
Dial-A-Ride Responsibilities .....	21
Customer Responsibilities .....	22
Suspension Policy .....	26
Other Local Transportation Providers.....	27

## What is Dial-A-Ride?

DIAL-A-RIDE is a shared-ride service for people who, because of their disability, are unable to ride a regular Valley Transit bus, and for all people 70 years of age or older. DIAL-A-RIDE is not intended to be used as an alternative to the fixed route bus system because it is easier or more convenient than riding the bus.

DIAL-A-RIDE provides door-to-door service, or in some instances, transportation to transit centers to connect with regular bus service. The DIAL-A-RIDE mini-bus may make several stops along the way before it arrives at your destination.

DIAL-A-RIDE is public transportation and should not be confused with private or medical transportation. Passengers may not specify the type of vehicle used to provide transportation.

DIAL-A-RIDE operates accessible mini-buses. If a DIAL-A-RIDE mini-bus is not available, we may transport you in a Valley Transit bus or supervisor van.

DIAL-A-RIDE requires an obstruction-free approach and sufficient turn-around area for its vehicles. Under some conditions, our policy of door-to-door service will not be available to passengers. Alternate pick-up and drop-off locations may be established because of obstructed driveways, turnarounds, or other safety concerns.

A fare is charged to ride DIAL-A-RIDE. You are expected to pay your fare each time you board a DIAL-A-RIDE



mini-bus. You can pay by cash, tickets, or a monthly pass. You can buy ticket books and passes at Valley Transit's Main Office at 1401 W. Rose or order by mail. Monthly passes are also available at the Ninth Street Branch of Banner Bank, 600 S. Ninth Avenue.

### Eligibility Process

Your eligibility is based on the information provided in the DIAL-A-RIDE application and any information gathered through the eligibility process. Valley Transit often seeks information from treatment or health care providers to help us define the functional abilities of applicants.

To qualify for DIAL-A-RIDE service, a passenger must have at least one of the following conditions:

- Inability to get on or off a transit bus that is equipped with a wheelchair lift device
- Inability to get to or from a regular Valley Transit bus stop
- Inability to wait at a regular bus stop
- Inability to understand and follow directions or

**For more information on Dial-A-Ride, contact us at 527-3779**

information signs for reasons other than language or literacy

**OR**

- 70 years of age or older

All potential DIAL-A-RIDE passengers are required by the Americans with Disability Act (ADA) requirements to apply for DIAL-A-RIDE service. Contact us at **527-3779** for an application.

You can begin requesting DIAL-A-RIDE trips as soon as you are notified of your eligibility to ride DIAL-A-RIDE.

By the Americans with Disabilities Act (ADA), Valley Transit must:

- Make an eligibility determination within 21 days of receiving the complete application
- Provide written notification with reasons for our decision if we determine you are not eligible
- Provide the applicant the ability to appeal denial or conditions of service
- Provide materials in accessible formats upon request

Following ADA guidelines, all DIAL-A-RIDE passengers will be provided with an ADA functional classification rating that relates to their ability to use public transportation and the amount of assistance they are to receive in transportation:

- Eligibility Category 1: Individuals who, because of a disability cannot independently travel to and from fixed route bus stops
- Eligibility Category 2: Individuals who, because of a disability could use an accessible fixed route bus, but none is available



- Eligibility Category 3: Individuals who, because of a disability cannot independently navigate the system even though they can board the bus.

Valley Transit has a unique special category called “Honored Citizens”. This category is for individuals who are 70 or more years of age but who do not qualify under the ADA for a transportation disability. “Honored Citizens” will be served on a space and time available basis. Passengers who are ADA-eligible for Dial-A-Ride will receive first priority in making trip reservations. Space and time available means that a passenger who has applied for service based on age alone may have their reservation cancelled if an ADA-eligible passenger needs a ride at the same time, and there are not enough vehicles to serve everyone.

Valley Transit DIAL-A-RIDE staff will try to understand each passenger’s abilities and to suggest solutions on a trip by trip basis that utilize the fixed route bus system, a DIAL-A-RIDE mini-bus, or a combination of both, as appropriate for that customer’s travel.

Valley Transit provides travel training services upon request to individuals or groups. Education and training are often all that is needed to help an individual to greater independence by using our fixed route bus or DIAL-A-RIDE transportation services. On occasion, Valley Transit staff may require an applicant for DIAL-A-RIDE service to meet with a health care provider, such as a doctor or occupational therapist, to provide more information to help us accurately assess your transportation needs.

---

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**

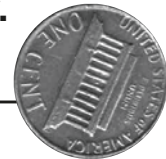
**Your safety and that of other passengers and the vehicle operator is our primary concern. We cannot provide service to individuals who are bedridden or who require care not available in a public transit system.**

**DIAL-A-RIDE is not an ambulance service and will not provide emergency transportation services.**

#### **Operating Hours, Area & Holidays**

**DIAL-A-RIDE provides service from 6:30 a.m. to 5:30 p.m. Monday through Friday in the Walla Walla and College Place urban area. We are closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.**

#### **DIAL-A-RIDE Fare Information**



**The cost of a one-way ride is 75 cents. If you do not wish to use cash, tickets are available in books of 20 for \$15.00. A monthly pass is also available for \$10.00.**

**You must pay a fare or show your Pass each time you board a DIAL-A-RIDE vehicle. Round trip fare payments are not accepted.**



#### **BE PREPARED TO PAY THE EXACT FARE**

**Operators DO NOT carry change, do not sell tickets or monthly passes, and are not permitted to search purses, pockets, or backpacks for a passenger's fare.**

**If your disability prevents you from handling money, tickets, or passes, please call DIAL-A-RIDE customer**



service about ways we can help you have the fare available when you need to ride DIAL-A-RIDE.

Passes and ticket books may be purchased from Valley Transit, in person or through the mail, at 1401 West Rose. Passes may also be purchased at the downtown Transfer Center, or Helpline, 16 S. Colville.

To buy a ticket book or a pass by mail, send a check or money order with an explanation of what you wish to purchase to the following address:

Valley Transit Customer Services  
1401 West Rose Street  
Walla Walla, WA 99362



**PLEASE DO NOT SEND CASH THROUGH THE MAIL**

Passes expire on the last day of the month. Please make sure you buy your new pass by the first day of each month. There is no grace period. Passes go on sale on the 15th of each month for the following month.

### **Children**

Children may ride on DIAL-A-RIDE if they have an eligible ADA disability or are traveling as a companion with an eligible adult passenger. If a child is going to and from school, the school district has primary responsibility to provide special transportation and will be expected to provide such.

For student transportation, DIAL-A-RIDE will only be the provider of last resort.

For more information on Dial-A-Ride, contact us at 527-3779

Washington State law (HB 2675) requires that children under the age of 6 years must be restrained in a vehicle according to the following schedule:

- 1 year of age or under 20 pounds – a rear facing infant seat
- Between 1 year of age or over 20 pounds and 4 years of age, or under 40 pounds – a forward facing child safety seat
- Between 4 years of age or over 40 pounds and 6 years of age or under 60 pounds – the use of a booster seat is optional (our mini-buses have only lap belts). If children in this category do not use a booster seat they must use a lap belt
- 6 years of age and older – a lap belt
- Passengers are required to provide an infant seat for their child that is rated for vehicle use

Children 5 years of age and under are required to be accompanied by an adult or an older child who is capable of acting as a Personal Care Attendant (PCA). A child 5-years or under may ride for free, if accompanied by an adult.

#### **Dial-A-Ride Business Hours**

- Reservations/Cancellations ...8:30 a.m. to 5:30 p.m.  
Monday thru Friday

#### **Personal Care Attendants**

A personal care attendant (PCA) is someone who travels





with you to provide any assistance you need. Your personal care attendant rides free and must board and de-board at the same location as you. Please note that DIAL-A-RIDE does not provide personal care attendants and the mini-bus operator cannot serve as your personal attendant.

Because there are usually other riders on the mini-bus, operators need to stay within sight of the mini-bus and cannot escort you to a place where they cannot see their vehicle. If your destination is not within sight of the mini-bus, you will need to be accompanied by a personal care attendant to assist you to your destination.

You will need to inform the customer service representative each time you make a reservation that you will be accompanied by a PCA. This ensures there will be room on the mini-bus for both of you.

Attendants must accompany those passengers certified to travel with a personal care attendant. For their own safety, passengers will be denied transportation if an attendant is unable to accompany them on the day of travel.

### **Guests and Companions**

A guest or companion is someone you want to bring with you to share the trip, not someone you must bring to enable you to travel.

If you would like to bring more than one guest with you, the additional guest(s) will be accommodated on a

---

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**

space available basis.

Guests must pay a fare when accompanying you on the van, and must get on and off the van at the same place and time as you.

Be sure to tell the Reservationist you will be bringing a guest(s) with you when you call to schedule your ride. Drivers cannot take riders who are not pre-scheduled for a trip.

### **Service Animals and Pets**

Service animals are welcome aboard Valley Transit vehicles. A service animal is any guide dog, or other animal trained to perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to provide assistance. To travel on a Valley Transit vehicle, a service animal must:

- Be on a leash or in a container, be under its person's control and behave appropriately
- Remain at its person's feet or on their lap, but may not sit on a vehicle seat
- Birds, reptiles, amphibians and rodents must be kept within an enclosed carrier or container
- Not show aggressive tendencies towards people or other animals

*Under control and well behaved* are the defining characteristics. The care and supervision of a service animal is solely the responsibility of its owner. In



addition, customers traveling with animals are subject to the same general rules that apply to all passengers; i.e., any damage or soiling caused by the animal is the responsibility of the customer. If an animal is not under control or if its behavior is disruptive or menacing, Valley Transit can refuse service or ask the person and animal to exit the vehicle. Service animals must be kept under physical restraint by the owner at all times. Service animals that are disruptive, threatening or intimidating will be handled in a case-by-case discipline process.

Valley Transit has a more detailed information and policy paper on service animals available upon request from the Valley Transit DIAL-A-RIDE office.

Because of the small size of the mini-buses, other pets are not allowed on DIAL-A-RIDE unless they are small and can be transported in a suitable pet carrier. Your pet plus the kennel may weigh no more than 25 pounds. Please tell the customer service representative that you are bringing a pet to make sure there is room on the vehicle.

---

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**

### **Inclement Weather**

How will you know if DIAL-A-RIDE mini-buses will be operating during periods of severe snow, ice, or other inclement weather?



Listen to your regular local radio news program for announcements about DIAL-A-RIDE services for that day. DIAL-A-RIDE operates very limited service in severe snow, ice or other inclement weather.

Service will be limited and possibly cancelled when adverse weather creates hazardous conditions for our passengers or when the mini-bus is unable to reach your residence or destination.

Non-essential trips may be cancelled, but every effort will be made to deliver life-sustaining and essential trips such as those for dialysis or chemotherapy and work trips for key personnel, as long as vehicles are able to reach your residence or destination.

If your trip is for a life-sustaining or essential service, call customer service to make sure you can get where you need to go.

Sidewalks, driveways, and ramps must be cleared so operators can safely assist passengers using wheelchairs or those who require door-to-door assistance.



Service will be limited wherever adverse weather creates conditions hazardous for passengers, employees and vehicles.

### **Lost and Found**

---

To find out if we have an item of yours in lost and found, please call us at 525-9140, Monday – Friday from 8:00 a.m. to 5:00 p.m.

### **Your Comments Are Welcome**

---

Whenever you have comments about DIAL-A-RIDE service, we want to hear from you. All complaints, commendations and suggestions are welcome.

You can also call Valley Transit customer service at 525-9140. Representatives are available to take your comments five days a week between 8 a.m. and 5 p.m. The following specific details help for a more thorough investigation of your comments and/or suggestions:

- Date, day, and time of the incident
- Operator's name or description
- Vehicle number
- A detailed explanation of the incident or suggestion
- Rider's name and telephone number

DIAL-A-RIDE operators are not permitted to accept tips. If you are pleased with the service of a particular operator, please call us with your comment. Each comment is shared with the employees involved.

---

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**





call:

- Pencil and paper
- Your name
- Your complete pick-up address, including apartment and/or building name or number
- Exact address of where you want to go
- Time(s) and date(s) you would like to travel
- The time(s) of any appointments you might have
- Whether an attendant or guest will be riding with you
- Whether a service animal or pet will accompany you
- Whether you will be using an aid (i.e., wheelchair, walker, oxygen)
- All the above information for your return trip

Write down the name of the reservations agent who has helped you as well as the confirmed dates and times of your trip reservations.

### **Tips for Requesting Trips**

DIAL-A-RIDE provides 125-150 trips each day. Although we make every effort to accommodate your request, it may not always be possible to travel at the times you want. These tips will help us provide you the best possible service.

- Whenever possible, be flexible about the times you travel. We might ask that you move your time earlier or later than the time you request in order to accommodate more passengers in the mini-bus.
- Allow extra travel time. Trips are scheduled on a

**For more information on Dial-A-Ride, contact us at 527-3779**

shared-ride basis. The mini-bus may stop to let other customers on or off before reaching your destination. In addition, unexpected delays can occur for many reasons, including road construction, traffic accidents, and bad weather.

**TIP:**

- Carry needed medication with you in case we are delayed for any length of time
  - If you are diabetic or hypoglycemic, please bring a small snack with you in case you travel longer than expected
- 
- If you are going to a medical appointment, your return trip reservation should allow plenty of time in case your doctor is running late.
  - Trips can be made for any purpose. Under the ADA, DIAL-A-RIDE is not allowed to prioritize rides by trip purposes. You may request as many trips as you need.
  - Most riders combine errands to make the best use of their time and money.
  - DIAL-A-RIDE does not move personal belongings or business items 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.
  - When you are going shopping, choose a store close to your home to reduce your travel time and our costs. This allows DIAL-A-RIDE to operate more efficiently for the benefit of all our passengers. Please limit your onboard parcels.





- Operators can assist you with only as many packages or groceries as they can carry in one trip with a total weight not exceeding 25 pounds.
- DIAL-A-RIDE operators are not permitted to lift or carry objects weighing more than 25 pounds. If you have purchased a heavy or bulky item, please arrange with the store to have it delivered to your home rather than trying to carry it aboard the mini-bus. Operators reserve the right to refuse to transport heavy or bulky items.
- If you move or use a temporary address, you should notify DIAL-A-RIDE immediately. To ensure your timely pick-up, please make sure that 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 a current emergency contact person and phone number in your file.

**For more information on Dial-A-Ride, contact us at 527-3779**

### Same Day Trip Requests

A request for a trip on the day that you wish to travel will be accommodated on a space and time available basis. For best results, call customer services at least 2-hours before you need a ride. There are limited openings for rides scheduled on the same day of service.

### FOR MEDICAL EMERGENCIES CALL 911

If your condition is very fragile and you require specialized care in transit, do not call DIAL-A-RIDE. DIAL-A-RIDE operators are not trained as paramedics.

### Cancelling Your Trip

If you must cancel a reserved ride, please let us know right away. By cancelling your ride as soon as possible, you give someone else the chance to schedule a ride. Cancellations need to be made by 4:30 p.m. the day before your scheduled trip. You must call DIAL-A-RIDE at 527-3779 to cancel a trip. DIAL-A-RIDE drivers cannot cancel trips or make a new trip request for you. We will need to know:

- Your name
- Date and time of trip
- Your complete address
- Is the cancellation for one or both ways?

### Late Cancellations

Trips that are cancelled on the day of scheduled travel will be considered Late Cancellations. Late cancellations



do not leave enough time for another person to take this appointment, and result in a reservation space being wasted that could have been used by another person had there been more notice. If a rider receives four (4) Late Cancellations in any 12-month period, they will receive a verbal warning. Five (5) Late Cancellations in a 12-month period will result in a written warning. Six (6) Late Cancellations in a 12-month period may result in a one-week suspension of service. Seven (7) Late Cancellations in a 12-month period may result in a two-week suspension of service. And eight (8) Late Cancellations in a 12-month period may result in a one-month suspension of service.

### **No Shows**

A “No-Show” is when a vehicle is scheduled to arrive at a pick-up location and the passenger has not boarded after five (5) minutes. A No-Show is a waste of a trip that another person could have used had the trip been cancelled with sufficient notice. A customer who receives four (4) No-Shows in any 12-month period will receive a verbal warning. Five (5) No-Shows in a 12-month period will result in a written warning. Six (6) No-Shows in a 12-month period may result in a one-week suspension of service. Seven (7) No-Shows in a 12-month period may result in a two-week suspension of service. And eight (8) No-Shows in a 12-month period may result in a one-month suspension of service.

You may appeal Late Cancellation and No-Show suspensions of service. An appeal procedure guideline

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**

is available from Valley Transit DIAL-A-RIDE, 1401 W. Rose Street, Walla Walla, WA 99362. Customers or their advocates should call DIAL-A-RIDE at **527-3779** to resolve on-going Late Cancellation or No-Show abuses. A formal appeal of suspensions may be sent to the Valley Transit Operations Manager at the address above.

### **Standing Rides**

A standing ride is an ongoing, regularly scheduled reservation (for example, to work, dialysis, physical therapy, etc.). It is useful to schedule a standing ride if you go to the same place at the same time one or more days each week.

Standing rides may be requested once eligibility has been approved. Requests for standing rides are accommodated if less than fifty-percent of the total rides available at that time of day are used for standing rides. Please call our customer service office during normal business hours to request a standing ride. To expedite your call, please have the following information available:

- Passenger name
- Your mailing address
- Staff/contact name and phone number
- Exact addresses of where you will be traveling to and from
- How long will you need the standing ride
- Will times, days, and addresses be consistent?

To avoid no-show penalties, please call our customer service office to place your standing ride on hold during



times of vacation, illness, or any reason you will not be taking your scheduled trips. Be sure to tell us the date you want your standing ride reactivated.

Standing rides (including dialysis patients) are automatically cancelled on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If you need transportation on these holidays, please book a replacement reservation at least one day in advance.

**Standing rides will be removed or denied due to excessive Late Cancellations and/or No-Shows. You will be notified by phone if we cancel your standing ride.**

### **Common Lobbies**

Operators will only go to a building's (nursing home, hospital, medical clinics, grocery stores, etc.) common lobby area or main entrance for buildings that do not have a waiting area established. Operators are not permitted to go through facilities, up elevators, stairs, or individual offices to assist or locate passengers. Operators will not page passengers at facilities with common lobbies or main entrances. Passengers, personal care attendants, or facility personnel will assume responsibility for getting passengers to and from common lobby areas or main entrances of buildings. Operators cannot serve as your personal care attendant.

**For more information on Dial-A-Ride, contact us at 527-3779**

## Dial-A-Ride Responsibilities

DIAL-A-RIDE makes every effort to hire friendly, responsible people who have excellent driving records. DIAL-A-RIDE operators are thoroughly trained in defensive driving and customer relations, which help them understand and respond to the special needs of DIAL-A-RIDE customers.

You can expect from DIAL-A-RIDE:

- Safe transportation
- 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 and from the vehicle to the door of your destination, or an established DIAL-A-RIDE waiting area or lobby where appropriate. Under some conditions our policy of door-to-door service will not be available to passengers. Alternate pick-up and drop-off locations may be established to address safety concerns.
- DIAL-A-RIDE will pick you up within the 20 minute “promise time” you were given when you made your reservation.
- If the vehicle arrives anytime during the “promise time”, it is considered on time. You must be ready to go anytime within this 20-minute window.
- Operators can only wait five minutes for you after the mini-bus arrives before being directed to move on and pick-up other passengers who are waiting.



To avoid delays, missed appointments, and no-show penalties, please be ready to go when the mini-bus arrives to pick you up.

### **Customer Responsibilities**

It is Valley Transit's policy and responsibility to ensure safe and timely transportation for all DIAL-A-RIDE customers. You have a responsibility to use the system appropriately for the benefit of your fellow customers. When one customer disrupts service due to inappropriate use or unrealistic expectations, service to others is affected. You are expected to follow the guidelines to ensure that everyone, including yourself, has the safest and most convenient ride possible. The following is a partial list of the more significant customer responsibilities. Valley Transit reserves the right to deny service to customers who do not comply with their responsibilities.

- If you make several trip requests for the same day, they must be scheduled at least 30 minutes apart. That amount of time must pass from the scheduled drop-off time of your first trip to the next pick-up time and so on. Operators are not permitted to wait while you run in and do a quick errand.
- Medical procedures, chiropractic treatments, blood pressure check-ups, etc. are not allowed onboard the vehicles.
- If you have a trip requested and cannot ride, it is your responsibility to call DIAL-A-RIDE and cancel as soon as possible. When you call to cancel a trip,

**For more information on Dial-A-Ride, contact us at 527-3779**

make sure you also cancel the return trip and any other trips you will not take on that date. Otherwise, those trips are still scheduled and you'll be charged with a no-show.

- Operators are not permitted to make or cancel trip reservations for you. Failure to notify DIAL-A-RIDE in advance of cancellations can result in suspension of service.
- It is your responsibility to bring along a personal care attendant (PCA) if you need one. Attendants who ride with you must board and disembark with you at the same location. Attendants ride for free. You will need an attendant if:
  - o You are using a wheelchair and must travel up or down more than one step.
  - o You are traveling on rough terrain, uneven surfaces, steep slopes or any other conditions that, in the operator's judgment, present a safety hazard
  - o You are unable to travel independently or need more than the door-to-door assistance provided by DIAL-A-RIDE vehicle operators (e.g., you are unable to be left alone)
- If you are boarding or de-boarding at a large building or shopping mall, a designated outside entrance will be used. You will be dropped off and picked up at the same entrance. Please watch for the DIAL-A-RIDE mini-bus and try to make it easy for the operator to find you.
- You are responsible for all personal belongings brought onto the DIAL-A-RIDE vehicle. Anything





- left behind will be turned in to Lost and Found.
- For your safety and security, you will be required to use the safety belt while riding on DIAL-A-RIDE. Customers must remain seated and secured until the mini-bus has come to a complete stop. Remain seated until the operator is ready to assist you out of the mini-bus.
  - Passengers are not to exit the mini-bus while operators are assisting other passengers.
  - Operators will not engage in unnecessary conversation with you. If you have questions while you are in the mini-bus, the operator will gladly help. However, distractions must be kept to a minimum for safety reasons.
  - 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.
  - All customers are expected to use appropriate social behavior while riding on DIAL-A-RIDE and when interacting with other customers or DIAL-A-RIDE employees. Fighting, throwing objects, pushing, shouting, spitting, rough behavior, and vulgar language are all prohibited. DIAL-A-RIDE reserves the right to suspend or terminate riding privileges of passengers who threaten the health and/or safety of our customers or the operator. If a passenger engages in such improper conduct, the operator will stop the vehicle and a supervisor and/or police will be called.
  - For the comfort and health of all customers, personal

---

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**

hygiene should be maintained within acceptable standards.

- All customers must comply with safety rules, which include not smoking, eating or drinking in DIAL-A-RIDE mini-buses, 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. Any unlawful bus conduct defined by Title 9.91.025 of the Revised Code of Washington (RCW) is strictly prohibited.
- DIAL-A-RIDE operators are responsible for the safety of their passengers. If you use a mobility aid or wheelchair, it is your responsibility to keep it in good working condition. If an operator believes that you cannot be safely assisted to or from the mini-bus, you will be refused transportation and a supervisor





- will be sent to investigate the problem.
- Your wheelchair may be considered unsafe if the wheels or other parts are loose, if any parts of the wheelchair are broken, or if an electric wheelchair has a dead battery and cannot be moved without unsafe effort by the operator. DIAL-A-RIDE staff will work with you to try to resolve any problem, but if no solution can be found, service may be denied until you have taken care of the equipment problem.
  - Wheelchair lifts make it possible to load wheelchairs in an efficient and safe manner. No one but the DIAL-A-RIDE operator is permitted to operate the vehicle wheelchair lift. Operators are only allowed to ride on the lift with passengers under special circumstances.

### **Suspension Policy**

Valley Transit DIAL-A-RIDE has made a commitment to provide quality paratransit transportation in Walla Walla and College Place. We will make every reasonable effort to accommodate various needs. There are situations, however, that jeopardize the quality of Valley Transit DIAL-A-RIDE transportation. Repeated abuse of the service may result in denial of service under the following circumstances:

- Physical or verbal abuse toward DIAL-A-RIDE employees, customers or equipment
- Excessive Late Cancellations or No-Shows as outlined in our Cancellation & No-Show Policy

Before DIAL-A-RIDE transportation is suspended or

---

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**

denied, we will take the following steps:

- Incidents will be fully documented
- DIAL-A-RIDE staff will communicate with the individual and his/her representative, explaining the infractions and requesting corrective action. The individual will have the opportunity to respond
- DIAL-A-RIDE staff will send written confirmation of any conversation and the agreed-upon points. This confirmation will be sent via registered mail
- All suspensions of service may be appealed

When the action prompting the suspension of service is corrected, service may be reinstated.

### **Other Local Transportation Providers**

Many public agencies and private non-profit agencies providing social service programs also provide some level of transportation to their activities. Residents are encouraged to ask their service providers to explain what, if any, transportation services are available to program participants.

Occasionally, people need transportation during hours that Valley Transit DIAL-A-RIDE is closed, or to places that are beyond the service area. For those occasions, we have listed other transportation service providers for your convenience. These transportation services are not affiliated with Valley Transit in any way, and Valley Transit cannot make any recommendation about their ability to meet your needs. These companies offer



different levels of service for people with special needs and the fares vary greatly. You should be careful to ask questions to verify that price, time, and level of service are acceptable.

- Appointment Keepers Transportation Service  
522-5097
- A-1 Taxi 529-2525
- ABC Taxi 529-7726
- Milton-Freewater Taxi 509-386-8106
- Transportation Solutions 509-386-4983
- Tri-Cities Taxi (Pasco) 1-509-547-7777

---

---

---

**For more information on Dial-A-Ride, contact us at 527-3779**