Dial-a-Ride Handbook

2026 Update

For more information on Dial-a-Ride, contact us at (509) 527-3779
or visit our office at 1401 W. Rose Street, Walla Walla, WA 99362.

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What is Dial-a-Ride?

Dial-a-Ride is not an ambulance service and will not provide emergency transportation services.

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 vehicle 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 vehicles and vans. If a Dial-a-Ride vehicle is not available, we may transport you in another available Valley Transit vehicle.

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.

You are not currently charged a fare to ride Dial-a-Ride. If fares are reinstated, you will be expected to pay your fare each time you board a Dial-a-Ride vehicle. You can pay in cash, with tickets, or with a monthly pass. You can buy ticket books and passes at Valley Transit's Main Office at 1401 West Rose Street, or order by mail. Monthly passes are also available Monday through Friday at the Market Station Transit Center.

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 meet at least one of the following criteria:

- 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 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 Disabilities Act (ADA) requirements to apply for Dial-a-Ride service. For an application, call 509-527-3779.

You can begin requesting Dial-a-Ride trips as soon as you are notified of your eligibility to ride Dial-a-Ride.

According to 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 with the ability to appeal denial or conditions of service
- Provide materials in accessible formats upon request

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.

Because the effects of a disability can change over time, certification for Paratransit eligibility is not permanent. Eligibility is granted for a period of three (3) years. A notification letter and recertification form is sent at least 60 days before your eligibility is due to expire.

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 gain greater independence by using our Fixed Route or Dial-a-Ride transportation services. On occasion, Valley Transit staff may require an applicant for Dial-a-Ride service to meet with a healthcare provider, such as a doctor or occupational therapist, to provide more information to help us accurately assess your transportation needs.

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

Operating Hours and Area

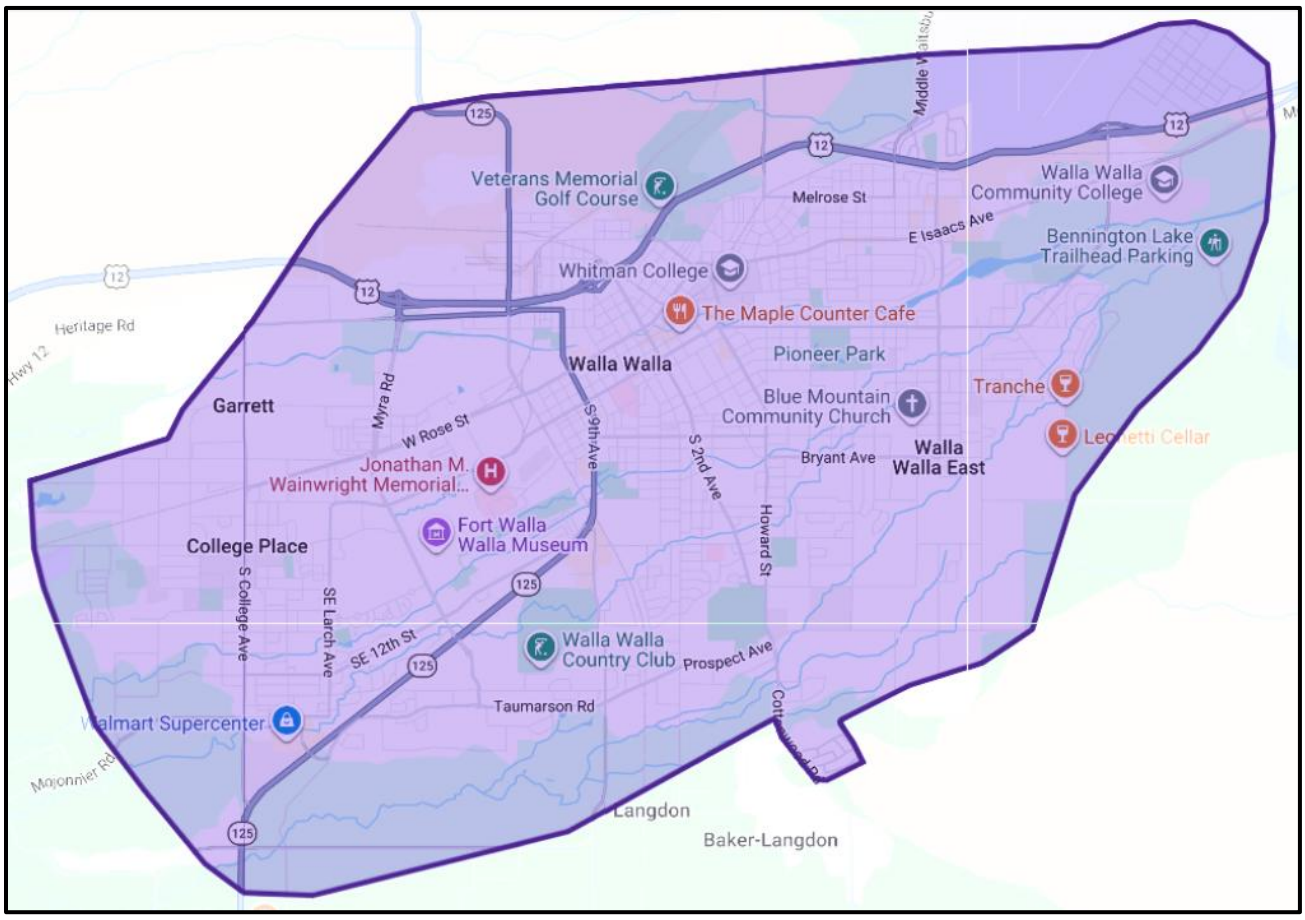
Dial-a-Ride provides service from 6:15 am to 5:45 pm Monday through Friday. For reservations and cancellations, the Valley Transit dispatch office is open 8:00 am to 5:00 pm Monday through Friday.

Dial-a-Ride services do not operate on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Columbus/Indigenous Peoples' Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

The basic service area is a corridor that extends ¾ of a mile around each fixed route in Walla Walla and College Place. Valley Transit has additionally extended service outside of the minimum required area to areas within city limits as a courtesy to those residents living more than ¾ of a mile from the closest Fixed Route bus line. For assistance determining whether a specific address is within the service area, please call 509-527-3779.

Service Area Map



Map Boundary Description

The map featured on page five shows the Valley Transit Dial-a-Ride service area in and around the cities of Walla Walla and College Place. A dark purple outline marks the boundary of where the service is available, and the light purple shading inside the boundary represents the covered area.

The boundary generally follows these directions:

- **North:** The boundary runs along the northern outskirts of Walla Walla, spanning east-to-west above Veterans Memorial Golf Course, Highway 12, and Walla Walla Community College toward Mill Creek Road.
- **East:** The eastern edge encompasses Walla Walla East, the Bennington Lake recreation corridor, and residential areas near local wineries like Tranche and Leonetti Cellar, stopping before reaching further rural farmland.
- **South:** The southern boundary skirts south of Walla Walla Country Club and Taumarson Road, angling southeast along Cottonwood Road near Langdon before cutting back northward toward Walla Walla East.
- **West:** The western edge encompasses the city of College Place, extending past Garrett and the College Place Walmart along Highway 125, bounded near Old Highway 12 and Heritage Road.

Fare Information

Valley Transit is currently operating in a zero-fare environment due to a Move Ahead Washington grant covering the lost revenue. When fares are in effect, the following rules are true. 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 $12.00

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. 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 Street. Call 509-525-9140 for current operating hours.

To buy a ticket book or pass by mail, send a check or money order and a self-addressed, stamped envelope along with an explanation of what you wish to purchase to the following address:

Valley Transit Customer Service
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.

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.

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

- 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 vehicles 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

Personal Care Attendants

A Personal Care Attendant (PCA) travels with you to provide assistance as needed. Your PCA rides free and must board and de-board at the same location as you. Dial-a-Ride does not provide PCAs, and the vehicle operator cannot serve as your PCA.

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

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 space-available basis. When fares are being charged, guests must pay a fare when accompanying you in the vehicle and must get on and off the vehicle at the same place and time as you.

Be sure to tell the Customer Service Representative 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

A service animal is any guide dog, signal dog, or other animal individually trained or in training to work or perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to assist.

Service animals, and service animals in training, are welcome aboard Dial-a-Ride vehicles so long as they adhere to all relevant policies. The following policies apply to service animals on Dial-a-Ride vehicles:

- The animal must be under its person's control and behave appropriately.
- Be harnessed, leashed, or tethered unless use of such a device would interfere with the task the service animal or service animal trainee performs, or the person's disability prevents use of such devices.
- Birds, reptiles, amphibians, and rodents must be kept within an enclosed carrier or container.
- The animal or carrier must not block the aisle or emergency exits. They may remain at their person's feet or on their lap, but may not occupy a vehicle seat.
- The animal must not be disruptive – no excessive noise or threatening behavior.
- The animal must not show aggressive tendencies towards people or other animals.
- The animal must be housetrained.
- The animal must be alive and in good health.

Pets and Other Animals

Pets and animals that provide emotional support, therapy, comfort, or companionship are not considered Service Animals. Because of the small size of the vehicles, pets other than service animals may not be allowed on Dial-a-Ride unless they are small and can be transported in a suitable carrier. Your pet plus the carrier may weigh no more than 25 pounds. When booking a ride on Dial-a-Ride, please tell the Customer Service Representative that you are bringing a pet to make sure there is room on the vehicle.

A pet or animal that provides emotional support, therapy, comfort, or companionship must adhere to the following policies:

- Be in a closed container, cage, or carrier at all times.
- The carrier must not block the aisle or emergency exits.
- The animal must not be disruptive – no excessive noise or threatening behavior.
- The animal must not show aggressive tendencies towards people or other animals.
- The animal must be alive and in good health.

Under control and well-behaved are the defining characteristics. The care and supervision of an 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 request the animal be removed from the vehicle. Animals that are disruptive, threatening, or intimidating will be handled in a case-by-case discipline process.

Inclement Weather

How will you know if Dial-a-Ride vehicles will be operating during periods of severe snow, ice, or other inclement weather?

Visit Valley Transit's website at http://www.valleytransit.com for rider alerts or call 509-527-3779. 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 vehicle 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-threatening 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.

Lost and Found

To find out if we have an item of yours in Lost and Found, please call us at 509-525-9140, Monday through Friday from 8:00 am to 5:00 pm.

Comments Welcome

Whenever you have comments about Dial-a-Ride service, we want to hear from you. All complaints, commendations, and suggestions are welcome. Retaliation against commenters by Valley Transit staff will not be tolerated.

You can call Valley Transit Customer Service at 509-525-9140. Representatives are available to take your comments Monday through Friday between 8:00 a.m. and 5:00 p.m. The following specific details help with a more thorough investigation of your comments and/or suggestions:

- Date, day, and time of 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.

If you prefer, you may fax us at 509-525-9142 or write to us at:

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

Or, send an email to: info@valleytransit.com

Requesting Trips

You can begin requesting Dial-a-Ride trips as soon as you are notified of your eligibility to ride Dial-a-Ride. Our reservation office is open weekdays from 8:00 a.m. to 5:00 p.m. Please call 509-527-3779 for reservations. Operators are not permitted to make or cancel trip reservations

for you. Trips may be requested from 1 to 14 days in advance. Be sure to schedule your return trip at the same time.

Required information for making a reservation:

- Your first and last 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, service animal in training, 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

When you schedule a ride, you will be given your 30-minute promise window times for both the going and return trips. Write down the name of the Customer Service Representative who has helped you as well as the confirmed dates and times of your trip reservations.

On Sundays and holidays that fall on a weekday, you may leave a phone message between 8:00 am and 5:00 pm to request a reservation for ONLY Monday or the day after the holiday. If any of the above-mentioned information is not included, the reservation may not be successfully made. If you have an appointment, make sure to request a time that allows for sufficient travel time after the end of the 30-minute promise window, keeping in mind that the vehicle may make other stops along the way. The 30-minute window will start at the requested pickup time you leave in the phone message.

Tips for Requesting Trips

Dial-a-Ride provides numerous 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 with 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 vehicle.
- 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, unexpected delays, accidents, and bad weather may occur.
- 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 purpose. You may request as many trips as you need.
- Most riders combine errands to make the best use of their time and money.
- 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 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, please consider a store close to your home to reduce your travel time. This allows Dial-a-Ride to operate more efficiently for the benefit of all our passengers. Please limit your onboard parcels.
- 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 vehicle. 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 of 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.
- Carry needed medication with you in case we are delayed for any length of time while you are traveling with us.
- If you are diabetic or hypoglycemic, please bring a small snack with you in case you travel longer than expected.

Same Day Trip Requests

For medical emergencies, call 911.

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 our reservation office at least 2 hours before you need a ride. There are limited openings for rides scheduled on the same day of service, and these trips are not guaranteed.

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 at least one hour before your scheduled trip. You must call Dial-a-Ride at 509-527-3779 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
- Is the cancellation for one or both ways?

Using the App

We have partnered with our Dial-a-Ride software vendor, Ecolane, to provide an innovating mobile app for our Dial-a-Ride clients that is designed to meet your expectations. The app is integrated with Valley Transit's dispatch software, giving you more control of your schedule and rides. With the Ecolane Mobility app, you will be able to view and/or cancel all of your scheduled rides. Our vehicles are all equipped with GPS, so you will be able to get real-time updates about your trips.

Contact the Valley Transit dispatch office at 509-527-3779 to find out more information and to find out how you can download and use the app.

No-Shows and Late Cancellations

A no-show occurs when:

- A rider fails to board within five (5) minutes of an on-time arrival of the Dial-a-Ride vehicle; or
- A rider cancels a trip less than 1 hour before the scheduled pickup time; or
- A rider cancels at the door

Because no-shows prevent other passengers from obtaining rides, an accumulation of no-shows may result in suspension of service. Riders will be subject to suspension of service if they have a significant pattern of no-showing. Valley Transit will review a passenger's percentage of no-shows if they have missed at least three trips in a month with an overall percentage of at least 10% of their trips being no-showed.

Valley Transit will notify riders by letter if they could be subject to suspension. All suspension notices include a copy of Valley Transit's no-show policy, information on disputing no-shows, and how to appeal no-shows and/or suspensions.

Subscription Service

Subscription rides could be removed or denied due to excessive no-shows and/or late cancellations.

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

Subscription rides may be requested once eligibility has been approved and a pattern of ongoing, regularly scheduled rides without no-shows and/or late cancellations has been established. Requests for subscription rides are accommodated if less than fifty percent of the total rides available at that time of day are used for subscription rides. Please call our dispatch office during normal business hours to request a subscription 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 subscription?
- Will times, days, and addresses be consistent?

To avoid no-show penalties, please call our dispatch office to place your subscription 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 subscription ride reactivated.

Subscription rides (including dialysis patients) are automatically cancelled on the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Indigenous Peoples' Day/Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

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 must keep their vehicle and passengers on board in sight and 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.

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 to 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.
- Dial-a-Ride will pick up within the 30-minute promise window you were given when you made your reservation.
- 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.
- If the vehicle arrives at any time during the promise window, it is considered on time. You must be ready to go anytime within this 30-minute window.
- Operators will wait five (5) minutes for you after the vehicle 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 vehicle arrives to pick you up.

Passenger 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 on board the vehicles.
- If you have a requested trip 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, 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 will 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.
- 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 vehicle has come to a complete stop. Remain seated until the operator is ready to assist you out of the vehicle.
- Passengers are not to exit the vehicle while operators are assisting other passengers.
- 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.
- Operators are not permitted to operate customers' powered mobility devices.
- It is your responsibility to bring along a personal care attendant (PCA) if you need one. Attendants who ride with you must board and de-board with you at the same location. Attendants ride for free. You will need an attendant if:
    - You are using a wheelchair and must travel up or down more than one step.
    - You are traveling on rough terrain, uneven surfaces, steep slopes, or any other conditions that, in the operator's judgment, present a safety hazard.
    - You are unable to travel independently or need more than the door-to-door assistance provided by Dial-a-Ride vehicle operators (i.e., you are unable to be left alone).
- 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.
- 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 vehicle 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.
- Operators will not engage in extended conversation with you. If you have questions while you are on the vehicle, the operator will gladly help. However, distractions must be kept to a minimum for safety reasons.
- For the comfort and health of all customers, personal hygiene should be maintained within acceptable standards.
- 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 the 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.

- All customers must comply with safety rules, which include not smoking, eating, or drinking in Dial-a-Ride vehicles, and not playing radios or other noise-generating equipment. Hazardous chemicals, flammable liquids, explosives, acid, or any other articles or materials likely to cause harm to others are 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 vehicle, you may be refused transportation, and a supervisor will be sent to investigate the 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.

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 services.

Suspension Policy

Before Dial-a-Ride transportation is suspended or 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.
- All suspensions of service may be appealed.

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

Reasonable Modification

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. Valley Transit will make reasonable modifications to policies, practices, and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers and/or the driver.
- The individual with a disability is able to fully use VT's service without the accommodation being made.

Requests for modification may be made either orally or in writing. Valley Transit will process requests for reasonable modifications and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. Contact Valley Transit at 509-527-3779 to request a reasonable modification or for more information about reasonable modifications.

Other Local Transportation Providers

Many public and nonprofit social service agencies offer transportation to program participants. Ask your service provider what transportation options are available. If you need transportation when Valley Transit Dial-a-Ride is closed or outside its service area, other providers are listed for your convenience. These providers are not affiliated with or recommended by Valley Transit; services, special-needs accommodations, and fares vary, so confirm that the price, schedule, and level of service meet your needs.

Service Provider	Main Number	Extension or Alternate Number
Transportation Solutions	509-525-1995	
Vets Transportation Service	509-525-5200	Ext. 22845
Columbia County (Dayton)	509-382-1647	
Grape Line (Pasco)	509-529-7442	877-433-4775
Kayak Public Transit (Pendleton)	541-429-7519	
Liberty Medical Transport	509-301-1782	
People for People	800-233-1624	
Gorge Translink	877-875-4657	