

DIAL-A-RIDE USERS GUIDE



COLT
DIAL-A-RIDE



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STATEMENT OF RIGHTS

The City of Loveland Transit (COLT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color, or national origin, or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on COLT's non-discrimination policy, contact our Administrative Office:

105 W 5th Street
Loveland, CO 80537
970-962-2700

To file a complaint, contact our Title VI Coordinator

500 E 3rd Street
Loveland, CO 80537
titlesix@cityofloveland.org.

Information on non-English alternative formats may be obtained by contacting the COLT office.

WELCOME TO DIAL-A-RIDE

The City of Loveland Transit has partnered with The City of Fort Collins and Dial-A-Ride (DAR) to provide Paratransit service. Paratransit is a transportation service for individuals whose disability prevents them from using a fixed route bus system. Paratransit is a door to door shared ride service operated with modern, accessible vehicles and is committed to providing safe, reliable and courteous transit service.

PHONE NUMBERS AND HOURS

DIAL-A-RIDE GENERAL INFORMATION

970-224-6066

Monday-Sunday 8a.m. to 5p.m.

Ride Reservations

Ride Cancellations (also available anytime
via voicemail)

Ride Status Information

CUSTOMER SERVICE

970-962-2700

Monday-Friday 8a.m. to 5p.m.

Complaints

Commendations

ELIGIBILITY INFORMATION

970-962-2700

Monday-Friday 8a.m. to 5p.m.

Eligibility Information

Application Status

Eligibility Renewals

DIAL-A-RIDE CONTRACT MANAGER

970-224-6067

Monday-Friday 8a.m. to 5p.m.

No Show Information

Suspension Information

Appeals

APPLICATIONS FOR SERVICE

Individuals must first apply with the COLT eligibility office to determine eligibility. Applications may be obtained by calling the COLT office at (970) 962-2700 or Dial-A-Ride's general information number 970-224-6066. Applications are also available online at www.cityofloveland.org.

Once you have received and completed the application, please return the completed application to:

COLT	By Fax	By Email
105 W 5th Street	970-962-2936	COLT@cityofloveland.org
Loveland, CO 80537		

Once an application is received, we will send a Professional Verification (PV) form to the Medical Professional that you have identified on your application. It is highly recommended that you list the health care professional who will be most familiar with your disability or illness.

Applications are not complete until the PV form has been completed in its entirety and received by the COLT eligibility office. Once the PV form is received complete the COLT eligibility staff will begin to process your application.

COLT will process your completed application and the completed Professional Verification form within twenty-one (21) calendar days of receipt of the completed PV form.

There are no fees associated with the application process.

TYPES OF ELIGIBILITY

UNCONDITIONAL—Full Service for up to three (3) years.

CONDITIONAL—Eligible to use Paratransit service under conditions specific to the needs of the individual. Conditions will be clearly explained in the eligibility letter. The eligibility staff at COLT will be able to answer any questions you may have regarding your conditions.

TEMPORARY—Temporary eligibility is provided to passengers who have a temporary disability that prevents them from using a fixed route bus system. Temporary eligibility may be conditional or unconditional depending on the individual's needs. Any conditions, if applicable will be clearly explained.

SERVICE FOR VISITORS - Visitors who are currently ADA Paratransit Eligible in any other jurisdiction in the United States may use Dial-A-Ride for up to twenty-one (21) calendar days a year by providing their ADA identification card or certification letter. For questions contact the COLT office at 970-962-2700.

RE-CERTIFICATION OF ELIGIBILITY & APPEAL PROCESS

RE-CERTIFICATION OF ELIGIBILITY

Each Dial-A-Ride customer must be re-certified upon reaching his/her eligibility expiration date. Typically, eligibility extends for three (3) years from date certification. A customer's ADA certification letter will indicate his/her Paratransit eligibility expiration date.

NOTICE OF RIGHT TO APPEAL ELIGIBILITY

Appeals may be submitted regarding eligibility classifications, eligibility denials, suspension or termination of service and/or other service denials. Request for appeals must be made in writing within sixty (60) calendar days of written notice of eligibility denials, suspension or termination of service and/or other service denials.

Appeals should be submitted in writing to:

City of Loveland Transit
Attn: Transit Manager
105 West 5th Street
Loveland, CO 80537

NOTICE OF RIGHT TO APPEAL SERVICE SUSPENSIONS

Upon receipt of an appeal request, COLT will schedule a hearing date. Service will not be rendered until a decision has been made except for "No Show Violation" appeals. Customers who appeal a "No Show" suspension will continue to receive service until a decision has been made. Transportation to and from the appeal will be arranged by COLT through the administration personnel receiving the request at no charge to the appellant. An appeal decision will be made no later than thirty (30) days after the hearing date and the written appeal decision shall be mailed to the applicant within one (1) business day of the decision being made. If an appeal decision is not made within thirty (30) days from the date of the hearing, the appellant will receive presumptive eligibility until such time that a decision can be made. If there is any change in the applicant's ability to use fixed route transit services in the future, the applicant may submit a new Application for ADA Paratransit Services.

PARATRANSIT SERVICE AREA & SERVICE HOURS

SERVICE AREA: The service area is three-quarters (3/4) of a mile outside COLT's fixed route service, in accordance with Federal Law 49 CFR 37.131.

SERVICE HOURS:

MONDAY- FRIDAY 6:45AM-6:30PM

SATURDAY 8:45AM-5:30PM

SUNDAY DIAL-A-TAXI ONLY

DIAL-A-RIDE services will not be provided on the following:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

FARES

Regular Fare \$2.00 per one-way trip

Reduced Fare \$1.00 per one-way trip

Guest Fare \$2.00 per one-way trip

Authorized Personal Care Attendants will not be charged.

Drivers are required to collect fares for all trips at time of service. Dial-A-Ride fares may be paid with cash, checks, credit cards or tokens. Exact change must be used. Dial-A-Ride drivers do not carry change.

Tokens may be purchased by contacting Dial-A-Ride at 970-224-6066. Cash, check or credit card is accepted. Drivers will deliver token orders on the passenger's next ride.

Contact the House of Neighborly Service (HNS) to obtain reduced fare eligibility information.

HNS is located at

1511 E 11th Street

Loveland, CO 80537

970-667-4939

Drivers are not permitted to accept tips.

RIDE RESERVATIONS

To schedule a trip, please call Dial-A-Ride Reservations at 970-224-6066, between 8 a.m. and 5 p.m., Monday through Sunday. Reservations may be made from one (1) day up to fourteen (14) days in advance. Reservations will not be accepted for same-day service except in situations where a passenger has missed their return trip home for medical reasons. Exceptions are at the discretion of Dial-A-Ride management.

WHEN SCHEDULING A TRIP, YOU WILL BE ASKED TO PROVIDE:

Your name

Specific origin and destination address including building number, business name or doctor's office, as well as any specific pick up information.

Your telephone number

The date and time of origin and destination of the trip request along with an appointment time if appropriate

If a Personal Care Attendant, (PCA) will travel with you

If a guest other than your PCA will travel with you (including children)

If you will be using a manual wheelchair, power wheelchair, scooter or service animal

NEGOTIATING TRAVEL TIMES

If Dial-A-Ride cannot accommodate your exact request, they may offer travel times of up to sixty (60) minutes/1-hour before or up to sixty (60) minutes/1-hour after the requested pick up time in accordance with Federal Law 49 CFR 37.131 Negotiating a pick up time with the rider.

PLEASE NOTE: reservationists will not offer pick up times that would exceed the time you need to be at your destination or prior to when you would be ready for your return trip.

PLEASE NOTE: Dial-A-Ride vehicles will arrive any time between fifteen (15) minutes before and fifteen (15) minutes after your requested pick up time. You must be prepared to board the vehicle at the beginning of your thirty (30) minute scheduling window. Passengers must be within "Line of Sight" of the vehicle picking them up, at the designated pick-up location.

Dial-A-Ride drivers will only wait five (5) minutes from the time they arrive during your scheduled pick up time window. If a passenger is not ready to go within five (5) minutes of vehicle arrival, the driver will mark the passenger as a "no-show" and will depart the location.

Example: If you're assigned pick up time is 10:00 AM. The vehicle can arrive any time between 9:45 AM and 10:15 AM.

RIDE RESERVATIONS

PLEASE ALLOW ABOUT ONE AND A HALF (1½) HOURS FOR YOUR DOCTOR'S APPOINTMENTS. If you are not ready for your Dial-A-Ride return trip from your doctor's appointment, please notify Dispatch at 970-224-6066 as soon as possible. When you are ready for your return trip, again call Dispatch and they will send a driver to pick you up. Please note that all drivers have scheduled passengers to pick up at all times, and you may have to wait for an extended period of time before a driver is available to pick you up.

CANCELING TRIPS

In the event that you must cancel a Dial-A-Ride trip, please do so as soon as possible. You can cancel trips twenty-four (24) hours a day by calling 970-224-6066. Trips can be canceled at least one (1) hour before your scheduled pick up time. When canceling after normal business hours, you may need to leave a message on voicemail. During the message, please clearly state your name, your phone number, the date of the trip cancellation, the time of each trip to be canceled, the location of each trip to be canceled.

NO SHOW POLICY

The following three types of cancellations are considered "no shows."

CANCEL AT THE DOOR

The vehicle arrives on time but the passenger no longer wants the ride.

The vehicle arrives on-time and waits for five (5) minutes, but the passenger is not ready to go and the driver must leave.

NO SHOW

The vehicle arrives on-time, but the driver cannot locate the passenger at the requested pick up location within the five (5) minutes of arrival.

LATE CANCELLATION

The passenger calls to cancel with less than one (1) hour notice prior to the scheduled pick-up time.

NOTE: If a passenger has a "no-show" for the first trip, every attempt will be made to contact the passenger by phone if possible. ADA regulations prohibit Dial-A-Ride from automatically canceling the return trip after a "no show" has occurred. If the return trip is subsequently a "no show", that will be counted as a second "no show" for the day. Each trip that is "no showed" is assessed independently in accordance with ADA regulations.

EXCEPTIONS FOR CANCELATIONS

The following exceptions are provided in accordance with ADA regulations:

MEDICAL DELAY

Any trip a passenger has missed because they were not finished with their medical appointment will be marked a “Medical Delay” and not charged as a “No Show.”

CIRCUMSTANCES BEYOND CONTROL

Cancellations that meet the definition of a “No Show” that occur due to a situation outside the passenger’s control will not be charged as a “No Show.” Because there is no way for staff to know when this type of situation has occurred, “Circumstances Beyond Control” will be determined once a passenger has called to inquire about the “No Show” notification with a supervisor. Cancellations determined to be outside the customer’s control will not be charged as a “No Show.”

PLEASE NOTE: If a passenger has been medically delayed, requests return service, but the passenger is then not available when the driver arrives, a “no show” will be assessed.

NO SHOW SUSPENSIONS

Each time a passenger has had a “No Show Violation” assessed, a letter will be sent to the passengers mailing address within a reasonable amount of time, generally within three (3) business days of the violation. If the passenger has three (3) or more “No Show Violations” in a thirty (30) day period, the passenger’s account will be reviewed. If it is determined that the customer’s rate of “no shows” exceeds three (3) times the current system “no show” rate, a suspension letter will be sent to the passenger.

The system “no show” rate is equal to the total valid “no shows” in a month divided by the total scheduled trips in a month. For example, if there were one hundred (100) “no shows” in a one (1) month period and there were a total of three thousand (3,000) scheduled trips, the month’s system “no show” rate would be $100 \div 3,000$ or 3.3%.

The passenger’s “no show” rate is equal to the total valid “no shows” they received in a month by the total number of rides they had scheduled. For example, if a passenger had three (3) no shows in a month and had a total of thirty (30) trips scheduled, their “no show” rate would be $3 \div 30$ or 10%. Using the system rate example above, this passenger would be suspended because their “no show” rate is three times higher than the system rate of 3.3%.

NO SHOW SUSPENSIONS CONTINUED

THE FOLLOWING SCHEDULE WILL BE USED TO CALCULATE THE DURATION OF THE SUSPENSION:

First suspension in a rolling one (1) year period:	7 Days
Second suspension in a rolling one (1) year period:	14 Days
Third suspension in a rolling one (1) year period:	21 Days
Fourth Suspension in a rolling one (1) year period:	30 Days

The one (1) year rolling period refers to the previous twelve (12) month period from the date of the current suspension notice.

SUBSCRIPTION SERVICE

Subscription Service is limited to passengers traveling to the same place at the same time at least three (3) times a week. Dial-A-Ride offers a subscription service on a space available basis. Passengers must successfully take the requested subscription rides for at least two (2) weeks prior to requesting subscription service. Dial-A-Ride may terminate a Subscription Service that is canceled fifty percent (50%) or more of the time during any thirty (30) calendar day period, or if there is a consistent pattern of cancellations.

PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) may accompany a registered Dial-A-Ride passenger at no additional charge. The client profile must indicate that they are eligible to have a PCA. Space must be reserved at the time of the reservation.

GUESTS

Guests are welcome and will be charged \$2.00 each way of the ride. Due to limited space, each passenger is allowed one (1) guest per trip. Seating for more than one (1) guest is on a “space available” basis when scheduling a trip. Passengers must reserve space for guests (including children) when scheduling a trip. Only one (1) vehicle dispatched per registered Dial-A-Ride passenger.

SERVICE ANIMALS

Service animals are allowed to accompany passengers. The clients profile must indicate that they use a service animal. Space must be reserved at the time of the reservation. Drivers are not allowed to handle service animals, for safety and security reasons.

Personal pets may only board a Dial-A-Ride vehicle if carried in an animal carrier. Drivers are not permitted to assist in carrying the animal carrier, for safety and security reasons.

DOOR TO DOOR SERVICE

Dial-A-Ride provides door-to-door service. Drivers are not permitted to enter beyond the threshold or ground level of any residence.

Drivers will go to the door and knock or ring the doorbell (if one is available), or if at a public building, will go to the lobby to try to make contact with a receptionist or passenger. For drop-offs, the driver will drop the passenger off at the passenger's destination and assist them to the door.

The driver will identify his or her name that he or she is there to pick up the passenger. Drivers will offer and provide assistance to and from the vehicle, including pushing manual wheelchairs, offering an elbow to the customer as a mobility aid and/or verbal directions if needed. Drivers will confirm your requested drop-off location and inform you of the general plan of travel such as number of pick-ups or drop-offs along the way.

For the safety and security of other passengers and Dial-A- Ride property, drivers must maintain line of sight of the vehicle at all times unless the vehicle is properly secured.

ASSISTANCE WITH STEPS

Drivers will assist passengers using manual wheelchairs to navigate up or down no more than one (1) consecutive step in the passenger's path of travel. Drivers will assist ambulatory passengers with limited mobility up and down all steps in their path of travel.

DOORS & RAMPS

Drivers will open the first set of exterior doors at all locations for passengers needing assistance. Drivers will push a passenger's manual wheelchair up and down all ramps in the passenger's path of travel unless the slope of the ramp is so steep that it would present too great of a risk of harm to the driver or the construction of the ramp would pose a risk of harm to the driver.

CLEAR PATH OF TRAVEL

It is the sole responsibility of the passenger in a personal residence to assure the area of pickup is cleared of snow, mud, debris etc. If the area is unsafe to the passenger, vehicle or driver, the ride will not be provided.

BOARDING MOBILITY DEVICES & WHEELCHAIRS

Dial-A-Ride will accommodate wheelchairs and other mobility devices along with occupants as long as the lift/ramp and vehicle can physically accommodate them, doing so would not cause a valid safety concern, or block an aisle or interfere with the safe evacuation of passengers in an emergency.

Drivers are required to use four (4) safety securements. A lap belt, as well as a shoulder belt for passengers traveling while seated in wheelchairs and mobility devices will be offered. Passengers may refuse the lap belt and shoulder belt securements. A trip cannot be denied if the driver is physically unable to secure the mobility device. A supervisor will be immediately dispatched to aid in these situations.

RESPIRATORS & PORTABLE OXYGEN EQUIPMENT

Portable oxygen equipment and portable respirators are permitted on Dial-A-Ride vehicles. The driver will assist passengers to secure this equipment in the vehicle.

ADDITIONAL TRAVEL CONSIDERATIONS

PACKAGES: Carry-on packages are limited to four (4) grocery-sized bags or similar-sized packages per passenger. Drivers are required to help passengers carry packages on and off the vehicle from the same sidewalk or waiting area where the passenger boards and gets off the vehicle. Packages must weigh no more than fifteen (15) pounds each.

Passengers may use a personal two (2)-wheel grocery cart to carry more than four (4), fifteen (15) pound bags. Drivers will secure the cart in the vehicle. Please notify the reservationist at time of scheduling if you will be using a two (2)-wheeled grocery cart.

SNOW: Drivers are required to push a passenger's manual wheelchair through snow unless the snow is so deep that it would present too great of a risk of harm to the driver. Drivers are not required to shovel snow to clear a path of travel.

HAND TO HAND DROP-OFFS: If a customer, due to their disability, must be met when they are dropped off, and the person meeting them is not there when the driver arrives, the passenger will be transported back to a safe location. The passenger's guardian or caregiver will be notified and required to come pick up the passenger or to make other transportation arrangements. If we are unable to make contact with the guardian or caretaker, the proper authorities will be notified.

EMERGENCY SERVICE

In the event of a natural or man-made disaster, Dial-A-Ride may not be able to continue to provide services. In such cases, it will be the responsibility of the client to contact the Dial-A-Ride Dispatch office and inquire as to the status of their service. Every attempt shall be made to transport all of our clients; however, in extreme emergencies it may be necessary to refer clients to 911.

PASSENGER RULES OF CONDUCT

Passengers are asked to follow these rules of conduct to ensure the safety and comfort of all passengers and the driver:

- No smoking on board
- No eating or drinking on board (unless required for health reasons)
- No abusive, threatening or obscene language or actions
- No operating or tampering with any equipment while on board a Dial-A-Ride vehicle
- No radios, cassette tape players, compact disk players or other sound-generating equipment are to be played aboard the vehicles without headphones
- No verbally abusive language or abusive behavior with any Dial-A-Ride staff whether in person or on the phone. Passengers who violate rules of conduct are subject to suspension of service. Suspensions may be appealed.

DIAL-A-TAXI

INFORMATION &
RESERVATIONS
970-224-6066
MONDAY - SUNDAY
8:00A.M.-5:00P.M

DIAL-A-TAXI

COLT offers subsidies for your taxi trips through a voucher program. These trips are like any ordinary taxi ride, providing door-to-door service, yet will cost the passenger less because of the subsidy. The Dial-A-Taxi program is operated by zTrip; wheelchair accessible vans are available. Trips are subject to availability by the taxicab operator, and are scheduled on a first come, first serve basis. Funding is provided by COLT through a grant from the Federal Transit Administration. Trips must originate within the Dial-A-Ride (DAR) Service Area but can end anywhere. Return trips must have an origin trip, and must end within this area. All reservations and payments are made with zTrip Requests can be made up to 24 hours in advance of the trip.

FARES

COLT covers fares up to \$20 on the taximeter. Passengers are responsible for any balance over \$20. Personal care attendants accompanying Dial-A-Ride clients ride free. Fees are paid directly to the taxi cab operator via cash or authorized credit card.