

Dial-A-Ride Door-to-Door Guidelines

Guidelines for Yakima Transit's Door-to-Door Paratransit Service

Effective August 1, 2023

Shared Ride/Shared Responsibility

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What is Dial-A-Ride and Door-to-Door Service?

Dial-A-Ride Paratransit service is comparable to the Yakima Transit fixed route bus service and operates within a defined service area. Dial-A-Ride operates the same days and hours as the fixed-route service for an ADA eligible passenger or visitor, their guest, and their personal care attendant (PCA). Yakima Transit operates Dial-A-Ride as an origin-to-destination, door-to-door, shared-ride service.

Yakima Transit Responsibilities

- Escort the passenger from the pick-up door or common public entrance to the door or common public entrance at the destination.
- Assist a passenger onto and off of the vehicle.
- Ensure that passengers and mobility aids are properly secured.
- Safely operate the vehicle in a shared ride capacity.
- Carry up to three items to/from the vehicle for the passenger (less than 25lbs each).

Dial-A-Ride Passenger Responsibilities

- Honor the nature of a shared ride service.
- Meet the driver at the door within 5 minutes of the vehicle's arrival to avoid delays.
- Do not delay the driver for more than 5 minutes upon reaching the destination.
- Accept the driver's escort from the pick-up door into the vehicle at the beginning of the trip and from inside the vehicle to the door at the destination.
- Understand that the vehicle driver is not a caregiver and does not provide attendant-to-attendant service. The passenger is responsible for making arrangements for any assistance needed beyond the driver's escort to and from the door.
- Obey Dial-A-Ride Rules including compliance with the Door-to-Door Guidelines.
- Passengers who do not obey Yakima Transit's Rules and Door-to-Door Guidelines are subject to disciplinary steps up to and including suspension of Dial-A-Ride service.

Caregivers, Service Provider, Guardian Responsibilities

- Ensure that the passenger is ready and willing to leave when the vehicle arrives.
- Have the passenger meet the driver at the door to ensure that the passenger does not delay the driver for more than 5 minutes upon reaching the destination.
- Understand that the driver is not, and will not act as, a caregiver.

What happens if the door-to-door policy is not followed?

By establishing a pattern or practice of not following the policy, a passenger risks suspension from Dial-A-Ride service. This is tracked on a rolling 60 day period.

How will I know what is an acceptable “door”?

Some examples are:

- A residential front, side, or rear door with an acceptable, accessible path to the vehicle;
- A common or public entrance (such as a lobby or reception area) inside the door(s) of an apartment building, business, school, medical office, or other public facility;
- Through a set of double/triple doors into a public facility;
- A specified location adjoining the parking lot of an open area such as a park;
- The front office of a cemetery;
- Specific outdoor entrances (i.e. the Fairgrounds);
- A door attached to a garage (inside garage door access must be pre-approved); or
- The door of a vehicle when the passenger is transferring from one vehicle to another.
- Access to the door must not have more than one step/stair.

Note: Wherever possible, drivers must keep sight of the vehicle.

DEFINITION OF TERMS

ADA Eligible Passenger – A person who Yakima Transit has determined is eligible for ADA service.

ADA Eligible Visitor - A person who has been qualified for ADA paratransit service by a transit property other than Yakima Transit and wishes paratransit service in the service area for up to 21 days per year.

Attendant-to-Attendant – A service level Yakima Transit does not provide, which guarantees passengers that they will never be left alone by the driver, commonly referred to as hand-to-hand service.

Caregiver/Service Provider/Guardian – A person providing direct care for a passenger and who may have legal authority to make decisions for and/or may be responsible for the passenger’s safety and care.

Personal Care Attendant/PCA – A person who travels from the same origin to the same destination with the ADA-eligible passenger and provides a service to the passenger. A PCA does not pay a fare when accompanying the ADA passenger.

Guest – A person who travels with an ADA-eligible passenger and pays the same fare.

Common public entrance – The appointed waiting area in a public facility. Examples of the common public entrance include a lobby, entry way, atrium, reception/information desk, a suite door within approximately 15 feet of the entry door.

Door/Designated Door – The common public entrance to a building, residence, or area, including going through multiple doors into the common public entrance of public facilities.

Door-to-door – Origin to destination paratransit service from the door at the passenger’s pick-up location to the door at the passenger’s destination.