



Dial-a-Ride

Paratransit Service Application

A Service of the City of Bullhead City, Arizona



Pursuant to the requirements of the Americans with Disabilities Act of 1990, Dial-a-Ride paratransit service is a shared-ride public transportation service offered specifically to passengers with mobility limitations who cannot access the fixed route bus system due to a functional or cognitive disability. Paratransit is an alternative to fixed route service. However, fixed route service should be the first choice for transportation before making a paratransit reservation.

Dial-a-Ride service hours are concurrent with the fixed route schedule. Presently, paratransit service is provided to origins and destinations within the ADA required $\frac{3}{4}$ -mile corridor surrounding the fixed routes and to origins and destinations beyond the ADA service requirements that are located within the Bullhead Area Transit System service area.

Provided with this letter is the application for paratransit service, along with the mandatory health care provider verification form, as well as customer guidelines and policies. A health care verification form is provided on Page 4 of this packet. All passengers seeking paratransit service are required to visit a licensed health care professional to document the presence of a disability and a description of how the disability prevents use of the fixed route system. Dial-a-Ride paratransit service is provided only to those passengers who have a confirmed disability that prevents their use of the fixed route bus system.

Passengers approved for the service will be added to the Dial-a-Ride rider listing. Paratransit eligibility expires three years from the date of approval. Recertification of eligibility will be required upon expiration. The three year approval timeframe includes passengers categorized as having a permanent disability.

Once eligibility is granted, passengers may schedule rides through the Dispatch Office. Dispatchers are available 7AM to 6PM Monday through Friday and from 7:30AM to 3:30PM on Saturday. Passengers may schedule rides for next day service or up to two weeks in advance. Please remember that Dial-a-Ride paratransit is a shared ride service.

After completing the application, please retain pages 5 & 6 for your reference, and **return pages 2, 3 & 4** to:

Transit Operations Supervisor
Bullhead Area Transit System
2355 Trane Road
Bullhead City, AZ 86442
Fax (928) 763-0131

Received applications will be processed within a period of 21 days or less and all applicants will be notified of their eligibility with a letter sent via U.S. mail. If you have any questions about the Bullhead City Dial-a-Ride paratransit service please call (928) 704-2287.

Is your disability: Permanent Temporary

If temporary, I expect it to last until _____

PLEASE NOTE:

- Passengers using wheelchairs or other mobility aids exceeding the design capacity of the vehicle's securement areas may be transported at the driver's discretion. Service may be declined if passenger safety or vehicle integrity is compromised.
- Oxygen tanks must be in a portable carrier.
- A passenger needing to travel with a Personal Care Attendant (PCA) or Caregiver must indicate that need during the registration process. Unless the need for a PCA/Caregiver is indicated on the application, anyone accompanying the medically qualified individual on trips will be considered a companion.

I hereby certify that, to the best of my knowledge, the information given in this application is correct and I authorize the health care professional identified to provide additional information to Bullhead Area Transit System regarding my general mobility.

Signature of Applicant _____ **Date** _____

If someone other than the Applicant completed this application, the following information must be provided:

Name of person completing application (Please Print) _____

Relation to applicant _____ Phone Number _____



Health Care Professional Certification Medically Qualified Verification Form

Important Instructions for Healthcare Providers

As a requirement of the Americans with Disabilities Act of 1990, Bullhead Area Transit System Paratransit is a federally subsidized public transportation service set aside for passengers who are prevented from using the fixed route service due to a mobility limitation. Paratransit is not intended to include persons who find it inconvenient or even difficult to get to or from fixed route bus stops. Disability alone is not an automatic qualifying determinant for ADA Paratransit service. As a medical provider, you are uniquely familiar with the general health and abilities of your patient. As such, please provide answers to the following questions as they relate to mobility limitations resulting from a functional or cognitive disability.

Disability verification for _____
PATIENT NAME

1. Does the applicant have a mobility limitation due to a functional or cognitive disability that is permanent or temporary in nature? YES NO

If yes, please answer the following question.

2. In your professional opinion, does the patient's mobility limitation prevent him or her from reasonable access and use of the Bullhead Transit fixed route bus stops? YES NO

If yes, please describe how the disability prevents access to or use of the fixed route bus system:

I hereby certify this information to be true and correct to the best of my knowledge.

Health Care Professional **Signature** _____ Date _____

Health Care Professional **Printed Name** _____

Health Care Professional **License Number** _____

Address _____

City _____ State _____ ZIP _____

Phone _____



DIAL-A-RIDE CUSTOMER GUIDELINES

GENERAL GUIDELINES

- Fixed Route service should be a passenger's first choice and should be used for as many trips as possible.
- With the exception of water, no eating, smoking, or weapons are permitted on the vehicle. Water must be in a spill proof container.
- For your safety, do not engage the Driver in conversation while the vehicle is in motion.
- Make sure your address number is clearly visible.
- Shirt, shoes, clean and dry clothing must be worn while on the vehicle. No offensive body odor allowed.
- Cell phone conversations must be kept at a low volume.
- Carry-on items must be limited to what the passenger can manage in one trip and keep secure while riding. Drivers can provide a very limited level of assistance, if necessary, but cannot enter a private residence or leave the vehicle out of sight.
- Exact fare is required and Drivers are unable to make change.

SCHEDULING DIAL-A-RIDE PARATRANSIT SERVICE

All rides must be reserved through the Dispatch Office at 928-704-2287. Drivers are not authorized to schedule rides or take reservations. Dispatch Office hours are Monday – Friday 7AM to 6PM, Saturday 7:30AM to 3:30PM. Passengers may schedule rides for next day service or up to two weeks in advance. Please be prepared to schedule your return trip if needed when calling for your initial ride.

PICK UP AND DROP OFF

Dial-a-Ride paratransit is a federally subsidized, shared ride system and cannot offer exact pick up or drop off times. Drivers strive to maintain a prompt schedule to ensure that all rider reservations are honored. Passengers are asked to allow a 30-minute window of time for arrival. For example, if you have a pick up scheduled for 2PM, the Driver may arrive between 2PM and 2:30PM. Passengers must be ready to board the vehicle when the Driver arrives. Drivers will wait for three minutes before departing from the pick-up location. Riders that require a more precise pick up or arrival time are encouraged to utilize the services of a local taxi company or other transportation provider.

Drivers are not allowed to enter a private residence or go beyond the main entrance of a business or other destination that is out of sight from their vehicle. Passengers requiring service beyond the door of a location are encouraged to travel with a PCA/Caregiver for additional help.

SUBSCRIPTION SERVICE

Passengers who use Dial-a-Ride paratransit service to make a regular trip (daily, weekly, etc.) can request subscription service through the Dispatch Office. After a subscription service is established, passengers do not need to call to schedule each reoccurring trip. It will be necessary to call a day in advance if a trip needs to be cancelled. Frequent cancellations will be subject to review and may be cause for suspension of subscription service.

PERSONAL CARE ATTENDANTS (PCA) & ADDITIONAL ASSISTANCE

Paratransit passengers in need of additional assistance are encouraged to travel with a personal care attendant (PCA) or Caregiver. The need for a PCA/Caregiver must be indicated on the application during the registration process. PCAs/Caregivers ride fare free when traveling with a disabled individual between the same origin and destination. Passengers traveling with a PCA/Caregiver are expected to notify the Dispatch Office of their accompanying PCA/Caregiver when reserving their trip. In addition to one PCA/Caregiver, paratransit passengers are allowed to travel with one companion. Companions are required to pay the standard paratransit fare. Additional companions may be allowed to ride only if space is available. Passengers traveling with a companion are expected to notify the Dispatch Office of their accompanying companion when reserving their trip.

Drivers will provide assistance to passengers entering and exiting the vehicle which includes securing the passenger in their seat or wheelchair restraints and handling a very limited amount of light weight packages into and out of the vehicle. Upon request, drivers will assist passengers from the door of their pickup location to the vehicle and from the vehicle to the door of their destination. Drivers are not expected to assist passengers into their homes or other destinations. Passengers are expected to notify the Dispatch Office when reserving their trip if they will require additional assistance to or from the door of a location.

SERVICE VIOLATIONS

Bullhead Transit is a shared service used by many people. The safety and comfort of all passengers must be respected. To provide a timely and reliable service to all passengers it may be necessary to suspend service to passengers who are disruptive or unreliable. Suspension of service may occur for the following situations:

- A history of short-notice cancellations or no-shows.
- A passenger who is rude or verbally abusive to transit employees or other passengers.
- A passenger who is unsafe or disruptive.
- Passengers who cannot travel without an attendant and refuses to use one.

In addition, Bullhead Transit reserves the right to refuse service to individuals under the influence of drugs or alcohol. Individuals who are sedated for medical purposes, or disoriented or confused may be asked to travel with a PCA/Caregiver or make their travel arrangements with a qualified medical transportation provider.

FARES (Per Boarding)

- Dial-a-Ride Paratransit – \$2.00 (Cash or two coupons)
- Dial-a-Ride Laughlin Connection – additional \$1.00 (Cash or coupon)
- Personal Care Attendant/Caregiver – No Charge
- Companion - \$2.00 (Cash or two coupons)
- Coupon books (30 \$1 coupons) – \$24.00

DIAL-A-RIDE SERVICE HOURS

- Monday – Friday, 6:00 AM – 7:00 PM
- Saturday 8:00 AM – 3:00 PM
- Sundays and City observed holidays – CLOSED
- Dispatch Office: Monday – Friday 7:00 AM to 6:00 PM, Saturday 7:30 AM to 3:30 PM