

## WHAT IS DIAL-A-RIDE?

*Dial-A-Ride (DAR) is a door-to-door/curb-to-curb transportation service provided within the service boundaries of Ben Franklin Transit. The program is designed to serve disabled citizens who are unable to use the regular bus service. Wheelchair lifts are available on all DAR vehicles. Wheelchairs and scooters cannot exceed 30"x48" as well as the combined weight of the rider and chair cannot exceed 800lbs.*

## ELIGIBILITY REQUIREMENTS

*Dial-A-Ride (DAR) is a service for people who are physically or mentally unable to use the fixed route bus system. Eligibility is determined following review of a written application. Applications are available at the offices of Ben Franklin Transit, the transit website, or will be mailed upon request. The application will be processed and a determination of eligibility will be made within 21 calendar days. In most instances an in-person assessment may be required.*

### Hours of Operation

DAR service is available Monday through Friday from 6 am to 8pm and Saturday from 7am to 7pm.

There is **no service** on the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

On the following holidays the Transit will be running a Saturday schedule: Martin Luther King Day, President's Day, Veteran's Day, the day after Thanksgiving, and Christmas Eve (last trip at 1pm).



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# Dial-A-Ride



### **BEN FRANKLIN TRANSIT'S MISSION STATEMENT**

*Providing exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development*

## REQUESTING SERVICE

*You may schedule a ride by calling 735-0160. Rides can be scheduled up to seven days in advance between 8am and 5pm seven days a week. Please note Sunday reservation calls are received by an answering service.*

*Reservations for next day rides may be subject to negotiations. Per ADA guidelines, Public Transits are authorized to negotiate rides one hour before and one hour after the customer's requested time.*

*Pick-up windows are scheduled based on distance for time-specific trips. The call taker will let you know your pick-up time when you schedule your ride. You will be asked to schedule a return time for most trips other than those to medical facilities.*

*Dial-A-Ride is a shared ride transportation service, which means, you may share the bus with others traveling in the same general direction. The bus may make several stops along the way before reaching your destination. In most cases, the trip will be longer than if you were riding alone.*

## PASSENGER CARRY ON ITEMS POLICY

*Dial-A-Ride drivers will assist all eligible paratransit passengers with their carry-on items. Out of consideration for safety, space, and time, passengers and their companions cannot bring more than four (4) bags or packages on the bus per trip. These items should weigh no more than ten (10) pounds each and should not exceed forty (40) pounds combined. Oversize items such as large bags of pet food, home appliances, or furniture are not allowed on the bus. A Personal Care Attendant (PCA) is not allowed to bring on additional bags or packages.*

### Fares

The service is \$1.50 each way for eligible riders that live within  $\frac{3}{4}$  mile from the regular bus route. If an eligible rider lives or travels to an area more than  $\frac{3}{4}$  miles from the regular bus routes, they live or are traveling to a 'premium' area. The premium fare is \$3.00 each way. Money saving monthly passes as well as 10 ride tickets are available. Monthly passes are \$25. (\$50 for the premium area) and the 10 ride ticket strips are \$12/ea. Fare is required upon boarding the vehicle **every time you board the bus.** Passes must be shown each time you ride the bus.

### Travel Training

Travel training is a free program to promote safe and independent fixed route bus travel for seniors and people with disabilities. Please call 735-5100 to schedule an appointment with a Travel Trainer. Travel Training assists people in getting to and from work, appointments, and shopping.

## NO SHOW POLICY

*A rider is considered a no show when they do not cancel a ride in advance or they are not waiting and ready to go when the driver arrives at the door. Drivers can wait no more than three (3) minutes once they arrive before going on to their next pick-up. If a rider no shows two (2) times in a seven (7) day period or three (3) times within a calendar month, their service may be suspended for up to two (2) weeks.*