

June 2017

ALPINE COUNTY **Dial-A-Ride Services Guidelines**

Operating Times:

- Regular Service shall be a minimum of four (4) days a week and Special Needs Service one (1) day per week as determined by the Community Development Director.
- 8 AM to 5 PM.
- No new pick-ups after 4:30 PM.
- No service on County designated holidays.

Regular Service Area:

- Regular service is for meeting any purpose such as shopping, pharmacy, eating out, appointments, etc.
- Regular service includes trips to and from:
 - Markleeville, Woodfords and Hung-A-Lel-Ti.
 - Minden, Gardnerville, Dresslerville, Kirkwood and South Lake Tahoe
 - Carson City area.
 - Does not include service in the Bear Valley area.
- Regular service trips are encouraged to be scheduled 48-hours in advance.

Special Needs Service:

- Special needs service is for Medical and Social Security needs only on weekdays not during regular service days.
- Special needs service includes trips to and from:
 - Reno
 - Truckee
 - Placerville
 - Sacramento
 - Other locations to the nearest available service provider that can be accomplished within a 12-hour period including the return trip and with prior approval of the Community Development Director
- Special needs trips are encouraged to be scheduled seven (7) days in advance.

Fare Rates:

Markleeville local area

- \$2.00 per one-way ride

Minden, Gardnerville, Dresslerville, Kirkwood and South Lake Tahoe

- \$4.00 per one-way ride
- \$8.00 per round trip

Carson City area

- \$5.00 per one-way ride
- \$10.00 per round trip

Special Needs Service Areas

- Fares shall cover the full cost of the trip including mileage from portal to portal, based on the current IRS mileage reimbursement rate and the full labor cost for the driver for the entire duration of the trip.

Correct Change Required:

- Correct fare must be paid when boarding.
- There are no exceptions to this rule.
- Drivers are unable to make change.

Curb to Curb Service:

- Dial-A-Ride is for the general public.
- This is curb to curb transportation services.
- The drivers are prohibited from entering the passenger's home or other buildings.

First Come, First Serve:

- Riders are encouraged to book rides 48 hours in advance.
- Riders are booked on a first come first served basis.
- Reservations for recurring rides are not accepted in advance (also known as subscription service.)
- Alpine County will make every effort to ensure that Senior and Disabled passengers receive service.
- Alpine County does not give priority to passengers based on the purpose or nature of their rides.
- The drivers are transportation professionals on tight schedules.

Cancellation and "No Show" Policy:

- Passengers must call to cancel their ride at least one (1) hour in advance prior to their scheduled ride.
- Non-canceled rides will be declared a "No Show".
- Any morning pick-up "No Show" will result in the automatic cancellation of the return trip.
- Passengers who cancel eight (8) rides within a 30-day period will be suspended from service for 14 days.
- Three (3) "No Shows" in a 30-day period will result in a 14 days suspension from service.
- Six (6) "No Shows" in a 90-day period will result in a 30 days suspension from service.

Inclement Weather and Road Conditions

- Inclement weather may cause delays and/or cancellations of service until conditions improve.
- The Dial-A-Ride vehicles may not operate if there are snowy or icy conditions determined to be unsafe.

Shared Ride Service:

- There may be more than one passenger in the vehicle at the same time.
- There is no guarantee that passengers booking rides to the same place at the same time will be riding together.
- We try to schedule as many passengers as possible in each day's schedule.

Boarding and Disembarking:

- Drivers will assist passengers with boarding or disembarking of vehicle.
- Passengers are responsible for loading and unloading items without assistance from the driver.
- Drivers will not carry items such as groceries, luggage, etc. in and out of the vehicle.
- Drivers will ensure that wheelchairs, scooters or any other mobility devices are properly secured within the vehicle.
- Drivers are not permitted to leave their vehicles to search for passengers in stores, professional buildings, schools, churches, restrooms, parking lots, etc.
- In consideration of others and in compliance with various public ordinances, drivers are not required to honk the horn to notify passengers of their arrival.

Traveling with Children:

- Passengers traveling with young children must comply with car seat laws.
- Car seats are provided by the passenger.
- Passengers must pay the appropriate fare for children.

Pick-up Time Frame:

- When there is a high volume of rides, drivers may arrive fifteen (15) minutes after a scheduled a ride time.
- Drivers may wait up to three (3) minutes for a passenger to come out to the vehicle.
- Passengers who miss a ride or are not ready for their ride within the timeframe stated will incur a "No Show".

Personal Care Assistance:

- Passengers who require personal assistance for any reason other than boarding or disembarking the transit vehicle may have one Personal Care Attendant accompany them at no charge.
- Personal Care Attendants are provided by the passenger and must be pre-arranged when making the Dial-A-Ride reservation.

Driver CANNOT assist with:

- Opening or locking doors
- Penning up pets
- Getting in and out of wheelchairs
- Carrying or putting away groceries or other packages
- Dressing or grooming
- Getting to and from buildings
- Running errands
- Returning lost and found items

Passenger Conduct

- No person shall do any of the following with respect to the property, facilities or vehicles of the Alpine County Dial-A-Ride service:
 - Interfere with the operator of or operation of a transit vehicle or impeded the safe boarding or alighting of passengers.
 - Extend any portion of the body through any window in a manner that may cause harm or injury.
 - Throw any object from the vehicle.
 - Commit any act or engage in any behavior that may, with reasonable foreseeability, cause an unsafe situation, harm or injury to any person or property.

Failure of passengers to abide by these rules may result in suspension of service for that person. Suspension shall be at the discretion of the driver and/or Community Development Director.

Confidential Complaint Form and Investigation Report:

- Each complaint must be filed on a Confidential Complaint Form.
- Confidential Complaint Form should be filed within 3 days of incident.
- Confidential Complaint Form can be obtained at Health and Human Services or at Community Development Department.
- Complaints will be investigated by the Community Development Director (or his designee)

Thank you for taking time to read the Alpine County's Guidelines for Dial-A-Ride services.

If you have any questions, please contact Alpine County Community Development at 530-694-2140.

DIAL-A-RIDE CONFIDENTIAL COMPLAINT FORM AND INVESTIGATION REPORT

Each complaint will be investigated by Alpine County. The only request we have is for you to make every effort to call/file your complaint within 3 days of the incident. The longer we wait, the more difficult it is to perform a proper investigation.

YOUR NAME WILL BE STRICTLY PROTECTED AND COMPLETELY CONFIDENTIAL

Please call in your complaint to:

530-694-2140

Date Submitted: _____

Time Received: _____

Received By: _____

PATRON:		ADDRESS:	
DATE PROBLEM OCCURRED:		NATURE OF COMPLAINT:	
TIME PROBLEM OCCURRED:			
YOU REQUESTED THE SERVICE BY: TELEPHONE <input type="checkbox"/> WENT INTO OFFICE <input type="checkbox"/> OTHER <input type="checkbox"/>		PERSON WHO TOOK YOUR CALL FOR REQUESTED SERVICE:	
TIME TO BE PICKED UP:	TIME PICKED UP (Actual):	PRICE QUOTED FOR SERVICE:	WHAT WAS YOUR PICK-UP LOCATION?
YOUR DESTINATION?	PRICE PAID FOR SERVICE:		WHAT WAS THE PURPOSE OF TRIP?
DRIVER'S NAME:		OTHER PEOPLE INVOLVED?	WHAT WERE THEIR NAMES?
ADDITIONAL COMMENTS			

If Alpine County Dial-A-Ride cannot pick you up for your ride by the time they are supposed to, they must tell you how long it will be before they can pick you up.