

Rider Responsibilities

- Make reservations within proper time frames.
- Be ready when driver arrives at pickup location.
- Call the reservation number if the driver does not arrive within the 30-minute pickup window time.
- Call to cancel a scheduled trip at least one (1) hour prior to pickup to avoid a "no-show."
- Pay the correct fare in cash or approved coupon.
- Replace lost or stolen TAP cards by calling TAP and paying a \$5 fee.
- Know when your Dial-A-Ride subscription expires.
- Wear seat belts at all times.
- Maintain all mobility devices to manufacturer's specifications.
- Dial-A-Ride is a ride share program. Please be courteous to other passengers.
- Avoid distracting the driver.
- Maintain acceptable standards of hygiene.
- No eating, drinking or smoking on board.
- No riding under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- No operating or tampering with any equipment while on board. This includes operating a hydraulic lift and attempting to remove wheelchair tie-downs.

Driver Responsibilities

Only when passenger safety permits, Dial-A-Ride drivers may:

- Assist in loading and unloading from vehicle and sidewalk, or other safe waiting area within 15 feet. This includes pushing wheelchairs when circumstances require or permit.
- Secure mobility devices, air tanks, and other disability-related equipment.
- Assist with securing no more than one armload or the equivalent of two (2) grocery bags (at driver's discretion).

Drivers are NOT permitted to:

- Enter a rider's residence or other buildings.
- Perform any personal care assistance for riders, including but not limited to assisting riders to dress.
- Lift or carry riders.
- Carry riders of wheelchairs up or down steps.
- Accept tips or gratuities.
- Make change for passengers.

Comments and Concerns

As a valued customer, AVTA welcomes your feedback. If you wish to express your comments or concerns, please contact us:

- Call **661-945-9445**
- Email customerservice@avta.com
- Visit us at our facility:
42210 6th Street West, Lancaster, CA 93534



The Antelope Valley Transit Authority (AVTA) is a recognized leader in providing outstanding public transportation to those who live, visit or work in the communities we serve. We value our customers with special needs due to age or disabilities, and improving mobility with service that is safe, reliable and caring is our top priority.



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www.avta.com



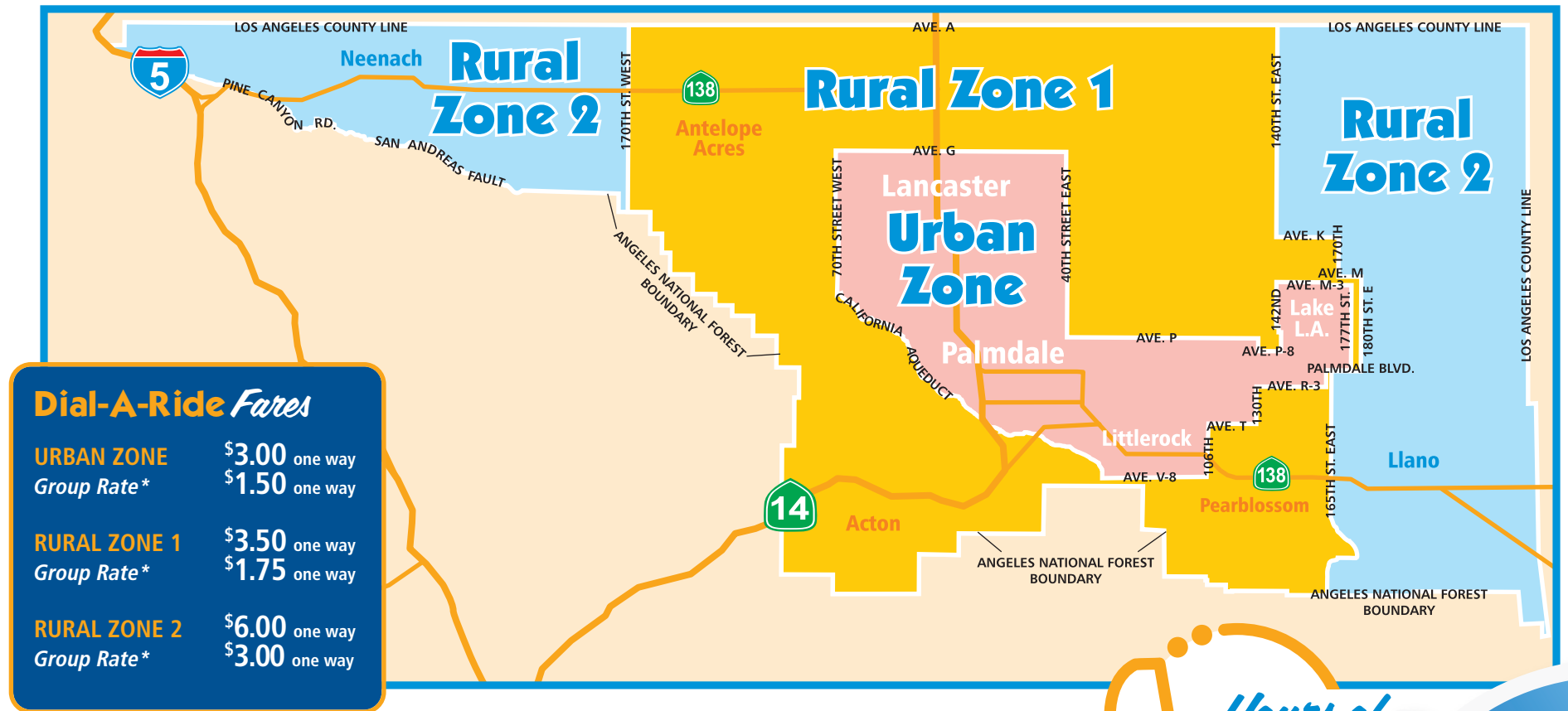
CONVENIENT | SAFE | RELIABLE



AVTA's Dial-A-Ride Service

Dial-A-Ride paratransit service provides curb-to-curb transportation service for qualified senior or special needs customers in the Antelope Valley. Persons who are unable to navigate the local fixed-route system, or whose disability makes it impossible for them to reach the nearest bus stop, may schedule a trip within the Antelope Valley.

Dial-A-Ride is also available to the general public who reside in designated rural zones of the Antelope Valley. Dial-A-Ride can help you get where you want to go, whether it's a medical appointment, shopping, visiting friends or attending a class.



Exact fare is required and must be paid upon boarding the vehicle. Children over five years of age must pay the same fare as the accompanying adult. Personal care attendants may ride for free. All fares are subject to change.

** Group rate applies to three (3) or more qualified passengers traveling from the same origin to the same destination, booked together. The fare is per person.*



Hours of Operation

Monday - Friday 6 a.m. to 7:30 p.m.
Saturday - Sunday 8 a.m. - 6 p.m.

There is no service on the following holidays:

New Year's Day | Memorial Day
Independence Day | Labor Day
Thanksgiving Day | Christmas Day

Eligibility

Residents of the Antelope Valley (all zones) who are at least 65 years of age or have a certified disability are eligible to use Dial-A-Ride any time during regular service hours. Service in Rural Zone 2 is open to the general public with no eligibility requirements other than proof of residence.

Verification of age and disability is required for use of Dial-A-Ride services. Acceptable forms of verification include official State of California identification card, current SSI award letter, Reduced-Fare TAP card, Medicare card or receipt for DMV placard.

Registration Information

Registration for Dial-A-Ride must be done in person at AVTA, and all passengers must have a valid Reduced-Fare TAP card to use the service. Those who already have a Reduced-Fare TAP card are pre-qualified for Dial-A-Ride and will be asked to provide basic contact information, such as local address and phone number, to be entered into the Dial-A-Ride system.

For those who do not yet have a TAP card, the registration process will include completing a TAP application and verification of age and/or disability. TAP pre-approval will be given to customers with a current SSI award letter, Medicare card or receipt for DMV placard. Customers who are pre-approved will be given a temporary ID card until the permanent TAP card is received. Once registration is completed, you will receive your Dial-A-Ride Welcome Letter with your ID number and instructions in approximately 7-10 business days. Once your ID number is received, you can begin scheduling your first Dial-A-Ride trips.



All Dial-A-Ride customers must re-register annually to continue using the Dial-A-Ride service. Also, to ensure adequate availability for those who need it, any customer who is in the Dial-A-Ride system but has not taken a trip within the last 12 months will be deactivated from the system and must re-apply to use the service.

Scheduling a Trip

Reservations are made on a first-come, first-served basis. Passengers are limited to three trips per day.

Reservations may be made up to two days in advance (recommended) or on the same day as travel based on availability.

To schedule a Dial-A-Ride trip, call toll-free **855-833-8541**
Monday through Sunday
between 8 a.m. and 5 p.m.

Pickup and Drop-Off

Dial-A-Ride passengers will be picked up within a 30-minute window of their scheduled pickup time. The pickup window begins 10 minutes before the scheduled pickup time and extends to 20 minutes after. For example, if your scheduled pickup time is 11 a.m., the driver will arrive anytime between 10:50 and 11:20 a.m. The driver will wait for five minutes after arriving. If the rider does not appear during the five-minute wait time, the driver will mark the individual as a no-show and depart.

If the driver arrives prior to the start of the pickup window, they will wait until five minutes after the start of the pick-up window before departing. ***Please be prepared to board the vehicle at least 10 minutes prior to your scheduled pickup time.***





Boarding with Mobility Devices

All vehicles are equipped with ramps that meet ADA specifications. They will accommodate mobility devices such as wheelchairs and three-wheel scooters up to 48" by 30" with a total weight up to 600 lbs. including the rider. Mobility devices that exceed these requirements may not be transported.

- If you require a passenger ramp to board the vehicle, the driver will assist you. All drivers are trained to operate these ramps.
- For your safety, please make sure your wheelchair or other mobility devices are maintained properly in accordance to manufacturer's specifications.
- All electric wheelchairs will need to remain OFF during loading, unloading and transportation.

Transporting Life-Support Equipment

You may bring a respirator, portable oxygen and/or other life-support equipment, as long as it does not violate laws or rules related to public transportation.

Personal Care Attendants

A Personal Care Attendant (PCA) is a qualified person who is providing true personal care assistance to an eligible rider. At the time of certification, it will be determined if you are eligible to bring a PCA with you when using Dial-A-Ride. AVTA will issue a PCA card to you, which must be presented to the driver when you are boarding with your PCA. Personal Care Attendants ride for free, but it is your responsibility to notify AVTA that a PCA will be riding with you when scheduling your trip.

Companions

Dial-A-Ride passengers may add up to two (2) fare-paying companions to their trip on a space available basis. Companions must pay the same cash fare and must be scheduled under the same reservation as the certified rider. Children traveling as companions must also pay the full fare.

Adult attendants traveling with eligible disabled child riders are considered Personal Care Attendants and are allowed to ride for free. Dial-A-Ride certified children must pay the full fare. Certified children ages 14 and over may travel without an accompanying adult only if they are able to use public transportation independently.

Children ages six and under or weighing less than 60 lbs. must be secured in a federally approved child safety seat provided by an accompanying adult.



Service Animals

Riders may travel with a service animal, defined as a guide dog, signal dog or other animal trained to work or perform tasks for persons with disabilities. Please notify AVTA if you will be traveling with a service animal when booking your trip. Pets or non-service animals may not be transported at any time. This includes non-service animals in carriers or cages.

Packages

Riders may bring up to two (2) grocery bags or similarly sized packages on board the vehicle. Drivers may assist with securing packages in the vehicle (at their own discretion). Drivers cannot carry any packages to the door. For the safety of all riders, you may not transport explosives, acids, flammable liquids or other hazardous materials.

Cancellations/ No-Show Policy

If you need to cancel a scheduled ride, please call toll-free **855-833-8541** at least one (1) hour prior to your scheduled pickup time.

You will be considered a "no-show" if you reserve a ride, but do not meet the vehicle within five minutes of its arrival, or if you call to cancel a trip less than one hour before the scheduled pickup time. Any subsequent trips on the same day will be cancelled unless we hear from you.

Three (3) or more "no-shows" in one month will result in progressive suspension of your Dial-A-Ride privileges.

- **1st offense:** 30 days suspension
- **2nd offense:** 6 months suspension
- **3rd offense:** 1 year suspension