

[Pullman Transit Dial-a-Ride Application](#)

[Dial-a-Ride Application \(Temporary Rider\)](#)

[ADA Eligibility for Dial-A-Ride](#)

[DAR Frequently Asked Questions](#)

The following Dial-A-Ride policies are implemented by Pullman Transit and must be followed in order to use the service:

- Dial-A-Ride is primarily a “senior service” with ADA accommodations. ADA registration is offered, but is not required to be used.

Dial-A-Ride eligibility requirements:

- Individuals 65 years of age and older automatically qualify for Dial-A-Ride. Dial-A-Ride applications for individuals less than 65 years of age with a disability will be accepted on a case-by-case basis.
- The Americans with Disabilities Act (ADA) of 1990 is legislation that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

Completed [applications](#) must be returned to: Pullman, Dial A Ride, 775 NW Gonyea Street, Pullman, WA 99130

SCHEDULING HOURS

SERVICE HOURS

SEMESTER Scheduling Hours

Monday-Friday

7:00 AM –

7:00 PM

Saturday

9:30 AM - 7:00 PM

□

SEMESTER Service Hours

Dial-A-Ride

Last Updated Monday, 22 October 2012 15:25

Monday-Thursday 7:00 AM - 12:30 AM

Friday

Saturday

9:30 AM - 3:00 AM

7:00 AM

SUMMER Scheduling Office Hours

Monday-Friday

7:00 AM - 6:00 PM

Saturday

9:30 AM - 6:00 PM

Monday-Friday

6:50 AM - 6:00 PM

Saturday

9:00 AM

Scheduling After Hours: Call 509-332-5471 and leave your name, number, date, and time of desired ride. We will return your call to confirm the ride the following work day.

FARES

General one-way \$0.40/person or (1) Dial-A-Ride token.

Pullman Regional Airport one way \$3.00/person.

General roundtrip \$0.80/person or (2) Dial-A-Ride tokens.

Pullman Regional Airport round trip \$6.00/person.

- Dial-A-ride tokens can be purchased in packs of 10 for \$4.00 in the Finance Department at City Hall, 325 SE Paradise Street, 509-338-3204.

- WSU Visitor Center at 225 N Grand, 509-335-8633. All rides must be paid at the time of service. Personal Care Attendant's (PCA) ride free of charge.

Fare payments for WSU students, staff, faculty, and retirees are prepaid under an agreement between WSU and Pullman Transit.

- **Rides should be scheduled** a minimum of 24 hours in advance and a maximum of four weeks. Same day rides are not guaranteed and will be accommodated only on a first come, first served basis.

- **Fare information:** each one-way trip is \$0.40/person or (1) Dial-A-Ride token. Each one-way trip to the Pullman Regional Airport is \$3.00/person.

Dial-A-Ride tokens can be purchased in packs of 10 for \$4.00 in the Finance Department at City Hall, 325 SE Paradise Street, 509-338-3204 and at the WSU Visitor Center at 225 N Grand, 509-335-8633.

All rides must be paid at the time of service. Personal Care Attendant's (PCA) ride free of charge.

Fare payments for WSU students, staff, faculty, and retirees are pre-paid under an agreement between WSU and Pullman Transit.

Drivers are not allowed to make change or accept tips.

- A 20-minute pick-up window will be given for each ride scheduled. This is the time period the driver will be at the requested pick-up location.

Please be ready and waiting for your ride at least 5 minutes prior to your 20-minute pick-up window.

- Once the driver arrives at the requested pick-up location within the 20-minute pick-up window the "5-minute wait period" begins. If the driver cannot find the patron and the 5-minute wait period has elapsed the ride is considered a "No-Show" and the driver must continue to other rides. If the pick-up is missed and the patron still needs a ride, it is the patrons' responsibility to call a Dial-A-Ride customer service representative to reschedule.

- A "No-Show" is when a patron schedules a trip and fails to show up once the driver arrives and a 5-minute wait period has elapsed, or if a ride is cancelled within one hour of the pick-up time.

Abuse of this policy may lead to suspension from Dial-A-Ride.

This must be enforced due to the increased demand in ridership.

When a ride is considered a "No-Show", the remainder of the patron's

▣ rides for that day will be cancelled automatically.

If the patron still needs a ride for that day it's their responsibility to call Dial-A-Ride and reschedule.

Rides will be rescheduled on a space available basis.

- When cancelling a pre-scheduled trip, please provide as much notice as possible. Rides cancelled within one hour from the start of the *pick-up window will be considered a No-Show. ▣ There is no charge for cancelled trip(s).*

- Drivers are not allowed to deviate from their pre-scheduled rides or to request the customer service representative to change the ride(s). Should the patron need to make a change to their schedule, they must call a Dial-A-Ride customer service representative.

- Driver assistance with packages/groceries is permitted but is limited to one trip, 4 bags, and a weight limit not exceeding 25 pounds.

- Drivers are not allowed to assist patrons with personal errands. This includes, but is not limited to: getting mail/newspapers, making deposits, filling prescriptions, going through drive-thru's, or buying groceries.

- A one step rule exists with regards to wheelchairs. If needed, our drivers will assist a wheelchair patron up or down one step (6" height limit), but this must be limited to one step for the safety of the driver. For special consideration regarding this policy, please contact our office at 509-332-5471.

- Dial-A-Ride does not provide rides from building to building while on the WSU campus. For these "campus-to-campus" rides, please contact the WSU Disability Resource Center at 509-335-1566.

- Personal Care Attendant (PCA) is someone designated or employed to assist you, such as a skilled nurse, family member or care provider. Be advised that you may be left alone on the Dial-A-Ride van at anytime while the driver is assisting other patrons.

If you cannot be left alone, please arrange for a PCA to travel with you.

PCA's are not required to pay a fare and must board and de-board at the same location as you.

Please notify the customer service representative if a PCA will be riding with you.

- Guest(s) will be permitted on a space available basis. All guests must board and de-board at the same location as you and pay \$0.40/person for a one-way trip.

A one-way trip to the Pullman Regional Airport is \$3.00/person.

Please notify the customer service representative if a guest(s) will be riding with you.

Pullman Transit's goal is to provide safe, convenient and friendly service to all patrons. Should you have any questions or comments about our service call Wayne Thompson, Customer Service Supervisor at 509-338-3249.