

Valley Metro®

ADA Paratransit

RIDE GUIDE





Accessible Transit Services for All

Valley Metro is committed to providing passengers with safe, convenient and comfortable service that is accessible and usable by all. This includes accessible bus and rail services, as well as ADA Paratransit service for riders who are unable to use bus or light rail service for some or all trips due to a disability. This guide describes programs and services that Valley Metro and several of our member communities provide for qualified people with disabilities.

Valley Metro and several of our member communities also provide other transportation services which are intended to expand travel options for both people with disabilities and seniors age 65 and above. See the “Other Service Options” section on page 10 of this Ride Guide for more information about these supplemental transportation programs.

ACCESSIBLE FIXED-ROUTE BUS AND LIGHT RAIL SERVICES

In keeping with our commitment to accessibility and with the requirements of the Americans with Disabilities Act (ADA) of 1990, all Valley Metro buses and light rail vehicles comply with the requirements of the ADA and are designed to be accessible to and usable by people with disabilities.

ADA PARATRANSIT SERVICE

ADA Paratransit is shared-ride transportation that takes eligible customers door-to-door or origin-to-destination and is provided to people with disabilities who are currently ADA certified through Valley Metro. All public transit agencies that provide fixed-route bus and rail service are required by the ADA to provide this service.

ELIGIBILITY

To be eligible for ADA Paratransit service, you must be unable to independently use Valley Metro buses and light rail for at least some trips due to a disability. For more information about the region’s ADA paratransit eligibility process, call 602.716.2100 or visit valleymetro.org/ada-paratransit-eligibility.

VISITOR ELIGIBILITY

ADA Paratransit service may be available when you travel outside the metro Phoenix area. Upon request, Valley Metro will send verification of your current ADA eligibility to your destination city’s Paratransit/Dial-a-Ride provider. Please note all verification service requests are completed within the same day or not more than one day later. This verification will allow you to use Paratransit service while visiting that city.

Valley Metro also provides ADA Paratransit visitor eligibility to any person who lives outside of Maricopa County and is visiting the Phoenix metropolitan area.

Visitor presumptive eligibility is provided for up to 30 days within a 365-day period.

For more information about visitor eligibility, call the Valley Metro Mobility Center at 602.716.2100.



ADA PARATRANSIT SERVICE AREA

In keeping with federal ADA requirements, Valley Metro Paratransit service is available within three-quarters of a mile of bus routes and light rail stations. In addition, some communities have included additional areas in their designated ADA paratransit service area. To find out whether a specific address is served by Valley Metro Paratransit, you can use Valley Metro’s service area map. Visit valleymetro.org/adamap and enter your address in the map section.

ADA PARATRANSIT SERVICE PROVIDERS

In the Phoenix metropolitan area, paratransit service is provided by four different agencies.

- Phoenix Dial-a-Ride provides trips that begin and end within the city of Phoenix.
- Glendale Dial-a-Ride provides trips that begin and end within the city of Glendale.
- Peoria Dial-a-Ride provides trips that begin and end within the city of Peoria.
- Valley Metro Paratransit provides all other trips including;
 - trips in the East Valley and West Valley,
 - trips that travel between the East Valley, West Valley and cities of Phoenix, Glendale and Peoria.

AVAILABILITY OF SERVICE VARIES

Service hours and days vary by provider. In accordance with ADA requirements, ADA paratransit service is available for any trip at any time when the same trip can be made using bus and/or light rail service. The following table* shows the hours and days that service is available throughout the Phoenix metropolitan area. Customer service agents for each Paratransit/Dial-a-Ride provider can confirm the hours during which service is available in the areas where you wish to travel.

* Please note that the information in the following table is subject to change by provider.

PROVIDER AND SERVICE AREA

Provider	Areas Served	Operating Hours
Phoenix Dial-a-Ride	All areas of Phoenix that are south of Jomax Rd.	<ul style="list-style-type: none"> • Daily: 4 a.m.–12 a.m. • At other times when the requested trip can be completed on public transit
Glendale Dial-a-Ride	All areas within the city of Glendale	<ul style="list-style-type: none"> • Weekdays: 7 a.m.–6 p.m. • Weekends and holidays: 7 a.m.–5 p.m.
Peoria Dial-a-Ride	All areas within the city of Peoria	<ul style="list-style-type: none"> • Weekdays: 4:30 a.m.–9 p.m. • Weekends and holidays: 6 a.m.–10 p.m.
Valley Metro Paratransit	Designated areas of the East Valley, Northwest Valley, Southwest Valley and for regional trips throughout the Valley	<ul style="list-style-type: none"> • East Valley <ul style="list-style-type: none"> • Daily: 4 a.m.–1 a.m. • Northwest Valley <ul style="list-style-type: none"> • Non-holiday weekdays: 7 a.m.–5 p.m. • Southwest Valley <ul style="list-style-type: none"> • Daily: 5 a.m.–10 p.m. • Regional Paratransit <ul style="list-style-type: none"> • Daily: 5 a.m.–10 p.m.

HOW MUCH DOES ADA PARATRANSIT SERVICE COST

In compliance with ADA requirements, Paratransit/Dial-a-Ride fares can cost up to twice as much as the same trip would cost on bus or light rail.

In most areas, Paratransit/Dial-a-Ride trips cost \$4 per one-way trip, but there are exceptions. In addition, each of the four local Paratransit/Dial-a-Ride providers accepts different forms of payment. The following table* provides more

information on Paratransit/Dial-a-Ride fares and acceptable payment methods for each of the Phoenix metropolitan area Paratransit/Dial-a-Ride providers. You can also check on the fare for any trip by calling the Paratransit/Dial-a-Ride provider who will be providing the service. See the "Making Trip Reservations" section on page 5 for phone numbers.

* Please note that the information in the following table is subject to change by provider.

FARES AND ACCEPTABLE PAYMENT METHODS BY PROVIDER

Provider	Fares	Acceptable Methods of Payment
Phoenix Dial-a-Ride	\$4 per one-way trip	<ul style="list-style-type: none"> • Cash • Blue and Green Phoenix Dial-a-Ride Tickets • Monthly Dial-a-Ride Pass • Regional Dial-a-Ride Tickets
Glendale Dial-a-Ride	<ul style="list-style-type: none"> • General Public (age 14-64) – \$5 • Children (age 0-5) – Free • Seniors (65 years and older) – \$2* • Riders with Disability – \$2* • ADA/ADA Companion – \$3 <p>*Riders must show reduced fare card</p>	<ul style="list-style-type: none"> • Cash only (exact fare)
Peoria Dial-a-Ride	<ul style="list-style-type: none"> • General Public (age 16-64) – \$3 • Age 0-5 – Free (one per adult) • Age 6-15 – \$1.50 • Age 65 years and older – \$1.50 • Juniors/Seniors and Persons with Disabilities – \$1.50 • Juniors/Seniors and Persons with ADA Certification – \$1 	<ul style="list-style-type: none"> • Cash only (exact fare)
Valley Metro Paratransit	<ul style="list-style-type: none"> • \$4 per one-way trip • Some exceptions in areas where free and low-cost neighborhood circulators operate 	<ul style="list-style-type: none"> • Cash • Valley Metro Paratransit or East/Northwest Valley Dial-a-Ride Tickets • Regional Dial-a-Ride Tickets • Blue and Green Phoenix Dial-a-Ride Tickets (Phoenix residents only) • Monthly Dial-a-Ride Pass (Phoenix residents only)

Notes:

- Your Personal Care Attendant (PCA) is not charged a fare.
- You may travel with up to one additional companion or more on a space-available basis. Companions pay the same fare as the eligible rider.
- Service is free for any child under the age of six who is traveling with a fare-paying adult.
- Drivers are prohibited from accepting tips.



PAYMENTS AND FARE PURCHASING

All Paratransit/Dial-a-Ride providers accept cash but exact change is required. In addition, most Paratransit/Dial-a-Ride providers also accept tickets and passes.

- To purchase Valley Metro Paratransit Tickets, call Valley Metro at 602.716.2100.
- To purchase Regional Dial-a-Ride Tickets or Phoenix Dial-a-Ride Tickets and monthly passes (Phoenix residents only), call Phoenix Public Transit at 602.495.5795.

TRIP PURPOSE AND LIMITS

Following with ADA requirements, there are no restrictions on the types of trips you can make using ADA paratransit. There are no priorities for specific types of trips in the trip booking or scheduling process. There are no limits on the number of trips you can make using ADA paratransit service. You are eligible for service as long as your trip begins and ends within the designated ADA Paratransit service area and occurs during the corresponding provider's Paratransit/Dial-a-Ride service hours. There are no denials, no limits and no service caps.

Please note: Communities that provide non-ADA service may establish limits for non-mandated trips. For more information about any limits in your community, ask your Paratransit/Dial-a-Ride provider.

MAKING TRIP RESERVATIONS

Call the Paratransit/Dial-a-Ride service provider you want to use during the hours that the reservations office is open. Each Paratransit/Dial-a-Ride service provider schedules trips from 1 to 14 days in advance. The reservation hours and phone number for each service provider are shown below.

Phoenix Dial-a-Ride: 602.253.4000
Daily: 6 a.m.–7 p.m.

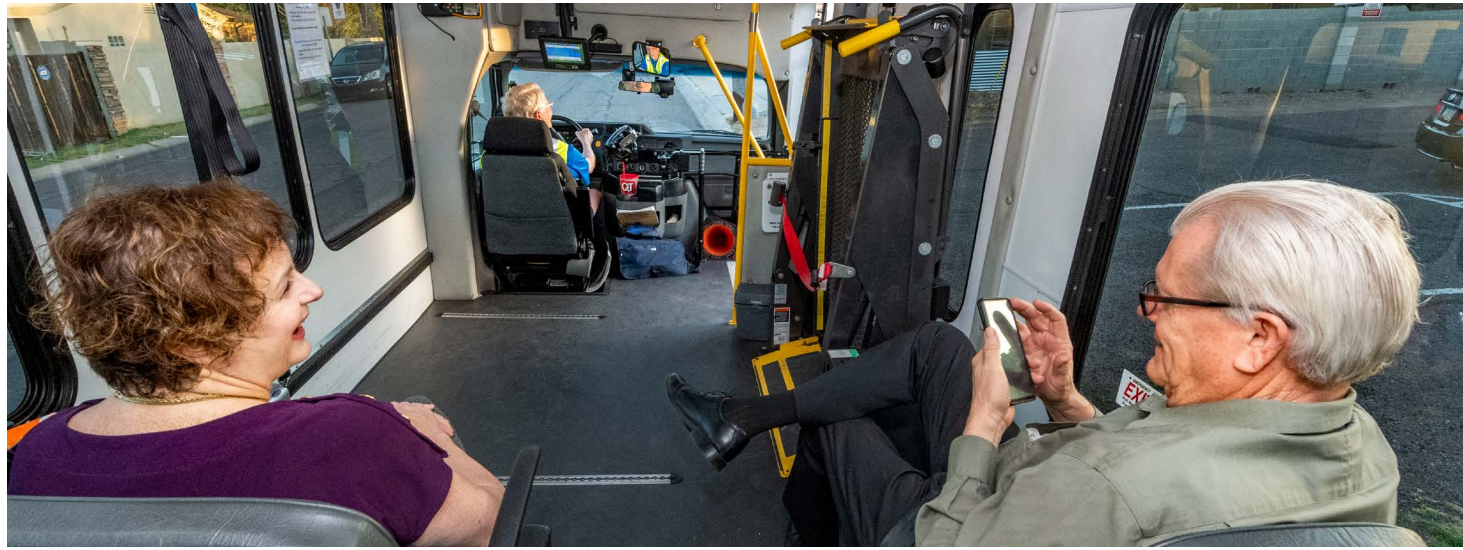
Glendale Dial-a-Ride: 623.930.3515
Monday–Saturday: 8 a.m.–5 p.m.
Sunday & holidays: 8 a.m.–5 p.m.
(an answering machine will take calls)

Peoria Dial-a-Ride: 623.773.7435
Monday–Friday: 8 a.m.–5 p.m.

Valley Metro Paratransit: 602.716.2200
Daily: 6 a.m.–7 p.m.

When you call the Paratransit/Dial-a-Ride provider who serves the area where you wish to travel, be prepared to provide the following information:

- Your name
- The address and phone number where you will begin your trip
- The address and phone number where you will end your trip
- The day and date you wish to travel
- The time you wish to be picked up or your appointment time
- Whether you will be traveling alone or with a Personal Care Attendant and/or companion(s)
- Whether you will be traveling with a mobility device, service animal and/or personal oxygen device



TRAVEL TIMES

We make every effort to get you to your destination safely and in good time. Complying with ADA requirements, your travel time may be as long as the time your trip would require if the trip was taken on bus and/or light rail.

Keep in mind that Paratransit/Dial-a-Ride is a shared-ride service. This means that other riders may be picked up and/or dropped off along the way. As a result, your ride time may be longer than your trip would take in a car traveling alone. For this reason, please plan accordingly. If you need to arrive for an appointment with a set time, tell the agent booking your trip so they can book your trip with enough time to get you to your appointment on time.

NEGOTIATION OF REQUESTED TRIP TIMES

Since Paratransit/Dial-a-Ride is a shared-ride service and in order to comply with ADA requirements, the agent who books your trip may offer you a pick-up time that is up to one hour before or after the time you request. However, if you specify an appointment time, the agent is not permitted to offer a pick-up time that is likely to result in your arriving late. Additionally, if you are scheduling a return trip from work, school or some other location that you cannot leave early, your agent cannot offer a pick-up time that would require you to

leave early. Therefore, please be specific when you need to arrive no later than a set appointment time or depart no earlier than a set ending time.

ON-TIME ARRIVALS

It is possible that you may arrive at your destination early since Paratransit/Dial-a-Ride is a shared-ride service. Your driver cannot wait with you—even if you arrive at a location that is not open. Your trip is considered on-time if you are dropped off up to thirty minutes before your scheduled drop-off/ appointment time.

SUBSCRIPTION SERVICE

If you plan to make the same trip at the same time on the same day or days of the week for at least one month, you may request a subscription trip (also known as a standing order). This service allows you to make recurring trips without having to call each time to schedule service; you only need to call when your plans change. Subscription trips are not required by the ADA and will be provided whenever they can be scheduled effectively and efficiently based on the other trips scheduled at that time and on that day or days of the week. If your request cannot be accommodated immediately, your request may be placed on a waiting list to be scheduled once a slot becomes available. In the meantime, you can continue to schedule your trips on an individual basis.

PLEASE BE READY FOR YOUR TRIP

When you book your trip, the agent will give you a 30-minute “be ready window.” Drivers are picking up and dropping off other riders along the way so an exact time cannot be given. The vehicle may arrive any time within this 30-minute window. It is important that you are ready at the start of the 30-minute window and that you wait in an area where you can determine when the vehicle arrives. If the vehicle does not arrive within the 30-minute window, call the service provider to get an update on your scheduled ride.

If it is not possible for you to wait in a location where you can determine when the vehicle arrives, or if your disability makes it impossible for you to determine when the vehicle arrives, let the agent know when you book the trip. The agent will make a note to have the driver or a dispatcher alert you when the vehicle arrives.

DRIVER WAIT TIME

As long as your driver arrives within the 30-minute pick-up window, your driver will wait for up to five minutes. If you have not boarded within this five-minute boarding window, your driver may depart without you. Please be aware, Glendale Dial-a-Ride drivers only wait for two minutes before departing. If you need more time because of your disability, tell the agent who books your trip, so the schedule can be adjusted accordingly.

DRIVER ASSISTANCE

ADA Paratransit/Dial-a-Ride is door-to-door service. This means that the driver will assist you from the outermost door of the building where you begin your trip and to the outermost door of the building where you end your trip. In Glendale and Peoria, service is curb-to-curb. This means that you must meet the vehicle at the curb. If you are using Glendale or Peoria Dial-a-Ride service and need assistance to or from the door, tell the agent who books your trip so this service will be provided; as long as the driver can maintain visual contact and effective control of the vehicle at the location.

At your request, drivers are trained to and will provide assistance to make it easier and safer for you to use Paratransit/Dial-a-Ride. Examples of assistance which drivers will provide upon request include:

- Meeting you at the door and announcing their presence
- Guiding or lending a supporting arm or shoulder to assist you to and from the vehicle
- Pushing your wheelchair
- Carrying small packages or an empty child safety seat
- Assisting you to board using the lift or ramp
- Helping you to find and navigate to an open seat
- Securing your mobility device or other belongings within the vehicle

Drivers are not permitted to lift or carry small children, to take control of your service animal or to go beyond the outermost door of the building where you begin or end your trip. Drivers are also never permitted to enter a home or apartment.

HAND-TO-HAND SERVICE

Valley Metro Paratransit will provide hand-to-hand (HTH) service for ADA certified passengers who cannot be left alone safely. To receive HTH service, the rider or the rider’s authorized representative must request the service and may be required provide documentation demonstrating the need for HTH service. Once a rider is designated to receive HTH service, Valley Metro personnel will not leave the passenger alone at any destination. It is important to note that if a rider is designated to receive HTH service, it is required that a responsible party be available at the drop-off end of every trip to receive the passenger when the vehicle arrives. Any failure to meet this requirement is disruptive to service and may result in a service suspension and/or it may be required that the rider travel with a PCA. For more information about HTH service, contact Valley Metro at 602.716.2100.



PASSENGER COURTESY AND CONDUCT

To ensure the safety and comfort of all passengers and the driver please follow these rules:

- No eating, drinking, smoking or vaping
- No abusive, threatening, or obscene language or actions
- No deliberate fare evasion
- No physical abuse of another passenger or driver
 - Passengers who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate suspension of service
- No operating or tampering with any vehicle equipment
- Headphones are required when using radios, cassette tape players, compact disc player or similar sound generating equipment
- Flammable or explosive materials are prohibited

UNACCOMPANIED CHILDREN

ADA-certified children under the age of eight must be accompanied by a responsible adult.

CANCELLING TRIPS

Please notify your Paratransit/Dial-a-Ride service provider as soon as you know that you will be unable to make a scheduled trip and at least two hours before the trip. Cancellations can be made throughout the day.

When calling to cancel, please provide the following information: name, address, date and time of pick-up. A cancellation made with less than two hours advance notice will be considered a no-show.

NO-SHOWS AND LATE CANCELLATIONS

A no-show occurs when the vehicle arrives within the on-time window, waits five minutes for you and you fail to take the trip; or you fail to cancel the trip at least two hours prior to the start of the on-time window (also called a late cancellation). No-shows reduce the efficiency of the service and cause delays for other riders.

ASSISTANCE WITH PACKAGES

You may bring packages that take up no more than two cubic feet of space (e.g., three brown paper grocery bags or six plastic grocery bags). Total weight of all packages may not exceed 50 pounds. One piece of luggage and one carry-on bag for airport trips will be accommodated. Drivers can assist with packages on and off the vehicle and to and from the door upon request. Reminder, drivers cannot enter your home. Drivers can assist carrying an unoccupied child car seat but cannot carry a child in a car seat.

The following articles cannot be carried on-board vehicles: automotive and marine batteries, gasoline, caustic fluids, flammable liquids, explosives, non-folding shopping carts, non-folding baby carriages, large bundles that will obstruct the aisle or any item that may inconvenience or injure another passenger.

No-shows and late cancellations that are beyond your control are excused. If circumstances beyond your control cause a no-show or late cancellation, call the Paratransit/Dial-a-Ride provider as soon as possible after the no-show to explain the circumstances. This helps ensure that these situations are recorded as excused.

If you have three or more unexcused no-shows or late cancellations in a 30-day period, a review of your travel record for that period will be conducted.

- You will receive a warning for excessive no-shows and late cancellations when either three trips or ten percent of your scheduled trips (whichever is greater) result in a late cancellation or unexcused no-show.
- The warning letter will include a listing of each assessed no-show/late cancellation, and you will have the opportunity to explain any assessed late cancellations/no-shows that should be excused.
- A second occurrence within the same calendar year may result in a seven-day suspension of riding privileges.
- A third occurrence within the same calendar year may result in a 14-day suspension of riding privileges.
- A fourth occurrence within the same calendar year may result in a 30-day suspension of riding privileges.

A suspension letter will be sent at least 14 days before the suspension is scheduled to begin. This letter will detail the reason for the suspension, the dates on which the suspension will begin and end and details you can follow for filing an appeal. If you choose to appeal a planned suspension, your suspension will remain until the appeal is heard and decided.

SERVICE ANIMALS AND PETS ARE WELCOME

Paratransit/Dial-a-Ride providers permit people with disabilities to travel with service animals as defined by the ADA and adhering to the Valley Metro service animal policy. A service animal is individually trained to perform a

specific task or tasks that enable a person with a disability to complete tasks of daily living. Service animals must be under the physical and/or verbal control of their handlers and must not sit on seats or disrupt service for other passengers or the driver. In accordance with ADA requirements, your Paratransit/Dial-a-Ride provider may refuse access to any animal who disrupts service or who poses a direct threat to the health or safety of others. To read Valley Metro's service animal policy in its entirety, visit valleymetro.org/serviceanimals.

You may travel with other domestic pets as long as the pet remains within a completely enclosed pet carrier that will fit on your lap or at your feet without blocking access for other passengers or the driver. For safety reasons, drivers are not permitted to carry pet containers.

Please note: You are responsible for any damage caused by any pet or service animal you bring with you on Paratransit/Dial-a-Ride.

OBSTACLES

Ramps, sidewalks and driveways to your residence should remain free of obstructions that may present a safety hazard to you or the driver.





DESTINATIONS

Drivers are only permitted to stop at locations designated in the reservation. Travel arrangements with more than one destination are treated as separate trips. Your pick-up time for a subsequent trip must be scheduled no earlier than 90 minutes after the scheduled drop-off time of your prior trip.

MOBILITY DEVICES

Following ADA requirements, all wheelchair-accessible Paratransit/Dial-a-Ride vehicles will accommodate wheelchairs, scooters and other mobility devices that have dimensions of up to 30 inches wide by 48 inches long when measured two inches above the ground and that weigh up to no more than 600 pounds when occupied. Some, but not all, Paratransit/Dial-a-Ride vehicles will also accommodate larger and heavier mobility devices. If your mobility device is larger and/or heavier than the size and weight dimensions listed above, you are responsible for letting your Paratransit/Dial-a-Ride provider know, so they can assign your trips to vehicles that can safely accommodate your mobility device. Your Paratransit/Dial-a-Ride provider cannot always guarantee timely service for people using larger and heavier mobility devices.

OTHER SERVICE OPTIONS

In addition to ADA Paratransit service, Valley Metro and several member communities offer alternative transportation programs for qualified seniors and people with disabilities.

Examples include:

- **Scottsdale CAB Connection**
 - Subsidized transportation utilizing authorized taxicab companies for qualified seniors and people with disabilities residing in Scottsdale.
 - For more information, visit scottsdaleaz.gov/transit-system or call 480.312.8747.
- **Valley Metro RideChoice**
 - Subsidized transportation program utilizing rideshare services like Uber, authorized taxi providers and wheelchair-accessible vehicle providers to deliver service.
 - For more information, visit valleymetro.org/ridechoice or call 602.716.2100.
- **Community-Sponsored Non-ADA Service**

Many communities in the Valley Metro service area also offer Dial-a-Ride and/or subsidized taxi services for seniors age 65 and over and persons certified as ADA Paratransit eligible. These services go above and beyond what is provided by ADA Paratransit. For example, these local programs might serve parts of communities not covered by ADA Paratransit. To find out whether your community offers additional services, contact your community's municipal government or visit your community's official website.

ADA PLATINUM CARD AND REDUCED FARE TRANSIT PROGRAMS

Valley Metro also offers the ADA Platinum card program for individuals who are eligible for ADA Paratransit service. The ADA Platinum card can be used to pay for unlimited service on all buses and light rail trains. To receive a Platinum card, call Valley Metro at 602.716.2100.

In addition, Valley Metro offers a 50 percent fare discount for all qualified seniors age 65 and older, youth ages 6-18 and people with disabilities. These reduced fares are available on all local Valley Metro buses and light rail trains during service hours. Passengers must meet all program rules to receive this benefit and must show proof of program eligibility at the time of fare purchase and boarding.

TRAVEL TRAINING FOR SENIORS AND PEOPLE WITH DISABILITIES

One-on-one instruction on how to ride buses and light rail is provided at no cost to seniors and people with disabilities. A qualified travel trainer works with you one-on-one teaching you how to ride buses and light rail. This includes learning to plan a trip, navigating the route to the bus stop or light rail station, using fare machines, using the bus lifts and ramps, recognizing where to get off and navigating the route to your destination.

As part of this instruction, the travel trainer will accompany you until they determine you are confident, safe and can successfully use the service independently.

Travel training provides travel freedom, flexibility and independence. To learn more about this free training opportunity, call 602.716.2100. For more information on accessible fixed-route bus and light rail services, visit valleymetro.org/accessibility.

ADA CIVIL RIGHTS AND COMPLAINTS

Customers using public transit are given equal access to programs and services without regard to race, color, national origin or disability. (49 CFR, Part 37 and FTA Circular 4702.1B)

COMMENTS, COMPLIMENTS AND COMPLAINTS

Whenever service is either good or bad, we want to hear from you. Providing compliments helps us to acknowledge staff who have gone above and beyond to make your travel experience a good one. Filing complaints helps us to identify and address service problems.

You may provide comments, compliments and complaints by contacting Valley Metro Customer Service.

ADA PARATRANSIT SERVICE AREA MAP

To find out whether a specific address is served by Valley Metro Paratransit you can call 602.716.2200 and give the address to the reservationist. If you wish to search yourself you can use Valley Metro's service area map. Visit valleymetro.org/adamap and enter the address in the map section.

Quick Reference Phone Numbers	
Phoenix Dial-a-Ride	602.253.4000 800.775.7295 (Toll-free) TTY 602.258.9980
Glendale Dial-a-Ride	623.930.3515 AZ Relay 711
Peoria Dial-a-Ride	623.773.7435 AZ Relay 711
Valley Metro Paratransit Service	602.716.2200 AZ Relay 711
Valley Metro Customer Service	602.253.5000 AZ Relay 711
Valley Metro Mobility Center	602.716.2100 (ADA Paratransit certification & travel training)



PHONE

Customer Service:
602.253.5000
AZ Relay 711



MAILING ADDRESS

Attn: Valley Metro, Customer Service
4600 E. Washington St., Suite 101
Phoenix, AZ 85034



EMAIL

csr@valleymetro.org



WEBSITE

valleymetro.org

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valleymetro.org/paratransit
602.716.2200
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