

How do I become eligible to ride Dial-A-Ride?

- Call Jefferson Transit at 360-385-4777 to have an application mailed to you. The application is also available on our website at www.jeffersontransit.com under Rider Services.
- Complete your section of the application, then have your medical professional complete the Professional Verification section.
- Complete both parts of the application and return it to Jefferson Transit.

When is Dial-A-Ride service offered?

Monday - Friday: 5:55 am to 8:00 pm
 Saturdays: 6:40 am to 8:00 pm

When can I call to make a trip reservation?

Monday - Saturday: 8:00 am to 4:00 pm
 Note: If you need to cancel a trip reservation call dispatch.

Dial-A-Ride does not operate on the following days:

Sundays	Independence Day
New Year's Day	Labor Day
Martin Luther King Day	Veterans Day
Presidents Day	Thanksgiving Day
Memorial Day	Christmas Day



What is Dial-A-Ride?

Jefferson Transit's Dial-A-Ride service provides transportation within Jefferson County to registered clients who are unable to ride regular bus service.

ADA Requirement

In 1990, the Americans with Disabilities Act (ADA) established a comprehensive approach to end discrimination against persons with disabilities. This Federal Act requires entities that provide routed bus service offer comparable paratransit services (Dial-A-Ride) to individuals with disabilities who are unable to use the routed bus system.

Am I eligible for Dial-A-Ride service?

You are eligible for Dial-A-Ride services if one or more of the following ADA categories apply:

Category I

Your disability prevents you from boarding, riding, or exiting any vehicle on our bus system that is accessible to and usable by Individuals with disabilities.

Category II

You need assistance from a wheelchair lift because of your disability, and the bus route on which you wish to travel is not 100% accessible, or the bus lift cannot be deployed at your desired stop.

Category III

You have a specific impairment that prevents you from traveling to/from a specific location.

DIAL-A-RIDE PASSENGER POINTERS

Dial-A-Ride is Jefferson Transit's alternative public transportation for people with disabilities who cannot always ride our fixed-route service



Jefferson Transit
 63 4 Corners Road
 Port Townsend, WA 98368

360-385-4777

Updated: 5/18/2022

Riding Dial-A-Ride

Dial-A-Ride is a “shared ride service”.

You will be riding with other Dial-A-Ride clients, therefore, you won’t always travel the most direct route to your destination. You may also have to wait a short time to be picked up.

You will receive a reminder call the day before your trip letting you know when you need to be ready to go.

- You must be ready to depart at the beginning of your window. Drivers may have other passengers waiting for transport and may not be able to wait for you.
- You & your companions should be ready (dressed to go) and waiting just inside the most exterior door of your pick-up address.
- If you need to be picked up at a facility with multiple entrances, you need to be at the specific pick-up location you gave when you made your trip reservation. For example: we need to know if you will be picked up at the “Main Entrance” or the “Waterside Entrance” of the hospital.
- Traffic conditions or other unexpected events can delay your pick-up. If your ride has not arrived by the end of your 30 pick-up window, call the Dial-A-Ride Dispatcher at (360) 385-4777.

What happens if I have to cancel a trip?

You should always cancel trips as early as possible, but at least by 4:00 PM the day before your trip. If you do not cancel your trip, you receive a “Late Cancellation”.

Because every late cancellation prevents another person from riding, you may have your ride privileges suspended if you acquire too many late cancellations.

What do I need to know before I make a trip reservation?

- Reservations can be made up to 14 days in advance.
- **Passengers are encouraged to make trip reservations as far in advance as possible to ensure space availability.**
- You must make your trip reservation at least 24 hours in advance.
- Know the opening and closing times of your destination so you don’t have to wait outside the building. Remember, you could arrive 30 minutes before your appointment time.

How do I make a reservation?

Call (360)385-4777 and please be ready to provide the following information:

- Your first and last name.
- Date & time of your ride request.
- Where you are going (include the building name and any specific drop-off and pick-up information, including doctor’s name).
- Let the scheduler know all of the stops you will need to make. For example: Union Bank, Safeway, then back home.
- Appointment time (if applicable).
- The general purpose of your ride.
- The time you will be ready to be picked up.

Any other people who will ride with you (a Personal Care Attendant or Guest).

What if I lose something while riding?

- If you lose something on Dial-A-Ride, please tell the driver or call (360) 385-4777 to report it.
- If you find an article on the van, please give it to the driver.

What assistance can I expect from Dial-A-Ride drivers?

- Dial-A-Ride drivers provide either curb-to-curb or door-to-door assistance, depending on the rider’s capabilities.
- A Dial-A-Ride driver will help you get safely from door-to-door if you use a mobility device (wheelchair, scooter, walker, or cane), and will also help if you can walk but still require some assistance.
- Drivers can help carry a few light packages, but they cannot enter your home, lift heavy or large objects, or make multiple trips between the van and your door.
- If you cannot safely make your way from the drop-off point to your final destination (for example: the Main Entrance of the hospital to your doctor’s office), you should reserve an extra seat on the van for a Personal Care Attendant who can ride free of charge. Dial-A-Ride drivers cannot leave the proximity of their vehicle.

What can I bring on Dial-A-Ride?

- Items should be small enough so they fit in your seating area.
- Items should not weigh more than 15 pounds each. For example: four grocery bags weighing no more than 15 pounds each are acceptable.

Can I bring animals on Dial-A-Ride?

- You may always bring your service animal with you on Dial-A-Ride.
- You may bring your pet with you on Dial-A-Ride only if it is under your control or is kept in a carrier. When you book your ride, tell the dispatcher you will be bringing an animal with you.