



City of Phoenix
PUBLIC TRANSIT DEPARTMENT

**PHOENIX DIAL-A-RIDE
STANDARD OPERATING PROCEDURES**

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CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-001	Pages 1
Subject ACCIDENT REPORTING		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline the procedure for reporting accidents on Phoenix Dial-a-Ride.

General Information

For reporting purposes, an accident is defined as an occurrence associated with the operation of a vehicle, if as a result: (1) a fatality occurs; or (2) an individual suffers bodily injury and immediately receives medical treatment away from the scene of the accident; or (3) with respect to an occurrence in which the mass transit vehicle involved is a bus, electric bus, van, or automobile, one or more vehicles (including non-FTA funded vehicles) incurs disabling damage as the result of the occurrence and such vehicle or vehicles are transported away from the scene by a tow truck or other vehicle.

Procedure

Immediately following an accident, the driver must notify the Phoenix Dial-a-Ride service operator, if able, with the information regarding the accident to include any injuries. Once the Phoenix Dial-a-Ride service operator is made aware of the accident, appropriate emergency first responders, if necessary, and responsible Phoenix Dial-a-Ride service operator personnel should be dispatched to the scene of the accident. Proper procedures established by the Phoenix Dial-a-Ride service operator regarding documentation of accidents shall be completed and updated as additional information regarding the accident is made available. Any information related to accidents where there is severe damage, a fatality, severe personal injury, and/or media involvement, upon notification, must immediately be forwarded to the Public Transit Department using the call escalation list (see **Exhibit B**).

All accidents/incidents shall be reported monthly to the Public Transit Department to include date/time of accident, location, brief description, and whether the accident was preventable or non-preventable. A preventable accident is defined as an occurrence involving a motor vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.

References

49 CFR Part 655.4 (as amended)

Revision:

001 - March 2019, amend Procedure

002 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-002	Pages 1
Subject APPEALS		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 003	

Purpose

The purpose of this policy/procedure is to outline the process for passenger appeals on Phoenix Dial-a-Ride.

General Information

Passengers have the right to appeal a suspension of Phoenix Dial-a-Ride service for any reason. Appeals are reviewed by the Deputy Public Transit Director - Operations Division.

Procedure

If a passenger is suspended from Dial-a-Ride service and wants to appeal the decision, they must submit a request for appeal in writing detailing the reason the suspension should be overturned within 10 business days of the written suspension notice. The request must be sent to:

City of Phoenix Public Transit Department
Operations Division – Dial-a-Ride Contract Manager
302 North First Avenue, Suite 900
Phoenix, Arizona 85003

Reasonable accommodations will be made for passengers who request to submit their appeal in an alternate format (i.e., conference call, etc.). Once the request for appeal has been received, Dial-a-Ride privileges may be restored to the suspended passenger until a decision has been reached to uphold or overturn the original suspension.

Appeals shall be scheduled to be heard or reviewed, if provided in a written format, within 30 calendar days of receipt of the appeal. If the suspension is upheld, services will immediately be suspended for the duration of the suspension minus any days suspended prior to receipt of the appeal..

The decision made by the Public Transit Department to uphold or overturn the suspension is final.

Revision:

- 001 – April 2016, amend Procedure
- 002 – March 2019, amend Procedure
- 003 – July 2021, amend General Information

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-003	Pages 2
Subject CUSTOMER CONTACT PROCESSING		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline the procedure for processing customer contacts on Phoenix Dial-a-Ride.

General Information

The thorough investigation of all complaints related to the use of ADA paratransit service is an important part of monitoring and compliance. Complaints can be received by Phoenix Dial-a-Ride in one of three ways, including via the . Phoenix Dial-a-Ride service operator, forwarded from Public Transit Department staff, including high priority complaints received through the offices of Phoenix City Council members, the City Manager, and Deputy City Managers, and/or forwarded from Valley Metro Customer Service. The Phoenix Dial-a-Ride service operator is responsible to ensure that all passenger complaints are thoroughly investigated and responded to.

Procedure

Once a complaint has been registered, the Phoenix Dial-a-Ride service operator shall ensure that it is investigated and responded to, either by phone call or written correspondence, to the complainant with the results of the investigation, unless otherwise requested. Complainants must be initially contacted within five (5) business days of receipt of complaint. High priority complaints must be initially contacted within three (3) business days of receipt.

Customer contacts received from Valley Metro Customer Service can be accessed using the web-based Customer Assistance System (CAS). Customer contacts received directly by the Phoenix Dial-a-Ride service operator or forwarded from Public Transit Department staff must be entered into CAS and updated and closed once the investigation and response are complete. Each complaint will have a deadline for action to be taken, and the Phoenix Dial-a-Ride service operator shall adhere to those deadlines

A monthly report will be forwarded to the Public Transit Department detailing the date each complaint was received, date of occurrence, description of the complaint, date complainant was initially contacted, date of response to the complainant, summary of investigation and finding, and description of response. Request for information and issues that can be easily resolved need not be reported.

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 01-003
Subject CUSTOMER CONTACT PROCESSING	Effective/Revision Date July 1, 2021

Reference

49 CFR Part 27.13(b)

49 CFR Subpart C 27.121

Revision:

001 – March 2019, amend General Information and Procedure

002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-004	Pages 1
Subject FUEL REPORTING		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline the process for reporting fuel levels on Phoenix Dial-a-Ride.

General Information

City of Phoenix provides unleaded fuel to the Phoenix Dial-a-Ride service operator solely for use for revenue vehicles in the provision of paratransit service.

Procedure

The Phoenix Dial-a-Ride service operator shall forward fuel tank levels in an Excel formatted report (see **Exhibit C**) to the Public Transit Department daily (on Mondays for Saturday and Sunday). Based on fuel tank levels and daily consumption calculations, the City will coordinate fuel deliveries to the Phoenix Dial-a-Ride service operator when necessary. If fuel is delivered by City contracted service, the Phoenix Dial-a-Ride service operator shall keep the fuel delivery receipt which will be collected by a representative of Petroleum Stores at a later date.

The Phoenix Dial-a-Ride service operator shall maintain fuel logs when dispensing to include date, vehicle ID, mileage, and amount of fuel dispensed. Fuel logs shall be kept on file for the life of the contract and be subject to audit by the City at any time during the contract. The Phoenix Dial-a-Ride service operator shall report fuel usage on a monthly basis to the Public Transit Department to include revenue vehicle ID, total gallons dispensed for the month for each vehicle and beginning month mileage and ending month mileage for each vehicle.

The Phoenix Dial-a-Ride service operator shall ensure that fuel dispensing equipment is properly secured and monitored to prevent theft of City provided resources.

Daily Email Distribution List

petroleum.PWD@phoenix.gov

dave.bergman@phoenix.gov

rodney.merrill@phoenix.gov

hezel.gomez@phoenix.gov

Ernesto.romero@phoenix.gov

Revisions:

001 – March 2019, amend General Information and Procedure

002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-005	Pages 1
Subject HOURS OF OPERATION		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to define the hours of operation on Phoenix Dial-a-Ride.

General Information

Phoenix Dial-a-Ride service hours and days of operation are the same as local bus and light rail service within three-quarter (3/4) mile of fixed route and light rail stations, unless otherwise indicated, in the Phoenix defined service area:

Generally, 4 a.m. to 12 a.m. Sunday through Saturday, including designated holidays.

Extended service hours may be available within three-quarter (3/4) mile of fixed route and light rail stations.

The Phoenix Dial-a-Ride service provider shall ensure service is provided at the same hours where and when fixed route and light rail service operates.

Designated holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Procedure

If a passenger requests a trip within three-quarter (3/4) mile of fixed route service or light rail station that is outside the general hours of operation, the reservationist shall check the current Transit Book or Valley Metro website to confirm the hours of operation of the designated fixed route or light rail station. If the trip request is within the operating hours of the designated fixed route or light rail station, the reservationist shall book the trip accordingly.

Hours of operation are subject to change at any time and may not be immediately reflected in the Phoenix Dial-a-Ride standard operating procedures. The Phoenix Dial-a-Ride service operator is responsible to ensure service is provided during the same hours of operation as fixed route and light rail service.

Revision:

001 – March 2019, General Information and Procedure

002 – July 2021, General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-006	Pages 1
Subject METRO LIGHT RAIL EXTENDED SERVICE		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline the process for providing extended service around the METRO Light Rail Phoenix corridor on Phoenix Dial-a-Ride.

General Information

Effective July 1, 2009 Phoenix Dial-a-Ride shall provide ADA complementary paratransit service to METRO Light Rail during extended hours of operation in the City of Phoenix for any trips originating and terminating in the METRO Light Rail service area. METRO Light Rail service area is within three quarter (3/4) mile of each light rail station located within City of Phoenix boundary limits.

Hours and days of extended service are as follows:

Friday from 10 p.m. to 3 a.m., Saturday from 10 p.m. to 3 a.m. The designated holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Procedure

Request for service shall come in on the Phoenix Dial-a-Ride general phone number (602-253-4000) during ADA service reservation hours (8 a.m. to 9 p.m. seven days a week). Trips can be scheduled one to fourteen days in advance. Any request for service in the METRO Light Rail service area must originate and terminate within the designated service area and during regular service hours.

A monthly report will be forwarded to the City of Phoenix Public Transit Department detailing trips provided during the Metro Light Rail service hours and area.

Hours of operation are subject to change at any time and may not be immediately reflected in the Phoenix Dial-a-Ride standard operating procedures. The Phoenix Dial-a-Ride service operator is responsible to ensure service is provided during the same extended hours of operation for METRO Light Rail service.

Revisions:

001 – March 2019, amend General Information and Procedure

002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-008	Pages 1
Subject REVENUE COLLECTION		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline the process for revenue collection on Phoenix Dial-a-Ride.

General Information

Passenger fares for Phoenix Dial-a-Ride service can be collected in cash; Regional Dial-a-Ride tickets; Phoenix Dial-a-Ride One Way ADA Trip tickets; and/or Phoenix Dial-a-Ride ADA monthly pass. Refer to **Exhibit D** for specific fare information.

Procedure

Fares shall be collected, counted and checked against trip logs for each day of service. Cash fares shall be counted, bagged, bank deposit slips filled out and secured for each day. Copies of deposit slips shall be electronically sent daily, and originals delivered to the Public Transit Department on a weekly basis at a minimum. An armored truck service, provided by the City, will pick up cash fares on a designated scheduled at a minimum of twice a week.

The Phoenix Dial-a-Ride service operator shall be responsible for collecting, counting, reconciling, and reporting Regional Dial-a-Ride tickets and Phoenix Dial-a-Ride One-Way ADA Trip tickets. The Phoenix Dial-a-Ride service operator shall also be responsible for the secure disposal of collected Regional Dial-a-Ride and Phoenix Dial-a-Ride One-Way tickets.

Phoenix Dial-a-Ride ADA monthly passes presented for payment for Phoenix Dial-a-Ride service shall be recorded by the Dial-a-Ride service operator. The Phoenix Dial-a-Ride service operator shall be responsible for reconciling and reporting Phoenix Dial-a-Ride ADA monthly pass use.

Cash fares, Regional Dial-a-Ride tickets, Phoenix Dial-a-Ride One Way ADA Trip tickets and Phoenix Dial-a-Ride ADA monthly pass usage shall be reported on the monthly operating statement for both weekday and weekend/holiday services.

Revisions:

001 – March 2019, amend Procedure

002 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-010	Pages 2
Subject SUSPENSION OF SERVICE		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline the process for suspension of service on Phoenix Dial-a-Ride. A passenger suspended from Phoenix Dial-a-Ride service may also be subject to suspension from Valley Metro Paratransit service and discounted Dial-a-Ride fare payment programs.

General Information

Passengers are responsible for compliance with rules and regulations pertaining to Dial-a-Ride service. Passengers may be suspended from service following notification of continued non-compliance with Phoenix Dial-a-Ride service policies.

Procedure

If a passenger displays behavior that is not in compliance with an individual conduct policy outlined within this manual it may be grounds for suspension of Dial-a-Ride service. The Phoenix Dial-a-Ride service operator is responsible for the proper documentation of each incident of non-compliance. The Phoenix Dial-a-Ride service operator must identify each issue of non-compliance and is responsible for notifying the passenger in writing of their observed violation. If the passenger's non-compliance continues, the Phoenix Dial-a-Ride service operator shall notify the City.

Documentation must include dates and a description of the incident(s), including driver and/or supervisor incident reports and attempts made to notify the passenger of non-compliance including letters of non-compliance issued to the passenger. In some instances, immediate suspension of Dial-a-Ride service may be necessary based on the passenger's behavior or actions that may cause a direct threat to their own safety, the safety of Phoenix Dial-a-Ride staff and/or other passengers, or actions that constitute illegal conduct.

If the decision to suspend the passenger is made, City shall notify the passenger in writing of the suspension of service. Depending on the areas of non-compliance, suspension may range from seven (7) or more days of service to indefinite suspension. In most cases a warning letter will be issued, with additional incidents of non-compliance within a subsequent 30-day period of a rolling calendar year resulting in suspension of service. The passenger must be notified by certified mail with return receipt acknowledgement. Suspension notification shall include information regarding the appeal process (see **APPEALS**).

The suspension process shall follow the progression set forth herein.

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 01-001
Subject SUSPENSION OF SERVICE	Effective/Revision Date July 1, 2021

- 1st incident – written notification of non-compliance
- 2nd incident within a 30-day period – 7-day suspension from service
- 3rd incident within a subsequent 30-day period – 14-day suspension from service
- 4th incident within a subsequent 30-day period – 30-day suspension from service

The City reserves the right to indefinitely suspend Dial-a-Ride service for passengers whose behavior or actions pose a direct threat to the safety of themselves, other passengers and/or the driver, or illegal conduct.

Passengers suspended from service due to continued non-compliance with service policies, including no shows, may also be subject to suspension from other Valley Metro paratransit programs and participation in the discounted Phoenix Dial-a-Ride ADA monthly pass program.

Revisions:

001 – March 2019, amend Purpose and Procedure

002 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 01-011	Pages 1
Subject OVERFLOW SERVICE		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date	
Policy/Procedure User(s) Special Transportation Section		Revision Number	

Purpose

The purpose of this policy/procedure is to define paratransit overflow service and its intended use.

General Information

The Phoenix Dial-a-Ride service operator subcontracts with qualified transportation providers to provide, at a minimum, overflow transportation service for trips that are not able to be scheduled due to capacity constraints, emergency situations (e.g., vehicle breakdowns/accidents), and/or required trip requests before or after the general hours of operation.

The Phoenix Dial-a-Ride service operator shall be responsible for assigning scheduled trips to the overflow provider as needed. Customers shall report all issues, concerns, and comments related to service provided by the overflow provider directly to the primary Phoenix Dial-a-Ride service operator; including reporting of trip cancellations for confirmed to be assigned to the overflow provider.

The Phoenix Dial-a-Ride service operator shall be responsible for the subcontractor's compliance with all contractual requirements, Phoenix Dial-a-Ride service policies and procedures, applicable Federal, State, County and local laws, ordinances, and regulations, and contracted automobile liability insurance requirements. All trip information from the qualified overflow transportation provider shall be entered into the Phoenix Dial-a-Ride system of record, and the Trapeze PASS automated scheduling and dispatching system.

Procedure

Requests for service will originate the Phoenix Dial-a-Ride general phone number, (602) 253-4000 during ADA service reservation hours (6 a.m. to 7 p.m. seven days a week. Trips can be scheduled from one to fourteen days in advance. Any request for service must be within the service area and during the service hours. Trips shall be arranged from the originating point to the destination point within the designated service area.

The Phoenix Dial-a-Ride service operator shall be responsible for scheduling trips to the overflow provider as needed. The Phoenix Dial-a-Ride service operator shall have the ability to provide service updates on day of service, as requested by the customer or otherwise, for any trips assigned to the overflow provider.

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-001	Pages 2
Subject BOOKING AND SCHEDULING A TRIP		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to outline requirements for scheduling a trip.

Procedure

Phoenix Dial-a-Ride passengers may request a trip reservation by calling (602) 253-4000. Reservations can be made one to fourteen days in advance during the daily reservation hours of 6 a.m. – 7 p.m.

The Phoenix Dial-a-Ride service operator will assist customers requesting a trip by scheduling the trip using the automated scheduling system, Trapeze PASS. Trips shall be scheduled following procedures established by the Phoenix Dial-a-Ride service operator and/or the Trapeze PASS user manual for booking and scheduling a trip. The Phoenix Dial-a-Ride service operator will be required to verify a passenger is eligible for service by confirming a client record is found in the Trapeze PASS database that matches the passenger's name and client identification number, date of birth, or home address. If no matching client record is found the Phoenix Dial-a-Ride service operator may contact the Valley Metro ADA Certification office to confirm the customer's eligibility data and a client file must be then be created (See **Client File Records**).

At a minimum the customer shall be required to have the following information to schedule a trip: **date** service is required, **origin** and **destination** addresses, and requested **pick-up time or appointment time**. Passengers may also schedule service by a departure time (e.g., passenger's work hours end at 4 p.m.).

Requests for service shall only be accepted within the Phoenix Dial-a-Ride service area during the hours of operation. If the requested pick-up time is earlier or later than the general hours of operation it must be determined if the trip is in fact eligible before it can be scheduled (see **Hours of Operation** and **Metro Light Rail Extended Service**). The trip requested should be able to be completed using local bus or light rail service at the requested time, the origin and destination must be within an eligible fixed route or light rail station corridor operating within the time requested by the passenger.

The Phoenix Dial-a-Ride service operator shall include any comments stated by the passenger that may impact the service delivery (e.g., directions such as east entrance/rear building, call on arrival, gate code, etc.). The service operator shall attempt to ensure customers make a reservation to include any Personal Care Attendant(s) and/or Companion(s).

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-001
Subject BOOKING AND SCHEDULING A TRIP	Effective/Revision Date 001

The scheduling system will automatically calculate the corresponding fare for the scheduled trip, including the fare for any Companion(s) included in the reservation. One Personal Care Attendant can ride free, additional Personal Care Attendant's are required to pay a fare.

If the customer's requested pick-up time is not available, the Phoenix Dial-a-Ride service operator shall ensure procedures followed for booking and scheduling a trip include ensuring the applicable **Negotiation Search Window** settings are applied. This allows the scheduling system to search for capacity up to one hour before and up to one hour after the requested pick-up time. If the passenger's requested pick-up time is not available, an alternate pick-up time within the negotiation window should be offered and scheduled if accepted by the passenger. The Phoenix Dial-a-Ride service operator shall ensure established procedures are followed if a passenger **refuses** an alternate pick-up time offered.

The Phoenix Dial-a-Ride service operator shall ensure established procedures are followed for "unscheduled" trips if the requested pick-up time is not available and no alternate times within the negotiation window are available and the trip remains in an unscheduled status.

In all cases where a trip is scheduled at the requested pick-up time, within the negotiation window, or is accepted but remains unscheduled, the Phoenix Dial-a-Ride service operator shall summarize the trip request, notify the passenger of the pick-up window, the applicable fare for the trip, and confirm the origin and destination addresses.

Unscheduled trips should ultimately be scheduled using a pick-up time within the pick-up window provided to the customer at the time of the reservation. The Phoenix Dial-a-Ride service operator must notify the customer of the new pick-up window if an alternate pick-up time within the applicable negotiation search window is ultimately scheduled.

The Phoenix Dial-a-Ride service operator shall report all trip scheduling activity monthly, including scheduled trips, refusals, and denials.

Revisions:
001 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-002	Pages 1
Subject COMPANION		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to outline the companion requirement on Phoenix Dial-a-Ride.

General Information

At least one companion may ride with any eligible passenger and pay the same fare as the passenger. This does not include a personal care attendant. Additional companions will be allowed to ride on a space available basis and must also pay the equivalent fare. All companions must have the same origin and destination as the eligible passenger unless otherwise authorized for an appropriate circumstance (e.g., the individual's date is dropped off at their own residence on the return trip from a concert and the deviation does not negatively affect (e.g., on-time pick-ups, travel time, etc.) other trips).

Procedure

Eligible passengers **must** let the Phoenix Dial-a-Ride service operator know the number of companions to be transported at the time the trip is requested (see **Scheduling a Trip**). Due to space constraints, additional companion(s) that were not scheduled during the initial trip request may not be transported if there is no room on the vehicle. Companions may not be transported if fare is not paid at the time of service.

Reference

49 CFR Part 37, Appendix D 37.123

Revision:

001 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-003	Pages 1
Subject CLIENT FILE		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define the process of creating a client file for eligible Phoenix Dial-a-Ride passengers.

General Information

Passengers must be certified through the Valley Metro ADA Certification office as eligible to use paratransit services. Valley Metro ADA Certification office staff provide regular updates of individuals eligible for service to local ~~dial-a-ride~~paratransit service providers.

Client eligibility updates from the Valley Metro ADA Certification office include all pertinent client details to create a file record (i.e., name, client identification number, address, phone number, space type, mobility aid description, comments, eligibility period, conditions of eligibility, etc.).

Procedure

Phoenix Dial-a-Ride staff is responsible for creating client file records and updating existing client records following procedures established by the Phoenix Dial-a-Ride service provider and/or the Trapeze PASS user manual for creating and updating client file records. Client file records shall be created and/or updated in a timely manner upon receipt of regular ADA eligibility update from Valley Metro staff to avoid delays in responding to requests for service from eligible customers.

Customers who provide updated information to Phoenix Dial-a-Ride staff such as change of address, phone number, additional mobility aids, etc. should be notified these changes should also be reported to the Valley Metro ADA Certification office. The ADA Office will notify all paratransit service providers of the changes without requiring the customer to notify each paratransit provider of the change.

Revision:

001 - July 1, 2021 amend Subject and Procedure, add General Information

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-004	Pages 1
Subject CUSTODIAL RESPONSIBILITY		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to define the custodial responsibility process on Phoenix Dial-a-Ride.

General Information

Some passengers due to the nature of their disability cannot be left unattended when using Dial-a-Ride. It is important that when these passengers are dropped off that a designated care giver or family member is there to receive them. Passengers who cannot be left unattended will receive a 'hand-to-hand' eligibility status at the time of the ADA eligibility approval.

Procedure

In the instance where Phoenix Dial-a-Ride arrives to drop-off a passenger who cannot be left unattended, or is hand-to-hand eligible, and no one is there to receive them, Phoenix Dial-a-Ride staff will attempt to contact the designated care giver/family member for assistance in determining custodial responsibility for the passenger. If this attempt fails, Phoenix Dial-a-Ride staff will attempt to contact the point of origin to return the individual. If neither option is successful, a responsible Phoenix Dial-a-Ride staff member will be dispatched to attend the passenger. If continued reasonable attempts to contact the designated responsible party are unsuccessful, appropriate action may be taken to alert the proper authorities.

A detailed report of the incident by each Phoenix Dial-a-Ride staff member involved in the incident will be reviewed by Phoenix Dial-a-Ride management staff. The designated care giver and/or family member may be notified by mail of system performance standards and passenger expectations. A second incident within a 30-day period may result in a suspension from service for the passenger and/or requirement to travel with a personal care attendant (PCA).

Any passenger who is suspended from service can appeal the suspension (see **APPEALS**).

Revisions:

001 – July 2016, amend General Information and Procedure

002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-005	Pages 2
Subject DOOR-TO-DOOR SERVICE		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date March 17, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define door-to-door service on Phoenix Dial-a-Ride.

General Information

Service is door-to-door for all passengers. Door-to-door refers to main entrance locations. Door-to-door service shall be provided between the vehicle and main entrance location at both the origin and destination. Drivers shall assist with opening of the first exterior door of a residence or public waiting location (e.g., a dialysis unit or doctor's office), if needed by the passenger. Passengers cannot be escorted beyond the ground floor of any public building. The driver shall not enter a residence unless it is a health or safety emergency.

Procedure

Door-to-door assistance shall be provided to include walking support for ambulatory passengers including stairs; mobility device assistance over a curb or up and down one step (this includes curb) and up and down ADA compliant ramps; and/or with packages (see **PACKAGES**). Door-to-door assistance **DOES NOT** include assisting passengers on unsafe or excessively steep ramps or stairs, locking/unlocking doors or activating/deactivating house alarms. Nor should drivers, for lengthy periods of time, leave their vehicles unattended or lose the ability to keep their vehicles under visual observation, or take actions that would be clearly unsafe (e.g., back a vehicle down a narrow alley in specific circumstances that would present a direct threat to safety). Passengers are responsible for maintaining a clear pathway (e.g., clear of debris, tree branches, garbage can, etc.) at their residence. The driver shall notify the passenger if the pathway is unsafe unless it could be easily cleared, such as manually moving one or two objects out of the path, which the driver would be required to do.

The driver is responsible for notifying the passenger that they have arrived (e.g., knock on the door, ring the doorbell, or have the passenger paged). If the pickup address is located inside a gated community or requires special access, it is the passenger's responsibility to arrange entry for the vehicle. If a vehicle arrives within the pickup window and is unable to enter the pickup area and the passenger fails to meet the vehicle outside, the passenger will be considered a "no show" for the trip after following established procedures (see **NO SHOW**).

If the driver arrives before the scheduled pickup time, the passenger is not required to board the vehicle until the scheduled pickup time.

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-005
Subject DOOR-TO-DOOR SERVICE	Effective/Revision Date March 1, 2021

Revisions:

001 – March 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-006	Pages 1
Subject FARES		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to define the fare process on Phoenix Dial-a-Ride.

General Information

The Phoenix Dial-a-Ride fare shall not exceed more than two times the fare for a similar trip taken on local bus or light rail service. Passengers, including companions, are required to pay a fare upon boarding (see **Exhibit D**). One personal care attendant (PCA) may ride free with a passenger who has established a need for a personal care attendant during the eligibility process, companion(s) accompanying an eligible passenger are required to pay the same fare as the eligible passenger. (See **Companion and Personal Care Attendant**).

Fares may be paid in cash, Regional Dial-a-Ride tickets, Phoenix Dial-a-Ride tickets, and/or monthly ADA Dial-a-Ride pass. Exact fare is required as drivers do not make change. A deliberate failure to pay a fare is considered fare evasion and may result in the passenger, PCA, and/or companion(s) not being transported. *Under no circumstance will a passenger be left stranded away from their residence for failure to pay the fare.*

Procedure

Passengers are notified at the time a trip is scheduled of the required fare. Passengers who do not have the required fare will not be transported if the trip originates from the eligible passenger's residence. Passengers who do not have the required fare for a trip originating from a location other than the eligible passenger's residence shall be provided a courtesy trip to the passenger's residence only. A detailed report of the incident shall be completed by each Phoenix Dial-a-Ride staff involved in the incident and reviewed by Phoenix Dial-a-Ride management staff. A written notice documenting the fare evasion will be sent to the passenger. Continued or deliberate fare evasion may result in a suspension of service. Any passenger suspended from service for violation of this policy is also subject to suspension from participation in the discounted Phoenix Dial-a-Ride ADA monthly pass program.

Any passenger who is suspended from service can appeal the suspension (see **APPEALS**).

Revisions:001 – March 2019, amend General Information and Procedure
002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-007	Pages 1
Subject HEALTH AND HYGIENE STANDARDS		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to define health and hygiene standards on Phoenix Dial-a-Ride.

General Information

Passengers are expected to maintain reasonable health and hygiene (e.g., bathing, wearing clean clothes, etc.) standards that do not pose a direct threat to the health and safety of themselves, the driver and/or other passengers. Passengers with open sores or wounds may be transported unless their medical condition presents a direct threat to the health and safety of the driver and/or other passengers. Passengers with body fluid leakage, drainage, or dripping may be refused service. Such leakage or dripping can create a biohazard to other passengers.

Procedure

If a passenger is unable to comply with reasonable health and hygiene standards, Phoenix Dial-a-Ride staff may request management assistance to assess the situation and determine if the passenger can or cannot be transported. A detailed incident report completed by each Phoenix Dial-a-Ride staff involved in the incident will be reviewed by Phoenix Dial-a-Ride management staff. A written notice documenting violation of the health and hygiene standards which presented a threat to the health and safety of the driver and/or other passengers will be sent to the eligible passenger, designated care giver, and/or family member. A second incident within a 30-day period may result in a suspension of service. Any passenger suspended from service for violation of this policy is also subject to suspension from participation in the discounted Phoenix Dial-a-Ride ADA monthly pass program. *Under no circumstance shall a passenger be stranded away from their residence for non-compliance with health and hygiene standards.*

Any passenger who is suspended from service can appeal the suspension (see **APPEALS**).

Revisions:

001 – March 2019, amend General Information

002 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-008	Pages 1
Subject LOST AND FOUND		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define the lost and found process on Phoenix Dial-a-Ride.

Procedure

All items found on board vehicles must be inventoried, tagged, and logged in using appropriate 'lost and found' logs and inventory tags furnished by City of Phoenix Central Station personnel (see **Exhibit E**) and delivered to Central Station, 302 North First Avenue, Suite 120, Phoenix, Monday through Friday between the hours of 8 a.m. – 10 a.m. with the exception of City observed holidays on an as needed basis.

The Phoenix Dial-a-Ride service operator shall make a reasonable attempt to identify and return lost items to the passenger the same day found. Any items that have been inventoried, tagged, and logged on the log sheet that are returned to a passenger prior to delivery to Central Station shall be documented on the log sheet with the date, time, and name of person the item was returned to.

Phoenix Dial-a-Ride staff should refer all passengers inquiring about lost items to:

City of Phoenix Central Station
602-534-5053

City of Phoenix Central Station staff will refer customers to the correct location to retrieve lost items. At no time is any Phoenix Dial-a-Ride employee able to claim or keep any of the items.

Phoenix Dial-a-Ride staff should contact Central Station when additional inventory tags and log sheets are needed.

Revisions:

001 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-009	Pages 1
Subject MISSED TRIP		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define and document a missed trip on Phoenix Dial-a-Ride.

General Information

A trip is considered missed if the vehicle arrives outside of the pickup window and the rider does not take it, the vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider, or the vehicle does not arrive at the pickup location. For example, with a pick-up window from the scheduled time up to 30 minutes after the scheduled time (a 0/+30 window), if the vehicle arrives 35 minutes after the scheduled pickup time (five minutes after the end of the 30-minute window), and the rider is not there or decides not to take the trip, it should be coded as a missed trip. Similarly, if a vehicle arrives early, before the beginning of the pickup window, the passenger does not board, and the vehicle departs, that should also be coded as a missed trip.

Procedure

The Phoenix Dial-a-Ride service operator shall establish procedures and/or follow Trapeze PASS procedures for editing passenger itineraries, documenting each time a trip is not completed meeting the above-mentioned definition for missed trips.

Phoenix Dial-a-Ride shall report all recorded missed trips monthly to the Public Transit Department.

Revision:

001 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-010	Pages 3
Subject NO SHOW		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to define a no show on Phoenix Dial-a-Ride.

General Information

A no show is defined in one of two ways:

1. When a passenger is not present within the scheduled pickup window (plus five minutes) and location and gives no notice to Phoenix Dial-a-Ride.
2. A request to cancel a trip is received less than two hours prior to the scheduled pickup time or the trip is canceled at the door within the scheduled pickup window.

A trip will not be considered a no show when it is due to Phoenix Dial-a-Ride service operator error, when a passenger is unable or unavailable to take a trip at the prearranged pickup time due to circumstances out of their control, or if a passenger is unable to contact Dial-a-Ride to cancel a trip due to circumstances out of their control. There are many circumstances that may be beyond the passenger's control, including but not limited to:

- Family emergency
- Illness that precluded the passenger from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the passenger
- Passenger was inside calling to check the ride status and was on hold for extended time
- Passenger's appointment ran long and did not provide opportunity to cancel in a timely way
- Another party cancelled the passenger's appointment
- Passenger's mobility aid failed
- Sudden turn for the worse in someone with a variable condition

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-010
Subject NO SHOW	Effective/Revision Date July 1, 2021

- Adverse weather impacted passenger's travel plans, precluding the passenger from cancelling in a timely way

Phoenix Dial-a-Ride service operator error which may not be counted as a no show, includes but not limited to:

- Vehicle arrived after the pickup window
- Vehicle arrived early and left before the pickup window and the passenger was not ready to go
- Vehicle never arrived
- Vehicle went to the wrong location
- Driver didn't follow correct procedures to locate the passenger
- Passenger cancelled in a timely way, but the cancellation was not recorded correctly or wasn't transmitted to the driver in time

Procedure

When Phoenix Dial-a-Ride arrives within the scheduled pickup window and is unable to establish contact with the eligible passenger (e.g., no answer at residence door, no response to audio announcement at locations where this service is available, individuals at the location familiar with passenger state the passenger is unavailable, passenger pickup location is at a location with multiple entrances or level, etc.) assistance from responsible Phoenix Dial-a-Ride staff shall be requested to attempt to contact the passenger. After these attempts, Phoenix Dial-a-Ride will wait no longer than five (5) minutes after the scheduled pick-up time (under normal conditions). The Phoenix Dial-a-Ride service operator shall establish procedures and/or follow the Trapeze PASS manual to appropriately document each scheduled trip that results in a "no show". Proper documentation shall include comments of each Phoenix Dial-a-Ride staff involved in alerting and approving each no-show.

A passenger who establishes a pattern or practice of no-shows shall be subject to suspension of service. A passenger who records their first occurrence of no-shows, three or more no-shows or more than ten (10%) percent of scheduled trips results in no-shows, in any 30-day period shall be issued a warning reminder of possible suspension via mail. Continued patterns or practices of no-shows will result in suspension of service as follows:

- Second occurrence of no shows in a 30-day period within a rotating twelve-month period – 7-day suspension
- Third occurrence of no shows in a 30-day period within a rotating twelve-month period – 14-day suspension
- Fourth occurrence of no shows in a 30-day period within a rotating twelve-month period – 30-day suspension

Subscription riders may be dropped from subscription privileges after recording their second occurrence of no shows. Passengers suspended from service due to excessive no shows may also be subject to suspension from participation in the discounted Phoenix Dial-a-Ride ADA monthly pass program.

Any passenger who is suspended from service can appeal the suspension (see **APPEALS**).

Revisions:

001 – March 2019, amend Procedure

002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-011	Pages 1
Subject NO STRAND		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to ensure passengers are not stranded away from their residence.

General Information

If Phoenix Dial-a-Ride takes a passenger to a destination that is other than the passenger's residence, under no circumstance will the passenger be left stranded away from home, even if the passenger no-showed the initially scheduled return trip.

Procedure

Return service to the eligible passenger's residence will be provided, upon request, as soon as possible but without a guaranteed pick-up window.

Revisions:

001 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-012	Pages 2
Subject PACKAGES		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define the number and type of packages allowed on Phoenix Dial-a-Ride.

General Information

Because of the limited space on each vehicle, the number of packages brought on by a passenger needs to be limited as not to impose a direct safety threat to themselves, the driver, and other passengers.

Procedure

An eligible passenger will be allowed to bring on package(s) that do not take up space on the vehicle that exceeds two (2) cubic feet (e.g., six (6) plastic grocery bags) and cannot have a combined weight that exceeds 50 pounds. In addition, eligible passengers are allowed to bring one (1) piece of luggage plus a carry-on bag. Drivers are allowed to assist in taking packages and luggage to and from the vehicle on request (see **DOOR TO DOOR SERVICE**). Only eligible passengers will be allowed carry on packages. Eligible passengers may be allowed to travel with a foldable cart used to aid in the transport of packages on a space available basis provided the foldable cart can be safely secured and all packages are properly contained within the foldable cart.

In the instance that an eligible passenger was to exceed the package(s) limit, Phoenix Dial-a-Ride staff may seek assistance in determining how to proceed. If space allows, the eligible passenger would be transported to the requested destination. A report detailing the incident shall be completed by each Phoenix Dial-a-Ride staff involved in the incident and reviewed by management. A written notice will be sent by mail to the eligible passenger advising them of the Packages Policy and that any further infractions may result in Dial-a-Ride being able to transport only the package(s) that fall within the established limits. *Under no circumstance shall a passenger be stranded away from their residence due to excessive packages.*

The following articles cannot be carried on board dial-a-ride vehicles: automotive and marine batteries, caustic fluids or flammable liquids or material (including explosives), non-folding shopping carts, non-folding baby strollers, large bundles that will obstruct the aisle or any item that may inconvenience or injure other passengers (such as bicycles, sharp objects or instruments, fishing poles with exposed hooks, etc.) Phoenix Dial-a-Ride staff shall use good judgment in allowing passengers to carry large objects aboard the vehicle based upon current vehicle space capacity and the impact of the object on the safety and comfort of all passengers.

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-011
Subject PACKAGES	Effective/Revision Date July 1, 2001

Revision:
001 – July 2021 amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-013	Pages 2
Subject PASSENGER CONDUCT		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date February 21, 2019	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define passenger conduct when using Phoenix Dial-a-Ride service.

General Information

All passengers, including companions and personal care attendants, are expected to exercise proper conduct when using Dial-a-Ride (paratransit) service. Misconduct may result in the loss of local and regional Dial-a-Ride service, discounted Dial-a-Ride fare payment programs, or other public transportation services offered by the City of Phoenix. The City of Phoenix reserves the right to immediately revoke Dial-a-Ride privileges of passengers who are violent, seriously disruptive, pose a direct threat to the health or safety of themselves, other passengers and/or the driver, or who engage in illegal conduct. Eating and drinking (unless required due to a disability e.g., an individual with diabetes who needs to eat on a particular schedule) and smoking (including electronic smoking devices) when on board a Dial-a-Ride vehicle are prohibited. Use of audio and visual electronic devices (e.g., radio, music player, mobile phone, tablet, etc.) unless required due to a disability, are to be used with headphones and must not be audible to other passengers when on board a Dial-a-Ride vehicle. Mobile phone conversations should be conducted in a manner that does not disturb other passengers. Passengers are expected to be present for the full duration of their scheduled tip.

The following expressive activities are also prohibited:

- disruptive, abusive, threatening, or obscene language or actions
- discharge of bodily fluids
- deliberate fare evasion
- littering
- inappropriate physical contact with oneself or others
- operating or tampering with any vehicle equipment
- soliciting, advertising, or selling of items, services or otherwise for the intent of personal monetary gain
- interference with customer traffic and/or impeding paratransit service
- intent to defraud or conduct that constitutes a theft of service

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-013
Subject PASSENGER CONDUCT	Effective/Revision Date February 21, 2019

- or other efforts that may be found offensive or distracting to other passengers the Dial-a-Ride driver or agent, and/or Dial-a-Ride service operation

Procedure

If a Dial-a-Ride employee encounters a situation where a passenger’s conduct or actions are abusive or prohibited, the employee will verbally request that the passenger cease. If the conduct or actions continue, the Dial-a-Ride employee will request supervisor assistance. The Dial-a-Ride employee may immediately request supervisor assistance when a passenger’s conduct is violent, poses a direct threat to the health and safety of themselves or others, or is illegal. The supervisor will be responsible for handling the situation (e.g., attempt to resolve the situation, remove the passenger from the vehicle, or notify the proper authorities). At no time shall the driver or supervisor provoke a physical altercation with the passenger. Detailed incident reports will be completed by each Phoenix Dial-a-Ride employee involved in the incident and reviewed by management. A written notice documenting violation of the passenger conduct standards will be sent by mail to the eligible passenger, designated care giver, and/or family member. A second incident within a 30-day period may result in a suspension from service for the passenger and/or requirement to travel with personal care attendant (PCA). **Depending on the severity of the incident, local and regional Dial-a-Ride privileges, discounted Dial-a-Ride fare payment programs, or other public transportation services offered by the City of Phoenix may be suspended immediately without written notice.**

Any passenger who is suspended from service can appeal the suspension (see **APPEALS**).

Revision

001 – February 2019, amend General Information and Procedure

002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-014	Pages 1
Subject PERSONAL CARE ATTENDANT		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define a personal care attendant (PCA) on Phoenix Dial-a-Ride.

General Information

A PCA is an individual whose assistance is needed in order for a passenger to use paratransit service or to complete a trip purpose. A personal attendant can be another person with a disability, as well as another person who is eligible for ADA paratransit. A child of the passenger (though not an infant) may also serve as an attendant, as they can assist in a number of ways, such as in shopping or as a language interpreter.

For a passenger to be eligible for a PCA they must have established a need for a PCA during the ADA certification process and it must be noted in their client file. The eligible passenger must indicate they are traveling with a PCA at time of reservation.

Procedure

One PCA is always allowed to ride with an ADA certified passenger and is not required to pay a fare. Any additional attendants must pay the same fare as the passenger. The PCA(s) must have the same origin and destination as the eligible passenger unless otherwise authorized for an appropriate circumstance (e.g., the individual's date is dropped off at their own residence on the return trip from a concert and the deviation does not negatively affect (e.g., on-time pick-ups, travel time, etc.) other trips).

ADA certified passengers requesting to travel with a PCA who have not previously established a need for a PCA during the ADA certification process will temporarily be allowed to schedule a trip with a PCA. The passenger will be given 14 calendar days to contact the Valley Metro Regional Paratransit Certification Office to have their eligibility updated in order to continue to schedule trips and have a PCA accompany them.

Reference

49 CFR Part 37, Appendix D 37.123
49 CFR Part 37.125
49 CFR Part 37.131

Revision

001 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-015	Pages 2
Subject SAFETY RESTRAINTS AND WHEELCHAIR SECUREMENT		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline the use of safety restraints and wheelchair securement on Phoenix Dial-a-Ride.

General Information

To ensure the safety of all passengers and the driver, each Dial-a-Ride vehicle comes equipped with safety restraints for both ambulatory and wheelchair passengers and a four-point tie-down wheelchair securement. A wheelchair is a three or more wheeled device, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. Wheelchairs must be transported if the vehicle and lift can accommodate them, unless doing so is inconsistent with legitimate safety requirements, which includes such circumstances as a wheelchair of such size would block the aisle or would be too large to fully enter the vehicle or would interfere with the safe evacuation of passengers in an emergency.

Procedure

The Phoenix Dial-a-Ride service operator cannot require a passenger in a wheelchair to enter the vehicle lift/ramp platform in a particular direction (e.g., backing on or going on frontwards) unless it is the only way of successfully maneuvering the device onto a vehicle or into its securement area, or an overriding safety concern (e.g., a direct threat) that requires one way of boarding. Passengers using canes or walkers and other standees who do not use wheelchairs but have difficulty using steps (e.g., an elderly person who can walk on a level surface without use of a mobility aid but cannot raise their legs sufficiently to climb onto vehicle steps) must also be permitted to use the lift, on request.

Safety restraints consisting of a lap belt or lap and shoulder belt are required for the driver and all passengers riding in a Dial-a-Ride vehicle. A shoulder belt may be refused by a passenger whose disability prevents them from using a shoulder belt; in this case only the lap belt shall be required. The driver can assist in buckling or unbuckling of safety restraints if requested by a passenger. Although not required, passengers traveling with children who are at least 5 years old, under 8 years old, and 4 feet 9 inches or less are responsible for providing and properly securing their child in a child restraint device. In the instance of no child restraint device, the passenger and/or driver shall assure that the child is secured in the safest manner possible. Any child age seven (7) years old and under, whether a companion, personal care attendant or eligible passenger, must travel with a responsible adult. Carry-on items (e.g.,

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-015
Subject SAFETY RESTRAINTS AND WHEELCHAIR SECUREMENT	Effective/Revision Date July 1, 2021

packages, walkers, oxygen tanks, etc.) shall be secured or placed in a secure area by the driver.

Wheelchairs shall be secured in accordance with wheelchair securement manufacturer's specifications. The Phoenix Dial-a-Ride service operator cannot deny service or impose a limitation on the transportation of wheelchairs and other mobility aids based on the inability of the securement system to secure the device to the satisfaction of the service operator. It would be up to the passenger to decide whether or not to travel based on aforementioned circumstances. The Phoenix Dial-a-Ride service operator cannot require that a wheelchair passenger transfer out of their own device into a vehicle seat.

References

49 CFR 37 Appendix D 37.165

49 CFR 38

Revision

001 – March 2019, amend General Information

002 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-016	Pages 2
Subject SERVICE ANIMALS AND PETS		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to outline the requirements of service animals and pets on Phoenix Dial-a-Ride.

General Information

A service animal is defined as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Procedure

The Phoenix Dial-a-Ride service operator is required to allow an eligible passenger to board with a service animal to complete any trip request. The driver can inquire if the animal is a service animal or a pet and/or what tasks the animal has been trained to perform to assist the passenger with their disability. The passenger is not required to carry any type of certification validating that the animal is a service animal and cannot be required to sit in a particular seat on the vehicle. The passenger is responsible for knowing the best way to board the animal on the vehicle, particularly if the animal might be required to provide assistance during the trip. Service animals must ride on the floor of the vehicle or, if appropriate, in the lap of the passenger and be positioned as to not block the aisle or exit. The service animal must be properly leashed or harnessed and the passenger is responsible for maintaining control of the service animal so that it does not pose a direct threat to the health or safety of others. Failure to do so may result in the passenger being requested to exit the vehicle. The driver shall not be responsible for handling a service animal.

All non-service related pets must be carried in closed containers. No non-service animals or birds other than domesticated pets will be allowed on vehicles. Drivers are not permitted to carry pet containers on to or off of vehicles.

Neither the Phoenix Dial-a-Ride service operator nor the City of Phoenix will be responsible or liable for loss, damage, or injury caused to or by service animals and non-service related pets.

Reference

49 CFR Part 37.3

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-016
Subject SERVICE ANIMALS AND PETS	Effective/Revision Date

Revision
001 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-017	Pages 1
Subject SERVICE AREA		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to define the service area for Phoenix Dial-a-Ride.

General Information

The Phoenix Dial-a-Ride service area is all of incorporated Phoenix city limits south of Jomax Road.

The Phoenix Dial-a-Ride service area is bounded by Glendale Dial-a-Ride, Peoria Dial-a-Ride, and Valley Metro Paratransit (which provides service in Avondale, Chandler, Gilbert, Maricopa County, Mesa, Scottsdale, Tempe, and Tolleson). Valley Metro Paratransit also operates regional service for passengers traveling across paratransit service area jurisdictions.

Procedure

The Phoenix Dial-a-Ride service operator shall provide service within the Phoenix Dial-a-Ride service area as defined above. Dial-a-ride service area boundaries served by other dial-a-ride systems shall not be crossed unless the Phoenix Dial-a-Ride service operator deems the request to be of a serious nature or if authorized by the City of Phoenix. Trip requests to or from neighboring ADA paratransit service areas shall be directed to the Valley Metro Regional Paratransit service provider at (602) 716-2200.

Revision

001 – July 2016, amend General Information and Procedure

002 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-018	Pages 2
Subject SUBSCRIPTION SERVICE		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to outline subscription service on Phoenix Dial-a-Ride.

General Information

Subscription service may be allowed for passengers who require repetitive travel needs at least one (1) time per week for a duration of 30 days or longer. The trips must be to and from the same destinations at the same time on the same days of the week (e.g., 1 trip per week each Monday, 2 trips per week each Monday and Thursday). Examples include work trips, school trips, or medical trips (e.g., dialysis or chemotherapy).

Procedure

If a passenger meets the criteria for subscription service and capacity exists at the requested day and time, subscription service will be approved. The Phoenix Dial-a-Ride service operator will notify the passenger of the approved subscription service and the pick-up window. The approved subscription schedule will be entered following established Phoenix Dial-a-Ride service operator procedures and/or the Trapeze PASS user manual for scheduling subscription service. The eligible passenger should be notified the requested service will be automatically scheduled at the requested days and times without the passenger having to call to schedule each trip, subscription riders need only to call to cancel their ride. A schedule change to an existing subscription in time, origin, or destination may affect the eligibility for continued subscription service based on capacity.

If the Phoenix Dial-a-Ride service operator determines capacity does not exist at the passenger's requested time but determines capacity exists at another time within the allowed negotiation window, up to one hour before or one after the requested pick-up time, the service operator may notify the passenger of the alternate time(s) that could be approved without being placed on a wait list. The passenger may choose to accept the negotiated subscription service or be placed on a wait list until the desired subscription service becomes available.

Subscription passengers, under certain conditions, may temporarily discontinue service for a prearranged, specific time period and may resume the previously approved subscription service following the absence. Subscription passengers may be dropped from subscription privileges after recording a pattern or practice of no shows. (see **NO SHOW**) Passengers suspended from subscription service due to excessive no shows

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-018
Subject SUBSCRIPTION SERVICE	Effective/Revision Date July 1, 2021

may also be subject to suspension from participation in discounted Phoenix Dial-a-Ride fare programs.

Revision

001 – March 2019, amend Procedure

002 – July 2021, amend Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-020	Pages 1
Subject TRAVEL TIME		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 002	

Purpose

The purpose of this policy/procedure is to define limitations of trip travel time on Phoenix Dial-a-Ride.

General Information

Although Phoenix Dial-a-Ride is a shared ride public transportation service, it is important that passengers are routed to ensure that they do not travel an excessive period of time to reach their destination. Travel time on a Phoenix Dial-a-Ride trip should be comparable in length to a similar trip using the fixed route bus and light rail system, including the time necessary to travel from the origin address to the transit stop, wait for the bus or light rail vehicle, actual riding time, transfers, and travel from the final transit stop to the final destination.

Procedure

The Phoenix Dial-a-Ride service operator is responsible to ensure travel time standards are adhered to. Travel time standards have been developed to complement actual direct travel time (as calculated by scheduling software). Ride times are calculated using a graduated travel time parameter.

Travel time is considered to be excessive if it is comparatively much longer than a similar trip on fixed route or light rail service. Times for comparable trips on fixed route and light rail service will be verified using the Valley Metro Trip Planner. Trips will be considered excessive if the total trip time is more than 20 minutes longer than a comparable fixed route trip.

If there is a pattern or practice of excessively long travel times on an individual passenger's trips (especially if on subscription service), the schedule shall be manually adjusted to bring the trips into compliance and periodically monitored by the Phoenix Dial-a-Ride service operator.

Reference

49 CFR 37.121

Revision

001 – March 2019, amend General Information and Procedure

002 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-021	Pages 1
Subject TRIP DENIAL		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define a trip denial.

General Information

Trip denials result when trip requests are not accepted. Avoiding denials means properly planning service, allocating resources, and managing operations in order to meet 100 percent of expected demand.

Examples of trip denials include:

- A rider requests a trip, and the Phoenix Dial-a-Ride service operator cannot provide the trip.
- A rider requests a trip, and the Phoenix Dial-a-Ride service operator can only offer a trip that is outside of the one-hour negotiating window. This represents a denial even if the rider accepts the trip.
- A rider requests a round-trip and the Phoenix Dial-a-Ride service operator can only provide one leg of the trip. If the rider does not take the offered one-way trip, both portions of the trips are denials.

Procedure

Phoenix Dial-a-Ride has a no trip denial policy. The Phoenix Dial-a-Ride service operator will follow the steps outlined in the **BOOKING AND SCHEDULING A TRIP** procedure to ensure that no trip request is denied.

Revision

001 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-022	Pages 2
Subject VISITOR		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define visitor status on Phoenix Dial-a-Ride.

General Information

A visitor is anyone with a disability who does not reside in the jurisdiction(s) served by Phoenix Dial-a-Ride, or by other transit agencies within the region with which Phoenix Dial-a-Ride provides coordinated paratransit. Visitors are entitled to thirty (30) days of presumptive eligibility and can utilize Phoenix Dial-a-Ride's paratransit service without having to go through the local certification process.

Any visitor presenting documentation that they are ADA paratransit eligible in their home jurisdiction must be treated as eligible and no further documentation may be required before paratransit service is provided.

Documentation of the visitor's place of residence may be required if the individual does not have documentation of ADA paratransit eligibility before paratransit service is provided. If the visitor's disability is not apparent, documentation of disability may also be required. But no documentation of disability will be required before paratransit service is provided if the visitor's disability is apparent, such as, for example, a person using a wheelchair, or an individual who is blind or has a vision impairment and travels with a guide dog.

All visitors are required to register with the Valley Metro Mobility Center.

Procedure

If a passenger calls to schedule an ADA trip and are claiming visitor status, Phoenix Dial-a-Ride will verify a visitor client file has already been created before booking and scheduling the trip. If an existing visitor client file does not exist, the passenger will be referred to the Valley Metro Mobility Center at (602) 716-2100 to register as a visitor in the region. Visitors are allowed to use ADA paratransit service for thirty (30) days, either consecutive or parceled out over a 365-day period before being required to go through the Valley Metro ADA paratransit certification process. The Phoenix Dial-a-Ride service operator will be responsible for keeping a record of the number of days of service used by a passenger claiming visitor status over a 365-day period and directing visitors who have exhausted the visitor duration period to the Valley Metro Mobility Center to determine continued paratransit eligibility.

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-022
Subject VISITOR	Effective/Revision Date July 1, 2021

Reference

49 CFR 37.127

Revision

001 – July 2021, amend General Information, Procedure, add Reference

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-023	Pages 2
Subject CANCELLATIONS		Category Operations	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Purpose

The purpose of this policy/procedure is to define cancellations when using Phoenix Dial-a-Ride service.

General Information

Passengers are encouraged to provide advance notice of cancellations or changes to minimize disruptions in Phoenix Dial-a-Ride service. Passengers are responsible for cancelling any trips they no longer need or cannot take. To cancel a trip, passengers must call Phoenix Dial-a-Ride at 602-253-4000. Cancellations can be made throughout the day. Passengers may also cancel trips using the online scheduling portal dar.phoenix.gov. Phoenix Dial-a-Ride understands passengers may miss scheduled trips or be unable to cancel trips in a timely manner for reasons beyond their control.

The circumstances that may be beyond the passenger's control include, but are not limited to:

- Family emergency
- Illness that precluded the passenger from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the passenger
- Another party cancelled the passenger's appointment
- Passenger's mobility aid failed
- Sudden turn for the worse in someone with a variable condition
- Adverse weather impacted passenger's travel plans, precluding the passenger from cancelling in a timely way

A cancellation may occur due to contractor error. These errors will not be counted as a cancellation by the passenger.

If the passenger has scheduled a trip with regional paratransit services, they are responsible for contacting those providers for notices of late trips or cancellations.

Definitions

- **Cancellation** – A cancellation occurs earlier than two hours prior to the passenger's scheduled trip. The passenger no longer needs or is unable to take this trip.

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-023
Subject CANCELLATIONS	Effective/Revision Date July 1, 2021

- **Cancellation at the Door** – A cancellation at the door occurs when a driver arrives to pick the passenger up within the scheduled timeframe and the passenger chooses to cancel.
- **Late Cancellation** – A late cancellation occurs when a passenger cancels a trip less than two hours before the time it was scheduled. Passengers with an excessive number of late cancellations and no shows may be subject to suspension. Late cancellations for reasons beyond the passenger’s control that are reported to Phoenix Dial-a-Ride shall not be a basis for determining that a pattern or practice exists resulting in a violation.

Procedure

When a passenger cancellation occurs, Phoenix Dial-a-Ride employees must ensure it is accurately captured in the Trapeze system.

- **CA** – Cancelled in Advance (One day ahead or more)
- **CS** – Cancelled Same Day (Cancelled the same day as the scheduled trip)
- **CL** – Cancelled Late (Cancelled within 2 hours of the trip)
- **CD** – Cancelled at the Door (Cancelled with the driver)

If the driver arrives within the scheduled pickup window, and the passenger cancels at the door, the driver will report or document the reason for the cancellation, if offered by the passenger. Phoenix Dial-a-Ride staff will follow procedures determined by the Phoenix Dial-a-Ride service operator and/or the Trapeze PASS user manual to edit passenger itineraries and document relevant information for cancelled trips. Late cancellations and cancels at the door may be deemed a no show.

Cancelled trips may occur for reasons beyond a passenger’s control. However, passengers who establish a pattern or practice of no shows and/or late cancellations (amounting to more than ten percent (10%) of a passenger’s scheduled trips in a 30-day period) may be subject to suspension of service (see **NO SHOW**).

The Phoenix Dial-a-Ride service operator will track, and report cancelled trips to the City of Phoenix.

Revision:

001 – July 2021, amend General Information and Procedure

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number 02-024	Pages 2
Subject PASSENGER WEB PORTAL		Category Administration	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date	
Policy/Procedure User(s) Special Transportation Section		Revision Number	

Purpose

The purpose of this policy/procedure is to define the Phoenix Dial-a-Ride passenger web portal, it's intended use, and Phoenix Dial-a-Ride responsibility in facilitating passenger use of the passenger web portal.

General Information

Phoenix Dial-a-Ride passengers may make advance reservation, cancel trips, and request information by calling (602)253-4000. Phoenix Dial-a-Ride passengers may also access the online passenger web portal, dar.phoenix.gov, to make advance reservations, cancel trips, view upcoming scheduled trips, made by phone or online, and view their personal profile. Online reservations may be made one to fourteen days in advance at any time of the day, however next day reservations must be made one day in advance by 7 p.m.

Phoenix Dial-a-Ride passengers must request a user identification number to access the passenger web portal by calling Phoenix Dial-a-Ride at (602)253-4000.

Procedure

Requests for access to the online passenger web portal will come in on the Phoenix Dial-a-Ride phone number (602) 253-4000. The Phoenix Dial-a-Ride service operator will provide the Dial-a-Ride passenger with the user identification number (which is the passenger's client ID registered in the Trapeze PASS database) and a temporary password and instruct passengers to change the password after successful log in.

Requests for "help" with the online passenger web portal may come in by phone to the Phoenix Dial-a-Ride phone number or through the dar.phoenix.gov HELP email address. The HELP email account shall be set up and regularly monitored and responded to by the Phoenix Dial-a-Ride service operator (current email account address is phxportal@mvtransit.com). Phoenix Dial-a-Ride staff should be properly trained in use of the online passenger web portal to provide necessary assistance to help troubleshoot and correct the passenger's questions and concerns by phone and email.

Technical and system application issues that cannot be addressed by the Phoenix Dial-a-Ride service operator should be reported to the City of Phoenix Public Transit Department support help desk at transit.support@phoenix.gov as soon as possible after determining escalation is needed.

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number 02-024
Subject PASSENGER WEB PORTAL	Effective/Revision Date

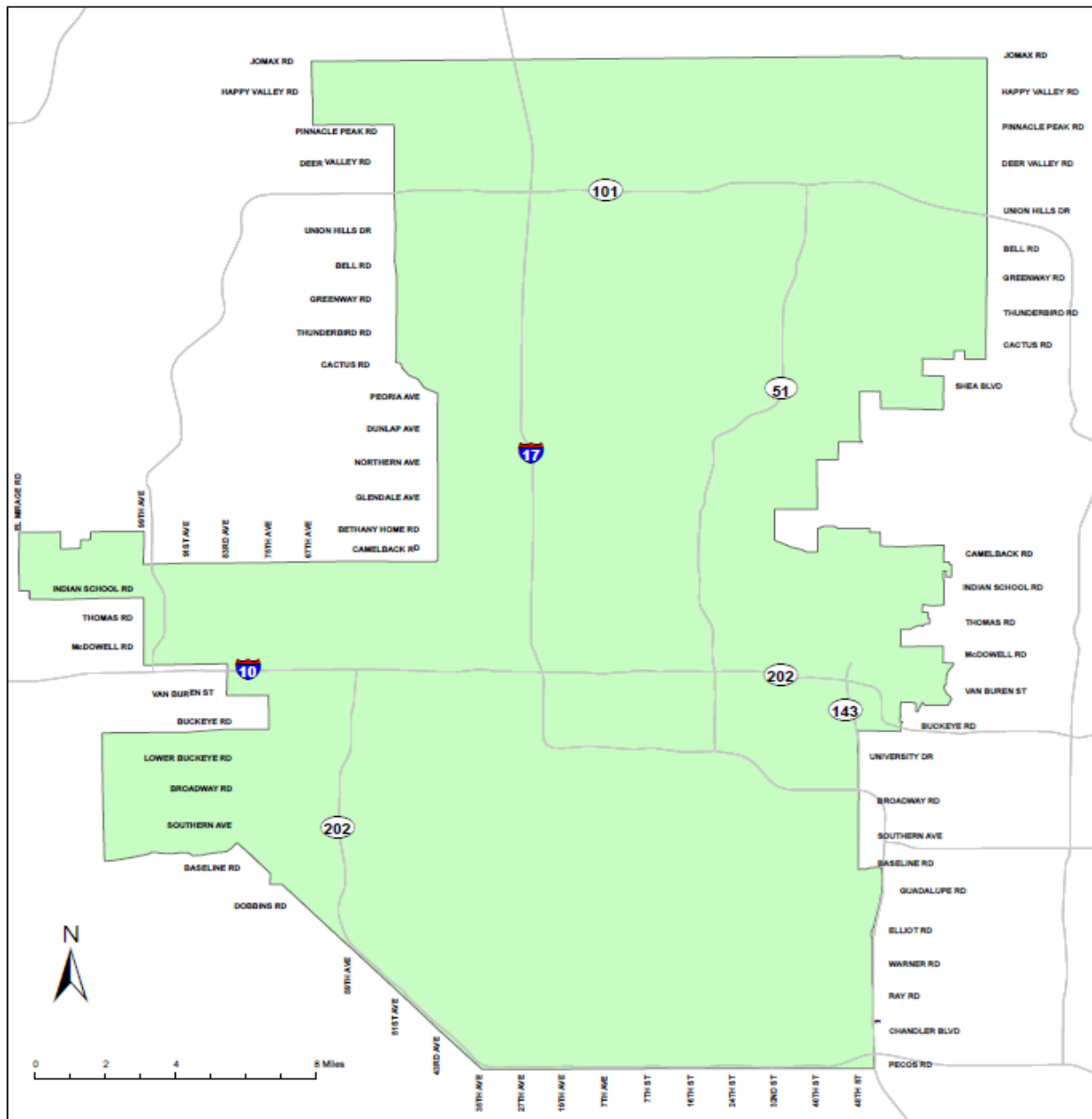
The Phoenix Dial-a-Ride service operator shall keep a record of the HELP emails received through the passenger portal and provide a report of such emails on CITY's request.

References

[Passenger Web Portal Video Tutorial - Schedule a trip](#)

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number A	Pages 1
Subject SERVICE AREA		Category Exhibit	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

Phoenix Dial-a-Ride Service Area



CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number B	Pages 1
Subject PUBLIC TRANSIT DEPARTMENT CALL ESCALATION LIST		Category Exhibit	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

- No. 1 Jennifer Lugo
Administrative Assistant II
Phone: 602-534-8303
Cell: 602-435-1442
E-mail: jennifer.lugo@phoenix.gov
- No. 2 Albert Crespo
Deputy Public Transit Director
Phone: 602-534-6288
Cell: 602-570-0780
E-mail: albert.crespo@phoenix.gov
- No. 3 Jesus Sapien
Public Transit Director
Phone: 602-534-6765
Cell: 623-628-2117
E-mail: jesus.sapien@phoenix.gov

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number C	Pages 1
Subject FUEL REPORT		Category Exhibit	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date	
Policy/Procedure User(s) Special Transportation Section		Revision Number	

	SOUTH DIVISION	NORTH DIVISION	WEST DIVISION	DIAL-A- RIDE	
Diesel 1					
Diesel 2					
Diesel 3					
Diesel 4					
Diesel 5					
Total ULSD	0	0	0		0 Total gallons available
Daily DIESEL usage					
Remaining days of Fuel	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0! Total days volume
Unleaded 1				5,930	
Unleaded 2				5,848	
Total UNL	0	0	0	11,778	11,778 Total gallons available
Daily UNL usage				2,323	
Remaining days of Fuel	#DIV/0!	#DIV/0!	#DIV/0!	5.07	5.07 Total days volume
Total LNG					0 Total gallons available
Daily LNG usage					
Remaining days of Fuel	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0! Total days volume

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number D	Pages 1
Subject FARES		Category Exhibit	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

ADA SERVICE

Fare (one-way trip) \$4.00

Companion(s):

Fare (one-way trip) \$4.00 each

Personal Care Attendant:

Fare (one-way trip) Free

**Free or reduced fare may apply for trips with both origin and destination within ¼ miles of free or reduced local bus routes or local neighborhood circulator routes.*

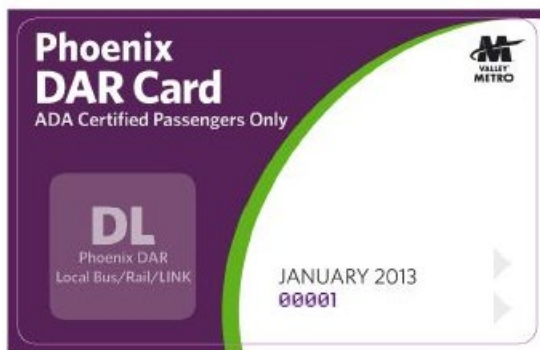
TYPES OF FARE MEDIA ACCEPTED

Cash

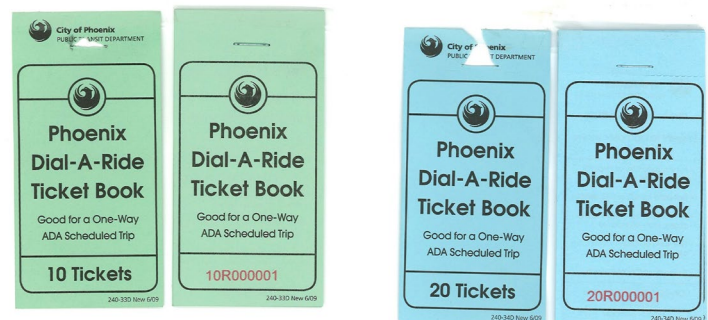
Phoenix Dial-A-Ride ADA Monthly Pass
Pass is only available to Phoenix residents.

Phoenix Dial-a-Ride One Way ADA Trip Ticket
Tickets are only available to Phoenix residents.

Regional Dial-a-Ride Ticket (\$0.50 Each)



SAMPLE Phoenix Dial-a-Ride ADA Monthly Pass




SAMPLE Phoenix Dial-a-Ride Trip Ticket (One-way Trip)

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE		Number E	Pages 2
Subject LOST AND FOUND TAGS AND LOG		Category Exhibit	
Policy/Procedure Owner Administrative Assistant II	Initiating Division Operations	Effective/Revision Date July 1, 2021	
Policy/Procedure User(s) Special Transportation Section		Revision Number 001	

The Phoenix Dial-a-Ride service operator completes the following information on the front side of the tag, prior to delivering the items to Central Station:

- Date Found
- Garage or Transit Center
- Route #
- Run #
- Vehicle #
- Employee Name
- Employee #
- Item Description
- Cash or Check Amount

 City of Phoenix		PUBLIC TRANSIT DEPARTMENT LOST & FOUND TAG	
Date Found:		Serial # 60200	
North <input type="checkbox"/>	South <input type="checkbox"/>	West <input type="checkbox"/>	Rail <input type="checkbox"/> MV <input type="checkbox"/> CS <input type="checkbox"/> EP <input type="checkbox"/> MC <input type="checkbox"/> SS <input type="checkbox"/>
Route #:		Run #:	Vehicle #:
Employee Name:		Employee #:	
Item Description:			
Cash <input type="checkbox"/>		Check <input type="checkbox"/>	Amount:
City of Phoenix Use:			
Verified By:	Date:	Exp. Date:	
Comments:			

240-200 Rev. 7/15

CLAIM INFORMATION		
Claim Date:	Phone #:	ID TYPE:
Print Name:		
Signature:		
Address:		
City of Phoenix Use:		
RTO <input type="checkbox"/>	BCP <input type="checkbox"/>	TEU <input type="checkbox"/> Shredded <input type="checkbox"/> Discarded <input type="checkbox"/> Donated <input type="checkbox"/> Surplused <input type="checkbox"/>
Disposition By:		Disposition Date:
Comments:		
Customer Contact:		

PUBLIC TRANSIT DEPARTMENT PHOENIX DIAL-A-RIDE POLICY/PROCEDURE	Number E
Subject LOST AND FOUND TAGS AND LOG	Effective/Revision Date

The Phoenix Dial-a-Ride service operator completes the following information on the log sheet, prior to delivering the items to Central Station:

- Location
- Date Found
- Tag #
- Route #
- Vehicle #
- Description of Item



City of Phoenix

LOST AND FOUND LOG SHEET

LOCATION: North <input type="checkbox"/> South <input type="checkbox"/> West <input type="checkbox"/> Rail <input type="checkbox"/> MV <input type="checkbox"/>					
DATE	TAG #	ROUTE #	VEHICLE #	DESCRIPTION OF ITEM	DISPOSITION OF ITEM

Comments/Discrepancies: _____

Delivered By: _____
 Date Delivered: _____
 Received By: _____
 Date Received: _____

240-300 New 2/09