A MESSAGE FROM THE DIRECTOR

The Dial-A-Ride Guide to Ride was developed to aid customers, families, caregivers, medical professionals, social workers, and others in using Dial-A-Ride services effectively. The Guide was written in a collaborative effort between Porterville Transit staff and the Disability Advisory Commission.

Dial-A-Ride has been providing service to Porterville residents since 1985, and has been modified to meet transportation requirements under the Americans with Disability Act of 1990. The Dial-A-Ride system is designed to provide persons with disabilities transit service comparable to the City bus service. The goal is to provide equal opportunity and independence for all customers with a commitment to provide safe, convenience, and timely trips.

Porterville Transit is committed to making this Guide accessible to individuals with disabilities. If you need to request an alternative version, please contact us at (559) 791-7800 or California Relay Service At ‘711’.

Richard I. Tree
Transit Manager
City of Porterville
(559) 782-7448
rtree@ci.porterville.ca.us
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GENERAL INFORMATION

What is Dial-A-Ride service?
Dial-A-Ride is a service designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the Porterville Transit fixed-route City bus system.

The American’s with Disability Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities that are comparable to the City bus service.

Dial-A-Ride is a shared ride, curb-to-curb service, provided from any origin to any destination within the service area for any trip purpose. It has the same operating hours and days as the Porterville Transit fixed-route bus system.

Disclaimer: Dial-A-Ride is not for life threatening emergencies. For life threatening emergencies, always call 911 – not Dial-A-Ride

Who operates the service?
Porterville Transit provides ADA paratransit service as part of its overall transportation program in the community. SM Transit, a professional transportation company operates the Dial-A-Ride service under contract with Porterville Transit.

What is the website for the Porterville Transit?
http://www.ridept.com

What is the Dial-A-Ride telephone number?
For information about Dial-A-Ride service and eligibility, to pick up an application, or have an identification card made:

Porterville Dial-A-Ride Center
61 W. Oak Ave, Porterville, CA 93257

<table>
<thead>
<tr>
<th>Telephone</th>
<th>(559) 791-7800</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Hours</td>
<td>Monday – Friday 8 am to 5 pm</td>
</tr>
</tbody>
</table>

To request a Dial-A-Ride trip reservation, cancel a reservation, find out about a pick-up, or contact a dispatcher:
Dial-A-Ride Reservation   (559) 791-7800

Assistance to file an inquiry, complaint, or compliment

Trisha Whiteley
Porterville Transit Coordinator
291 N. Main Street, Porterville, CA 93257
(559) 782-7454
twhiteley@ci.porterville.ca.us

Dial-A-Ride Operations Manager

Robert Tree
SM Transit, Director of Operations
15 E. Thurman Ave, Suite A, Porterville, CA 93257
(559) 791-7810
rjtree@smtransit.com

Porterville Transit ADA Coordinator

Richard Tree
Porterville Transit Coordinator
291 N. Main Street, Porterville, CA 93257
(559) 782-7448
rtree@ci.porterville.ca.us

Porterville Transit staff is available using the California Relay Service at ‘711’
DIAL-A-RIDE ELIGIBILITY

Who is eligible for service?
Dial-A-Ride provides service to ADA paratransit eligible individuals. An eligible individual may travel with a personal care attendant, one companion (or more if space is available), and up to a maximum of 4 children under 6 years of age. Anyone meeting the eligibility criteria for ADA transit service is eligible for Dial-A-Ride service.

ADA Certified Eligible Visitors: Visitors from outside of the Porterville Transit / Dial-A-Ride service area may receive Dial-A-Ride service up to 21 days in a 12-month period. Visitors may be asked to show documentation of their ADA paratransit eligibility from the jurisdiction in which they reside or, if that is not available, documentation of the individual’s place of residence outside of the Dial-A-Ride service area and, if their disability is not apparent, of his or her disability.

Disclaimer: Porterville Transit reserves the right to refuse service to anyone that disrupts the operation of the vehicle or threatens the driver, office staff, and/or passengers.

How does someone become ADA eligible for Dial-A-Ride?
An application for Dial-A-Ride service is needed to begin the 21-day evaluation process for service eligibility. A Dial-A-Ride application is attached at the end of this guide. Individuals may also obtain a Dial-A-Ride application online (www.ridept.com) or at any one of our location at:

<table>
<thead>
<tr>
<th>Downtown Transit Center</th>
<th>Porterville City Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>61 W. Oak Ave, Porterville, CA 93257</td>
<td>291 N. Main St., Porterville, CA 93257</td>
</tr>
<tr>
<td><strong>Transit Administration</strong></td>
<td></td>
</tr>
<tr>
<td>15 E. Thurman Ave, Suite A, Porterville, CA 93257</td>
<td></td>
</tr>
</tbody>
</table>

You may receive an application through the mail by contacting the Porterville Transit Office at (559) 791-7800 or California Relay 711.

Using the standards outlined in the ADA, a determination of eligibility is made within 21 days following the submission of a completed application.
Disclaimer: If Porterville Transit has not made a determination of eligibility 21 days after the submission of an individual’s completed application, the applicant will be treated as eligible and provided service unless and until Porterville Transit makes a determination of eligibility.

Applicants receive an eligibility determination letter from Porterville Transit. If eligibility is confirmed, applicants with a qualifying permanent disability will receive a three-year certification. Applicants with a qualifying temporary disability would receive certification for the length of time needed, up to three years.

To begin using Dial-A-Ride, approved individuals will be directed to the Porterville Transit Center to have a free Dial-A-Ride photographic identification (ID) card made. If requested, Dial-A-Ride will provide free transportation to obtain the Dial-A-Ride ID card.

What can be done if eligibility has been denied?
Individuals who are denied ADA paratransit service can obtain a review of their denial. An appeal must be filed within 60 days from the denial of the application.

An individual may submit an appeal to the Porterville Transit ADA Coordinator in writing or by telephone by calling:

(559) 782-7448

If the Porterville Transit ADA Coordinator accepts the appeal and overturns the denial, written notification of approval of Dial-A-Ride eligibility will be sent to the passengers.

If the eligibility denial is upheld, the Porterville Transit Coordinator would provide written notification stating that the individual is not eligible to use Dial-A-Ride services and the reason for the denial.

An individual may skip the step above and may request a hearing anytime by calling the Porterville Transit ADA Coordinator directly at:

(559) 782-7448

Hearings are heard by the ADA Eligibility Review Committee. The committee making up the hearing panel is composed of two members from the Disability Advisory Commission (DAC) and one Porterville Transit representative.
The final decision regarding ADA paratransit eligibility appeals is the outcome of the hearing process. Written notification of the decision and the reasons for it will be made within thirty (30) calendar days of the hearing date.

**What is the Recertification Process?**

Recertification of Dial-A-Ride eligibility requires that a completed Dial-A-Ride application be submitted to the Porterville Transit office at least 21 days prior to the eligibility date which is indicated on the Dial-A-Ride ID card.

A notification letter and a recertification application are sent to Dial-A-Ride customers approximately 45 days prior to the expiration of their Dial-A-Ride eligibility. To ensure this notification is received, it is important to inform Porterville Transit of any mailing address changes.
SERVICE INFORMATION

What are the Hours of Operation?

<table>
<thead>
<tr>
<th>Service Hours</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Friday</td>
<td>6:00 am – 10:30 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>8:00 am – 10:30 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>8:00 am – 6:00 pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reservation Hours</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>8:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Saturday – Sunday</td>
<td>8:00 am – 5:00 pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cancellation Hours</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>5:30 am – 10:00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>7:30 am – 10:00 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>7:30 am – 5:00 pm</td>
</tr>
</tbody>
</table>

**Cancellations accepted 24 hours a day, 7 days a week.**

<table>
<thead>
<tr>
<th>Dispatch Hours</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>8:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>7:30 am – 10:00 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>7:30 am – 5:00 pm</td>
</tr>
</tbody>
</table>

When can I schedule my trip?

<table>
<thead>
<tr>
<th>What is the earliest scheduled pick-up time offered?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>6:00 am</td>
</tr>
<tr>
<td>Saturday</td>
<td>8:00 am</td>
</tr>
<tr>
<td>Sunday</td>
<td>8:00 am</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is the latest scheduled pick-up time offered?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>10:00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>10:00 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>5:00 pm</td>
</tr>
</tbody>
</table>
What is the Reservation/Cancellation/Dispatch Telephone Number?
(559) 791-7800
California Relay 711

What Holidays are observed?
Dial-A-Ride will not operate on the following holidays:

<table>
<thead>
<tr>
<th>New Year’s Day</th>
<th>Easter Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memorial Day</td>
<td>Independence Day</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>Christmas Day</td>
<td></td>
</tr>
</tbody>
</table>

Dial-A-Ride will operate a Sunday Schedule on the following holidays:

<table>
<thead>
<tr>
<th>Presidents Day</th>
<th>Veterans Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day before Christmas</td>
<td>Day before New Years</td>
</tr>
</tbody>
</table>

What is the Service Area?
The area boundaries are from ______ to the north, ______ to the south, _____ to the east, ______ to the west.

These boundaries satisfy ADA requirements to provide service a minimum of three-quarters of a mile on either side of all routes making up the Porterville Transit fixed-route transit system.
How much does Dial-A-Ride cost?
Fares (exact fare required):

<table>
<thead>
<tr>
<th>Category</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA Eligible Individual per Ride Fare</td>
<td>$2.50</td>
</tr>
<tr>
<td>General Individual per Ride Fare</td>
<td>$5.00</td>
</tr>
<tr>
<td>Personal Care Attendant</td>
<td>FREE</td>
</tr>
<tr>
<td>Companion(s) per Ride Fare</td>
<td>$2.50</td>
</tr>
<tr>
<td>Children (under age 6, maximum of 2 children)</td>
<td>FREE</td>
</tr>
</tbody>
</table>

Where can I buy a Dial-A-Ride Ticket?

<table>
<thead>
<tr>
<th>Location</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online <a href="https://www.ridept-efare.com/">https://www.ridept-efare.com/</a></td>
<td>Downtown Transit Center</td>
</tr>
<tr>
<td>City Hall 291 N. Main St., Porterville, CA 93257</td>
<td>61 W. Oak Ave, Porterville, CA 93257</td>
</tr>
<tr>
<td></td>
<td>Transit Administration</td>
</tr>
<tr>
<td></td>
<td>15 E. Thurman Ave, Porterville, CA 93257</td>
</tr>
</tbody>
</table>
How can I request a ride?

Reservations

The process of requesting a trip on Dial-A-Ride begins with the reservation process. Reservations for Certified Eligible riders and ADA Eligible Visitors may be made anytime during normal business hours, up to fourteen (14) days in advance of the requested trip, 365 days a year.

Eligible riders making reservations during business hours, the day before service will be accepted.

Dial-A-Ride reservations hours are 8:00 am to 5:00 pm Monday through Sunday. The telephone number is (559) 791-7800 or California Relay 711.

Subscription Service

A subscription service is when a paratransit-eligible persons arranges a standing appointment for a ride, such as an 8:00 am Monday through Friday departure for work and subsequent 5:00 pm return trip. You can also schedule a weekly trip light going to church. A reservation is not required.

Exceptions

Subscriptions that land on any of the observed holidays will automatically be cancelled. However, if you still need transportation, simply follow the standard reservation policy state above.

Dial-A-Ride has the flexibility to review subscription schedules on an ongoing basis and if required, renegotiate the pick up and drop off time with the eligible individual to improve the on-time performance and efficiency.

Dial-A-Ride passengers who cancel 50% or more of their subscription bookings in a month will have that particular subscription booking suspended. They will not be able to rebook that particular subscription request for 30 service days.

A subscription booking will be in effect for a maximum of one year from the date of scheduling. Prior to the one year anniversary, the paratransit provided will notify effected Dial-A-Ride registrants of the need to renew their subscription booking.
What information is needed to make a Reservation?

**Passenger Information**

The information needed is the passenger’s first and last name, pick-up address, including any apartment number, building number, specific instructions, or directions, etc.

**Passengers telephone number/cell phone number**

This information is optional, however Dial-A-Ride staff will not be able to contact you if needed.

**Passenger’s requested pick-up time**

Based on the requested pick-up time and the schedule of the vehicle, the reservation agent may negotiate a pick-up time with the individual that could be up to an hour before or after the desired pick-up time. When scheduling a pick-up for an appointment, it is helpful to advise the reservation agent of the appointment time.

It is recommended that the reservation booking ID number be recorded.

Advise the reservation agent when a mobility devise or Personal Care Attendant will be traveling with you.

Advise the reservation agent if you require assistance other than our standard curb-to-curb service.

**Number of passenger’s, travel companions, and/or children**

Include the number of companions, PCAs, and children.

**Passenger drop off address**

Include any suite number, building number, location within a building complex, telephone number (if known), the name of the location where they are going.

**Passenger’s requested drop-off time**

When requesting a drop-off time, the passenger should allow sufficient time to travel from the curb to the final destination point.
**Passenger’s return pick-up time**

For a passenger’s return pick up time, please provide the scheduled time of the return trip. If a return pick up time is not known, please provide an estimated drop-off time.

**When will the bus arrive for a pick-up and how long will it wait?**

**Scheduled pick-up**

In order to meet our commitment regarding on time performance, Dial-A-Ride makes every effort to arrive for a scheduled pick-up within a 30-minute period of time. For example, a vehicle that is on time for a 10:00 am pick-up would arrive between 10:00 am to 10:30 am.

**The 5-minute wait rule**

Once the Dial-A-Ride vehicle arrives at the pick-up location, the driver is required to wait for 5 minutes for the passenger to board the vehicle. If the passenger is not ready after five minutes, the driver must leave for the next scheduled pick up.

**Will Call Service**

Will call or waiting list’s is not used by Porterville Transit. Trips must be scheduled in advance.

**How long does a trip take?**

The length of the Dial-A-Ride trip varies according to several factors including: the distance from the origin to the destination address, traffic conditions, and the service provided to other passengers who share the vehicle.

Individuals may expect that a trip taken on Dial-A-Ride would compare in length to the same trip taken on the Porterville Transit fixed route system. Normally, a trip should not exceed 90 minutes.

**What happens if Dial-A-Ride arrives outside the pick-up window?**

When a rider schedules a pick-up, they will be given the actual arrival time for their trip. This is called a ‘pick-up window’. For example, a vehicle that is on time for a 10:00 am pick-up would arrive between 10:00 am and 10:30 am. If the vehicle arrives outside the pick-up window, the ride is free.
How can a reservation be changed?
Should a change in plans or illness create the need to cancel a reservation, call the Dial-A-Ride Cancellation Office at (559) 791-78100 or California Relay 711 as soon as possible.

Who can answer questions about pick-ups?
The Dial-A-Ride reservation agents and/or Dial-A-Ride dispatcher can answer questions about pick-ups. Contact the Dial-A-Ride Reservation/Dispatch Office at (559) 791-7800 or California Relay 711 for pick-up information.

For those riders traveling with a personal care attendant, it is recommended that they call Dial-A-Ride themselves with questions about pick-ups, is possible. If has been our experience that information conveyed through intermediaries such as personal care attendants is often misstated when conveyed to the Dial-A-Ride user. Communicating directly with the rider has yielded much better results.

KEY SERVICE POINTS
Who may travel with ADA individuals?
Personal Care Attendant (PCA)

A personal care attendant is someone designated or employed specifically to help the eligible individual meet his/her personal needs. An individual designated or employed in this capacity is always accommodated on the vehicle. A PCA may ride at no additional cost. The need for a personal care attendant must have been established on the application for Dial-A-Ride service or subsequently on a revision to the original application.

Companion

A companion is an individual selected by the ADA eligible person to accompany him/her on a trip. The first companion is always accommodated on the vehicle. Other will be serviced on a space-available basis. Each companion is required to pay $2.50 per ride.

Individuals who accompany a passenger must have the same origin and destination points.
**Children**

Up to two children under the age of six may accompany the ADA individual at no cost. Additional children under the age of six must ride as a companion on a space-available basis. All children under the age of six may only travel when accompanied by a fare paying adult. Children six or older can ride as a companion and or an attendant.

**What is a service animal?**

Under the Department of Transportation (DOT) Americans with Disability Act (ADA) regulations at 49 C.F.R. Section 37.3, “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.”

**Is there a limit on the size of a mobility device?**

Most of the accessible vehicles in our fleet are designed to accommodate a mobility device no larger than 33 inches wide by 50 inches long/ and or weighing with its passenger up to 800 lbs. While we make all reasonable efforts to accommodate our riders, if your mobility device is longer than this, we may not be able to transport you either because it would damage the vehicle or do to so would impose an unreasonable safety hazard.

It is strongly recommended that while on the life of the bus or in the bus, the person using an electric mobility device turn off the power. This is not, however, a requirement.
What are the important point to know?

- Dial-A-Ride ID Cards must be shown to the driver when boarding the vehicle.
- Exact fare is required. Drivers do not carry change.
- If requested, drivers may give directions to the building entrance.
- Drivers must secure mobility devices to vehicle.
- Dial-A-Ride passengers are encouraged to use seatbelts at all times.
- Children under six years of age must ride in a child safety seat provided by the passenger.
- Dial-A-Ride is a shared-ride service meaning, other customers are being transported at the same time.
- Dial-A-Ride is a curb-to-curb service, meaning that you will be picked up at the curb in front of your destination. We also provide origin-to-curb, origin-to-destination, or curb-to-destination service for riders having additional needs. Please notify us when you schedule your trip that you will need assistance to your destination or from your origin to the vehicle. If you have never been to a location or conditions change, the driver will provide assistance as necessary.
- For safety reasons, drivers are to always keep the vehicle in sight, traveling no further than 100 feet from the vehicle when providing assistance to a customer beyond curb-to-curb. Case-by-case situations may require modifications to ensure that the origin-to-destination requirement is met.

Disclaimer:

Drivers are required to stay within sight of the vehicle at all times and may travel no further than 100 feet to provide assistance.
CUSTOMER SUPPORT

Is training available to learn how to use Dial-A-Ride?
Dial-A-Ride staff is available to offer training to people with disabilities who would like to learn how to utilize the Dial-A-Ride system. Contact the Dial-A-Ride Office at (559) 791-7800 or California Relay 771 for more information.

Who should be contacted about Lost and Found items?
For items lost or found on a Dial-A-Ride vehicle, contact the Dial-A-Ride office at (559) 791-7800 or California Relay 711.

What is the process to convey a request or complaint?
A request or complaint may be submitted online, verbally, or in written form. If assistance is needed to file a request or complaint, please contact the Porterville Transit Coordinator at (559) 782-7448 or California Relay 711.

What is the feedback, request, or complaint process?
The Dial-A-Ride complaint process is as follows:

- An inquiry is a telephone feedback, request, or complaint taken down and passed on to the Bus Operator or Employee’s Supervisor for discussion with the Operator or Employee regarding the alleged infraction.
- A formal feedback, request, or complaint is a formally written and submitted statement of the Porterville Transit operator or employee.

Any individual who wishes to file feedback, a request, or a compliant may submit a letter or Porterville Transit, or may submit a Porterville Transit Complaint Form, or may submit an online Porterville Transit Complaint form. An inquiry is often in the form of a telephone call.

Please contact the Porterville Transit Coordinator for assistance in filing at (559) 782-7448 or California Relay 711.
Attachment A – Dial-A-Ride Application
Dear Applicant:

Enclosed is a copy of the Dial-A-Ride application you requested. Please complete all forms as stated in the cover sheet of the application. An incomplete application will be returned to the applicant, which will cause delay in processing your eligibility for the Dial-A-Ride program.

Please check your application before submitting it to the Dial-A-Ride office and ensure the following items have been completed.

1. Applicant’s portion is complete
2. Application is signed by applicant and/or guardian
3. Physician’s portion is complete and signed by a qualified health care professional.

If you have any questions, please feel free to contact the Dial-A-Ride office at (559) 791-7800.

Sincerely,

Dial-A-Ride Team

Enclosure
Dial-A-Ride Application Instructions

All applicants must submit a complete application which includes both forms

1. The Certification Questionnaire
2. The Professional Verification Form

COMPLETE The Certification Questionnaire

The Certification Questionnaire should be filled out by the applicant or the applicant’s advocate. The form must be filled out in its entirety. It should be signed by the applicant or the applicant’s guardian and anyone else who assisted the applicant in completing the application.

Complete the Professional Verification Forms

The Professional Verification Forms must be completed by one of the following professionals who are familiar with the applicant’s condition:

- Physicians or Physician Assistants;
- Occupational Therapists;
- Psychologists or Psychiatrists;
- Physical Therapists or Chiropractors;
- Orientation and Mobility Specialist (certified by ACVREP);
- Registered Nurse (RN)
To have the Professional Verification Forms completed

1. Complete and sign the Authorization to Release Information.
2. Have your designated professional complete the Professional Verification Forms (Section B).

3. **SUBMIT Both the Completed Certification Questionnaire and the Professional Verification Forms together to:**
   
   Mail or Deliver in-person to:
   Porterville Transit
   15 E. Thurman Ave, Suite A
   Porterville, CA 93257

   Please note that upon receipt of completed applications, it may take up to 21 calendar days for your determination of eligibility.

   If Porterville Transit has not made a determination of eligibility within 21 days after the submission of an individual’s completed application, the applicant will be treated as eligible and provided service until Porterville Transit makes a determination of eligibility.

4. **In-Person Orientation:**
   
   After Porterville Transit Dial-A-Ride staff has a determination on eligibility you will then be contacted via phone and/or US mail with a date for orientation. Orientation will roughly run 30 min and you will need to provide a picture form of ID so we can create your Dial-A-Ride card for you.

   If you’ll need a ride to orientation, one can be provided to you as a courtesy. Please call 559-791-7800 to schedule your ride to and from orientation. (Please reference the information sheet
that was mailed out to you with your orientation appointment letter if you received one.)

Common Issues

In order to make a determination within 21 calendar days the Porterville Transit Dial-A-Ride Center must have a complete application. There are several things which may cause an application to be incomplete. By double checking these things PRIOR to submitting your application you may avoid delays in processing.

1. **One of the forms is missing.** Your application must contain both the Certification Questionnaire and the Professional Verification. Please ensure both are complete and submitted together.

2. **One of the forms is not signed.** Both the Certification Questionnaire and the Professional Verification must be signed. If either the applicant or the professional forgets to sign the form, it may be considered incomplete.

3. **The professional credentials are missing.** Professionals must include their titles and credentials when signing the Professional Verification.

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<tbody>
<tr>
<td>Jane Doe</td>
<td>✗</td>
<td>Jane Doe</td>
<td>✓</td>
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<td>(Incomplete)</td>
<td>M.D.</td>
<td>(Complete)</td>
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<td>Jan Doe</td>
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<td>R.N.</td>
<td>(Complete)</td>
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Certification Questionnaire

Call Dial-A-Ride at (559) 791-7800, or California Relay at 711 for TTY.

Complete all parts of the form. Forms that are not fully completed will be returned, which will delay your eligibility determination.

Part 1

Applicant Data

Name:__________________________________________________________