

City of Porterville



Dial-A-Colt

Rider's Guide



Welcome to Dial-A-Colt Transportation! Dial-A-Colt is established to provide curbside-to-curbside “origin to destination, when available” type transportation to senior citizens and people with disabilities in the City of Porterville who cannot use regular bus service. Dial-A-Colt has some of the finest quality vehicles, highly trained drivers, and extensive communication and dispatch systems available.

This easy to read “how to” guide is designed to give you basic information regarding Dial-A-Colt. The guide is not legal advice, and it does not create any legal obligation on the part of anyone. In the event of any conflict between the Guide and any law, or any policy or contractual obligation of Porterville Transit or Dial-A-Colt, the law, policy or contract will prevail. The guide should provide you with answers to any questions you may have about riding Dial-A-Colt. If you have any other questions or require any additional assistance, please call customer service.

We hope this guidebook will assist you during your travels on board Dial-A-Colt. As always, our staff, volunteers, and management will make every effort to ensure that you receive the best and most reliable service possible.

Have a safe and comfortable Trip!

To Caregivers and Social Service Agencies

This document was written for all paratransit riders and is phrased as if the rider is reading the document. We know that many caregivers and others will assume responsibility of reading and understanding this information as well as making reservations and other arrangements for the rider.

However, if the person you take care of will be riding without an attendant, it is very important that he or she be able to follow the basic rider responsibilities.

Services Available & Eligibility

If you are mobility impaired, a variety of specialized transportation options are available to you in the City of Porterville. These options range from public transportation via the services of the Porterville Transit to specialized curb-to-curb "origin to destination, when available" paratransit services (Dial-A-Ride) offered by Dial-A-Colt.

While anyone is eligible to ride the fixed route services of Porterville Transit, only those individuals who cannot use Porterville Transit are eligible to ride with Dial-A-Colt. For more information on eligibility please contact Porterville Transit by phone at (559) 782-7448.



Three Categories of ADA Paratransit Eligibility

Category 1: This category includes individuals who are unable, due to a physical or mental impairment, to board, ride or disembark independently from any readily accessible vehicle on the regular fixed route system. Among others, this category includes persons with mental or visual impairments who, as a result of their disability, cannot navigate the system. This means that, if an individual needs an attendant to board, ride, or disembark from an accessible fixed route vehicle (including navigating the system), the individual is eligible for paratransit.

Category 2: Also eligible are those persons with a physical or mental impairment who could use accessible fixed route transportation, but the accessible fixed route transportation is not available at that time on that route (e.g., the accessible vehicle is down for maintenance, the lift cannot be deployed, etc.). This second category is the broadest, with respect to persons with mobility impairments, but its impact should be reduced over time as transit systems become more accessible.

Category 3: Any individual who has a specific impairment-related condition which prevents that person from traveling to a boarding location or from a disembarking location on the system is also eligible. In this case, the impairment must prevent travel to or from a stop; significant inconvenience or difficulty does not form a basis for eligibility under this section.

To use Dial-A-Colt, you must apply and be found eligible for the service. There are two types of eligibility. You will be told which of the two you have. Review your eligibility type so you understand what kind of service you will receive. If you have questions about eligibility, call Dial-A-Colt.

Unconditional Eligibility

If you are never able to use Porterville Transit buses without having another person there to help you, you will have full eligibility for Dial-A-Colt. That means that you will be allowed to take all your transit trips on Dial-A-Colt. You may choose to travel on Porterville Transit when you can, for example when traveling with an attendant.

Conditional Eligibility

If your disability is temporary or your health is expected to improve, you will be given Dial-A-Colt eligibility for a limited time, after which you are expected to return to using regular Porterville Transit buses.

Length of Eligibility

Your full eligibility to use Dial-A-Colt service is assigned for up to a period of five years. You must reapply every five years for continuous service. Reapplication is required even when your disability is permanent and unchanging. Dial-A-Colt will send instructions to you on how to reapply before your eligibility expires.

Visitor Eligibility

All public transit agencies in the United States offer paratransit services to meet the requirements of the ADA. If you travel outside the Porterville Area your eligibility would allow you to use the ADA paratransit systems of any public transit agency in the United States for up to 21 days per year.

Bringing Other People

ADA eligible riders, their personal care attendants, and their companions are allowed to use Dial-A-Colt. Both personal care attendants and companions must travel to and from the same locations as the eligible rider they are traveling with. You must make reservations for them when you make the reservation for yourself.

Personal Care Attendants

A personal care attendant (PCA) is someone you need to help you to perform daily activities, such as dressing, traveling in a wheelchair, or finding your way. When you apply for Dial-A-Colt, you will be asked about your use of personal care attendants. Personal care attendants pay no fare when they ride with you.

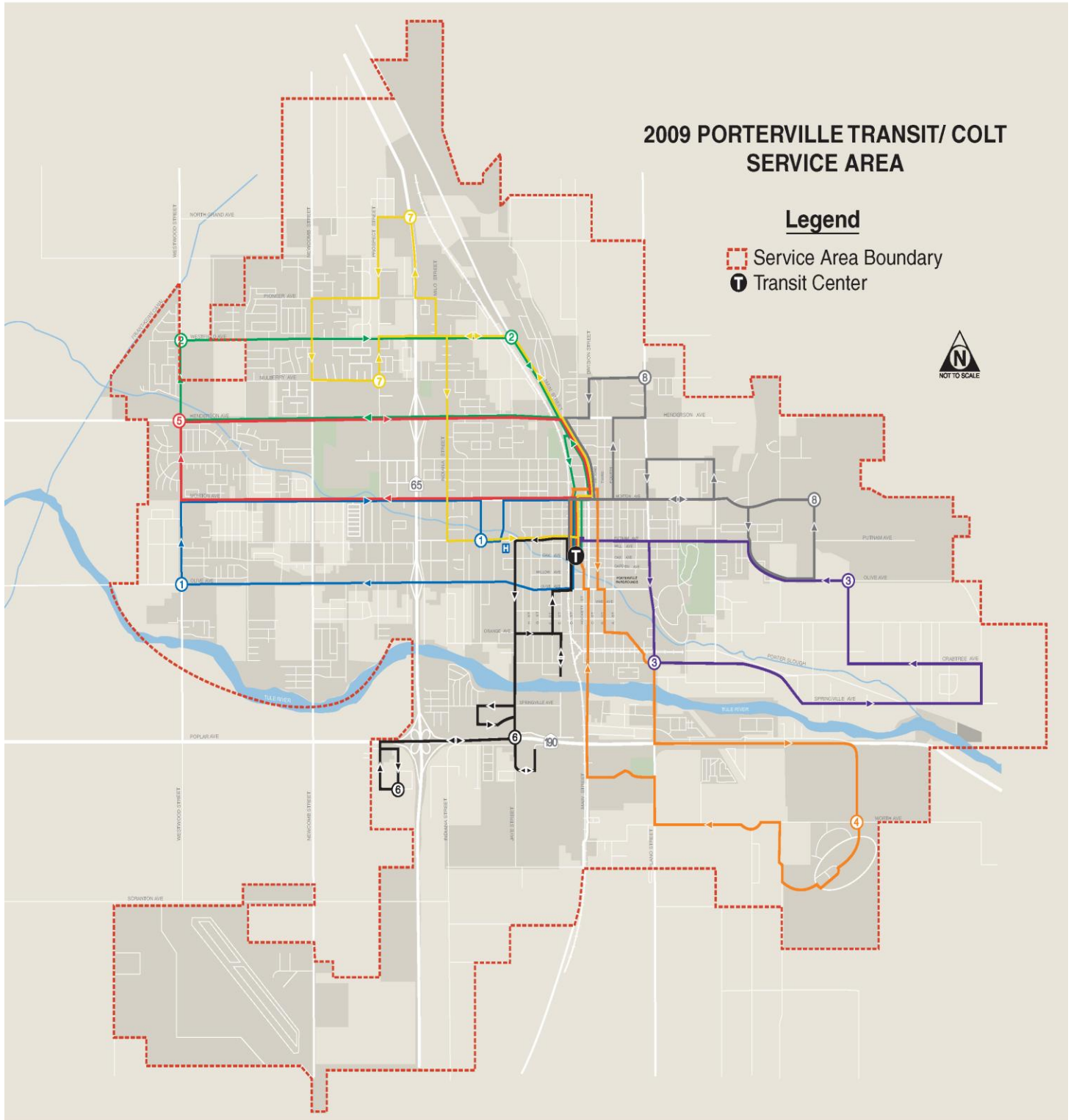
Companions

A companion is a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation. You can always take one (1) companion, but additional companions can only be added on the day of service if there is room. The first companion traveling with a senior or disabled rider will pay the same discounted fare, additional companions will be required to general fare.

Please be sure to notify the reservations operator that an additional passenger will be traveling with the rider during the trip, since seats are subject to space availability. Dial-A-Colt offers service for groups of greater than two who wish to travel together to the same destination.

Service Area

Dial-A-Colt service is available within Porterville city limits and a limited portion of Tulare County, shown on the map below.



When Can I Ride?

Dial-A-Colt operates Monday through Friday from 7:00 am to 7:00 pm, Saturdays 9:00am to 5:00 pm and CLOSED on Sundays.

When Can I Call?

Our reservation lines are staffed six days a week, Monday – Friday from 6:15 am to 8:00 pm and Saturday 8:15 am to 6 pm. Dial-A-Colt works on a first call, first serve basis; therefore, in order to give all of our passengers an equal chance to schedule a pick up we must limit your reservations to two pick up times per call. If you need to make more than two reservations you may make multiple calls in one day.

How Much Does it Cost to Ride?

The general fare on a Dial-A-Colt van is \$3.00 in cash for each one-way ride. Seniors/Disabled/Medicare Card Holders is \$1.50. Porterville Transit tickets may also be purchased in advance. Drivers are not able to make change, so it is important that passengers have the exact fare, or ticket(s), when boarding the van.

Dial-A-Colt Fares

While a general passenger pays \$3.00 to ride Dial-A-Colt, the actual cost to Dial-A-Colt of transporting someone is around \$25.00 per trip! This includes the cost for reservation staff, the driver's pay, fuel, maintenance, insurance for the vans, etc. Fortunately, our community is committed to supporting specialized transportation for senior citizens and people with disabilities.

How to Purchase Porterville Transit Tickets

Tickets are sold in books of 20 for \$30.00 per book. To purchase tickets you may go to the following locations:

Porterville Transit Center
61 W. Oak Ave
Porterville, CA. 93257

Or

City of Porterville
291 N. Main St.
Porterville, CA. 93257

Purchase Orders

Caregivers, Companies and other organizations may require a purchase order to purchase tickets for passengers. If you require a purchase order you must contact the City of Porterville to make arrangements. Please call Porterville Transit at (559) 782-7448.

How to Arrange Your Transportation

Arranging transportation with Dial-A-Colt is fast and simple. Dial-A-Colt is able to provide you with pick-up and drop-off times when you book your ride. This is not the case with many specialized transit systems. For more information on ride times, see **How Easy Colt Schedules Your Ride**.

Information You Must Provide

Dial-A-Colt receives nearly a hundred phone calls a day, and it is our goal to reduce the time that our passengers must remain on the phone making their reservations. Our operations can serve you best if you have the following information ready before you make your call. **Paratransit drivers cannot schedule a trip for a passenger.**

- **Your name.**
- **The date you want to travel**
- **The time you want to be picked-up OR the time you want to be dropped-off at your destination.**
- **The time of your appointment if you are traveling to one.**
- **The address where we will pick you up.**
- **The address where we will drop you off.**
- **Any special instructions that the driver may need, such as gate codes, directions to a hard-to-find location, etc.**
- **Whether you are traveling with a personal care attendant or a companion.**
- **Whether you are traveling with a service animal.**
- **Whether you will be using a mobility aid such as a wheelchair, walker or scooter.**

How Far in Advance Should I Call?

You may book a ride for the same day as your appointment or anytime in advance of your trip up to two weeks in the future. The important thing to remember is that Dial-A-Colt is not an unlimited resource. Rides are booked on a first call, first served basis. As you are one of over 100 passengers who use Dial-A-Colt, the further in advance you book your ride, the easier it is for the reservations operator to find a time that will work for you.

Dial-A-Colt works on a first call, first serve basis; therefore, in order to give all of our passengers an equal chance to schedule a pickup we must limit your reservations to two pick up times per call. If you need to make more than two reservations you may make multiple calls in one day.

Pick-Up Window

When you make your reservation, you will be told a 30-minute range of time during which you can expect the Dial-A-Colt vehicle to arrive to pick you up. The 30-minute period is called a “pick-up window.” Your vehicle may arrive at any time during the 30-minute “pick-up window.”

Shared Rides

Dial-A-Colt is a “shared-ride” service. This means that other riders with different destinations will be picked up and dropped off along the way. Your trip will take longer than if you took a taxi or drove yourself. Your ride will take a similar amount of time as the same trip would take on a Porterville Transit bus, including transfers and wait times.

Waiting List

In a few cases, the Operator may be unable to find a vehicle with space for your trip while you are on the phone. In this case you will be asked, “Do you want to be put on the waiting list?” If you say yes, the operator will keep a record of your trip request. A reservation will be made for you that are within one hour of the time you requested when you were on the phone. Dial-A-Colt will send the next available vehicle within the time frame.

Calling with Questions

Customer Service at Dial-A-Colt is open 6 days a week during all hours of operation Roughly from 7 a.m. until after 7 p.m... You can call at any time with questions about your reservation or your trip.

Return Reservations

When most passengers’ book rides with Dial-A-Colt, they usually ask for a round trip reservation. Although it can be difficult to estimate how much time you may spend at a particular appointment, it is important to remember that if your appointment runs past your scheduled return time, you may have to wait several hours for another van to be dispatched. Therefore, it is always a good idea to schedule your return trip late enough to be sure that you will be ready when your vehicle arrives.

Canceling a Reservation

Dial-A-Colt depends on efficient scheduling in order to deliver the maximum number of rides to our passengers with the resources that are available. When a rider schedules a trip and then cancels without proper notice, this can cause serious transportation and scheduling problems for both Dial-A-Colt and its riders.

If you need to cancel a trip, it is important that you give us at least **2 hours notice**. When a passenger cancels with less than 2 hours notice (or does not show up for their ride), they will be penalized for each cancelled ride.

There are costs to Dial-A-Colt for each scheduled trip, whether a passenger actually rides or not. This includes such things as staff time to schedule the ride and the cost involved with printing schedules, etc. Most importantly, every trip that is cancelled without proper notification equals one less ride available for other passengers who are waiting for cancellations.

Subscription Service

(Not available at this time due to capacity constraints)

If you need to go to the same place over and over, at least once a week for at least a month, you can request a “standing reservation.” Once a standing reservation has been set up, Dial-A-Colt will continue to pick you up without the need for you to make an individual reservation for each trip. If there is no immediate space for your standing reservation, you may be put on a waiting list. While you are on the waiting list, you can make individual reservations for each day’s trips in the normal fashion.

How Dial-A-Colt Schedules Your Ride

Dial-A-Colt provides over twenty-thousand rides a year to about 4,000 passengers. As a demand-response system with limited resources, we depend on highly efficient operators and computer scheduling in order to fit the maximum number of rides into our fleet of vans. At Dial-A-Colt, every minute of the day is precious, and we make every effort possible to use that time efficiently. **Paratransit drivers cannot schedule a trip for a passenger.**

How Much Time Does Each Ride Take?

On average, a ride on a Dial-A-Colt van will last about twenty minutes. But if you think about it, the amount of time that it takes to travel from you home to your destination is only part of the trip. First, the van must travel from its last drop-off point to your home. Keeping this travel time as short as possible is absolutely necessary for Dial-A-Colt to run efficiently.

What is Efficient Scheduling?

It is our goal to be as efficient as possible when scheduling rides. This way we can use our limited resources to provide our passengers with as many rides as possible. The more efficient we are, the more rides our passengers can take.

What do we mean when we say “efficient”? When a Dial-A-Colt operator schedules your trip, he or she is able to tell if a van will be in your neighborhood around the time that you want your ride, or if the van will need to travel a long distance in order to pick you up. It is far more efficient to pick a passenger up with a van that is already in their area rather than sending one from across town. In fact, if a van must travel a long distance to pick up a passenger, it means that it will be busy for that period of time and not be available for other passengers to ride. This would be a tremendous waste of time and fuel, and would not be very efficient.

Ride Times

It is important to realize that the ride times that the operator gives you may be influenced by our need to schedule efficiently. When you book a ride with Dial-A-Colt, please be prepared to be flexible.

Generally, if a passenger books their ride with plenty of advance notice, they will receive pick-up times most closely matching their preferences. However, Dial-A-Colt is a community transit system and not *a taxi service*. Passengers should be prepared to share rides with other clients and accept flexibility in pick-up and drop-off times.

As an example, if a van is in your neighborhood a half-hour before you would ideally like to leave for your appointment, it will be necessary to book you that van rather than sending another vehicle from across town. The reason for this is obvious. If a van must travel out of its way to pick you up, then it will be unavailable for other passengers to use during that time. So, even though you would get your ideal pick-up time, a different passenger would lose a ride altogether. This approach is the only way Dial-A-Colt is able to book so many rides with a relatively small fleet of vehicles.

Pick-up and Drop-off Procedure

To ensure that your trip goes smoothly, Dial-A-Colt has developed the following pick-up and drop-off procedures. Some passengers have special needs and may arrange for “special assistance” in advance. For more information, see **How Drivers Will Assist You**.

5 Minute Rule

Be Ready! The driver is allowed to wait only 5 minutes for you! It is your responsibility to be ready to take your trip. If you do not meet the vehicle when it arrives, your driver will attempt to honk the vehicles horn announcing their arrival. If you cannot be located or choose not to start boarding within five minutes, the driver may leave and continue to their next pick-up.

If you miss your pick-up, there may be a substantial wait for a replacement pick-up from Dial-A-Colt. In addition, you may be penalized for failing to take the trip.

Where to Wait

Dial-A-Colt provides curbside-to-curbside service. Therefore, the driver will wait for a passenger at the curb of a public street, in front of or as close to the rider's house, building, or other safe designated pick-up location as possible.

Divers may not leave the site of their vehicle or go beyond the ground floor entrance of office buildings or care facilities.

It is your responsibility to wait where you will be able to tell that the vehicle has arrived. Drivers are not allowed to leave sight of their vehicle. At most they can announce their arrival at your pick-up point by honking the vehicles horn.

How Long Must A Rider Wait

Although Dial-A-Colt vans will usually arrive within fifteen minutes of their scheduled times, sometimes the vehicle may arrive early or late due to traffic or other unforeseen circumstances. *It is important to be waiting for the van at curbside 25 minutes before your scheduled pick-up time.* If the vehicle has not arrived within 30 minutes after its scheduled pick-up time, please call our office immediately.

Apartments, Office Complexes, and Shopping Centers

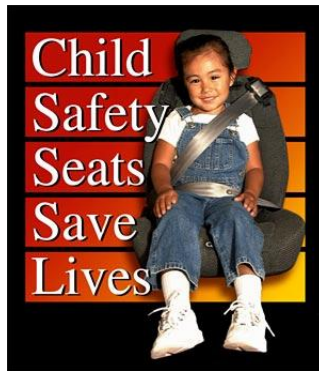
Dial-A-Colt has designated standard pick-up and drop-off sites at major activity centers and certain destinations such as large medical centers, malls, college campuses, and many nursing homes. If a rider schedules a trip to one of these destinations, the operator will tell the rider where the pick-up point is located and the rider will need to wait at that location for the van.

Nursing Homes, Adult Programs, and Day Care Centers

Passengers picked up at nursing homes, adult programs or day care centers must be present when the Dial-A-Colt van arrives. Drivers are not permitted to go beyond the ground floor lobby of care facilities, or go into rooms to pick up riders. Nursing homes and day care centers must have facility personnel ready to assist the passenger, if necessary.

Children on Dial-A-Colt

Children may travel on Dial-A-Colt – as eligible riders and as companions. Children pay the same fares as adults. Children **MUST** be secured in an appropriate child passenger restraint (safety seat or booster seat) until they are at least 6 years old or weigh at least 60 pounds. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Dial-A-Colt will not carry a child without a safety seat. Our drivers will help you carry or install your child safety seat. Drivers are not permitted to lift or carry children.



Children as Eligible Riders

Children whose disability (as opposed to their age) would prevent them from using regular buses by themselves may be eligible for Dial-A-Colt. Very few children under the age of seven (5) meet this requirement. However, children under the age of seven (7) who are eligible must travel with a parent or a personal care attendant.

Older eligible children may be required to travel with a personal care attendant if the child is seriously disruptive or presents a safety hazard to themselves or other.

Children as Companions

Eligible riders may bring one (1) child as a companion and may bring additional children if space is available. The rider should ask the operator to find out if there is room.

The eligible rider must be able to manage the child by themselves or with the help of their personal care attendant.

Package Limitations

You may only travel with the amount of packages that will fit on your lap or at your feet. Your driver can help you by carrying up to two packages to and from the curbside that are no larger than grocery bags. You must carry any other packages either by yourself or with the help of an attendant or companion.

MAXIMUM 4 BAGS PER PASSENGER

Riders who wish to transport more than two bags of groceries (or anything else) are required to provide a transportable cart, additional fees may apply.

Traveling With Animals

Service Animals

You may bring your guide dog or other service animal that has been trained to help you with your disability. The service animal must be under your direct physical control and must be well behaved. It must not soil or damage the vehicle, bark, growl, or act in an aggressive or threatening manner. Your service animal must be on a leash at all times. You must tell the operator that you are bringing an animal when you make your reservation.

Pets

You may not travel with a pet on the Dial-A-Colt system.

Life Support Equipment

For medical reasons, some passengers need to have portable oxygen tanks with them while riding the van. We are able to transport oxygen tanks. However, for safety reasons, we do so with special care. All tanks must be firmly secured before the passenger can be transported. Tanks may be secured to wheelchairs, but Dial-A-Colt staff will need to confirm that the installation is safe. Otherwise, Dial-A-Colt can safely transport only small tanks. If you will be riding with an oxygen tank, please be sure to mention to the operator when you book your ride.

How Drivers Will Assist You

It is important to realize that Dial-A-Colt is a non-profit provider of transportation services and that our drivers are not trained or equipped to be personal care attendants. Unless a passenger has previously arranged for "special assistance," Dial-A-Colt drivers are only allowed to assist riders getting on and off the vehicle. They may also escort a rider to and from the sidewalk or another safe waiting area located next to the street, to the ground floor of an office complex, or to the entrance of a multi-story building.

Drivers can assist with up to two small grocery bags, or lend an arm to lean on while riders get into the van. The driver will help riders using wheelchairs on and off the lift and secure their mobility device in the van.

Wheelchair Lift

If a rider is unable to use the steps to board the van, the driver will board the passenger using the wheelchair lift. For reasons of personal safety and liability, passengers must remain seated in the wheelchair while the lift is in use. Wheelchairs and mobility devices that exceed ADA guidelines or cannot be secured satisfactorily may be refused.

Securement on Board

Dial-A-Colt will make all attempts to secure wheelchairs. However, if it exceeds normal size, the driver may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. Passenger safety is our first and foremost concern.

Dial-A-Colt requires that all riders use seat belts. Drivers may assist riders with their seatbelts, if requested, and drivers will also secure the tie-downs for a wheelchair passenger. If a rider is traveling with a child who is 5 years of age or younger, or weighs 60 pounds or less, then they must supply a “hook up” car seat.

Driver Appearance and Rules of Conduct

Dial-A-Colt drivers must be uniformed. They must participate in an intensive training period with a driver trainer. Drivers must also undergo a thorough background check through the Department of Motor Vehicles, and drug testing. For safety reasons, drivers may refuse to transport passengers who are disruptive or abusive.

Dial-A-Colt drivers have many responsibilities. Drivers are required to:

- Announce their arrival by honking the vehicle horn, if possible.
- Offer assistance, such as pushing your wheelchair or offering their arm to help you walk safely to the vehicle and assisting you in and out of the vehicle.
- Wear a uniform and a nametag.
- Carry a single small load of packages to the vehicle such as two (2) grocery bags.
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle.
- Be courteous at all times.
- Collect the fare listed
- Carry only the riders assigned to them along with attendants and companions, who have reservations.
- Go only to the destinations given by Dispatch.

Drivers are NOT ALLOWED to:

- Enter the rider's residence or go past the entrance of a public building.
- Leave passengers in the vehicle unattended.
- Perform any personal care assistance such as assisting riders to dress.
- Smoke, eat, or drink in the vehicle.
- Use a cell phone for personal calls, play loud music, or wear headphones.
- Be rude or harassing to the passengers.
- Take information from the rider about cancellations or changes in reservations.
- Accept tips, lift or carry riders, or carry wheelchairs up and down steps.

Drivers are not medical technicians, if there is a medical or health emergency on-board, such as a rider having a seizure or a dialysis patient bleeding, the driver will pull over, call 911, and wait for trained help.

Rider Responsibilities and Behavior

Riders, their companions, and their personal care attendants must be responsible in their use of Dial-A-Colt and follow our rules of conduct to ensure the safety and comfort of all riders and the driver.

Caregiver Responsibility

Some riders are mentally or cognitively impaired or have severe memory problems such that they cannot be safely left on their own at either the pick-up point or the drop-off point. It is the responsibility of the rider's caregivers or family to clearly identify these riders to Dial-A-Colt so that Dial-A-Colt can inform the driver and take appropriate precautions.

However, the driver cannot act as an attendant for these riders. Cognitively impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior in the vehicle.

An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off these riders, it can seriously disrupt the driver's schedule. If Dial-A-Colt encounters absences of an attendant or caregiver, service to the rider may be suspended and the situation reported to adult protective services.

Rider Behavior

Riders, companions, and personal care attendants **must:**

- Avoid no-shows and late or repeated cancellation of reservations.
- Get aboard the vehicle promptly, remain seated once on board, wear the seat belt, and keep arms, legs, and head inside the vehicle.
- Always pay a fare.

Riders, companions, and personal care attendants **must not:**

- Eat, drink, play radios or CDs aloud, or litter on the vehicles.
- Soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene.
- Distract the driver or interfere with the vehicle or equipment.
- Carry fireworks, flammable liquids, or weapons aboard the vehicle.
- Use abusive, threatening, or obscene language to other riders or any Dial-A-Colt staff.
- Commit violent or illegal actions.
- Fraudulently obtain Dial-A-Colt service for themselves or for others.
- Behave in ways that disrupt the service or delay the vehicle.
- Harass other riders or Dial-A-Colt staff, including racial, sexual, gender, or age-related harassment.

Penalties

The basic penalty for no-shows and late cancels is a 30-day suspension of service after 3 no-shows or late cancels in a calendar month. You will be warned in writing if you have accrued two no-shows or late cancels in 30 days.

If you are suspended and then continue to show a pattern of no-shows or late cancels after your original suspension has ended, you may subsequently be suspended for longer periods, as shown below.

	Period of Suspension
First suspension	30 days
Second suspension*	60 days
Third suspension*	90 days
Fourth suspension*	Indefinite pending demonstration that the problem behavior can and will be changed. Minimum 90 days.

*within two years of the previous suspension

You are not penalized for no-shows or late cancels that occur because of sudden emergencies, which make it impossible for you to cancel more than two (2) hours before

your trip. However, because only two hour's notice is needed to cancel, it is anticipated that you will usually be able to cancel in a timely fashion. You are not penalized for being a no-show if your ride arrived late, that is, after the end of the pick up window, or if a reservation error was made by Dial-A-Colt. You are encouraged to discuss your record with staff if you feel you have been "no-showed" in error.

Suspension is also the penalty of offenses other than no-shows or late cancels. Based on the seriousness and frequency of the offense, penalties generally follow the progressive procedure above. However, immediate indefinite suspension of service may be imposed if that is necessary to preserve the safe operation of Dial-A-Colt. Unless immediate suspension is warranted, a rider will receive a written or verbal warning before being suspended so that they can correct the behavior that is causing the problem.

Anyone who commits a physical assault or other illegal act will also be subject to criminal prosecution.

Exceptions to the Rules

Dial-A-Colt recognizes that some disabilities and health-related conditions may cause people to act in ways that may break some Dial-A-Colt rules. For example, a person with some conditions may have involuntary verbal outbursts. Dial-A-Colt will take disability-related conditions into consideration before suspending service. However, suspension will still be an option if it is necessary to maintain the safe operation of the system. In such cases, service can be restored when the rider and the rider's caregivers develop a plan to ensure that the safety of Dial-A-Colt is not compromised.

Complaints

Dial-A-Colt uses communication to and from our riders to keep track of how the paratransit system is operating. Please call to let us know when you have a problem, so that we can work to correct it for the future. If you have a problem on a trip, just give us your name, the date, and approximate time of your trip. We can identify the operator who made your reservation or the driver who provided the ride. You can make a complaint in any of the following ways:

- Tell the operator that you want to make a complaint.
- Call Dial-A-Colt and leave a message.
- Write to the Porterville Transit Administration Office.

A Supervisor will let you know that your complaint has been received. All complaints are acted on. You may be contacted to let you know the outcome of the investigation.

Praise

It's important to let staff know when things go well. Use any of the above methods to communicate your positive experiences. Your praise will be forwarded to drivers or other staff as you desire.

Comment Cards

All vehicles carry comment cards. Ask the driver for one. You can fill one out and give it to the driver or mail it in after your trip.

Survey

Once a year an independent survey firm does a large customer satisfaction survey of Porterville Transit riders. The surveys are conducted to a random sample of riders. Please help us by participating in the survey if you are asked.

Secret Riders

Dial-A-Colt also gets information from a few riders who keep detailed records on how their rides are going for about six months. In return for their help, these people are reimbursed with fare tickets. If you are interested in helping in this way, call Dial-A-Colt.

Lost and Found

Riders and their attendants and companions are responsible for keeping track of their personal possessions while traveling on Dial-A-Colt. If you discover you have left something on a vehicle, call our Transit Center to report it. If the item is found, you will be contacted and told where the item is being stored. You will have up to 30 days to retrieve it, before it is donated to charity. If you take a Dial-A-Colt ride to pick up your possession, you will be charged the normal fare.

OTHER SERVICES OFFERED BY DIAL-A-COLT

Dial-A-Colt Mobility Training Service

Mobility gives people independence. To provide transportation options for seniors and the physically challenged, Dial-A-Colt created our Mobility Training Program. Our mobility trainer will work one-on-one with individuals to teach them such skills as how to read the Porterville Transit bus schedule, where to catch the Porterville Transit bus they need, and so on. Our trainer will even ride with program participants on a repeated basis until they feel comfortable navigating the fixed route bus service or Dial-A-Colt on their own.

Tips for Dialysis Riders

This section is specially designed for Dial-A-Colt riders who go to dialysis treatments. It offers tips on how Dial-A-Colt service works and how dialysis riders can get the most from the service.

Do I get different service from others because I go to dialysis?

The same rules and procedures apply to all Dial-A-Colt riders. This section will help dialysis riders make sure their rides to the clinic go smoothly.

What key facts do I need to know?

1. **Consider setting up a “standing reservation” for your dialysis trips.**
(Not available at this time due to capacity constraints)

Many dialysis riders set up a standing reservation for Dial-A-Colt service. Once this reservation is in place, we regularly send a vehicle for your trip and you no longer have to call each time you want to go to dialysis. Check with Dial-A-Colt operators for information about standing reservations. It usually takes about a day to set up a standing reservation. Sometimes the exact pick-up time you want may not be available, but we will do our best to set up a schedule that works for you.

2. **Know the pick-up window for both your trip to dialysis and your return trip home.**

Be aware of your scheduled pick-up windows. Dial-A-Colt has a 15-minute pick-up window and you must be ready to go at the start of that window. The vehicle might arrive any time in the 15-minute window. Drivers have to follow a schedule because they have other riders to pick up and drop off. They cannot wait more than 5 minutes for you at your home or at the clinic.

3. **Be sure the driver can find you.**

Drivers cannot enter buildings beyond the ground floor entrance, to look for riders. If your apartment buildings or dialysis clinic has more than one entrance, make sure Dial-A-Colt knows the entrance where you will be waiting for your ride. Wait where the driver can find you without going past the door.

4. **If you won't be ready for your return trip, ask the clinic staff to call Dial-A-Colt.**

If you need extra recovery time or you have not stopped bleeding, and are worried you may miss your scheduled return ride, be sure the clinic calls Dial-A-Colt as soon as possible. This will give us more time to work on getting you another ride.

If you find you are not ready to go at your scheduled pick-up time more than a couple of times, talk to the clinic staff about changing your return time. Building in a little slack in your schedule is better than a long wait you may have. I few need to send a second vehicle to pick you up at the clinic.

Dial-A-Colt cannot transport you if you are bleeding. If you start bleeding while you are getting into the vehicle, the driver will return you to the dialysis clinic. If you start bleeding after departure from the clinic, the driver may contact emergency personnel (911) who are equipped to handle medical emergencies.

5. Do not try to make arrangements with the driver to come back for you.

If you are not ready when your driver comes for you, you must call Dial-A-Colt to arrange another ride. Do not ask the driver to return. The driver has a schedule to follow and must proceed on his or her route. A different driver will normally be sent to pick you up.

6. Call Dial-A-Colt if your ride has not arrived with your 15-minute pick-up window.

If your vehicle has not arrived within your scheduled window, ask the clinic staff to call Dial-A-Colt to check on your ride.

7. Pack a Snack

Some dialysis riders may need to eat soon after their treatment. If you bring a little food with you, then you will be prepared if your vehicle is delayed, or if other riders need to be dropped off first. We do our best to avoid unnecessary delays on dialysis return trips, but no rider can be guaranteed a direct trip home. Please note that snacks must be eaten before you get on a Dial-A-Colt vehicle. Eating and drinking are not permitted on the vehicles.

8. Let us know as soon as possible if your dialysis treatment schedule changes.

If you have a standing reservation with us, and the clinic changes the schedule of your dialysis treatments, you must call Dial-A-Colt immediately to let us know. If we send a vehicle for you based on your old schedule, you will be considered a “no-show.” Also, if you are going to be missing treatments for a few days, for example while in the hospital, you must call to suspend your standing reservation. If we send a vehicle and you are not there, you may be no-showed multiple times and possibly penalized. If you suspend your standing reservation, it can be started again.

On holidays, your dialysis clinic may operate on a different schedule. Check with the dialysis clinic staff before a holiday. If the dialysis clinic will be operating on a different schedule, the staff may have changed your reservation with Dial-A-Colt for trips during the holiday.

QUICK REFERENCE

Office Hours

Monday – Friday	6:15 am to 8 pm
Saturday	8:15 am to 6 pm

Office closed on Sundays

Vehicle Hours

Monday – Friday	7 am to 7 pm
Saturday	9 am to 5 pm
Sunday	Closed

Fares

*Each one way trip
(Exact fare only)*

General Fare	\$3.00
Senior/Disabled/Medicare Card Holder	\$1.50
Book of Tickets	\$30.00

Service Area

City of Porterville and a limited portion of Tulare County
¾ mile of fixed route (Porterville Transit) stops.

PHONE NUMBERS

Reservations	(559) 781-8104
Information	(559) 791-7800
Administrator	(559) 782-7448

Website

www.portervilletransit.com