

S T A F F R E P O R T

SUBJECT: Comprehensive Wheels Dial-A-Ride “Riders Guide”

FROM: Kadri Klm, Paratransit Planner

DATE: May 11, 2016

Action Requested

Discussion.

Background

In January 2016 WAAC commented on the Comprehensive Dial-A-Ride Riders Guide Table of Contents and were also encouraged to provide feedback on the Guide based on the Dial-A-Ride Operational Policies that were distributed at the meeting.

Discussion

LAVTA received comments from three members. The suggestions/comments included:

- I read the policy cover-to-cover. I do not see a way to simplify the document, as it looks like a legal document.
- Use bold letters for words such as “shared ride”, also use bold letters for the reservations days/hours
- Don’t use the word “complementary” as people may confuse it with the word “complimentary/free”
- Mention that DAR goes to San Ramon Medical Center
- Be specific about the service hours
- Include that drivers should not touch power wheelchair controls
- No need to identify repeat trip – standing order on your brochure. It might encourage people to do standing orders. The passenger can ask for this service and as an agency you have the option to cap it at 50% of total ridership.
- Might want a statement like—due to service demands, Dial A Ride is not able to take same-day reservations

- Might add an explanation on how/where to purchase Dial a Ride tickets
- A bullet on rider's responsibilities is really important!
- A bullet on driver's responsibilities
- Might add a bullet on how to voice a service concern or compliment
- A bullet on the WAAC and the opportunity for riders to come to meetings and provide feedback
- Phone numbers of fixed-route bus services and benefit of using these services
- A bullet on funders
- A bullet describing Para-Taxi program

Next Steps

Staff is aiming to publish the Comprehensive DAR Riders Guide in the Summer, 2016.

Attachment:

Dial-A-Ride Operational Policies