

## What Is Dial-A-Ride?



Dial-A-Ride is a complementary paratransit service offered by the City of Las Cruces. Dial-A-Ride provides curb-to-curb on-demand transportation service to qualified individuals with disabilities as defined by

the Americans with Disabilities Act and senior citizens.

Dial-A-Ride vehicles are wheelchair accessible and are operated by specially trained drivers.

### Who is Eligible for Dial-A-Ride Services?

Dial-A-Ride is available to ADA qualified individuals with disabilities and senior citizens age 60 and older who are unable to use regular fixed-route bus service.

### How to Apply for Dial-A-Ride Services.

Pick up an application form from the Dial-A-Ride office or call 541-2777 to have one mailed to you, have a personal doctor or other professional complete the Request for Professional Verification form, and return the completed application with verification to the Dial-A-Ride Coordinator.

Notification of your eligibility status will be mailed to you within 21 days after review of your application. When eligibility questions arise, the final determination will be made by an advisory board. Dial-A-Ride reserves the right to review eligibility at any time.

Dial-A-Ride services are also available to senior citizens who are registered with the Seniors Transportation Program. For more information about Senior Programs, call 528-3000.

## Eligibility Criteria

### ADA identifies three categories of individuals who are eligible for Dial-A-Ride services as follows:

- Any individual who is unable, as the result of a physical or mental impairment, to independently board, ride or exit from any vehicle on the fixed-route system if it is readily accessible to and usable by persons with disabilities.
- Any person with a disability who could use accessible fixed-route transportation, but accessible transportation is not available at the time and on the route that person needs.
- Any person with a specific disability that prevents the person from traveling to or from a bus stop.

This general criteria is to be used by a doctor or designated representative of a qualified social service agency. In each case, careful evaluation of an applicant's limitations should be made in determining eligibility.

If a person is capable of getting to and from a bus stop and able to board a regular public transit vehicle, that person is not eligible for Dial-A-Ride services.

Dial-A-Ride reserves the right to refuse transportation to any wheelchair user who cannot ride in a fully upright position or whose limbs are fixed and extend beyond the wheelchair. Wheelchair lifts can accommodate a weight up to 600 pounds.

## Scheduling A Ride

To request a ride call 541-2777 or 541-2541(TTY) Monday through Friday, between 8 am - 5 pm.

Dial-A-Ride accepts next day requests for ADA registered customers. Reservations may also be made up to 14 days in advance.

### Please have this information ready when you call:

Your name.

The date you need a ride.

The street address where you need to be picked up.

The street address where you are going.

The time you need to be at your destination.

The time for your return trip.

If an attendant or companion will be traveling with you.

If a service animal will be riding with you.

If you use a mobility aid such as a wheelchair, walker, or scooter.

### To provide the most efficient service to all customers, please keep the following information in mind when using Dial-A-Ride services:

- When scheduling a ride, allow extra time for medical appointments or other appointments that may take longer than expected.
- Be ready 15 minutes before your scheduled pickup time. Drivers will only wait five (5) minutes after your scheduled pickup time.
- If you plan several stops on a single trip, schedule each trip separately— Drivers cannot make unscheduled trips or stops.
- Bring a personal care attendant to help with groceries or other items. Please do not plan to bring more than you and/or the attendant traveling with you can handle without delaying the vehicle. Keep in mind that this is a shared-ride service and space is limited.
- For better scheduling, we may call you to request changes to your scheduled pick up time

**We only charge \$2.00.**

**There are donation boxes in all vehicles. Any donation would be greatly appreciated to off-set the cost of the ride.**



## CANCELLATIONS

Please notify the Dial-A-Ride office as soon as possible if you need to cancel a trip. This allows us to provide that trip opportunity to other riders.

Cancellations must be made the day before and no later than one hour before your scheduled pick up time.

## ASSISTANCE

**Personal Care Attendants** - Eligible riders who require assistance should bring a personal care attendant. The need to bring an attendant should be noted on the eligibility application and mentioned each time that service is requested to ensure adequate space on the vehicle. Personal care attendants ride free of charge.

**Companions** - A companion may accompany a qualified individual with a disability or senior citizen. Companions are required to pay a fare. Additional companions will be accommodated if there is enough space on the vehicle.

**Driver Assistance** - If requested, drivers will assist passengers in and out of the vehicle but they are not permitted to enter a building to provide assistance.

**Customers should bring only bags they can carry on. We have a bag limit of 4 paper sacks or 8 plastic bags.**



**We welcome suggestions and comments on Dial-A-Ride services. Please call the Dial-A-Ride office at 541-2777.**

1501 East Hadley, Bldg. A  
P. O. Box 20000  
Las Cruces, NM 88004  
Fax: 575-541-2545

## NO SHOW & SUBSCRIPTION SERVICE

**No Show** - A **No Show** occurs when a rider fails to board the vehicle for a scheduled trip, such as:

- The vehicle arrives on time and after waiting five (5) minutes past the scheduled pickup, the passenger fails to appear to board the vehicle.
- A late cancellation made less than one (1) hour before the scheduled pickup time, a cancellation at the door or a refusal to board the vehicle that has arrived within the pickup window will be considered a **No Show**.

*It is our goal to provide safe and efficient service to all riders but if patterns of intentional, repeated "No Shows" are found, riding privileges could be temporarily suspended.*

**For more information on this policy please contact us at 575-541-2777 or on the web at [www.las-cruces.org](http://www.las-cruces.org).**

**Subscription Service** - Subscription service is the practice of providing repetitive trips over an extended period of time without requiring that individuals call to request each trip. Subscription service is typically provided for trips to work, work training, education, specialized medical care, or other regular travel needs.

*Due to scheduling restrictions, requests for subscription service will be considered on a case-by-case basis.*

**Dial-A-Ride is not an ambulance service and cannot be requested for emergency.**

If any passenger interferes or is involved in any behavior detrimental to the safe operation of the vehicle or its passengers, his/her riding privileges may be revoked, suspended, or denied.

Dial-A-Ride operates in the same service area and during the same days and hours as those of RoadRUNNER Transit, regular fixed-route bus service. For current service hours, please call 541-2500.

Dial-A-Ride does not operate on Sundays or on certain holidays so check in advance before planning your trips.

**\$2.00 per one-way trip**

**\$60.00 for 30 tokens.**

**Exact change is required  
Drivers do not carry change.**

**Fare must be paid at pick up time.**



**RoadRUNNER Transit**



**PUBLIC  
TRANSPORTATION  
SERVICES**

**FOR  
ADA Qualified  
Individuals with  
Disabilities and  
Senior Citizens**

 **City of Las Cruces®**  
PEOPLE HELPING PEOPLE