

Personal Care Attendants:

Attendants who ride with a person certified to have an attendant will not be charged. The attendant must be identified at the time of certification. Individuals who are not certified as needing an attendant will be able to have one guest join them for their trip at the same cost per zone as paid by the certified individual. Additional guests will only be accommodated if space is available and advance reservations have been made with the dispatcher. Such additional guests will pay the regular \$3.00 fare per ride per zones traveled to use the system.

More Information:

For trip origins outside of the Dial-a-Ride/Lift service areas, the regular cab fare will be charged until the service area is reached. The Dial-a-Lift van cannot make trips outside of the service areas. Corridor travel between Eureka, Arcata, or McKinneyville will cost an additional ticket per zone traveled.

Dial-a-Ride/Dial-a-Lift is a shared ride system, and transports more than one passenger per vehicle when most productive to do so. You are expected to ride with passengers and the driver assigned to you by the dispatcher.

City Cab/HCAR vehicle rules include: Seat belts are required while riding in the front seat of the cab, pets are allowed on laps or in carriers to veterinary appointments only, smoking is not permitted, drivers will help with a reasonable number of packages only (limit is 3 bags of groceries), and do not plan on using Dial-a-Ride as an ambulance. Note: A service animal is allowed on DAR if it has been individually trained to provide assistance to an individual with a disability. A companion animal does not qualify and will be required to be in a pet carrier.

NO-SHOW POLICY: All No-Shows listed below occur within any 90-day period.

First No-Show: Notification will be mailed stating the date and time of the passenger's first No-Show violation.

Second No-Show: Notification will be mailed stating the dates and times of the first and second No-Show violations and warn of impending suspension should a third No-Show occur within the current 90-day time period.

Third No-Show: Notification will be mailed stating the dates and times of all three No-Shows and will notify the passenger of the one week suspension. This letter will include information on the appeal process.

Humboldt Transit Authority will contact the passenger to determine the dates of the suspension period. The suspension is applicable to both standing and demand-response trips. **TO AVOID A NO-SHOW STATUS PLEASE CANCEL YOUR TRIP 30 MINUTES PRIOR TO YOUR APPOINTMENT.**

For an application please visit us at 133 V St, Eureka, CA 95501, or visit us online at <http://hta.org>.

For more information please contact Humboldt Transit Authority at (707)443-0826.

Dial-A – Ride Rider's Guide

Introduction:

Humboldt County offers Dial-A-Ride services for persons who are unable to independently use transit buses or other fixed-route service due to a disability or health related condition some or all of the time. This service is provided as part of the requirements of the Americans with Disabilities Act (ADA).

There are specific requirements to be eligible for Dial-A-Ride. You must complete an application, have a physician complete an application, and then come in person, mail, or fax the application back to determine eligibility.
The number to fax your application is (707) 443-2032.

Currently the County contracts with City Cab to provide dial-a-ride, curb to curb transportation services within the region.

Humboldt County takes pride in providing high quality, safe, reliable and courteous transportation services which exceed out customers' expectations. To achieve this, the program is subsidized by the area Transit systems. Your fare covers only a very small portion of the overall cost of the trip, which averages \$25.00 each way

The following types of eligibility that may be granted are:

Conditional Eligibility – you are able to use the fixed route buses for some of your trips, and qualify for dial-a-ride service for other trips, **Unconditional Eligibility** – you must meet the criteria stated in the application process or you must be 72 years of age or older, or **Temporary Eligibility** - you have a health condition or disability that temporarily prevents you from using the fixed route buses.

The Humboldt Transit Authority reserves the right to conduct a re-certification process as necessary to keep our records up-to-date. Service will be provided only to persons who have been certified. Qualified Medical Professionals will be asked to assist in making the determination of certification by completing a form describing the applicant's disability. The final decision as to whether or not the applicant qualifies for Dial-a-Ride will be made by the Humboldt Transit Authority.

To help us accurately determine your eligibility for Dial-a-Ride, please fill out the application form as completely and thoroughly as possible. Once you have completed the form the Humboldt Transit Authority will determine if it will be necessary for an in-person interview.

SCHEDULING YOUR TRIP:

When you call in to schedule your ride, you will need to give the following information:

- Your Name
- The address you wish to be picked up at
- The address of your destination
- The time of your appointment
- Additional Guest (s), such as certified attendant
- If you need assistive devices, such as a wheelchair
- * Don't forget to schedule your return trip

After entering this information into the computer, the dispatcher will give you a time for pick-up. The computer will be used to assist the dispatcher in making the most efficient routes so that everyone gets to where they are going on time.

All passengers are expected to be ready at their scheduled pickup time to prevent other passengers from facing avoidable delays.

USING DIAL-A-RIDE IN THE EUREKA/ARCATA/MCKINLEYVILLE AREA:

For trips in the Eureka, Arcata, or McKinleyville Areas contact City Cab at 442-4555. Hours of operation are 6:00 a.m. to 7:00 p.m., Monday through Friday and 7:30 a.m. to 5:30 p.m. on Saturday. **TICKETS ARE REQUIRED, \$18.00 FOR A STRIP OF SIX (6) TICKETS (NO REFUNDS).**

Those who have folding wheelchairs and can transfer to a cab must use the regular cabs or mini-van instead of the Dial-a-lift wheelchair van. You MUST schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives. Drivers will only be able to make one stop and each time you get into the cab it will count as a separate trip and require new tickets.

For trips on Old Arcata Road, Manila, Samoa, Humboldt Hill, King Salmon, Fields Landing, College of the Redwoods, or Cullen contact HCAR at 443-7077. Hours of operation are 7:00 a.m. to 7:00 p.m., Monday through Friday and 7:30 a.m. to 5:30 p.m. on Saturday. You MUST schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives. Drivers will only be able to make one stop and each time you get into the cab it will count as a separate trip and require new tickets.

For your convenience, the phone number is printed on the tickets. Drivers will not wait if you are not ready or have left the requested pick-up location.

Holidays observed by Dial-a-Ride are New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day.

Nursing Homes/ Adult Daycare/ etc:

Riders picked up at these facilities should meet the driver in front of the main lobby, unless otherwise discussed prior. Drivers are not permitted to go to rooms to pick up riders. If someone other than the rider is responsible for the fare, please notify the dispatcher prior so that the fare can be collected. Drivers cannot assist riders into or out of facilities, so please have an assistant ready to help, if necessary. Riders will be dropped off in front of the main lobby.

SERVICE AREAS:

Eureka and Arcata-

This service area is the same as that for the Eureka Transit Service which includes Pine Hill, Myrtlewood, Bayside Mall, and Cullen (as far out as Campion Road). One ticket will be collected per trip. This service area is the same as that for the Arcata Transit Service. One ticket will be collected per trip.

McKinleyville-

The southern boundary begins at the Mad River, from the Pacific Ocean to the intersection of North Bank Road at State Highway 299. The northern boundary is U.S. Highway 101 at the Little River Bridge located by the Highway Patrol scales, and to Crannell Road where it crosses Bullwinkel Creek. The eastern boundary ends at the end of Hillier Road, and the western boundary ends at the end of Gwin Road. One ticket will be collected per trip.

HCAR Dial-a-Ride Service:

The expanded Care-A-Van public DARDAL service area generally includes Old Arcata Road between Eureka and Arcata city limits; Indianola Cutoff, State Route 255 including Manila and Samoa; Elk River Road; Humboldt Hill; King Salmon; Fields Landing; Cullen; Ridgewood Heights; and College of the Redwoods. Program boundaries are generally defined to service approximately 3/4 mile from the identified roadways and/or communities.

All trips must begin and/or end within the service area boundaries. The service areas are divided into seven (12) zones, and one (1) ticket will be collected per zone. The maximum of crossing zones per trip is three (3), and no more than three (3) tickets will be collected to accomplish one (1) single trip.

Ticket Information:

Dial-a-Ride tickets are \$3.00 each and are sold in books of six for \$18.00. Once you have been certified, tickets may be purchased by mail. You must plan your trip (s) 24 hours in advance, and plan on having tickets before you call for a ride. Ride reservations can be made up to 14 days in advance and can be made 7 days a week from 8:00a.m. to 5:00p.m. Requests for ticket purchases can be sent to:

Senior Resource
1910 California Street
Eureka, CA 95501

Eureka City Hall
531 K Street
Eureka, CA 95501

McKinleyville Senior Center at Azalea Hall
1620 Pickett Road
McKinleyville, CA 95521

Humboldt Transit
133 V Street
Eureka, CA 95501