



# Demand-Response and Dial-a-Ride Services

## Policies & Procedures

North Central Regional Transit District

August 2019

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Exhibits Maps - Service Areas

# I. Demand-Response Service

## **Goal**

It is the goal of the NCRTD to provide mobility options for those residents of Rio Arriba County and the City of Espanola that don't have a fixed route readily available to them.

## **Service Area**

Demand-Response service is available to Rio Arriba County and the City of Espanola residents that do not have a fixed route available to them or live within a 15-mile radius of the Espanola Transit Center located at Paseo de Onate at Calle Espinosa and in the Town of Taos within  $\frac{3}{4}$  of a mile of the #340 Chile Line Red Route

The communities of Arroyo Seco and La Puebla are included for ADA service only, during peak hours only on the Santa Fe and Chimayo routes. It is the policy of the NCRTD that demand-response service is curb-to-curb. Door-to-door service will be considered on a case-by-case basis.

\*(see Demand Response service area map Exhibit A)

## **Reservations for Service**

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one (1) day prior to the first trip, and up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service must be made at least one (1) day prior up to four (4) days in advance on a first come, first served basis. Same-day reservations are accepted only on a space available basis.

Requests for service shall be accepted from 6:00 a.m. to 5:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD 's voice messaging service. Passengers shall request both pick up and return trips when making reservations.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled to arrive at the pick-up location within a 30-minute time frame

## **Fares**

The fare for demand-response service is \$1.00 one-way for curb to curb service. The fare for approved door to door service is \$1.00 one-way. Payment for the fare must be in cash and in the exact amount. Payment is due at the time of boarding.

Passenger companions and personal care attendants shall pay a fare of \$1.00 one way. Additional guests will be scheduled on a space available basis, payment of the fare must be in cash and in the exact amount. All fares shall be paid at the time of boarding.

ADA eligible passengers outside of the 1 ½ mile ADA Paratransit service area and up to 15 miles from the Espanola Transit Center will be provided demand response service at no cost.

## **No Trip Purpose Restrictions**

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the NCRTD can be prepared to provide appropriate safety measures.

## **Hours and Days of Service**

The demand-response service shall operate from 6:00 a.m. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

New Year 's Day  
Dr. Martin Luther King Day  
Memorial Day  
Independence Day  
Labor Day  
Indigenous Peoples Day  
Veterans Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve Day  
Christmas Day

## **Inclement Weather**

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers provided during the reservation.

## **Lost and Found**

NCRTD will not be responsible for items left on vehicles. However, if found, item(s) will be held for a maximum of thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

## **Riding Demand-Response Service**

Demand-Response passengers shall be ready to go fifteen (15) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to fifteen (15) minutes before or fifteen (15) minutes after the scheduled pick-up time.

Example: If you schedule a 9:15 a.m. pick-up, the vehicle may arrive between 9:00 a.m. and 9:30 a.m.

This thirty (30) minute window (consisting of fifteen (15) minutes before to fifteen (15) minutes after the scheduled time) is called the "pick-up time period."

Drivers, after arriving within the pick-up time period, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a "no show" and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1-866 206-0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available vehicle will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

If you plan on having several stops during a single trip, please schedule each stop separately. Do not ask the driver to drop you off at a location that was not previously scheduled. All pick-ups and drop-offs must be scheduled through the office by calling 866-206-0754. Be sure to allow for a minimum of thirty (30) minutes between your first drop off and the second pick up for each round trip. Drivers are not permitted to wait for passengers.

Drivers have other pick-ups and drop-offs on the route. Please do not ask the driver to take

you home first or for special arrangements as this will cause delays in the schedule. Please schedule pick-up early enough to account for other pick-ups or drop-offs that may be completed during your trip. NCRTD cannot be responsible for any of passenger's late arrivals or missed appointments and does not guarantee arrival times.

Drivers are not permitted to enter a passenger's home under any circumstance.

### **Transportation of Children**

The minimum age for a child to travel alone aboard Demand Response service vehicles is 10 years of age. Children under the age of 10 must have a parent or guardian of legal age accompany them during transport.

### **"No Shows" and Cancellations**

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the "NCRTD office.

Riders will be suspended for seven days for no-shows if the following criteria are met:

1. No-shows represent 10 percent or more of their scheduled trips, AND
2. The rider has three or more no-shows.

Circumstances beyond the passengers control resulting in a No Show will not be counted against the passenger. Qualifying circumstances include but are not limited to passenger illness, family emergencies, mobility aid failure, cancelled or delayed appointments, adverse weather conditions, and other similar circumstances. Qualifying circumstances will be evaluated on a case-by-case basis by the Transit Operations Director. The passenger will be given an opportunity to appeal the suspension before the suspension takes effect.

### **Carry-On Packages**

There is a five (5) bag limit or what the passenger can carry comfortably for all groceries and goods purchased during the scheduled trip. The driver will hand them to the passenger but will not carry them out of the store or into their home. The bus operator will assist an individual to get on or off the bus.

If an individual needs assistance beyond this, The District recommends that he/she be accompanied by a personal care attendant or companion.

## **II. Dial-a-Ride Service**

## **Goal**

It is the goal of the NCRTD to provide mobility options for those residents of the Pojoaque-Nambe area that do not have a fixed route readily available to them.

## **Service Area**

Dial-a-Ride service\* is available to the Pojoaque-Nambe area residents that do not have fixed route service available to them. It is the policy of the NCRTD that Dial-a-Ride service is Curb-to-Curb. Door-to-Door service will be considered on a case-by-case basis.

\* See Maps Exhibit B–Dial-a-Ride Service Area

## **Reservations for Service**

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one (1) day prior and up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service may be made at least one (1) day prior and up to four (4) days in advance.

However, single trip reservations may be made up to one (1) hour in advance on the same day where space is available.

Requests for service shall be accepted from 6:00 a.m. to 5:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD 's voice messaging service. Passengers shall request both pick up and return trips when making reservations.

Trips shall be scheduled to begin no more than one (1) hour before or after the desired departure time. The trip shall be scheduled to arrive at the pick-up location within a thirty (30)-minute time frame.

## **Fares**

There is no fare for Dial-a-Ride service.

## **No Trip Purpose Restrictions**

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the NCRTD can be prepared to provide appropriate safety measures.

## **Hours and Days of Service**

The Dial-a-Ride service shall operate from 8:00 a.m. to 4:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

New Year's Day  
Dr. Martin Luther King Day  
Memorial Day  
Independence Day  
Labor Day  
Indigenous Peoples Day  
Veterans Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve Day  
Christmas Day

## **Inclement Weather**

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers provided during the reservation.

## **Lost and Found**

NCRTD will not be responsible for items left on vehicles. However, if found, the item(s) will be held for a maximum of thirty (30) days.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

## **Riding Dial-a-Ride Service**

Dial-a-Ride passengers shall be ready to go fifteen (15) minutes before the scheduled pick up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to fifteen (15) minutes before or



fifteen (15) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:15 a.m. and 9:45 a.m.

This thirty (30) minute window (of fifteen (15) minutes before to fifteen (15) minutes after the scheduled time) is called the "pick-up time period."

Drivers, after arriving within the pick-up time period, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a "no show" and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1-866-206-0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

If you plan on having several stops during a single trip, please schedule each stop separately. Do not ask the driver to drop you off at a location that was not previously scheduled. All pick-ups and drop-offs must be scheduled through the office by calling 866-206-0754. Be sure to allow for a minimum of thirty (30) minutes between your first pick-up and the second one for each round trip. Drivers are not permitted to wait for passengers.

Drivers have other pick-ups and drop-offs on the route. Please do not ask the driver to take you home first or for special arrangements as this will cause delays in the schedule. Please schedule pick-up early enough to account for other pick-ups or drop-offs that may be completed during your trip. NCRTD cannot be responsible for any of passenger's late arrivals or missed appointments and does not guarantee arrival times.

Drivers are not permitted to enter a passengers' home under any circumstance.

Drivers are not permitted to handle passengers' personal belongings.

## **Transportation of Children**

The minimum age for a child to travel alone aboard Dial a Ride service vehicles is 10 years of age. Children under the age of 10 must have a parent or guardian of legal age accompany them during transport.

## **"No Shows" and Cancellations**

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the NCRTD office.

Riders will be suspended for seven days for no-shows if the following criteria are met:

1. No-shows represent 10 percent or more of their scheduled trips, AND
2. The rider has three or more no-shows.

Circumstances beyond the passengers control resulting in a No Show will not be counted against the passenger. Qualifying circumstances include but are not limited to passenger illness, family emergencies, mobility aid failure, cancelled or delayed appointments, adverse weather conditions, and other similar circumstances. Qualifying circumstances will be evaluated on a case-by-case basis by the Operations and Facilities Director. The passenger will be given an opportunity to appeal the suspension before the suspension takes effect.

## **Carry-On Packages**

There is a five (5) bag limit or what the passenger can carry comfortably for all groceries and goods purchased during the scheduled trip. The driver will hand them to the passenger but will not carry them out of the store or into their home. The bus operator will assist an individual to get on or off the bus.

If an individual needs assistance beyond this, NCRTD recommends that he/she be accompanied by a companion.