

# Temporary Changes to Dial-A-Ride

**Due to on-going staff shortages and increased demand, we are making the following temporary changes to Dial-A-Ride services effective August 2, 2021:**

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- Same day reservations will only be available for ADA qualified passengers. Though available, ADA riders should be aware that many of our time slots are filling a week or more in advance. Same day reservations may not be available many times of the day.
- Same day reservations will be limited to one round trip daily.
- We cannot accommodate guests at this time. Only personal care attendants (PCA) will be allowed to travel and riders are reminded to notify your customer service representative when you book your reservation that you will be accompanied by a PCA.
- We are not accepting new subscriptions at this time. If you are on a current subscription, and it is up for renewal, your subscription will be renewed but only for an additional 30 days.

**In addition to these temporary restrictions that apply daily, on a day-to-day basis, based on demand and driver availability, we may be forced to introduce additional measures as follows:**

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- We may call riders with reservation for non-essential trips and ask you to change your scheduled pick up time or reschedule for another day.
- We may limit your daily ridership to no more than 4 rides per day.
- We may increase our pick-up window to +/- 30 minutes.
- We may decline same day requests to rebook missed rides.