

What is StarMetro

Dial-A-Ride?

In compliance with the Americans with Disabilities Act (ADA), the Dial-A-Ride Service provides curb-to-curb paratransit services to persons with ADA-qualifying disabilities who reside and are traveling within $\frac{3}{4}$ mile of StarMetro's fixed route system. All paratransit vehicles are wheelchair accessible, and door-to-door services are provided when needed. If passengers are experiencing a life-threatening event, they should call 911.

How do passengers register for Dial-A-Ride?

Passengers may download the application for paratransit service from Talgov.com/StarMetro or request that one be mailed to them by calling **850.891.5199**. Section C of the application must be filled out by a licensed medical professional. The applicant will be notified of their eligibility to participate in the Dial-A-Ride Program within 10 business days of receipt of a completed application. Completed applications and supporting documents may be faxed to 850.891.5143 or mailed to:

StarMetro Office
555 S. Appleyard Drive
Tallahassee, FL 32304

Scheduling a ride

Call **850.891.5199**. Reservations can be made Monday-Saturday from 6 a.m. to 10 p.m. and on Sundays from 11 a.m. to 7 p.m. Passengers can schedule trips up to 14 days in advance, but they must call before 5 p.m. to make reservations for next day service. The driver may arrive up to an hour before the time passengers request to be dropped off. When making a reservation, don't forget to factor in the amount of time it will take to get from the drop-off point to the destination. Trips can also be scheduled online at Talgov.com/StarMetro.

Who can ride Dial-A-Ride?

Anyone whose disability prevents them from boarding or riding StarMetro's fixed route buses may qualify for Dial-A-Ride. Citizens who are not disabled but are 60 years of age and over may also use these services from 9 a.m. to 3 p.m., Monday-Friday.

How to prepare for a Dial-A-Ride trip?

A reservation specialist will give passengers an estimated pickup time. They will also receive a phone call or text message 15 minutes prior to their driver arriving at the curb.

Dial-A-Ride Service

StarMetro Office
850.891.5199

Talgov.com/StarMetro

Revised: June 12, 2019



Dial-A-Ride hours of operation

Dial-A-Ride (DAR) transportation is provided Monday-Friday from 6 a.m. to 10 p.m., Saturday from 7 a.m. to 11 p.m., and Sunday from 11 a.m. to 7 p.m.

Dial-A-Ride fares

The fare is \$2.50 for each trip. Passengers must have exact change or Dial-A-Ride tokens as the drivers do not carry money. Ten-ride token cards can be ordered through the call center and delivered to the passenger's door on their next trip.

Personal belongings

Personal belongings (i.e. groceries, luggage, etc.) are the sole responsibility of the passenger. There is a limit of two (2) bags per passenger. Dial-A-Ride drivers are not responsible for passengers' packages or personal belongings, nor are they expected to assist passengers with those items.

CALL US TODAY

RESERVATIONS: 850.891.5199
TDD USERS: 1.800.955.8771



Personal Care Attendants or Escorts

A personal care attendant (PCA) rides free, as does a working service animal (SA). However, both the PCA and SA must be registered in the system before the trip is scheduled, and one or the other must accompany a passenger during all travel on the Dial-A-Ride vehicles. An escort (i.e. family member or friend) may accompany a passenger on their trip with common origin and destination if there is space available on their dates of travel (registered DAR customers have priority). Escorts must pay the \$2.50 fare for each trip.

Title VI / Nondiscrimination

StarMetro assures the Federal Transit Administration and the Florida Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family, or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Florida Civil Rights Act of 1992, as well as other applicable Federal statutes, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

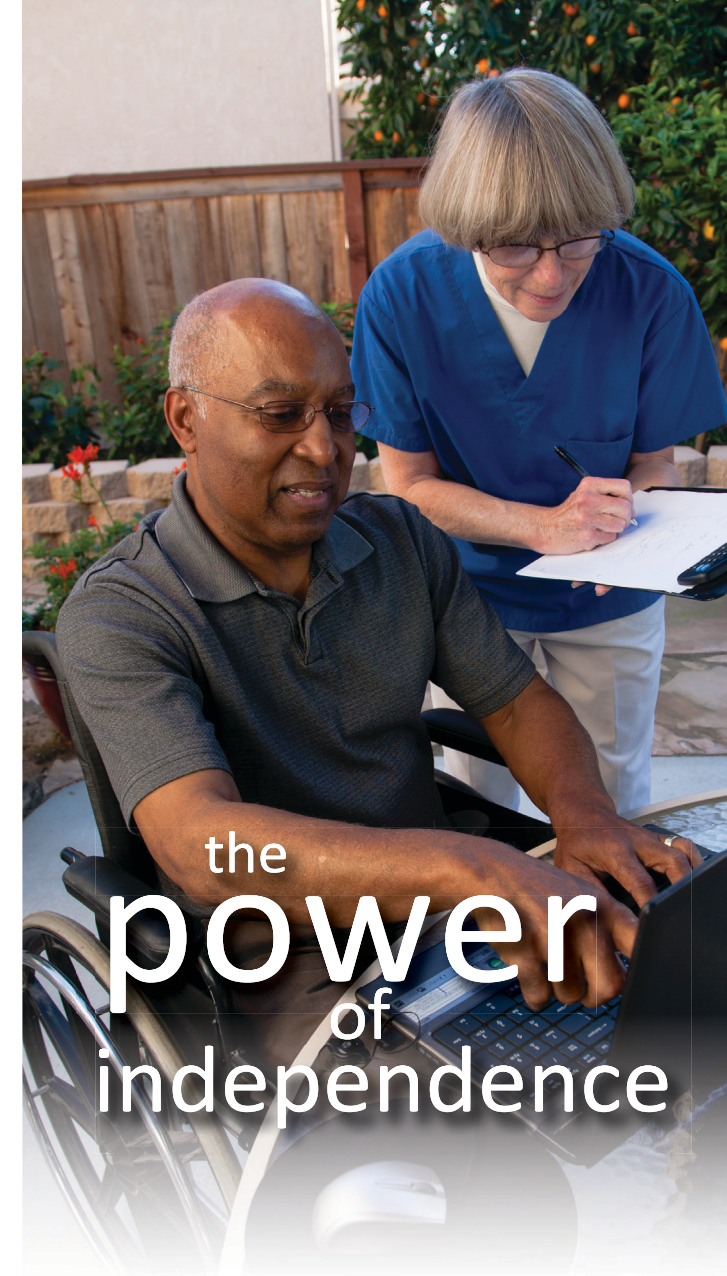
Cancellations, Limitations

If a passenger needs to make changes to a scheduled trip, they should call in advance as soon as possible. Cancellations must be made at least one hour in advance of the scheduled pick-up time or it will be considered a "No Show." Excessive "No-Shows" could lead to suspension of service. Same-day requests for transportation or alternate pickup times may not be accommodated.



The City of Tallahassee manages all Dial-A-Ride services through StarMetro.

StarMetro offices are located at
555 S. Appleyard Drive
Tallahassee, FL 32304



the
power
of
independence

"Dial-A-Ride gives me the independence and peace of mind to get around town safely."
— Ramona Peters