

SCHEDULING RIDES

Reservations for the Door-to-Door service and the Stop-to-Stop service must be made at least 24 hours in advance by calling 382-7827 or 875-7827. Dispatchers will answer the phone between 6:30 a.m. and 5:00 p.m., and trips may be scheduled from 7:00 a.m. to 5:00 p.m., Monday through Friday. **Drivers cannot** take reservation requests or trip changes from passengers.

PREPARE FOR YOUR CALL

The first time you call, the dispatcher will ask you for your name, address, telephone number, date of birth and whether you have any special needs of which STAR should be aware. STAR will retain this information in your customer file record. If any of your information changes, please let STAR know so that your client file will always be current and correct. **It is extremely important to keep your phone number up to date.** Text and voice notifications regarding your bus arrival will be sent to the primary phone number on file. If the number is not correct you will not receive these notifications.

The following is the information the dispatcher will need to schedule your specific trip:

- Name
- Date of Travel
- Origin and Destination Address
- Desired pick-up time or arrival time (for appointments)
- Whether you utilize a mobility device, such as a wheelchair or walker
- Whether you are visually impaired and may need assistance
- Whether you will require the lift for assistance
- Whether you will be traveling with a personal care attendant

Once you have provided your information the dispatcher will check the times for your ride. The dispatcher may do this when you are on the phone, but please know that during very busy times the dispatcher may take your information and call you back. The dispatcher will offer you a time(s) for your ride(s). You may either accept that time or ask for another time. STAR will make every effort to schedule your trip at the desired times. The ADA allows the ride to be scheduled up to one hour before or one hour after the requested times. There may be times when the bus is full at the requested time and no more rides may be scheduled to the driver. This is considered a full service, not a denial of a ride. You may be

asked to consider a different day or time for your trip. STAR tries to accommodate all rider's requests, but there are times that it is just not possible given the number of riders and drivers.

RETURN TRIPS

STAR requires return trips to be scheduled at the same time original trips are scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a trip for that time. If you are ready to return before your scheduled time, please call STAR. We will make every effort to pick you up at the earlier time. If you are detained in a medical appointment, please call the office (before the bus arrives) to see if your bus can be scheduled for a later time. STAR will try to accommodate these types of changes but may not always be able to do so.

Drivers are not permitted to wait for a passenger to "run in" to the post office, grocery store, etc. The passenger must have a return trip scheduled in order to have a trip home.

ON TIME PERFORMANCE

Door-to-Door Service and Stop-to-Stop Service

Please be ready to go 15 minutes before the scheduled pick-up time. STAR makes every effort to arrive as close to the scheduled pick-up time as possible. However, service will be considered on time if it is within 15 minutes before or 15 minutes after the scheduled pick-up time.

- Example: If your scheduled pick-up time is 9:30 am the vehicle may arrive between 9:15 am and 9:45 am.

As a courtesy, you will receive a text and voice notification when the bus is within a few minutes of your pick-up point. **HOWEVER, it is still YOUR responsibility to be watching for the bus 15 minutes before and 15 minutes after your scheduled ride time.**

Drivers will wait up to 3 minutes for a passenger. Passengers who are not at their scheduled pick-up point and ready to go by that time will be considered a "no-show" and the driver will leave. The driver will not return for a second attempt. Please see No-Shows on page 9.

If you do not show up for the first leg of your trip, your return trip will automatically be cancelled unless you call the office to keep the ride.

NEGOTIATING A TRIP REQUEST

STAR is not always able to accommodate all requests. ADA allows for a negotiated pick-up time of up to one hour on either side of the request. STAR makes every effort to offer trip times as close as possible to those requested. However, if a rider refuses the negotiated trip time, it is considered a customer trip refusal and not a denial of service. Riders should be aware that the trip may be shared with other STAR customers in compliance with ADA laws.

There may be times when the bus is full at the requested time and no more rides may be scheduled to the driver. This is considered a full service, not a denial of a ride. You may be asked to consider a different day or time for your trip. STAR tries to accommodate all rider requests, but there are times that it is not possible given the number of riders and drivers.