

How to Dial-A-Ride

1

Give us a call



Call **209-668-5600** between 9 a.m. and 5 p.m. to schedule a trip.

Requests made outside these hours or on holidays will be returned first thing during the next business day.



Call at least one day before you want to make a trip.

Reservations can be made up to seven days in advance. Same-day reservations are possible based on availability.



If you need to cancel your trip, notify us by phone no later than 24 hours in advance.

No-Show Policy available at turlocktransit.com.

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Tell us where you want to go



When you call, have the following information ready:

- » Phone number
- » Pick-up address
- » Destination address
- » Desired destination arrival time
- » Type of mobility aid, if any
- » If you also need a return trip
- » Number of people traveling under the same reservation



We will give you a pickup time window.

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Enjoy the ride!



Be ready at your pickup time. Unless told otherwise, the driver can only wait **three minutes** after they arrive.

Delays make it difficult to stay on time for subsequent trips.



Be visible at the entrance of your pick-up location.

Drivers are not allowed to enter a private residence.



Enjoy the ride! Make sure to follow Turlock Transit rules.



What if you're in a wheelchair?



When you make your reservation, specify that you will be in a wheelchair.



All Dial-A-Ride buses are wheelchair accessible with either a lift or a ramp.



Wheelchairs must be in good working order.

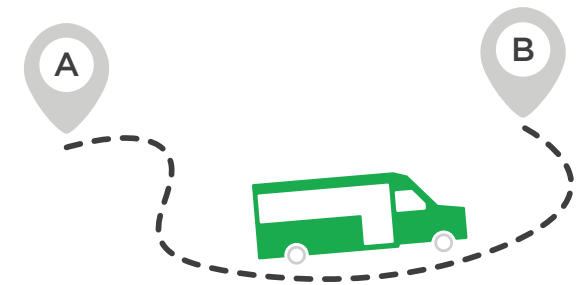


We recommend that passengers in wheelchairs wear a lap belt.

What is Dial-A-Ride?

Dial-a-Ride (DAR) is an origin-to-destination paratransit service for eligible individuals that include **persons with disabilities, those 65 years of age and over, Medicare cardholders, and elementary school students.** In some circumstances, Dial-A-Ride service is available to the general public.

See "Eligibility" on the back of this guide for more information about who can use Dial-A-Ride.



Hours of Service

Day	Turlock	Denair
Monday-Friday	6 a.m. to 9 p.m.	7 a.m. to 8 p.m.
Saturday	9 a.m. to 7 p.m.	10 a.m. to 6 p.m.
Sunday	No service	No service

Holidays

Limited Service	No Service
» Dr. Martin Luther King Jr. Day	» New Year's Day
» Veterans Day	» President's Day
» Day after Thanksgiving	» Memorial Day
» Christmas Eve	» Independence Day
» New Year's Eve	» Labor Day
	» Thanksgiving Day
	» Christmas Day

Note: Limited Dial-A-Ride service is equivalent to Saturday service hours.

Title VI Civil Rights

Civil Rights

The City of Turlock is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

Programs, Policies, and Activities

The City assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, the City will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency.

Civil Rights Complaints

If you believe you have been subjected to discrimination under Title VI, you may file a complaint in writing to Title VI Coordinator, City of Turlock, 156 South Broadway, Suite 230, Turlock, CA 95380-5454; by phone at (209)668-5540; or online using complaint forms and instructions at turlocktransit.com.

Revised March 1, 2018



Dial-A-Ride Guide



HOW-TO

ELIGIBILITY

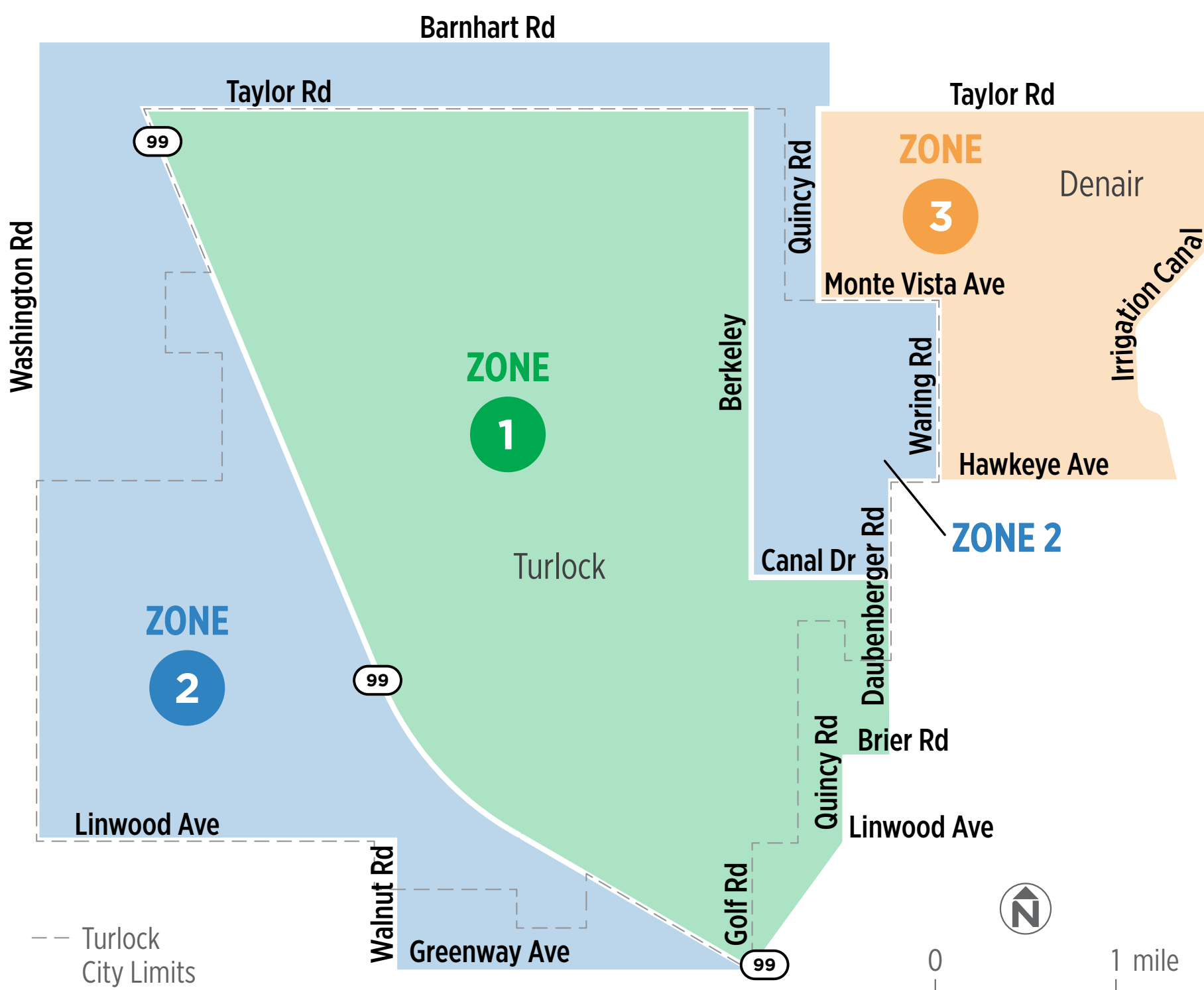
FARES



209-668-5600
turlocktransit.com

f [facebook.com/turlocktransit](https://www.facebook.com/turlocktransit)
t [@turlocktransit](https://twitter.com/turlocktransit)

Dial-A-Ride Zone Map



Eligibility

Eligibility by Zone

1

Trips that start and end in Zone 1 are eligible to:

- People with disabilities
- Medicare cardholders
- Seniors age 65 and over
- Students (K-6)

2 3

Trips that start or end in Zone 2 or 3 are eligible to:

Everybody

ADA Paratransit Eligibility by MOVE Stanislaus

Getting an assessment for paratransit disability status is now a free, centralized process for Stanislaus County.

Call **209-232-5092** between 8 a.m. and 5 p.m.

No application form.

You may need to have an in-person assessment to determine your eligibility status.

The process is free, including rides to and from the assessment site in Turlock.

For more information call 209-232-5092 or visit movestanislaus.org.

One-Way Fares

Type of Passenger	1	2	3
ADA Eligible			
» Persons with disabilities	\$2.50	\$2.50	\$3.50
» Medicare cardholders			
Senior Citizens Age 65 and Over	\$2.50	\$2.50	\$3.50
Elementary School Students (Grades K-6)			
» Trips to and from school only	\$3.00	\$3.00	\$3.00
General Public	Not eligible	\$2.50	\$3.50
Individuals Travelling in Groups			
» Two or more passengers riding together	\$1.50	Per person fare for groups of 2 (all zones)	
» Must travel under same reservation	\$1.00	Per person fare for groups of 3+ (all zones)	
» Above zone eligibility rules apply			
Children Age 0-5	Free		
» Must ride with a paying adult	Limit of two children aged 0-5 per adult		

Rules for Riding Turlock Transit



Eating and drinking are not allowed on the bus.



Limit of three shopping bags per rider.



Use headphones with all audio devices.



Profanity and unruly behavior is not tolerated.



Children under 9 must be accompanied by an adult.



Shoes and a shirt must be worn while on the bus.



Weapons of any kind are prohibited on the bus.



Smoking is not allowed on the bus or at bus stops.



Carts, walkers, and strollers must be folded and kept out of the aisle.



Pets in carriers are permitted if they fit on your lap.



For safety reasons, avoid talking to the driver while the bus is in motion.



Priority seating area for seniors and persons with disabilities.

Subscribe to Dial-A-Ride

After using Dial-A-Ride for two weeks, you can call us to request recurring trips.

Pickup and drop-off points must be the same.

Your subscription for recurring rides will continue automatically until you ask for it to change.

Notify us by phone to cancel your subscription or an individual trip.

No-Show Policy available at turlocktransit.com.