

# DIAL-A-LIFT

## *On the Move*

January 2012 • Issue 1

Greetings! Dial-A-Lift staff would like to wish you and yours a happy, healthy, and prosperous New Year. 2012 will bring a few changes and enhancements to your Dial-A-Lift service to keep you "On the Move."

### ***New Services!***

#### **Night-Before Courtesy Calls & Automated Ride Confirmation**

Dial-A-Lift is launching our Interactive Voice Response (IVR) system. Starting Monday, January 23, 2012, you will receive night-before calls reminding you of your rides for the next day. We will also have an automated line to confirm or cancel your rides.

- Any time of day or night, simply call **360-705-5806**. You will be prompted to enter a "Client Number" and "4-Digit Security Pin".
- You can find these numbers printed on your address label on the mail panel. The first is your "Client Number" and the second your "4-Digit Security Pin".

#### **Book Your Rides Online**

Starting Monday, January 23, 2012, you can book and cancel rides online.

- Any time of day or night, visit **[www.bookyourDALride.com](http://www.bookyourDALride.com)** and follow the prompts.

In addition to our new services, you can still book, cancel, or confirm rides by calling our scheduling line **360-754-9393** during normal business hours: Monday-Friday 8 am to 5 pm, Saturday and Sunday, 9 am to 4 pm. Or, you can call our 24-hour cancellation line **360-705-5827**, any time, to cancel a ride.



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#### **Winter Weather**

In the event of severe winter weather, you may experience delays in your Dial-A-Lift service due to road and traffic conditions. We recommend you dress warmly for your travels and contact your destinations to make sure they are open. We appreciate your patience as we do our best to provide safe service.

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# Scheduling A Ride

Please remember to have the address of your travel destination available when you call to schedule a ride. Due to the number of calls, we do not have time to look up addresses for you. When you need to schedule multiple rides, please consider calling during our slower time, between 10 am and 12pm.

Also, please record important trip details on a calendar or day planner. Record your pick-up and return times as well as your destination. This will help keep track of your rides and avoid confusion if you have multiple trips scheduled.

## One to Five Day Booking Window

When booking rides, you can call as early as five (5) days or with as little notice as one (1) day before the date of travel. With a limited number of vans and drivers available, waiting until the day before may limit the times we have available for you. Scheduling rides five (5) days ahead will likely increase the chances of getting your requested ride time.

If you have last-minute transportation needs, please call us and we will do everything we can to assist you. We accommodate same day ride requests on a time and space available basis.

## Reduced Fare Permits

Seniors, age 65 and older, and people with disabilities are entitled to reduced fares on most Puget Sound area transit systems, with a reduced fare permit. Eligibility is based on age, disability, or possession of a Medicare card. In order to get a permit you must complete an application and pay a one-time \$3.00 processing fee. For more information, call Customer Service at **360-786-1881** or email **customerservice@intercity-transit.com**.

## What Can I Bring With Me?

When using our Dial-A-Lift service, you may bring a reasonable number of items with you. However, please keep in mind:

- The driver can only assist you with one trip to and from the van.
- No one item may exceed 30 pounds.
- For safety reasons, we cannot transport large items such as lumber, furniture, or appliances.

# What is a “Standing Ride?”

A “standing ride” is an established ride that occurs at least once a week for an extended period of time. You can request a standing ride by calling **360-754-9393**. Once established, you will not have to call each week to schedule your ride. However, it may take several weeks to establish your standing ride. You must continue to schedule your ride through the normal scheduling process until we call to tell you the standing ride is established.

Once we have set up your standing ride, please remember to cancel it when you no longer need it or don't need it for a specific time. Failure to cancel a standing ride within two hours of your scheduled pick-up time will result in a “no-show.”

On the state holidays listed in the chart to the right, standing rides – except for dialysis rides - are cancelled. If you still need your ride on these days, you are responsible for calling and scheduling a ride for that day.

### Standing Rides Cancelled On:

Martin Luther King, Jr. Day

Presidents Day

Memorial Day

Independence Day - 4th of July

Labor Day

Veterans Day

### No Dial-A-Lift Service On:

New Year's Day

Thanksgiving Day

Christmas Day

# FREE One-on-One Travel Training



Are you interested in taking the fixed-route bus for some of your trips? Do you have a new wheelchair or scooter and need some practice getting on and off either Intercity Transit's fixed-route buses or Dial-A-Lift vans? If you hesitate to ride the bus because you don't know what to do - try our Travel Training program. It's free and available to anyone who wants to learn the "ins and outs" of our transit system. You and our Travel Trainer meet in person. You travel to the bus stop together, ride actual routes in real-time, review bus schedules, destination points, fares – everything you need to know to ride the bus.

Learning how to ride fixed-route buses and using it for transportation has no impact on your Dial-A-Lift eligibility. Contact Jane Bohannon, Travel Trainer, at **360-705-5879** to set up an appointment today!

## Pick-Up Window & Driver Wait Time



Our driver may arrive up to 15 minutes before or after your requested pick-up time.

For example, if you request a 9 am pick-up, the driver may arrive as early as 8:45 am or as late as 9:15 am. Please be ready and waiting for your ride at the earliest time of your pick-up window to avoid missing your ride.

We have many clients with appointment times we strive to uphold; once drivers have arrived within the pick-up window, they can **only wait 5 minutes** before proceeding to their next destination.

## Eligibility Letters

When you receive your initial eligibility or recertification letter, please review it thoroughly. It may include detailed instructions that could impact how you use our service and, in some cases, your eligibility may be conditional. Please feel free to contact us if you have questions.

## Sharing the Ride

When using our Dial-A-Lift service, you may ride with other clients who have similar transportation needs. In order to be as efficient as possible, we try to group rides together. At times we will take you directly to your destination and other times the driver will need to pick-up and drop-off other clients along the way. The Americans with Disabilities Act requires the length of Dial-A-lift trips be comparable to the length of trips on our fixed-route bus service. Our driver's cannot control all circumstances such as heavy traffic and weather conditions. Our driver's main focus is to get you to your destination, safely. We appreciate your patience and understanding.

## Hints to make sharing the ride a success

When booking your ride, let the call taker know:

- If you need to arrive at a destination by a certain time or have an appointment; and
- If you will have a guest or a personal care attendant traveling with you.
- When requesting a pick-up time, plan for a realistic travel time to arrive at your destination.
- Have your fare ready when you board the van. Be prepared to show your monthly pass or purchase a pass from the driver. Monthly passes cost \$15 with a reduced fare permit, daily passes cost \$2, and one-way rides cost \$1. Your Dial-A-Lift eligibility card is not a bus pass.

# 2011 Dial-A-Lift Survey

Market Research firm Corey, Canapary and Galanis conducted a Dial-A-Lift Customer Survey this summer to learn from you, our clients, where we meet and exceed your expectations and where we could improve. As a market research firm, Corey, Canapary and Galanis had many years experience in paratransit surveys, including work with various transportation agencies. The survey was conducted with 450 randomly selected riders and was administered by telephone with professional researchers.

## The purpose of the survey was to:

- Provide an objective evaluation of our Dial-A-Lift paratransit service
- Gather satisfaction ratings from Dial-A-Lift clients
- Identify who uses Dial-A-Lift and how they use the service
- Highlight potential improvement areas
- Establish baseline performance data for future comparison

Though results of the survey were overwhelmingly positive, Dial-A-Lift is committed to improving our service. Improvement areas include minimizing the length of time clients spend on-hold, ensuring the timeliness of trips during the busiest times of day, and accommodating same-day short notice changes for medical appointments.

Learning more about our clients and their satisfaction helps us better understand individual needs and focus on specific areas of training for our drivers and dispatchers. Dial-A-Lift will schedule regular follow-up surveys every 3 to 5 years to ensure we continue to understand the needs of those we serve.

You can view the detailed survey summary on the Dial-A-Lift page of our Web site, [intercitytransit.com](http://intercitytransit.com). For survey highlights, see page 5.

# Thank you

to all our clients who participated in the survey!

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## Comments from Survey Participants:

*It is absolutely a wonderful service. **The drivers have been very pleasant and I am extremely appreciative of it.** My husband died last year, and I have really felt kind of desperate sometimes.*

*My mother is 80 years old, and the **Dial-A-Lift service is a tremendous help** to her.*

*[Dial-A-Lift] has allowed me to become an active part of the community. I volunteer, I do church functions . . . **Dial-A-Lift has been instrumental in getting my life back.** I used to just lie around and sleep all day. All the drivers go out of their way to be courteous.*

### Survey data revealed . . .

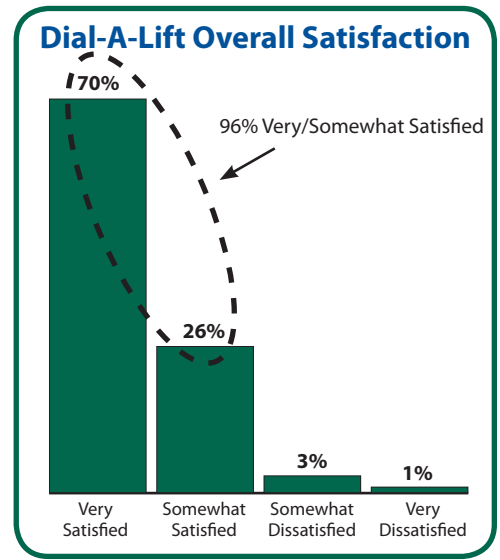
*the average Dial-A-Lift client is 68 years old, Caucasian, and female. 54% of clients listed physical mobility issues as their primary impairment.*

# 2011 Dial-A-Lift Survey Highlights

You can view the detailed survey summary on the Dial-A-lift page of our Web site, [intercitytransit.com](http://intercitytransit.com).

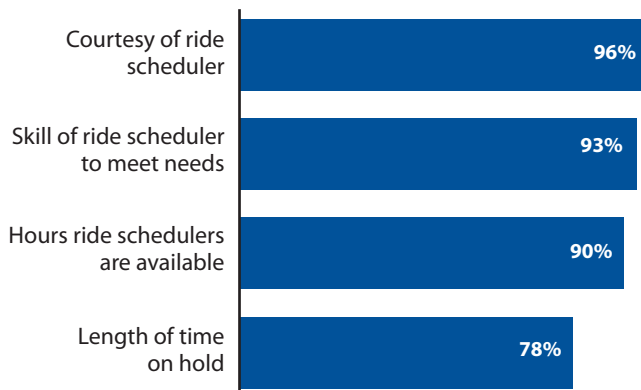
## Dial-A-Lift Overall Satisfaction

- **96%** of clients reported they are “Very” or “Somewhat” satisfied with their experience with Dial-A-Lift during the last year.
- **95%** of clients rated Dial-A-Lift’s service on a specific trip “Excellent” or “Good”.
- **93%** of clients rated the overall condition of the vehicle “Excellent” or “Good”.
- **88%** of clients rated comfort of the ride “Excellent” or “Good”.
- **88%** of clients rated condition and ease of use of seat belts “Excellent” or “Good”.



## Reservation Service Experience

Percent (%) rating attribute “Excellent” or “Good”



## Reservation Service Experience

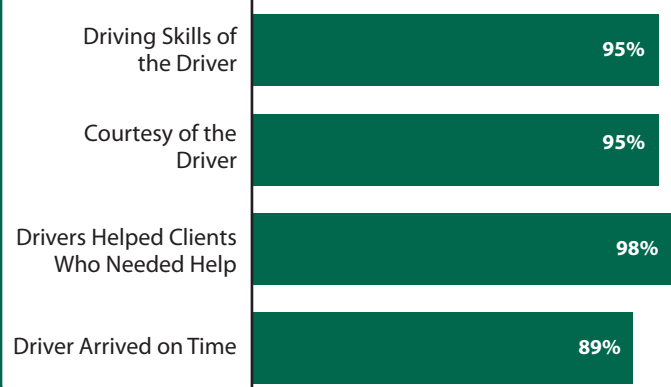
- **96%** of clients rated the courtesy of the ride scheduler “Excellent” or “Good”.
- **93%** of clients rated the skill of the ride scheduler to meet their needs “Excellent” or “Good”.
- **90%** of clients rated hours of ride scheduler availability “Excellent” or “Good”.
- **78%** of clients rated the length of time on hold “Excellent” or “Good”.

## Driver Qualities:

- **95%** of clients rated the driving skills of the driver “Excellent” or “Good”.
- **95%** of clients rated the courtesy of the driver “Excellent” or “Good”.
- **94%** of clients rated the driver’s skill and care in tying down their wheelchair or scooter “Excellent” or “Good”.
- **98%** of clients surveyed who needed help said the driver helped them.
- **94%** of clients said either the driver announced themselves at the door or the rider was outside or at the curb when the driver arrived.
- **89%** said the driver arrived on time, within the “pick-up window”.

## Driver Qualities

Percent (%) rating attribute “Excellent” or “Good”



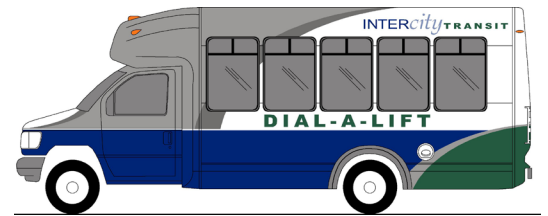
# We Welcome Your Comments

Do you have a comment or concern regarding your experience riding Dial-A-Lift? We want to hear from you! You can complete a comment card, available on our vans or contact Customer Service by:

phone: **360-786-1881**

TTY: **360-943-5211**

E-mail: **tellus@intercitytransit.com**



## Contact Us

**Emily Bergkamp**, Dial-A-Lift Manager, **360-705-5893**

Emily oversees day-to-day Dial-A-Lift operations.

**Jerry Howell**, ADA Coordinator, **360-705-5896**

Jerry takes care of certification of Dial-A-Lift Clients.

**Mike Serrienne**, Operations Assistant, **360-705-5870**

Mike can send you a Dial-A-Lift application or keep you up-to-date on your application progress.

**Ride Scheduling Office**, **360-754-9393**

Contact Our Dispatch Specialists: Christina, Matt, Curtis, Erin, David, Doug, Tom, and Sadiq to schedule rides and answer your questions and concerns.

**Monday - Friday, 8 am - 5 pm**

**Saturdays & Sundays, 9 am - 4 pm**

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P.O. Box 659, Olympia, WA 98507-0659

Dial-A-Lift Scheduling: 360.754-9393

Customer Service: 360.786.1881

[www.intercitytransit.com](http://www.intercitytransit.com)

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