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TO: Dial-A-Ride Passengers
FROM: Amy Dooley, DART Supervisor
Date: June 17, 2016

Beginning July 18, 2016, Dial-A-Ride will change the ride booking process. Rides will be booked on the hour and on the half hour with a 20 minute window. For example:

On the Hour Pickup Time Example: An 8:00 am ride will be scheduled from 7:50-8:10 am

On the Half Hour Pickup Time Example: An 8:30 ride will be scheduled from 8:20 – 8:40 am

Although passengers may experience frustration at not being offered more ride time choices throughout the hour, passengers and the community will experience several benefits to this booking strategy, including:

- Improved overall ride availability
- Shorter call times when booking rides
- A consistent 20-minute window for standing order rides at the same time each day
- Scheduled ride times that are much easier to remember

Dial-A-Ride Dispatchers will start offering the new ride times based on the hour and the half hour for passengers booking rides in July. By July 18th all scheduled rides will fall into one of the two timeslots; on the hour or on the half hour.

Additionally, current passengers with standing orders rides will need to reschedule their ride times to one of the new 20-minute booking times. Dial-A-Ride will contact each passenger directly to help them update their standing order ride times; however, because passenger contact information changes often, it may be difficult to reach all passengers with current standing order ride times. **Dial-A-Ride encourages all passengers with current standing order rides to call (989) 837-6940 and work with a dispatcher to update each of their standing order rides.**

At Dial-A-Ride we recognize changes to ride times can be confusing for our passengers who rely upon us for their transportation needs. If you have concerns about the new policy and how it will affect your rides, please call (989) 837-6918 to speak with Dial-A-Ride Supervisor, Amy Dooley.