

DUTCHESS COUNTY DIAL-A-RIDE

What is Dial-A-Ride?

Dial-A-Ride is a curb-to-curb transportation service open to the general public.

Who is Eligible?

In order to serve the special transportation needs of the public, the service is offered only to those who need it. If an individual can use the regular LOOP bus service, that individual is not eligible for Dial-A-Ride service.

One must be a resident of and have a trip origin in the following communities: Towns of Amenia, Dover, East Fishkill, Fishkill, Hyde Park, North East, Pine Plains, Poughkeepsie, Stanford, Wappinger, Washington, or the City of Poughkeepsie.

Where does the service operate?

Dial-A-Ride service operates in the Towns of Amenia, Dover, East Fishkill, Fishkill, Hyde Park, North East, Pine Plains, Poughkeepsie, Stanford, Wappinger, Washington, or the City of Poughkeepsie according to schedule.

Registration

In order to access Dial-A-Ride, an individual must register with LOOP prior to riding. To register, it is required that an individual fill out a registration form and return it to the address below. Dial-A-Ride staff will verify that the information is complete and notify each individual, by mail, as to their registration status.

Mail registrations to:

Dutchess County Division of Mass Transit
Dial-A-Ride
14 Commerce Street
Poughkeepsie NY 12603
(845) 452-7433

Information provided on the registration form helps establish eligibility for the Dial-A-Ride service and compliance with mandated reporting requirements.

What are the Fares?

	Fare
Senior Citizen	\$1.00 one way
Veteran	\$1.00 one way
General Fare	\$3.50 one way
When schedule allows, drivers will make additional stops within a municipality, however each additional stop will constitute a new fare.	

Reservations

Passengers must plan activities so that reservations may be made ahead of time.

Passengers must call for reservations at **452-7433** as early as possible when in need of medical transportation. Dispatchers will accept reservations up to 30 days in advance and no later than 3 days before the desired date of service between the hours of 9:00 am and 1:00 pm, Monday through Friday. **(You must have an approved registration on file before making a reservation.)** Call Dial-A-Ride for a registration form or fill out one online, print it, sign it and return the completed form to **Dutchess County LOOP Bus System, 14 Commerce Street, Poughkeepsie, New York 12603.**

To cancel a reservation, please call Dial-A-Ride at least 24 hours before the scheduled trip. Late cancellations will require payment for the missed trip.

For reservations, call 452-7433. If no answer, call 473-0171.

When a ride is scheduled, passengers must tell the dispatcher exactly where they are going, including additional stops. The driver has a schedule to follow which cannot be changed.

Passengers are limited to a maximum four shopping bags or parcels. If a passenger requires help, s/he must ask the driver for assistance.

On all shopping trips, passengers are to be advised of the time and location to meet for the return trip.

Passengers should wait inside their homes until 10 minutes before the scheduled pick-up time so that the dispatcher may call if there will be a delay.

Passengers should allow a 15 minute leeway in scheduled pick-up time. Be ready 15 minutes early, but be prepared to wait 15 minutes longer than the scheduled pick-up time.

Passengers should try to be patient, as drivers may be delayed due to road conditions.

Reservations, cont.

Passengers must ask for help if assistance is needed to board or alight a vehicle. Drivers may not leave the bus unattended for any reason. Bus operators are not permitted to leave the bus to accompany passengers to or from the curb at any time.

Passengers must place fares in the fare box on their own. Those who are unable to do so may receive assistance from drivers. Passengers must pay with exact fare. Bus operators are not permitted to make change or accept tips.

Patrons who wish to express a concern or make a suggestion should attempt to resolve the matter with Dial-A-Ride. Those matters that cannot be resolved with Dial-A-Ride may be brought to the attention of LOOP management or the Dutchess County Administrator at 473-0171, or the appropriate Advisory Board representative.

Late Cancellation Sanction Policy

1. Any passenger whose pattern of cancellations exceeds five (5) cancellations in one month will be sanctioned for one month following the fifth cancellation. Any pre-arranged trips will be canceled until the following month.
2. Any passenger whose pattern of cancellations exceeds fifteen (15) cancellations in three months will be sanctioned for three months following the fifteenth cancellation. No further trip requests will be taken until two months and twenty-seven days after the sanction period is expired.
3. All patterns will be determined on a concurrent basis. A passenger whose pattern of cancellations exceeds any of the preceding guidelines must have twelve consecutive weeks of less than five (5) cancellations per month before his or her clock starts again.

Holidays

All major holidays will be observed. The Dial-A-Ride Advisory Board will have the option of declaring additional holidays.

Weather Cancellation Policy

Cancellations due to poor driving conditions will be announced on all local radio stations as early as possible in the morning. If the weather changes during the day, radio announcements will be ongoing.

If it is necessary to delay Dial-A-Ride service, all pick-ups scheduled before 11:00 am will be cancelled for the day.

If road conditions do not improve by 11:00 am, Dial-A-Ride service will be canceled for the remainder of the day. Local radio stations will announce the cancellation between 11:00 am and 12:00 pm.

Dial-A-Ride Advisory Board

The Dial-A-Ride Advisory Board, consisting of Dutchess County Mass Transportation and community representatives, discusses policy and addresses problems and concerns expressed by the program's passengers and drivers. The Advisory Board is chaired by the Dutchess County Transit Administrator.

Participating Town Supervisors, the Mayor of Poughkeepsie and Taconic Resources for Independence may appoint a representative to the Advisory Board.

Division of Mass Transportation

All operation policy decisions will be the sole responsibility of the Division of Mass Transit. The Division of Aging Services and the Dial-A-Ride Advisory Committee will be consulted with, as appropriate, before any policy or service modification is enacted that may significantly impact the method or scope of services delivered to senior citizens.

DUTCHESS COUNTY DIAL-A-RIDE SCHEDULE

Municipality	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
City of Poughkeepsie						
Local, South Road Malls, Adams, 44 Plaza		✓		✓		
1 Bushwick Drive, Lagrange				✓		
Fishkill		✓ 2nd Tues.of the Month				
129 Clove Branch Road, East Fishkill		✓ 2nd Tues.of the Month				
Town of East Fishkill						
Local	✓				✓	
Beacon	✓					
Fishkill	✓		✓		✓	
South Rd. Malls			✓			
Town of Fishkill						
Local & Beacon		✓				
Poughkeepsie & South Rd. Malls		✓				
Town of Hyde Park						
Local		✓				
City & Town of Poughkeepsie		✓				
South Rd. Malls		✓				
Fishkill		✓ Last Tues.of the Month				
North East Community Center - serving residents of the following towns: Amenia, Dover, North East, Pine Plains, Stanford, Washington						
Dutchess County	✓	✓	✓	✓	✓	✓

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DUTCHESS COUNTY DIAL-A-RIDE SCHEDULE, cont.

Municipality	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Town of Poughkeepsie - North						
Local, City & Town of Poughkeepsie	✓			✓	✓	
Fishkill	✓ 1st Mon.of the Month					
Town of Poughkeepsie - South						
Local, City & Town of Poughkeepsie	✓		✓		✓	
Fishkill			✓ 1st Wed.of the Month			
Town of Wappinger						
Local	✓		✓	✓	✓	
Poughkeepsie & South Rd. Malls		✓	✓	✓		
Fishkill	✓		✓	✓		
Castle Point		✓			✓	

DUTCHESS COUNTY DIAL-A-RIDE REGISTRATION FORM, cont.

Please provide the name of a person who could be contacted in case of an emergency:

Name _____

Address _____

Phone _____

Part 3. I, the undersigned registrant, state that the information provided on this form is true and complete to the best of my knowledge and agree to release it to Dutchess County for the purpose of establishing my eligibility.

Signature of
Registrant: _____

Date: _____

Return completed registration to:

Dutchess County Dial-A-Ride
14 Commerce Street
Poughkeepsie, NY 12603

For further information call: (845) 452-7433