



East Valley Dial-a-Ride

July/August 2000



Scottsdale Adds Sunday Dial-a-Ride Service!

Beginning Sunday, July 2, 2000, EVDAR will provide regular DAR service for seniors and disabled passengers within the city of Scottsdale from 7:00 a.m. until 7:00 p.m. You may make your reservations up to two days in advance and we recommend calling as soon as possible because you may experience a longer wait if you call the same day.

Holiday Service Schedule for EVDAR

In observance of **Independence Day** on **Tuesday, July 4**, the following dial-a-ride service schedule will be in effect:

- In Chandler, Gilbert, Mesa, Scottsdale, and Tempe service will be provided from 7 a.m. until 7 p.m.
- Transfers to and from Phoenix Dial-a-Ride can be made from 7 a.m. until 7 p.m. on Independence Day.
- ADA service will be available in the City of Tempe and within $\frac{3}{4}$ of a mile of the fixed routes outside of Tempe. Contact EVDAR for the exact area covered.
- East Valley Dial-a-ride encourages passengers to schedule **all** trip requests in advance for Independence Day.
- Remember, you should make a reservation for a medical appointment at least one day before. This additional time allows EVDAR to better prepare your trip to give you enhanced service.

Valley Metro local bus service will only be available in and around the City of Tempe on Independence Day.

Summer Is Coming!

It's difficult to keep large dial-a-ride vans as cool as we would like during Arizona's hot summer months. Air conditioners normally lower the inside temperature of a van by about 20 degrees. So when it's 95 degrees outside, the interior can usually be cooled to a comfortable 75 degrees. When the outside temperature rises to 110 degrees, however, the temperature inside the van may not stay that cool.

Passenger Self-Sufficiency

Dial-a-Ride passengers must be able to care for themselves, control their bodily functions, and be capable of making decisions. Under certain circumstances, a Personal Care Attendant (PCA) may be required to help a passenger fulfill the purpose of his or her trip. If you require assistance, please contact the East Valley Dial-a-Ride customer advocate at (480) 633-0101, option 6. The TTY number, for persons with hearing/speech impairments, is (480) 813-8759.

ADA Certification

If you'd like more information about ADA certification or would like to become certified, please call the Valley Metro ADA Certification Office at (602) 495-5777.

Fixed Route Service May Work For You!

Look for the August 2000 Valley Metro Bus Book for the latest improvements to our growing fixed-route bus system. The cities of Phoenix, Mesa, Scottsdale, and Tempe will be adding bus service on several routes.

The city of Phoenix is announcing new Sunday and holiday local bus service at 60-minute frequency from 6 a.m. to 8 p.m. on all routes. **This will result in 7-day-a-week service in Phoenix for the first time in almost 50 years.** For more information on fixed-route bus service, including trip-planning assistance, call Valley Metro at (602) 253-5000.

Door-to-Door Service

East Valley Dial-a-Ride provides first-floor, door-to-door service for those passengers who need assistance. This includes assisting the passenger to or from the first-floor foyer or lobby of a business, store, or other establishment that might offer shelter or protection to a waiting dial-a-ride passenger. In the event that there is no foyer, lobby, management office at an apartment complex, or other shelter, the driver will help passengers needing assistance to and from the bottom of any staircase.

Dial-a-ride vehicles will travel only as far into a parking area as is safe to do so without backing up. Therefore, passengers must board and deboard at a mutually agreed upon location. **The driver will not enter a household unless it is a health or safety emergency.** The driver may, however, notify a care attendant of the passenger's arrival should the passenger require assistance.

Suggestions?

Do you have a suggestion on how to improve East Valley Dial-a-Ride service? If so, please take a minute to jot it down and send it to: Gary Bretz, RPTA, 302 N. First Ave., Suite 700, Phoenix, AZ, 85003. Comments or complaints about specific incidents should be directed to the Valley Metro Customer Relations Office at (602) 253-5000.

Name (optional) _____

Telephone (optional) _____

East Valley Dial-a-Ride

ADA SERVICE HOURS

Chandler/Gilbert/Mesa	MON-FRI	4 AM-7 PM
Chandler/Gilbert/Mesa	SAT	6 AM-7 PM
Scottsdale*/Tempe	MON-SUN	4 AM-Midnight

* The city of Scottsdale provides ADA service on Sunday only within $\frac{3}{4}$ of a mile of bus Route 72-Scottsdale/Rural Road.

Holiday ADA service will be available in the City of Tempe and within $\frac{3}{4}$ of a mile of the fixed routes outside of Tempe.

SERVICES FOR SENIORS & PERSONS WITH DISABILITIES

Chandler/Gilbert/Mesa/ Scottsdale	MON-SAT	7 AM-7 PM
Chandler/Gilbert/Mesa	SUN	7 AM-7 PM
Tempe	MON-SUN	4 AM-Midnight
Chandler/Gilbert/Mesa/ Tempe	Holidays	7 AM-7 PM

CALL HOURS

Chandler/Gilbert/Mesa/ Scottsdale	MON-SAT	6:15 AM-6:15 PM
Chandler/Gilbert/Mesa	SUN	6:15 AM-6:15 PM
Tempe	MON-SUN	3:45 AM-11:15 PM
Chandler/Gilbert/Mesa/ Tempe	Holidays	6:15 AM-6:15 PM

To schedule a transfer to or from the city of Phoenix the day before your trip, you must call the dial-a-ride provider where your trip begins before 4 p.m.

PHONE NUMBERS

To schedule a trip (480) 633-0101, option 4
Information (480) 633-0101, option 6
TTY-TDD (Hearing/speech impaired ONLY)..... (480) 813-8759
