

Do I Qualify?

Dial-A-Ride is designated for persons who are not able to access the fixed route city bus system due to a functional disability. This does not include those who find it *difficult* or *uncomfortable* to ride the city bus.

Cities Area Transit (CAT) operates fixed route buses that have wheelchair lifts or are low-floor with a kneeling feature to better serve riders who use a mobility device. All CAT vehicles are wheelchair accessible!

Cities Area Transit offers free personalized travel training for anyone who would like to learn how to use the fixed route city bus system. For more information, contact our office: 701-746-8108



Cities Area Transit
P.O. Box 5200
Grand Forks, ND 58206-5200
Phone: 701-746-8108
Fax: 701-746-2582

*Cities Area Transit Dial-A-Ride Transportation for persons with Disabilities Frequently Asked Questions**



*To Schedule a Ride:
Call 701-787-9120*

*6:30 am - 5:30 pm M-F
7:30 am - 5:30 pm Saturdays
Closed on Sundays and Holidays*

*To request an application:
Call 701-746-8108*

*Website:
www.grandforksgov.com/bus*

**Please obtain a copy of the official CAT Paratransit Rider's Guide for a complete listing of rules and regulations*

What is Dial-A-Ride?

Dial-A-Ride is a complementary paratransit service for disabled persons who are not able to utilize the fixed route city bus system. Eligible riders may schedule rides within the city limits of Grand Forks, ND and East Grand Forks, MN for **\$3.00** per trip.

Dial-A-Ride service is available during the same operating hours as the fixed route city buses:



7:00 am-10:00 pm
Monday - Friday

8:00 am-10:00 pm
Saturdays

Closed Sundays and Holidays

Dial-A-Ride does not operate like a taxi service. Please keep in mind that you must:

- Call to schedule your destination and return trips at least one day in advance
- Notify us at least two hours in advance if you wish to cancel your trip
- Limit your carry-on items to the equivalent of one armload or two grocery bags

Passengers will be picked up as close to their scheduled time as possible, and they should expect to share their ride with other passengers. Keep in mind that paratransit trips may take a comparable amount of time as they would on a fixed route city bus.

Will the Driver Assist Me?

The driver will assist you to and from the outside door of your home or building. Drivers are **NOT** permitted to:

- Enter your residence or other buildings
- Lift or carry passengers or wheelchairs up and down steps
- Perform any personal care assistance

Can I Bring Someone With Me?

You may bring along one guest on Dial-A-Ride trips. The guest must also pay \$3.00 per trip. Those whose disability requires them to have assistance from another person may bring along a personal care attendant ("PCA") free of charge. Eligibility to have a PCA is determined during the Dial-A-Ride application process.

If a guest or PCA will accompany you on a trip, you must notify us at least one day in advance.

How Do I Schedule Rides?

Rides must be scheduled by calling **787-9120** at least one day in advance during our regular office hours:



6:30 am-5:30 pm
Monday - Friday

7:30 am-5:30 pm
Saturdays

Closed Sundays and Holidays

Can I Cancel My Ride?

If you are not able to go on a scheduled ride, please call to cancel. Rides may be canceled no less than two hours in advance by calling **701-787-9120**. If no one is available to take your call, please leave a message.

Please be ready to go at your scheduled time. If you fail to appear for a ride, it will be considered a "no show." If you have more than four no shows in a thirty day period, it may result in suspension from the service.

How Do I Sign Up?

Eligibility for Dial-A-Ride is determined through an application process. Applications can be obtained online at www.grandforksgov.com/bus or by calling 701-746-8108.