

**Central Transit
Dial-A-Ride and Paratransit**

July 1, 2017

Service hours are:

Monday – Friday: 7:00 am – 9:30 pm

Saturday 8:30 am – 8:30 pm

Sunday 9:30 am – 8:30 pm

Service/description	Dial-A-Ride	Paratransit
Service provided	Door-to-door: from where you start to where you want to go	
Eligibility requirements for riders	<p>Screening is required</p> <ul style="list-style-type: none"> - 5 questions - Immediate determination 	<p>Screening is required</p> <ul style="list-style-type: none"> - 6-page assessment of disability including section from medical professional - Must have a medically-confirmed disability preventing you from using the public transit or Dial-A-Ride services.
Personal Care Assistant	No fare is charged and the Assistant has a reserved seat	
Rider from out of town/other transit service wants to ride on CT	Rider presents letter or from other transit service stating they meet eligibility for level of service	
Scheduling a ride	48 hours in advance	1 day in advance
	Call HopeSource Mon-Fri 8am-4pm (509) 933-2287 Visit HopeSource @700 E Mt View #501, Ellensburg, WA 98926	
Pick-up time may be negotiated with rider at time of scheduling ride	May be no more than 1 hour before or after rider's requested time, and is agreed to before ride scheduling is finalized	
Rider's pick-up window	Transit service may arrive at rider's location within +/- 15 minutes of requested pick-up time	
Future ride scheduling	No more than 14 days in advance	
Priority for certain types of rider trips	Prioritization of medical over other trips	All rider's trips are treated the same; no priority is given based on where or when the rider travels