

What is StarMetro

Dial-a-Ride?

In compliance with the Americans with Disabilities Act, the Dial-a-Ride Program provides curb-to-curb transportation within ¼ mile of StarMetro's fixed route system and door to door service is provided as needed. All vehicles are wheelchair accessible.

How do I register for Dial-a-Ride?

Call the StarMetro office at **850.891.5199** to request a Dial-a-Ride application package, or you can download the application from StarMetro's website at: **Talgov.com/StarMetro**

A Dial-a-Ride application with a physician's documentation of disability must be submitted to confirm certification and eligibility. You will be notified of your eligibility within 10 business days of receipt of your completed application. You can fax your application and supporting documents to **850.891.5143** or mail to:

**CTC Office - 555 Appleyard Drive,
Tallahassee, FL 32304**

Scheduling a ride

Just call **850.891.5199**. The call center is open Monday through Saturday from 5 a.m. to 10 p.m. and Sunday from 11 a.m. to 7 p.m. Dial-a-Ride service may be scheduled up to 14 days in advance. When making a reservation for next day service, call before 5 p.m. When scheduling your ride, allow at least 15 minutes to get from the vehicle to your appointment location. You can also schedule your trip online at:

Talgov.com/StarMetro

Who can ride Dial-a-Ride?

Those whose disability prevents them from boarding or riding StarMetro's fixed route buses may qualify. Citizens 60+ who are not disabled may use Dial-a-Ride services weekdays between the hours of 9 a.m. and 3 p.m.

How to prepare for my DAR trip?

Your reservationists will give you an estimated pickup time; however, be ready an hour before your appointment. DAR is not an emergency transportation provider. If a life-threatening event occurs, call 911.

dial-a-ride Service

Dial-A-Ride Office
850.891.5199
Talgov.com/StarMetro

Revised: May 11, 2016



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Dial-a-Ride hours of operation

Dial-A-Ride transportation is provided city wide Monday-Friday from 6:30 a.m. to 7 p.m. to citizens with a qualifying disability. Evening and weekend service is available within ¾ mile of StarMetro's fixed route coverage area between 7 to 10 p.m. and 7:30 a.m. to 7 p.m. respectively.

Dial-a-Ride fares

The fare is \$2.50 one way and you must have exact change as the drivers do not carry money. Fare cards (electronic or paper) may be purchased.

Personal Belongings

Personal belongings (i.e. groceries, luggage, etc.) are the sole responsibility of the passenger. There is a limit of two (2) bags per rider. Dial-A-Ride drivers are not responsible for, nor expected to assist, riders with packages or personal belongings.

CALL US TODAY

RESERVATIONS: 850.891.5199
TDD USERS: 1.800.955.8771



Companion Riders

A companion (i.e. family member/friend) may accompany you on your trip with common origins and destinations; these trips require a fare and will be scheduled on a space available basis. A certified personal care attendant rides free as a companion and a working service animal may accompany you at all times.

Title VI / Nondiscrimination

StarMetro assures the Federal Transit Administration and the Florida Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Florida Civil Rights Act of 1992, as well as other applicable Federal statutes, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.



Cancellations, Limitations

If you need to change plans, please call as soon as possible. Cancellations must be made at least one hour in advance of the scheduled pick-up time or it will be considered a "No Show." Same-day requests for transportation or alternate pickup times may not be accommodated.

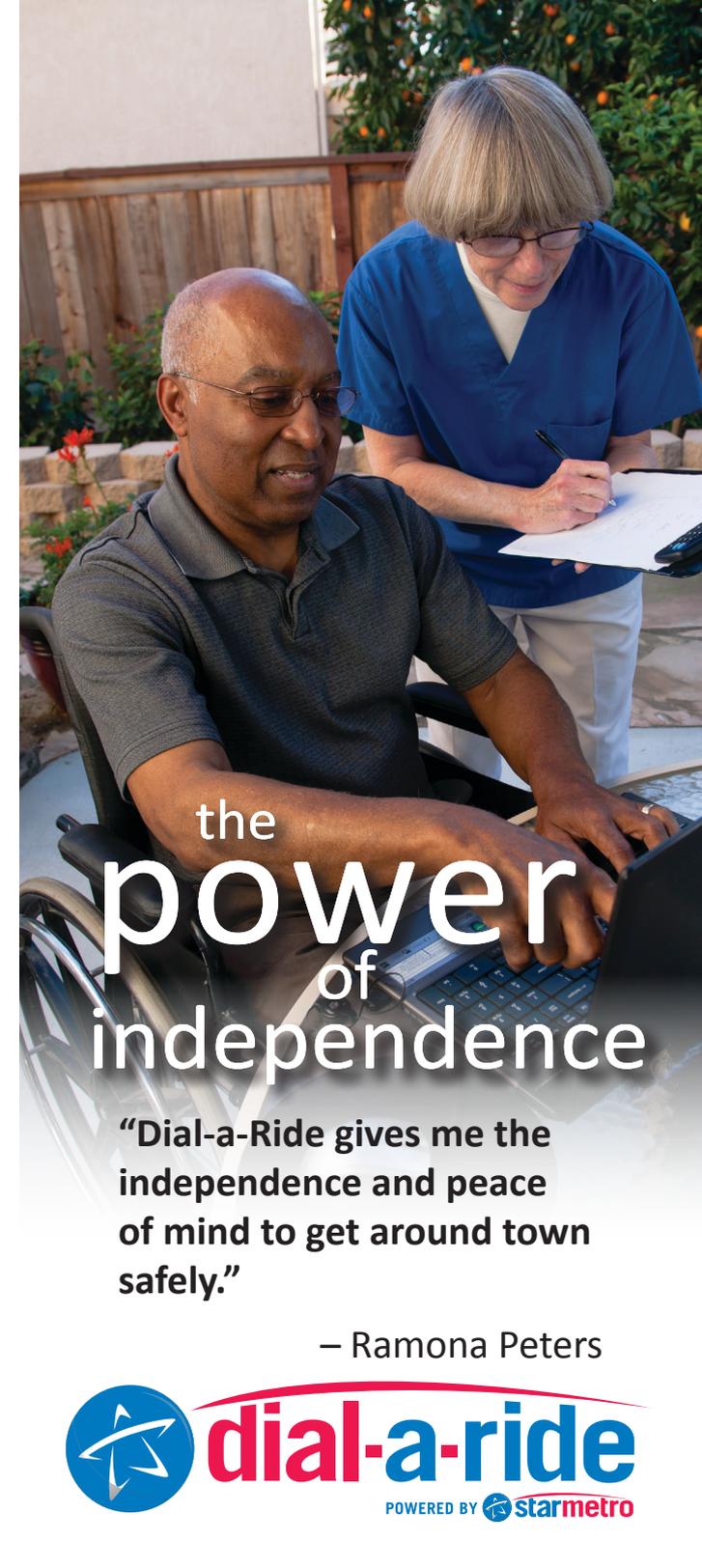


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The City of Tallahassee manages all Dial-A-Ride services through StarMetro.

Dial-A-Ride offices are located at:

StarMetro
555 Appleyard Drive
Tallahassee, FL 32304



the
power
of
independence

"Dial-a-Ride gives me the independence and peace of mind to get around town safely."

– Ramona Peters

