



## FREQUENTLY ASKED QUESTIONS

### **Will I be talking to a person when I call?**

From the hours of 10:00 am to 5:00 pm the phone will be answered by the same dispatchers who currently answer the phone. After 5:00 p.m. the phone will go to an answering machine, where you may request a call back. Use of the answering machine is discouraged as a common practice, because it leaves too much room for error or miscommunication. Passengers are strongly encouraged to call early in the day, between 10:00 AM and 2:00 PM when the incoming call volume is lowest.

### **Do I have to call in each day to go to my class or work?**

No. If you have a reoccurring class, job, or appointment you can set up a regular trip schedule with one phone call.

### **What happens if I need to cancel my ride?**

Just like the current set up, you need to call in and let the dispatcher know that you do not need your ride. If you do not call in and we arrive to pick you up, you will be charged a ticket for not canceling your ride.

### **Can I schedule more than one ride at a time?**

Yes. You can schedule several pick ups on the same day. You can also schedule rides up to 30 days in advance.

### **What if my appointment last longer than I expected it to?**

First, we ask that you provide a time cushion to prevent such instances. If it does happen, just call and we will get you scheduled for another pick up with the next available vehicle.

### **What can I do if I have an emergency trip that I was unable to schedule?**

If you have an urgent trip that you were unable to pre-schedule, such as a medication pick up or emergency physician's appointment, we will attempt to accommodate the trip as soon as a vehicle becomes available. If a vehicle is not available in the time frame you require, you may have to consider a taxicab or an alternative form of transportation.

### **When can I ride?**

Monday-Friday: 6:00 a.m. to 7:00 p.m.

Saturday: 7:30 a.m. to 5:30 p.m.

Sunday: No Service

Service is not provided on the following holidays: New Years Day, Independence Day, Thanksgiving Day, and Christmas Day.