

What is the Transport Board's Call – A- Ride system?

The Transport Board CALL-A-RIDE system has a fleet of five (5) small buses that will provide community Transport services to the disabled community in Barbados. Arrangements and co-ordinated efforts will be made to pick you up at your front door or a mutually accessible point within close proximity to where you reside and take you to your requested destination.

The service that is to be provided is of a demand-response concept, utilizing international Call-A-Ride principles.

These principles indicate that a request be made in advance of the required trip, by a qualifying consumer, for a pickup at his or her desired location and a drop-off at a designated point.

What is the fare to ride the CALL-A-RIDE Bus?

\$1.50 for adults and \$1.00 for school children during regular school hours

What are the hours of operation?

Any qualifying customer can travel utilizing the board's Call-a-Ride system. Buses will operate within the following daily structure:

Regular Hours

Monday- Friday	6:00 am to 10:00 pm
Saturday	8:00 am to 8:00 pm
Sunday	9:00 am to 6:00 pm

What mobility devices are allowed on the buses?

Wheel Chairs (All forms)

Walking assisted devices (Rollators, Walkers etc.)

Seat inserts for passenger comfort

How do I schedule a ride?

Just pick up your phone and call **228-2021**. Tell us where you're calling from where you want to go, at what time and what time you want to be collected. We will query the Call-A-Ride system and make the necessary arrangements for the bus to pick you up.

A "standing order" for service at the same time every day can also be booked by calling the Call-A-Ride dispatch center.

To schedule a ride the customer must call 228-2021 between 8:00 AM and 5:00 PM and this must be done a minimum of 24 hours in advance and simply give:

1. Your ID number, as it appears on your identification card.
2. The date of your trip (s)
3. Your pick up and destination addresses (include cross streets whenever possible).
4. The telephone number and your destination address.
5. The time you wish to arrive.
6. Whether you will be traveling with a Personal Care Attendant (PCA).
7. Any special instructions, such as the need for the vehicle operator to announce his or presence if you are visually impaired.
8. Please provide the same information for the return trip.

Please note that priority is given to medical and educational trips. These include but are not limited to doctor, dental or physiotherapy visits, and regular school attendance

We recommend that you reserve your trip at least 24 hours in advance. Requests for same day service cannot be accommodated given the limitation of the current fleet size of the service. Rides can be scheduled up to five (5) days in advance. Please note that trips requests are dependent upon the availability of the units and is not guaranteed.

Tips to make call-in scheduling smoother

Where do I call in the early mornings & weekends?

CALL-A-RIDE customers can call the Transport Board at 436-6820.

Your feedback is important

Customers are encouraged to call the **CALL-A-RIDE** telephone number or use the below mentioned email address to contact the Transport Board regarding problems experienced, suggestions for improvements, any other matter that they consider useful for the provision of the service.

Telephone Number for CALL-A-RIDE - 228-2021

Email Address for CALL-A-RIDE

car@transportboard.com

Passenger Conduct Policy

The following is a partial list of The Transport Board rules concerning prohibited conduct. These rules are common to Para-transit services regionally and internationally and anyone found to be deliberately contravening these rules will have their call-a-ride services suspended.

Rules

Do Not: -

- (a) Litter, dump garbage, liquids or other matter, creates a nuisance, hazard or unsanitary condition (including, but not limited to, spitting or urinating);
- (b) Smoke or carry an open flame or lighted match, cigar, cigarette, pipe or torch;
- (c) Carry or bring onto a CAR vehicle any item(s) that may present a danger or hazard to persons, interfere with customer traffic and/or impede Para -transit service;
- (d) Commit any act, which causes or may tend to cause injury or harm to oneself or to any other person;
- (e) Conduct oneself in a manner that causes or may tend to cause annoyance, alarm, or inconvenience to a reasonable person or create a breach of the peace;
- (f) Drink any alcoholic beverage or possess any opened or unsealed container of any liquid;

(g) Create any sound through the use of any sound production device. "Sound production device" includes, but is not limited to, radios, televisions, musical instruments, tape recorders, cassette players and speaker devices; or

(h) Deface, destroy or otherwise vandalize CAR property or any signs, notices or advertisements.

WHAT IF I NEED TO CONTACT YOUR OFFICE?

Administration Office hours are from 7:30 AM - 5:30 PM, Monday through Friday.

The Administration Office handles applications, compliments, complaints, suggestions, and questions, and may be reached by calling 436-6820.

HOW MUCH TIME SHOULD I ALLOW FOR MY TRIP?

When scheduling your pick-up time it is important to include a 20-minute pick-up "window" and a 40-minute ride time. The ride time elements however will be advised on by the Transport Board and maybe less or more than forty (40) minutes. For example, if you request a 9:15 pick-up the operator will tell you the van will arrive between 9:10 and 9:30.

Please be ready to meet the van on the sidewalk of the exact location you stated when making the reservation. The vans have a 3-minute waiting period before leaving to the next call.

Drivers will kindly assist you in and out of the vehicles with grocery bags or parcels, but will not carry them or you to your door. You may bring up to 5 grocery bags or average size parcels with a combined weight of no more than 25 pounds.