

# Dial-A-Ride

## Quick Facts

- ◆ Apply for Eligibility
- ◆ If eligible, receive your Dial-A-Ride card by mail
- ◆ Find out about the Dial-A-Ride service area to learn if you will be able to use this transportation service for your destinations
- ◆ Make an advance travel reservation by phone
- ◆ Be ready up to 60 min before your pick-up times
- ◆ Tickets may be purchased at the Best Friend Express office or from your driver.

### Miscellaneous Items:

Pets are not allowed on the bus except for service animals; which may include more than a seeing eye dog.

Drivers are NOT allowed to enter homes or offices. If you require further assistance, please apply for Personal Care Attendant eligibility where you can bring an escort with you to assist with mobility needs. This approved escort rides for free.

Seatbelts must be worn.

Have the street address of your destination ready when you call to schedule a trip.

Please tell us if you will be requiring a vehicle lift for your scheduled trip.

# Dial-A-Ride

## Transportation Services

Serving Persons with Disabilities in Select Areas of Aiken County

Accessible  
Affordable  
Available

### Dial-A-Ride



Transit Provided by:  
Aiken Senior Life Services  
1310 East Pine Log Road  
Aiken, SC 29803

Phone: 803-648-5447 ext. 2340  
[www.aikensenior.org](http://www.aikensenior.org)



To Apply: 803-648-5447  
ext. 2340

DAR Program administered and funded by



# Let Us Tell You More About Dial-A-Ride (DAR)



*How much does this service cost?*

**\$3.00 One Way**

*Where can I travel?*



Travel must take place within 3/4 of a mile from the fixed bus routes of the Best Friend Express. You **MUST** be picked up and dropped off within a designated service area.

Examples of possible locations you could travel to/from:

- ⇒ Common shopping areas in both Aiken & North Augusta
- ⇒ Hospitals & doctor's offices
- ⇒ ATC & USC-Aiken Colleges
- ⇒ Public agencies like DSS/DMV/ Salvation Army/ACTS

*Who is eligible to ride?*

While anyone can catch a ride on the Best Friend Express, only persons with qualifying disabilities are able to make a reservation for pick up and drop off times with the Dial-A-Ride (DAR) transportation program.

*Is there a DAR Eligibility Approval Process?*

**YES**

1. Call Aiken Senior Life Services (ASLS) to request an application at **803-648-5447 ext. 2340** or download it from **www.bestfriendexpress.com**
2. A doctor must also sign your application to verify your disability before a decision can be made about your eligibility to ride.
3. Once approved you will receive a letter and a Dial-A-Ride card.

*Is there a fee to apply?*

**NO**

*What kind of assistance can I expect?*

The driver will assist passengers boarding with a mobility device using the vehicle's wheelchair lift. All drivers are trained in operating the lift.

*What are my responsibilities as a rider?*

- Give 2 hours notice of a cancellation.
- Purchase tickets from the Best Friend Express office or from your driver prior to transportation.
- Reservations should be made no later than the day before your requested day of service.



*Once I am approved for the program, how do I schedule a trip?*

Reservations for DAR trips are received Monday - Friday from 8:00 am to 5:00 pm at 803 648-5447 ext. 2340.

Please leave a message on the voice mail if you are calling after hours or on weekends. You may also call the Dial-A-Ride dispatcher at the Aiken Senior Life Services office at 803-648-6493.

Reservations should be made no later than the day before your requested day of service.

**Dial-A-Ride service  
operates  
Monday - Friday.**

**No Holiday Service On:**

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day