

Dial-a-Ride Reservation Guide

When planning to make your Dial-a-Ride reservation, you should have the following information ready prior to calling a Laketran Customer Service Representative:

- 1) Your first and last name
- 2) Address you will be departing from on the day of your trip, including city
- 3) Address of your destination
- 4) Emergency contact info
 - a. Name
 - b. Phone number (with area code)
 - c. Relationship: _____
- 5) Date you would like to ride
- 6) Time of your appointment (or time when you must arrive at destination) ___ am or pm
- 7) Time you would like to leave your destination ___ am or pm
- 8) Do you have a Golden Buckeye or Medicare card? Yes/No
 - a. To travel at a senior/disabled rate, you must present your Golden Buckeye or Medicare Card when boarding.
- 9) Do you use a wheelchair, walker or cane? Yes/No
- 10) Will you be riding alone? Yes/No
 - a. If no, who will be traveling with you?
- 11) Is this a medical appointment Yes/No
 - a. If yes, name of doctor _____ suite number _____ (enter zero if there is no suite number)
doctor's office phone number (____)_____
- 12) If this is a medical appointment and you are a Medicaid client, please let the customer service representative know this. Under certain conditions the cost of your health-related services trips may be covered by Medicaid.
- 13) Is this your place of employment Yes/No
 - a. If yes, company name _____ company phone number (____)_____