

## **ADA PARATRANSIT SERVICE CHANGES FREQUENTLY ASKED QUESTIONS**

### 1. Why is DART making changes?

DART First State must ensure compliance with the ADA (Americans with Disabilities Act) federal mandates and ensure a sustainable system for the future. An ever growing demand for paratransit services makes it necessary for DART First State to review the levels of services and adjust services as needed.

### 2. Will I still get service?

DART First State will still provide service throughout the state.

### 3. When do these changes take place?

July 1, 2010

### 4. How will this impact me?

You are impacted when traveling outside  $\frac{3}{4}$  mile of fixed route services. We may need to offer you a slightly different "be ready" time than what you are requesting. We will be grouping individuals traveling from similar locations to similar destinations. This will allow us to provide more cost-effective service.

### 5. How do I know if I'm ADA eligible?

When you were certified or re-certified for DART, you received a letter that would have identified your level of eligibility. If you are unsure, you can contact the Eligibility Section at 1-800-652-3278, Option 3.

### 6. What is an ADA trip?

An ADA trip is a trip where both the origin AND destination are within  $\frac{3}{4}$  mile of a fixed route. When you call Reservations to request a trip, they will be able to tell you if it is an ADA trip.

### 7. What if my trip is not an ADA trip?

If your trip is not an ADA trip, you will still receive service. The only difference is that you may be on board the bus a slightly longer time, based on distance, or you may be asked to adjust your "be ready" time.

8. What hours of service are available where I live and/or travel to?

The Standard Operating Hours have not changed (listed at the end). Earlier and/or later hours are available if fixed route service is operating.

9. What are “Standard Operating Hours”?

Standard Operating Hours are the basic hours that we operate paratransit service, indicating the earliest and latest pickup in each county.

10. What do you mean “3/4 mile of fixed route”?

The Americans with Disabilities Act requires that we provide paratransit service within  $\frac{3}{4}$  mile of all fixed routes; thereby providing equal access to public transit by individuals with disabilities. The  $\frac{3}{4}$  mile refers to the path of travel that a fixed route bus takes. It is not  $\frac{3}{4}$  mile to a bus stop.

11. What do you mean by “comparable travel time”?

The Americans with Disabilities Act requires that paratransit service, when provided within  $\frac{3}{4}$  mile of fixed route service, provide travel time on the paratransit bus that is comparable to the same trip taken on fixed route. This includes time needed on the fixed route to get to or from the origin/destination and waiting for transfers, if applicable. Because it is recognized that paratransit must group riders in order to be efficient, a 30 minute trip on fixed route might equate to a 45 to 60 minute trip on paratransit.

12. Is the service still door-to-door?

YES.

13. What do you mean “trips will be grouped in order to achieve maximum efficiencies”?

In the past, many trips provided by DART were one-on-one trips, based on the requested pickup/drop off times for individual customers. In order to accommodate everyone’s trip requests, DART must look for ways to provide service in a cost-effective way. Therefore, we will need to schedule as many customers on one bus as possible while still getting you to your destination on time.

14. What do you mean when you say you will offer alternative travel times in order to accommodate trip requests?

In order to provide cost-effective service, DART will need to schedule as many customers on one bus as possible, focusing on getting you to your destination on time. If you request an 8:00 am pickup, we may ask you to be ready at 7:30 am in order to group everyone in your area on one bus.

15. I am currently certified as "Elderly Only". Will I continue to receive service even though I am not age 65?

YES – Individuals age 60 through 65 that have current eligibility as "Elderly Only" have been grandfathered into the system and will continue to receive the same services. This change only applies to new customers.

16. What if I do not agree with DART that I live outside the ¾ mile radius?

If you do not agree with DART that you live outside the ¾ mile radius you can provide us with the information/details as to why you believe we have made an error and we will investigate.

17. Will my fare change as a result of these changes?

The fares are not changing.

18. After the changes to paratransit service take place, what will be the most important time that I need to provide to Reservations?

When you schedule your trip, let the Reservations know what time you need to arrive at your destination. Be sure that your arrival time is not prior to the opening hours of the location you need to travel to.

STANDARD OPERATING HOURS

(No Change From Existing Hours)

	<b>Earliest Pickup</b>	<b>Latest Pickup</b>
<b>New Castle North</b> (Above the C & D Canal)		
Monday – Friday	6:00 am	10:00 pm
Saturday	6:00 am	7:00 pm
Sunday (only available in Service Area)	9:00 am	5:30 pm
<b>New Castle South</b> (Below the C & D Canal)		
Monday – Friday	6:00 am	7:00 pm
Saturday	6:00 am	5:00 pm
<b>Kent County</b>		
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm
<b>Sussex County</b>		
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm

Note: Within Service Area means within  $\frac{3}{4}$  mile of fixed route service

Earlier or later times may be available if fixed route bus service is available on the day and the times you wish to travel. The origin and destination of your trip must be within  $\frac{3}{4}$  mile of fixed route.

**Paratransit Service is NOT available on the following holidays:**

New Years Day    Memorial Day    Independence Day  
Labor Day    Thanksgiving Day    Christmas Day

Resort – ADA Paratransit Service is available Memorial Day through Labor Day, including holidays, in conjunction with Resort Service hours and locations that are established each season.