



PARATRANSIT RIDER INFORMATION
DART First State
Revised May 21, 2019

This document provides basic information regarding DART First State Paratransit Services. If you have any concerns, please call Customer Relations at 1-800-652-3278, Option #2.

ADA Trip – A trip is considered to be an ADA trip when the beginning location and the ending location are within $\frac{3}{4}$ mile of a fixed route service, and the trip you are requesting is during the hours and days of service that the route is operating.

Non-ADA Demand Response Trip – A trip is considered Non-ADA Demand Response when either the beginning OR ending of the trip is outside the $\frac{3}{4}$ mile of fixed route service and/or is outside the hours and days that fixed route is operating.

Reservations – Call 1-800-553-3278

Staff is available in the Reservation Call Center during hours that paratransit buses are in service to assist with cancellations or status of your requested trip.

Monday through Friday	5:00 am – 11:00 pm
Saturday	5:00 am – 8:00 pm
Sunday	8:00 am - 7:00 pm

Booking a Trip – Call 1-800-553-3278

Reservations may be made during normal office hours Monday through Friday 8:00 am until 4:30 pm.

Reservations may be made for “Next Day ADA Trips Only” on Saturday, for trips on Sunday, and on Sunday, for trips on Monday. You must have been determined ADA eligible AND the beginning and ending points of the trip requested be within $\frac{3}{4}$ mile of fixed route service during the hours and days that route is operating.

- When you call to book a trip, be prepared to provide the following information:
 - Your name and customer ID number
 - The day / date you would like to travel
 - Complete address of your pickup and destination locations:
 - Identifying building
 - Suite/Apartment Number
 - Entrance Point
 - Development Name
 - Other Identifying Landmarks
 - Identify if you will be traveling with a PCA or companion
 - Identify if you will be traveling with a Service Animal or other mobility device

- Appointment Time – Request either a pickup or drop off time. The appointment time is the time you need to be to your location OR the time that you need to be picked up at your location. You cannot request specific times for both. When requesting a drop off time, please consider the time needed to travel from the bus into the building to your appointment.
- We recommend that you have access to your destination approximately 30 minutes before your requested drop off time.
- Travel time will be dependent on length of trip.
 - If your trip is an ADA trip, your time on board the vehicle will be comparable to travel time on fixed route.
 - If your trip is a Non-ADA Demand Response trip, your time on board the vehicle will be based on distance of the trip. Customers traveling from similar geographic areas to similar geographic areas will be grouped together.
 - Please take into account your medical needs when traveling on paratransit such as time you need to take medication, amount of oxygen use, etc.

Personal Care Attendant (PCA) – A PCA is someone who will assist you with activities beyond simply getting on and off the bus. You must be certified as needing a PCA at the time you are certified. Only individuals certified as ADA are entitled to travel with a PCA. The PCA must travel to and from the exact locations as the customer. The PCA is not required to pay a fare.

Companion/Guest – Individuals certified as ADA are entitled to travel with at least one companion/guest that is not a PCA. Additional companions may be permitted to travel on a space available basis by contacting Reservations the day of their trip. The companion/guest must travel to and from the exact locations as the customer. The companion/guest must pay the same fare as the certified customer.

Subscription Trip Service

ADA eligible customers may book subscription trips if they travel at the same time, from the same origin and to the same destination at least once a week for a period of at least 90 days. Subscription trip customers must call the Reservation Call Center to cancel or modify any subscription trip. This service allows customers to make regular trips without calling to schedule trips. Subscription trip service may be denied to individuals with a history of frequent changes, frequent cancellations, No Shows, Late Cancellations, or canceling at the door. DART First State reserves the right at any time to develop a wait list if subscription trip service exceeds 50% of capacity.

Be Ready Time

DART First State has a 30 minute pick-up window. For scheduling purposes, if a customer requests a 7:00 am pick-up, Reservationists will enter 7:15 am in Trapeze. The customer will be advised that their "Be Ready Time" is 7:00 am. The bus is not late unless it has not arrived by 7:30 am. If the vehicle has not arrived by 7:30 am, you may call Reservations for an estimated time of arrival at 1-800-553-3278.

Cancelling Your Trip – Call 1-800-553-3278

- Call as soon as you know that you no longer need your trip.
- Call at least the day **before** the day of your trip whenever possible.
- If you must cancel on the same day your trip is scheduled, call the Reservation Call Center at least **90 minutes** prior to your scheduled “Be Ready” time.
- If you have multiple trips scheduled for the same day, you must specify which trips you are canceling and which trips, if any, are to remain active.
- If you have a subscription trip or pre-scheduled trips arranged, don’t forget to cancel if you plan a vacation, you know that you will be out sick for a period of time, your work schedule changes, or other situations arise where you will not need the trip.
- If you do not cancel your trip in advance you will be issued a No Show. Repeated No Shows can result in temporary loss of transportation services.

Options for Cancelling Trips

There are multiple options available to customers to cancel trips that they no longer need:

- Talk to a DART Reservationist by calling 1-800-553-DART
- No Wait Options for Trip Cancelling:
 - DART’s 24-hour cancellation voicemail line at 1-800-553-DART, select Option 2 [Messages are retrieved on an ongoing basis throughout the day approximately every ten (10) minutes; the cancellation is entered into Trapeze and the information goes directly to the Mobile Data Terminal (MDT) on the vehicle]
 - Call the 24-hour automated phone system at 1-800-553-DART, select Option 3 [ID and password required to enter the automated system; the cancellation goes directly to the Mobile Data Terminal (MDT) on the vehicle]

Effective July 1, 2017

DART’s Non-ADA Demand Response fare is \$6.00.

The Americans with Disabilities Act (ADA) ensures individuals with disabilities comparable transportation within $\frac{3}{4}$ mile of a local fixed route.

If both the beginning and ending points of a trip are within the $\frac{3}{4}$ mile of a local fixed route during the days and hours the route operates, it is an ADA Paratransit trip and the fare will be \$4.00. If not, it is a Non-ADA Demand Response trip, resulting in a \$6.00 fare.

The County Connector fee is \$4.00.*

Please know that the fare for your specific trip will be confirmed at the time of your reservation booking.

*If you are traveling to another county, the second/third leg of your trip is considered the County Connector.

- ADA Trip from Sussex County to New Castle County is \$12.00
- Non-ADA Demand Response Trip from Sussex County to New Castle County will be \$14.00
 - First leg of trip = \$6.00
 - Connection between two counties - \$4.00 per county = \$8.00

Methods of Payment – Due at time of boarding the bus

- Cash – You must have the exact change. Operators are unable to make change.
- Strip Tickets are available for purchase at any DART office, some ticket outlets or on-line at <https://www.dartfirststate.com/dartcards.ejs>
 - \$2.00 Strip Tickets can be purchased in strips of 6 tickets – Cost \$12.00
- For ADA Paratransit trips you will need to combine tickets equaling \$4.00 (2, \$2.00 tickets).
- If your trip is Non-ADA, Demand Response as identified above, you will need to combine tickets equaling \$6.00 (3, \$2.00 tickets).
- Agency Tickets – Some agencies purchase tickets and provide them to their clients for trips. You may contact the agency you are affiliated with to determine if you are eligible to receive tickets.

Customers who do not use cash, strip tickets or agency tickets will not be permitted to ride.

PACKAGES ON BOARD

- Customers are not restricted on the number of packages. However, the loading of packages may not interfere with travel times. Packages must be loaded upon initial boarding. Customer and/or aide will not be permitted to make multiple trips to load packages onto the vehicle at origin or destination.
- Customers are responsible for carrying and securing all packages within their own seating area.
- Packages may not utilize another seat.
- Packages should not contain protruding items that could cause injury.
- Items must be contained within appropriate packages to prevent loose items from becoming a safety hazard.
- Bus operators are not permitted to carry packages to or from the vehicles. If customer needs assistance, it is the customer's responsibility to enlist assistance from an aide.
- Suspicious items or packages are subject to inspection and/or immediate removal and/or disposal.

RIDER RESPONSIBILITIES

- The Delaware Transit Corporation (DTC) has adopted a “Zero Tolerance” for any acts of physical violence towards other customers, DTC operators, or destruction of property. Steps will be taken to ensure that we maintain a safe environment for customers and employees, which may include suspension of services.
- Steps that may result in suspension of services, will also be taken with regards to verbal abuse. Verbal abuse is any inappropriate comment towards other customers, DTC vehicle operators, DTC telephone staff, or any other employee of DTC. An inappropriate comment may include, but is not limited to, profanity, racial slurs, or sexual comments.
- Health factors that may prohibit DTC from providing transportation for an individual can include, but is not limited to, any discharge of bodily fluids such as spitting, urination/feces, and/or bleeding.
- Safety factors that may prohibit DTC from providing transportation for an individual may include wheelchairs that are not operating properly, ramps that are determined unsafe, or other mobility aids that are not used according to manufacturer guidelines.
- Weapons, or objects that may be viewed as weapons, are not permitted on paratransit vehicles.
- Smoking is not permitted on paratransit vehicles.
- Radios are permitted as long as headsets are used.
- Driveways and pathways are to be clear of debris, ice, snow, etc.
- Customers who have difficulty climbing steps may ask the operator to use the wheelchair lift.

OPERATOR RESPONSIBILITIES

- The operator will escort you from your door to the vehicle and from the vehicle to the door of your destination. The operator will not enter a residence. If you live in an apartment complex you must wait for the bus in the lobby unless there is a mechanism in place such as a bell or phone to ring your apartment upon the arrival of the bus.
- The operator will wait for you five (5) minutes past your be ready time once they have arrived and made contact with you.
- The operator will provide assistance as required with your wheelchair; however, he will not assist in maneuvering your wheelchair up or down steps. You must have a ramp in place that is structurally sound and only has a slight slope. It must also have a non-slip surface. If your ramp is considered unsafe, transportation may be denied.
- The operator will ensure that you and/or your mobility aids are safely secured in place on the paratransit vehicle.
- Customers needing to utilize child seats/booster seats are required to provide the actual seat and are responsible for ensuring they can be secured per the manufacturers' guidelines.
- The operator is not responsible for carrying packages for you.
- The operator is not able to make change when you pay your fare. In addition, the operator will not go into backpacks, purses or other packages to get your fare for you.
- The operator will not drop you off at any location not pre-scheduled on the manifest.
- The operator is not permitted to smoke on the vehicle.
- The operator is not permitted to talk on a cell phone while operating the vehicle

SERVICE HOURS OF OPERATION
ADA PARATRANSIT SERVICE

DART First State Paratransit Service will provide ADA Paratransit Service to ADA eligible individuals whose origin and destination is within ¼ mile of fixed route services during the days and hours of operation of the fixed route service and/or Standard Operating Hours within each county. Times and area served are subject to change based on changes that occur during fixed route service changes.

New Castle County	Earliest	Latest
Monday – Friday	6:00 am	10:00 pm
Saturday	6:00 am	7:00 pm
Sunday	9:00 am	7:00 pm* *Last pickup is based on Individual route availability
Kent County	Earliest	Latest
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	5:30 pm
Sussex County	Earliest	Latest
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm

There may be certain fixed routes that operate earlier and/or later than the hours above. If the trip you are requesting can be made on fixed route on the day and during the hours fixed route is operating, you may request that trip on ADA Paratransit.

Resort – ADA Paratransit Service is available Memorial Day through Labor Day in conjunction with Resort Fixed Route Service Hours and Days of operation, including Memorial Day, Independence Day and Labor Day*.

NON-ADA DEMAND RESPONSE PARATRANSIT SERVICE

DART will provide transit services not required by the ADA to the extent that DART is not in violation of the requirements of the ADA and the demand at any given time does not exceed available resources. Trips may require alternative travel times to meet service needs.

New Castle County	Earliest	Latest
Monday – Friday	6:00 am	7:00 pm
Saturday	6:00 am	5:00 pm
Kent County	Earliest	Latest
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm
Sussex County	Earliest	Latest
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm

HOLIDAYS – ADA Paratransit and Non-ADA Paratransit Transportation do not operate on the following holidays:

New Year’s Day	Independence Day*	Thanksgiving Day
Memorial Day*	Labor Day*	Christmas Day

*Paratransit service is available on these holidays when the Resort Transit is operating.

SMYRNA CONNECTOR

Connections can be made in Smyrna at the following times going from Smyrna to destinations in New Castle County or in Kent County

Be Ready Time (approximate)	Arrival at Smyrna Connector	Depart Smyrna Connector Going to Kent County or to New Castle County	Arrive at Destination (will vary depending on distance from Connector)
6:00 am	7:00 am	7:15 am	8:15 am
7:00 am	8:00 am	8:15 am	9:15 am
9:00 am	10:00 am	10:15 am	11:15 am
11:00 am	12 Noon	12:15 pm	1:15 pm
1:00 pm	2:00 pm	2:15 pm	3:15 pm
3:00 pm (last trip Saturday)	4:00 pm	4:15 pm	5:15 pm
4:00 pm	5:00 pm	5:15 pm	6:15 pm
5:30 pm	6:30 pm	6:45 pm	7:45 pm

MILFORD CONNECTOR

Connections can be made in Milford at the following times going from Milford to destinations in Kent County or Sussex County.

Times in bold connect with Smyrna Connector to provide statewide travel.

Be Ready Time (approximate)	Arrival at Milford Connector	Depart Milford Connector Going to Kent County or to New Castle County	Arrive at Destination (will vary depending on distance from Connector)
6:00 am	7:00 am	7:15 am	8:15 am
7:00 am	8:00 am	8:15 am	9:15 am
8:00 am	9:00 am	9:15 am	10:15 am
9:00 am	10:00 am	10:15 am	11:15 am
10:00 am	11:00 am	11:15 am	12:15 pm
11:00 am	12:00 Noon	12:15 pm	1:15 pm
12:00 pm	1:00 pm	1:15 pm	2:15 pm
1:00 pm	2:00 pm	2:15 pm	3:15 pm
2:00 pm	3:00 pm	3:15 pm	4:15 pm
3:00 pm (last trip on Saturday)	4:00 pm	4:15 pm	5:15 pm
4:00 pm	5:00 pm	5:15 pm	6:15 pm
4:30 pm	5:30 pm	5:45 pm	6:45 pm
5:00 pm	6:00 pm	6:15 pm	7:15 pm
5:30 pm	6:30 pm	6:45 pm	7:45 pm
6:30 pm	7:30 pm	7:45 pm	8:45 pm
8:00 pm	9:00 pm	9:00 pm	10:00 pm

END