A Guide to Paratransit Services

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Welcome to DART Mobility Management Services, where it's our pleasure to serve you! While reading through this guide, you will get a basic understanding of Paratransit service, what it is, and how it will work for you.

Our desire is to provide independence for riders just like those who use DART's fixed route buses and trains but are unable to do so. Thank you for giving us the opportunity to be your transportation provider now and into the future!

Important Phone Numbers

Call 214-515-PARA (7272), Option 1 (Paratransit) for the following tasks:

Option 1 –Reservations

Option 2 –Confirm or Cancel a Trip

Option 3 – Status of your Trip

Option 4 – Subscriptions/ Recurring Trips

Option 5 –Commendations or Complaints

Option 6 – Certification

Option 7 – Coupon Information

Other Helpful Phone Numbers

Customer Support Team (Complaints / Commendations / Suggestions)	214-749-3333
Mobility Management Advocate Line	214-828-6736
Travel Training Program	214-828-6736
DART Lost and Found	214-749-3810
General DART Information	214-979-1111
General DART Information	http://www.DART.org
Paratransit Web Booking	www.DART.org/RidePara

DART PARATRANSIT SERVICE

DART Paratransit Service is an origin to destination, door-to-door, public transportation service for people with disabilities who are unable to use DART fixed route buses or trains. We provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities. Paratransit is a shared-ride service operated with modern, accessible vehicles.

DART Paratransit also offers a feeder service, for those individuals who can take Paratransit to the nearest bus or rail terminal and continue to their destination by bus or rail. Feeder service must be taken to the nearest practical bus or rail terminal that will get you to your final destination. For those riders who can use feeder service, the fare is just $1.00 for each one-way trip versus $3.50 for a one-way regular Paratransit trip.

DART also offers free travel training to persons with disabilities who are capable of riding accessible bus and rail services.

SERVICE AREA

Certified Paratransit riders are welcome to schedule trips to begin and end anywhere in the following municipalities:

- Addison
- Carrollton
- Cockrell Hill
- Dallas
- Farmers Branch
- Garland
- Glenn Heights
- Irving
- Richardson
- Rowlett
- Plano
- University Park

Service is also provided to and from DFW International Airport.

CERTIFICATION

Eligible riders are certified for services for a period of up to 3 years. The eligibility period will depend on the Paratransit participant's specific disability and, if temporary, its duration.

Recertification for services will be required of each Paratransit participant prior to expiration of his or her current eligibility period. DART will notify participants of the recertification requirement at least 60 days prior to the

expiration of their eligibility period. The following is a summary of the certification process for new applicants and recertifying riders:

1. Call for an application and a Physician's Verification Form. These documents may also be found on our website at www.dart.org

2. Once paperwork is received complete and correct, we will contact you to set up an appointment at the DART assessment center. Your application and forms may be submitted to DART Certification via the following methods:
   1.) E-Mail: paracert@dart.org
   2.) Fax: 214-828-6642
   3.) By mail:
   ATTN: Paratransit Certification
   P.O. Box 660163
   Dallas, TX 75266-7271

3. During the assessment, we will assess your abilities to use DART's fixed-route transportation services. If needed, transportation to/from the assessment center will be provided at no cost.

4. After the assessment, DART will notify you if you were approved for or not eligible for Paratransit service and whether your service will be conditional or unconditional.

CONDITIONAL ELIGIBILITY

Eligibility for DART Paratransit Services may be on a "conditional" basis, meaning service will only be provided for those trips in which ADA Paratransit eligibility standards have been met. You may be required to use DART's bus or rail services, or find alternative transportation, for trips that are not deemed ADA Paratransit eligible.

UNCONDITIONAL ELIGIBILITY

Eligibility for DART Paratransit Services may be on an unconditional basis meaning you may use Paratransit Services without restrictions.

CONTESTING AN ELIGIBILTY DETERMINATION

An appeal process is available to any person who is denied eligibility or

disagrees with an eligibility decision. Contact the Certification Office at 214-828-6717 to schedule your appeal.

ELIGIBILITY TRANSFERS

You may use your DART eligibility in another city within the United States for up to 21 days without filling out an additional application. Please contact DART Mobility Management Certification at 214-828-6717 for assistance with transferring your eligibility.

SCHEDULING YOUR TRIP

DART Paratransit Services offers two types of service: **Demand Service** and **Subscription Service (Recurring Trips)**. Demand service is provided when a customer contacts Paratransit and makes a reservation for service. Subscription Service is a standing reservation for customers who make the same trip at least once a week. (See **SUBSCRIPTION SERVICE**)

Paratransit trips can be scheduled one of two ways: by 1) talking with a live agent or 2) by booking your trip online at www.DART.org/RidePara (See **BOOKING A TRIP WITH WEB BOOKING**)

To use Option 1 above, call Paratransit Reservations at 214-515-PARA (7272) to schedule your trip.

BOOKING A TRIP WITH A LIVE AGENT

Live agents are available from 8:00 a.m. to 5:00 p.m. seven days a week. Reservations can be made with an agent up to four days in advance. However, reservations must be made at least the day before a scheduled trip by 5 p.m. DART Paratransit Services does NOT offer same day service.

DART's goal is for your travel time on a Paratransit trip to be about the same travel time as the same trip would take you on fixed route DART service, including travel by bus or rail, and including transfers and walking time. Paratransit Services can negotiate pick-up times one hour before or one hour after the requested travel time as established under the Americans with Disabilities Act (ADA) of 1990 service criteria. You may make your trip request

by stating your requested pick-up time or your requested arrival/appointment time. If you ask to book by an appointment time, DART will provide you a 20 minute pick-up window. The goal is to ensure that you arrive no earlier than 20 minutes before your appointment time. You may not request both a pick-up and arrival time for the same trip.

To schedule a trip with a live agent, please call 214-515-PARA (7272) and follow the following prompts:

1.) Select “1” for English or “2” for Spanish
2.) Select Option “1” for ADA Paratransit
3.) Select Option “1” for Reservations
Please note, you can say “Agent” at any time and the automated attendant will transfer you to a live agent who can assist you.

Be ready to provide the following information, in this order:

- Your DART Paratransit identification card (Paratransit ID) number
- The date you will be traveling
- Your pick-up address (including building/business names, specific pick-up information, landmarks)
- The time you would like to be picked up OR the time you need to reach your destination. You may not specify both the pick-up and drop-off time for your trip.
- The physical address of your destination (including specific drop-off information)
- Telephone number at your destination
- If a personal care attendant (PCA) will travel with you
- If guests other than your PCA will travel with you (including children)
- If you will be using a mobility device
- If you will be using a car seat for your child (See **Seatbelts/Car Seats**)

When scheduling rides for specific times, be sure to allow plenty of time to finish your appointment to meet the vehicle at your scheduled pick-up time. Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours. When scheduling your

trips, please follow these suggestions:

- Allow adequate time to reach your destination
- Allow extra time for the pick-up and drop-off of other passengers before reaching your destination
- Allow for traffic conditions and weather delays

CONFIRMING YOUR TRIP

Trips will be confirmed at the time you schedule your service. Please confirm dates, times, and addresses before ending the call to ensure the accuracy of your scheduled trip. You will be notified about one hour before your trip confirming the details, and a notification when the vehicle is arriving to your pick-up location. You may also receive additional notifications in advance of your pick-up.

BOOKING SAME DAY TRIPS

DART Paratransit does not offer same day service. All trips must be booked at least one day before a scheduled trip.

BOOKING A TRIP ON THE WEB

DART Paratransit Services offers Web Booking that is available 24 hours a day, 7 days a week. You can access the website from your computer, tablet, or smartphone! Just go to www.DART.org/RidePara, login to your account, and you can schedule trips to and from any address in the DART Service Area, in addition to your saved addresses. Trips for the next day must be booked by 5:00 p.m.

The Web Booking Advantage:

Increased hours

Available to schedule trips 24 hours a day, 7 days a week.

No waiting time

Allows users to schedule trips without having to wait for the next available reservations agent.

Reviewing and canceling trips
Allows users to review and cancel their trips.

When using Web Booking, you will first need to login to the portal using the phone number that is connected to your Paratransit account. If you are unsure of the phone number connected to your account, contact a Customer Advocate at 214-828-6736. After inputting your phone number, the system will send a five-digit verification code to your phone via text. Enter this code into the next screen to access the booking portal.

To book a trip, enter your origin and destination addresses or the name of a business, hospital, etc. The system will ask you to confirm the location of your pick-up and drop-off. During this process, you can select to "+Add Pick-up Note" and type in information that will be shared with your driver to assist in the pick-up process. You can enter things such as a building number, name of a business, suite number, etc. The more descriptive you are, the better it will assist the driver. Finally, enter in the time and date that you want to travel. You cannot book same day trips, and trips for the next day must be booked by 5:00 p.m. You can select either a time that you would like to be picked up, or a time that you need to arrive by, such as a doctor's appointment. You may not specify both the pick-up and drop-off time for your trip. You may also select to add a Personal Care Attendant (PCA) if permitted and a guest.

Once booked, you will be able to view your upcoming trips in the Web Booking portal. From that location, you can also cancel trips that you no longer need to take.

FARES (Effective March 1, 2025)
PAYING FOR YOUR TRIP

- Cash: $3.50
- Guest: $3.50
- Paratransit Fare Coupons - 10 trips: $35.00
- Personal Care Attendants - no charge
- Feeder Fare: $1.00

All eligible riders, regardless of age, must pay exact fare when boarding.

Drivers cannot give change.

Paratransit Fare Coupons can be purchased online at www.dart.org/coupons or at the DARTmart store at 1401 Pacific (DART Headquarters at Akard Station). Orange-colored coupons purchased prior to March 1, 2025 will be accepted at a value of $3.00 towards fares through the end of 2025. Riders must supplement the orange-colored coupon with $0.50 for their trip in exact change. **Note:** Coupon purchases are limited to five booklets per transaction with a valid Paratransit ID or copy of a valid Paratransit ID.

Please note: Drivers are not allowed to accept tips or gratuities. Fare must be paid in exact change upon boarding the vehicle.

PARATRANSIT ID CARDS

Certified program participants are required to present their Paratransit ID card when boarding vehicles. If you do not have a Paratransit ID card you will be unable to use this service. If you lose your Paratransit ID card, your disability needs have changed, or you have changed your contact information, please contact DART Certification at 214-828-6717 Monday through Friday 8:00a.m. to 5:00 p.m.

TYPES OF VEHICLES

Paratransit Services uses primarily large vans with lifts and minivans that have ramps on the side. Service may be provided by an authorized service provider, including Transdev, Big Star Transportation, Irving Holdings, and UZURV. Rides will be scheduled in a vehicle that meets your mobility needs.





TRAVEL TIME

Travel time on Paratransit is comparable to the amount of time it would take to make the same trip using our fixed-route bus or rail service with

connections.

UNDERSTANDING PARATRANSIT SERVICE

Paratransit is a **door-to-door, shared-ride service** that complements DART's fixed-route bus and rail services. Riders should be waiting at the door, or at another safe waiting area in front of, or as close as possible to, the entrance of the pick-up location. Drivers will assist riders from this point to enter the vehicle. The driver can only assist beyond the curb to or from the door and not through the door. Drivers cannot lift customers in a mobility device up and down stairs or other obstacles. If a customer's pickup or drop-off location is not accessible, the customer may discuss an alternate location such an alleyway or back of home. Approval of alternate pick-up locations may be reviewed individually and must allow the vehicle to safely enter and exit. If you are in need of an alternate pickup location, please contact us and your circumstance can be reviewed on an individual basis.

Apartments/Office/Complexes

When scheduling your trip, please provide the agent with a specific building name and number within the complex. The driver will pick you up at that specific building. If your building is located within a gated community and requires special entry, notify the security office to arrange entry for the Paratransit vehicle before pick-up time.

Nursing Homes

Riders with pick-ups at nursing homes should meet the driver in front of the main lobby. Drivers are not permitted to go to rooms to pick up riders. Drivers cannot assist riders in and out of a nursing home. Nursing home staff should be ready to assist the individual, if necessary. Riders will be taken in front of the main lobby of the nursing home upon return.

Adult Program/Day Care Centers

Riders attending adult programs or day care centers should be ready when Paratransit vehicles arrive. Drivers cannot assist riders in or out of adult program/day care centers. Center staff must be ready to assist the individual in/out of the center, if necessary. **If the adult/day care center requires special entry, center staff should arrange entry for the Paratransit vehicle before pick-up time. If the rider (or center staff) does not arrange**

entry, and the vehicle is unable to enter the pick-up area, the rider will be considered a No-Show.

PICK-UPS AT MAJOR CENTERS AND SHOPPING MALLS

Paratransit Services has designated standard pick-up and drop-off sites at major centers and destinations, such as large medical centers and shopping malls. If you schedule a trip to one of these destinations, the reservations agent will inform you of the specific pick-up and drop-off location.

PICK-UP TIMES

Paratransit vehicles will arrive any time within the 20-minute ready-time window. For example, if your ready-time window is between 9:00 a.m. and 9:20 a.m., the vehicle can arrive any time between 9:00 a.m. and 9:20 a.m. Please be ready to board the vehicle immediately upon arrival. This helps to ensure better on-time performance that benefits all riders. The vehicle will wait 5 minutes when it arrives within the 20-minute ready time window to allow you adequate time to board. If you have not boarded the vehicle within the 5-minute period, your vehicle will leave, and you will be considered a No-Show.

PICK-UP NOTIFICATIONS

Riders will receive a telephone call or text message 24 hours before and one hour before your vehicle is expected to arrive. Just before or at arrival, the driver may call, or you may receive a text message to ensure you are ready to go. Please make sure you provide a contact number for all trips. For example, if you are at the grocery store, your home telephone number or the grocery store number will not work for that trip. A cell phone number works best if you have one.

VEHICLE ARRIVAL

Riders are expected to be ready to board the vehicle upon its arrival. Paratransit drivers will wait 5 minutes for a rider to board the vehicle when arriving within the 20-minute ready-time window. When your vehicle arrives, you are required to present your Paratransit ID and the exact fare (change cannot be given) or a valid coupon. Please note: The driver cannot take you to your requested destination without the required fare.

If a rider does not board the vehicle within the 5-minute wait time, the driver will mark the rider as a No-Show and will depart the location. If a vehicle arrives before the 20-minute ready-time window, the rider is not required to board the vehicle early unless they are ready and willing to travel. The driver will be required to wait until the start of the window and complete the 5-minute wait time before requesting a no-show of the trip.

WHERE'S MY RIDE

If the vehicle has not arrived by the end of your 20-minute ready-time window, you may call Paratransit at 214-515-PARA (7272) to check on your vehicle status. Riders can also check online to see where the vehicle is located and an estimated pick-up time at www.DART.org/RidePara. The online tool will also allow you to cancel a trip as well as look at your trips for the next day. Please note, you may not see a vehicle number or an estimated time of arrival until shortly before your scheduled pick-up time.

MISSED TRIPS

A missed trip is defined as a trip that arrives after the end of the 20-minute pick-up window and does not transport the rider, either because the rider is not at the location or declines to take the trip because it is now late. In this instance, the customer will not be penalized for the missed trip.

WHEELCHAIRS OR OTHER MOBILITY DEVICES

Individuals using mobility aids belonging to any class of three-or-more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered, will be transported. The only exception is, if the combined weight of the mobility aid/occupant exceeds that of the lift/ramp specifications or if carriage of the device is demonstrated to be inconsistent with legitimate safety requirements. If the customer and their mobility device would exceed the ability of DART's equipment to transport them, the customer will be notified of the limitation.

Securement on Boarding

Paratransit Services will make all attempts to secure mobility aids. The driver may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. However, it is the rider's

choice whether to transfer or remain in his or her mobility device.

PASSENGERS AND GUESTS

Personal Care Attendant

A personal care attendant (PCA) can accompany a registered Paratransit rider at no additional charge. Your file must indicate that you are eligible to have a personal care attendant travel with you, and you must reserve space for the attendant when scheduling your trip. Per section 49 of the Code of Federal Regulations (CFR) Section 37.123(f)(1)(ii), a companion (i.e., friend or family member) does not count as a PCA unless the companion is actually acting in the capacity of PCA. If you are unsure if you are eligible to have a personal care attendant, contact Certification at 214-828-6717. The individual you select as your personal care attendant may not be another individual that is certified for Paratransit.

Guests

Guests are welcome to ride with you for $3.50 one-way per trip. Due to limited space, each rider is allowed one guest per trip. You must reserve space for your guest, whether adult or child, when scheduling your trip. Seating for more than one guest is on a "space available" basis when scheduling your trips. Children age 5 and under travel free and must be accompanied by an adult.

Service Animals

Guide dogs and other service animals are permitted on all DART vehicles and are allowed to accompany you if this need is indicated in your file. When scheduling a trip, please inform Paratransit Reservations if a service animal will be accompanying you on the trip so appropriate space can be reserved in the vehicle.

You are responsible for the care and supervision of your animal while on board. Please follow these guidelines:

- Your animal must remain under your control at all times.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals.
- You are responsible for any damage or soiling caused by the animal.

Note: Emotional support animals or other animals, including pets, that are not

service animals are allowed on DART vehicles when carried in an appropriate, securely latched carrier.

RIDER CODE OF CONDUCT

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator:

- No eating, drinking unless required to due to a medical condition and doing so helps to avoid adverse health consequences
- No smoking on board
- No riding under the influence of alcohol or illegal drugs that causes a disturbance, safety issue, or impacts the trip for another rider, the driver, or the public.
- No abusive, threatening, or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider, or the operator
- No operating or tampering with any equipment while onboard a Paratransit vehicle
- No radios, cassette tape players, compact disc players or other sound-generating equipment are to be played aboard the vehicles
- For safety reasons, please limit unnecessary conversation with operators when the vehicle is in motion

Riders who violate the rules of conduct are subject to penalties, up to and, including suspension of service. **Note: Riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.**

SEATBELTS AND CAR SEATS

All of DART's Paratransit vehicles have seatbelts installed and it is DART's policy for all riders to wear seatbelts while riding a Paratransit vehicle. Riders who refuse to wear a seatbelt onboard Paratransit services vehicles will not be transported. If you are traveling with a child that requires a car seat or a booster seat under Texas law, the child must be secured in the car seat or booster seat on board a DART Paratransit vehicle. It is the rider's responsibility to bring a car or booster seat, if needed. DART Paratransit will

not provide a car or booster seat. For safety reasons, drivers will not transport a child without one. If you are traveling with a child and you will be bringing a car seat, please inform the reservations agent when you call to schedule a trip. The rider will be responsible for securing the car seat or booster seat.

PACKAGES

Carry-on packages are limited to 2 grocery bags or similar-sized packages onboard Paratransit vehicles. Drivers can help a rider carry two packages, if needed. Packages should weigh no more than 20 pounds each. Packages must not obstruct pathways of other riders.

VISITORS

Out-of-town visitors, who are ADA eligible in their home city or have an apparent disability, can use DART Paratransit Services for up to 21 days in a 365-day period. Visitors must contact the Paratransit Services Certification Office, Monday through Friday, 8 a.m.-5 p.m., at 214-828-6717. Once this is done, reservations can be made up to four days in advance, seven days a week.

DOOR-TO-DOOR SERVICE

Door-to-door service is performed for every trip for which the driver can do so. However, the driver cannot assist through the door into a home or building, and the driver must always maintain the sight of his or her vehicle. Drivers may not lift mobility devices up stairs leading to the customer's home. If a customer's home location is not accessible, the customer may discuss an alternate pick-up location, such as an alley or back of home. Approval of alternate pick-up locations may be reviewed individually and must allow the vehicle to safely enter and exit. If you are in need of an alternate pickup location, please contact us and your circumstance can be reviewed on an individual basis.

Door-to-door service DOES NOT include any of the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Entering beyond the door threshold
- Locking/unlocking doors or activating/deactivating house alarms

- Loading/unloading personal items (except as provided for in the above section of this guide, (**PACKAGES)**

BICYCLES

Bicycles are NOT allowed on the vehicle. Due to limited space, safety measures, and time constraints, Paratransit vehicles cannot accommodate bicycles on board.

SUBSCRIPTION SERVICE (Recurring Trips)

Subscription Service, also known as a Recurring Trip, is limited to riders traveling to the same place at the same time at least once a week for a minimum period of 90 days. DART reserves the right to restrict and/or prioritize Subscription Service to maintain a maximum level of fifty percent (50%) as required by the ADA, when there is no excess demand capacity available.

New subscription service requests, and changes to existing subscriptions, will be accepted Monday through Friday from 8:00 a.m. to 5:00 p.m. Once the request is submitted, it may take several business days for the new subscription or change to go into effect. The customer will receive a phone call informing them when the new subscription or change will start.

Subscription riders with more than two days' worth of trips to cancel must contact Subscription Services at 214-515-PARA (7272), option 4, between 8:00 a.m. and 5:00 p.m. Monday-Friday. If you cancel or are a no-show for the first part of your trip and you no longer need a return trip, you must cancel that trip as well. Return trips are NOT automatically cancelled.

Riders can also cancel their trips through web booking (www.DART.org/RidePara). You will need to login to the web portal to cancel your trips. Trips no longer required by a rider, whether Demand or Subscription Service, must be canceled no later than two hours before your ready time window.

Please note that riders with an excessive amount of cancelled subscription trips may have the subscription cancelled.

OTHER RULES

No-Show:
A rider is given a no-show when the vehicle arrives within the ready time window and the rider fails to board the vehicle within 5 minutes of the arrival. Riders may be penalized for excessive no-shows.

Reducing no-shows in ADA Paratransit requires actions by riders as well as transit agencies.

- Confirm the beginning and end of the pick-up window and the amount of time the vehicle will wait for you when you book your trip.
- Cancel, as soon as possible, if you won't be taking a trip.
- Be ready and watching for vehicles during the full on-time pick-up window.
- Provide detailed pick-up instructions (side or rear door, and so on) for large facilities, for any pick-up locations that may be difficult for drivers to find, and for any locations where your needed pick-up is not at the main entrance.
- Provide all telephone numbers, including at each destination, and confirm they have been correctly recorded by the reservations agent.
- If you are a subscription rider, call to inform the transit agency of any changes in your plans, such as a vacation or other absence. Telling a driver is not sufficient.

If you need additional assistance with cancelling your trips, please call DART's Mobility Management Customer Advocate Line at 214-828-6736, Monday through Friday, 8:00 a.m. - 5:00 p.m.

Late Cancellation:
Trips that are cancelled by the rider 2 hours or less before their scheduled ready time window are considered late cancellations. Riders may be penalized for excessive late cancellations.

SUSPENSIONS

DART Mobility Management Services has an administrative policy to suspend, for a reasonable amount of time, ADA eligible individuals who

establish a pattern or practice of missing scheduled trips. All potential suspensions will be handled on a case-by-case basis.

Trips missed by the individual for reasons beyond his/her control (including, but not limited, to trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.

Before suspending service, DART will take the following steps:

a. Notify the individual, in writing, that DART proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction.
b. Provide the individual an opportunity to be heard and to present information and arguments.

Length of suspensions is limited to a reasonable period of time for ADA eligible individuals who have no showed or late canceled 25 percent of their scheduled trips with a minimum of 11 trips for a calendar month. For individuals who schedule 10 or fewer trips in a calendar month, if you no-show or late cancel 60 percent of your trips, your service will be subject for suspension. Initially, a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:

b. First Suspension will be for 5 days.
c. Second Suspension will be for 10 days.
d. Third Suspension will be for 15 days.
e. Four and any subsequent Suspensions will be for 30 days.

All potential suspensions will be handled on a case-by-case basis.

Note: If a rider chooses to appeal a suspension of service, their trips will continue until the appeal is heard and a final decision has been made.

APPEALING SUSPENSIONS

A rider who disputes the basis for a suspension of service, termination of service or loss of subscription privileges, can request an appeal hearing by calling or writing DART's Mobility Management Services Certification Office at:

Phone Number:
214-828-6717

Mailing Address:
ATTN: DART Paratransit Certification
P.O. Box 660163
Dallas, Texas 75266-7271

DART has a one-step appeal process. A written copy of the appeal process can be obtained by calling 214-828-6717.

TRAVEL TRAINING PROGRAM

DART's Travel Training Program is available, free of charge, to persons with disabilities who can use accessible fixed-route bus and rail transportation for some of their trips. Certified Paratransit riders travel free when using fixed-route bus or rail service. If you are interested in more information regarding the Travel Training Program, please call our Travel Training office at 214-828-8576.

HOURS OF OPERATION

Paratransit Services Operation Hours

Paratransit Services operates on a daily schedule that is comparable to our fixed-route bus/rail service. Trips are normally scheduled between 5:00 a.m. to midnight, seven days a week. If you have a trip request that falls outside of these hours, a determination will be made as to whether a similar trip on fixed-route services can be performed. If the fixed-route trip can be performed during the requested time, your Paratransit trip request will be honored.

Paratransit Live Scheduling Hours

Monday-Sunday: 8:00 a.m. to 5:00 p.m.

Web Booking Hours

Monday-Sunday: 24 hours (Note: Trips must be booked by 5:00 p.m. for trips

that occur the next day.)

Where's My Ride? Hours
Monday-Sunday: 4:00 a.m. until the end of service

Certification Hours
Monday-Friday: 8:00 a.m. to 5:00 p.m.

Subscription Service Hours
Monday-Friday: 8:00 a.m. to 5:00 p.m.

Mobility Management Customer Advocate Line Hours
Monday-Friday: 8:00 a.m. to 5:00 p.m.

HELPFUL ADDRESSES

Paratransit Services
P.O. Box 660163
Dallas, Texas 75226-7271

For information on the Americans with Disabilities Act (ADA) of 1990, guidelines for Paratransit Services, or to file an ADA complaint, please contact:
DART EEO & Cultural Engagement Department
Attn: ADA Compliance Officer
IP.O. Box 660163
Dallas, Texas 75266-7217

We hope this guide answers some of your questions. If you need further information, please do not hesitate to contact us. We are here to provide safe, reliable, dependable, and efficient public transportation to persons with disabilities. Welcome to DART Paratransit Services!

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