

# Dial-A-Ride Transportation Rider's Guide



# COVID-19 Health & Safety



## **Don't ride if you feel sick**

Stay home and contact your healthcare provider if you have COVID-19 symptoms like fever, cough or shortness of breath



## **Wear a mask**

unless you have a medical condition or disability that would make it unsafe to wear one. You are not required to document or prove a reason for not wearing one.



## **Stay at least 6 feet from the driver**

whenever possible to safely do so

For the most up-to-date information:  
[communitytransit.org/dart](https://communitytransit.org/dart)



## What is Community Transit's DART Paratransit Service?

Riding the bus isn't always possible when you have a disability. Even with a bus service with accessible options, like Community Transit, some riders will need additional support.

DART (Dial-A-Ride Transportation) provides paratransit service for people who cannot access or use Community Transit's fixed-route bus service because of their disabilities.

DART is like a fixed-route bus in that you will be riding with other people, but you need to call ahead for your trips. DART paratransit can provide service to destinations within 3/4 of a mile of our local bus routes.



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# Quick Start Guide

1. (425) 347-5912 is the number to call for all your DART needs:
  - Learn about and set up an account on our mobile app: **[communitytransit.org/dartapp](https://communitytransit.org/dartapp)**
  - Learn more about DART eligibility and apply for DART service
  - Schedule, change and cancel DART trips
  - Give feedback on your experience
2. DART requires you to complete an application process before you start reserving trips (see p. 11).
3. You can schedule your trip between one and seven days before you need to ride. For next-day trips, call before 5 p.m. on weekdays and before 4:30 p.m. on weekends and holidays.
4. When scheduling your trip, be ready to give the time, date, and exact pick-up and drop-off addresses as well as any other essential details (see p. 16).
5. On the day of your DART trip, be ready to board at the start of your 30-minute pick-up window. To keep services running on time, DART will not wait longer than 5 minutes for passengers.

6. Pay for your ride with cash, DART ticket books or a monthly DART pass. If paying with cash, please provide the exact fare as change cannot be given, nor can extra fare be applied to future rides.
7. Be aware that you may share your ride with other passengers. Expect stops and detours along the way before you reach your destination.
8. Cancel rides as soon as you know that you will not be taking them. Please cancel at least two hours before your pick-up window begins.



# Contacting DART

(425) 347-5912

TTY Relay: 711

**[communitytransit.org/dart](http://communitytransit.org/dart)**

## Call Center hours

Information and trip requests:

Monday – Friday: 5:30 a.m. to 7 p.m.

Weekends & Holidays: 8 a.m. to 4:30 p.m.

Confirmations and pick-up times:

Monday – Friday: 5 p.m. to 7 p.m.

Weekends & Holidays: 2 p.m. to 4:30 p.m.

Cancellations:

Monday – Friday: 5:30 a.m. to 7 p.m.

Weekends & Holidays: 8 a.m. to 4:30 p.m.

After-hours cancellations can be made by leaving a message.

# DART Eligibility

## Who can ride DART?

Unlike Community Transit fixed-route bus service, which allows anyone who pays the fare to ride, DART requires you to complete an eligibility process before you start reserving trips (see p. 11).

To qualify for DART paratransit service, you must be age 6 or older and you must meet one of these conditions in the Americans with Disabilities Act (ADA):

- Your disability or condition prevents you from getting to or from a fixed-route bus stop
- Your disability or condition prevents you from waiting at a fixed-route bus stop
- Your disability or condition prevents you from getting on or off a fixed-route bus
- Your disability or condition prevents you from being able to ride a fixed-route bus or to understand and follow transit instructions



**FIXED-ROUTE** bus service means that the bus travels along the same route to the same stops at scheduled times every day.

## Riding Companions

- If you have a Personal Care Attendant (PCA), they can accompany you on your trip at no additional charge (see p. 31). Make sure to let DART know about your PCA whenever you schedule a trip.
- Any DART rider can also bring one fare-paying companion when they make a ride request.
- Up to two children 18 years and younger may ride free when traveling with an eligible DART passenger (see p. 32).
- Pets and service animals are allowed with some restrictions (see p. 33).

# The Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal law. It requires Community Transit and other public transit providers to provide paratransit service comparable to its local fixed-route bus service for people who qualify.

Eligibility for ADA paratransit service is based on functional abilities rather than medical conditions. An individual will be “ADA paratransit eligible” if there is any part of the local fixed-route bus system the person cannot use because of a disability or condition. Some people may qualify for paratransit service under very specific conditions, which apply on a trip-by-trip basis.



## How do I apply for DART services?

Through the application process we will determine your eligibility for DART service and your support needs for using the service. We will guide you through the application process and are here to answer any questions you have along the way.

Call **(425) 347-5912** to learn more or to start the application process.

Here's what you can expect as you apply:

- You'll start with a confidential interview with an ADA Paratransit Eligibility Specialist
- We may ask you to provide information from a doctor or other person who knows about your condition
- We may ask you to complete a functional assessment to determine your ability to use the fixed-route bus system

In the confidential interview, you will meet with an ADA Paratransit Eligibility Specialist who will identify your specific transit use skills, abilities, and limitations. The Eligibility Specialist will assist you in navigating the application process and can provide information about additional transportation options and services.

You will have the opportunity to explain your personal circumstances and abilities. You will also learn about other programs that can increase your transportation independence.

If you require additional support, like getting extra help from the driver to get to and from the vehicle, those needs and possible solutions can be explored during the eligibility assessment.

The assessment process is not a medical determination of whether or not you have a disability, but rather a chance to explore what your transportation options can include and to understand your transit-related needs.



As part of the process, DART may need information from a doctor or other person who knows about your condition. DART may also schedule a functional assessment to determine your ability to use the fixed-route bus system.

An application is complete when DART has everything it needs to determine if you qualify.

To schedule your interview, please call (425) 347-5912.

## **When will I know if I qualify for DART?**

Once DART has all the necessary information, your eligibility will be determined within 21 days. You will receive a letter explaining DART's decision.

Once approved, you may begin using DART services. Please be aware that DART will periodically review your eligibility to make sure you still qualify for DART services.

If you do not qualify for DART services and do not agree with the decision, you may appeal in writing within 60 days. An appeals hearing may be scheduled for you to explain why you feel you are eligible for this service.

# When and Where DART Operates

DART can pick you up and drop you off anywhere a Community Transit local bus goes at the same time of day on that same day of the week.

DART paratransit service operates during the same hours as Community Transit's local fixed-route buses. DART service will not run earlier or later than the local route does to that same destination. Contact DART for times available for your desired travel.



**LOCAL** bus routes provide service throughout the day to communities within Community Transit's Snohomish County service area (excludes commuter routes that provide peak commute time service to Seattle and Bellevue).

DART paratransit service goes to areas within 3/4 of a mile of Community Transit local fixed-route bus routes (excluding commuter routes). These areas along the local bus routes are called "ADA corridors."

DART trips must begin and end in the ADA corridors. If your trip begins or ends outside of the ADA corridor, you should find alternate transportation to and from a safe place within the ADA corridor to meet DART for your ride.



Please call DART if you have questions about service hours, pick-up and drop-off times, and locations.

Please note that DART is like fixed-route bus service in that there may be other riders on your trip. How long your trip takes will vary, and direct service to your destination may not be available. A DART trip will take about as long as a fixed-route bus trip.

## **What if I do not live in the DART service area?**

The Transportation Assistance Program (TAP) is operated by Homage Senior Services. When possible, TAP transports seniors and people with disabilities who live outside the DART service area in Snohomish County. TAP can also connect passengers with DART, Vanpool or Community Transit's fixed-route bus service.

Call TAP at (425) 423-8517 or go to [homage.org](http://homage.org) for more information.

If you need to ride TAP to get to DART, call TAP first to confirm availability. The TAP representative will set up your transfer with DART. TAP passenger service is available Monday–Friday, 7 a.m. to 7 p.m.

For additional information, you can also call 211 or (877) 211-9274, the Community Resource Hotline in Snohomish County.

# Scheduling Trips

## Requesting trips

You may request trips for the next day and up to seven days in advance. Be sure to request round-trip service if needed.

### **Request trips by calling DART: (425) 347-5912**

Monday – Friday: 5:30 a.m. to 7 p.m.

Weekends & Holidays: 8 a.m. to 4:30 p.m.

### **Schedule a trip on the Community Transit DART app (see p. 18)**

If you need a trip for the next day, DART will only guarantee that trip if you call before 5 p.m. on weekdays and before 4:30 p.m. on weekends and holidays. If you request a trip for the next day after these times, DART will schedule it only if space is available.

DART calls are answered in the order they are received. Please do not hang up while on hold. A DART representative will assist you as quickly as possible.



**DART drivers cannot request or cancel trips for you. Please call DART for assistance.**

**When you request a trip, be ready to provide the following:**

- Your name and phone number
- The date of your planned trip
- Your complete pick-up address, including apartment or complex name, unit number or business name
- The complete address and phone number of where you are going, in case we need to reach you regarding your return trip
- Your cell phone number if you have one
- When you would like to be picked up and when you would like to arrive at your destination
- When you would like to be picked up for your return trip
- Anything you are bringing with you that we should be aware of, such as:
  - Oxygen
  - Wheelchair or scooter
  - Shopping/utility carts, strollers, and other wheeled items
  - Personal care attendant (PCA)
  - Other riders
  - Service animal or pet

# Community Transit DART app

Manage many of your DART transportation needs anytime, anywhere with the Community Transit DART app.

With the Community Transit DART app, you can:

- Book a new trip.
- Cancel a scheduled trip.
- Check where your ride is on a map.
- Get real-time updates that use GPS to let you know where your ride is.
- Get notifications about your trip when things change.



Visit **[communitytransit.org/dartapp](https://communitytransit.org/dartapp)** for more information about the DART app and where it can be downloaded.

To set up a new account for the app or if you forgot your password, please call DART Customer Care. (425) 347-5912, TTY Relay: 711 and then press 4 to speak to a representative.

## Trip purpose

DART trips can be made for any reason. By law, DART cannot make decisions about rides based on the reason for the trip. For example, DART cannot say a medical appointment is more important than a shopping trip.

Your safety is our priority. DART cannot transport anyone whose conditions may prevent them from riding safely. DART drivers may decide at the time of pick-up if a person is unable to safely ride.



**For medical emergencies, please call 911.**  
DART drivers are not trained paramedics and cannot provide professional medical assistance.

## Trip schedules

DART provides hundreds of trips daily and must balance your needs with the needs of other riders. We may need to schedule your pick-up time up to one hour earlier or later than requested.

When you book a trip, you are given a 30-minute window when you can expect DART to arrive. This is



called the 30-minute “pick-up window”. For example, if you are given an 8 to 8:30 window, you can expect DART to arrive anytime between 8 and 8:30. You would need to be waiting and ready to leave starting at 8.

During the trip, the DART vehicle may make several stops to let other customers on or off before getting to your destination. Your trip on DART will take about as long as it would on the fixed-route bus.

Delays can occur for many reasons, including traffic or bad weather. If you have to be somewhere at a specific time, ask to get there 15 to 30 minutes in advance. On your return trip, if you expect an appointment to be finished by 3:00, request a 3:15 or 3:30 pick-up. It is better to wait a few minutes than to miss your ride.

## **Confirmations and pick-up times**

DART can usually confirm your pick-up and return times when you call to schedule your trip.

When scheduling days in advance, we recommend that you call back the day before your ride to confirm your scheduled times.

We also offer an automated call service. If you request it, you can receive a call that provides updated ride information at 6 p.m. on the night before your scheduled rides.

Call DART between 5 p.m. and 7 p.m. on weekdays and between 2 p.m. and 4:30 p.m. on weekends and holidays for this information.

## **Wait times**

We value your time. To help every passenger arrive on time to their destination, the driver cannot wait longer than five minutes once they arrive to pick you up. Be ready for your trip at the start of your 30-minute window.

While we understand that delays happen, if you miss your trip, DART will count it as a “no-show”. Repeated no-shows and late cancellations can result in suspension of your DART service (see p. 45). If



you miss your initial trip, the return trip will remain scheduled. If you do not want the return trip, please call DART to cancel.

## Multiple trips

Multiple trips in the same day must be scheduled at least 45 minutes apart.

For example, after you arrive at your first stop, you must wait at least 45 minutes to be picked up and taken to your second stop. When booking multiple trips, please be sure you allow enough time to complete all your tasks before being picked up again by DART.



## **Cancelling trips**

Call DART to cancel or reschedule your ride as soon as you know you do not need it. The earlier you cancel, the more service we can provide to other passengers.

### **Cancel rides by calling DART: (425) 347-5912**

Monday – Friday: 5:30 a.m. to 7 p.m.

Weekends & Holidays: 8 a.m. to 4:30 p.m.

To cancel a ride after business hours, leave a message by calling DART and giving your name and trip(s) to be canceled.

**If you scheduled your trip using the Community Transit DART app**, you can also cancel your trip in the app. Visit [communitytransit.org/dartapp](http://communitytransit.org/dartapp) for instructions.

Repeated no-shows and late cancellations can result in suspension of your DART service (see p. 45).



If the unexpected happens and you miss a trip, please call DART as soon as you can to explain.

## Subscription rides

A Subscription Ride (also known as a standing ride) is a reservation for a regularly scheduled trip. For example, you may go to work every day, or to physical therapy every week. If you need a trip at the same time, on the same day(s) of the week, to the same place, ask DART to set up a Subscription Ride.

If you are approved for a Subscription Ride, DART will notify you of your ongoing ride times. You do not need to call again to book those trips; however, your standing ride pick-up time may vary day to day.

If your request for a Subscription Ride is not approved, you will need to call each time to book your individual trips.

Once a Subscription Ride has been set, it is up to you to be present for each ride or call ahead to cancel. If you cancel a Subscription Ride on one day, the cancellation applies only to that trip. Please specify if you want the entire Subscription Ride schedule canceled.



Please let us know as soon as possible when plans change. Your Subscription Ride may be stopped if it is frequently canceled or changed.

If you need to pause your Subscription Ride, you may call and request for your Subscription Ride to be placed on hold. When you place your Subscription Ride on hold, please provide us with the date that you want to resume riding again.

Subscription Rides do not run on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

If you need a ride on these days, please call DART to schedule your trip.



Please note: If your address or other personal information changes, call us at (425) 347-5912 right away.

There may be some delay in service if we need to make changes to your trip.

## Paying for Your DART Ride

For up-to-date fare price information, please visit our website at [communitytransit.org/dart](https://communitytransit.org/dart) or ask when you book your trip. Fares are subject to change.

You must pay a fare or show a valid pass each time you ride a DART vehicle. Paying for an advance ride is not allowed. Youth (18 years and younger) ride free.

To pay your fare, DART accepts:

- Cash (exact change)
- DART ticket books
- Monthly DART passes
- Edmonds College Pass (Ed Pass)
- University of Washington Pass (U Pass)

Drivers are unable to provide change, so please bring exact fare if paying with cash.



Drivers cannot accept gifts or tips, but we always welcome your feedback about your experience with your driver.

## **DART passes and tickets are available at:**

Community Transit RideStore  
Lynnwood Transit Center  
20110 46th Avenue West  
Lynnwood, WA 98036

You may also have them mailed to you by ordering them at **[communitytransit.org/dart](https://communitytransit.org/dart)** or calling the RideStore at (425) 348-2350.

DART pass and tickets can be used to pay your fare on Community Transit fixed-route buses. DART passes and tickets are not accepted on any other transit system in the region.



Please note: ORCA Cards are not accepted on DART.

# Connecting with Other Paratransit Systems

When traveling long distances, you may need to transfer to a paratransit system in other areas to finish your trip, such as:

- King County Access
- Everett Paratransit
- Island Paratransit
- Kitsap Transit ACCESS
- Skagit Paratransit

Call DART and we can help arrange the whole trip for you.

When you transfer to other paratransit systems in the Puget Sound area, you only need to pay a fare to the agency you are registered with.

For example, if you book a trip with DART to go from Lynnwood to Tacoma, you first ride DART, then King County Access and then Pierce Transit Shuttle down to Tacoma. During this trip you only pay the current fare on DART. The same is true for the return trip. You only pay on DART on your return trip.

## **Traveling on other bus systems**

If you want to use other transit options, you may call:

- Everett Transit  
(425) 257-7777, TTY Relay: 711
- Island Transit  
(800) 240-8747, TTY Relay: 711
- King County Metro  
(206) 553-3000, TTY Relay: 711
- Sound Transit  
(888) 889-6368, TTY Relay: 711
- Kitsap Transit  
(800) 422-2877, TDD: (360) 377-9874
- Skagit Transit  
(360) 757-4433, TTY Relay: 711



## Riding with Others

### Personal Care Attendants / other riders

A Personal Care Attendant (PCA) is someone who travels with a passenger who cannot travel alone. If you need a PCA to travel with you on DART, be sure to note this on your DART application and in your eligibility interview.

Your PCA can ride for free while they accompany you and they must get on and off at the same time and place as you. DART cannot wait additional time for your PCA. If you plan to have a PCA with you when riding, be sure to tell DART when booking your trip.

You may have one — or more if space is available — companion travel with you. The companion(s) must pay the same fare as you and get on and off at the same time and place as you. Up to two children 18 years and younger may ride free when traveling with an eligible DART passenger.



DART does not provide Personal Care Attendants. The driver cannot serve as your attendant.

## Transporting youth

Youth, under the age of ten must be properly supervised by a responsible, DART-eligible adult, and may board only when the passenger is ready to board. An individual of age 13 and older may be sufficiently mature enough to supervise a youth under the age of 10 in certain circumstances. A youth must be sufficiently independent enough to ride unsupervised. Please let us know when scheduling your trip if any youth will be riding with you. Youth 18 years and younger do not pay a fare.

Youth younger than 4 years and under 40 pounds must be in an appropriate child safety car seat. The parent or guardian of the child must provide a safety seat that works with the lap belts on DART vehicles. The parent or guardian must install the seat in the bus and put the child into the safety seat. The driver will not do this.

Youth younger than 4 years and under 40 pounds may not ride if you do not have an approved safety seat.



## **Service animals / pets**

Please tell DART when you request your trip if a pet or service animal will travel with you.

A service animal must be under the control of its handler at all times. A service animal must have a harness, leash, or other tether. If the handler is unable to use a harness, leash or other tether because of a disability, the service animal must be otherwise under the handler's control (for example: voice control, signals, or other effective means).

Small pets may travel with their owners if they are in a suitable pet carrier. Larger pets must be on a leash and have a commercially produced muzzle that covers the mouth.

Animals and carriers must be at the handler's feet, out of the aisle, and cannot occupy a seat.

# Riding with Items

## Wheelchairs and medical equipment

Your safety is our priority. DART will transport passengers in mobility devices if they meet our safety standards and can be accommodated by our equipment. The combined weight of the user, mobility device and all belongings and accessories cannot exceed the capacity of the lift (most lifts have a capacity between 600 and 800 pounds). Your mobility device must not extend into the aisle after being secured.

Please ensure your wheelchair or other mobility device is in good working condition. If we determine your mobility device is unsafe, we will discuss your travel options with you.

Your mobility device may be unsafe if:

- The wheels or other parts are loose or dangerous
- One or more tires are flat
- One or both brakes do not hold the wheels
- The battery on a power wheelchair or scooter is dead



If you use a manual wheelchair, you may wish to bring a Personal Care Attendant (PCA) if you need help over rough terrain or steep slopes or if the combined weight of you and your manual chair exceeds what assistance our drivers can safely provide. These conditions may be a safety hazard to you, the driver, and the vehicle. Drivers will not push power chairs or scooters.

Call DART if you have an oversized mobility device or if you have concerns or questions. Let us know if you change your mobility device at any time.

If you use a mobility device and you have steps at your residence or destination, arrange for someone to help you up and down the steps.

It is safest for you to sit in a bus seat while riding DART. We will help you to a seat and make sure your device is safely secured.

DART transports passengers who use portable medical equipment, such as oxygen. For your safety, the driver cannot help you onto the vehicle and carry the equipment at the same time. Drivers are not medically certified and cannot give oxygen or help you use any other life support equipment. If your equipment is bulky in size or shape, and you are not able to carry it or use it by yourself, someone must travel with you to assist with these needs.

You must be able to either hold your equipment, or the equipment must be secured on the vehicle. We cannot transport equipment that cannot be safely secured or is otherwise unsafe for travel.



DART is a shared ride system. If you have cold or flu symptoms, please consult your healthcare provider on the safety of riding with others.

If you have a contagious or infectious disease that may pose a direct threat to others, please find other, more private transportation for the safety of your fellow passengers.

# **Personal items, shopping carts, strollers, and other wheeled items**

We understand that you may need to haul groceries, luggage, and other personal items on the bus. However, due to limited space and out of courtesy to other riders, we limit what and how much you can bring during your ride with us.

## **You may bring:**

- up to four grocery-sized bags or totes that weigh no more than 40 pounds total.
- One piece of luggage or one carry-on bag

## **Other restriction:**

- Wheeled items, such as skateboards or roller skates, must be carried aboard and stowed in their own bag and held on your lap.
- Extra large, heavy and oddly-sized items cannot be taken on the DART bus.
- Shopping carts or devices to assist with transporting items are allowed with some restrictions. Carts can be no larger than 30” high, 15” deep, and 18” wide. You must specify that you plan to bring a cart with you when you reserve your ride to ensure space is available.
- Carts and strollers must be folded or stored so that they do not block the aisle of the bus. Carts

and strollers that cannot be folded or fit between seats may be secured by the driver.

- Wagons and other wheeled devices that have a footprint larger than 15” x 18” and do not qualify as an ADA mobility device are not allowed on DART vehicles.
- Bikes and tricycles are not allowed.

Any items that restrict free movement of passengers or pose a safety hazard are not permitted on buses. Items cannot interfere with the vehicle operation or with other passengers.

Passengers must hold on to their packages and carts while on board. When space is limited, priority must be given to passengers with mobility devices so your cart may not be allowed. If your cart is declined due to space availability, you may cancel the ride with no cancellation penalty. Drivers can assist with packages on and off the vehicle, and to and from the door upon request, but drivers cannot enter your home.



# Passenger Responsibilities

## What you can expect from us:

- We will provide quality transportation services that are equivalent to those offered on a Community Transit fixed-route bus
- We will transport you in a safe, clean, well-maintained vehicle
- We will treat you with courtesy and respect
- We will make your safety our priority
- We will keep you informed
- We will listen

## What we expect from you:

- Please show courtesy to the driver, our staff and other riders
- Please follow DART's Code of Conduct (see p. 43)
- Please keep your contact information up to date, so we can reach you when we need to
- Please let us know as soon as you can when your travel plans change
- Please let us know how we can improve your DART experience

## Passenger guidelines

To help us provide a safe and smooth ride, we ask our riders to do the following:

- Be ready at the start of your 30-minute pick-up window. To help drivers stay on schedule, they can wait no longer than five minutes once they arrive to pick you up. If the driver has to leave without you, this trip will be considered a no-show (see p. 45).
- Provide all of the information we need to get you where you need to go when you contact us to schedule your trip, including the full address (see p. 16).
- Remain seated until the driver is ready to assist you. Passengers may not get on or off the vehicle while drivers are assisting other passengers.
- Your safety is our priority. The pick-up or drop-off area for your ride must be easily accessible for the bus and the address must be marked and visible from the street. If the area is not accessible, the pick-up or drop-off point will need to be moved to a safer location.
- Help us provide efficient service by calling us in advance with any changes or cancellations. If you do not cancel trips ahead of time, it could result in suspension of service (see p. 45). DART drivers cannot cancel trips on your behalf.



Drivers cannot help customers over rough ground, uneven surfaces, steep slopes or any other conditions that may be unsafe for you, other customers, the driver or the DART vehicle.

- Drivers will drop you off and pick you up in the designated loading area. If a DART rider cannot be left alone at the destination, a responsible person must meet the DART vehicle at drop off.
- If you cannot travel by yourself or need more assistance than the driver can provide, a Personal Care Attendant (PCA) must travel with you or you may qualify for door-to-door service. Contact us to learn more about qualifying for door-to-door service. Your PCA may ride free but must get on and off at the same place and same time as you.
- If your destination is at a large building or complex, one main entrance will be used to pick you up or drop you off. You need to get to and from your intended location without help from the driver. DART will pick you up at the same place you were dropped off. A different driver than the one who dropped you off may pick you up, so please watch for the DART vehicle and try to make it easy for the driver to find you.



## DART drivers cannot escort you into buildings or homes.

- Please help the drivers transport you safely by following their instructions. Please help drivers drive distraction-free and save your questions for when they are not driving.
- DART passengers must wear the safety belts provided. This includes passengers in wheelchairs, scooters, and other mobility devices. Passengers in a mobility device must also use the wheelchair tie-downs in the vehicles. Passengers who refuse to use safety belts or tie-downs will not be transported.
- When being picked up, please ensure your pet is in another area or on a leash. Drivers will not go to a place where they may encounter an unfriendly animal.
- Be mindful of other passengers and drivers who may be sensitive to fragrances and strong odors. Please do not wear heavy perfume or cologne and maintain hygiene within acceptable standards.
- Keep all your personal belongings with you at all times. DART is not responsible for these items. If you do lose an item while on a trip, you can call DART to see if it was turned into lost & found.



## **Code of conduct**

All riders are expected to treat DART staff, drivers and passengers with courtesy and respect. Any form of violence, abusive language, or aggression is not allowed. This includes behavior that may not be directed at passengers or drivers, such as using threatening or abusive language on the telephone. Please notify the driver if you witness any such acts on DART.

Any physical attack on a driver or passenger is a felony and will result in a call to the police and immediate suspension of service.

All passengers must obey safety rules, which include not smoking, eating, or drinking on any DART vehicle. Passengers may only listen to music and other media with headphones.

Fireworks, illegal weapons, hazardous materials, or any other item that could cause harm to others are not allowed. Anything with an offensive odor or that could spill must be in a sealed container.

Any illegal conduct is prohibited and will result in immediate suspension of your service.



Community Transit and DART reserve the right to immediately refuse DART service to an individual when necessary to protect the health and safety of other customers and DART employees.

# Service suspension

Community Transit is committed to providing quality public transportation via DART. DART makes every reasonable effort to meet the various needs of its passengers. However, when passengers break DART rules, the agency reserves the right to suspend service.

There are three major reasons why a person may have their service suspended:

## **1. No-show and late cancellations**

No-show means not being ready to leave within five minutes of driver arrival within the scheduled pick-up window time.

Late cancellation means trips that are canceled within two hours of the scheduled ride time, or refusal to board the vehicle that has arrived within the scheduled pick-up window time.

## **2. No fare**

No fare means not paying for your ride or the rides of any companions with you.

## **3. Prohibited behavior**

Prohibited behavior means conduct in violation of DART safety rules or behavior that is violent, disruptive, or illegal.

## **Suspension process**

When a passenger is suspended or denied service, DART will send a letter to the passenger and/or caregiver with information about the suspension, including length of suspension and the appeal process.

An appeals hearing may be scheduled for the passenger to explain why he or she should not be suspended from DART service.

Fines could be imposed for not paying fare, per RCW 81.112.210. Behavior that is violent, seriously disruptive to service or illegal may result in a permanent suspension or denial of service.

In some cases, after a suspension, the person may seek to be reinstated. In these cases, the burden is on the individual to explain how the problem has been fixed and why it will not happen again.

For complete information on policies, procedures, and suspensions — or if you have questions about a situation that may result in a possible suspension — please call DART as soon as you can.





## Other Rider Tips

### **If the roads are snowy or icy**

During extreme weather conditions, such as ice or snow, DART may have to limit or stop service if road conditions become dangerous. In these instances, we may cancel or reschedule trips.

Many delays happen during severe weather conditions. Please cancel or reschedule any trips you do not have to make. We will do our best to provide service for trips you must make but be prepared for delays due to road conditions.

## **If you have things to carry**

Drivers may help carry your packages if they can do so safely in one trip to your door. Packages are limited to four grocery-sized bags that weigh no more than 40 pounds total. Limiting your packages will allow room on the vehicle for every passenger's packages.

Do not bring extra-large, heavy or oddly-sized items on our vehicles. DART does not move personal belongings from one place to another.

## **If you are diabetic**

Please bring a small snack with you in case you need it during the course of your trip.

## **If you need medication on your trip**

Please be sure you have enough medication to last until you can return home.

## **If you are sensitive to weather conditions**

Please dress appropriately.

## **If you lose something while riding**

Contact DART at (425) 347-5912 as soon as you can to see if we have found it. If your item has been located, you may arrange a pick-up time between 8 a.m. and 4:30 p.m. Monday through Friday. Items will only be held for 14 calendar days. **DART is not responsible for lost items.**

## **If you travel with oxygen**

Please be sure you have enough oxygen to last until you return home.

## **If your mobility device or life support equipment is battery-operated**

Please make sure your device has enough charge to last throughout your trip. Drivers are unable to push power chairs or scooters.

# Riding Community Transit Buses

Community Transit buses operate on convenient and reliable schedules to major destinations throughout Snohomish County. Your trip with DART can be planned in tandem with our bus service.

All Community Transit fixed-route buses can carry wheelchairs and other mobility devices. Most buses have a kneeling feature that makes it easier to step onto the bus. Many bus stops have benches and shelters.

Community Transit's Travel Training program (see p. 53) can help teach new riders how to ride the bus. You can also call DART's Customer Care team for more information on using local bus service for your trip.

You may pay your fare on Community Transit buses with cash, a DART pass, DART tickets or with an ORCA card. To explore the fares on Community Transit buses, visit [communitytransit.org/fares](https://www.communitytransit.org/fares).



DART passes and tickets are good on all Community Transit buses at the face value of the ticket.

# Transferring between DART and Community Transit buses

Transfers between DART and Community Transit buses usually take place at covered bus stops or park & ride lots.

When you use DART to get to or from the fixed-route bus service, we can tell you where the nearest bus stop is for transferring.

Visit **communitytransit.org** or call (425) 353-RIDE (7433) or TTY Relay 711 for more information on the connecting bus service.

If you have a DART pass or DART ticket, they are good for their face value only on Community Transit buses. If you board a Community Transit bus with a higher fare than the current fare, you will need to pay the difference. You can also pay for the connecting bus service with cash or an ORCA Card.

Visit **communitytransit.org** for information on fares and ORCA Cards.

## Reduced fare on buses

Any person who has a disability or is 65 years or older may get a Regional Reduced Fare Permit ORCA card. Whether or not you use this card to pay your fare, having it allows you to ride public transit buses and the Washington State Ferries throughout the Puget Sound Region at a discounted fare. You must show your Regional Reduced Fare Permit ORCA card when boarding a bus in order to pay with reduced fare.

If you need a Personal Care Attendant (PCA) to travel with you on the bus, be sure to say this on the application when you apply for the Regional Reduced Fare Permit ORCA card. When you show your card, the driver will see that you need a PCA. You must have this printed on the card for a PCA to ride the fixed-route bus for free.

For more information on ORCA cards, please visit [communitytransit.org/orca](https://communitytransit.org/orca).



Please note: ORCA Cards are not accepted on DART.

# Travel Training Program

Community Transit offers a complimentary Travel Training Program that teaches people who may need extra help to learn how to use fixed-route buses. The training is tailored to meet your needs, whether you need general bus riding information or more one-on-one in-depth training.

Instruction is customized to meet a rider's unique needs and can last from one hour to several days or however long it takes for a rider to feel safe and confident using Community Transit's bus service.

All of Community Transit's buses are wheelchair accessible and most buses have a kneeling feature that makes it easier to step onto the bus.



Some of the benefits of learning to ride through Travel Training include:

- More independence and flexibility to travel whenever and wherever you want
- Not having to schedule trips ahead of time
- Multiple bus trips a day if your plans change

If you are interested in the Travel Training Program, call (425) 348-2379 or visit

**[communitytransit.org/traveltraining](https://communitytransit.org/traveltraining)** to learn more.



# Community Transit contact information

## Customer Care

For help or information about Community Transit's fixed-route bus service, such as bus routes, schedules, fares, and trip planning:

(425) 353-RIDE (7433)

TTY Relay: 711

Monday – Friday: 6:30 a.m. to 8 p.m.

**[communitytransit.org](http://communitytransit.org)**

## RideStore

For in-person help with tickets, monthly passes, reduced fare permits, or Community Transit fixed-route bus service:

Community Transit RideStore at

Lynnwood Transit Center

20110 46th Ave West

Lynnwood, WA 98036

Monday – Friday: 7 a.m. to 6 p.m.

## Travel Training Program

Our complimentary program teaches people who may need extra help to learn how to use fixed-route buses:

(425) 348-2379

# Your Comments are Welcome

Please tell us how things are working for you. We do a better job when we know what you need. Each compliment is shared with the employees. We investigate each suggestion or complaint. We view all comments as opportunities for us to provide better service for our passengers.

If you have a service comment or question about DART, please contact DART's Customer Care at (425) 347-5912.

When you contact DART with a comment, please include the following information:

- Your name, address, and phone number
- The date, time, location, and what happened
- The DART vehicle number and driver's name if you know them
- Your compliment, suggestion, or complaint

Every comment is individually tracked to ensure that it is responded to in a timely manner and that all concerns are addressed. Let us know if you would like a response to your comment, and it will be provided by email, mail or phone depending on your preference.

## DART (Dial-A-Ride Transportation)

Safe, convenient, and reliable paratransit service for those who cannot use Community Transit's bus service due to a disability or condition.

For all things DART, including eligibility, how to apply, scheduling or changing a trip, giving feedback, and more:

(425) 347-5912

TTY Relay: 711

**[communitytransit.org/dart](https://communitytransit.org/dart)**

## Travel Training

Learn to ride the bus with confidence — gain greater independence and flexibility — with Community Transit's complimentary Travel Training Program.

(425) 348-2379

TTY Relay: 711

