

Effective March 2011  
**DIAL-A-RIDE TRANSIT**

A GUIDE TO DART PARATRANSIT SERVICES

**WHAT IS DART PARATRANSIT SERVICE?**

DART is a curb-to-curb,(Further assistance is available if requested when scheduling a trip.) advanced reservation, shared ride transportation service for people with disabilities who are unable to access CMRTA buses. Riders share the vehicle with others and there are no restrictions on the trip purpose or frequency of reservations. DART operates a fleet of specially designed and equipped vehicles which can accommodate certified riders who utilize mobility devices that meet ADA guidelines. Our wheel chair lifts can accommodate up to 600Lbs. DART can help you receive training to learn to ride fixed route buses.

**HOW MUCH DOES DART COST?**

DART costs \$3.00 per one-way trip. **DART Operators can not make change.** Please have exact fare ready to give the operator prior to boarding the vehicle. Tokens can be pre-purchased by calling 255-7123.

**HOW DO I BECOME CERTIFIED TO RIDE?**

To apply for DART eligibility certification, request an application by calling the DART staff at (803) 255-7123 or by writing to: DART Application Request, 3613 Lucius Rd, Columbia, SC 29201.

DART/CMRTA reserves the right to periodically require the re-certification of rider eligibility.

**HOW DO I SCHEDULE A TRIP?**

To request a trip, call the DART reservationists at (803) 255-7123. Trip reservation requests are accepted between the hours of 9:00 AM and 5:00 PM Monday through Sunday. After 5:00 p.m., requests for next- day service cannot be accommodated.

Trip requests may be made up to fourteen (14) days in advance. DART reservationists will make trip confirmations at the time of scheduling.

***DART DOES NOT ACCEPT SAME-DAY TRIP REQUESTS OR SAME DAY SCHEDULE CHANGES***

When calling DART your call will be answered in the order it is received. Every time you hang up and call again, you will move to the end of the line. Please remain on hold for the next available reservationist. For quality assurance, all phone calls may be recorded.

Be prepared to provide this information to the Reservationist in the following order:

- Name
- Date you will be traveling
- Pick-Up address (including numeric address, apartment and/or building name/number)
- Time you would like to be picked up OR time you need to reach your destination
- The physical address of your destination (including specific drop-off information)
- Telephone number at your destination
- If a PCA (Personal Care Attendant) or Companion will be traveling with you
- If you will be using a mobility device

When scheduling rides for specific times, 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

In compliance with the ADA, DART may negotiate with riders for mutually agreed upon pick-up times that may be within 1 hour before or 1 hour after the requested time.

#### **WHEN DO I NEED TO BE READY?**

DART vehicles will arrive any time within a 30 minute ready window. This ready window starts 15 minutes before your scheduled pick-up and ends 15 minutes after your scheduled pick-up. For example, if your pick up is scheduled for 9:00AM, your van will arrive any time between 8:45AM and 9:15AM.

Please be ready to board the vehicle immediately upon arrival, or your vehicle will leave after 5 minutes, and you will be considered a No Show. For example if your pick-up is scheduled for 9:00AM and the van arrives at 8:45AM, you must present yourself to the van by 8:50AM.

#### **WHERE DO I WAIT FOR MY RIDE?**

Riders must be waiting at the sidewalk, or at another safe waiting area in front of, or as close as possible to, the entrance of the pick-up location. Operators will wait for a rider at the curb of a public street, in front of, or as close as possible to, the rider's house, building or other designated pick-up location. The operator cannot enter the building or come to the door to assist riders, unless you requested further assistance when you scheduled your trip. If a rider will need assistance exiting the pick-up location, a companion or personal care attendant must be available to assist. **DART operators do not provide PCA service.**

For drop-offs, the operator will drop the rider off at the sidewalk, or another safe waiting area next to the curb or a public street in front of, or as close as possible to, the designated drop-off location.

If a rider cannot be left unattended (as a result of his or her disability or impairment), a companion or PCA is required to receive the passenger upon arrival. In the event that a PCA or companion is not at the drop off location when the vehicle arrives, an additional fare may be charged.

#### **WHAT IF MY VEHICLE IS LATE?**

If the vehicle has not arrived by the end of your 30 minute ready-time window, please call DART at 255-7123.

#### **WHAT HAPPENS WHEN MY VEHICLE ARRIVES?**

DART operators will wait 5 minutes for a rider to board the vehicle. If a rider does not board the vehicle within the 5 minute wait time, the operator will depart the location. DART is not required to call the rider when the vehicle arrives or before leaving the pick-up location; riders are expected to be ready to board the vehicle upon its arrival. When your vehicle arrives you are required to present the exact fare for yourself and any companions. Please note: The operator can not take you to your requested destination without the required fare.

#### **HOW LONG WILL MY TRIP TAKE?**

Travel time on Paratransit is comparable to the amount of time it would take to make the same trip using our fixed-route bus service, with connections. The average trip length is about 30 minutes, and a trip may exceed or fall below that average depending on the circumstances.

#### **WHAT ARE NO SHOWS?**

A No Show occurs when you fail to board the vehicle within the 5 minute ready-time window. Please call 255-7123 to confirm trips for the rest of the day. .

#### **WHAT ARE EXCESSIVE NO SHOWS?**

Any DART rider who is assessed more than 3 No Shows in a 30 day period will be subject to a suspension of service. Please see our No Show Policy Brochure for more information.

#### **HOW DO I CANCEL MY TRIPS?**

Trips no longer required by a rider, whether demand or Subscription **must be cancelled at least 24 hours** prior to the schedule pick-up time. A trip cancelled **less than 24 hours** ahead of time will be considered a No Show. DART staff understands that circumstances arise which would prevent a passenger from canceling their trip 24 hours in advance. If you would like your Late Cancellation reviewed, our appeals committee and staff will do so.

## **WHO CAN ACCOMPANY ELIGIBLE PASSENGERS?**

### *Personal Care Attendant*

A personal care attendant can accompany a registered DART rider at no additional charge. Your file must indicate that you were certified as eligible to have a PCA travel with you, and you must reserve space for the attendant when scheduling your trip.

### *Guests*

A guest is welcome to ride with you for \$3.00 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 trip.

### *Service Animals*

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

## **HOW MANY PACKAGES CAN I BRING ON THE VEHICLE?**

Carry-ons are limited to 3 grocery bags or similar sized packages onboard DART vehicles. Operators can help a rider carry three packages on and off the van from the same sidewalk waiting area where the rider boards and gets off the vehicle. Operators cannot carry any packages to the door. Packages should weigh no more than 25lbs. each.

## **ARE VISITORS ABLE TO USE DART SERVICES?**

Out-of-town visitors who are ADA eligible can use DART services. Please contact the DART reservation office at 255-7123 Monday-Friday.

## **WHAT IS SUBSCRIPTION SERVICE?**

Subscription Service is limited to riders traveling to the same place at the same time on reoccurring days (for example: every Monday, Wednesday, Friday or the first Monday of the month, or the 1<sup>st</sup> and the 15<sup>th</sup> of the month). DART reserves the right to restrict and/or prioritize Subscription Service, to maintain a maximum level of 50% as required by the ADA, when there is no excess demand capacity available. DART will terminate any Subscription Service that is cancelled more than 50% of the time in any 30 day period, or if any changes to the ride, including times and/or locations, are made.

## **WHERE AND WHEN CAN I TRAVEL ON DART?**

The following pages describe where and when you can access DART. Please call 255-7123 to find out about a specific location.

DART service days, areas and times of service are based on the Fixed Route bus system. DART riders can access the same areas, on the same days and at the same times that a person using the fixed route bus system can. The areas you can go to vary depending on the time of day and day of the week. Not all areas are available at all times.

Please make sure when booking your trip that both the area you are coming from and the area you are going to are available for DART services at the same days and times you are requesting.

**Effective March 2011**

M-F	SAT.	SUN.	RTE.	RTE. NAME			M-F	SAT.	SUN.
5:20A	5:45A	7:00A	1	College Place	N. Main, College Place, Luth. Seminary	Koon, Cody	9:30P	8:27P	6:23P
5:25A	6:15A	N/A	6A	Eau Claire	Monticello, Ridgewood	Club Road	6:41P	6:41P	N/A
5:25A	N/A	N/A	12	Edgewood	Allen Benedict, Beltline Blvd., Barhamville	Colony Apts.	9:12P	N/A	N/A
5:35A	N/A	N/A	23	State Park	Palmetto-Health Rich., SC Dept. of Mental Health, Farrow Rd., Providence NE	Rabon & Farrow Road	6:50P	N/A	N/A
6:15A	N/A	N/A	30	Fairfield Rd.	Lincolnshire, N. Main, Meadowlake	Saddlefield	6:43P	N/A	N/A
5:30A	5:30A	7:30A	3	Owens Field	USC, Blossom Street, Rosewood Drive	Garners Ferry, Pelham	7:00P	6:00P	7:00P
5:45A	6:00A	N/A	4	Olympia/Eastway Pk.	Stadium, Harvest Hope, DMV	Bluff, Windy	7:18P	6:32P	N/A
6:00A	6:00A	N/A	8	Rose Hill	Rosewood, Midlands Tech. Beltline	Rosewood/Plowden	6:43P	6:43P	N/A
5:45A	5:50A	7:30A	11	Colonial Heights	State Hosp., Palmetto-Health Richland	Col. Hghts/Col. Apts	5:41P	6:41P	6:56P
N/A	5:39A	7:30A	23A	State Park & Edgewood	Benedict College, Colony Apts., Prov. Hosp. NE, Carolina Research	Rabon & Farrow Rd.	N/A	6:50P	6:12P
5:49A	N/A	N/A	31	Denny Heights	N. Main, Eau Claire, Blue Ridge, Monticello	Heyward Brockington	7:10P	N/A	N/A
5:15A	6:05A	N/A	34	St. Andrews	Broad River, Dutch Sqr., Bush River Rd.	Pk. Terrac./Harbsn.	7:38P	7:38P	N/A
6:00A	6:16A	7:30A	15A	Ft. Jackson	Forest Dr., Richland Mall, Trenholm Plaza, Decker, Percival Rd., Allen-Benedict College	Columbia Mall	9:37P	9:16P	7:09P
6:30A	N/A	N/A	15B	Ft. Jackson, Faraway, Alpine	Benedict College, Allen Univ., Richland NE High School, Blue Cross Blue Shield	Faraway Alpine Rd.	7:10P	N/A	N/A
6:00A	6:00A	7:00A	16	Dentsville	Two Notch Rd., DSS	Columbia Mall	9:30P	9:28P	6:28P
6:00A	N/A	N/A	21	VA Hospital	Dreher High School, Garners Ferry, Woodhill	VA Hospital	6:36P	N/A	N/A
5:45A	N/A	N/A	35	Village at Sandhill	Columbia Mall, Sparkleberry, Village at Sandhill	Village at Sandhill	5:28P	N/A	N/A
6:35A	N/A	N/A	17	Harrison Rd.	Trenholm Park, Covenant	Bethel Church Rd.	5:00P	N/A	N/A
7:20A	7:20A	7:20A	5	Ft. Jackson Special	Forest Dr., Richland Mall	Ft. Jackson on Base	8:16P	8:16P	4:17P
6:30A	6:30A	N/A	36A	Cross-Town West Bound	Midlands Tech. Beltline, River Drive, Broad River, Harbison	Garners Ferry, Pelham	7:30P	7:30P	N/A
6:30A	6:30A	N/A	36B	Cross-Town East Bound	St. Andrews, Irmo High School, Columbiana Ctr., Dutch Square Mall, Remington College	Columbiana Ctr.	7:30P	7:30P	N/A
5:30A	5:30A	6:00A	20	Greenlawn	Millwood, Gervais, 5Points, Devine, Garners Ferry, Trinity, VA Hospital	Wal-Mart, Patterson	9:15P	8:20P	6:38P
N/A	N/A	10:00 A	34A	Transit Center St. Andrews-Sunday	Downtown Transit Ctr., Boozer Shopping Ctr., Dutch Square, Clusters of Whitehall, Bower Pkwy., Harbison, Pineygrove Rd.	Park Terrace & Harbison	N/A	N/A	6:55P
N/A	N/A	9:45A	34B	Bower Parkway St. Andrews-Sunday	Downtown Transit Ctr., Boozer Shopping Ctr., Dutch Square, Clusters of Whitehall, Bower Pkwy., Harbison, Pineygrove Rd.	Park Terrace & Harbison	N/A	N/A	5:55P

**THE ROUTES BELOW OPERATE TWO TIMES DURING THE AM HOURS AND TWO TIMES DURING THE PM HOURS. THESE ROUTES DO NOT OPERATE ON WEEKENDS OR HOLIDAYS. CHECK WITH THE DISPATCHER FOR SERVICE AVAILABILITY.**

5:20A and 6:20A	26	Transit Center West Columbia	Meeting St., Wal-Mart Augusta Hwy, Chris Rd.	Lexington Medical Ctr.	5:55P and 6:55P
5:20A and 6:20A	28	Transit Center West Columbia	Cayce, Airport Blvd., Midlands-Tech, Knox Abbott Dr., 12 <sup>th</sup> St.	Columbia Airport	3:03P and 4:03P

## **RULES 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 or smoking on board
- No riding under the influence of alcohol or illegal drugs
- 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 DART vehicle
- No radio, cassette tape players, compact disc players or other sound-generating equipment are to be played aboard the vehicles
- No children 10 and under are permitted to ride the DART services unless accompanied by an adult for the duration of the trip
- 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 in accordance with SC Law Title 58 Chapter 23 Article 17.**

## **HOW CAN I APPEAL A SUSPENSION OF SERVICE?**

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:

*CMRTA Administrative Appeal Process  
C/O Accessibility Advisory Committee  
P.O. Box 214  
Columbia, SC 29202*

Please see the No Show Policy Brochure for more information.

**IMPORTANT INFORMATION**

**Information, Reservations, & Cancellations  
(803) 255-7123**

**Dispatch  
(803) 255-7124**

**Customer Service  
(803) 255-7085**

**Fare  
\$3.00 per one-way trip**

**General Hours of Service  
Monday—Saturday  
5:00AM — 11:00PM  
(Areas available for service vary by time of day)**

**Sunday  
7:00AM—8:00PM  
(Areas available for service vary by time of day)**

**Reservations  
Attendants on Duty  
9:00AM — 5:00PM**

**After 5:00 p.m., requests for next—day service cannot be  
accommodated.**

**Effective Date: March 2011**

**DART services and fares are subject to all changes made to the Fixed  
Route Bus System**

**CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY  
PO BOX 214 COLUMBIA SC 29202**