

RESERVATIONS

TRIP RESERVATIONS ARE PREFERRED AT LEAST 24 HOURS IN ADVANCE; SAME DAY SERVICE AVAILABLE IF SCHEDULING ALLOWS.

Call 260-925-3311

Monday-Friday, 8:00am - 3:00pm

We schedule trips on a first-call, first-serve basis; **calling as soon as possible for a trip gives you a better chance of getting a ride.**

Trips can be provided to places of employment, childcare, school, medical appointments, hospitals, hairdressers, social service agencies, shopping trips, local events, etc.

Please provide the following information when scheduling your ride:

- Name, phone number, and number of riders including caregiver
- Date and time of appointment and return trip
- Pick up and destination addresses
- Need of assistance and/or a wheelchair vehicle
- Payment method - punch card or cash

DART IS A MEDICAID TRANSPORTATION PROVIDER

PICK UP TIMES

We make every effort to arrive promptly.

Drivers are required to wait only 5 minutes for a passenger before they proceed to the next pick up.

However, drivers may arrive up to 15 minutes before or after the scheduled pick up time.

Please be ready 15 minutes before your scheduled pick up time; if our vehicle has still not arrived 15 minutes after the scheduled pick up time, call 260-925-3311.

CANCELLATIONS

Cancellations must be reported at least one hour in advance. Late cancellations and no shows will be asked to pay a \$5 fee.

If recorded as a NO Show or late cancellations for 30% or more of your scheduled rides within a 30 day period your service will be suspended for 10 days.

You can appeal your suspension by calling 260-925-3311 and ask to speak to the Transportation Director.

FARES

Travel Within DeKalb County.

\$5.00 per passenger, per stop **within** the same city/town

\$6.00 per passenger, per stop **out of any** city/town

Travel Outside DeKalb County.

\$35.00 one-way trip

\$50.00 round trip

No 'over 60' passenger on a IIB federally funded trip is ever denied service because of an inability to donate. Envelopes are provided to passengers who make a donation on IIB funded trips.

Suggested donations in-county:
\$5.00 one-way within city/town
\$6.00 one-way out of city/town

SAVE MONEY!

Purchase pre-paid DART Punch Cards for Public Transit trips only at the DeKalb County Council on Aging Office.

A refund is not possible after DART cards have been purchased

*PLEASE HAVE EXACT CHANGE; NO CHANGE WILL BE MADE AND NO CREDIT WILL BE GIVEN FOR OVER-PAYMENT.



Affordable Public Transportation throughout DeKalb County for **EVERYONE**.
We are an EOE (Equal Opportunity Employer)
Relay Indiana for Hearing Impaired
1-800-743-3333

Hours of Operation

Monday - Friday
6:00am - 4:00pm

Other hours of service might be available.

DART is closed on designated Federal Holidays.

Business Office:

Address: 1800 E. 7th St.

Auburn, IN 46706

Phone: 260-925-3311

Email: dekalbcoa@dcoa.net

Website: dcoa.net

DART – DEKALB AREA RURAL TRANSIT

SEAT BELTS

All passengers are required to wear seat belts

PORTABLE OXYGEN SUPPLY

We do transport passengers with a respirator or portable oxygen tank

PERSONAL CARE ATTENDANTS

An escort or personal care attendant who is traveling with a passenger who **needs** assistance may accompany you at no charge. Friends and relatives just riding along with a passenger are considered traveling companions and will be charged a fee.

SERVICE ANIMALS

DART Public Transportation welcomes service animals. Service animals must be under the constant control of their handler. **May be excluded if exhibits a direct threat to the health/safety of others*

PETS

Passengers are permitted to bring Non-Service animals on board, however, they must be in an appropriate cage or pet carrier.

Note: Any needed service accommodation or modification should be requested when scheduling. For more information regarding the reasonable accommodation or modification policy or to file a complaint please contact DART at 260-925-3311. Attempts will be made to honor all such reasonable requests

DART is not responsible for lost, stolen or damaged articles.

NEED A RIDE TO WORK OR CHILD CARE ETC.

It is possible to have regularly scheduled trips such as to work, child care, etc. Just call the DART office to set up your schedule

INFANTS AND CHILDREN

A parent, guardian or adult designated by parent/guardian must accompany infants and children under the age of five and, or less than 40 pounds and secure them in their own car seats. If a booster seat or child safety seat is required, it must be provided by the parent and it has to be taken with the child; it cannot be left in the vehicle.

GROCERY/PARCEL POLICY

Limit carry-on packages to four and stored out of the aisles. Note: we reserve the right to refuse transport to a passenger who ignores this policy. No large boxes or bulky items that might block the aisle or emergency exit are permitted.

WEATHER INFORMATION

For weather information regarding delays or closures tune in to WAWK (95.5 FM) or WFGA (106.7 FM) and TV Channels 15 & 21. DART reserves the right not to run on roads believed to be unsafe or even to suspend operations in dangerously inclement weather.

Note: Wheelchair/scooter & other mobility devices accessibility is available. DART does not transport Geri-chairs.

DART PASSENGER CONDUCT

DART seeks to provide the safest and most efficient services to all DART passengers. Therefore, for the safety and comfort of all passengers, DART has established the following policies defining required passenger conduct and examples of prohibited activities which might cause suspension of service: Our service is shared ride. We expect you to be respectful and courteous to others.

Examples of restrictions:

- No profanity, disruptive, abusive or offensive behavior;
- No touching or disturbing other in the vehicles;
- No illegal drugs or acts, threats or physical violence
- Any act creating the potential for injury or other risk to self, other passengers, driver or the general public;
- No opened food or drink in the vehicles;
- No smoking or chewing tobacco;
- No brandishing of weapons and no flammable or toxic materials allowed on vehicles;
- No audio/visual devices without headsets;
- A documented pattern of 'no shows' or late cancellations that are within the passenger's control.

In respect for other passengers and the driver, passengers are requested to practice good personal hygiene. All passengers must wear shoes and shirts. DART will contact law enforcement for assistance in threatening situations.

Appeals regarding suspension of service must be provided to the Transportation Director in writing and will be considered on a case-by-case basis.

Please Note

DART is a door-to-door, demand/response, shared-ride transportation service; however, it is not a taxi. The driver may assist you to and from the curb when boarding or leaving the vehicle but it is not permitted to enter a residence or building. You may not be able to go directly to your destination if it is necessary for the vehicle to pick up other passengers along the way. Additionally, you may have to wait on other passengers' appointments.

SPECIAL NEEDS PASSENGERS

This information is available in alternative formats. To request, call 260-925-3311.

ADA INFORMATION AND COMPLAINTS

DART operates in compliance with Title III of the ADA Act. DART does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of disability you may file an ADA discrimination complaint. For information and/or to file a complaint contact DART at 260-925-3311 or visit our office.

You are encouraged to address any complaint or concern to the Transportation Director. Note: Information regarding filing a complaint about rights under Title VI of the Civil Rights Act of 1964 are posted in each vehicle.

The section 5310/5311 grantee, DeKalb Area Rural Transit System operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with DeKalb Area Rural Transit, Transportation Director 260-925-3311.

DART is a service provided by the DeKalb Co. Council on Aging with funding provided in part by government entities, Title IIIB, INDOT 5311 operating capital, 5339 vehicles and equipment, and 5310 vehicles, United Way of DeKalb County, foundations and grants, public transit fares, donations, fundraising efforts, and charitable contributions, etc.