A Guide to Paratransit Services

Welcome to DART Mobility Management Services, where it’s our pleasure to serve you! While reading through the pages of 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 provide you with a 5 Star Customer Experience as well as being your transportation provider now and into the future!

WHAT IS DART PARATRANSIT SERVICE?

DART Paratransit Service is an origin to destination, curb-to-curb, 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 $0.75 for each one way trip versus $3.00 on a regular Paratransit trip.

DART also offers free travel training, along with travel ambassadors, to persons with disabilities who are capable of riding accessible bus and rail services.
WHAT IS THE PARATRANSIT SERVICE AREA?

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

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

Service is also provided to and from DFW International Airport.

HOW DO I SCHEDULE A TRIP?

DART Paratransit Services offers two types of service: Demand Service and Subscription Service. Demand service is provided when a customer calls 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 WHAT IS SUBSCRIPTION SERVICE?)

Paratransit trips can be scheduled one of three ways: by 1) talking with a live agent, 2) by using X-Press Booking, an automated service that provides you with maximum scheduling flexibility, or 3) by booking your trip on line at https://paratransit.dart.org. (See HOW DO I BOOK A TRIP WITH X-PRESS BOOKING OR WEB BOOKING?)

To use Options 1 or 2 above, call Paratransit Reservations at 214-515-PARA (7272) to schedule your trip.

HOW DO I BOOK A TRIP WITH A LIVE AGENT?

Live agents are available from 8 a.m. to 5 p.m. Monday through Friday. Reservations can be made with an agent up to 2 days in advance Monday through Wednesday, and up to 4 days in advance on Thursday and Friday. 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.
To schedule a trip with a live agent, please call 214-515-PARA (7272) and 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
- 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 in order 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

Paratransit Services can negotiate pick-up times 1 hour before or 1 hour after the requested travel time as established under the Americans with Disabilities Act (ADA) of 1990 service criteria.

**CAN I BOOK A TRIP FOR THE SAME DAY?**

No. DART Paratransit does not offer same day service to its riders. All trips must be booked at least one day before a scheduled trip.
HOW DO I BOOK A TRIP WITH X-PRESS BOOKING (XPB) OR WEB BOOKING?

DART Paratransit Services offers X-Press Booking (XPB), an easy and convenient way for you to schedule your trips by telephone. Through XPB, riders can book trips using an interactive voice response telephone system, without having to speak with a live agent. XPB is available 24 hours a day, 7 days a week at 214-515-PARA (7272). A great advantage of using XPB is that trips can be scheduled 4 days in advance, every day.

Just like XPB, Web Booking is also available 24 hours a day, 7 days a week and you can access the website from your computer, tablet, or smartphone! Just go to https://paratransit.dart.org, log in with your DART Paratransit ID and password, and you can schedule your trips from any of the addresses that are on your Paratransit trip list or any other address you have scheduled a trip to within the past 90 days.

XPB and Web Booking allows you to schedule trips in one of two ways: 1) the personal trip list, or 2) the previously scheduled trip list.

- Personal trip list - allows you to create your own personal trip list, which can include up to 10 of your most frequent destinations.
- Previously scheduled trip list – allows you to schedule trips from a list of trips booked within the past 3 days.

The XPB and Web Booking Advantage:

**Increased hours**  
Both are available to schedule trips 24 hours a day, 7 days a week.

**Additional days**  
Both allow trips from your personal list to be scheduled 4 days in advance, 7 days a week.

**No waiting time**  
Both allow users to schedule trips without having to wait for the next available reservations agent.

**Reviewing and canceling trips**  
Both allow users to review and cancel your trips.
How Do I Create a Personal Trip List?

To create a personal trip list for X-Press booking or Web booking, call DART Mobility Management Services Customer Relations at 214-828-6736 and request a form be mailed to you or visit us at http://www.dart.org/riding/paratransitexpressbooking.asp and start enjoying the advantages of X-Press Booking and Web Booking!

HOW DO I CONFIRM MY 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.

HOW DO I RIDE PARATRANSIT SERVICES?

Certified program participants are required to present their Paratransit ID when boarding vehicles. If you do not have a Paratransit ID card you will be unable to use this service.

WHAT TYPE OF VEHICLE WILL PICK ME UP?

Paratransit Services uses large vans with lifts and minivans that have ramps on the side. Service is provided by MV Transportation, Inc., and Irving Holdings (Yellow Cab). Rides will be scheduled in a vehicle that meets your transportation needs.
HOW LONG WILL MY RIDE 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 or rail service with connections.

WHERE DO I WAIT FOR MY RIDE?
Paratransit is a curb-to-curb, shared-ride service that complements DART's fixed-route bus and rail services. Riders should 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 assist riders from this point to enter and exit the vehicle.

If you need assistance beyond the curb, please make your request known when scheduling your trip. You can also let the operator know and assistance will be provided. However, the operator can only assist beyond the curb to or from the door and not through the door.

Apartments/Office Complexes
When scheduling your trip, please provide the reservationist with a specific building name and number within the complex. The operator 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 operator in front of the main lobby. Operators are not permitted to go to rooms to pick up riders. Operators cannot assist riders in and out of a nursing home. Nursing home staff should be ready to assist the individual out, if necessary. Riders will unload in front of the main lobby of the nursing home.

Adult Program/Day Care Centers
Riders attending adult programs or day care centers should be ready when Paratransit vehicles arrive. Operators cannot assist riders in or out of adult program/day care centers. Center staff must be ready to assist the individual 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 does not arrange entry, and the vehicle is unable to enter the pick-up area, the rider will be considered a No-Show.

**DOES PARATRANSIT HAVE CERTAIN PICK UP LOCATIONS?**

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 reservationist will inform you of the specific pick-up and drop-off location.

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

Paratransit vehicles will arrive any time within a 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.

**WILL SOMEONE CALL ME WHEN MY VEHICLE ARRIVES?**

Riders will receive a telephone call ten minutes before your vehicle is expected to arrive. Please make sure you provide a contact number for all of your 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.

**WHAT HAPPENS WHEN MY VEHICLE ARRIVES?**

Riders are expected to be ready to board the vehicle upon its arrival. Paratransit operators 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 or a valid coupon. Please note: The operator 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 operator will mark the rider as a No-Show and will depart the location.

WHAT IF MY VEHICLE IS LATE?

If the vehicle has not arrived by the end of your 20-minute ready-time window, please call Paratransit at 214-515-PARA (7272). Riders can also check online to see where the vehicle is located at https://dart.thebus.mobi. The bus.mobi will also allow you to cancel a trip as well as look at your trips for the next day. Please note, you will not see a vehicle number or an estimated time of arrival until 90 minutes before your scheduled pick up time.

WHAT IS CONSIDERED A MISSED TRIP AND WHEN AM I ELIGIBLE FOR A COUPON REIMBURSEMENT?

A missed trip is defined as a trip that arrives after the end of the 20 minute pickup 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.

If your vehicle fails to arrive to pick you up within 59 minutes after the beginning of your ready time window, you are eligible to receive a coupon reimbursement. Call Mobility Management Services within 24 hours of the trip at 214-828-6736 to request coupon reimbursement. Please leave your name, your Paratransit ID number and the date of your trip. Once the late trip information is validated, a coupon for the trip will be mailed to you within 10 working days following your telephone request.

WHAT ARE THE PROCEDURES FOR USING 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.
Securement on Boarding
Paratransit Services will make all attempts to secure mobility aids. The operator 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.

WHO CAN ACCOMPANY ELIGIBLE PASSENGERS?

Personal Care Attendant
A personal care attendant 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.

Guests
Guests are 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 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.

ARE YOUR VEHICLES EQUIPPED WITH SEATBELTS AND/OR CAR SEATS FOR INFANTS?

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 being accompanied by an infant 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. The rider will be responsible for securing the car seat or booster seat. It is the rider’s responsibility to bring a car or booster seat, if needed.
DART Paratransit will not provide one. For safety reasons, operators will not transport a child without one. If you are traveling with a child and you will need to bring a car seat, please inform the reservations agent when you call to schedule a trip.

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

Carry-on packages are limited to 2 grocery bags or similar-sized packages onboard Paratransit vehicles. Operators can help a rider carry two packages, if needed. Packages should weigh no more than 20 pounds each.

**ARE VISITORS ABLE TO USE PARATRANSIT SERVICES?**

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 214-515-PARA (7272), option 5. Once this is done, advance reservations can be made up to 2 days in advance, Monday through Wednesday, and up to 4 days in advance on Thursday and Friday.

**IS DOOR-TO-DOOR SERVICE AVAILABLE?**

Yes. Door-to-door service is available for assistance to and from the threshold of a building. If you need assistance beyond the curb, please make your request known when scheduling your trip. You can also let the operator know and assistance will be provided. However, the operator can only assist beyond the curb, to or from the door, and not through the door. While an operator can assist with door-to-door, he or she cannot leave the vehicle unattended or out of visual observation for a lengthy period of time.

**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, **HOW MANY PACKAGES CAN I BRING ON THE VEHICLE?**)

**ARE BICYCLE(S) ALLOWED ON THE VEHICLE?**
Bicycles are NOT allowed on the vehicle. Due to limited space, safety measures, and time constraints, Paratransit vehicles cannot accommodate bicycles on board.

**WHAT IS SUBSCRIPTION SERVICE?**
Subscription Service 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 beginning the first Monday of each month for five working days.

**WHEN CAN I APPLY FOR OR CHANGE MY SUBSCRIPTION SERVICE?**
New subscription service requests and changes to existing subscriptions will be accepted beginning the first Monday of each month for five working days. Once the request is submitted, it may take up to thirty 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.

**HOW DO I CANCEL MY SUBSCRIPTION TRIPS?**
You can cancel two days' worth of trips through the X-Press Booking (XPB) interactive voice response system at 214-515-PARA (7272) by selecting the confirm/cancel option (option 1). Subscription riders with more than two days' worth of trips to cancel must contact Subscription Services at 214-515-PARA (7272), option 4, between 9 a.m. and 3 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 (https://paratransit.dart.org) and the bus mobi (https://dart.thebus.mobi). You will need your Paratransit ID and password 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.

**WHAT IS A NO-SHOW OR LATE CANCELLATION?**

**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.

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

**What are the penalties for excessive No-Show or Late Cancellations?**

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.

**WHAT IF THE NO-SHOW OR LATE CANCELLATION ISN’T MY FAULT? HOW WILL I KNOW IF MY SERVICE IS SUSPENDED?**

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:

a. First Suspension will be for 5 days.
b. Second Suspension will be for 10 days.
c. Third Suspension will be for 15 days.
d. 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.**

**What Can I Do to Reduce My No-Shows?**

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

- Confirm the beginning and end of the pickup window and the amount of time the vehicle will wait for you when you call to book your trip.
- Call to cancel, as soon as possible, if you won't be taking a trip.
- Be ready and watching for vehicles during the full on-time pickup window.
- Provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance.
• Provide all telephone numbers, including at each destination, and confirm they have been correctly recorded by the reservation 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 Mobility Management Services at 214-828-6736.

DOES MY CERTIFICATION EXPIRE?

Yes, 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.

HOW DO I GET RECERTIFIED?

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 90 days prior to the expiration of their eligibility period. Recertifying riders will complete an in-person assessment to identify their potentials, rather than limitations, in their ability to use accessible bus or rail transit.

Here is a summary of the certification process:

1. Call for an application and a Physician’s Verification Form.
2. Once paperwork is received, complete and correct, we will contact you to set up an appointment at the assessment center.
3. At the assessment, we will assess your abilities in using transit services.
4. After the assessment, DART will notify you if you were approved for or denied Paratransit service and whether your service will be conditional or unconditional.
IF I AM CERTIFIED FOR DART ADA PARATRANSPORT SERVICE, WILL MY ELIGIBILITY TRANSFER OUT OF TOWN?

Yes, 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.

WHAT DOES IT MEAN WHEN MY SERVICE IS "CONDITIONAL?"

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. Riders will be required to use DART’s bus or rail services, or find alternative transportation, for trips that are not deemed ADA Paratransit eligible.

WHAT IF I NEED TO CHANGE MY CONTACT INFORMATION OR LOSE MY PARATRANSPORT ID CARD?

If you change your contact information or lose your Paratransit ID, or your disability needs have changed, call our Certification office at 214-515-PARA (7272).

TRAVEL TRAINING PROGRAM

Travel Training is your ticket to freedom and independence with the use of public transit. DART Paratransit Services offers Travel Training to people with disabilities wishing to ride public buses and trains to reach a wide variety of destinations. Riding public buses and trains gives you the freedom to set your own schedule without having to make reservations or worry about the availability of rides. DART’s Travel Training Program is available free of charge to persons with disabilities who are able to use accessible fixed-route bus and rail transportation. 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.
TRAVEL AMBASSADOR PROGRAM

The Travel Ambassador Program uses qualified instructors to take riders step-by-step through learning how to ride buses, trolley-buses and trains. The program also teaches participants all of the practical skills to travel the DART System with confidence and safety. Training for bus and rail transit services does not make you ineligible for Paratransit services. Our Travel Ambassadors also do group training for human service agencies, senior centers, and other organizations who need a little extra help using public transit. If you are interested in more information regarding the Travel Ambassador Program, please call 214-828-8588.

WHAT HOURS ARE YOU OPEN?

Paratransit Services Operation Hours
Paratransit Services operates on a daily schedule that is comparable to our fixed-route bus/rail service.

Paratransit Live Scheduling Hours
Monday-Friday: 8 a.m. to 5 p.m. (except for these holidays: Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day and New Year's Day). For details on how to call and schedule trips on these days, please ask your reservations agent.

Semi-Automated Booking Hours
Saturday-Sunday: 8 a.m. to 5 p.m.

Automated Express Booking (XPB) and Web Booking Hours
Monday-Sunday: 24 hours

Control Center Hours
Monday-Saturday: 4 a.m. to midnight
Sunday: 6 a.m. to midnight

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

Subscription Service Hours
Monday-Friday: 9 a.m. to 3 p.m.
Paratransit Administration Hours
Monday-Friday: 8 a.m. to 5 p.m.

WHAT ARE THE PARATRANSIT FARES?

- Cash: $3.00
- Guest: $3.00
- Paratransit Fare Coupons - 10 trips: $30.00
- Personal Care Attendants - no charge
- Feeder Fare: $0.75

All eligible riders, regardless of age, must pay exact fare when boarding. Operators cannot give change. Paratransit Fare Coupons can be purchased online at www.DARTStore.org or at the DART Store at 1401 Pacific (DART Headquarters at Akard Station). Note: Coupon purchases are limited to five booklets per transaction. For other locations, call 214-979-1111.

Please note: Operators are not allowed to accept tips or gratuities.

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 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
- 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.

**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 DART Mobility Management Services Customer Relations at:

**Phone Number:**
214-828-6736

**Mailing Address:**
P.O. Box 660163
Dallas, Texas 75266-0163

DART has a one-step appeal process. A written copy of the appeal process can be obtained by calling Paratransit Services at 214-828-6736.

**HELPFUL PARATRANSIT TELEPHONE NUMBERS**

Please call 214-515-PARA (7272) to contact the following:

Option 1 - Cancellations/Confirmation

Option 2 - Where’s My Ride?

Option 3 – Reservations/ X-Press Booking

Option 4 - Subscription Services

Option 5 - Certification

Option 6 - Commendations/Complaints
OTHER HELPFUL TELEPHONE NUMBERS/ WEBSITES
Mobility Management Customer Relations 214-828-6736
Travel Training Program 214-828-8576
Travel Ambassador Program 214-828-8588
DART Lost and Found 214-749-3810
Customer Care Center 214-749-3333
Customer Information Center 214-979-1111
General DART Information http://www.dart.org
Where’s My Ride Online https://dart.thebus.mobi
Paratransit Web Booking https://paratransit.dart.org

HELPFUL ADDRESSES
Paratransit Services Headquarters
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 DEO Department
Attn: ADA Compliance Officer
P.O. Box 660163
Dallas, Texas 75266-0163

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!