



# Paratransit Service Policy



<b>Scope:</b>	<b>DART Paratransit Customers</b>
<b>Responsible Department:</b>	<b>Operations</b>
<b>Effective Date:</b>	<b>July 10<sup>th</sup>, 2018</b>
<b>Approved By:</b>	<b>DART Commission</b>

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## **PURPOSE**

The purpose of this document is to set policy, in accordance with Federal Transit Administration (FTA) regulation and the Americans with Disabilities Act (ADA), regarding DART Paratransit service for individual riders.

## **POLICY**

### **A. Scheduling and Reservations**

Request for service can be made by calling DART Monday through Friday between 7:00 AM and 5:00 PM. Reservations for Sunday and Monday travel can be made on Saturday and Sunday between 8:00 AM - 4:00 PM. If a voicemail is left, passengers will be directed to leave their name and telephone number and DART staff will return the passenger's call to schedule a trip. Reservations will be accepted up to seven (7) days prior to the trip date. Passengers can schedule a trip up to 5:00 PM on weekdays and 4:00PM on weekends the day before the trip date.

### **B. Cancelation and No Show**

A Late Cancelation occurs when a passenger cancels a scheduled trip with less than one (1) hour notice to the paratransit office before the start of the negotiated pick up window. A Late Cancel is the functional equivalent of a No Show, and will be treated the same for service suspension review.

A No Show occurs when a passenger misses a scheduled trip when the bus is at the pick-up location within the negotiated pick up window. If a passenger No Shows or Late Cancels the first leg of a trip, the return trip will remain an "active" trip. If the passenger will not take that trip, they must call the paratransit office to cancel the trip.

Any passenger within a calendar month that incurs a No Show and/or Late Cancel trip may trigger a review of their trips to determine if a pattern or practice of missed trips exists.

When DART performs a review, below is the criteria for determining the number of No Show and/or Late Cancel trips that may result in a penalty:

- 1 to 14 trips per month – maximum of 3 No Shows/Late Cancels per month
- 15 to 29 trips per month – maximum of 6 No Shows/Late Cancels per month
- 30 to 39 trips per month – maximum of 8 No Shows/Late Cancels per month
- 40 to 50 trips per month – maximum of 10 No Shows/Late Cancels per month
- 51+ trips per month – maximum of 12 No Shows/Late Cancels per month



Following a review, the passenger will be notified of the number of No Show or Late Cancel trips for the previous month. No Shows that occur due to circumstances that are beyond the passenger's control or when the operator arrives after the scheduled window will not be counted. Passengers have the right to contest any particular No Show or Late Cancel trip. Passengers may contact DART by telephone, or mail or to contest a trip record.

To appeal any specific No Show trip, passengers may contact DART Customer Service by telephone at 515-283-8100 and leave a customer comment requesting a review. Passengers will be asked for the details of the incident and DART staff will contact the passenger in no more than two (2) business days. The appeal will be resolved by the conclusion of the fifth (5<sup>th</sup>) business day and communicated to the passenger via phone call.

Passengers may also request a review by mail. This request must be in writing and mailed to the following address:

DART Paratransit  
Des Moines Area Regional Transit Authority  
620 Cherry Street  
Des Moines, IA 50309

The letter should contain the details of the appeal and the preferred method for DART to contact the passenger. DART will review the appeal and send out a response in writing within five (5) business days of receipt of the appeal.

Passengers that exceed the maximum number of No Show and/or Late Cancel trips will be subject to the following penalties:

- 1st violation – letter of warning
- 2nd violation – one week suspension of service
- 3rd violation – two week suspension of service
- 4th and succeeding violations – one month suspension of service

Service suspension will be administered progressively for each month that the infractions continue. The number of months which exceed the maximum Late Cancel and No Show occurrences will be calculated over a rolling 12-month period.

**C. Visitor**

Visitors with disabilities who cannot use the regular fixed-route system are eligible to utilize DART complementary paratransit service. The visitor may be asked to provide to DART certain documentation to verify eligibility, nature of their disability, and/or residence. If the visitor has been certified as "ADA paratransit eligible" by a public transit provider, DART paratransit will honor the approval and will provide up to twenty one (21) days of visitor ADA complementary paratransit service during a 365 day period. If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they will be allowed "presumptive eligibility" and shall be provided with up to 21 consecutive days of paratransit service.



**D. Service Area and Hours**

DART paratransit operates service in comparable service area and hours as DART's fixed route bus service.

- **DART Service Area:** DART paratransit service area at a minimum includes  $\frac{3}{4}$  mile in and around DART fixed route service, or to the next closest geographical differentiator.
- **DART Service Hours:** The first paratransit pick up in the morning can occur as early as the first fixed route timepoint, and the last drop off can occur as late as the last fixed route timepoint.

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**REVISION LOG:**

1. DATE: