

ISLAND TRANSIT DIAL-A-RIDE GUIDE



ISLAND TRANSIT DIAL A RIDE TRANSIT SYSTEM (DART)

PASSENGER GUIDE

REVISED

November 2011

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Denotes Amendments *

SECTION 1 SERVICE PROVIDER

A. Dial- A- Ride Transit System (DART) is offered as an ADA Complementary Paratransit service as specified in the Americans with Disabilities Act for Galveston Island residents. The Island Transit Office is located at 3115 Market Street Galveston, Texas. Hours of operation are 6:00 am to 11:30 pm, Monday through Saturday, and 8:00 am to 7:00 pm on Sunday including designated holidays. Office hours are*7:00 am to 4:00 pm, Monday through Friday. Saturday and Sunday 9:00am to 6pm (for scheduling appointments only.)

SECTION 2 ELIGIBILITY FOR ADA SERVICE (AMERICANS WITH DISABILITIES ACT OF 1990)

- A. Any individual with a disability who is unable, as the result of a physical or mental disability, to board or disembarks from any vehicle on the fixed route.

- B. Any individual who requires a wheelchair lift or other boarding assistance or cannot be accommodated because of the inadequacy of boarding or disembarking locations.

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- C. Any individual who is unable to travel to a fixed route location because of impairment or a related condition.
- D. Any individual certified due to a disability remains eligible for service based on the recommendation of their physician.
- E. If a determination on eligibility is not made within Twenty-one (21) days, the ADA applicant will be granted temporary eligibility status and have the right to receive service.
- F. Incomplete applications will not be accepted.**
Applicants will have the opportunity to correct the incomplete applications, which will be available for pickup at Island Transit offices. If assistance is needed in completing your application, please feel free to call us at 409-797-3909. During the application process service will be provided to the applicant. If eligibility is unable to be determined, Island Transit staff will contact the medical professional listed on the application for Service. All applicants will be notified of a decision in writing.

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SECTION 3 APPLICATION FOR SERVICE

- A. The applicant and a qualified medical professional must fill out the application for service.
- B. An additional signature on a professional letterhead or prescription notepad must accompany your application.
- C. To obtain an application, you may pick one up at our office at 3115 Market Street, contact Island Transit(Dial-A-Ride) at (409) 797-3909 and request an application by mail, (please send a self addressed stamped envelope) or you can visit our website at www.islandtransit.net
- D. Dart also provides a Subscription Service for individuals who work or have the **same scheduled pickups as a routine.** This service cannot exceed 50% of the passenger capacity.

SECTION 4 DESCRIPTION OF SERVICE

Island Transit provides a shared ride Curb-to-Curb service through DARTS to ADA eligible passengers from the curb of the passenger's origin to the vehicle. Service is provided ¾ mile radius of the

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service area, which includes Apffel Park road and Beachtown Drive, east of 1st street and 7 mile road, west of 103rd street. **We do not provide assistance over the threshold of any facility, nor do we provide assistance with bags, packages, personal items and etc.**

* Due to safety reasons excessive amount of packages are prohibited. ***Please have a Personal Care Attendant present to assist when needed.**

* However, passengers may bring aboard **only** what he or she can carry, but cannot occupy another seat nor block the aisle. **We are not a taxi service or an emergency medical service. There will be no restrictions or priorities based on a trip purpose.** You will be sharing the van with other passengers, and the van may make a number of stops picking up and dropping off other passengers. Because your trip may not follow the most direct route to your destination, it may take longer than expected. **Please be patient.**

In order to provide service to as many people as possible, it is essential that all passengers be ready at their scheduled time. **Pick up time at the origin will be between 15 to 55 minutes prior to the appointment time.** Return trips will be provided between 15 to 55 minutes after the office have received notification of picking up depending on traffic, weather, or other delays. ***We will only wait for five (5) minutes after arrival time. No one will call or knock on the door. If there is no response, the van**

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will leave and will not return. You will then be responsible for you own transportation.

*You **must** schedule your trips to and from **all** locations, and have all the information ready for the dispatcher to register your trip. Please be sure that you will have enough time to conduct your business. The van will be there for **your requested** pickup time.

***If you finish earlier than your requested time, you will have to wait until your scheduled pick-up.**

***The only exception is a late pickup from a Doctor's Appointment.**

*The drivers operate on an electronic schedule. They **cannot** change or deviate from their assigned routes or times.

Cancellations must be received at least one (1) hour prior to scheduled

pick-up time. Passengers who do not notify the office of their cancellations will be charged \$1.00 for the no-show trip at their next scheduled pickup.

Three (3) no-shows in sixty (60) days will result in suspension or termination of service. A letter of notification will be sent to the passenger. *If you cancel your appointments, please be specific with your request. Failure to properly inform the dispatcher will result in a cancelation for the entire day. Dial-A-Ride will not be able to accommodate after the trip has been cancelled.

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***For the comfort of all passengers, smoking, eating, drinking, or radios are not permitted on any Island Transit vehicle. No weapons or firearms. Only Service Animals trained to assist the disabled and under full control of their owner at all times will be permitted on an Island Transit vehicle. Violent, disruptive or illegal behavior subjects an individual to suspension from the service.**

***If Dial-A-Ride receives a complaint from passengers or drivers in regards of but not limited to someone's physical hygiene, body odor, soiled wheelchairs or walkers that will disturb the reasonable comfort of other passengers or Transit staff, the passenger will be notified in writing and given the opportunity to correct the problem immediately.**

Island Transit staff will make a reasonable effort towards a solution that will benefit everyone. Failure to comply may result in suspension or termination of service.

Any passenger dissatisfied with the results may appeal the decision in writing within sixty (60) working days to the Appeals and Complaint Process committee.

All Dial-A-Ride passengers must wear seat belts at all times while riding in Island Transit vehicles.

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Dart Service does not operate on Thanksgiving or Christmas Day.

SECTION 5 SPECIAL REQUIREMENTS

- A. If you require a Personal Care Attendant, please inform the dispatcher when making your reservation. The attendant may board without paying a fare.

- B. If you have a companion to ride with you, this individual must pay the same fare as the ADA passenger.

- C. Visitors to Galveston who have been certified with their local Para transit service will be provided service for up to twenty-one (21) days. If individuals are not certified and claim they are eligible, they are presumed eligible and will be provided service for up to twenty-one (21) days, with documentation of their place of residency and the nature of their disability.

- D. Personal Care Attendants are permitted to use the wheelchair lifts when assisting Dial-A-Ride passengers.

- E. All common wheelchairs must be secured while on board our transit vehicles.

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- F. A common wheelchair is classified as those measuring no more than 30 inches wide from outside the wheels, 48 inches long, from the back wheels to the footrests, measured two inches above the ground and weighing no more than 600 pounds occupied.
- G. Passengers may travel with Life-support equipment such as portable oxygen provided such transport does not violate laws or rules related to transportation of hazardous materials. The safety and use of this equipment is the responsibility of the passenger.

SECTION 6 RESERVATIONS

- A. Reservations can be made up to 7 days in advance. Next day reservations can be made prior to 2:00 pm the day before. Reservations are taken from 7:00am to 4:00pm Monday through Friday, 9:00 am to 6:00pm on Saturday and Sunday. **Drivers Do Not Take or Make Reservations. Passengers are responsible for making their own reservations.** To schedule reservations please call 409-797-3909 or 1 800-735-2989 RELAY TEXAS TDD (for the hearing impaired).

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SECTION 7 FARES

\$1.00 per one-way trip (cash or ticket)

\$32.00 monthly pass -Good only from the First to the Last Day of the month.

\$40.00 book of tickets (40 tickets per book) - Can be used anytime.

Trips to the **UTMB Clinics are free Only with Current Appointment Slip or UTMB Badge.**

Passengers Must Pay All of the Fare upon Boarding the Vehicle.

***The driver will not stop or wait for you to get change.**

Sorry –No Bus Tokens, exact Change only, No credit-No Exceptions!

Tickets and passes may be purchased at the Island Transit office located at 3115 Market Street, Galveston, Texas 77550, or by mail at the same address. Please enclose a check or money order payable to Island Transit with a self addressed stamped envelope. Please do not send cash.

Any questions regarding fare structures, please contact our office at 409-797-3909.

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SECTION 8 APPEALS PROCESS

- A. The Appeals & Complaint Process will be used when an applicant wishes to appeal the decision of Island Transit staff regarding ineligibility of an applicant or for suspension of service. Service will be provided during the appeals process.

- B. The individual may file an appeal, in writing, by contacting Island Transit, 3115 Market, Galveston Texas 77550 within sixty (60) working days after the determination of ineligibility.

- C. Upon receipt of the appeal, Island Transit Staff will contact the individual within five (5) working days, Monday-Friday to schedule an appointment for the individual to be heard in person and to present information and arguments. The Director of Transportation and authorized representatives of Island Transit will conduct a hearing at Island Transit. Within five (5) working days of the hearing, Island Transit will notify the applicant in writing as to the result of the hearing.

- D. Individuals, who are dissatisfied with the results of the appeals hearing, may appeal the decision of the hearing to the Transportation Commission. All such appeals will follow policy and procedures outlined by

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the City of Galveston for citizens complaints. The City of Galveston will forward complaints to an individual appeals board if necessary. Island Transit will provide transportation for all appeals related to the hearings. Reservations for these trips will be made according to normal procedures.

- E. Complaints or complements can be filed in person at our office 3115 Market Street, in writing, by phone at (409) 797-3900 or (409) 797-3909 Monday through Friday from 7a.m. to 4p.m.

Passenger Requirements & Responsibilities

Passengers must be able to:

Attend to your own personal needs.

Safely maneuver their mobility device if one is used.

Count, gather, and place the correct fare in the fare box.

Island Transit strongly encourages passengers who cannot perform the above requirements to have a Personal Care Attendant.

Thank You in Advance for Your Complete Cooperation.

Island Transit Dial- A Ride Staff

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