

FARES

Below are the direct fares and the suggested donations for all age riders based on one-way trips.
PLEASE HAVE EXACT CHANGE; NO CHANGE WILL BE MADE & NO CREDIT WILL BE GIVEN FOR OVER-PAYMENT

TRAVEL WITHIN DEKALB COUNTY

- * **\$2.00** per rider, per stop *within* the same city/town.
- * **\$3.00** per rider, per stop, *out of any* city/town.

TRAVEL OUTSIDE DEKALB COUNTY - ALL AGES

DART travels outside of the county Monday thru Friday. For more information and suggested donations, call
260-925-3311 or 1-888-220-2242

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 donation in-county:
\$2.00 one way within city/town;
\$3.00 one way out of city/town.

HOURS OF OPERATION

Monday through Friday

6 am (leave Center) - 6 pm

Other hours of service might be available.

RESERVATIONS

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

Call 925-3311 or 888-220-2242, Monday - Friday, 7:30 am - 3:30 pm.

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.**

Please provide the following information when scheduling your ride:

- * Name, phone number, number of people
- * Date/time of appointment and return trip
- * Pick up and destination addresses
- * Need of assistance and/or a wheelchair vehicle
- * Payment method - punch card, money, Medicaid (have Medicaid number ready)

SAVE MONEY!

Purchase pre-paid DART Punch Cards for Public Transit trips only!
A \$24.00 Card for \$22.00
A \$48.00 Card for \$45.00

DART pre-paid cards may be purchased at the DeKalb Co. Council on Aging office.
A refund is not possible after a DART card has been purchased.

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 925-3311 or 888-220-2242.

If in a wheelchair, please be ready and waiting at the door.



CANCELLATIONS

Cancellations must be reported at least one hour in advance or you may be charged a \$5.00 fee.

There is also a \$5.00 fee for a "No Show".

*Fees for either a late cancellation or a no show will need to be paid **before** you can ride with DART again.*

DART IS A

MEDICAID PROVIDER

Riders are responsible for their Medicaid co-pay.



Passenger's Guide



Affordable Public Transportation throughout DeKalb County for EVERYONE

925-3311

Toll Free

1-888-220-2242

Relay Indiana for Hearing Impaired
1-800-743-3333

Business Office:

1800 E. 7th St.
Auburn, IN 46706

Fax: 260-925-0071
E-Mail: dekalbcoa@dcoa.net
Website: Heimach.org

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

SEAT BELTS

All passengers are required to wear SEAT BELTS unless there is a signed medical release on file with our agency stating to the contrary.

PORTABLE OXYGEN SUPPLY

We do transport passengers with a respirator or portable oxygen supply (these must be able to be secured).

PERSONAL CARE ATTENDANTS

A Personal Care Attendant who is traveling with a passenger who needs assistance may ride at no charge. Friends and relatives just riding along with a passenger are considered traveling companions and will be charged a fare or, in some cases, a suggested donation.

SERVICE ANIMALS

Passengers with disabilities may bring a service animal on board:

The animal:

- * Must be properly harnessed and under handler's control.
- * Should sit or lie on the floor and not block exits.
- * Normally do not use the lift unless their handler uses the lift.
- * May be excluded if exhibits a direct threat to the health/ safety of others.

PETS

Pets may be transported with a passenger if in a kennel style pet carrier.

NEED A RIDE TO WORK OR CHILD CARE?

It is possible to have regularly scheduled trips such as to work or for child care. 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 four (4) and secure them in their own car seats. If a booster seat is needed children must have their own.

GROCERY/PARCEL POLICY

*Limit carry-on packages to **four (4)** and store 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 are permitted.

Wheelchair/scooter & other mobility devices accessibility is available.

DART does not transport Geri-chairs.



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

WEATHER INFORMATION

For weather information regarding delays or closures tune in to WAWK FM (95.5) or AM (1140) 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.

DART PASSENGER CONDUCT

- DART seeks to provide the safest and most efficient service to all DART passengers. Therefore, for the safety and comfort of all passengers, DART has established the following policy defining passenger misconduct and examples of prohibited activities which might cause suspension of service:
- No profanity, disruptive, abusive or offensive behavior;
 - Touching another person in a rude, insolent or angry manner;
 - Any act creating the potential for injury or other risk to self, other passengers, driver or the general public;
 - No eating or drinking or use of tobacco products (ex: smoking or chewing);
 - No brandishing of weapons and no gasoline or toxic materials allowed on vehicles;
 - No audio/visual devices without head sets;
 - Uncontrolled bowel or bladder conditions;
 - A documented pattern of 'no shows' or late cancellations that are within the rider'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.

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

Please note: DART is a door to door, demand/ response, shared transportation service; however, it is not a taxi. 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 for other passengers' appointments.

You are encouraged to address any concerns to the transportation director at the following numbers:

925-3311 or TOLL FREE 888-220-2242

Note: Information regarding filing a complaint in reference to rights under Title VI of the Civil Rights Act of 1964 are posted in each vehicle.

SPECIAL NEEDS CLIENTS:

This information is available in alternative formats. To request, call 925-3311 or 1-888-220-2242.

In reference to issues of confidentiality, our agency has both a Confidentiality Policy and a Notice of Privacy Practices for Protected Health Information.

The Section 5310/5311 grantee, DeKalb Area Rural Transit operates its programs and services without regard to race, color, religion, sex, sexual orientation, gender identity or national origin accordance with Title VI of the Civil Rights Act. 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.

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

