



**BAY METRO TRANSIT
DART
ADA PARATRANSIT SERVICE/DEMAND-RESPONSE SERVICE**

Bay Metro Transit operates a paratransit service, for ADA-certified individuals in combination with a countywide, demand-response service for seniors of age 60 or over and individuals with a disability. This service is called DART, Dial-A-Ride Transportation.

ADA PARATRANSIT SERVICE

The DART Paratransit Service is a federally-mandated service with compliance standards. BMTA must offer a non-discriminatory service; in cases where an individual's disability prevents them access to the fixed route service, the ADA Paratransit service acts as a "safety net" to provide equivalent, accessible service. The paratransit service is not intended to be a comprehensive transportation service. The following points describe the ADA Paratransit Service:

- Weekdays 6:00am-7:00pm, Saturday 9:00am-6:00pm
- Rides can be scheduled 7 days in advance up to the day prior. Call for scheduling Sunday through Saturday 8:00am-5:00pm. Reservations made on Sunday must be left on voicemail.
- Fare \$1.50
- ADA Paratransit Service provided in Bay City and within $\frac{3}{4}$ miles of fixed routes outside of Bay City
- Trips scheduled within 1 hour of requested time
- Pick-ups made within 20 minute window around scheduled time

- Requires ADA-eligibility certification

The ADA certification process is covered in a separate document.

DEMAND-RESPONSE SERVICE

The DART Demand-Response Service is a county-wide, service for seniors and individuals with a disability. The following points describe the Demand-Response Service:

- Same Hours as the ADA Paratransit Service
- Same Fare as the ADA Paratransit Service
- Whenever possible, meets same service standard as ADA Paratransit Service; scheduling within one hour of requested time, 20-minute window for pick-up.
- Rides can be scheduled 7 days in advance up to the day prior. Call for scheduling Monday through Friday 8:00am-5:00pm.
- Rides will be booked first-come-first-serve and if space available
- No subscriptions. All trips beyond 7 day scheduling window must be called in.

To qualify, individuals must show proof of disability or age in-person or mail/fax a copy of the proof. The following will be accepted as proof of disability:

- Proof of being SSI recipient
- Medicare Card or proof of being Medicare recipient
- Proof of age or disability from other transit system
- Other State or Federal document show proof of disability

Any other proof of age or disability will be evaluated on a case-by-case basis.