BAY METRO TRANSIT
DART
What is the difference between
DEMAND-RESPONSE SERVICE and ADA PARATRANSIT SERVICE?

Bay Metro Transit operates a countywide demand response service for Senior and Individuals with Disabilities. In addition, Bay Metro Transit operates an ADA-regulated paratransit service on DART for individuals with disabilities that are ADA certified. Individuals must register for DART, but the ADA certification process goes a step beyond. If an individual is unable to be ADA-certified, they will still be eligible for demand-response services.

Here are the differences between the two services.

DEMAND-RESPONSE SERVICE
The DART Demand-Response Service is a countywide service for seniors and individuals with a disability. The following points describe the Demand-Response 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 to schedule Sunday through Saturday 8:00am-5:00pm. Reservations made on Sunday must be left by voicemail.
- Fare $1.50
- Transportation is curb-to-curb.
- Whenever possible, meets same service standard as ADA Paratransit Service; scheduling within one hour of requested time, will arrive within 15 minutes before or after scheduled pick up.
- Rides will be booked first-come-first-serve. ADA-certified passengers have priority.
- 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.

ADA PARATRANSIT SERVICE

The DART Paratransit Service is a federally-regulated service with compliance standards which must be made available if a fixed route service is operated. The service is for individuals that cannot use the fixed route because of disability. The ADA Paratransit service acts as a "safety net" to provide equivalent, accessible alternative to the fixed route 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 to schedule Sunday through Saturday 8:00am-5:00pm. Reservations made on Sunday must be left by voicemail.
- Fare $1.50
- Transportation is Origin-to-Destination.
- ADA Paratransit Service provided in Bay City and within ¾ miles of fixed routes outside of Bay City
- Trips scheduled within 1 hour of requested time.
- Pick-ups will be made within 15 minutes before or after scheduled time.
- Requires ADA-eligibility certification.

The ADA certification process is covered in a separate document.