

Welcome to Community Transit's DART Paratransit Service

Welcome aboard DART! This Rider's Guide will introduce you to Dial-A-Ride Transportation (DART) and tell you all you need to know for an enjoyable ride.

DART provides paratransit service for people who cannot access or use Community Transit's regular fixed-route bus service because of their disabilities.

DART paratransit service meets the rules for the Americans with Disabilities Act (ADA). This means DART can take you to any destination within 3/4 of a mile of a Community Transit local bus route during the hours that the local bus route runs in that area. A DART trip will take about as long as that bus ride.

DART is like a regular bus in that you will be riding with other people, but you need to call ahead for your trips. DART paratransit can provide service to your destination and also travels to places where you can catch a regular bus or transfer to another paratransit vehicle.

Table of Contents

DART CUSTOMER INFORMATION

Phone Numbers	4
Call Center Hours	5
The Americans with Disabilities Act	6
Eligibility Rules	7
Applying to Ride DART	7
Trip Purpose	9
When and Where DART Operates	10
Requesting Trips	11
Confirmations & Pick-Up Times	13
Trip Schedules	14
The DART Bus Waits 5 Minutes	15
Multiple Trips	15
Canceling Rides	15
Subscription Rides	16
DART Fare	18

CUSTOMER RESPONSIBILITIES

Connecting with Other Paratransit Systems	19
Personal Care Attendants (PCA) / Other Riders	20
Transporting Children	21
Service Animals / Pets	21
Wheelchairs and Life Support Equipment	22
Customer Responsibilities	24
Prohibited Behavior	28
Rules for Denial or Suspension of Service	29
The Suspension Procedure	30

OTHER TIPS FOR GOOD SERVICE

If the Roads Are Snowy or Icy	31
If You Have Things to Carry	31
If You Are Diabetic.	31
If You Need Medication on Your Trip	31
If You Are Sensitive to Weather Conditions.	32
If You Lose Something While Riding	32
If You Travel With Oxygen.	32
If Your Equipment is Battery-Operated	32

OTHER IMPORTANT INFORMATION

What If I Do Not Live in the DART Service Area? .	33
Vanpool / Carpool / Ridesharing	33
Riding Community Transit Local Buses	34
ORCA	35
Reduced Fare on Buses.	36
Transit Instruction Program	37
Community Transit Phone Numbers	38
Community Transit Bus Schedules.	39
Transferring Between DART and Regular Buses. . .	40
Traveling on Other Bus Systems.	41
Your Comments are Welcome	42

DART Customer Information

For trip requests, cancellations, scheduled pick-up times, lost & found and questions, commendations or complaints about DART, call:

Local: **(425) 347-5912**

Long distance: **(800) 562-1381**

TTY: **771**

More information about DART eligibility and service:

www.dialaride.org

info@dialaride.org



The deadline for booking your trip is 5 p.m. on weekdays and 4:30 p.m. on weekends and holidays to be sure you get your ride for the next day.

After these times, your ride request is not guaranteed and DART will schedule it only if space is available.

Call Center Hours

Information and Trip Requests:

Monday – Friday: 5:30 a.m. to 7 p.m.

Weekends & Holidays: 8 a.m. to 4:30 p.m.

Confirmations and Pick-up Times:

Monday – Friday: 4 p.m. to 7 p.m.

Weekends & Holidays: 2 p.m. to 4:30 p.m.

Cancellations:

Monday – Friday: 5:30 a.m. to 7 p.m.

Weekends & Holidays: 8 a.m. to 4:30 p.m.

Note-After Hours Cancellations:

Cancellations can be made by leaving a message.

Mailing Address: DART

11323 Commando Rd, Ste 215

Everett, WA 98204



The Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal law. It requires Community Transit and other public transit providers to provide paratransit service comparable to its local fixed-route bus service for people who qualify.

Eligibility for ADA paratransit service is based upon functional abilities rather than medical conditions. An individual will be “ADA paratransit eligible” if there is any part of the local fixed-route bus system the person cannot use because of a disability or condition. Some people may qualify for paratransit service under very specific conditions, which apply on a trip-by-trip basis.

Eligibility Rules

To qualify for DART paratransit service, you must meet one of these conditions in the Americans with Disabilities Act (ADA):

- Your disability or condition prevents you from getting to or from a regular fixed-route bus stop.
- Your disability or condition prevents you from waiting at a regular fixed-route bus stop.
- Your disability or condition prevents you from getting on or off a regular bus.
- Your disability or condition prevents you from being able to ride a regular fixed-route bus or to understand and follow transit instructions.

You must be six years or older to be eligible for DART services.

Applying to Ride DART

You can request a DART paratransit application by calling (425) 347-5912 or download an application at www.dialaride.org. Fill out the application with complete answers to each question and return the original to DART. DART cannot process an application that is missing information. If your application is unsigned or incomplete, we will return it to you to be finished.

DART may need information from a doctor or other person who knows about your condition. DART may also need you to meet with someone who can evaluate your ability to use the regular fixed-route bus system. This evaluation is called a functional assessment.

An application is complete when DART has everything it needs to determine if you qualify.

Once DART has all the necessary information, your eligibility will be determined within 21 days. You will receive a letter explaining DART's decision. If you do not agree with the decision, you may appeal in writing within 60 days. An appeals hearing can be scheduled for you to explain why you feel you need this service.

Once you are approved, you may ride DART. See page 20 for information about companions traveling with you.



Please be aware that DART will review your condition on a regular basis to decide if you still qualify for ADA paratransit service.

Trip Purpose

DART trips can be made for any reason. By law, DART cannot make decisions about rides based on the reason for the trip. For example, DART cannot say a medical appointment is more important than a shopping trip.

Please be aware that DART cannot transport anyone whose conditions may prevent them from riding safely. DART drivers may decide at the time of pick-up if a person is unable to ride.

If you have a medical emergency, please call 911. If your condition is very fragile and you require specialized care, do not call DART. DART drivers are not trained as paramedics.



CALL 911 FOR EMERGENCIES

When and Where DART Operates

DART paratransit service operates during the same hours as Community Transit's fixed-route buses that do not operate on commuter schedules.

Current service hours:

Weekdays: 5 a.m. – 10:30 p.m.

Weekends: 6 a.m. – 10 p.m.

Note: Specific hours may be earlier or later, depending on the schedule of the non-commuter fixed-route bus where you are traveling.

DART paratransit service goes to areas within three-quarters of a mile of a Community Transit non-commuter fixed-route bus route. These areas along the non-commuter bus routes are called "ADA corridors." DART trips must begin and end in the ADA corridors. If your trip begins or ends outside of the ADA corridor, you should find alternate transportation to and from a safe place within the ADA corridor to meet DART for your ride.

Please call DART to see if your pick-up and drop-off times and locations are in the ADA corridors.

DART is like regular bus service in that there will be other riders. The time of your trips will vary, and direct service to your destination may not be available.

Requesting Trips

You may request trips up to seven days in advance. Be sure to request round-trip service if needed.

You may request trips by calling DART:

Weekdays: 5:30 a.m. – 7 p.m.

Weekends & Holidays: 8 a.m. – 4:30 p.m.

If you need a trip for the next day, DART will only ensure that trip if you call before 5 p.m. on weekdays and 4:30 p.m. on weekends and holidays the day before the ride is needed. If you request a trip for the next day after these times, DART will schedule it only if space is available.



DART calls are answered in the order they are received. Please do not hang up while on hold. A DART representative will assist you as quickly as possible.

When you request a trip, be ready to tell DART the following:

- Your name and phone number.
- Your complete pick-up address, including apartment or complex name, unit number or business name.
- The complete address and phone number of where you are going; that way we can contact you regarding your return trip if necessary. Your cell phone number may also be appropriate.
- Your arrival time (when you would like to arrive at your destination) or your pick-up time (when you would like to be picked up).
- The time you need the return trip.
- The date of your planned trip.
- Any special needs you have, such as:
 - Oxygen
 - Wheelchair or Scooter
 - Personal Care Attendant (PCA)
 - Other Riders
 - Service Animal or Pet
 - Food or Water

(DART does not provide these items.)

Confirmations & Pick Up Times

DART can usually confirm your pickup and return times when you call to schedule your trip. In some cases you may need to call back the day before your ride to confirm your scheduled pick-up times. Call DART between 4 p.m. and 7 p.m. on weekdays and between 2 p.m. and 4:30 p.m. on weekends and holidays for this information.



Trip Schedules

DART provides hundreds of trips daily. Therefore we balance your needs with the needs of other riders. We may need to schedule your pick-up time up to 60 minutes earlier or later than requested.

When you book a trip, you are given a 30-minute window within which you can expect DART to arrive. This is called the 30-minute “pick-up window”. For example, if you are given an 8 to 8:30 window, you can expect DART to arrive anytime between 8 and 8:30. You would need to be waiting and ready to leave starting at 8.

During the trip, the DART vehicle may make several stops to let other customers on or off before getting to your destination. Your trip on DART will take about as long as it would on the regular fixed-route bus.

Delays can occur for many reasons, including traffic or bad weather. If you have to be somewhere at a specific time, ask to get there 15 to 30 minutes in advance. On your return trip, if you expect an appointment to be finished by 3, request a 3:15 or 3:30 pick-up. It is better to wait a few minutes than to miss your ride.

The DART Bus Waits Five Minutes

Be ready for your trip at the start of your 30-minute window. When DART arrives, the driver can wait no more than five minutes. The DART vehicle will leave without you if you are not ready. This will keep other customers on time. If you miss your trip, DART will count it as a No-Show. If you miss your initial trip, the return trip will remain scheduled. If you do not want the return trip, please call DART to cancel.

Multiple Trips

If you want more than one trip in a day, they must be scheduled at least 45 minutes apart. For example, after you arrive at your first stop, you must wait at least 45 minutes to be picked up and taken to your second stop. When booking two trips please be sure you have allowed enough time to complete all your tasks before being picked up again by DART.

Canceling Rides

Call DART to cancel or reschedule your ride as soon as you know you do not need it. The earlier you can cancel, the more service we can provide to other customers.

To cancel a ride after business hours, leave a message by calling DART and giving your name and trip(s) to be canceled. Continual No Shows and Late Cancellations can result in suspension of your DART service.

If your address or other personal information changes, call DART at (425) 347-5912 right away! Please be aware there may be some delay in service if we need to make changes to your trip.



DART drivers cannot request or cancel trips for you. You must call DART.

Subscription Rides

A subscription ride (also known as a standing ride) is a reservation for a regularly scheduled trip. For example, you may go to work every day, or to physical therapy every week. If you need a trip at the same time, on the same day(s) of the week, to the same place, ask DART to set up subscription rides.

If you are approved for subscription rides, DART will notify you of your ongoing ride times. You do not need to call again to book those trips. If your request for subscription rides is not approved, you will need to call each time to book your individual trips.

Once a subscription ride has been set, it is up to you to be present for each ride, or call ahead to cancel. If you cancel a subscription ride on one day, the cancellation applies only to that trip. You would need to specify if you want the entire subscription ride schedule canceled.

Subscription rides could be stopped if you have too many cancellations or changes.



Subscription rides can be placed on hold, but you will need to call DART to let them know. If you repeatedly do not call and do not show up for your scheduled trips, your subscription ride could be stopped and you would have to request a new one. When you place your subscription ride on hold, be sure to tell DART the date you want to start riding again.

Subscription rides do not run on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. If you still need a ride on these days, please call DART to schedule your ride.

DART Fare

Fares are subject to change. For up-to-date fare information, please visit our website at www.dialaride.org or ask when you book your trip.



DART drivers cannot make change. They do not sell tickets or passes. Drivers cannot accept gifts of any kind. Tipping is not permitted.

You must have exact change. If you do not want to use cash, you can buy DART ticket books or a monthly DART pass. You must pay a fare or show a valid pass each time you ride a DART vehicle. The DART pass and tickets are also good on Community Transit fixed-route buses. DART passes and tickets are not good on any other transit system in the region.

DART passes and tickets are available at the Community Transit RideStore at the Lynnwood Transit Center at 20110 46th Avenue West, Lynnwood, WA 98036. You may also have them mailed to you by ordering them at www.communitytransit.org or call the RideStore at (425) 348-2350 for more information.

If you ride both DART and regular public transit buses in the region and would like information about using the

DART pass in combination with regional bus passes, call (425) 348-2350.

If you wish to use the Edmonds Community College Pass (Ed Pass), or University of Washington Pass (U Pass) as fare on DART, please show your current pass at the time you board the vehicle.

Connecting With Other Paratransit Systems

When traveling long distances, you may need to transfer to a paratransit system in other areas to finish your trips, such as to King County ACCESS, Everett Para Transit, Island Paratransit, Kitsap Transit Access or Skagit Transit Dial-A-Ride. Call DART up to seven days in advance and request the entire trip. DART will arrange the whole trip for you.

When you transfer to other paratransit systems in the Puget Sound area, you only need to pay a fare to the agency you are registered with. For example, if you book a trip with DART to go from Lynnwood to Tacoma, you first ride DART, then King County Access and then Pierce Transit Shuttle down to Tacoma. During this trip you only pay the current fare on DART. The same is true for the return trip. You only pay on DART on your return trip.



DART does not provide
Personal Care
Attendants.



The driver cannot serve
as your attendant.

Personal Care Attendants / Other Riders

A Personal Care Attendant (PCA) is someone who travels with a customer who cannot travel alone. If you need a PCA to travel with you on DART, be sure to say this on your DART application. The PCA rides free and must get on and off at the same time and place as the customer. DART cannot wait for your PCA. If you plan to have a PCA with you when riding, be sure to tell DART when booking your trip.

A companion may also travel with you, or more than one person if space is available. The companion(s) must pay the same fare as you and get on and off at the same time and place as you. Up to two children younger than six years of age may ride free when traveling with an eligible DART customer.

Transporting Children

Children under six years of age must be with a responsible, DART eligible adult and may board only when the customer is ready to board.

Children younger than 4 years of age and under 40 pounds must be in an appropriate child safety car seat. The parent or guardian of the child must provide a safety seat that works with the lap belts on DART vehicles. The parent or guardian must install the seat in the bus and put the child into the safety seat. The driver will not do this.

Children younger than 4 years of age and under 40 pounds may not ride if you do not have an approved safety seat.

Service Animals / Pets



A service animal shall be under the control of its handler at all times. A service animal shall have a harness, leash, or other tether, unless either the handler is unable, because of a disability, to use a harness, leash or other tether, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

Small pets may travel with their owners if they are in a suitable pet carrier. Larger pets must be on a leash and have a muzzle that covers the mouth. Please tell DART when you request your ride if a pet or service animal will travel with you.

Wheelchairs and Life Support Equipment

If you use a wheelchair or other mobility device, please keep it in good shape. If we determine your mobility device is unsafe for you, the driver or other passengers, we will discuss your traveling needs with you.

Your mobility device may be unsafe if:

- The wheels or other parts are loose or dangerous.
- One or more tires are flat.
- One or both brakes do not hold the wheels.
- The battery on a power wheelchair or scooter is dead.



If you use a manual wheelchair, please bring a Personal Care Attendant (PCA) if you need help over rough terrain or steep slopes. Also bring a PCA if the combined weight of you and your manual chair is more than 350 pounds. These conditions can be a safety hazard to you, the driver and the vehicle. Drivers will not push power chairs or scooters.

DART will transport customers in mobility devices to the extent possible with our equipment. The combined weight of user, mobility device and all belongings and accessories cannot exceed the capacity of the lift. Your mobility device

must not extend into the aisle after being secured.

Call DART if you have an oversized mobility device or if you have concerns about your device being compatible with the lift or DART vehicle. Let us know if you change your mobility device at any time.

Most paratransit agencies in the area can carry between 600 and 800 pounds on their lifts. If you wish to transfer to another system and have concerns about the weight or size of your mobility device, please call DART.

If you use a mobility device and you have steps at your residence or destination, arrange for someone to help you up and down the steps.

If you use a mobility device, when possible, it is safer for you to sit in a bus seat while riding on the vehicle. We will help you to a seat and then make sure your device is secured.

DART transports customers who use portable medical equipment, such as oxygen. The driver cannot safely help you onto the vehicle and carry the equipment at the same time. The driver cannot give oxygen or help you use any other life support equipment. If your equipment is bulky in size or shape, and you are not able to carry it or use it by yourself, someone must travel with you to assist with these needs.

You must be able to either hold your equipment, or the equipment must be secured on the vehicle. We cannot transport equipment that cannot be safely transported.

Customer Responsibilities

It is Community Transit's policy and responsibility to provide a safe and timely ride for all DART customers. Customers have a responsibility to use the system in a safe and courteous manner. Customers need to follow these rules to be sure that everyone has the safest and easiest ride possible:

1. If the driver arrives during the scheduled pick-up window and you are not ready, the driver can only wait five minutes and will then leave without you. DART will count that trip as a No-Show.
2. Be sure the address of where you live is clearly visible from the street, especially if it will be dark outside.
3. Passengers may not get on or off the vehicle while drivers are assisting other passengers.
4. The pick-up or drop-off area for your ride must be safe and easily accessible for the bus. DART needs an area with nothing in the way and with enough space for its vehicles to stop, get you on board and move safely.


Drivers cannot help customers over rough ground, uneven surfaces, steep slopes or any other conditions that may be unsafe for you, other customers, the driver or the DART vehicle.




Problems with this may mean your pick-up or drop-off point needs moved to a safer place.

5. If you asked for a trip but cannot ride, call DART as soon as you can. Canceling your trip right away will allow DART to offer service to another customer. If you do not tell DART that you want to cancel, it could result in suspension of service. DART drivers cannot request or cancel trips for you.
6. DART assumes you can travel by yourself from your door to the DART vehicle and from the vehicle to your destination. If you need help from the driver to get to and from the vehicle, call DART and ask for consideration for “door-to-door” service. Under some conditions, DART cannot provide door-to-door service. Otherwise, the driver will expect you to be waiting at the loading area.
7. If you cannot travel by yourself or need more door-to-door assistance than the driver can provide, a Personal Care Attendant (PCA) must travel with you. You need to provide your own PCA. Your PCA may ride free but

must get on and off at the same place and same time as you. If you are a customer who cannot be left alone at your destination, a responsible person must meet you when DART drops you off.

 Customers must plan to either let themselves into their home or have someone there to assist upon their return.

 DART drivers cannot escort you into buildings, medical offices or homes.

8. If your destination is at a large building or complex, one main entrance will be used to pick you up or drop you off. You need to get to and from your intended location without help from DART. DART will pick you up at the same place you were dropped off. A different driver than the one who dropped you off may pick you up, so please watch for the DART vehicle and try to make it easy for the driver to find you.
9. Keep all your personal belongings with you at all times. DART is not responsible for these items.
10. Please help the drivers transport you safely by following their instructions. Drivers should not be distracted while driving. If you have questions the driver will gladly answer them, but please wait until the bus has stopped. Do not talk to the driver any more than necessary.

11. DART passengers must wear the safety belts provided. This includes customers in wheelchairs, scooters and other mobility devices. Customers in a mobility device must also use the wheelchair tie-downs in the vehicles.
12. Passengers who refuse to use safety belts or tie-downs will not be transported.
13. Drivers will not go to a place where they may find an unfriendly animal. Ensure your pet is in another area or on a leash.
14. For the comfort of other passengers who are sensitive to fragrances, please do not wear heavy perfume or cologne.
15. For the comfort and health of all passengers, personal hygiene must be within acceptable standards.

DART is a shared ride system. If you have cold or flu symptoms, please take precautions to prevent the spread of germs. If you have an infectious disease that may pose a direct threat to others, please find other, more private transportation for the safety of your fellow passengers.



Prohibited Behavior

You are expected to treat DART staff, drivers and other customers with courtesy and respect. Fighting, throwing things, pushing, shouting, hitting, spitting, using abusive language and threatening verbally or physically are not allowed. This includes harassment, threats, or using abusive language on the telephone.

Be aware that any physical attack on a driver is a felony and will result in a call to police and immediate suspension of service.

All customers must obey safety rules, which include not smoking, eating, or drinking on any DART vehicle. You may listen to music or the radio only with headphones. Fireworks, illegal weapons, hazardous chemicals or materials, or any other things that could cause harm to others are not allowed. Anything with an offensive odor or that could spill must be in a sealed container. Any illegal conduct is prohibited and will result in immediate suspension of your service.



Community Transit and DART reserve the right to immediately refuse DART service to an individual when necessary to protect the health and safety of other customers or DART employees.

Rules for Denial or Suspension of Service

Community Transit is committed to providing quality public transportation via DART. DART makes every reasonable effort to meet the various needs of its customers. However, when customers break DART rules, the agency reserves the right to suspend service.

There are three major reasons why a person may have their service suspended:

- **No-Show and Late Cancellations:**

No-Show means not being ready to leave within five minutes of driver arrival within the scheduled pick up window time.

If you miss a trip for unexpected reasons, call DART as soon as you can to explain why.



Late Cancellation means trips that are canceled within two (2) hours of the scheduled ride time, or refusal to board the vehicle that has arrived within the scheduled pick up window time.

- **No Fare:**

No Fare means not paying for oneself or any companions that are riding with you.

- **Prohibited Behavior:**

Prohibited Behavior means conduct in violation of DART safety rules or behavior that is violent, disruptive or illegal.

The Suspension Procedure

When a customer is suspended or denied service, DART will send a letter to the customer and/or caregiver with information about the suspension, including length of suspension and the appeal process.

An appeals hearing can be scheduled for the customer to explain why he or she should not be suspended from DART service.

Fines could be imposed for not paying fare, per RCW 81.112.210. Behavior that is violent, seriously disruptive to service or illegal may result in a permanent suspension, or denial of service.

In some cases after a suspension, the person may need to be reinstated. In these cases, the burden is on the individual to explain how the problem has been fixed and will not happen again.

For complete information of policies, procedures or suspensions or if you have questions about a situation that may result in a possible suspension, please call DART as soon as you can.

Other Tips for Good Service

If the Roads Are Snowy or Icy:

During very bad weather, such as ice or snow, DART may have to limit or stop service if road conditions become dangerous. In that case, we may cancel or reschedule trips.

Many delays happen during bad weather conditions. Please cancel or reschedule any trips you do not have to make. We will do our best to provide service for trips you have to make, but be prepared for delays due to road conditions.

If You Have Things To Carry:

Drivers may help carry your packages if they can do so safely in one trip to your door. Packages are limited to four grocery-sized bags that weigh no more than 40 pounds total. Limiting your packages will allow room on the vehicle for every customer's packages.

Do not bring extra large, heavy or odd-sized items on our vehicles. DART does not move personal belongings from one place to another.

If You Are Diabetic:

Please bring a small snack with you in case you need to travel a long time.

If You Need Medication on Your Trip:

Please be sure you have enough to last until you can return home.

If You Are Sensitive to Weather Conditions:

Please dress appropriately.

If You Lose Something While Riding:

Please keep all your personal belongings with you on the vehicle. The driver is not responsible for these items. Please check for your things when leaving the vehicle.

If you lose something, please call DART right away and tell them when and where you took your trip. DART will try to find your lost item.

DART is not responsible for returning lost items. You must arrange to pick your items up. DART stores all lost and found items for up to 60 days and then disposes of them.

If You Travel with Oxygen:

Please be sure you have enough to last until you return home.

If your Mobility Device or Life Support Equipment is Battery-Operated:

Please make sure it has enough charge to last throughout your trip.

Drivers will not push power chairs or scooters.



What if I do not live in the DART Service Area?

The Transportation Assistance Program (TAP) is operated by Senior Services of Snohomish County. When possible, TAP transports seniors and people with disabilities who live outside the DART service area in Snohomish County. TAP can connect customers with DART, Vanpool or Community Transit’s regular fixed-route bus service. Call TAP at (425) 423-8517 or go to www.sssc.org for more information. If you need to ride TAP to get to DART, call TAP first to confirm availability. The TAP representative will set up your transfer with DART. TAP customer service is available Mon-Fri, 7 a.m.-7 p.m.

Vanpool / Carpool / Ridesharing

The ridesharing program is also an option for people who live outside the DART service area. It allows many people who live or work in the same area to get together and share a ride, using a member of the group who volunteers to drive a car or van. The monthly cost of a vanpool is reasonable and covers fuel, maintenance and insurance. Call (888) 814-1300 to learn more or go to www.rideshareonline.com.

Riding Community Transit Local Buses

Community Transit has a vast local fixed-route bus network throughout Snohomish County. All Community Transit fixed-route buses can carry wheelchairs and other mobility devices. Many bus stops have benches and shelters, and the bus drivers can help direct you to get off at the right bus stop.

You can pay your fare on Community Transit buses with cash, a DART pass, DART tickets or with an ORCA card.



Remember that your DART pass or tickets are good on all Community Transit buses at face value of the ticket.



ORCA (One Regional Card for All)



ORCA is good on all public transit buses in the region, Sounder, Link Light Rail and Washington State Ferries passenger service

! ORCA is not accepted on DART or most paratransit systems.

The ORCA card is similar to a gift card in that you can load money to the card and make purchases until the value is used up. You can load a monthly pass that will cover all of your fixed-route trips for the month. Or you can load a specific value called an “E-Purse.” Each time you ride, the fare value is automatically deducted from your E-Purse, just as if you were using cash. Using your E-Purse will also give you a two-hour transfer.

There are several ways to purchase an ORCA card or add value (pass or E-Purse) to the card:

1. Online at www.orcacard.com
2. By mail
3. In person at an ORCA Customer Service Office
4. By phone at (888) 988-6722
5. At a self-serve Ticket Vending Machine
6. At a participating retailer (re-load only)

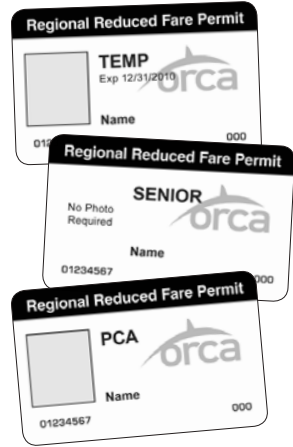
ORCA is handy if you travel on other public transportation systems in the region. Paying with an E-purse allows you free two-hour transfers on fixed-route buses or trains.



NOTE: Regional Reduced Fare ORCA passes need to be purchased in person at an ORCA Customer Service Office.

Reduced Fare on Buses

Any person who has a disability or is 65 years or older may get a Regional Reduced Fare Permit ORCA card. Whether or not you use this card to pay your fare, having it allows you to ride public transit buses and the Washington State Ferries throughout the Puget Sound Region at a discounted fare. You must show your Regional Reduced Fare Permit ORCA card when boarding a bus in order to pay with reduced fare.



If paying with a pass or an ORCA E-Purse, transfers are free for two (2) hours from the time you board your first bus. If you pay cash, you need to pay each time you board a bus.

Please note that fares on commuter routes are higher. For up-to-date fare information, please visit our website at www.communitytransit.org.



Call (425) 348-2350 for more information about using ORCA or getting a Regional Reduced Fare Permit ORCA card.

If you need a Personal Care Attendant (PCA) to travel with you on the regular buses, be sure to say this on the application when you apply for the Regional Reduced Fare Permit ORCA card. When you show your card, the driver will see that you need a PCA. You must have this printed on the card for a PCA to ride the fixed-route bus for free.

Transit Instruction Program (Travel Training)

Riding regular fixed-route buses could give you greater independence and flexibility in getting around. Could you use the regular buses if you had some help learning to get to and from the bus stops, use the ramp, how to ride, or schedule a trip?

Community Transit offers a FREE Transit Instruction Program that teaches people how to use regular buses. This may be the perfect program for you! The training is tailored to meet your needs, whether you desire general bus riding information or more one-on-one in-depth training.

If you are interested in the FREE Transit Instruction Program, call (425) 348-2379.



Community Transit Phone Numbers

Customer Information (bus routes, fare, etc.),
Commendations, suggestions or complaints about
Community Transit service:

(425) 353-RIDE (7433)

(800) 562-1375 if long distance

TTY Relay: 711

www.communitytransit.org

riders@commtrans.org

Mon-Fri 6:30 a.m. - 8 p.m.

RideStore at Lynnwood Transit Center

Lost & Found, Pass & Ticket Sales, Regional Reduced
Fare Permit, Accessible Materials: **(425) 348-2350**

Mon-Fri 7 a.m. - 6 p.m.

Transit Instruction Program: **(425) 348-2379**

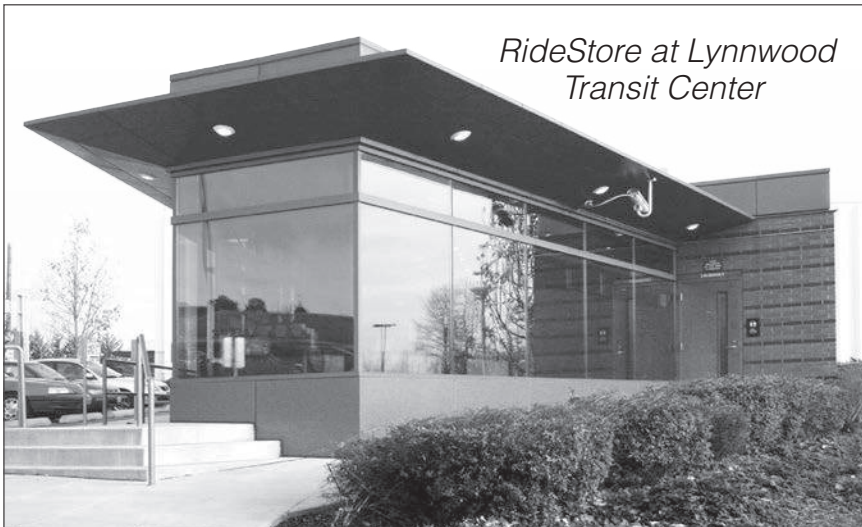
Vanpool & Carpool Program: **(888) 814-1300**

Community Transit Bus Schedules

You can call Customer Information to ask about schedules and routes or you can get a Community Transit Bus Plus book. The Bus Plus book has schedules, route maps and other Community Transit information.

You can get a Bus Plus book at:

- Community Transit RideStore
20110 46th Avenue West, Lynnwood
(Lynnwood Transit Center)
- Everett Station
3201 Smith Avenue, Everett
- Local public libraries and most local businesses that sell passes
- Onboard any Community Transit bus



Transferring Between DART and Regular Buses

Transfers between DART and Community Transit buses usually take place at covered bus stops or park & ride lots.

When you use DART to get to or from the regular bus service, DART can tell you where the nearest bus stop is for transferring. Check the Bus Plus book or call Community Transit at (425) 353-RIDE (7433) or TTY Relay 711 to find out when the bus gets to that stop. Give this information to DART when scheduling your trip.

You can pay with cash when riding fixed-route buses, if you prefer. If you have a DART pass or DART ticket, they are good for their face value on the Community Transit buses only. If you board a Community Transit bus with a higher fare than the current fare, you will need to pay the difference by using your ORCA card E-purse or by paying with cash.



For up-to-date fare information, please visit our website at www.communitytransit.org.

If you ride both DART and regular public transit buses in the region and would like information about using the DART pass in combination with ORCA passes, call (425) 348-2350.

Traveling on Other Bus Systems

If you want to use other transit options, you can call:

Everett Transit: (425) 257-7777
TTY Relay: 711

Island Transit: (800) 240-8747
TTY Relay: 711

King County Metro: (206) 553-3000
TTY Relay: 711

Sound Transit: (888) 889-6368
TTY Relay: 711

Your Comments are Welcome

Please tell us how things are working for you. We do a better job when we know what you need. Each compliment is shared with the employees. We investigate each suggestion or complaint. Retribution toward people making complaints is not tolerated at DART nor Community Transit. We view all comments as opportunities for us to provide better service for our customers.

If you have a service comment or question about DART, you should call DART and ask for a supervisor.

If you cannot clear up an issue with DART or you have general comments about DART service, please call Community Transit at (425) 353-RIDE (7433) or TTY Relay 711. Community Transit representatives can take your comments between 6:30 a.m. and 8 p.m. on weekdays.

You can also write or email your comments to Community Transit at:

Community Transit
Customer Services
7100 Hardeson Road
Everett, WA 98203

Email: riders@commtrans.org



When you contact DART or Community Transit with a comment, please include the following information:

- Your name, address and phone number
- The date, time and location and what happened
- The DART vehicle number and driver's name, if you know them
- Your compliment, suggestion or complaint

All comments are forwarded to Customer Information Services for entry into the customer comment database. Comments are then sent to the appropriate contact person for investigation. Every comment is individually tracked to ensure that it is responded to in a timely manner and that all concerns are addressed. Let us know if you would like a response to your comment, and it will be provided by email, US mail or phone depending on your preference.