Community Transit’s DART Paratransit Service

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.
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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.
DART contact information

Trip requests, cancellations, schedule pick-up times, lost & found, questions, commendations or complaints about DART:

(425) 347-5912
(800) 562-1381 if long distance
TTY: 771

DART eligibility and service information:

web: dialaride.org
email: info@dialaride.org

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: 5 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.
After hours cancellations can be made by leaving a message.
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.
How to apply for DART services

You may request a DART paratransit application by calling (425) 347-5912 or download an application at dialaride.org.

Fill out the application with complete responses to each question and have an approved provider review, complete, and sign Part 5 – Professional Verification.

Mail the original to:

DART
5026 196th St. SW
Lynnwood, WA 98036

DART cannot process applications that are missing information or signatures. If your application is unsigned or incomplete, we will return it to you to complete.

DART may need information from a doctor or other person who knows about your condition. DART may require you to meet with someone who will evaluate your ability to use the regular fixed-route bus system. This in-person 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 may be scheduled for you to explain why you feel you are eligible for this service.

If you are approved, you may ride DART. Please be aware that DART will review your condition on a regular basis to determine your continued eligibility.
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 non-commuter fixed-route buses. DART will not operate any earlier, or later, than regular fixed-route service for your specific ride request. Contact DART for times available for your desired travel.

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 pickup 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. A DART trip will take about as long as a fixed-route bus trip.
Requesting trips

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

Request trips by calling DART: (425) 347-5912

Hours:  Monday - Friday: 5:30 a.m. to 7 p.m.  
        Weekends & Holidays: 8 a.m. to 4:30 p.m.

If you need a trip for the next day, DART will only guarantee that trip if you call before 5 p.m. on weekdays and before 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.

DART drivers cannot request or cancel trips for you. You must call DART.
When you request a trip, be ready to tell DART the following:

- Your name and phone number
- Your complete pickup 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 may 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 pick-up and return times when you call to schedule your trip.

DART recommends that you call back the day before your ride to confirm your scheduled pick-up times. Call DART between 5 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 3:00, 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.
Cancelling rides

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

Cancel rides by calling DART: (425) 347-5912

Hours:  Monday - Friday: 5:30 a.m. to 7 p.m.
        Weekends & Holidays: 8 a.m. to 4:30 p.m.

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-Show 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.

If you miss a trip for unexpected reasons, call DART as soon as you can to explain why.
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; however, your standing ride pickup time may vary day to day. 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 may 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 could be stopped if you have too many cancellations or changes.

Subscription rides do not run on the following holidays:
- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

If you still need a ride on these days, please call DART to schedule your ride.
DART fare

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

You must pay a fare or show a valid pass each time you ride a DART vehicle. You must have exact change. Paying for an advance ride is not allowed.

DART drivers cannot make change. They do not sell tickets or passes. Drivers cannot accept gifts of any kind. Tipping is not permitted.
If you do not want to use cash, you may buy DART ticket books or a monthly DART pass. 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:

- Community Transit RideStore
  - Lynnwood Transit Center
  - 20110 46th Avenue West
  - Lynnwood, WA 98036

You may also have them mailed to you by ordering them at 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:

- King County ACCESS
- Everett Para Transit
- Island Paratransit
- Kitsap Transit Access
- 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.
Personal care attendants / Other riders

A Personal Care Attendant (PCA) is someone who travels with a passenger who cannot travel alone. If you need a PCA to travel with you on DART, be sure to note this on your DART application. The PCA rides free and must get on and off at the same time and place as the passenger. 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.

You may have one, or more if space is available, companion travel with you. 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 five years of age may ride free when traveling with an eligible DART passenger.

DART does not provide Personal Care Attendants. The driver cannot serve as your attendant.
Transporting children

Children under five years of age must be with a responsible, DART-eligible adult, and may board only when the passenger 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 commercially produced muzzle that covers the mouth.

Animals and carriers must be at handler’s feet, out of aisle, and not occupy a seat.

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 working condition. If we determine your mobility device is unsafe, we will discuss your travel options 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, you may wish to bring a Personal Care Attendant (PCA) if you need help over rough terrain or steep slopes or if the combined weight of you and your manual chair exceeds what assistance our drivers can safely provide. These conditions may be a safety hazard to you, the driver and the vehicle. Drivers will not push power chairs or scooters.

DART will transport passengers 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.
It is safer for you to sit in a bus seat while riding DART. We will help you to a seat and make sure your device is safely secured.

DART transports passengers 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.
Passenger responsibilities

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

1. If the driver arrives during the scheduled pickup 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 vehicle to stop, get you on board and move safely. If the area is not accessible, your pick-up or drop-off point will need to be moved to a safer place.

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.

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 passenger. 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 passenger who cannot be left alone at your destination, a responsible person must meet you when DART drops you off.

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 must not be distracted while driving. If you have questions the driver will gladly answer them, but please wait until the bus has stopped. Please avoid talking to the driver any more than necessary.

11. DART passengers must wear the safety belts provided. This includes passengers in wheelchairs, scooters and other mobility devices. Passengers 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 passengers 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 passengers 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 thing 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 passengers. However, when passengers break DART rules, the agency reserves the right to suspend service.

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

1. **No-Show and Late Cancellations**
   No-Show means not being ready to leave within five minutes of driver arrival within the scheduled pickup window time.

   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.

2. **No Fare**
   No Fare means not paying for your ride or the rides of any companions with you.

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

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

An appeals hearing may be scheduled for the passenger 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 on 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 must 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 passenger’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’ve left an item on a DART bus, contact DART at (425) 347-5912 to see if we have found it. If your item has been located, you may arrange a pickup time between 8 a.m. and 4:30 p.m. Monday through Friday. Items will only be held for 14 calendar days. **DART is not responsible for lost items.**

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 are unable to push power chairs or scooters.
What if I do not live in the DART service area?

The Transportation Assistance Program (TAP) is operated by Homage Senior Services. When possible, TAP transports seniors and people with disabilities who live outside the DART service area in Snohomish County. TAP can connect passengers with DART, Vanpool or Community Transit’s regular fixed-route bus service.

Call TAP at (425) 423-8517 or go to homage.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 passenger service is available Monday-Friday, 7 a.m. to 7 p.m.
Vanpool / Carpool / Ridesharing

The ridesharing program is 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.

To learn more:
(888) 814-1300
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 may pay your fare on Community Transit buses with cash, a DART pass, DART tickets or with an ORCA card.

DART passes and tickets are good on all Community Transit buses at the face value of the ticket.
ORCA (One Regional Card for All)

ORCA is good on all seven of the major public transportation agencies serving King, Kitsap, Pierce and Snohomish counties:

- Community Transit
- Everett Transit
- King County Metro Transit
- Kitsap Transit
- Pierce Transit
- Sound Transit
- Washington State Ferries
The ORCA card works like a gift card where you can load money on 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. Paying with ORCA automatically gives you a two-hour transfer that credits the fare you’ve already paid when you transfer to another bus.

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

- Online at [orcacard.com](http://orcacard.com)
- By mail
- In person at an ORCA Passenger Service Office
- By phone at (888) 988-6722
- At a self-serve Ticket Vending Machine
- At a participating retailer (re-load only)

Regional Reduced Fare ORCA passes must be purchased in person at an ORCA Passenger 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 communitytransit.org.

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.
Travel Training Program

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, how to use the ramp, how to ride, or how to schedule a trip?

Community Transit offers a FREE Travel Training 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 Travel Training Program, call (425) 348-2379.
Community Transit information

Passenger information (bus routes, fare, etc.), commendations, suggestions, or complaints about Community Transit service:

**Customer Care**
(425) 353-RIDE (7433)
(800) 562-1375 if long distance
TTY Relay: 711
web: communitytransit.org
email: riders@commtrans.org
hours: Monday - Friday: 6:30 a.m. to 8 p.m.

Lost & Found, Pass & Ticket Sales, Regional Reduced Fare Permit, Accessible Materials:

**Community Transit RideStore**
Lynnwood Transit Center
(425) 348-2350
hours: Monday - Friday: 7 a.m. to 6 p.m.

Travel Training Program: (425) 348-2379

Vanpool & Carpool Program: (888) 814-1300
Community Transit bus schedules

You may call Customer Care 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
  Lynnwood Transit Center
  20110 46th Avenue West, Lynnwood

- 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 Community Transit

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 may 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 only on Community Transit buses. 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 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 may 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 passengers.

If you have a service comment or question about DART, please contact DART at (425) 347-5912.

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 may also write or email your comments to Community Transit at:

Community Transit Customer Care
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, 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 Care for entry into the passenger 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.
DART (Dial-A-Ride Transportation)

Our goal is to provide safe, convenient and reliable service. If you have questions, commendations or complaints about DART service, please call:

(425) 347-5912
(800) 562-1381 if long distance
TTY Relay: 711
web: dialaride.org
email: info@dialaride.org

DART
5026 196th St. SW
Lynnwood, WA 98036

Travel Training

Riding regular buses could give you greater independence and flexibility in getting around.

For free individualized travel training to learn to ride any of the regular buses, call Community Transit at (425) 348-2379 or TTY Relay: 711.