

The Delaware Transit Corporation
900 Public Safety Blvd
Dover, DE 19901

DART First State Statewide Paratransit Plan

Effective
July 1, 2010

Title VI of the Civil Rights Act

DART provides its Public Services in accordance with the Rights under Title VI of the Civil Rights Act - No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

There are many forms of illegal discrimination based on race, color, or national origin that can limit the opportunity of minorities to gain equal access to services and programs. Among other things, in operating a federally assisted program, a recipient cannot, on the basis of race, color, or national origin, either directly or through contractual means:

Deny program services, aids, or benefits;

Provide a different service, aid, or benefit, or provide them in a manner different than they are provided to others; or

Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit.

For more information on the Title VI Act and your Rights please visit
<http://www.usdoj.gov/crt/cor/index.php>



Federal Regulations

49 CFR 37.121

(a) Except as provided in paragraph (c) of this section, each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

(c) Requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

49 CFR 37.131

(a) *Service Area (1) Bus*

(i) The entity shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area within three-fourths of a mile radius at the ends of each fixed route.

(ii) Within the core service area, the entity also shall provide service to small areas not inside any of the corridors but which are surrounded by corridors.

(iv) For purposes of this paragraph, the core service area is that area in which corridors with a width of three-fourths of a mile on each side of each fixed route merge together such that with few and small exceptions, all origins and destinations within the area would be served.

(e) Hours and Days of Service. The complementary paratransit service shall be available throughout the same hours and days as the entity's fixed route service.

State Mandates – Renal Care (Dialysis)

Transportation is provided based on Epilogue Language in the Delaware Transportation Authority Budget, Section 278 (g).

'Funds provided for Transit Operations are intended to include funding to allow the Delaware Transit Corporation or a private contractor to: (1) continue to provide the present level of service to dialysis patients on normal service days during the hours offered in New Castle County by the Delaware Transit Corporation to the extent that such service does not place the Delaware Transit Corporation in violation of the federal Americans with Disabilities Act; (2) provide service to dialysis patients in Kent and Sussex counties during hours identical to those offered in New Castle County.

Paratransit Plan Proposal

Implementation July 1, 2010

The Delaware Transit Corporation/DART First State is mandated through the Americans with Disabilities Act (ADA) and the Federal Transit Administration (FTA) to provide Paratransit Service in areas surrounding three-quarter miles of any fixed route service during the hours and days of a particular route.

An ever growing demand for paratransit services makes it necessary for DART First State to maintain compliance with all federal mandates and ensure a sustainable system for the future.

DART First State will provide services under the following guidelines:

ADA Service

- DART First State Paratransit Service will provide ADA Paratransit Service to ADA eligible individuals whose origin and destination is within $\frac{3}{4}$ mile of fixed route services during the days and hours of operation of the fixed route service and/or Standard Operating Hours within each county. The times and area served are subject to change based on changes that occur during fixed route service changes.

ADA Eligible Individual –

- Individuals who have been determined as ADA Unconditional.
- Individuals who have been determined as ADA Conditional, if the conditions placed on their eligibility permits.
- Individuals who are registered with DART First State as ADA Visitor Status.

ADA Eligible Trip

- Beginning and ending points of the trip must be within the designated $\frac{3}{4}$ mile of fixed route service during the days and hours the route operates and/or the Standard Operating Hours [Attachment #1]. Days and hours of service will vary depending on location.

- Travel times will be dependent on length of trip. Per the Americans with Disabilities Act, DART First State will ensure that travel times are comparable to travel time on fixed route.
 - Customers can expect approximately 30 minutes to be added to the actual travel time of a trip.

Example Short Trip: If a trip by fixed route takes 15 minutes, the trip on paratransit can be expected to take approximately 45 minutes.

Example Long Trip: If a trip by fixed route takes 60 minutes, the trip on paratransit can be expected to take approximately 90 minutes.

DART First State will serve commuter bus routes the same as fixed route bus service to the extent that such service does not place the agency in violation of the requirements of the ADA.

Non - ADA Service

DART First State will provide paratransit services to persons meeting the following criteria:

Disability – Individuals who have been certified to use paratransit service by meeting the eligibility criteria under ADA as being unable to use fixed route independently, but reside or travel outside $\frac{3}{4}$ mile of areas served by fixed route services.

Dialysis Only (Renal) – Individuals are provided door-to-door service to and from renal treatments even though they do not meet eligibility criteria under ADA. Transportation is provided based on epilogue language in the Delaware Transportation Authority Budget, Section 278 (g).

Aging – Individuals are provided door-to-door service that have been certified based on age that do not meet eligibility criteria under ADA. Individuals must be age 65 or older. Trips are provided on a space available basis. Individuals certified based on age 60 requirements prior to July 1, 2010 will be continue to be provided service.

Paratransit service will be provided within the State of Delaware boundaries regardless of availability of fixed route services during standard operating hours [See Attachment #1].

Length of time on board the bus when traveling outside the ADA mandated service area will depend on trip distance. Customers traveling from similar geographic areas to similar geographic areas will be grouped together in order to most efficiently utilize available resources. In some cases, customers may need to adjust their pickup or drop off times.

DART First State will provide paratransit services not required by the ADA to the extent that DART First State is not in violation of the requirements of the ADA. If the demand at any given time exceeds available resources, DART First State reserves the right to prioritize trips outside the ADA mandated service area to ensure people are able to get to medical appointments, to work, and to school and/or offer alternative travel times.

All Services

Exceptions to State Border Boundaries

Exceptions to state border boundaries include Delmar, Maryland to connect with Shore Transit and Ocean City, Maryland during Resort Season only to connect with Wicomico Transit.

Be Ready Time

DART First State Paratransit will maintain a 30 minute window at the pickup point. The window will be 15 minutes before the requested pickup time to 15 minutes after the requested time. This will allow for efficiencies to be gained by better utilizing resources due to late cancellations and/or no shows.

Example: If the requested pick up is at 9:00 am, the vehicle will arrive any time between 8:45 am and 9:15 am.

If the vehicle has not arrived by 9:15 am, the customer can call Reservations for an ETA (Estimated Time of Arrival) at 800-553-DART.

Drop Off Window

DART First State Paratransit provides door-to-door service and is unable to leave customers unattended outside a closed facility. In order to ensure that we stay on schedule, customers must have access to their requested destinations 30 minutes prior to their requested drop off time. Customers are expected to be aware of the opening and closing times of their requested destinations to avoid service delays caused by buses having to wait outside closed facilities.

Example: If the requested drop off is at 9:00 am drop, the customer is expected to have access to the facility at 8:30 am.

Connectors

DART First State Paratransit will utilize transfer points for customers traveling between counties. This will ensure that vehicles are kept within reasonable geographic distances to reduce mileage and dead head time. Transfer points will be at a pre-determined location near the county lines in Smyrna and Milford.

Attachments

Attachment 1	Standard Operating Hours
Attachment 2	Kent/New Castle Connectors Kent/Sussex Connectors
Attachment 3	Service Area Appeal
Attachment 4	Service Area Maps

Attachment # 1

STANDARD OPERATING HOURS (No Change From Existing Hours)

	Earliest Pickup	Latest Pickup
New Castle North (Above the C & D Canal)		
Monday – Friday	6:00 am	10:00 pm
Saturday	6:00 am	7:00 pm
Sunday (only available in Service Area)	9:00 am	5:30 pm
New Castle South (Below the C & D Canal)		
Monday – Friday	6:00 am	7:00 pm
Saturday	6:00 am	5:00 pm
Kent County		
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm
Sussex County		
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm

Note: Within Service Area means within $\frac{3}{4}$ mile of fixed route service

Earlier or later times may be available if fixed route bus service is available on the day and the times you wish to travel. The origin and destination of your trip must be within $\frac{3}{4}$ mile of fixed route.

Paratransit Service is NOT available on the following holidays:

New Years Day Memorial Day Independence Day
Labor Day Thanksgiving Day Christmas Day

Resort – ADA Paratransit Service is available Memorial Day through Labor Day, including holidays, in conjunction with Resort Service hours and locations that are established each season.

Attachment # 2

SMYRNA CONNECTOR

Connections can be made in Smyrna at the following times going from Smyrna to destinations in New Castle County or in Kent County

Be Ready Time (approximate)	Arrival at Smyrna Connector	Depart Smyrna Connector Going to Kent County or to New Castle County	Arrive at Destination (will vary depending on distance from Connector)
6:00 am	7:00 am	7:15 am	8:15 am
7:00 am	8:00 am	8:15 am	9:15 am
9:00 am	10:00 am	10:15 am	11:15 am
11:00 am	12 Noon	12:15 pm	1:15 pm
1:00 pm	2:00 pm	2:15 pm	3:15 pm
3:00 pm (last trip on Saturday)	4:00 pm	4:15 pm	5:15 pm
4:00 pm	5:00 pm	5:15 pm	6:15 pm
5:30 pm	6:30 pm	6:45 pm	7:45 pm

MILFORD CONNECTOR

Connections can be made in Milford at the following times going from Milford to destinations in Kent County or Sussex County.

Times in bold connect with Smyrna Connector to provide statewide travel.

Be Ready Time (approximate)	Arrival at Milford Connector	Depart Milford Connector Going to Kent County or to New Castle County	Arrive at Destination (will vary depending on distance from Connector)
6:00 am	7:00 am	7:15 am	8:15 am
7:00 am	8:00 am	8:15 am	9:15 am
8:00 am	9:00 am	9:15 am	10:15 am
9:00 am	10:00 am	10:15 am	11:15 am
10:00 am	11:00 am	11:15 am	12:15 pm
11:00 am	12:00 Noon	12:15 pm	1:15 pm
12:00 pm	1:00 pm	1:15 pm	2:15 pm
1:00 pm	2:00 pm	2:15 pm	3:15 pm
2:00 pm	3:00 pm	3:15 pm	4:15 pm
3:00 pm (last trip on Saturday)	4:00 pm	4:15 pm	5:15 pm
4:00 pm	5:00 pm	5:15 pm	6:15 pm
4:30 pm	5:30 pm	5:45 pm	6:45 pm
5:00 pm	6:00 pm	6:15 pm	7:15 pm
5:30 pm	6:30 pm	6:45 pm	7:45 pm
6:30 pm	7:30 pm	7:45 pm	8:45 pm
8:00 pm	9:00 pm	9:00 pm	10:00 pm



ADA SERVICE AREA APPEAL

DART First State ADA Service Area is defined as that area of a $\frac{3}{4}$ mile radius surrounding all fixed routes. DART First State ADA Paratransit Service will be available during all hours and days of fixed route service and/or standard operating hours.

If you do not agree with the decision that your origin or destination is outside of the ADA Service Area you have the right to appeal.

You may appeal by simply providing the address and/or location in question.

- By Telephone through Reservations Department by calling 1-800-553-3278
OR
- By mailing to: DART First State
Attn: Service Area Appeal
900 Public Safety Blvd
Dover, DE 19901

Determinations on appeals will be made within 5 business days from date of receipt. Trips from origin/destination in question will not be provided during this appeal time.

ADA SERVICE AREA MAPS

The following maps depict the ADA Service Area as of May 23, 2010.

The maps identify ADA Service Area:

Weekday Service - Statewide

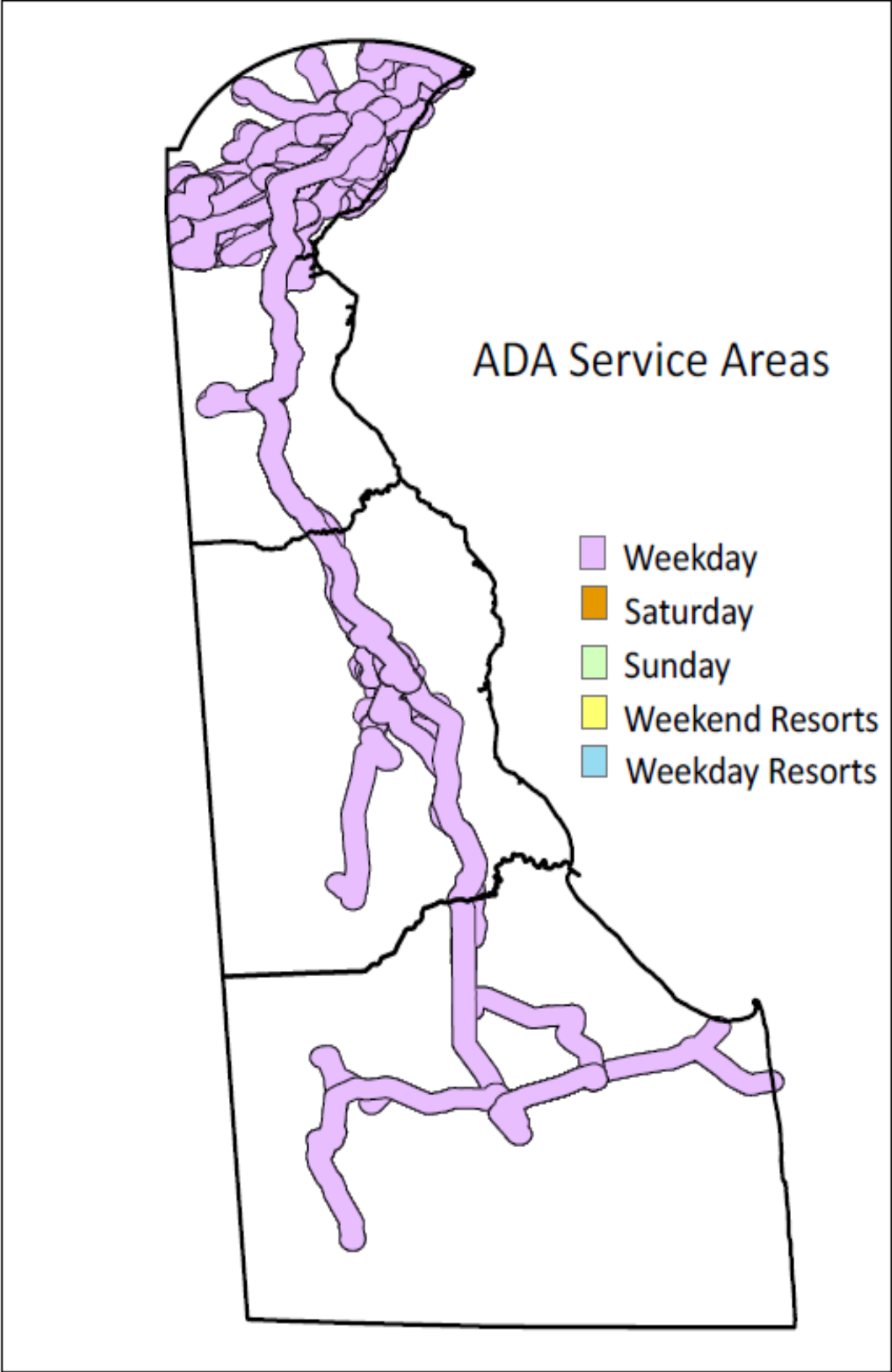
Saturday Service – New Castle County / Kent County

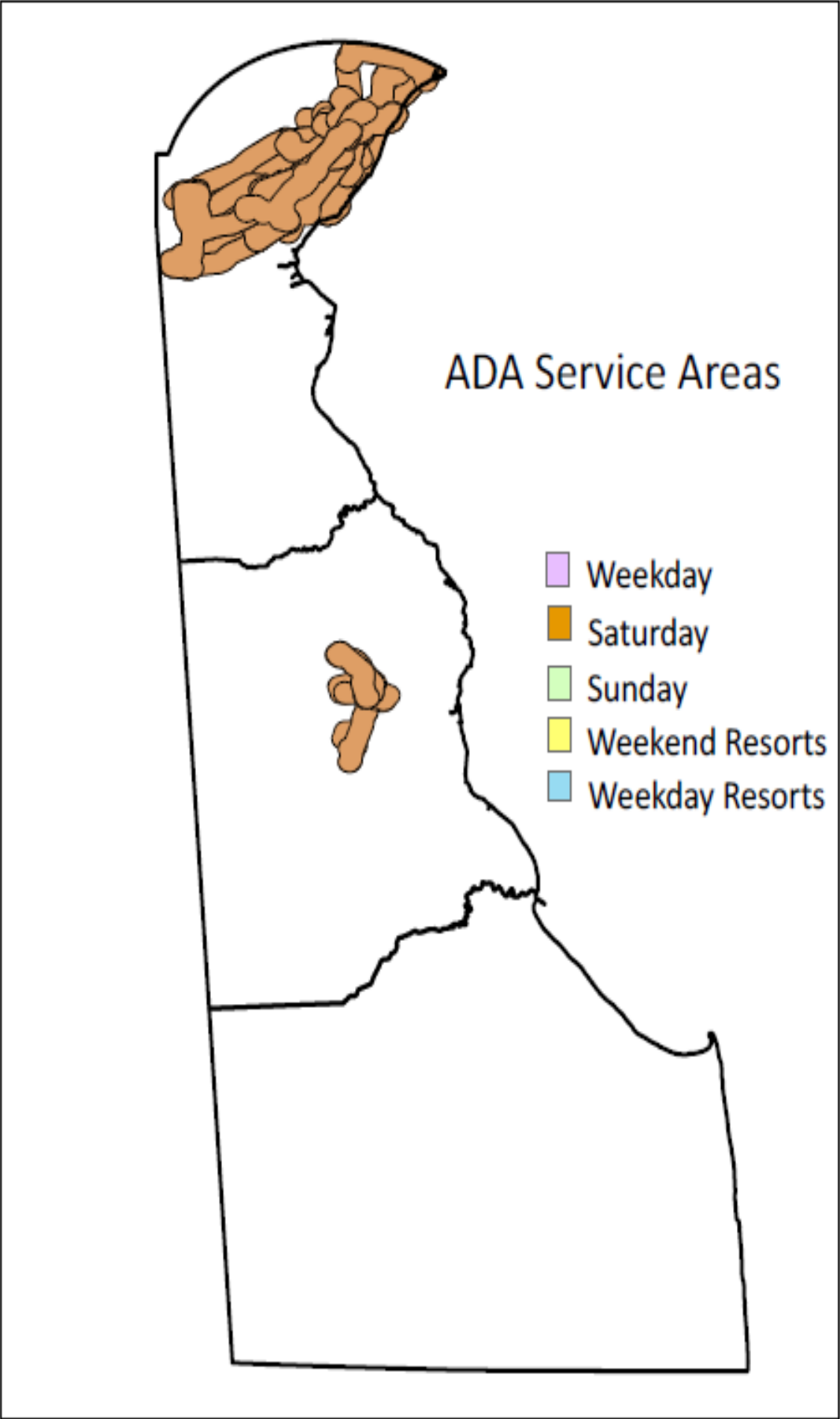
Sunday Service – New Castle County

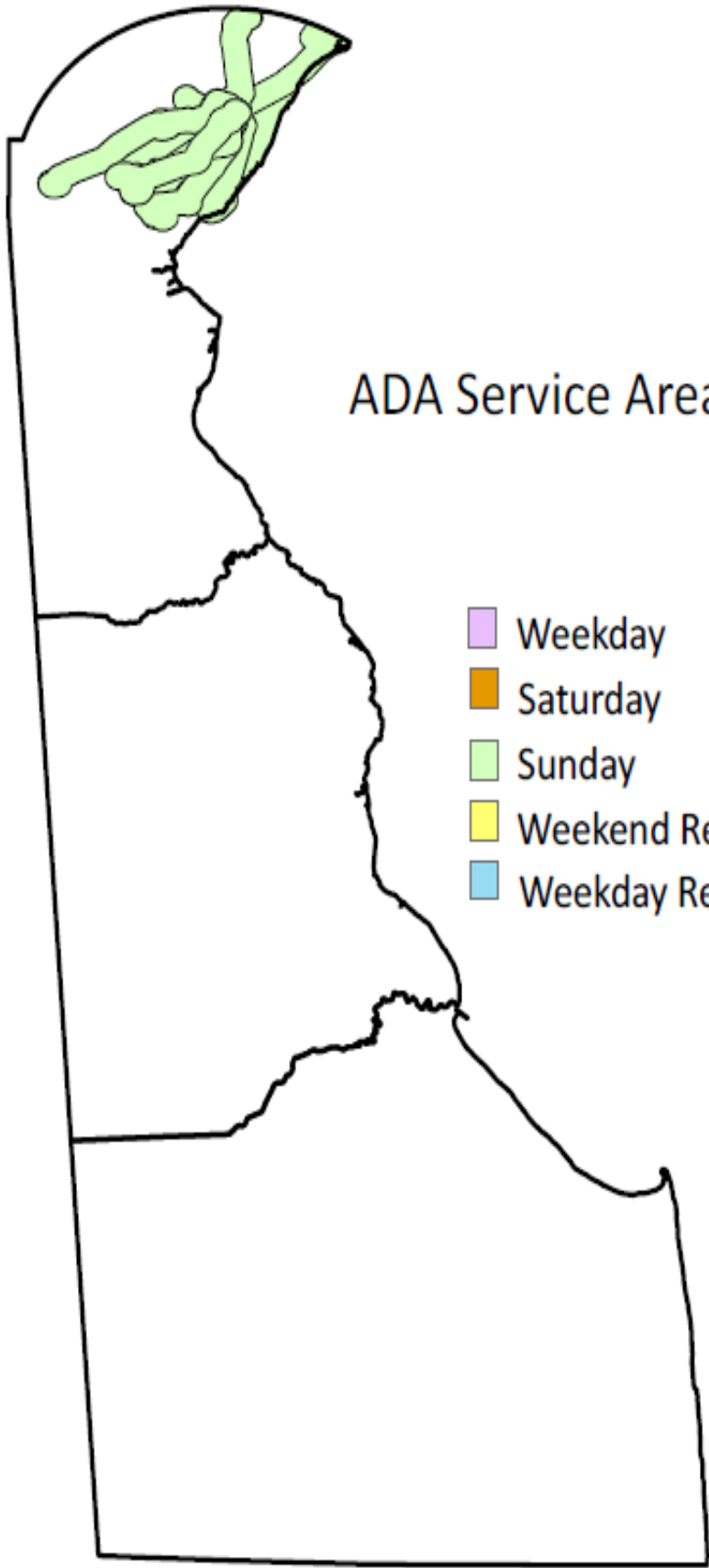
Weekday and Weekend Resort Service – Sussex County

These maps provide a general overview of the Service Area. Reservations will assist in providing detailed information.

These maps are subject to change if changes are made to the fixed route service area.












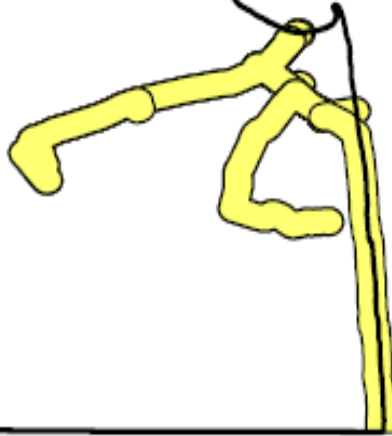
ADA Service Areas

- Weekday
- Saturday
- Sunday
- Weekend Resorts
- Weekday Resorts

ADA Service Areas

-  Weekday
-  Saturday
-  Sunday
-  Weekend Resorts
-  Weekday Resorts

May 2010 – Weekend
and Weekday ADA
Service Areas are the
same



ADA Service Areas

- Weekday
- Saturday
- Sunday
- Weekend Resorts
- Weekday Resorts

May 2010 – Weekend and Weekday ADA Service Areas are the same

