



Dial a Ride Transportation

What is the DART Program?

Wave Transit's Dial a Ride Transportation (DART) program is a complementary origin to destination van service for individuals unable to independently use the fixed route transit system due to a physical or mental impairment. Only those persons who are approved through the ADA Paratransit Certification Application are eligible to use DART service. Individuals interested in the DART program can find an application on our website at: www.wavetransit.com. Some individuals may be eligible for Wave Transit's EDTAP program. This program is similar to the DART program. Individuals interested in this program are encouraged to submit a DART

Service Information

As a safety precaution, drivers are required to remain with their vehicle. Drivers will assist passengers in and out of the vehicle but for safety reasons, passengers are advised to have an attendant or companion assist them from the vehicle to their home or inside their destination. Drivers are not allowed, under any circumstances, to enter a passenger's residence.

How much does it cost?

Each one way trip costs \$4.00. All fares must be paid in cash or with a pre-purchased DART ticket before the passenger can be transported. Tickets can be purchased in advance at For-den Station located at 505 Cando St., Wilmington, NC 28405. Tickets may only be purchased with cash, money order or checks. Passengers may pay for their return trip at the time of their initial trip. Please note, DART tickets must be purchased in sets of ten (10) tickets in the amount of \$40.00. Passengers paying cash are required to pay at the time of service. Paying for service after a trip is not permitted.

Scheduling Trips

Wave Transit provides "next day" service, meaning transportation requests must be made the day prior to the trip. Reservation requests can be scheduled via phone at (910) 202-2053 during normal business hours, Monday through Saturday 8:00 am until 5:00 pm and Sunday 8:00 am until 12:00 pm. Reservations can also be scheduled anytime via e-mail to: ptschedule@wavetransit.com, or via fax: (910) 772-7942. Passengers may make reservations up to (14) days in advance.

Hours of Operation

Service hours are Monday through Saturday 6:00 am to 9:00 pm and Sunday 9:00 am to 6:00 pm. Reservations must be made so that passengers are to their destination by the end of the service hours indicated above. Service is not provided on the following holidays: New Year's Day, Martin Luther King Jr. Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Service may be limited on Christmas Eve.

Cancellations and No Shows

A no show occurs when a passenger misses a scheduled pick-up without notifying Wave Transit at least one hour in advance of a scheduled pick-up time. The driver will wait three (3) minutes for the passenger to appear for their scheduled pick-up. If the passenger has not made their way out to the van within three (3) minutes, the driver will leave a no show slip on the door if the door is safely accessible and visible to the driver. The no show slip indicates the date and time the driver attempted to pick up the passenger and describes the no show policy. The Wave Transit no show policy is available online at the following URL: http://www.wavetransit.com/Portals/0/documents/no_show.pdf.

Passenger Responsibilities

Passengers are advised to be ready 5 minutes prior to their scheduled pick up time. The van may arrive up to 25 minutes after the passenger's scheduled pick up time.

Trip Information

A trip is defined as beginning with the pick-up location (origin) and ending at the drop-off location (destination). There are no restrictions on trip purpose. All trip requests are accepted on a first come first serve basis. Passengers may request trips within the DART program's service area. The service area includes all origins and destinations within a 3/4 mile corridor of each side of a fixed bus route within New Hanover or Northern Brunswick County.

The IVR System

An Interactive Voice Response (IVR) system provides automated notification calls to passengers who have a reservation. The "night before" IVR telephone call will notify passengers of their scheduled next day trip. The "on the way" IVR call will notify passengers thirty (30) minutes prior to the arrival of a pick-up. Passengers who wish to be removed from the "night before" IVR list, the "on the way" IVR list or both may opt out by calling (910) 202-2053.

Service Animals

Service animals are allowed to accompany passengers with disabilities. A service animal is any animal trained to work or perform tasks for an individual with a disability, including but not limited to: guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or

fetching dropped items. Passengers should inform the scheduler they will be traveling with a service animal when they make their reservation.

Shared-Ride

The DART program is a shared-ride program. “Shared-ride” means passengers may travel with more than one passenger with different destinations and/or origins.

Personal Care Assistants & Guests

A Personal Care Assistant (PCA) is someone designated or employed specifically to assist the passenger in meeting their needs. The PCA can ride at no cost and must have the same origin and destination as the passenger. Wave Transit requires that space must be reserved at the same time the passenger reserves his/her ride. Passengers are allowed to travel with at least one companion, such as a friend or relative, in addition to a PCA. The fare for the companion is the same as the fare for the passenger. Additional companions accompanying the passenger will be allowed on a space available basis only. Passengers must reserve a space for the companion when they reserve their ride. The companion must have the same trip origin and destination as the passenger.

Riding Rules & Tips

Carry-on packages are limited to two (2) grocery bags or similar sized packages. Packages should weigh no more than twenty (20) pounds each. Drivers will help a passenger carry his/her packages on and off the vehicle from the same sidewalk or waiting area where the passenger boards and gets off the vehicle. Drivers will not carry packages to the door.

Restrictions on Passenger Behavior

Neither profanity or abusive language/conduct will be permitted on the vans, or when communicating with dispatch.

Weapons of any type will not be allowed on vehicles.

Service will be suspended or refused to passengers who engage in violent, seriously disruptive or illegal conduct.

Eating, drinking, or smoking will not be allowed on the vans. Medical exceptions may be made with appropriate documentation from a physician.

Passengers are required to use seat belts or securement devices at all times. Passengers who refuse to use seat belts or the appropriate securement system will not be transported.

Children eight (8) years old or younger or eighty (80) pounds or less must be secured in the appropriate child safety seat. Wave Transit does not provide safety seats for children.

Rules of the Road for DART Passengers

Operators are required to provide reasonable accommodations to DART passengers.

The operator will do the following:

- Pull into apartment complex areas, parking lots if the van can safely park and deploy the lift.
- Assist a passenger by placing any articles, i.e. shopping bags, grocery bags, etc. in a safe location outside the van. AT NO TIME WILL THE DRIVER TAKE ARTICLES INTO A PASSENGER'S HOUSE.
- Wait three (3) minutes before leaving a No Show slip on the door and proceeding on.

The operator will not do the following:

- Wait longer than three (3) minutes for any rider to appear for their scheduled pick-up.
 - Leave a scheduled rider if the rider is within sight of the van and is attempting to make their way to the vehicle.
 - Leave the van unattended, out of sight, with the engine operating.
 - Assist any rider into or out of their house or any other facility (origin to destination service).
 - Transport any rider that is too ill to sit up and be secured in their seat, nauseous, vomiting,
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Contact Information

Physical Address:

505 Cando St., 28405

Mailing Address:

P.O. Box 12630, Wilmington, NC 28405

Main Line:

(910) 343-0106

Direct Paratransit Line:

(910) 202-2053

E-mail Address: ptschedule@wavetransit.com

Website: www.wavetransit.com

***Alternative forms of this publication are available
upon request***