



# WaveConnect



Making Public Transportation  
Available to All



Dial-A-Ride Transportation (DART)  
Accessible Van Service



## RIDER GUIDE

Effective May 2021

# TABLE OF CONTENTS

DART PROGRAM OVERVIEW	PAGE 1
HOW TO APPLY	PAGE 1
SERVICE AREA	PAGE 1
SERVICE HOURS AND COST	PAGE 2
SCHEDULING TRIPS	PAGE 2
CANCELLATIONS AND NO-SHOWS	PAGE 3
REMINDER CALLS	PAGE 3
PERSONAL CARE ASSISTANTS AND GUESTS	PAGE 4
DART SERVICE FOR VISITORS	PAGE 4
ADA MODIFICATIONS OR COMPLAINTS	PAGE 4
RIDING RULES AND TIPS	PAGE 5
CONTACT INFORMATION	PAGE 6



Wave Transit DART Rider Guide

# DART PROGRAM OVERVIEW

Wave Transit's Dial a Ride Transportation (DART) program is an origin to destination, reservation-based, accessible van service for individuals unable to independently use the fixed-route bus system due to a short or long-term disability. DART is a shared-ride service. "Shared-ride" means customers may travel on a vehicle with other customers that have different origins and/or destinations.

The DART program is compliant with the Americans with Disabilities Act (ADA) of 1990 which ensures that individuals with disabilities can access transportation services as equitably as possible. The ADA requires that accessible service must be provided to people with disabilities who are unable to use the fixed-route transit system that serves their region. Accessible service must be comparable to the service provided to people who use the fixed-route system, operate equivalent hours, and serve the same areas as the fixed-routes.

## HOW TO APPLY

An application, which includes the signature of a medical professional, and a description of the factor(s) preventing the applicant from utilizing the fixed-route bus system will be used to determine acceptance into the DART program.

Applications are available for download at: [www.wavetransit.com](http://www.wavetransit.com). To receive an application via mail, email, or fax, call the DART office at (910) 202-2053, or email your request for an application to [ptschedule@wavetransit.com](mailto:ptschedule@wavetransit.com). Customers must re-apply for the DART program every two (2) years.

## SERVICE AREA

The ADA requires that accessible service must be available in the same service area as the fixed-route transit system. Service must be provided as long as the trip starts and ends within three quarters (3/4) of a mile of a fixed bus route. The DART service area includes all origins and destinations within three quarters (3/4) of a mile of Wave Transit fixed bus route in New Hanover County.

# SERVICE HOURS AND COST

The ADA requires that operating hours for accessible service be equivalent to the operating hours of fixed-route service. DART service hours are Monday through Friday 6:00 am to 8:00 pm and Saturdays and Sunday 9:00 am to 6:00 pm. Reservations must be made so that customers arrive at their final 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.

Each one way DART trip costs \$4.00. All fares must be paid in cash or with an advance purchase DART ticket before the customer will be transported. Paying for service after a trip is not permitted. Customers may pay for their return trip at the time of their initial trip. Tickets may be purchased in advance with cash, money order, check, or credit card at Forden Station located at 505 Cando St., Wilmington, NC, 28405. Please note, advance purchase DART tickets are only sold in sets of ten (10) tickets at a cost of \$40.00.

## SCHEDULING TRIPS

Wave Transit provides reservation-based, "next day" service, meaning transportation must be scheduled and requests must be made twenty-four (24) hours before the trip. Reservation requests can be scheduled via phone: (910) 202-2053, Monday through Friday 8:00 am until 5:00 pm and Saturday and Sunday 8:00 am until 12:00 pm. Reservations can also be scheduled via e-mail: [ptschedule@wavetransit.com](mailto:ptschedule@wavetransit.com), or via fax: (910) 772-7942 however, your ride is not booked until you receive a verbal or written confirmation. Customers may make reservations up to fourteen (14) days in advance. There are no restrictions on trip purpose. All trip requests are accepted on a first come first served basis.

# CANCELLATIONS AND NO-SHOWS

A no show occurs when a customer misses a scheduled pick-up without notifying Wave Transit at least **one hour in advance** of their scheduled pick-up time.

The driver will wait three (3) minutes for a customer to appear for their scheduled pick-up. If the customer has not made their way out to the vehicle 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 customer and describes the no show policy.

The Wave Transit no show policy is available online at: [wavetransit.com/dial-ride-transportation/](http://wavetransit.com/dial-ride-transportation/). Drivers will not wait longer than three (3) minutes for a customer to appear for their scheduled pick-up. Drivers will not leave a customer if they are within sight of the vehicle and are attempting to make their way to the vehicle.

Customers are advised to be ready before their scheduled pick-up time. **Service is provided within a thirty (30) minute window of the scheduled pick-up time.**

## REMINDER CALLS

An Interactive Voice Response (IVR) system provides automated notification calls to customers with a scheduled trip. "Night before" IVR telephone calls remind customers of their pick-up time by 8:00 pm the night before their scheduled trip. "On the way" IVR calls notify customers thirty (30) minutes before the vehicle arrives to pick them up. Customers 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.

# **PERSONAL CARE ASSISTANTS AND GUESTS**

A Personal Care Assistant (PCA) is someone designated or employed specifically to assist a customer in meeting their needs. The PCA may ride at no cost and must have the same origin and destination as the customer. Wave Transit requires that a seat for a PCA must be requested at the same time the customer schedules their trip.

In addition to a PCA, customers may travel with one companion, such as a friend or relative. The cost for the companion is the same as the cost for the customer. Additional companions will be allowed on a space available basis only. Customers must request a seat for a companion when they schedule their trip. The companion must have the same trip origin and destination as the customer.

## **DART SERVICE FOR VISITORS**

Individuals who are eligible for Americans with Disabilities Act (ADA) accessible service in their home region and are visiting the Wave Transit service area will be served when eligible trips are requested. The visiting individual's ADA accessible service eligibility from their home region will be honored by Wave Transit and its contractors.

If a visitor does not have ADA service eligibility from another region, but makes a claim of eligibility, that claim will be honored as required by the ADA. In such cases if the individual has a disability which is not apparent, Wave Transit reserves the right to require proof that the individual is a visitor and not a resident of our service area. Visitors planning to utilize DART service for more than 21 days must submit a DART application.

## **ADA MODIFICATIONS OR COMPLAINTS**

Wave Transit strives to maintain the highest compliance with the Americans with Disabilities Act of 1990. Customers wishing to request an ADA modification to Wave Transit policy may do so by phone: (910) 343-0106, or email: [wavetransit@wavetransit.com](mailto:wavetransit@wavetransit.com). To submit an ADA complaint customers can download and completing the complaint form found at this web address: [wavetransit.com/contact-us/](http://wavetransit.com/contact-us/). Customers can also request a complaint form by email: [wavetransit@wavetransit.com](mailto:wavetransit@wavetransit.com) or by phone at: (910) 343-0106.

# RIDING RULES AND TIPS

## Restrictions on Customer Behavior

- Profanity and abusive language/conduct will not be permitted on Wave Transit vehicles, or when communicating with DART office staff.
- Weapons of any type are not permitted on Wave transit Vehicles.
- Service will be suspended or refused to customers who engage in violent, seriously disruptive or illegal conduct.
- Eating, drinking, or smoking is not permitted on the vehicle. Medical exceptions may be made with appropriate documentation from a physician.
- Customers are required to use seat belts or securement devices at all times. Customers 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.

## Packages

Carry-on packages are limited to two (2) grocery bags or similar sized packages. Packages should weigh no more than twenty (20) pounds each. If requested, drivers can help a customer carry their packages on and off the vehicle. AT NO TIME WILL THE DRIVER CARRY PACKAGES INTO A CUSTOMER'S RESIDENCE.

## Oxygen

Respirators and Portable Oxygen are permitted on board the vehicle.

## Service Animals

Service animals are permitted to accompany customers with disabilities on all Wave Transit vehicles. Customers are advised to inform DART staff they will be traveling with a service animal. Find our Service Animal policy at:  
[www.wavetransit.com/bus-stop-accessibility](http://www.wavetransit.com/bus-stop-accessibility)

## Reasonable Accommodations

Drivers are required to provide reasonable accommodations to DART customers. However, drivers may not:

- Leave the vehicle unattended, out of sight, with the engine operating.
- Assist any customer into or out of their residence or any other facility (Wave Transit provides curb to curb service).
- Transport any customer that is too ill to sit up and be secured in their seat, nauseous, vomiting, or bleeding.

# CONTACT INFORMATION

Please contact us for assistance with this guide or for further information about the DART service. DART trips can be scheduled by calling or emailing the DART office. Alternate formats of this publication are available by request.



## Phone

DART Office Phone Line:  
**(910) 202-2053**

Main Wave Transit Phone Line:  
**(910) 343-0106**

## Email

[ptschedule@wavetransit.com](mailto:ptschedule@wavetransit.com)

## Post

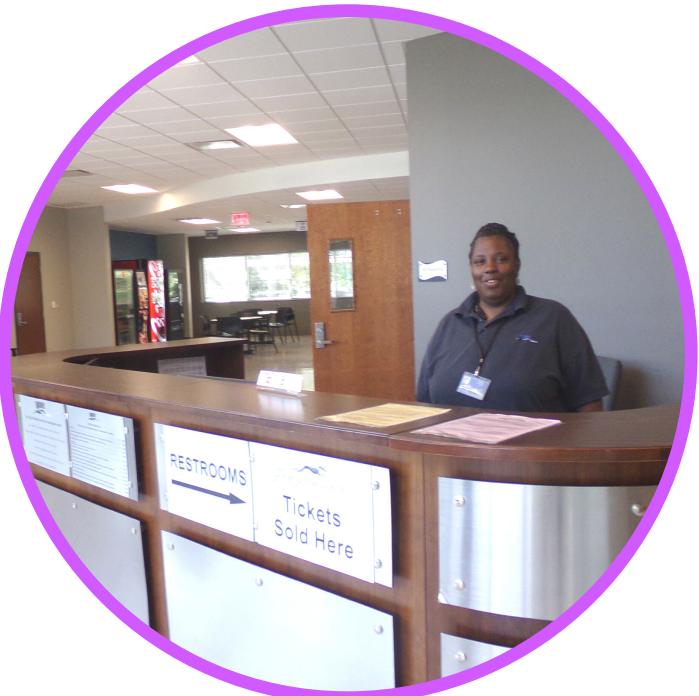
P.O. Box 12630, Wilmington, NC  
28405

## In-Person

Forden Station  
505 Cando St., Wilmington, NC  
28405

## Online

[www.wavetransit.com](http://www.wavetransit.com)



Get on Board...Ride the Wave!