



**Delaware Transit Corporation**

**Request for Information (RFI)**

**T201503**

**Accessible and Energy Efficient Taxi-Style Service**

**RESPONSES DUE DATE/TIME:**

**January 15, 2016 2:00 p.m.**

**(Local time)**

**Responses are to be delivered to:**

**Delaware Transit Corporation**

**119 Lower Beech Street**

**Wilmington DE 19805**

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## **Section 1 – Background Information**

### **A. DART’s Mission Statement**

The mission of DART First State and the Delaware Transit Corporation (DTC), an operating division of the Delaware Department of Transportation, is to design and provide the highest quality public transportation services that satisfy the needs of the customer and the community.

We aspire to be a premier transportation organization with accessible facilities and interconnected services incorporating state-of-the-art technologies. Our well-trained workforce, using clear communications and beneficial working partnerships, will enable us to connect people to their destinations in an affordable, safe, and efficient manner.

### **B. Goal**

DTC would like to improve upon our existing services by providing alternative services that allow existing paratransit customers, as well as those that cannot drive, to access a taxi-style program that mirrors our ADA Paratransit coverage area and service hours. This service should be affordable, convenient and easily accessible, and the use of ADA accessible alternative fuel vehicles to operate this service is greatly encouraged.

DTC desires to explore implementing a program that would reallocate State spending on transportation supporting the paratransit program toward the purchase and operation of accessible and energy efficient taxi style vehicles.

### **C. Purpose**

The purpose of this Request for Information (RFI) is to solicit comments, ideas and suggestions from those capable of providing this type of service as to how this service should be structured and operated. To assist all interested parties, a summary of our existing paratransit services is included below.

## **Section 2 – RFI Information**

### **A. Overview**

1. The issuance of this RFI does not constitute a commitment to issue a request for bids/proposals, award a contract, or pay any costs incurred in preparation of a response to this RFI.
2. Any information received in response to this RFI will assist DTC’s project team in finalizing the scope of work and requirements, if at a future date an IFB or RFP is issued. Submitting a response to this RFI is not a guarantee in any way that a responder will be selected for any subsequent IFB/RFP, nor does it preclude any responder from responding to future procurement opportunities.

3. DTC reserves the right to amend or supplement this RFI, giving equal information and cooperation by way of an issued addendum to all interested vendors as a result of any such amendment.
4. Liability for Errors- While DTC has used considerable efforts to ensure an accurate representation of information in this RFI, the information contained in this RFI is supplied solely as a guideline for vendors.
5. Vendors acknowledge and understand that it is their responsibility to obtain clarifications concerning this RFI if needed.
6. Nothing in this RFI is intended to relieve vendors from forming their own opinions and conclusions with respect to the matters addressed in this RFI.

## **B. Pertinent Dates**

1. Questions may be asked in writing until Friday, January 8, 2016. All inquiries concerning this RFI must be submitted via e-mail to: Mary Wahl at [mary.wahl@state.de.us](mailto:mary.wahl@state.de.us).
2. Submission Deadline **Friday, January 15, 2016 no later than 2:00 pm (local time)**.

## **C. Confidentiality and Delaware Freedom of Information Act**

1. Delaware Transit Corporation is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100 (“FOIA”). Under the law, Delaware Transit Corporation’s records are public records (unless otherwise declared by law to be exempt) and are subject to inspection and copying by any person.
2. If a Vendor(s) includes any information in its response that are trade secrets, commercial or financial information that is privileged or confidential in nature they must adhere to the following procedure:
  - Vendor(s) must submit such information in a separate, sealed envelope labeled “Proprietary Information” with the RFI Name. The envelope must contain a letter from the Vendor’s legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not “public record” as defined by 29 Del. C. § 10002(l), and briefly stating the reasons that each document meets the said definitions.
  - Upon receipt of a response accompanied by such a separate, sealed envelope, the Delaware Transit Corporation will open the envelope to determine whether the procedure described above has been followed.

## **D. Information Requested**

1. **Letter of Transmittal (Cover Letter)** - A letter of transmittal signed in ink by a duly authorized officer of the Vendor’s company, containing, as a minimum, the following information:
  - a. Acknowledgment of receipt of all RFI addenda, if any.
  - b. Name, title, address, email address and telephone number of the Vendor’s contact person.
  - c. Signature of an authorized representative.

- 2. Experience in providing Taxi Services** - Describe the vendor's previous experience in performing or brokering taxi services similar to that described in this RFI. Identify any federal, state, county or local government or commercial entities that have used your company's services. Describe the type of service, start and end dates. Please provide in detail how you would operate a successful accessible taxi program including: determining eligibility, scheduling, fare collection and record keeping.
- 3. Market Potential Assessment** - Based upon the vendor's experience and industry knowledge provide an overall assessment of the potential for such a market for an accessible taxi service incorporating the use of alternative fuel vehicles in the state of Delaware, broken out by county. Include any significant opportunities and challenges that should be expected with such an implementation as well as the forecasted rides expected; potential fleet size required, and any other information that you believe helpful to understand the market.
- 4. Qualifications and Availability of Personnel, Facilities and Equipment** - Describe your organization's personnel structure, facilities, and equipment that you believe would be necessary to provide the services outlined in this RFI.
- 5. Implementation Plan** - Provide a schedule of implementation describing tasks and time frame that you believe would be necessary to provide the service outlined in this RFI.
- 6. Vehicle Inspection Procedure** – Describe your procedure for ensuring all vehicles used in this type of service are inspected daily as required by CDL pre and post trip inspections. Please include personnel availability and documentation procedures.
- 7. Safety Record and Safety Plan and Drug and Alcohol Policy** - Describe the vendor's safety standards along with the vendor's current safety plan. Also, provide vendor's current Drug and Alcohol Policy.
- 8. Pricing Structure.** Recommend how an accessible taxi program would charge for services outlined in this RFI. We are interested in knowing all aspects and variables in costing this program using alternative fuel vehicles. Submit a separate cost response with a detailed budget clearly identifying rate for services. Please also offer alternative pricing structures, if you believe it would be more cost effective.
- 9. Fare collection technology used** – Provide recommendations on type of equipment used for point of sale equipment used and what advantages it offers with respect to passenger verification and fraud prevention. Also outline who pays capital cost of this equipment/program.
- 10. Alternative Fuel Vehicles** – Provide recommendations regarding the purchase/lease of alternate fuel vehicles for use in this program, and what alternative fuels that would be used.
- 11. Ambulatory vs. ADA Accessible** – Recommend how an accessible taxi program can be implemented to address the needs of passengers requiring vehicles that are ADA accessible. Approximately 28% of our paratransit ridership requires ADA accessible vehicles.

- 12. Maintenance of Vehicles** – Provide routine and preventative maintenance schedules and samples of maintenance reports.
- 13. Capital Costs** – Provide costs for alternative fuel vehicles used for accessible taxi program, and process for purchasing the vehicles.
- 14. Market** – DTC paratransit roster will provide potential market for persons with disabilities. Please provide how you would market the program to those populations that cannot drive.
- 15. Dispatching** – As we anticipate all dispatching and control functions to be handled by a vendor that has been contracted for the services outlined in this RFI, provide a communications plan that describes how the vendor would communicate between dispatcher and drivers, and between vendor and DTC.
- 16. Service area** – It is anticipated that the selected vendor(s) would provide service statewide. Please describe how your organization would be able to meet that need including maximum trip length, inter-county transfers and associated rates. If there is a particular part of the state where you would start, please include. Also, please describe any area(s) that may be appropriate for a small-scale pilot and why.
- 17. Days/Hours of Operation** – Describe the parameters of the program’s operation. Days of the week, span of service per day, and vehicle requirements.
- 18. Quality of Service** – Provide how the vendor would meet the customers’ needs while operating an efficient and cost effective service.

## **E. RFI Submission**

1. One original and four (4) copies of the RFI response should be submitted.
2. Responses must be sent to:

Mary Wahl, Fiscal Manager  
Delaware Transit Corporation  
119 Lower Beech Street  
Wilmington DE 19805

## **F. Clarifications**

1. During the review of RFI submissions DTC may request further clarification of any submission. Notification of any request for clarification will be made by e-mail. Please include an email address for such communication.
2. Vendors shall be responsible for all costs associated with this RFI, and any clarification that may be requested by DTC during this process.

## Section 3 – Paratransit Services Information

### A. Overview

The Americans with Disabilities Act (ADA) ensures individuals with disabilities receive and have access to comparable transportation within  $\frac{3}{4}$  mile of a local fixed route. If both the beginning and ending points of a trip are within the  $\frac{3}{4}$  mile of a local fixed route during the days and hours the route operates, it is an ADA Paratransit trip and the fare remains \$3.00. If not, it is a Non-ADA Demand Response trip, resulting in a \$4.00 fare. These rates are subject to change. The County Connector fee is \$3.00.

### B. Ridership

#### Paratransit Ridership – Fiscal Year 2015

DATE	County	ADA	Demand Response
Jul-14	KC	9,116	6,802
	NCC	38,363	8,922
	NCC cntrs	2,808	616
	SC	4,382	13,850
	Total	54,669	30,190

DATE	County	ADA	Demand Response	ADA/DR
Jan-15	KC	8,584	6,108	14,692
	NCC	32,849	8,499	41,348
	NCC cntrs	3,023	509	3,532
	SC	3,718	12,878	16,596
	Total	48,174	27,994	76,168

DATE	County	ADA	Demand Response
Aug-14	KC	8,398	6,236
	NCC	36,143	8,533
	NCC cntrs	2,638	609
	SC	4,082	13,270
	Total	51,261	28,648

DATE	County	ADA	Demand Response	ADA/DR
Feb-15	KC	7,903	5,652	13,555
	NCC	31,354	8,977	40,331
	NCC cntrs	2,719	670	3,389
	SC	2,776	11,988	14,764
	Total	44,752	27,287	72,039

DATE	County	ADA	Demand Response
Sep-14	KC	9,167	6,487
	NCC	37,221	8,969
	NCC cntrs	2,888	657
	SC	4,051	13,479
	Total	53,327	29,592

DATE	County	ADA	Demand Response	ADA/DR
Mar-15	KC	9,209	6,641	15,850
	NCC	34,372	10,107	44,479
	NCC cntrs	2,901	1,024	3,925
	SC	2,810	14,035	16,845
	Total	49,292	31,807	81,099

DATE	County	ADA	Demand Response
Oct-14	KC	10,175	7,166
	NCC	40,810	9,802
	NCC cntrs	3,143	686
	SC	4,537	14,893
	<b>Total</b>	<b>58,665</b>	<b>32,547</b>

DATE	County	ADA	Demand Response	ADA/DR
Apr-15	KC	9,236	6,621	15,857
	NCC	35,728	10,779	46,507
	NCC cntrs	2,947	1,133	4,080
	SC	3,013	14,873	17,886
	<b>Total</b>	<b>50,924</b>	<b>33,406</b>	<b>84,330</b>

DATE	County	ADA	Demand Response
Nov-14	KC	8,135	5,671
	NCC	32,186	8,132
	NCC cntrs	2,547	583
	SC	3,386	11,866
	<b>Total</b>	<b>46,254</b>	<b>26,252</b>

DATE	County	ADA	Demand Response	ADA/DR
May-15	KC	8,864	6,715	15,579
	NCC	34,764	9,512	44,276
	NCC cntrs	2,683	1,101	3,784
	SC	3,755	13,080	16,835
	<b>Total</b>	<b>50,066</b>	<b>30,408</b>	<b>80,474</b>

DATE	County	ADA	Demand Response
Dec-14	KC	8,995	6,185
	NCC	35,607	8,778
	NCC cntrs	2,944	585
	SC	3,857	13,085
	<b>Total</b>	<b>51,403</b>	<b>28,633</b>

DATE	County	ADA	Demand Response	ADA/DR
Jun-15	KC	9,088	6,817	15,905
	NCC	34,993	9,545	44,538
	NCC cntrs	2,646	1,299	3,945
	SC	4,483	13,393	17,876
	<b>Total</b>	<b>51,210</b>	<b>31,054</b>	<b>82,264</b>

YTD16 - Customers by Mobility Aid Type		
As of 10/12/15		
Space Type	Number of Customers	% of Customers by Mobility
Ambulatory	6410	71.67%
Wheelchair	2138	23.90%
Scooter	242	2.71%
Extra Wide WC	144	1.61%
Extra Wide Scooter	10	0.11%
<b>Space Type</b>	<b>8944</b>	

### C. Paratransit Ridership Guide

DTC's Paratransit Ridership Guide is included in Attachment A. Please note that the ride guide is subject to change.

### D. Ridership

#### Logisticare Ridership

<i>Level of Service</i>	<i>PU County</i>	<i>2014</i>	<i>2015 - Thru Nov</i>	<i>Grand Total</i>
<b>Ambulatory</b>	<b>New Castle</b>	<b>675,916</b>	<b>654,294</b>	<b>1,330,210</b>
	<b>Sussex</b>	<b>220,732</b>	<b>222,718</b>	<b>443,450</b>
	<b>Kent</b>	<b>123,712</b>	<b>123,432</b>	<b>247,144</b>
<b>Ambulatory Total</b>		<b>1,020,360</b>	<b>1,000,444</b>	<b>2,020,804</b>
<b>Bariatric Stretcher</b>	<b>New Castle</b>	<b>194</b>	<b>127</b>	<b>321</b>
	<b>Sussex</b>	<b>7</b>	<b>136</b>	<b>143</b>
	<b>Kent</b>	<b>21</b>	<b>49</b>	<b>70</b>
<b>Bariatric Stretcher Total</b>		<b>222</b>	<b>312</b>	<b>534</b>
<b>Stretcher</b>	<b>New Castle</b>	<b>15,650</b>	<b>14,196</b>	<b>29,846</b>
	<b>Sussex</b>	<b>4,256</b>	<b>4,564</b>	<b>8,820</b>
	<b>Kent</b>	<b>3,263</b>	<b>2,040</b>	<b>5,303</b>
<b>Stretcher Total</b>		<b>23,169</b>	<b>20,800</b>	<b>43,969</b>
<b>Wheelchair</b>	<b>New Castle</b>	<b>52,170</b>	<b>53,251</b>	<b>105,421</b>
	<b>Sussex</b>	<b>22,725</b>	<b>21,484</b>	<b>44,209</b>
	<b>Kent</b>	<b>16,297</b>	<b>18,491</b>	<b>34,788</b>
<b>Wheelchair Total</b>		<b>91,192</b>	<b>93,226</b>	<b>184,418</b>
<b>Grand Total</b>		<b>1,134,943</b>	<b>1,114,782</b>	<b>2,249,725</b>

**E. Trip purposes/locations**

Below are the top five trip categories of Logisticare trips.

Substance Abuse 300,254 trips

Dialysis 95,212 trips

Doctor's office 76,975 trips

Mental Health 35,960 trips

Nursing Homes 19,660 trips

END



**DART First State**  
Revised July 1, 2015

This document provides basic information regarding DART First State Paratransit Services. If you have any concerns, please call Customer Relations at 1-800-652-3278, Option #2.

**ADA Trip** – A trip is considered to be an ADA trip when the beginning location and the ending location are within  $\frac{3}{4}$  mile of a fixed route service, and the trip you are requesting is during the hours and days of service that the route is operating.

**Non-ADA Demand Response Trip** – A trip is considered Non-ADA Demand Response when either the beginning OR ending of the trip is outside the  $\frac{3}{4}$  mile of fixed route service and/or is outside the hours and days that fixed route is operating.

**Reservations – Call 1-800-553-3278**

Staff is available in the Reservation Call Center during hours that paratransit buses are in service to assist with cancellations or status of your requested trip.

Monday through Friday	5:00 am – 11:00 pm
Saturday	5:00 am – 8:00 pm
Sunday	8:00 am - 7:00 pm

**Booking a Trip – Call 1-800-553-3278**

Reservations may be made during normal office hours Monday through Friday 8:00 am until 4:30 pm.

Reservations may be made for “Next Day ADA Trips Only” on Saturday, for trips on Sunday, and on Sunday, for trips on Monday. You must have been determined ADA eligible AND the beginning and ending points of the trip requested be within  $\frac{3}{4}$  mile of fixed route service during the hours and days that route is operating.

When you call to book a trip, be prepared to provide the following information:

- Your name and customer ID number
- The day / date you would like to travel
- Complete address of your pickup and destination locations
- Identifying building
- Suite/Apartment Number
- Entrance Point

- Development Name
- Other Identifying Landmarks
- Identify if you will be traveling with a PCA or companion
- Identify if you will be traveling with a Service Animal or other mobility device
- Appointment Time – Request either a pickup **or** drop off time. The appointment time is the time you need to be to your location OR the time that you need to be picked up at your location. You cannot request specific times for both. When requesting a drop off time, please consider the time needed to travel from the bus into the building to your appointment.
- We recommend that you have access to your destination approximately 15 minutes before your requested drop off time.
- Travel time will be dependent on length of trip.
- If your trip is an ADA trip, your time on board the vehicle will be comparable to travel time on fixed route.
- If your trip is a Non-ADA Demand Response trip, your time on board the vehicle will be based on distance of the trip. Customers traveling from similar geographic areas to similar geographic areas will be grouped together.
- Please take into account your medical needs when traveling on paratransit such as time you need to take medication, amount of oxygen use, etc.

Personal Care Attendant (PCA) – A PCA is someone who will assist you with activities beyond simply getting on and off the bus. You must be certified as needing a PCA at the time you are certified. Only individuals certified as ADA are entitled to travel with a PCA. The PCA must travel to and from the exact locations as the customer. The PCA is not required to pay a fare.

Companion/Guest – Individuals certified as ADA are entitled to travel with at least one companion/guest that is not a PCA. Additional companions may be permitted to travel on a space available basis by contacting Reservations the day of their trip. The companion/guest must travel to and from the exact locations as the customer. The companion/guest must pay the same fare as the certified customer.

### **Subscription Trip Service**

ADA eligible customers may book subscription trips if they travel at the same time, from the same origin and to the same destination at least once a week for a period of 90 days. Subscription trip customers must call the Reservation Call Center to cancel or modify any subscription trip. This service allows customers to make regular trips without calling to schedule trips. Subscription trip service may be denied to individuals with a history of frequent changes, frequent cancellations, No Shows, Late Cancellations, or canceling at the door. DART First State reserves the right at any time to develop a wait list if subscription trip service exceeds 50% of capacity.

### **Be Ready Time**

DART First State has a 30 minute window for pickup time. The window is 15 minutes before the requested pickup time to 15 minutes after the requested pickup time. (Example: If the requested pickup time is at 9:00am, your ‘be ready’ time is 8:45am; the vehicle will arrive any time between 8:45am and 9:15am; If the vehicle has not arrived by 9:15am, you may call Reservations for an estimated time of arrival at 1-800-553-3278.)

### **Cancelling Your Trip – Call 1-800-553-3278**

- Call as soon as you know that you no longer need your trip.
- Call at least the day **before** the day of your trip whenever possible.
- If you must cancel on the same day your trip is scheduled, call the Reservation Call Center at least **90 minutes** prior to your scheduled “Be Ready” time.
- If you have multiple trips scheduled for the same day, you must specify which trips you are canceling and which trips, if any, are to remain active.
- If you have a subscription trip or pre-scheduled trips arranged, don’t forget to cancel if you plan a vacation, you know that you will be out sick for a period of time, your work schedule changes, or other situations arise where you will not need the trip.
- If you do not cancel your trip in advance you will be issued a No Show. Repeated No Shows can result in temporary loss of transportation services.

### **Options for Cancelling Trips**

There are multiple options available to customers to cancel trips that they no longer need:

- Talk to a DART Reservationist by calling 1-800-553-DART
- No Wait Options for Trip Cancelling:
  - DART’s 24-hour cancellation voicemail line at 1-800-553-DART, select Option 2 [Messages are retrieved on an ongoing basis throughout the day approximately every ten (10) minutes; the cancellation is entered into Trapeze and the information goes directly to the Mobile Data Terminal (MDT) on the vehicle]
  - Call the 24-hour automated phone system at 1-800-553-DART, select Option 3 [ID and password required to enter the automated system; the cancellation goes directly to the Mobile Data Terminal (MDT) on the vehicle]

### **Effective July 1, 2015**

DART’s Non-ADA Demand Response fare is \$4.00.

The Americans with Disabilities Act (ADA) ensures individuals with disabilities comparable transportation within ¾ mile of a local fixed route.

If both the beginning and ending points of a trip are within the ¾ mile of a local fixed route during the days and hours the route operates, it is an ADA Paratransit trip and the fare remains \$3.00. If not, it is a Non-ADA Demand Response trip, resulting in a \$4.00 fare.

The County Connector fee remains \$3.00.\*

Please know that the fare for your specific trip will be confirmed at the time of your reservation booking.

\*If you are traveling to another county, the second/third leg of your trip is considered the County Connector.

- ADA Trip from Sussex County to New Castle County remains \$9.00
- Non-ADA Demand Response Trip from Sussex County to New Castle County will be \$10.00
  - First leg of trip = \$4.00
  - Connection between two counties - \$3.00 per county = \$6.00

#### Methods of Payment – Due at time of boarding the bus

- Cash – You must have the exact change. Operators are unable to make change.
- Strip Tickets are available for purchase at any DART office, some ticket outlets or on-line at <https://www.dartfirststate.com/dartcards.ejs>
  - \$1.00 Strip Tickets can be purchased in strips of 10 tickets – Cost \$10.00
  - **NEW** \$3.00 Strip Tickets can be purchased in strips of 6 tickets – Cost \$18.00

It is recommended that you purchase a combination of tickets to ensure that you have the correct fare. If your trip is a Non-ADA Demand Response as identified above, after July 1, you will need a combination of tickets equals \$4.00 (Four \$1.00 tickets or one \$3.00 ticket and one \$1.00 ticket)

- Agency Tickets – Some agencies purchase tickets and provide them to their clients for trips. You may contact the agency you are affiliated with to determine if you are eligible to receive tickets.

#### **Customers who do not use cash, strip tickets or agency tickets will not be permitted to ride.**

#### **PACKAGES ON BOARD**

- Customers are not restricted on the number of packages. However, the loading of packages may not interfere with travel times. Packages must be loaded upon initial boarding. Customer and/or aide will not be permitted to make multiple trips to load packages onto the vehicle at origin or destination.
- Customers are responsible for carrying and securing all packages within their own seating area.
- Packages may not utilize another seat.
- Packages should not contain protruding items that could cause injury.
- Items must be contained within appropriate packages to prevent loose items from becoming a safety hazard.
- Bus operators are not permitted to carry packages to or from the vehicles. If customer needs assistance, it is the customer's responsibility to enlist assistance from an aide.
- Suspicious items or packages are subject to inspection and/or immediate removal and/or disposal.

#### **RIDER RESPONSIBILITIES**

- The Delaware Transit Corporation (DTC) has adopted a “Zero Tolerance” for any acts of physical violence towards others customers, DTC operators, or destruction of property. Steps will be taken to ensure that we maintain a safe environment for customers and employees, which may include suspension of services.

- Steps that may result in suspension of services will also be taken with regards to verbal abuse. Verbal abuse is any inappropriate comment towards other customers, DTC vehicle operators, DTC telephone staff, or any other employee of DTC. An inappropriate comment may include, but is not limited to, profanity, racial slurs, or sexual comments.
- Health factors that may prohibit DTC from providing transportation for an individual can include, but is not limited to, any discharge of bodily fluids such as spitting, urination/feces, and/or bleeding.
- Safety factors that may prohibit DTC from providing transportation for an individual may include wheelchairs that are not operating properly, ramps that are determined unsafe, or other mobility aids that are not used according to manufacturer guidelines.
- Weapons, or objects that may be viewed as weapons, are not permitted on paratransit vehicles.
- Smoking is not permitted on paratransit vehicles.
- Radios are permitted as long as headsets are used.
- Driveways and pathways are to be clear of debris, ice, snow, etc.
- Customers who have difficulty climbing steps may ask the operator to use the wheelchair lift.

**OPERATOR RESPONSIBILITIES**

- The operator will escort you from your door to the vehicle and from the vehicle to the door of your destination. The operator will not enter a residence. If you live in an apartment complex you must wait for the bus in the lobby unless there is a mechanism in place such as a bell or phone to ring your apartment upon the arrival of the bus.
- The operator will wait for you five (5) minutes past your “be ready” time once they have arrived and made contact with you.
- The operator will provide assistance as required with your wheelchair; however, he will not assist in maneuvering your wheelchair up or down steps. You must have a ramp in place that is structurally sound and only has a slight slope. It must also have a non-slip surface. If your ramp is considered unsafe, transportation may be denied.
- The operator will ensure that you and/or your mobility aids are safely secured in place on the paratransit vehicle.
- Customers needing to utilize child seats/booster seats are required to provide the actual seat and are responsible for ensuring they can be secured per the manufacturers’ guidelines.
- The operator is not responsible for carrying packages for you.
- The operator is not able to make change when you pay your fare. In addition, the operator will not go into backpacks, purses or other packages to get your fare for you.
- The operator will not drop you off at any location not pre-scheduled on the manifest.
- The operator is not permitted to smoke on the vehicle.
- The operator is not permitted to talk on a cell phone while operating the vehicle

**SERVICE HOURS OF OPERATION**  
**ADA PARATRANSIT SERVICE**

DART First State Paratransit Service will provide ADA Paratransit Service to ADA eligible individuals whose origin and destination is within ¾ 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. Times and area served are subject to change based on changes that occur during fixed route service changes.

<b>New Castle County</b>	<b>Earliest</b>	<b>Latest</b>
Monday – Friday	6:00 am	10:00 pm

Saturday	6:00 am	7:00 pm
Sunday	9:00 am	7:00 pm* *Last pickup is based on Individual route availability
<b>Kent County</b>	<b>Earliest</b>	<b>Latest</b>
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	5:30 pm
<b>Sussex County</b>	<b>Earliest</b>	<b>Latest</b>
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm

There may be certain fixed routes that operate earlier and/or later than the hours above. If the trip you are requesting can be made on fixed route on the day and during the hours fixed route is operating, you may request that trip on ADA Paratransit.

**Resort** – ADA Paratransit Service is available Memorial Day through Labor Day in conjunction with Resort Fixed Route Service Hours and Days of operation, including Memorial Day, Independence Day and Labor Day\*.

### **NON-ADA DEMAND RESPONSE PARATRANSIT SERVICE**

DART will provide transit services not required by the ADA to the extent that DART is not in violation of the requirements of the ADA and the demand at any given time does not exceed available resources. Trips may require alternative travel times to meet service needs.

<b>New Castle County</b>	<b>Earliest</b>	<b>Latest</b>
Monday – Friday	6:00 am	7:00 pm
Saturday	6:00 am	5:00 pm
<b>Kent County</b>	<b>Earliest</b>	<b>Latest</b>
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm
<b>Sussex County</b>	<b>Earliest</b>	<b>Latest</b>
Monday – Friday	6:00 am	9:00 pm
Saturday	6:00 am	4:00 pm

**HOLIDAYS** – ADA Paratransit and Non-ADA Paratransit Transportation do not operate on the following holidays:

New Year's Day  
Memorial Day\*

Independence Day\*  
Labor Day\*

Thanksgiving Day  
Christmas Day

\*Paratransit service is available on these holidays when the Resort Transit is operating.

### **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	Arrive at Destination (will vary depending
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		New Castle County	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 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	<b>8:15 am</b>
7:00 am	8:00 am	8:15 am	9:15 am
8:00 am	9:00 am	9:15 am	<b>10:15 am</b>
9:00 am	10:00 am	10:15 am	11:15 am
10:00 am	11:00 am	11:15 am	<b>12:15 pm</b>
11:00 am	12:00 Noon	12:15 pm	1:15 pm
12:00 pm	1:00 pm	1:15 pm	<b>2:15 pm</b>
1:00 pm	2:00 pm	2:15 pm	3:15 pm
2:00 pm	3:00 pm	3:15 pm	<b>4:15 pm</b>
3:00 pm (last trip on Saturday)	4:00 pm	4:15 pm	<b>5:15 pm</b>
4:00 pm	5:00 pm	5:15 pm	6:15 pm
4:30 pm	5:30 pm	5:45 pm	<b>6:45 pm</b>
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