



FACT SHEET FOR QUALIFIED RESIDENTS

REVISED: 07.01.2021



Eligibility

The program serves **registered residents of qualified cities or zip codes who are senior citizens age 65+ and/or persons with disabilities**. Persons interested in applying for the service should complete an application to determine eligibility. Return completed applications to: DART – DART Rides, P.O. Box 660163, Dallas, TX 75266-7271. Or go online to DART.org/rides or call DART's Certification Office at **214-828-6717**.



Qualifications

To be eligible for the program (proof of eligibility is required):

1. Age 65 or older OR have a qualifying disability. (vision, hearing, physical disability, SSDI recipient, VA disability, intellectual disability, non-ambulatory, semi-ambulatory, seizure disorder, or mental illness)
2. Permanent resident of a qualified city or zip code. You must present proof of residency, such as a government ID, a recent utility bill or other documentation verifying residency.
3. No other means of transportation available to you. For example: DART Paratransit Services.

DART Rides Program Areas

Carrollton, Dallas, Plano, & Rowlett,

Addison, zip code 75001

Farmers Branch, zip codes 75006 and 75234

Irving, zip codes: 75060, 75061, 75062, 75038, and 75039



Service Area

The program is intended for travel in the DART service area. **The DART service area includes Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, University Park, and the DFW Airport.** Remember that long trips may be costly and will reduce the number of trips you can make in a month. The maximum value that can be stored on your virtual subsidy wallet is \$200 in any month. Riders may also use the personal wallet to help pay the cost for any trip where the total cost exceeds the value stored in the subsidy wallet.



Service Hours

The program operates during the **same hours as DART's Paratransit**, fixed-route bus, and rail service which is approximately **5 a.m. to midnight Monday through Saturday and 7 a.m. to midnight on Sundays and holidays**.



Scheduling Trips

Phone reservation line: [214-515-7272](tel:214-515-7272). To schedule a ride, **call an hour ahead of time, that you wish to be picked up. You may also advance schedule up to 7 days.**



Program ID#

When calling to schedule a ride, please give your customer ID# to the call taker to confirm that you are part of the DART Rides Program.



Assistance

You must be able to get yourself and any equipment you require into and out of the vehicle without any assistance.



Vehicles

A variety of vehicles will operate the program. A vehicle matching the mobility needs identified in your profile will be sent. **Trips that do not require a mobility aid may also be provided through an approved rideshare service such as Uber.** To check the status of your vehicle, call [214-515-7272](tel:214-515-7272) for **Where's My Ride**.



Fares

Fares are calculated at the time of scheduling a trip. If the total fare is more than what is available in the subsidy wallet, funds from the personal wallet are used. **You will not be able to book a trip if the calculated trip fees exceed your available account balance.** Once you schedule a trip, the calculated trip cost will be placed in reserve in your account until the trip is completed or canceled. A trip cost will be given at the time of booking.



Guests and Personal Care Attendants

There is an additional \$2 fee for each additional passenger or personal care attendant that is riding with you. **Guest fares are paid at the time of scheduling and are included in the total trip cost.**



Program Account Wallets

Once approved for the program, you will be issued an **ID#**. To add funds to your wallets online you must register by going to www.DART.org/rides using your ID# and a valid email address. Up to \$200 of value per month, can be purchased at a cost of \$50 to the rider. **The rider is required to provide 25% of the cost.** The table below demonstrates how rider payments translate into the actual value in the subsidy wallet.

YOU PAY	FUNDS RECEIVED	TOTAL VALUE
\$5	\$15	\$20
\$15	\$45	\$60
\$25	\$75	\$100
\$35	\$105	\$140
\$50	\$150	\$200

The value stored in the subsidy wallet may not exceed \$200 at any time, and it may only be used for program rides. Value can be loaded into wallets by going to DART.org/rides with a credit or debit card, or by check or money order when mailed to DART – DART Rides, P.O. Box 840736, Dallas, TX 75284-0736. Please allow 7-10 days to process mailed in payments. Payments may be made throughout the month but cannot exceed \$50 in any one month. **Any remaining funds in the wallet will roll over to the next month for use.**



Personal Wallet

There is a personal wallet available, this allows you to load personal monies into your personal wallet that does not include a funding match. This may be a need if you are exceeding the maximum balance of \$200 in a month for rides. Simply select “personal” when adding funds from the website or, notate “personal funds” on your mailed check. A maximum of \$200 may be added of personal funds monies per month, and this amount will be utilized towards rides after utilizing all subsidy funds. **Any remaining personal funds amount will roll over to the next month for use and may not exceed \$200 at any time.**