



# FACT SHEET FOR QUALIFIED RESIDENTS

REVISED: OCTOBER 2022



## 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.

There are three ways to apply:

- Mail printed applications to:  
**DART – DART Rides, P.O. Box 660163, Dallas, TX 75266-7271**
- Go online to [DART.org/rides](https://www.dart.org/rides)
- 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, non-ambulatory, semi-ambulatory, intellectual disability, seizure disorder, mental illness), but not eligible for DART Paratransit Services.
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.
  - Carrollton - All ZIP codes
  - Dallas - All ZIP codes
  - Plano - All ZIP codes
  - Rowlett - All ZIP codes
  - Addison - 75001 ZIP code
  - Farmers Branch - 75006, 75234 ZIP codes
  - Irving - 75038, 75039, 75060, 75061 and 75062 ZIP codes
3. **No other means of transportation available** to you, such as DART Paratransit Services.



## Service Area

The program is intended for travel in the DART Service Area. **You may travel anywhere and for any purpose as long as you are within the DART Service Area.** Remember that long trips may be costly and will reduce the number of subsidized trips you can make in a month.



## Service Hours

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



## Fares

Fares are calculated at the time of scheduling a trip. Fares are calculated using a miles fee (\$1.81 per mile), a minutes fee (\$0.17 per minute), and a drop fee (\$3.39).

- For example, if you were to take a five-mile trip for 15 minutes, you would be charged (5 x \$1.81) for miles, (15 x \$0.17) for minutes, and \$3.39 for the drop fee, for a total cost of \$14.99.

Customers will pay for 25% of trip costs until they spend \$50 in a calendar month, at which point they will be charged 100% of the trip cost. In the example above, you (the customer) would be responsible for \$3.75. A trip cost will be given at the time of booking.



## Scheduling Trips

- **Phone reservation line – 214-515-7272:** To schedule a ride, **call an hour ahead of the time that you wish to be picked up.** You may also schedule up to 7 days in advance. Where's My Ride information is also available at the same phone number, which allows riders to check on the status of their vehicle on the day of the scheduled trip.
- **DART Rider Assistance Programs mobile app:** Riders are now able to both schedule and pay for trips by smartphone app. To download the app, search for "DART Rider Assistance Programs" in the Apple App Store® for iPhone or the Google Play® store for Android. *Riders requiring a wheelchair-accessible vehicle must continue to call in their trip reservations.*
- **Online booking:** Riders can schedule and pay for trips online at [DART.org/rides](https://www.dart.org/rides). *Riders requiring a wheelchair-accessible vehicle must continue to call in their trip reservations.*



## Payment Methods

Fares are charged to your credit/debit card. No cash is accepted on board the vehicle.

- If you wish to pay for trips using a check or money order, you may mail payment to **DART - DART Rides, P.O. Box 840736, Dallas, TX 75284-0736.** Please allow 7-10 days to process mailed-in payments. Funds paid by check or money order will be credited to your account and will be available for trips booked by phone or rider app.



## 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 charged to your credit/debit card at the time of scheduling and are included in the total trip cost.**



## 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 wheelchair-accessible vehicle may also be provided through an approved rideshare service such as Uber or Lyft.**



## Assistance

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

