## Flex Services (ReFlex)

The COMET offers flex route service on ReFlex Routes 31, 46, 47, 62 and 97. These flexible type services combine ADA paratransit and general public transit into one service operating over a large zone connecting customers to other The COMET routes at specific transfer points.

Call us for details.

## Tips for Riding

- DART is an origin to destination demand response paratransit service. Operators may assist customers to the front door as long as they are within the line of sight of their vehicle. DART vehicles cannot be left unattended.
- Any other additional assistance will require the use of a personal care attendant (PCA).
- Space is limited, so limit yourself to five (5) packages, that you can carry.
- Just like the bus, DART operate on a schedule. **Your 30 minute window is 15 minutes before or after the time requested for pick up.** DART operators will only wait five (5) minutes if the customer is not ready.
- **Subscription Service**—For customers that have a regular travel pattern, subscription service is available on a limited basis. This puts customers on a regular schedule, so you do not need to request every trip individually. DART can only accommodate a limited number of subscription requests. Please call us for more details on this service.
- Customers with service animals or traveling with a respirator or portable oxygen supply are welcome on DART.

- All customers are strongly encouraged to wear seatbelts. Customers who use wheelchairs will wear a lap belt. Child car seats are not provided, customers must provide their own child car seats. DART operators can assist up to 25 pounds.
- Remember—DART is a shared ride experience. You may have other customers on the same bus as you.

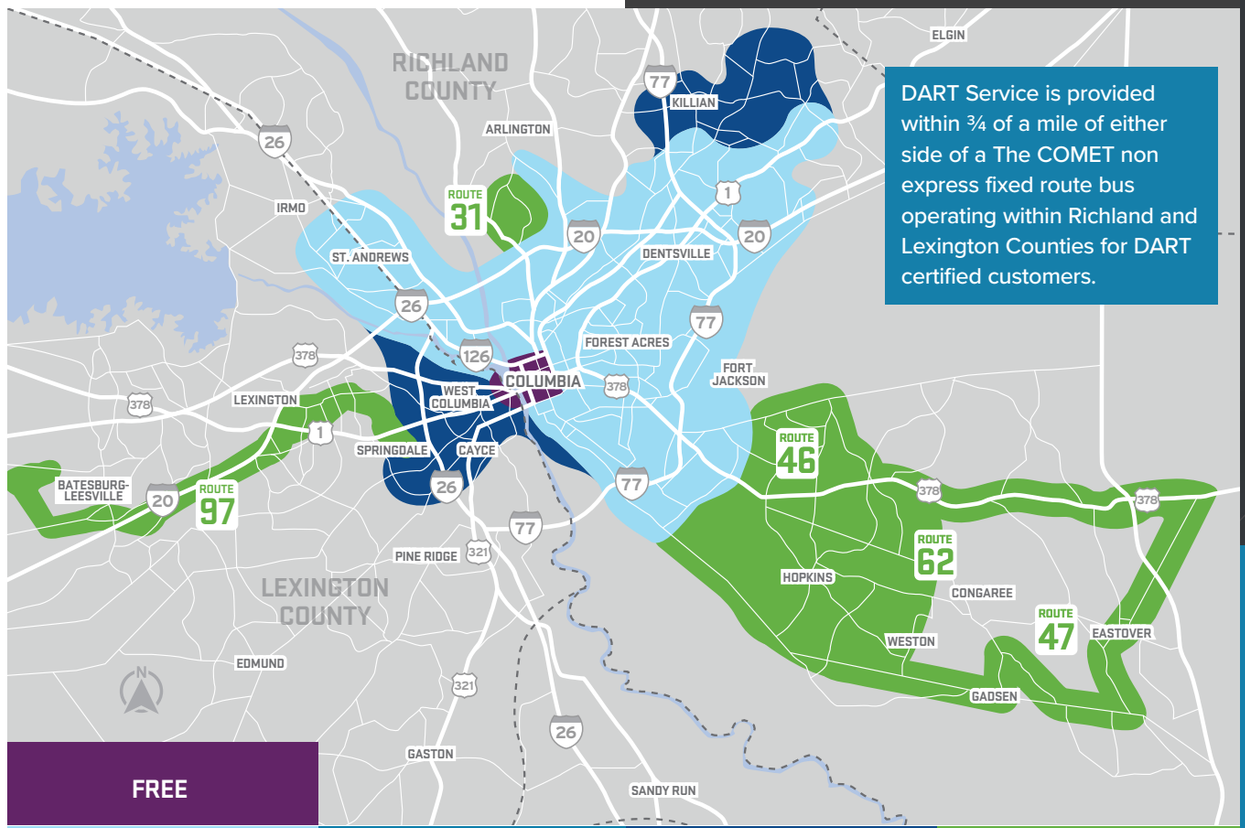
RATP Dev USA

A service of The COMET operated through a contract with RATP Dev USA, Inc. of Fort Worth, Texas.

DART
DIAL-A-RIDE-TRANSIT

## Call Us...We Will Be Around!

For comments, concerns, questions or suggestions regarding The COMET and DART services please contact us by calling: (803) 255-7100, fax to: (803) 255-7113, writing to: The COMET, 3613 Lucius Road, Columbia, SC 29201 or by emailing: info@TheCOMETSC.gov.




| FREE | | | |
|---|---|---|---|
| DAILY | EXTENDED COVERAGE Weekdays | EXTENDED COVERAGE Weekdays & Saturday | NO DIRECT DART SERVICE IN THIS ZONE |

DART
DIAL-A-RIDE-TRANSIT

# DART Informational Brochure

Demand Response ADA Complementary Paratransit Service in Richland and Lexington Counties

Telephone: (803) 255-7123
TDD/TTY: 711
www.CatchTheCOMETsc.gov

Effective July 2020

## Welcome Aboard!

Welcome to DART! The COMET operates this origin to destination demand response paratransit service within Richland and Lexington Counties within a 3/4 mile radius of either side of a The COMET non express fixed route in accordance with the Americans for Disabilities Act (ADA), seven days a week for those eligible with disability that prevents the use or access of The COMET.

DART can be used for work, medical, appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for at least two wheelchairs. We hope you will enjoy your ride on DART.

## ADA Certification is the Ticket to Ride!

DART is reserved for those who need us—qualifying persons with disabilities unable to board The COMET buses or access a bus stop due to their disability as defined by three categories in the ADA. To become ADA certified, you need to fill out an ADA Certification Application, which is available by calling **(803) 255-7123 (TDD/TTY: 711 through the Relay Service)** or downloading from www.CatchTheCOMETsc.gov. Once you fill out the application, mail the application to The COMET's ADA eligibility contractor at Able South Carolina, 720 Gracern Rd., Suite 106, Columbia, SC 29210. All persons using DART is subject to an in-person assessment to determine if you have a disability that prevents access or use of The COMET.

Once the application process has been completed, you will receive a decision by mail in 21 days. Your decision may indicate:

- **Unconditional certification**
- **Conditional certification**
- **Denial of certification**

All certification decisions that are not unconditionally eligible may be appealed. The appeal process is outlined in the letter, or a copy of the policy is available by calling The COMET at (803) 255-7133 or visiting www.CatchTheCOMETsc.gov.

## Service Hours and Service Area

Service hours are generally from 4:36 a.m. to 11:55 p.m. Monday through Friday and 5:25 a.m. to 11:55 p.m. on Saturday, Sundays and holidays. There is no service on Thanksgiving or Christmas Days. As The COMET fixed route service ends for the day, so does DART for that particular area. Additional service continues until 12:00 a.m. on Thursday, Friday and Saturday.

If you are eligible for DART and live outside The COMET fixed route service area, you must find alternate transportation to get to the DART service area before DART can pick you up, during the same hours as The COMET fixed route service in that area.

Other customers that do not meet the eligibility criteria listed under ADA certification cannot ride DART. Check out The COMET and see if those services meet your needs.

## Reservations

**Call (803) 255-7123 or TDD/TTY 711 through the Relay Service for reservations.**

Reservations must be made for next day service up to seven (7) days in advance. Reservations are taken seven days a week (except Thanksgiving and Christmas Days) from 9:00 a.m. to 5:00 p.m. There is a voice mail box for reservations made after hours.

## Fares

**Fares are paid for each one-way trip.** Operators only accept cash. **No round trip fares are allowed.** Customers who repeatedly do not pay the fare may be subject to suspension of service. ***Fares are subject to change.***

**Exact fare is required prior to boarding the vehicle.**

| Category | Fare |
|---|---|
| One Way | $4.00 |
| Personal Care Attendant for ADA certified customer | FREE |
| Children 38 inches to 5 years old with a fare paying customer age 16 years old or older | FREE |
| 10-Ride Pass | $40.00 |
| ¾ Mile Radius of Soda Cap Connector Routes 1, 2, 3, and 4 | FREE |

DART passes can be purchased through the mail, by mailing a check or money order (payable to The COMET) to:

The COMET, 3613 Lucius Road
Columbia, SC 29201.

## Mobility Devices

All DART vehicles are fully equipped with a wheelchair lift and a wheelchair securement area with space for up to two wheelchairs or mobility devices. The operator will provide assistance with normal boarding or exiting, wheelchair securement and operation of the lift.

## Trip Cancellations

If your travel plans change, we request that you call in to cancel within two hours of your arranged pick up time. If we don't receive a cancellation call, you will receive a no-show for the missed trip.

If we receive your cancellation call less than two (2) hours, it will be noted as a "late cancellation". Because the service is so important to so many people, we must enforce a suspension for abuse of our service. The overall rate for no-shows and late cancellations will be considered to determine if there is a pattern or practice for excessive no-shows/late cancellations. **Please review the DART Rider's Guide for more details.**

## Visitors

If you are visiting Richland and Lexington Counties and use ADA paratransit where you live, you may also enjoy the benefits of ADA paratransit service on DART

Simply call (803) 255-7123 or TDD/TTY: 711 though the Relay Service to be added to our client list. After 21 days, you will need to certify with DART.

## Travel Training

You can learn how to ride fixed route transit buses for free! Travel Training is available for anyone wanting independence, and a lower cost transit trip. Travel Training will teach you how to board and deboard a bus, access a bus stop and read a bus schedule. To request this **FREE** service, call (803) 255-7130.

All customers participating in travel training will get a free 10-Ride Pass for use on The COMET fixed routes.