

# DART Rider’s Guide

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## What is DART

DART is an on-demand, fare-free, curb-to-curb para-transportation service for UVA students and employees, who, due to a disability, are not able to use the University Transit Service (UTS), the fixed route transit system at UVA.

DART is for individuals with disabilities who:

1. would normally use UTS to travel from home to classes, work, or appointments on Grounds;
2. work, have classes, and/or appointments on Grounds that are more than 15 minutes apart; and
3. are able to transfer from a mobility device into a Yellow Cab.

Students and employees become eligible for the program (i.e., become DART riders) by submitting an application to the UVA Office for Equal Opportunity and Civil Rights (EOCR).

DART rides are provided by Yellow Cab of Charlottesville through a procurement contract with the UVA Department of Parking & Transportation. The rides, which are provided within defined DART service times and areas, are fare-free for the DART rider.

## DART Service Times

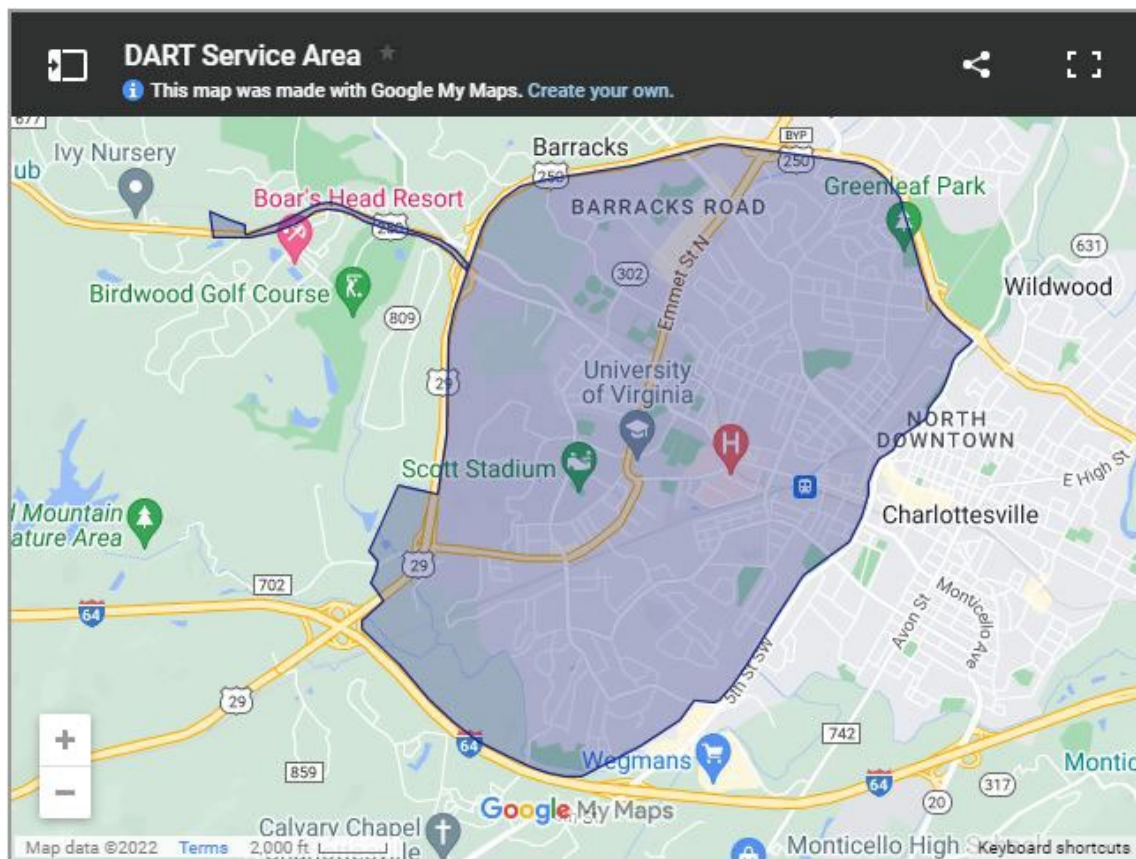
If UTS is in service, the DART service is available. During fall and spring semesters, UTS generally operates:

- Monday - Friday, 5:00 AM – 2:00 AM
- Saturday & Sunday, 12:00 PM – 2:00 AM

When UTS is not in service, the DART service is not available. Typically, UTS is not in service during home football games and on university holidays. The [UTS service schedule](#) is published and updated online and is subject to change.

## DART Service Area

The [DART service area](#) and times are defined by the service area and times of UTS.



## Types of DART Rides

### Pre-Arranged Rides

Riders may arrange rides from 14 days in advance to within hours of the needed trip. When determining a pick-up time, riders should build at least 15 extra minutes into the ride to give the cab time to arrive. For example, if a rider would like to arrive at a destination by 2:50 PM, and it takes 10 minutes to get from the pick-up point to the desired destination, the rider should request a 2:25 PM pick-up time.

### Recurring Rides

Riders may work with Yellow Cab dispatch to schedule rides that recur on a set schedule. When determining pick-up times, riders should follow the instructions in the “pre-arranged rides” section above.

### As Soon As Possible (ASAP) Rides

ASAP rides are those rides that the DART rider does not schedule in advance. The DART rider requests a ride in accordance with the procedures in the next section of this guide, and a cab will be dispatched as soon as possible. In most cases, the taxi will arrive within 45 minutes, but depending on conditions, there could be up to a 60-minute wait.

## Other Important Information Regarding DART Rides

### Companions

DART riders may have no more than one companion (at no charge) join them for the DART ride. The companion must have the same pick-up location and should have the same drop-off location (exception: the companion may be dropped off prior to the DART rider's destination if the companion's destination is on the way to the DART rider destination).

### Quick Stops

DART riders may combine quick stops into one trip (for example, dropping off a paper combined with going to class). Stops that require the DART rider to get out of the taxi for more than a few minutes, like waiting for a prescription or handling business at a store, require another DART trip to be set up.

## Scheduling Rides

### Schedule an ASAP or Pre-Arranged Ride by Phone

1. To ensure a trained dispatcher receives the call, please call the priority phone number at Yellow Cab; (434) 295-4132.
2. Identify yourself as a DART rider.
3. Provide your 9-digit University ID number and your cell phone number.
4. Inform the dispatcher if the ride you are booking is an ASAP ride (within 15-60 minutes) or a pre-arranged ride at another date/time.
5. Provide a specific location for pick-up and drop-off, providing any information that may assist the taxi driver in finding you. For example, if the pick-up point is "Alderman Library," note whether you will be on Newcomb Road outside the back door or on McCormick Road outside the front door.
6. Inform the dispatcher if you have a mobility aid that must be stowed, a service animal, or a companion. Provide any special instructions that are applicable, like "do not honk," "send text," or "cannot cross street without assistance."
7. Review the confirmation texts generated by the Yellow Cab system.

### Schedule an ASAP or Pre-Arranged Ride Online or through a Mobile Device

An advantage to booking online is that you may use your account any time to book pre-arranged or ASAP rides and review history and upcoming rides.

1. Visit the [Yellow Cab website](#).
2. If you already have an account with Yellow Cab, log in. If not, click on "Register" and provide the required information.
3. Click on "New Reservation," enter the applicable information in the FROM, TO, and WHEN field. Use the default "closest available vehicle."
4. In the Details and Payment window, type DART as the first line in the "Instructions for Driver" box. In the same box, enter specifics for pick-up and drop-off, providing any information that may assist the taxi driver in finding you. For example, if the pick-up point is "Alderman Library," note whether you will be on Newcomb Road outside the back door or McCormick Road outside the front door. Additionally, enter pertinent information about your ride like a mobility aid that

must be stowed, a service animal, a companion, or any special instructions (“do not honk,” “send text,” or “cannot cross street without assistance”).

5. Review the confirmation texts that the Yellow Cab system will generate and send to you.

### Schedule Recurring Rides

1. Email [dispatch@cvilletaxi.com](mailto:dispatch@cvilletaxi.com).
2. Enter “DART Recurring Ride Request” in the subject line.
3. In the body of the email, provide:
  - a. Name and 9-digit UVA ID number
  - b. Cell Phone Number
  - c. Beginning and ending date range for the recurring rides
  - d. Pick-up and drop-off locations and times
4. Specifics for pick-up and drop-off, providing any information that may assist the taxi driver in finding you. For example, if the pick-up point is “Alderman Library,” note whether you will be on Newcomb Road outside the back door or on McCormick Road outside the front door. Additionally, enter pertinent information about your ride, such as whether you have a mobility aid that must be stowed, a service animal, a companion, or any special instructions (“do not honk,” “send text,” or “cannot cross street without assistance”).
5. Review the confirmation texts that the Yellow Cab system will generate.
6. Advise Yellow Cab Dispatch if there are any changes or exclusions to your recurring schedule. For example, if a recurring ride is scheduled for a class all semester, be sure to cancel during Fall or Spring Break.

### Procedures During the Ride

1. Track the ride and communicate with dispatch through the texts that the Yellow Cab system generates.
2. Move to the pick-up point as the taxi arrives.
3. If, after you receive the text noting that the taxi has arrived, you find you will be delayed more than five (5) minutes in getting to the pick-up point, communicate with Yellow Cab via text or phone to reschedule the ride.
4. If you have information that can assist the driver during the ride, be sure to provide it. For example, a route to the desired entry door of the destination or a known obstruction like class change on McCormick Road Monday - Friday, 7:30 AM-4:30 PM, during the academic session.
5. Tipping the driver for a DART ride is not allowed.
6. Within a few minutes after the ride, participate in the post-ride survey (as desired).

### Inclement Weather and Other Incidents

Inclement weather and other incidents may impact response time and service availability.

DART riders should compensate for inclement weather by building in extra time when scheduling rides.

Depending on the severity of the inclement weather or other incidents, DART service may be suspended.

Check the [Parking & Transportation website](#) for announcements during inclement weather.

## On-Time Performance

On-time performance is closely tracked for all DART rides based on call times and GPS equipment on the vehicles. A recurring or pre-arranged ride is considered on time if the cab arrives within 15 minutes of the requested pick-up time. Recurring and pre-arranged rides are on time 90% of the time. If, however, you experience issues with on-time performance, please contact Melissa Oliver, EOCR DART Coordinator, at (434) 924-3095 or [mo3a@virginia.edu](mailto:mo3a@virginia.edu) .

## Cancelling Rides and “No Show” Rides

DART rides can be cancelled by phone or, if registered through Yellow Cab’s online account, online. Please cancel at least 30 minutes in advance of the ride.

If a DART rider is not present at the pick-up point at the pick-up time, Yellow Cab Dispatch will attempt contact with the DART rider via text or phone. If, after five minutes, there is no DART rider at the pick-up point, and no response to the attempt to contact, the Yellow Cab will be released, and the ride is recorded as a “no show.” DART riders are subject to a possible \$15 fee for every ride recorded as a “no show.”

If the DART rider is at the pick-up point and has received the text noting that the taxi is on location, but the taxi cannot be identified, the DART rider should use the text service generated by the service call or call dispatch directly at (434) 295-4132.

## Tips for a Good Experience

- If able, DART Riders should schedule rides for themselves.
- When scheduling rides, build-in appropriate buffer time (15 minutes for pre-arranged rides and 60 minutes for ASAP rides). Build in more buffer time during high-demand times like Friday afternoons, service during inclement weather, or during a John Paul Jones arena (JPJ) event.
- For rides that are scheduled as “recurring,” to avoid potential “no show” charges, remember to advise Yellow Cab Dispatch if there are any changes or exclusions to your recurring schedule. For example, if a recurring ride is scheduled for a class all semester, be sure to cancel during Fall or Spring Break.
- Communicate with dispatch and the driver before, during, and after the ride. If you are aware of any obstructions, like the McCormick Road Gates, inform the driver.

## DART Rider Responsibilities

- Be specific about trip logistics before and during the ride, particularly in locations that have more than one pick-up point.
- Be courteous, professional, and punctual.
- Build appropriate buffer time into the call for service (at least 15 minutes).
- Wear a seat belt.
- If using a mobility device, transfer to the taxi on your own. Maintain mobility device in good working order.
- If using a service animal, maintain control at all times.
- Know the DART service times and service area.

- Report any issues to EOCR and/or Yellow Cab immediately.

## Yellow Cab Responsibilities

- Deliver professional, responsible, respectful, and courteous service.
- Understand and remain proficient in ADA and UVA requirements for paratransit and taxi services.
- During service hours and within service areas, schedule and provide unlimited, no-charge, priority transportation to active DART riders.
- Prompt rider and inform driver of key information about the ride, such as specific pick-up location, presence of service animal, use of mobility device, or presence of a companion.
- Facilitate effective communication between rider and driver (i.e., texts, horn, phone calls).
- Alert rider of eligibility, service hours, and/or service area issues.
- Keep all personal information related to the DART rider confidential.
- Raise systematic issues that need resolution.
- Be responsive to DART rider concerns and work collaboratively with UVA partners to resolve.
- Participate in annual and ongoing training on the responsibilities noted above.

## Suggestions and Feedback

Yellow Cab, the Department of Parking & Transportation, and the Office for Equal Opportunity and Civil Rights welcome suggestions and feedback on the DART service. Please make contact through any of the individuals listed in the “Key Contact” section of this guide.

### DART Rider who Needs Rides to Areas outside the DART Service Area or Rides when UTS is not in Service

DART riders become regular taxi riders, with the applicable fares in force, whenever a trip passes outside of the service area or a trip is provided when UTS is not in service. [Charlottesville Area Transit \(CAT\)](#), through their partner [Jaunt](#), also provides on-demand, curb-to-curb transportation services within  $\frac{3}{4}$  miles of the CAT service area. Application for these paratransit services is required directly to CAT and applicable rider information will be provided.

### DART Rider with On-Grounds Appointments or Classes that are 15-Minutes Apart or Less

If DART riders have appointments or classes that are 15 minutes apart or less, DART Riders should contact either the Student Disability Access Center (students) or the ADA Coordinator in the Office for Equal Opportunity and Civil Rights (employees), to explore alternatives.

### DART Rider who Cannot or Chooses not to Transfer from a Mobility Device into a Yellow Cab

DART riders who cannot or choose not to transfer from a mobility device into a Yellow Cab should contact either the Student Disability Access Center (students) or the ADA Coordinator in the Office for Equal Opportunity and Civil Rights (employees) for assistance in meeting their needs.



## Key Contact People for the DART Service

The primary goal of the DART service is to meet the transportation needs for those in the program and provide excellent customer service in a prompt and courteous manner. Everyone in the program, including the program administrators, providers, operators, and riders actively communicate and collaborate to meet and exceed that goal.

Department/Title	Role	Contact Person
Office for Equal Opportunity and Civil Rights (EOCR)	<ul style="list-style-type: none"> <li>• Defines Levels of Service and Compliance</li> <li>• Processes DART Applications</li> <li>• Maintains List of Eligible Riders</li> <li>• Serves as resource for DART riders</li> <li>• Oversees Training/Compliance for Providers</li> </ul>	<b>Melissa Oliver</b> Special Projects Manager/DART Coordinator <a href="mailto:mo3a@virginia.edu">mo3a@virginia.edu</a> (434) 924-3095
Parking & Transportation	<ul style="list-style-type: none"> <li>• Manages Contract Opportunity with Provider</li> <li>• Processes Monthly Billing and Reporting</li> </ul>	<b>Patrick Clark</b> Alternative Transportation and Innovation Manager <a href="mailto:pac9ve@virginia.edu">pac9ve@virginia.edu</a> (434) 924-0016
Yellow Cab of Charlottesville	<ul style="list-style-type: none"> <li>• Provides ASAP, pre-arranged, and recurring DART rides</li> </ul>	<b>Will van der Linde</b> Owner <a href="mailto:will@cvilletaxi.com">will@cvilletaxi.com</a> (434) 295-4132
Student Disability Access Center (SDAC)	<ul style="list-style-type: none"> <li>• Provides information for application process for students and provides accommodation authorization</li> </ul>	<b>Barbara Zunder</b> Director, SDAC <a href="mailto:bz4e@virginia.edu">bz4e@virginia.edu</a> (434) 243-5180
Office for Equal Opportunity and Civil Rights (EOCR), ADA Coordinator	<ul style="list-style-type: none"> <li>• Answers questions and addresses concerns about services and accommodations for individuals with disabilities</li> </ul>	<b>Melvin Mallory</b> ADA Coordinator <a href="mailto:mm6b@virginia.edu">mm6b@virginia.edu</a> (434) 924-3295
DART Rider	<ul style="list-style-type: none"> <li>• Provides feedback during and after service to ensure transportation needs are met</li> </ul>	

If DART riders have any issues with specific rides or have general concerns or suggestions to improve the accessibility of the service, they are encouraged to contact the University's EOCR Office at [UVAEOCR@virginia.edu](mailto:UVAEOCR@virginia.edu) or (434) 924-3200.