

# 2024 Paratransit Changes: UZURV FAQ

## ABOUT THE NOV. 4 CHANGES TO PARATRANSIT

### **What changes to DART Paratransit services are taking place on Nov. 4?**

Beginning Nov. 4, 2024, a transportation company called [UZURV](#) will operate in Central Iowa to provide additional support to DART's existing Paratransit customers.

The UZURV vehicles are regular passenger vehicles DART could assign to provide Paratransit customers with door-to-door serviced rides from fully credentialed drivers. UZURV vehicles are marked with a DART decal. In addition to UZURV, DART also partners with [Yellow Cab Company](#) to provide some Paratransit trips. This helps ensure customers receive timely service and a quality experience when DART receives more requests for trips than can be provided by DART vehicles.

The process for booking a ride and the cost for a trip remain unchanged for DART's Paratransit customers. Customers must pay before or at the time of service.

### **What type of vehicle should I expect for my Paratransit trip?**

- DART Paratransit minibus,
- Yellow Cab taxi, or
- UZURV vehicle

### **How will I know which vehicle type will be assigned for pick-up?**

Customers may not know which type of vehicle will be assigned for pick up. All customers should be prepared for either a DART Paratransit minibus, Yellow Cab taxi or a UZURV vehicle marked with a DART logo to arrive at their pickup location.

### **What should I expect if a UZURV vehicle is assigned for pick-up?**

- Door-to-door service
- Trips to and from anywhere in DART's Paratransit Service Zone
- Drivers credentialed in ADA, HIPAA, CPR, First Aid and defensive driving
- Similar amenities to DART Paratransit vehicles, such as driver assistance, additional passenger allowances including a Personal Care Attendant (PCA) and more. Learn more about [UZURV's services and policies](#).

### **How do I request a Paratransit trip?**

There is no change to the Paratransit trip request process. Customers should continue to make a reservation with DART by calling 515-283-8136. Internally, DART Customer Service will assign the customer to a service provider based on availability of vehicle and the customer's needs. Learn more about the Paratransit reservation process at [rideDART.com/paratransit](https://rideDART.com/paratransit).

### What is the cost?

There is no change to DART Paratransit's services with the Nov. 4 addition of UZURV. The cost is \$3.50 per trip in the Base Service Zone or \$30 per trip in the Premium Service Zone. You will be notified the cost when booking your trip.

### How do I pay for my Paratransit trip?

- All customers can pay by cash using the exact fare at the time of service. Drivers are not able to make change.
- Customers may also use a credit or debit card through the MyDART app. The app must have the Paratransit payment option activated for first-time use. Call DART Customer Service for assistance: 515-283-8100.
- If riding in a UZURV vehicle, customers may pay with their credit or debit card on-board.
- Additionally, customers may also pay with personal check or DART tokens at the time of service.

The accepted forms of payment are also summarized below:

	Cash (Bring Exact Change)	DART Tokens	Personal Check	MyDART App Payment* (Credit or Debit)	Credit or Debit On-Board the Vehicle
<b>DART Paratransit</b>	X	X	X	X	
<b>UZURV</b>	X	X	X	X	X
<b>Yellow Cab</b>	X	X	X	X	

*\*The MyDART app must have the Paratransit payment option activated for first-time use. Customers should call DART Customer Service when they download the MyDART app for assistance: 515-283-8100.*

### Are there any apps that can help me with DART's Paratransit process?

The MyDART app may be used for credit or debit payments on board DART Paratransit, UZURV or Yellow Cab vehicles. When a customer downloads the MyDART app, they must call DART Customer Service at 515-283-8100 to have the Paratransit payment option activated within their app.

## GENERAL INFO ON DART PARATRANSIT SERVICE

### What are DART Paratransit's service hours?

DART Paratransit operates with comparable hours to DART's Fixed Route bus service, typically:

- 5 a.m. to 11 p.m. on weekdays
- 6 a.m. to 10 p.m. on Saturdays
- 7 a.m. to 7 p.m. on Sundays

### **How far in advance can I book a Paratransit trip?**

For Bus Plus trips in the Base Service Zone:

- Reservations will be accepted up to seven (7) days prior to the trip date.
- Passengers can schedule a trip up to 5 p.m. on weekdays and 4 p.m. on weekends the day before the trip date.

For Bus Plus trips within the Premium Service Zone:

- Premium trips can be booked 48 hours prior to the requested trip time or up to five (5) days in advance.
- Premium trips will be scheduled on a first-come, first-served basis, however DART's priority will be to service ADA trips first.
- Premium trips are not ADA protected and therefore are not guaranteed.

Learn more about Paratransit reservations at [rideDART.com/paratransit](https://rideDART.com/paratransit).

### **Are trips guaranteed?**

*Premium trips* are not guaranteed as they are not ADA protected, and DART's priority will be to service ADA trips first. For this reason, Premium trips will be scheduled on a first-come, first-served basis and can only be booked 48 hours prior to the requested trip time or up to five (5) days in advance, whereas ADA trips can be booked seven (7) days in advance.

### **I need a wheelchair-accessible ride. Is DART able to provide this?**

Yes, when you book your Paratransit trip, you should specify any needs including wheelchair accessibility. DART customer service will assign the appropriate vehicle to fulfill your needs.

### **I need to bring a service animal. Is this allowed on DART Paratransit and its overflow service providers?**

Yes, service animals are permitted in compliance with ADA regulations. Please refer to DART's [Bus Rider Guidelines](#) for more information.

### **I have a Personal Care Attendant (PCA) or other traveling companion. Is this allowed on DART Paratransit and its overflow service providers?**

When you book your Paratransit trip, you should specify any needs including whether you have a traveling companion or Personal Care Attendant (PCA). A companion may ride with a customer if there is space available on the vehicle. Companions must pay the same fare as the eligible Paratransit customer. If a customer cannot travel alone due to a disability, a PCA may ride with the customer. The customer must be approved for service prior to taking the trip. The attendant will not be charged a fare.

### **Can you tell me more about free access to ride DART's Fixed Route services?**

DART Paratransit's Bus Plus riders can utilize DART's Fixed Route services for free, which includes Local Routes and Express Routes. Riders must show a Bus Plus ID confirming eligibility. Call DART Paratransit at 515-283-8136 to request a Bus Plus ID. Learn more at [rideDART.com/paratransit](https://rideDART.com/paratransit).