Welcome DART Rider: The Demand and Response Transportation (DART) Service has been developed with the Office for Equal Opportunity and Civil Rights (EOCR) to provide transportation to those who, because of a disability, are unable to use UVA’s regular fixed route bus service. DART riders should use this guide to become familiar with the processes, expectations, and responsibilities. Instead of riding the bus, DART Riders reserve rides with the local taxi company Yellow Cab of Charlottesville (434-295-4132, www.cvilletaxi.com). Rides are booked and executed the same way a personal taxi would be except that there is no charge to the rider. Payment is completed by an electronic transaction. If, after reading this guide, you have additional questions, suggestions, or concerns, please contact Melissa Oliver, DART Service Coordinator, EOCR at 434-924-3095 or mo3a@virginia.edu.

Service Times: DART rides are available whenever University Transit (UTS) is in service. If UTS is not in service (for example during football games, on weekends during the summer, or student holiday periods) DART service is not available. To determine if UTS is in service, visit: http://www.virginia.edu/parking/service/schedule.html. If a ride is provided by the taxi company during a time when UTS is not running, or after the rider’s eligibility has expired, the resulting charges may be passed on to the DART rider.

Service Area: The DART ride starting and ending point must be located within the UTS service area (see map). If the taxi service is used to travel outside of the service area, the meter will be turned on at the service area boundary and the rider will be personally responsible for any portion of the fare outside the service area.

Rider Responsibilities: DART riders who use a wheelchair or scooter are expected to be able to transfer to the taxi on their own.* (Please see Alternative Transportation below.) DART riders are expected to wear seat belts, maintain mobility devices in good working order, and maintain control of service animals. DART riders should be on time, courteous, and be specific about trip logistics including pick up and drop off points. DART riders are responsible for knowing the UTS service times, service area, and expiration date of their eligibility. If an extension of eligibility is needed, a rider must contact the DART Service Coordinator, Melissa Oliver, prior to the expiration date of the service.

Driver Responsibilities: DART drivers are expected to be proficient in DART services and protocol and to comply with the University of Virginia’s standards of conduct. Drivers should be on time and should behave professionally, responsibly, respectfully, and courteously. The driver may not charge extra fees for assistance or for one additional passenger.

Additional Passengers and Quick Stops: Provided the pick-up and drop-off points are the same, one additional passenger may ride with the DART rider at no additional charge. Fees payable at the time of the ride will apply to additional passengers beyond the one that is included and to additional passengers with different pick-up and drop-off points. Within reason, quick stops within a trip that is already underway may be incorporated into an existing DART ride. Examples of reasonable quick stops are cashing a check, using an ATM, dropping off a book or paper.
Scheduling DART rides: Rides may be scheduled on an as-needed basis 30-40 minutes in advance and/or can be scheduled as round trips, recurring trips, or trips in the future (for example, all trips for the week can be scheduled at the beginning of the week). See item #3 below for scheduling recurring rides.

Methods of Booking:

**By Phone:** To schedule by phone, call Yellow Cab of Charlottesville at (434) 295-4132. This phone number is exclusive to DART riders and other VIP users. Be aware that there may be other taxi companies with the name Yellow Cab so be sure to use the contact information provided in this guide.

1. Identify yourself as a “DART rider”
2. The dispatcher will ask for your name to verify your eligibility
3. Inform the dispatcher of your ride instructions including:
   a. Telephone number at which the dispatcher or driver can easily text or call you
   b. Pick-up and drop-off times
   c. Pick-up and drop-off locations (physical addresses)
   d. Companion – yes/no
   e. Service animal – yes/no
   f. Mobility aid that must be handled by the driver (for example, wheelchair or scooter that must be stowed)
   g. Preferred communication method (cell phone, text)
   h. Special instruction (for example, “do not honk”, “must be in northeast corner of the intersection”, “cannot cross street without assistance”, etc.)

**Online:** To book online, visit [www.cvilletaxi.com](http://www.cvilletaxi.com), click on “Book Now” and complete all information in the form. You can create an account to simplify this process in the future by selecting Register in the top right corner of the website. The website is both desktop and mobile friendly. When completing your reservation under the section marked “Instructions for Driver” please type “DART” and any other pertinent information for your ride.

**Scheduling Recurring Rides:** To schedule recurring rides, email Yellow Cab of Charlottesville Dispatch at dispatch@cvilletaxi.com. Use the subject line “DART recurring Ride Request Rider XXXX” where XXXX represents your name. Please include in the body of your email all the details from item #3 under “Booking: By Phone” in your email. To avoid possible “no show” charges, remember to cancel recurring rides that may not be needed for any reason (Spring Break, Fall Reading Days, etc.)

Cancellations, Late Arrivals, and No Shows: Cancellation of service requests should be called in 30 minutes prior to the scheduled pick-up time. If the taxi reports to the pick-up point and the DART rider is not present, the driver will wait 5 minutes from the requested arrival time while attempting to reach the DART rider. If the DART rider does not report within 5 minutes, the rider will be considered a “no show” and the charge for that ride may be passed on to the DART rider.

Inclement Weather: Inclement weather may impact response time. Therefore, extra time should be built in during inclement weather incidents. In cases of severe inclement weather, DART service may require modification or cancellation. To the degree possible, public announcements will be made through available media to inform users of service availability. The driver may not charge extra fees for service during inclement weather.

Payment: Electronic Voucher: You will be required to sign the tablet after completing the ride.
Problems or Concerns: If you experience any problems with scheduling, please contact Yellow Cab of Charlottesville Dispatch at dispatch@cvilletaxi.com or by phone at (434) 295-4132. If you have any other problems or concerns with the program, please contact Melissa Oliver, DART Service Coordinator, by email at mo3a@virginia.edu or by phone at (434) 924-3095.

*Alternative Transportation:
JAUNT
Contact Information
Phone: (434) 296-3184, press 3
Fax: (434) 296-4269
Online: www.ridejaunt.org
JAUNT shuttles are equipped with wheelchair lifts for those who cannot or choose not to transfer to a cab. JAUNT prefers 24-hour notice for scheduling rides on weekdays, and a Friday at noon requirement for weekend trips, but will, to the best of their ability, accommodate rides called in up to one hour before the DART trip is needed. JAUNT will schedule weekly transports which may be called in 7 days in advance. Short-notice trips will be accommodated as availability allows with as much as a 30-minute response time on a first-come/first-served basis. Should trip or transport problems arise, notify the JAUNT dispatcher.

When you call to schedule a DART ride with JAUNT, inform dispatch that you are a “DART rider”. This alerts dispatch that you are with UVA and eligible for free DART service.
Demand And Response Transportation Rider’s Guide
http://www.virginia.edu/parking/disabilities/dart