Personal Care Attendants

Passengers who need more than limited assistance must travel with a personal care attendant (PCA) or an escort. Passengers traveling with an attendant or escort must notify D.A.R.T. at the time of their application for certification. The PCA, if so indicated on your application must accompany you on all trips and will ride free. When making reservations for a ride you must tell the reservationists that you will be traveling with your PCA.

Appeals

All applications are reviewed by the ADA Supervisor and General Manager. If the ADA Supervisor and General Manager denies the application you will receive a letter explaining the reasons for the denial and the appeal process. Written requests for an appeal must be received by D.A.R.T. within 60 days of the denial. The ADA Supervisor will set up a time for an appeal hearing, during which you can present any additional information.
You will not be eligible for service pending the decision of the appeal. D.A.R.T. will respond within 30 days of the appeal hearing.

the bus
The Belle Urban System

Promoting mobility and independence through the provision of safe and reliable transit.

City of Racine Specialized Transportation

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WHAT IS DIAL A RIDE TRANSPORTATION

D.A.R.T—is an economical door-to-door service designed to transport qualified individuals with disabilities who are prevented from using fixed route bus service. D.A.R.T. operates within 3/4 of a mile of the fixed route bus service.

Exact Change is required.

Rides are $3.00 each way. Operators do not and are not permitted to make change.

To register for D.A.R.T., you must first complete an application and Physicians Certification form. To receive an application stop by our business office between 8:00 a.m. and 4:00 p.m. Monday - Friday or call 1-262-619-2438 and we will mail you out an application.

Office Hours

Monday-Friday 8:00a.m.– 4:00 p.m.

Hours of Operation

Monday-Friday 5:30a.m.-10:00p.m.
Saturday 5:30a.m.– 6:30p.m.
Sunday 9:30a.m.-6:30p.m.

Holidays Closed

New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Scheduling A Ride

When scheduling a ride you must call by 2:00 p.m. the day before your ride. You can also call and book your ride a month in advance if you would like.

WE PRIDE OURSELVES IN HAVING SAFE AND RELIABLE OPERATOR'S. OUR OPERATOR'S WILL DO EVERYTHING IN THEIR POWER TO MAKE SURE YOU HAVE A SAFE AND ENJOYABLE RIDE.

April Hinsman is One of our many Safe and Reliable Operator's.

We appreciate your comments or complaints and we use this information to improve our service. If you do encounter a problem please contact us by phone at (262) 619-2438 or write us at D.A.R.T. 1900 Kentucky Street, Racine, WI 53405 and we will do our best to resolve the issue immediately.

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