

ADDITIONAL DART INFORMATION

Stop Locations in the Outlying Communities

To keep our DART schedule more efficient we have specific locations in each of the outlying communities where we pick up and drop off. At times we may deviate and pick up at alternate locations depending on the number of scheduled rides on a given day and when it does not lessen the efficiency of the route.

Call our reservationist to find out the stop locations in the community you are interested in.

Late Cancellations and No-Shows

Late cancels or No-Shows may result in suspension of service for a period of time. Please make sure to follow the cancellation procedures as specified to avoid any type of suspension of your service.

Rider Policies

The rider policies for DART Service are identical to those for Fixed Route Service. These policies can be found on the GTA website at: www.granttransit.com

FARES

DART fares are identical to our regular Fixed Route fares.

Questions and Information

Please contact our DART reservationist if you have any further questions or need additional information.

We look forward to seeing you soon on our brand new, comfortable transit vans. Sit back, relax, leave the driving to us and enjoy the scenery!

We are not just a ride.....

We are an ADVENTURE!!



www.granttransit.com

gta@granttransit.com

P.O. Box 870

Moses Lake, WA 98837

Comments/Complaints

Call: (509) 765-0898

(800) 406-9177



**General Public Dial A Ride
Transportation serving the
outlying communities of
Grant County which are
not served by Fixed Route
Transportation Service**



Grant Transit Authority is committed to ensuring that no person is excluded from participation in, or denied benefits of transit services on the basis of race, color, or national origin.

WHAT IS D.A.R.T.

- ◆ **DART** is a Dial-A-Ride Transportation Service open to the general public to those living in areas that are not served by our regular fixed route buses. DART service is designed to connect persons living in the outlying communities to our regular fixed route buses in Moses Lake, Ephrata and Quincy. GTA DART service also connects with other transportation providers such as Okanogan Transit, Amtrak, Northwest Trailways, and People for People.
- ◆ There are no eligibility requirements to use the DART service. Service is available to all.
- ◆ All DART buses are ADA accessible.
- ◆ DART operates differently than fixed route in that reservations must be made a minimum of 48 hours in advance to guarantee a ride on a specific day.
- ◆ DART is a more cost effective transportation option provided to the outlying communities. DART buses do not operate on days that advance reservations have not been made.
- ◆ Persons wishing to use DART service for daily commutes to and from work and school can schedule standing reservations for a given month without the need to call in daily other than when needing to cancel a ride.
- ◆ DART service is available daily, serving Royal City, Mattawa, Wanapum Dam, Wilson Creek, Coulee City, Electric City and Grand Coulee. Hours are flexible based on the reservations for each given day and route. DART typically offers one morning trip and one afternoon trip in the various route locations with the exception of the Ephrata to Grand Coulee Corridor which often offers a second additional afternoon trip.

DART SERVICE BY ROUTE

All DART routes operate daily Monday through Friday excluding Holidays'.

Grand Coulee (GC) Route

- ◆ The morning GC DART ranges in time from a 5:00am start time in Moses Lake to a 6:30am arrival and 6:45am departure in Grand Coulee.
- ◆ The first GC afternoon route ranges from a 2pm start in Moses Lake to a 4pm arrival/ departure in Grand Coulee.
- ◆ The 2nd afternoon GC route ranges from a 5pm start in Moses Lake to a 7pm arrival/ departure from Grand Coulee.

Royal City, Mattawa, Wanapum Dam, and Wilson Creek Routes

- ◆ There are two trips daily for each of these routes with departure times fluctuating based on the needs of those scheduling a ride. Typically one trip is scheduled in the morning with a second one scheduled in the afternoon. Departures from Moses Lake are no earlier than 5am in the morning and no later than 5pm in the afternoon.

DEPARTURE AND ARRIVAL INFO

- ◆ Departure and arrival times vary daily per route based on the reservations that are received and scheduled for each given day.
- ◆ For persons wanting to ride a particular DART route daily to commute to and from work and school, we make every effort to build a standard schedule for that route based on those hours which allows for commuters to maintain consistency on their arrival and departure times.
- ◆ Persons scheduling random trips on routes that have a routine schedule, will be scheduled within the perimeters of the routine schedule.

RESERVATION INFORMATION

Reservation Hours:

8:00am-4:00pm—Monday-Friday

Reservation Phone Number:

509-765-0898 Ext: 101

- ◆ Reservations must be called in to the number above at least 48 hours in advance to guarantee a ride on the day you wish to ride.
- ◆ The reservationist will take your reservation and enter your ride into the system and give you an approximate time for your scheduled ride.
- ◆ Pick up times will be finalized the day before your scheduled trip. You will receive a call around 3pm the day before to give you your definite pick up time. If you have not heard from us by 3:45pm the day before your ride, please contact us to verify your pick up time.
- ◆ Persons who have scheduled a daily standing reservation **will not** receive a call unless there has been a time adjustment on your pre-scheduled reservation.
- ◆ Cancellations must be called in by 4 pm the day before your scheduled ride if you are scheduled for a morning trip.
- ◆ Cancellations for an afternoon trip must be called in no later than 1:00pm the day of your scheduled trip.
- ◆ When calling in a cancellation, if you do not reach a live person on the regular reservation phone, please call in to the after hours phone listed below. **If you do not receive a live person on the after hours number and your trip is scheduled for the following morning, please leave a message on that After Hours Phone.**

After Hours and Message Phone:

509-765-0898 Ext: 106