

Discrimination Complaints Under Disabilities and Civil Rights Laws

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

The City of Racine operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

If you have a complaint about discrimination under either of these laws, please submit it using the forms and procedures found at the following locations. Please note that the two laws have different forms and procedures.

All discrimination policy information and forms can be found under the "Policies" section of the RYDE Racine website, located at <https://www.cityofracine.org/Racine-Transit/>

Forms and procedures can also be found at the Corrine Reid Owens Transit Center, and at RYDE's office at 1900 Kentucky Ave, Racine, WI.



Office Hours

Monday-Friday 8:00AM - 4:00PM

Service Hours and Days

Monday-Friday 5:00AM - 10:00PM

Saturday 5:30AM - 6:30PM

Sunday 9:30AM - 6:30PM

Except for the following observed holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

DART provides the same hours of service as RYDE fixed-route service.



DART: Dial-A-Ride Transportation



RACINE

City of Racine Transit

1900 Kentucky Street

Racine, WI 53405

Phone: 262-619-2438

Fax: 262-635-3335

City of Racine Dial-A-Ride-Transit (DART)

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



Provided under the Americans with Disabilities Act of 1990 (ADA), RYDE's DART is a demand response service where the vehicle does not follow a fixed route or schedule. DART is an economical door-to-door service designed to transport individuals with qualifying disabilities who are prevented from using fixed route service. DART operates within 3/4 mile of fixed route bus service.

Exact Fare is Required

Each trip is \$4.00. Operators are not permitted to make change. We do not accept round trip fares. Exact fare must be paid at time of pick up.

Application Materials

The ADA paratransit eligibility form and other information for DART services are available in print form at RYDE's main office located at 1900 Kentucky Street, Racine, WI. The application is also available for download on The RYDE's website <https://www.cityofracine.org/RydeRacine/>. Hearing impaired customers contact RYDE through the Wisconsin Telephone relay system line (1-800-947-6644). Applications will be mailed upon request.

Program Eligibility

RYDE determines eligibility upon review of a completed form containing information regarding the applicant's functional ability to board, ride, or disembark from the RYDE fixed route buses. DART services require a medical professional's verification prior to determining eligibility.

The ADA certification may be conditional or unconditional depending on the applicant's abilities. RYDE, in accordance with Title III of the Americans with Disabilities Act of 1990, will determine eligibility no later than 21 days after receiving the complete application. This does not include them waiting for requests for more information from the applicant or the applicant's health care professional.

Appeals Process

An appeal process is available to those individuals wishing to dispute a conditional certification, denial certification or service suspension.

1. RYDE requires all appeals be made in writing within 60 days of being notified of a service decision. Appeal letters may be sent to the Transit and Parking System Manager and the Paratransit Appeals Board, a subcommittee of the Transit Commission at the following address:
Transit and Parking System Manager
City of Racine
730 Washington Ave.
Racine, WI 53403
2. RYDE will notify the individual of the Board's ruling on the appeal within 10 days. This notification will outline the ruling and supporting reasons.
3. Once the individual has been informed of the Board's ruling the decision will be implemented on the next day of service.
4. All decisions made by the Board are final.

Scheduling a Trip

Trips can be reserved by calling the DART dispatcher at (262) 619-2438 during business hours of 8:00 a.m. to 4:00 p.m. the day before your requested trip. The caller should be prepared to provide the following information: First and last name, phone number, origin address, destination address, accompanying companion(s) if needed, accompanying equipment (e.g. oxygen and respirators), ambulatory or non-ambulatory, and desired arrival time. Clients are encouraged to schedule trips a week in advance when possible.

Personal Care Attendants & Companions

One personal care attendant (PCA) per ADA program rider is permitted to ride free.

One companion may accompany a program rider, but must pay the current cost for each one-way trip. Additional companions may ride and pay a fare, if space is available for safe transport. PCA's and companions must have the same origin and destination as the program rider.

Arrangements for all additional companions must be made at the time of reservation. Program rider must supply child safety seat for accompanying infants and small children.

