

Island Transit Dial-A-Ride Information

General Information:

Dial-A-Ride is a door to door service for those eligible persons who are unable, due to a disability, to use the regular fixed route service. An application must be completed by a Medical Professional and the potential passenger.

Trip Purpose:

There will be no restrictions or priorities based on trip purpose. Dart services are provided during the following hours: 6:00am to 11:30pm Monday through Saturday and Sunday 8:00am to 7:00pm.

Please note: Due to the increasing demand for this service, the van will only be able to wait for 5(five) minutes after it arrives. Passengers who do not notify the office of their cancellations will be documented as a “No Show Trip”.

If Your Service is Suspended: What does suspension of service mean?

Island Transit has made a commitment to provide specialized transportation services for those eligible persons within the service area. We will make every reasonable effort to accommodate various needs. There may be occasions however, when passengers will abuse the services. When this occurs repeatedly, it may be necessary to deny service.

Criteria for denying Service:

NO SHOWS: Not being ready to depart, not being at the assigned pickup location and failing to cancel before the van arrives. Three no-shows within a 60 day period can result in a suspension up to one week. However, trips missed by a person for reasons beyond their control will not apply to suspension of service.

UNRULY BEHAVIOR: Behavior which presents danger to the health or safety of other passengers or employees. Such behavior includes violent conduct, disruptive behavior or illegal activity.

Compliments or complaints can be filed in person at the Island Transit office located at 3115 Market Street, Galveston, Tx. 77550, in writing, or by phone at (409) 797-3900 or (409) 797-3909 Monday through Friday 8:00am to 5:00pm. Complaints received will be resolved within (5) five working days.

To obtain information or a DART PASSENGER GUIDE, please call or stop by our office.