



## FAQs: DART Paratransit Prepay

### 1. What is DART Paratransit Prepay, and who is eligible to use Prepay?

DART Paratransit Prepay is a convenient web-based way to pay for Paratransit trips using a credit or debit card. For more information, visit Paratransit Prepay under Paratransit Information at [dartfirststate.com/RiderInfo/Paratransit/](http://dartfirststate.com/RiderInfo/Paratransit/) or call 1-800-553-3278 (DART).

Prepay is available to all DART Paratransit customers, their caregivers, agencies, or anyone who schedules trips on DART's Paratransit Service.

### 2. Activate a Paratransit Prepay Account

To setup a Prepay Account, you must first call Reservations to let them know you would like to use Prepay.

Reservations will then activate your Prepay account which will then allow you to login and enter your details at <https://dartfirststate.com/app/dtcprepay>.

Have the following ready to enter:

1. A Paratransit Client ID number and PIN.
2. A Deposit Method selection (Choose **ONE** of the following deposit methods):
  - i. Make a **One-Time Deposit**
  - ii. Or, select **Recurring Deposits** to automatically replenish your account
3. A deposit amount
4. A Credit/Debit card number, billing information and Email

You will receive email notifications from DTC Paratransit Prepay confirming charges or deposit transactions. A notification will also be sent (normally within 24hrs) when funds become available in your Prepay account.

### 3. Use the Paratransit Prepay Account

When you call us to schedule a trip\* and want to use Prepay, please tell the reservationist first. Funds from your account will be held in reserve when a trip is booked. Prepay trips may only be made if the balance in your account fully covers each one-way fare (no partial payment of a one-way trip). If a prepay trip is cancelled, the funds are taken off hold, and may be used for other trips.

\*If you use the IVR (Interactive Voice Response) system to schedule your trip(s) and have an active Prepay account, please be sure the balance in your account will cover the cost, as those funds will be held in reserve.

### 4. How can I make deposits?

Login to your Prepay account to make deposits. A Credit/Debit card is the only form of payment accepted when using Prepay. If setting up recurring deposits, prepay only allows for one card number to be saved.

(Currently, DART does not accept checks when making deposits. DART Reservationists are not authorized to take your Credit/Debit card information over the phone to make a deposit for you.)

Deciding how much to deposit into your Prepay Account is up to you. You may deposit between \$16 to \$500 per transaction. You may want to make a deposit that would cover a week's worth of trips or deposit a different amount, based on your own individual preferences and how often you ride.

After logging in, select either **Make a One-Time Deposit** or **Modify Recurring Payments**. You can now use your Credit/Debit card to add funds to the Paratransit Prepay account. You will notice there is an option to Review Deposit History as well.

After entering the details for your deposit, you will receive an email from DTC Paratransit Prepay confirming your transaction and again once the funds are available in your Prepay account.

## 5. Can you help me to understand the different types of charges and deposits?

One-Time Deposit: We require a minimum \$16 dollar deposit when making a One-Time Deposit to cover the maximum cost of one round trip.

### Recurring Payments:

A first deposit of \$25 will initially be charged to your Credit/Debit card when you sign up to make a Recurring Deposit. Thereafter, when your balance reaches \$16, the amount you specified will be automatically charged to your Credit or Debit card, allowing for uninterrupted prepaid trips.

If you need to make changes to the amount of your recurring deposit or update your billing or address information, please login and select **MODIFY RECURRING DEPOSITS** and click UPDATE after completing the required information. If you wish to discontinue recurring deposits, click **DELETE**.

## 6. Can I combine Prepay with other types of payment for my trip(s)?

Only one payment type is allowed per one-way portion of a trip. However, you can use different payment types for your other one-way trips.

For example, a trip to an appointment (one-way) may be paid using prepay, and the return trip home (one-way) could be paid using cash, DART Pass App or Strip Tickets.

## 7. Will I receive an email whenever my card is charged?

Yes, each time your Credit/Debit card is used to make a deposit you will receive an email notification.

If you know that your card has been charged and you have not received an email from DTC Paratransit Prepay, please contact Reservations.

## 8. Will I be notified when my balance is low?

One-Time Deposit: If your balance is lower than or equal to \$16 you will receive an automatic low balance email notification from DTC Paratransit Prepay.

Recurring Deposit: No. However, you will receive an email each time your Credit/Debit card is charged the amount you specified.

For your convenience, you can check your balance anytime at <https://dartfirststate.com/app/dtcprepay>.

## 9. Disputes

Please call our Finance Department at (302) 576-6021 if you have a dispute with your account or have any concerns with charges to your account.

An order number is generated by your Credit/Debit card company and will be listed in the email you receive from DTC Paratransit Prepay.

## 10. Your Privacy

The Paratransit Prepay website is Payment Card Industry(PCI) compliant with industry standards, which is required by credit card companies to make online transactions secure and to protect against identity theft.

## 11. Contact Us

Email: DOT\_Paratransit\_Prepay@delaware.gov

### Reservations:

Monday – Friday

8:00 a.m. – 4:30 p.m.

1-800-553-DART (3278)

### Finance (Disputes):

Monday – Friday

8:00 a.m. – 4:30 p.m.

(302) 576-6021

### Customer Service (Complaints or Compliments):

Monday- Friday

8:00 a.m. – 4:30 p.m.

1-800-652-DART (3278), Option 2