



DOWNTOWN AREA SHARED HUBS FAQs

Q: If I live in Tampa but not directly in Tampa's Downtown, are you able to take me home?

A: Unfortunately, no. The program is funded through the Downtown Special Services District and therefore must stay within our service boundaries.

Q: How many DASH Hubs exist within Tampa's Downtown?

A: There are around 20 virtual hubs distributed throughout the seven neighborhoods of Tampa's Downtown.

Q: Who pays for the DASH service overall?

A: DASH is funded by the Tampa Downtown Partnership.

Q: What is the process behind the hiring and vetting of DASH drivers?

A: We are looking for qualified individuals who have a safe, clean driving record along with a welcoming personality to create the best transit experience possible. Once hired drivers, who pass a comprehensive background check and drug screening, will receive extensive training in safe driving skills and knowledge of our wonderful Downtown.

Q: Is DASH accessible for persons with disabilities?

A: Yes, we offer accessible services for persons with disabilities.

Wheelchair accessible rides are provided by Ridewyse, a DASH Tampa partner. Please let us know in advance if you require an accessible vehicle by calling 813-666-6666.

Our app is also accessible and supports VoiceOver for iOS users and TalkBack for Android users. Should you have any accessibility feedback or require support, please reach out to us at accessibility@ridedowntown.com.

Q: How many DASH vehicles are there?

A: There are currently six DASH vehicles.

Q: Is the DASH service active on holidays?

A: DASH will not be running on Thanksgiving, Christmas Day, New Year's Day, and Gasparilla.

Q: How is the DASH service affected in events of inclement weather?

A: The service will run during inclement weather unless there are extreme circumstances in which vehicles are prohibited from driving.

Q: Why is this a good transit program and why is the Partnership supportive of it?

A: This hub-to-hub transit service connects Downtown's seven neighborhoods while also providing an extra set of eyes and ears on the street in conjunction with our Downtown Clean and Safe team.

Q: What are the hours of operation?

A: Monday-Saturday 7am – 11pm; Sunday 12pm – 9pm

Q: What is the wait time for DASH drivers to pick me up?

A: Wait times may vary depending on volume and demand.

Q: Is food permitted in DASH vehicles?

A: Eating and drinking is prohibited in the DASH vehicles.

Q: How are DASH drivers instructed to handle inappropriate, ill, and/or rowdy passengers?

A: Drivers are encouraged to contact the Tampa Police Department if they are in danger.

Q: Is smoking/vaping/e-cigarettes permitted in DASH vehicles?

A: Smoking of any kind, vaping and/or use of e-cigarettes are prohibited.

Q: How many riders are permitted in DASH vehicles?

A: Up to four riders.

Q: How many people will a rider have to carpool with?

A: Up to two riders.

Q: Are pets permitted in DASH vehicles?

A: No pets allowed; however certain accommodations could be made for riders with service animals.

Q: How often are vehicles cleaned?

A: Vehicles are cleaned daily.

Q: Will DASH drivers know the riders' names/appearances like the capabilities of other ride sharing platforms?

A: Yes, drivers/riders will be able to know each other's names/appearances.

Q: Are DASH drivers allowed to deny passengers if they don't feel comfortable?

A: Drivers are encouraged to contact the Tampa Police Department if they are in danger

Q: Is there a rating system for DASH drivers/passengers within the app?

A: Yes, there is a rating system.

Q: Will DASH riders be charged for damage, heavy stains, etc?

A: Yes, riders will be charged for damages.

Q: Are DASH riders able to pay with cash? Or is payment only accepted via the app?

A: Riders can pay only via the app.

Q: How long are DASH drivers expected to wait for riders in their respective hub locations?

A: Drivers are expected to wait up to five minutes so that the queue is not disrupted.

Q: Are there cancellation fees for riders who cancel their ride last minute?

A: Yes, there are cancellation fees. The fee will activate once the driver has started on their route.

Q: Will DASH drivers be informed of road closures and major events that will affect their routes?

A: Yes. Drivers will be notified about road closures and inclement weather.

Q: What if a passenger refuses to exit the vehicle?

A: DASH drivers have been instructed to call the Tampa Police Department.

Q: Are there rules put in place for weapons in DASH vehicles?

A: There is a no weapons policy that all riders must agree to when downloading the DASH Tampa app.

Q: What if there is a car that is illegally parked in a hub location?

A: Drivers have been trained to pick up/drop off riders from the closest, safest spot. The app will guide riders to the adjusted location.

Q: Are bikes allowed in the vehicles?

A: Folding bikes are allowed in the trunk but no other bicycles, scooters or other modes of travel are allowed to be stored in the vehicle.

Q: Can DASH drivers accept tips?

A: No, DASH drivers are prohibited from accepting tips.

Q: Do DASH vehicles have/provide car seats or booster seats for children?

A: No, DASH vehicles do not have car seats/booster seats for children. However, riders are permitted to bring their own.