



City of Midland Dial-A-Ride Transportation Requirements

An aide **WILL BE REQUIRED** to travel with a passenger if **ANY** of the following apply:

- A passenger cannot walk onto/off of the bus on their own.
- If a passenger is using an electric mobility device or a walker, but they are unable to use that mobility device to independently board/de-board the bus.
- If a passenger is disoriented/confused.

Prearrangements may be made to have an aide travel with a passenger **at no cost to the passenger** if any of the above conditions apply.

Please Note:

- Dial-A-Ride cannot provide any passenger assistance beyond the curb.
 - Dial-A-Ride cannot operate any electric mobility device.
 - Dial-A-Ride will operate manual wheelchairs from the curb onto the bus and off of the bus at the curb.
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Dial-A-Ride reserves the right to decline transportation services if **ANY** of the following apply:

- The passenger cannot hold themselves upright in a mobility device or seat on the bus.
- The Dial-A-Ride bus driver does not feel a passenger can safely be transported due to illness or lack of self-sufficiency. Please note that Dial-A-Ride will contact 911 to assist as needed.

If you have questions or concerns regarding the Dial-A-Ride transportation requirements, you may contact the Dial-A-Ride Supervisor, Amy Dooley, at (989) 837-6918.