

Dial-A-Ride Hours

Days	Phone Service	Bus Service
Mon.-Fri.	8:00am-5:00pm	6:30am-10:30pm
Saturday	8:30am-1:00pm	8:00am-8:00pm
Sunday	Not Available	8:00am-2:30pm

Books of tickets may be purchased from the Dial-A-Ride drivers and are also available from the Municipal Service Center office at 4811 N. Saginaw Road. Drivers cannot provide a receipt for purchases and do not carry change, so be sure to have the exact amount for your fare or for your ticket book purchase.

Dial-A-Ride Fares

Full fare (1-way)
1 yellow ticket or \$2.00

Senior Citizen (60 and older)
and persons with a disability (1-way)
1 pink ticket or \$.75

Child (5-11) riding with parent or sibling
1/2 yellow ticket or \$1.00

1 Child (under 5) with parent
FREE

Full fare ticket book (yellow)
(Ten 1-way rides)
\$18.00

Reduced fare ticket book (pink)
(Ten 1-way rides)
\$6.75

*Tickets are sold in books of ten 1-way rides.
We do not sell individual tickets.
Passengers may purchase books of tickets
on the bus using cash or check.*

Busiest phone service hours for Dial-A-Ride are from 8 am-10 am and from 4 pm-5 pm, Monday through Friday. You may experience longer wait times when calling during those times.



Passenger Policies

In order to ensure a safe, pleasant ride for every one, Dial-A-Ride has implemented Passenger Policies. This document is available on our buses, on the Dial-A-Ride website www.cityofmidlandmi.gov/dart, and in our passenger information form packets. Please make sure to be aware of all passenger policies as they clarify important questions such as:

- What can I bring on the bus?
- How many groceries may I bring on the bus?
- Can I use a travel grocery cart on the bus?
- What are the passenger requirements to use Dial-A-Ride service?

Please note that riders are required to follow all passenger policies. Failure to comply with the Dial-A-Ride Passenger Policies could result in a suspension or loss of bus privileges.

Title VI Plan

In compliance with the Title VI of the Civil Rights Act of 1964 the City of Midland is committed to ensuring that no person is excluded from participation in or denied the benefit of transit services on the basis of race, color or national origin. Language translation is available on our website.

Title II and Title III ADA

In compliance with Title II and III of the American Disability Act of 1990 the City of Midland has committed not to discriminate against any individual with a disability in connection with the provision of transportation services.

Be Ready!

Once the bus arrives for your pick-up the driver waits two minutes inside the 20 minute pick-up window before continuing on to the next stop. Fares for missed rides will be collected on the passengers' next bus ride.

Who Uses Dial-A-Ride

Anyone can ride Dial-A-Ride! Some examples of our passengers include: Children using Dial-A-Ride to travel to school, daycare, sports practices, etc. Persons with disabilities and those needing lift-equipped buses traveling to work, school, sports practices, etc. Seniors travelling to stores, outings, medical appointments, etc. Any person needing reliable transportation within the City of Midland is welcome to travel with Dial-A-Ride. Visit www.cityofmidlandmi.gov/dart to view the Dial-A-Ride orientation videos which answer common questions regarding the Dial-A-Ride bus service.

Bus Safety Tips

- While waiting for the bus, stand well off the roadway. Always stay visible to the bus driver.
- Remain in your seat at all times when the bus is in motion.
- Always wear your seat belt.
- Watch for traffic when getting off the bus.
- Update your phone and emergency contact information as needed with the Dial-A-Ride office.
- Passengers traveling in the early morning or late evening hours are encouraged to turn on their porch lights (when possible) to help drivers locate their address.

School Rider Information

School Rider Policy: Any student utilizing Dial-A-Ride to travel to or from school must agree to the School Rider Policy. The School Rider Policy can be found on the Dial-A-Ride website, the Passenger Information Form packet or can be requested by calling the Dial-A-Ride office at 989-837-6940.

School Cancellations: If school is cancelled for any reason Dial-A-Ride will automatically remove any school rides both to and from school for bus service for that day. Riders will not be charged a no show fee. On half days of school Dial-A-Ride will automatically cancel afternoon return rides. Parents/guardians must call the Dial-A-Ride office if they wish to schedule return rides on half-days of school. Dial-A-Ride recommends calling in advance as availability is limited.

Language interpretation services are available upon request.

Dial-A-Ride

(989) 837-6940

Municipal Services Center
4811 N. Saginaw Rd.

Curb-to-Curb Public Transportation

for Travel Within the
City of Midland



Schedule Your Ride Today

Call Dial-A-Ride at (989) 837-6940 during phone service hours

(Monday – Friday 8 am – 5 pm, Saturday 8:30 am – 1 pm)

Dial-A-Ride's purpose is to provide public transportation within the city limits of Midland. We look forward to helping you book your Dial-A-Ride reservation.

Reservations are made on a first come, first served basis.

- Dial-A-Ride is required to schedule at least 1 hour in between passengers rides.
- Once passengers board the bus ride times on board may vary up to 45 minutes, please plan accordingly.
- Call in to book your ride with as much advance notice as possible to increase your chances of booking a ride at your preferred time.
- Rides can be booked up to 30 days in advance.
- Dial-A-Ride also accepts same day reservations based upon availability.

When booking a ride provide the call taker with the following information:

- The time you need to arrive for an appointment, work, school, etc. (not just the start time).
- The time you can be ready and waiting for the bus to pick you up (not the time you get out of work).

Based on this information the call taker will check for bus availability and provide you with a 20 minute window for when the bus will arrive for your pickup. **BE SURE TO WRITE DOWN THE TIME FOR THE 20 MINUTE PICK UP WINDOW.** Example: 8:50 am – 9:10 am. Once the bus arrives for your pickup the driver will wait 2 minutes inside the 20 minute window before continuing on to the next stop. Riders will be responsible for fares from missed rides and will be required to pay the fare on their next scheduled ride. For more information on missed rides, please see the No Show Policy section.

Standing Order Service (Subscription Rides)

Make one call and schedule a Dial-A-Ride pick up at the same time each day or week (based on bus availability). Be sure to write down the 20 minute window for pickup. Example: 8:20 pm – 8:40 pm. Once the bus arrives for your pickup the driver will wait 2 minutes inside the 20 minute window before continuing on to the next stop. It is the passenger's responsibility to cancel standing order rides on days when service is not needed. To continue using standing order rides, passengers must use their standing order rides at least 75% of the time.

Language interpretation services are available upon request.

Special Needs

If you have a special need, Dial-A-Ride call takers will work with you one-on-one to best meet your needs. Please inform your call taker of your travelling needs. If you need assistance beyond the curb or with carry on items you may qualify to travel with staff at no additional charge.

Mobility Devices & Oxygen Tanks

We provide transportation services for many different types of oxygen tanks and mobility devices, such as manual wheelchairs, electrical wheelchairs, scooters, Amigos, walkers, strollers, grocery carts, etc. If you have multiple mobility devices, such as multiple oxygen tanks, or an oxygen tank and a wheelchair please inform your call taker when you book your ride so that we can best accommodate your needs. Please contact our office at (989) 837-6940 or the City of Midland website at www.cityofmidlandmi.gov/dart for specific guidelines on using these types of devices while traveling on our buses.



Passenger Information Forms

Persons wanting to use Dial-A-Ride will need to complete a Passenger Information Form. If you have multiple family members who will be using our service, a form is required for each individual. Forms are available on our website at www.cityofmidlandmi.gov/dart, from any driver, at the Municipal Services Center (4811 N. Saginaw Rd.) or by mail upon request. Any person who is eligible for the reduced fare (\$.75 and/or pink tickets) under the Americans with Disabilities Act (ADA) can either present their Medicare Card to the Dial-A-Ride office or have a medical doctor or mental health professional complete the ADA verification section of the Passenger Information Form. New riders have 30 days to provide Dial-A-Ride with their reduced fare verification. Passenger fare will revert to full fare (\$2.00 and/or yellow tickets) if this information is not received by Dial-A-Ride within 30 days.

Senior Citizens (60 years or older) automatically qualify for the reduced fare and do not need to complete the ADA verification section of the Passenger Information Form. Please contact the Dial-A-Ride office at (989)-837-6940 with any questions you may have.

Pay as You Board

All passengers are required to pay their bus fare when they board the bus. Prepayment options are available. Contact the Dial-A-Ride office to determine whether you are eligible to prepay.

Cancel a Ride Monday Through Saturday

Contact the Dial-A-Ride office at (989) 837-6940 to cancel a ride during phone service hours (8 am – 5 pm Monday – Friday, Saturday 8:30 am – 1:00 pm.) Rides must be cancelled 60 minutes prior to pickup time or the rider will be responsible for the fare. Evening rides must be cancelled by 5 pm weekdays and by 1 pm on Saturday. Any rides scheduled and not used after 5 pm on weekdays or 1 pm on Saturday will be considered missed rides and the passenger will be responsible for the fare.

Cancel a Morning Ride Monday Through Saturday

Morning rides scheduled for pickup **prior to 8:30 am ONLY** may use the hotline number (989) 837-6999 to cancel their ride. Include in your message if you also want your return ride cancelled.

Cancel a Sunday Ride

Passengers may cancel a scheduled Sunday ride by calling the after-hours hotline (989)-837-6999. Sunday rides may be cancelled up until 8 am on Sunday morning. Any scheduled Sunday rides that have not been cancelled prior to 8 am on Sunday will be considered a missed ride and the passenger will be responsible for the fare.

After Hours Hotline (989) 837-6999

During times when our buses are running and the phone service hours are unavailable passengers with a concern regarding a scheduled ride can call the after-hours hotline. Passengers should leave a message regarding their concern with a phone number they can be reached back at. Drivers check the messages approximately once an hour and will respond as needed. This hotline is intended only to serve passengers with a ride scheduled after-hours. To leave a message for the after-hours hotline call (989) 837-6999.

After-Hours Hotline Availability

Days	Morning Hours	Afternoon/ Evening Hours
Mon.-Fri.	6:30am-8:00am	5:00pm-11:00pm
Saturday	Unavailable*	1:00pm-8:30pm
Sunday	8:00am-12:00pm	12:00pm-3:00pm

*On Saturday from 8:30am - 1:00pm call (989) 837-6940 for service

No Show Policy

If a rider has three missed rides within a 30 day period, the following policy will apply:

1ST VIOLATION



**TEMPORARY
SUSPENSION
+ \$16 FEE**

Miss 3 rides in a 30-day period

*Fees may be paid using cash, checks, Visa/MC or tickets at the Municipal Services Center.

2ND VIOLATION (In a 1-year period)



**30 DAY
SUSPENSION
+ \$16 FEE**
Book Rides 1 day at a Time

Miss 3 rides in a second 30-day period

*Fees may be paid using cash, checks, Visa/MC or tickets at the Municipal Services Center.

3RD VIOLATION (In a 1-year period)



Service may be **DISCONTINUED** at the discretion of Dial-A-Ride supervisor

Miss 3 rides in a third 30-day period

*Fees may be paid using cash, checks, Visa/MC or tickets at the Municipal Services Center.

Large print brochures are available from the Dial-A-Ride office.