

City of Marshall **Dial-A-Ride** & **The Albion-Marshall Connector**



Ridership **Guidelines & Policies**

CALL OR TEXT

DIAL-A-RIDE



269.781.3975



Contact Info & Hours

Call or Text **269.781.3975** or Call **517.654.3000**

Phones Monitored: Monday—Friday 7:00 AM — 5:30 PM

Service Hours: Monday—Friday 7:00 AM—6:00 PM

Closed on weekends and most major holidays.

Email: DART@cityofmarshall.com

Mailing Address: 323 W. Michigan Ave, Marshall, MI 49068

Office Location: 900 S. Marshall Ave, Marshall, MI 49068

Elizabeth Renaud, Transportation Manager

erenaud@cityofmarshall.com

269-558-0332

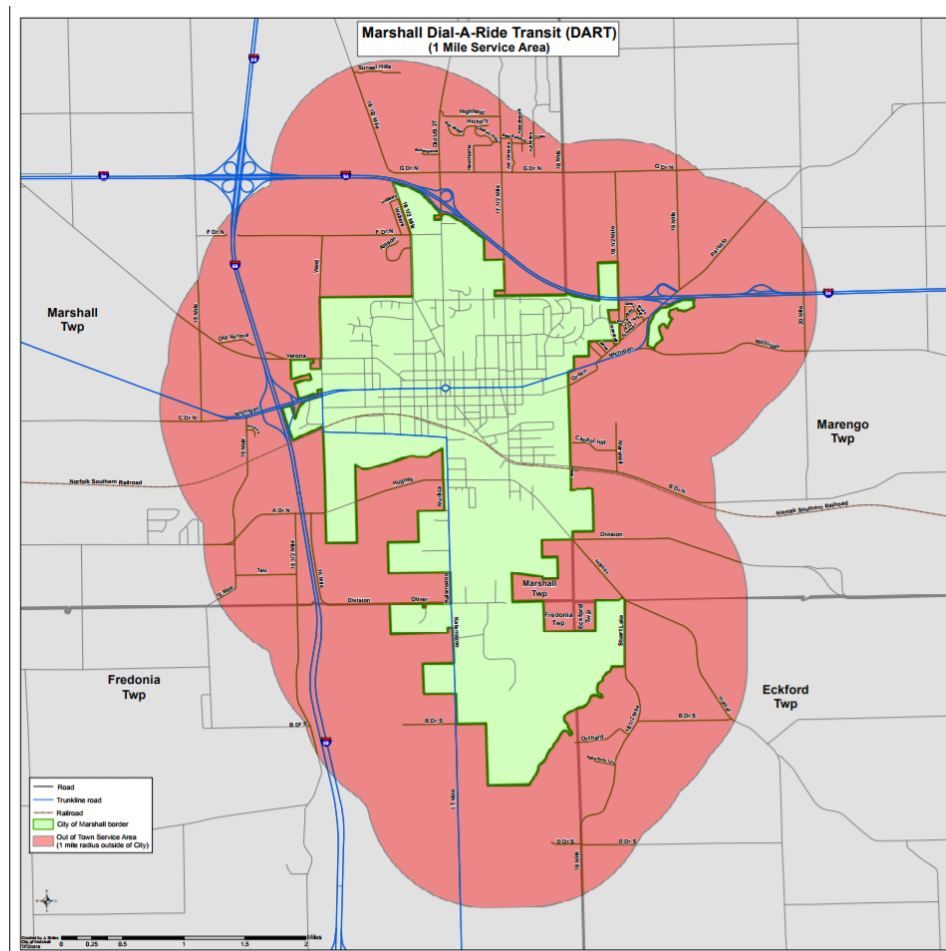
For more information, visit our website at
www.cityofmarshall.com

Service Area

Our **Dial-A-Ride** program services the City limits of Marshall and a one-mile radius outside the City limits of Marshall.

The **Albion-Marshall Connector** operates within the City limits of Marshall along with the one-mile radius outside the City limits and also within the City limits of Albion.

For any questions about service area or to check if we are able to provide transportation to your address, please call 269-781-3975 or 517-654-3000.





DART Service Overview

City of Marshall Dial-a-Ride (DART) began service in 1974. As a curb to curb driving service, we help members of the Marshall community travel back and forth to work, school, doctors' visits, shopping, dining, and more. To make our buses convenient and safe for everyone, each buses is equipped with either a wheelchair lift or ramp.

Scheduling Rides

To schedule a ride with the Dial-A-Ride Service, please call or text 269.781.3975. **Be ready to provide the dispatcher with the following information:**

- Requested time and date of pick-up
- Location of pick-up and location of drop-off
- If you have a wheelchair, walker, or cane or need to use the lift/ramp on the bus.
- A contact phone number.

DART Service Overview, contd.

When booking appointments please keep in mind we prioritize our trips the following way:

PRIORITY ONE - Daily Time Calls

These are services, established in advance, to serve the same passenger, with the same origin(s) and destination(s), at the same time of every weekday.

PRIORITY TWO - Time Calls

These rides are reserved twenty-four (24) hours or more in advance of service need. Time calls are not for every weekday service; and do not require the same time, origin, destination, and customers of DAILY TIME CALLS. A Time Call is, simply stated, any ride reserved twenty-four (24) hours in advance of service need.

PRIORITY THREE - Reserved Rides

This priority is for those passengers who call DART at least two (2) hours in advance of their service need. With this and the previous priorities, DART expresses its appreciation to those truly transit-dependent customers who assist DART in trip-planning by reserving their ride in advance of need.

PRIORITY FOUR - On Demand

While DART recognizes its role of providing demand-actuated, responsive transit, those who wait until the last moment to make their request are placing an undue burden upon the resources, flexibility, and needs of DART to serve the transit-dependent passenger who cooperates in efficient service by placing requests as soon as possible. It shall, therefore, be the policy of DART to make sure the needs of Daily Time Calls, Time Calls and Reserved Ride passengers are fully administered before addressing the needs of the On Demand passenger.



AMC Service Overview

The Albion-Marshall Connector (AMC) is a curb to curb driving service that helps members of the Albion and Marshall communities travel back and forth between the Cities for a variety of reasons. The bus travels between both communities daily on a set schedule. The bus is lift-equipped and ADA accessible.

Scheduling Rides on the AMC

Unlike our Dial-A-Ride service, there is only one bus that operates as the Albion-Marshall Connector, making it a much more limited service.

The bus runs on a set schedule each day with approximately six pick-up times in both cities during the day. Reservations are made on a first-come, first-serve basis. There are a limited number of spots on each trip to Albion and Marshall in order to stay on schedule. We recommend you schedule your appointment 24 hours in advance if you are able.

Due to the nature of the schedule, riders are given a twenty minute window for pick-up times. The driver can arrive at any time during that window and only waits **three minutes** for the passenger to arrive at the bus before leaving the location.

To schedule a ride with the Albion-Marshall Connector, please call 269.781-3975 or 517.654.3000. **Be ready to provide the dispatcher with the following information:**

- Requested time and date of pick-up
- Location of pick-up and location of drop-off
- If you have a wheelchair, walker, or cane or need to use the lift/ramp on the bus.
- A contact phone number.

Payment Information



Fares must be paid when passenger boards the bus, no exceptions. Cash or tokens accepted as fares. Please have the exact fare, drivers do not carry cash. If you overpay, you will receive tokens as change for future use. Tokens are available for purchase at Marshall City Hall and from drivers.

ONE WAY FARES:	DART In-Town Service *	DART Out-of-Town Service *	AMC Service
Adults/Children 13 +	\$3.00	\$4.00	\$2.00
Disabled/Seniors 60 +/ Children age 5 to 12	\$1.50	\$2.00	\$1.00
Professional Caretaker/ Child(ren) Under 5** with paid adult	FREE	FREE	FREE

* In-town and out-of-town rates are based on pick-up location.

** See child policy on page 11.

Free Wednesday Program

Due to a generous sponsorship from the Marshall Lions Club along with the Marshall United Methodist Church, the **all Wednesdays are free for seniors/disabled riders using the DART service.** Please expect longer wait time on Wednesdays due to increased demand. AMC services do not qualify for this program.

DART & AMC Policies

Section 1: Passenger Policy

1.1 General Info

It shall be the policy and practice of DART & AMC to provide open-door, on demand, shared-ride, general public transportation to all persons in the service area; so long as the passenger can reasonably adhere to DART & AMC standards for the conduct of safe, peaceful, and comfortable transportation.

1.2 General Bus Rules

- Passengers are to remain seated until the bus comes to a complete stop.
- No roughhousing or horseplay.
- No screaming, shouting, or disruptive noises on the bus.
- No profanity.
- No open food or beverages.
- No smoking.
- No animals or pets unless it is caged or a service animal (must provide documentation.)
- No weapons or combustible fuels allowed.
- Damage to bus or equipment will result in immediate removal and prosecution for restitution of damages.
- **DART personnel are required to assist any and all passengers when getting on or off the bus. Getting to and from the bus is, however, completely the responsibility of the customer.**

DART & AMC Policies contd.

1.3 General Public Rider

It shall be the policy and practice of both DART & AMC and its employees to provide transportation for all persons in the service area, so long as the passengers cooperate in safe, peaceful, and comfortable conduct of public transit.

Safe, peaceful, and comfortable to mean:

- The passenger is available to board or exit the bus per their request for service.
- The passenger pays their fare upon boarding; OR has made other suitable arrangements with management in advance.
- The passenger remains seated quietly whenever the vehicle is in motion.
- The passenger's language, presence, and demeanor do not disrupt the safety, peace, and comfort of other passengers or DART employees. This section means:
 - Passengers shall not verbally or physically accost, affront, or in any ways disturb the other passengers and/or employees by way of unacceptable language, refusal to pay fares, or by the threat of physical force.
 - All passengers shall be reasonably clean and free of extreme or unpleasant odors.
 - Passengers shall not suffer incontinence or inability to control bodily functions while on the bus.

1.4 Passenger Characteristics

DART & AMC are open-door, on-demand, general public transportation providers. This means that any and all persons in the service area shall receive service if they can abide by the practices, policies, terms, schedules, conditions, and definitions set forth herein and in other documentation generated by DART.

In addition to the open-door, on-demand, general public definition, DART & AMC have chosen to establish certain definitions, services, and fare structures for certain passenger characteristics as described on the following page.

DART & AMC Policies contd.

- **Senior Passenger:** A person shall be deemed to be a senior customer when they reach 60 years of age. Senior passengers may ride on DART & AMC services at one-half the basic one-way fare at all times.
- **Disabled Passenger:** A person shall be deemed to be disabled if the individual has a physical or mental impairment that substantially limits one or more of the major life activities of the individual. The passenger must be able to show a record of this disability from a medical professional. Disabled passengers ride at one-half the basic one-way fare at all times.
- **Child Passenger:** Federal, state, and local regulations do not mandate (as in the case with both senior and disabled passengers) reduced fares, nor definitions, for a "child" rider. At this time, DART & AMC define a "child" as a person between the ages of 5 and 12 years old.
- **Young Children Under Age of 5:** Young children under the age of five must be accompanied by an adult unless management has received a written note from a parent/guardian*. In the case of four children or less riding with an adult, the child(ren) will ride free and the adult will pay their adult fare. If there are more than four children, such as a daycare or school group, the children will pay their associated fares and the adult supervisor(s) will ride free as a caregiver.
 - For large groups of children (more than four) that include at least one child under the age of five years old, there must be a maximum ratio of four children to one adult. For example, if there are seven children with one of them being under five, there must be two adults present. If there are nine children, there must be three adults present.
 - * Children under the age of five may ride unaccompanied with management's approval if written permission is granted from a parent or guardian to do so. However, these children will pay the regular child fare. These children will be required to sit in the seats closest to the driver. The drop-off of unaccompanied young children will take priority over the drop-off of adults, whenever possible.

DART & AMC Policies contd.

- **Caregiver:** If a disabled customer requires assistance to safely approach or safely depart the region appurtenant to the vehicle, that person shall acquire and have the services of a professional caregiver. The caregiver shall be responsible for delivering the rider and retrieving the rider from the bus. One caregiver may ride free of fare when accompanying a disabled individual.
 - Passengers should not abuse the privilege of having a caregiver ride free. Management has the right to require a passenger requesting a caregiver to provide documentation from a medical professional stating that individual requires the need of a professional caregiver.

It shall be the policy of DART that all adult passengers, wishing to pay less than the basic adult fare, be able to substantiate their reasons for requesting reduced or special fare.

It shall be the responsibility of DART Management to put in place practices and procedures for verifying that:

- Passengers claiming to be Senior Citizens are at least 60 years old;
- That passenger claiming handicapped status are subject to the physical, mental, emotional, permanent or temporary conditions (according to ADA guidelines) which define handicap or disability;
- That those passengers claiming child status are within the boundaries of the established age.

1.5 Package/Grocery Policy

There is a two-cubic foot limit on all packages brought onto the bus. This limit can be compared to a passenger carrying a few grocery bags in each hand. At the discretion of dispatch and the driver, should a passenger board with more than two cubic-feet of packages, the passenger will be charged for each additional seat used. Drivers are required to assist passengers on and off the bus (curb to curb), but they are not permitted to help bring packages to the passenger's door.

DART & AMC Policies contd.

1.6 Animals

No animals or pets are permitted on the bus unless it is caged or a service animal (must provide documentation.) Pet carriers must be able to be secured on the passenger's lap. No animals or birds other than domesticated pets will be allowed on the bus. No companion animals allowed. Animals will not be charged a fare.

1.7 Service Priorities

DART recognizes and honors its commitment to provide time-sensitive service to the customers who are truly dependent upon public transit services. It shall, therefore, be the policy and practice of DART and its Employees to establish priorities for the scheduling, dispatching, and assigning of DART vehicles and resources. The priorities are as follows:

PRIORITY ONE - Daily Time Calls

These are services, established in advance, to serve the same passenger, with the same origin(s) and destination(s), at the same time of every weekday.

PRIORITY TWO - Time Calls

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DART & AMC Policies contd.

PRIORITY FOUR - On Demand

While DART recognizes its role of providing demand-actuated, responsive transit, those who wait until the last moment to make their request are placing an undue burden on the resources, flexibility, and needs of DART to serve the transit-dependent passenger who cooperates in efficient service by placing requests as soon as possible. It shall, therefore, be the policy of DART to make sure the needs of Daily Time Calls, Time Calls, and Reserved-Ride passengers are fully administered before addressing the needs of the On Demand passenger.

DART warrants that the priorities for service are based upon the all-encompassing needs of operating within the budget while trying to provide socially-effective and economically-efficient transportation.

DART shall not discriminate according to one's age, race, color, national origin, religion, weight, height, sex, marital status, familial status, veteran status, sexual orientation, genetic information, citizenship, disability, or any other status characteristic provided by law in providing time-sensitive transportation. DART's methods of allocating service are based upon the frequency of need, planning, and economic needs; social status shall have no part, except as mandated by law, in the timed allocation of resources.

1.8 Ridership No-Shows

It shall be the policy and practice of DART & AMC to arrive at passenger origins at the scheduled time and as soon as possible. Drivers shall wait three (3) minutes at the passenger origin, periodically sounding the horn, or in other ways signifying the vehicle arrival. If after three (3) minutes, no passenger boards the bus, that ride request is deemed a no-show.

If you need to cancel a ride, please call the office before your scheduled appointment time. If the driver is picking up at the scheduled time and the customer notifies the driver they no longer need a ride, it is counted as a no-show.

DART & AMC Policies contd.

Passengers who cannot conduct themselves according to the standards in this policy manual are subject to removal, suspension, or termination of services. It shall be the policy and practice of DART that Management and Employees shall make every reasonable attempt to provide and maintain transportation service.

After three no-shows, individuals will lose the ability to schedule in advance for rides and will be required to call the same day to schedule a ride. If a rider continues to exhibit a pattern of no-shows, individuals or specific addresses may be suspended for a minimum of thirty days.

If passengers create disturbances, confront other passengers and DART personnel, or constitute an affront to public dignity, safety, peace, or comfort; it shall be the practice of DART Management to attempt to solve the problem through education.

Should attempts at education fail to solve a chronic problem, or a problem is so acute as to forego attempts at correction, it shall be the discretion of DART Management to cancel, suspend, terminate, or in other ways refuse services.

