

POLICIES

NO-SHOW POLICY AMENDMENT AND FEE

In order to discourage no-shows, Niles Dial-A-Ride Transportation (DART) will enforce a no-show policy for passengers who fail to cancel a scheduled trip with at least 20-minutes notice before the pick-up time. The fee for violating the No-Show Policy will be equal to the amount of fare that would have been paid for the scheduled trip. A total of 10 no-shows in 60-days could result in suspension of service of up to 30 days at the discretion of DART management. Any fare owed due to no-show trips must be paid prior to resuming transportation.

ONE-WAY TRIP

A one-way passenger trip is defined as travel from Point A to Point B. Each time a passenger exits the vehicle he or she is ending a one-way trip. This includes exiting the vehicle to make change, go to the ATM, or pick-up a prescription, for example. This policy change will allow DART to accommodate more trips for more passengers by reducing the amount of time a driver spends waiting for passengers to make unscheduled stops.

DESTINATION CHANGES

Passengers who wish to change their destination from what was originally scheduled must call at least 20-minutes in advance. Last minute destination changes may be accommodated if time is available, and only if the ride can be fulfilled without delaying other passengers.

IMPORTANT INFORMATION

ACCESSIBILITY

All DART buses are wheelchair accessible with wheelchair lifts to bring passengers aboard. Passengers in wheelchairs must use the straps provided to secure their chairs. Caregivers may ride for free. If you require DART information in an alternate format, contact the DART office.

BIKE RACKS

All of the DART buses now have bike racks that hold up to 2 bicycles. Riders should expect to load their own bikes to the rack in the front of the bus. Drivers will not load bikes, but can offer instruction on how to do so. Please inform Dispatch that you will be bringing your bike when you call to schedule your ride.

COMMENTS/SUGGESTIONS

Your comments and suggestions are always welcome. Contact the main office at by phone or in writing to offer your concerns, comments, and suggestions.

SERVICE CALENDAR

DART is closed on the following holidays:

- New Year's Day
- Labor Day
- Memorial Day
- Thanksgiving Day
- Independence Day
- Christmas Day

STANDING ORDER TRIPS

If you will be traveling on the same day(s) of the week, at the same time(s), to the same location(s), you may be eligible for a standing order trip. Please contact the DART office for more information.

Ride Priority

It is the policy of Niles DART to make sure that the needs of Priority 1 and 2 (recurring/subscription trips and 24 hour calls) are fully administered before addressing the needs of the Priority 3 or 4

Service Priority	Description
Priority 1 - Recurring/ Subscription Trips	Rides reserved for the same passenger, same time, and same origin
Priority 2 - 24-Hour Calls	Rides reserved 24 hours in advance
Priority 3 - 1-Hour Calls	Rides reserved at least one hour in advance
Priority 4 - On-Demand Calls	Rides reserved less than one hour in advance

passenger calls.

TITLE VI

In accordance with Title VI of the Civil Rights Act of 1964, Niles DART is committed to ensuring that no person is excluded from participation in or denied the benefits of transit services on the basis of race, color, or national origin. To see the DART Title VI declaration in its entirety, or if you feel you have been discriminated against because of race, color, or national origin, visit www.nilesdialaride.org or contact the office at (269) 684-5150 for additional information.



Niles Dial-A-Ride Transportation

623 N Second St
Niles, MI 49120
269-684-5150
www.nilesdialaride.org

To Schedule A Ride:
Call (269) 684-5150

HOURS OF OPERATION

DEMAND RESPONSE:
Monday—Friday
7:00 a.m.—5:00 p.m.
Saturday
10:00 a.m.—3:00 p.m.

FIXED ROUTE:
Monday—Friday
10:00 a.m.—5:00 p.m.

PUBLIC TRANSPORTATION
Serving the Greater Niles Area

FARE OPTIONS

Exact change is required. Drivers and office staff **cannot** make change or make unscheduled stops.

DEMAND RESPONSE

Within City Limits:

\$3.00/\$1.50 reduced fare*

To, From, Within Township:

\$4.00/\$2.00 reduced fare*

DEVIATED FIXED ROUTE

\$2.00/\$1.00 reduced fare*

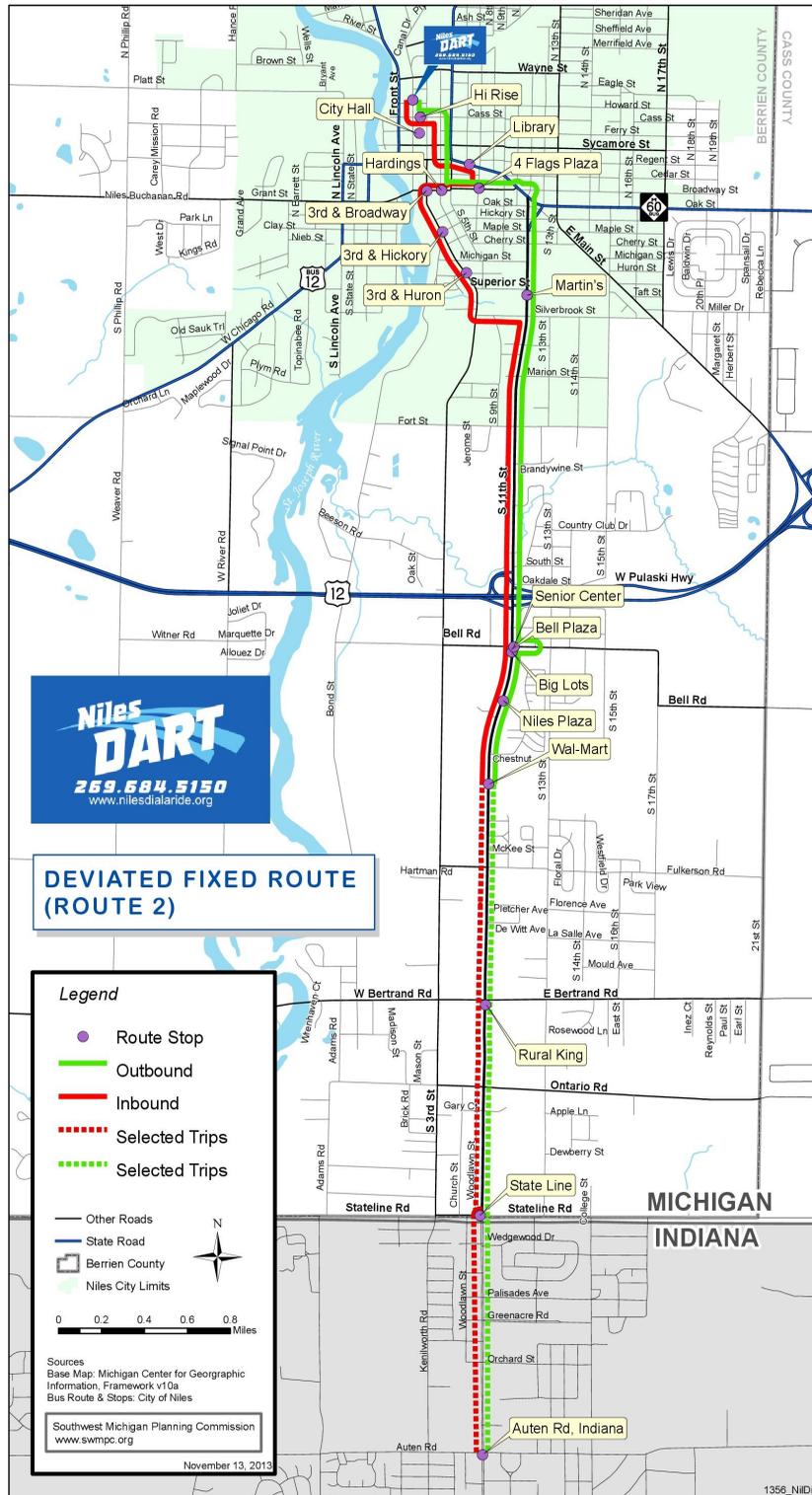
\$0.50 for route deviations

*Reduced fare applies to persons receiving supplemental Social Security income or Medicare (ID or Medicare card required) and/or persons age 60 or older. A reduced fare card is required. Applications are available at the DART office.

DEVIATED FIXED ROUTE (ROUTE 2) INFORMATION

Beginning at 10:00 am, Route 2 starts at the DART office at the top of the hour, heads south to Auten Rd/SR 933, and then returns to the office. Riders may board the bus at any scheduled stop or request a pick-up or drop-off at locations up to 1/2 mile away from the route.

Reservations for a route deviation can be made by calling (269) 684-5150 at least one hour in advance. All riders will pay an additional \$0.50 for a deviation from the route.



DEVIATED FIXED ROUTE: 10AM - 5PM

- DART OFFICE**
(10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00)
- HI RISE**
(10:01, 11:01, 12:01, 1:01, 2:01, 3:01, 4:01)
- HARDINGS**
(10:04, 11:04, 12:04, 1:04, 2:04, 3:04, 4:04)
- FOUR FLAGS PLAZA**
(10:06, 11:06, 12:06, 1:06, 2:06, 3:06, 4:06)
- MARTIN'S**
(10:12, 11:12, 12:12, 1:12, 2:12, 3:12, 4:12)
- BIG LOTS**
(10:17, 11:17, 12:17, 1:17, 2:17, 3:17, 4:17)
- SENIOR CENTER**
(10:18, 11:18, 12:18, 1:18, 2:18, 3:18, 4:18)
- BELLE PLAZA**
(10:21, 11:21, 12:21, 1:21, 2:21, 3:21, 4:21)
- NILES PLAZA**
(10:22, 11:22, 12:22, 1:22, 2:22, 3:22, 4:22)
- STATE LINE**
(10:26 AM, 2:26 PM, 4:26 PM)
- AUTEN RD & SR 933**
(10:31 AM, 2:31 PM, 4:31 PM)
- WAL-MART**
(10:37, 11:27, 12:27, 1:27, 2:37, 3:27, 4:37)
- BIG LOTS**
(10:40, 11:29, 12:29, 1:29, 2:40, 3:29, 4:40)
- SENIOR CENTER**
(10:41, 11:30, 12:30, 1:30, 2:41, 3:30, 4:41)
- MARTIN'S**
(10:47, 11:35, 12:35, 1:35, 2:47, 3:35, 4:47)
- 3RD & HURON**
(10:49, 11:36, 12:36, 1:36, 2:49, 3:36, 4:49)
- 3RD & HICKORY**
(10:50, 11:36, 12:36, 1:36, 2:50, 3:36 4:50)
- 3RD & BROADWAY**
(10:50, 11:37, 12:37, 1:37, 2:50, 3:37, 4:50)
- HARDINGS**
(10:52, 11:38, 12:38, 1:38, 2:52, 3:38, 4:52)
- FOUR FLAGS PLAZA**
(10:54, 11:40, 12:40, 1:40, 2:54, 3:40, 4:54)
- LIBRARY**
(10:55, 11:40, 12:40, 1:40, 2:55, 3:40, 4:55)
- CITY HALL**
(10:55, 11:41, 12:41, 1:41, 2:55, 3:41, 4:55)
- HI RISE**
(10:57, 11:43, 12:43, 1:43, 2:57, 3:43, 4:57)
- DART OFFICE**
(10:58, 11:45, 12:45, 1:45, 2:58, 3:45, 4:58)

HOW TO RIDE DEMAND RESPONSE

- Call (269) 684-5150 to schedule a ride.
- Be sure to call at least a day in advance to get your preferred pick-up time.
- Use the fixed route whenever possible - *it is cheaper!*
- The use of seatbelts is recommended for all passengers. Wheelchairs must be secured.
- Transfer tickets are available upon request to transfer from the fixed route to demand response and vice versa. Dispatcher approval of the transfer is required.
- Please remember that Niles DART is a shared ride service, not a taxi. You may be riding with several other passengers. We strive to make our scheduling as efficient as possible, but riders should expect to be flexible in their pick up and drop off times and schedule accordingly.

TICKET/TOKEN SALES

DART \$10 Ticket Booklets may be purchased from drivers or at the DART office at 623 N. Second Street. Tokens are also available at the office for agencies/groups. **Cash or checks only.**

