

WHAT'S DIFFERENT ABOUT NILES DIAL-A-RIDE TRANSPORTATION?

SYSTEM-WIDE POLICY CHANGE

NO-SHOW POLICY AMENDMENT AND FEE

Because of a significantly high occurrence of 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 will result in suspension of service of up to 30 days for that individual rider. Any fare owed due to no-show trips must be paid prior to resuming transportation.

ONE-WAY TRIP

Beginning September 4, 2012, a one-way passenger trip will be 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. The 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. Additional fares or wait times may apply.

NEW DEVIATED FIXED ROUTE SERVICE

Niles Dial-A-Ride Transportation allows riders to request a pick-up or drop-off at locations up to ½ mile away from the Route 2 bus stops within the specified service areas. Reservations can be made by calling **269.684.5150** at least one-hour before you want to be picked up. Reservations can be made for 30 days at a time, up to 30 days in advance. Requests for a special pick-up or drop-off are taken on a first-come, first-served basis. Riders also can request a drop-off within the specified area by asking the bus driver. However, only a limited number of off-route stops can be made on any given trip.

The passenger fare for boarding at a designated bus stop will not change. All riders will pay an additional \$0.50 for a deviation from the route. For example, if a rider scheduled a pick-up at his or her home on South 13th Street (within the deviated fixed route service area) and was dropped off at a designated bus stop for the Route 2 bus, the fare would be \$2.50 (or \$1.50 for riders who are elderly and/or have a disability). This fare is \$0.50 less expensive than a demand response trip and still provides the passenger with a curb-to-curb service.

Due to safety and other operational consideration (e.g., narrow streets, crowded parking lots, cul-de-sacs, etc.), curb-to-curb service may not be possible for every deviation. Drivers will bring riders as close to the door as possible; however, in some cases, passengers may need to board or exit as much as a block away from the location requested.

DEMAND RESPONSE SERVICE

SCHEDULE A TRIP

Niles Dial-A-Ride Transportation allows riders to call dispatch at **269.684.5150** at least 24-hours in advance to schedule a pick-up or drop-off anywhere outside of the Deviated Fixed Route service area. Riders may also continue to schedule rides in person at the DART office at 623 North Second Street in Niles.

Last-minute requests on the day of the trip will continue to be accommodated, if space is available. However, riders should make every effort to call in advance to ensure that they are able to get a ride when they want it. Last minute or same-day reservations are most likely to be accommodated during off-peak hours when demand for service is less. Peak hours are considered 7:00 am – 9:00 am and 2:00 – 4:30 pm.

Riders will be encouraged to schedule their tentative return-trip time at the time of the original call. Riders can refine the estimated return-trip pick-up on the day of the trip.

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	Rides reserved less than one hour in advance

Note: 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 passenger calls.

WHY ARE THINGS CHANGING?

In response to customer feedback, Niles Dial-A-Ride Transportation is making some changes to improve customer service, control operating costs, preserve local bus service, and operate more efficiently. You may notice differences in the scheduling process for your trip, but DART has not reduced the amount or quality of service. Changes will take full effect on September 4, 2012. If you have any questions, please do not hesitate to call us at 269.684.5150.