

POLICIES

NO-SHOW POLICY AMENDMENT AND FEE

In order to discourage no-shows, Niles DART will enforce a no-show policy for passengers who fail to board the bus (or cancel in advance) for a scheduled trip. 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.

Niles DART drivers will wait 3 minutes for a passenger at a pick up location. After 3 minutes, if the passenger does not board, the trip is marked as a no-show and the driver moves on to the next call. Dispatchers do not call passengers when the bus has arrived at the pick-up location.

A total of 10 no-shows in 60 days could result in suspension of service. Any fees 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 or go to the ATM. This policy allows 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 destinations from what was originally scheduled must contact the office in advance of their trip. Last minute destination changes may be accommodated if time is available, and only if the ride can be fulfilled without delaying other passengers.

COMMENTS/SUGGESTIONS

Your comments and suggestions are always welcome. Contact the main office by phone, 269-684-5150 or by email DARTInfo@nilesmi.org to offer your concerns, comments, and suggestions.

ADDITIONAL INFORMATION

Additional information regarding DART policies and procedures is available on our website: www.nilesdialaride.org.

IMPORTANT INFORMATION

BIKE RACKS

All of the DART buses 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. When you schedule your ride, please inform the dispatcher that you will be bringing your bike.

SERVICE CALENDAR

DART is closed on and around the following holidays:

New Year's Day	Good Friday
Memorial Day	Independence Day
Labor Day	Thanksgiving Day
Christmas Eve	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) trips as described below are fully administered before addressing the needs of the Priority 3 or 4 passenger calls.

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

REASONABLE MODIFICATIONS

In order to ensure full and equal access to public transportation in the Niles area, Niles DART will make reasonable modifications to policies, practices, and procedures for individuals with disabilities. To request an accommodation, contact the DART office with your name, a valid phone number, an email address (if applicable), and a description of what you need in order to use the DART service. DART staff will contact you via phone or email if additional information is needed. Whenever possible, please plan to make your request for a service modification before DART is expected to provide the modified service.

Reasonable modifications will be made unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.
- The individual with a disability is able to fully use the Niles DART service without the accommodation being made.
- Granting the request would cause an undue financial and administrative burden.

For requests or additional information about reasonable modification requests, contact the General Manager at 269-684-5150 ext. 3 or DARTManager@nilesmi.org

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 for students and reduced fare* riders

To, From, Within Township:

\$4.00/\$2.00 for students and reduced fare* riders

DEVIATED FIXED ROUTE

\$2.00/\$1.00 for students and reduced fare* riders

\$0.50 for route deviations

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

ACCESSIBILITY

All DART buses are wheelchair accessible with 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.

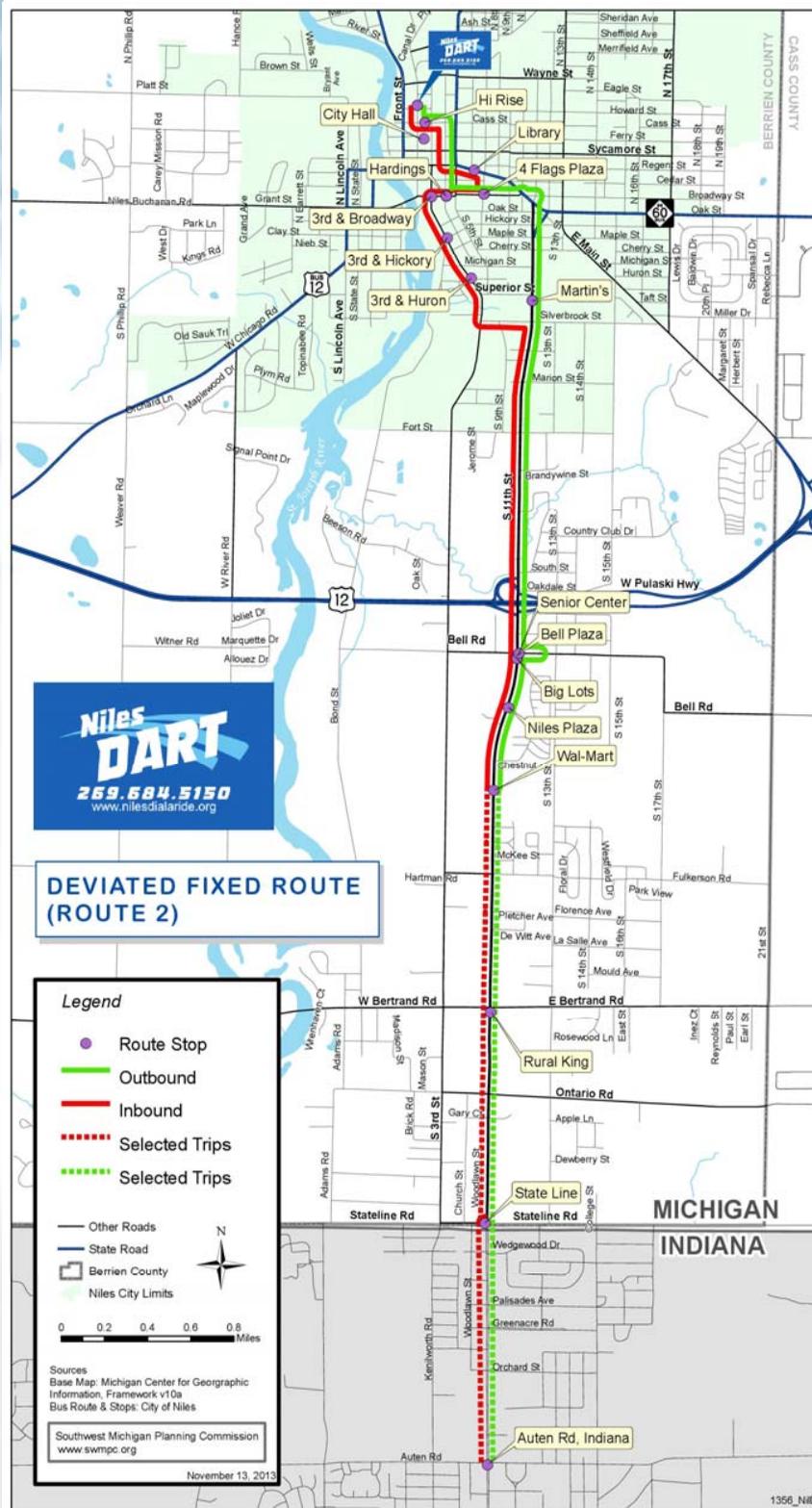
DEVIATED FIXED ROUTE (ROUTE 2)

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.

TICKET/TOKEN SALES

DART \$10 punch card tickets may be purchased from drivers or at the DART office at 623 N. Second Street. Token sheets are also available at the office for agencies/groups.



DEVIATED FIXED ROUTE: 10AM - 5PM

- 1. DART OFFICE**
(10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00)
- 2. HI RISE**
(10:01, 11:01, 12:01, 1:01, 2:01, 3:01, 4:01)
- 3. HARDINGS**
(10:04, 11:04, 12:04, 1:04, 2:04, 3:04, 4:04)
- 4. FOUR FLAGS PLAZA**
(10:06, 11:06, 12:06, 1:06, 2:06, 3:06, 4:06)
- 5. MARTIN'S**
(10:12, 11:12, 12:12, 1:12, 2:12, 3:12, 4:12)
- 6. DOLLAR TREE**
(10:14, 11:14, 12:14, 1:14, 2:14, 3:14, 4:14)
- 7. BIG LOTS**
(10:17, 11:17, 12:17, 1:17, 2:17, 3:17, 4:17)
- 8. SENIOR CENTER**
(10:18, 11:18, 12:18, 1:18, 2:18, 3:18, 4:18)
- 9. BELLE PLAZA**
(10:21, 11:21, 12:21, 1:21, 2:21, 3:21, 4:21)
- 10. NILES PLAZA**
(10:22, 11:22, 12:22, 1:22, 2:22, 3:22, 4:22)
- 11. STATE LINE**
(10:26 AM, 2:26 PM, 4:26 PM)
- 12. AUTEN RD & SR 933**
(10:31 AM, 2:31 PM, 4:31 PM)
- 13. WAL-MART**
(10:37, 11:27, 12:27, 1:27, 2:37, 3:27, 4:37)
- 14. BIG LOTS**
(10:40, 11:29, 12:29, 1:29, 2:40, 3:29, 4:40)
- 15. SENIOR CENTER**
(10:41, 11:30, 12:30, 1:30, 2:41, 3:30, 4:41)
- 16. MARTIN'S**
(10:47, 11:35, 12:35, 1:35, 2:47, 3:35, 4:47)
- 17. 3RD & HURON**
(10:49, 11:36, 12:36, 1:36, 2:49, 3:36, 4:49)
- 18. 3RD & HICKORY**
(10:50, 11:36, 12:36, 1:36, 2:50, 3:36 4:50)
- 19. 3RD & BROADWAY**
(10:50, 11:37, 12:37, 1:37, 2:50, 3:37, 4:50)
- 20. HARDINGS**
(10:52, 11:38, 12:38, 1:38, 2:52, 3:38, 4:52)
- 21. FOUR FLAGS PLAZA**
(10:54, 11:40, 12:40, 1:40, 2:54, 3:40, 4:54)
- 22. LIBRARY**
(10:55, 11:40, 12:40, 1:40, 2:55, 3:40, 4:55)
- 23. CITY HALL**
(10:55, 11:41, 12:41, 1:41, 2:55, 3:41, 4:55)
- 24. HI RISE**
(10:57, 11:43, 12:43, 1:43, 2:57, 3:43, 4:57)
- 25. 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, ext. 1 to schedule a ride.
- To ensure a ride at your preferred time, please book your trip at least 24 hours in advance. Same day rides are not always available.
- 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.
- Niles DART is a shared ride service, not a taxi. You may be riding with several other passengers. We strive to schedule trips as efficiently as possible, but riders should expect to be flexible in their pick up and drop off times.
- Be ready an hour prior to an appointment or work start time to ensure you arrive on time.
- Plan to watch for your bus during your pick-up window. Drivers cannot leave the bus or go into buildings to find passengers.
- Service is curb to curb. 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.
- Passengers are allowed bags and other carry-on items in the amount that they can carry on in one trip (without additional assistance). Passengers who need to bring additional bags must contact dispatch and schedule their trip for the third Thursday of the month.

