

# **Dial-A-Ride (DART) & Albion Marshall Connector (AMC)**

## **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.

## **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.
- 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.

## **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.
- 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..

## 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.

- 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.
- 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.

## **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.

## **Animals**

No animals or pets are permitted on the bus unless it is caged or a service animal. 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.

## **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**

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 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.

### **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. 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.

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.

*Passengers who receive a written warning of any kind from DART may, within thirty (30) days of the date of the written warning, file a written response with DART and request, in writing, to meet with Management staff to discuss and review the incident or incidents. DART Management staff shall meet with the passenger upon timely receipt of a written request.*