

# Communicating with Citizens

Visit the City of Midland online at [www.midland-mi.org](http://www.midland-mi.org) for a wealth of information. You'll find recent news releases, online bill payment features, information on various City services, interactive online forms, City Council agendas and minutes, and more!

MGTV-5 is your source for viewing live and replayed meetings of the City Council and City of Midland boards and commissions, plus a local government message board and popular "City in 15" news show about City services, programs, and events. MGTV-5 programming can also be viewed via the Internet, 24 hours a day/7 days a week: streaming video lets you view programming as it occurs, or play past, archived programs via the worldwide web. Visit the City's website to find out more.



Bring your laptop to the Grace A. Dow Memorial Library and surf the web using wireless Internet. Don't have a computer? Use one of several available to library patrons.

Midland's Government Information Center is located on the first floor of the library. There you'll find City Council meeting agendas and the reference materials that accompany agendas, plus general information including the City budget, annual reports, and newsletters.

Have a question or inquiry for the City of Midland? If so, check out our Action Line

Request service on the City's website ([www.midland-mi.org](http://www.midland-mi.org)). There, you'll find user-friendly request forms for everything from street repairs to parking ticket inquiries.

You can also reach us at [cityhall@midland-mi.org](mailto:cityhall@midland-mi.org) or leave a message on the Citizen Comment Line, 989-837-3400. Messages are forwarded to the appropriate department for response and informational purposes. Departments will check into your inquiry and respond as quickly as possible. If you have an emergency or need a question answered immediately, please contact the appropriate department directly. City phone numbers are listed on the back of this calendar.

## Dial-A-Ride Services (989) 837-6940

**Scheduled Pickup...** Call Midland's demand-response public transportation system, Dial-A-Ride Transportation (DART), at least 60 minutes before you need to be picked up and plan on a 25-minute ride to your destination. Ride times may be longer during the busiest hours.

**Standing Order Service...** Make one call to Dial-A-Ride and schedule a daily or weekly recurring trip.

**No-Show Policy...** If you request a pickup and do not show for it, you will be charged the fare on your next bus ride. You can cancel pickups by calling Dial-A-Ride at 989-837-6940, weekdays by 6:00 p.m. and Saturdays by 1:00 p.m.

**DART Emergency...** Riders who've scheduled a return bus ride on evenings and weekends and are not picked up as expected can call the Community Crisis Hotline at 989-631-5140 for emergency bus contact. Hotline volunteers will contact a Dial-A-Ride bus for a pickup. This service is available when:

- Dial-A-Ride phone service is closed;
- The rider was taken to a destination by DART;
- The rider missed their return pickup or DART failed to pick the rider up; and
- DART bus service is available.
- Persons who are mobility-challenged or who have a disability may need to travel on lift-equipped buses. If such a bus is needed, call Dial-A-Ride to schedule a pickup. The ride is free for persons providing assistance for someone with a disability.

**Who Uses Dial-A-Ride?** Typical riders can include:

- Children traveling to school, daycare, and activities.
- Seniors traveling to stores, church, medical appointments, and special events.
- Anyone needing reliable transportation.

## Community Awareness Program (CAP)



Look for the Community Awareness Program (CAP) logo on radio-equipped City vehicles. CAP lets kids and adults alike know that City vehicles displaying the program logo are radio-equipped and ready to contact 911 Central Dispatch if there is an emergency.

With nearly 200 radio-equipped City vehicles on the road, City employees offer a valuable service by calling 911 when they spot an accident or are alerted to an emergency. **We're looking out for you!**



### DIAL-A-RIDE HOURS & FARES\* (current as of Dec. 2008)

#### Bus Service

Mon.-Fri. .... 6:30 a.m. - 10:30 p.m.  
 Sat. .... 9 a.m. - 8 p.m.  
 Sun. .... 8:30 a.m. - 6 p.m.

#### Phone Service

Mon.-Fri. .... 6 a.m. - 6 p.m.  
 Sat. .... 8:30 a.m. - 1 p.m.  
 Sun. .... Closed

*Drivers do not carry change, so be sure to have the exact fare*

Full Fare (one way) .....	\$2.00
Senior Citizen & Persons with a Disability (one way) .....	\$0.75
Child (5-11) with an adult or sibling (one way) .....	\$1.00
First child (under 5) with a parent (one way) .....	FREE
Second child (under 5) with a parent (one way) .....	\$1.00
Full fare ticket book (10 one-way rides) .....	\$18.00
Reduced fare ticket book (10 one-way rides) .....	\$6.75

*DART is dedicated to helping persons with a disability and elderly riders. Please inform the dispatcher if you need a lift-equipped bus.*

*\*All fares are subject to review and may change.*