

# Communicating with Citizens

Visit the City of Midland website 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, details about various City services, interactive forms, City Council agendas and minutes, and more! New in 2009, we've added a Media Room web page... it's your one-stop-shop for links to all of the City's communications tools, such as press releases, newsletters, and our weekly e-newsletter, City Hall News, to name a few. The Media Room also has a video viewing area, with a wide selection of videos from our "City in 15" news show.

The City has a presence on Facebook. The City's page is utilized for public discussions about hot topics at City Hall, news about the City and your community, and friendly banter. Visit [www.facebook.com](http://www.facebook.com), become a member (if you aren't one already), then search for *City of Midland* to find our page.

The ever-popular YouTube is now our tube! Each month, the City posts new videos from our news magazine, "City in 15." Visit [www.youtube.com/citymidland](http://www.youtube.com/citymidland) to find these short, entertaining video segments.

MGTV Cable Channel 96 is your source for live and replayed meetings of the City Council and City of Midland boards and commissions, plus a local government message board and our award-winning "City in 15" news show about City services, programs, and events. MGTV-96 programming can also be viewed via the City's website, 24 hours a day/7 days a week. On-demand video lets you watch programming as it occurs, or play past, archived programs online (DSL or broadband connection to Internet required).

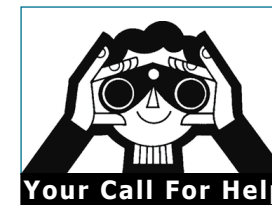
Bring your laptop to the Grace A. Dow Memorial Library and surf the web using wireless Internet. Don't have a computer? Use one of several available to library patrons.

While at the library, visit our Government Information Center on the first floor. 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? 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 departments for response and informational purposes. We'll check into your inquiry and respond as quickly as possible. Have an emergency or need a question answered immediately? Call the appropriate department directly. City phone numbers are on the back of this calendar.



# Community Awareness Program



Look for the Community Awareness Program (CAP) logo on 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 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 DART 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. Cancellations may be made by calling DART at 989-837-6940, weekdays by 5:00 p.m. and Saturdays by 1:00 p.m. Rides must be cancelled 30 minutes prior to scheduled pickup time or the rider will be responsible for the fare.

**DART Emergency...** Riders who have scheduled a return bus ride on evenings and Saturdays and are not picked up as expected may call the Community Crisis Hotline at 989-631-5140 for emergency bus service. This service is available when:

- DART phone service is closed.
- The rider missed their return pickup or DART failed to pick them up.
- The rider was taken to a destination by DART.
- DART bus service is available.



## Who Uses DART?

- Typical riders may include:
  - Children traveling to school, daycare, and activities.
  - Seniors going to stores, health appointments, & special events.
  - Those who are mobility-challenged or have a disability. When calling DART to schedule a pickup, request our lift-equipped buses.
  - Anyone needing reliable transportation.

## DIAL-A-RIDE HOURS & FARES\*

### Bus Service

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

### Phone Service

Mon. - Fri. .... 8 a.m. - 5 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.*

*\*Bus and phone service hours were changed in 2009. Fares have remained the same; however, they are subject to review and may change as the need arises.*