

City of Marshall Dial-A-Ride & Albion-Marshall Connector Ridership Policy

It shall be the policy and practice of DART and its Employees to provide transportation for all persons in the service area, so long as the passengers cooperate in the safe, peaceful, and comfortable conduct of public transit.

Safe peaceful, and comfortable to mean:

- 1) The passenger is available to board or exit the DART bus per their request for service.
- 2) The passenger pays their fare upon boarding; OR has made other suitable arrangements in advance.
- 3) The passenger remains seated quietly whenever the vehicle is in motion.
- 4) The passenger's language, presence, and demeanor do not disrupt the safety, peace, and comfort of other passengers or DART employees. This section means:
 - a) Passengers shall not verbally or physically accost, affront, or in any ways disturb the other passengers and DART Employees by way of unacceptable language, refusal to pay fares, or by the threat of physical force.
 - b) All passengers shall be reasonably clean and free of extreme or unpleasant odors.
 - c) Passengers shall not suffer from incontinence or inability to control body functions.

Passengers who cannot conduct themselves according to the above standards are subject to removal, suspension, or termination of services.

It shall be the policy and practice of DART that Management and Employees shall make every reasonable attempt to provide and maintain service.

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.