

Ionia Dial-A-Ride Passenger Rights and Responsibilities

All Ionia Dial-A-Ride passengers have a right to:

1. A safe, comfortable, and clean vehicle
2. A courteous and knowledgeable driver
3. Equipment that has been inspected and drivers who have received training in the safe and effective use of lifts, ramps and restraints
4. Service provided on a timely basis
5. Prompt response to all comments and concerns regarding Ionia Dial-A-Ride issues
6. Be treated with dignity and respect by all Ionia Dial-A-Ride employees

All Ionia Dial-A-Ride passengers are responsible for:

1. Respecting other passengers and Ionia Dial-A-Ride employees
2. Paying fare as required, and showing proper identification upon request
3. Providing a safe, accessible path of travel from the door of residence to the vehicle
4. Canceling scheduled rides in a timely manner
5. Making any special requests/instructions at the time of reservation
6. Understanding that service delays may result from circumstances that are beyond the control of the operator (traffic delays, inclement weather, vehicle breakdown)