

Pick Up Time

We strive to pick you up within 15 minutes of scheduled pick - up time, but bad weather or waiting for other riders may make us late. Please call us if we are more than fifteen (15) minutes late. Likewise, we can only wait three minutes at your pick-up address and we may not be able to honk the horn, as your neighbors may object. Please be ready and watch for us! If the driver doesn't see you, he/she may go on to the next stop, as waiting for you makes us late for other riders.

The driver is required to collect a fare prior to departure. Please have exact change or ticket ready.

CANCELLATIONS

Please cancel at least thirty (30) minutes before your scheduled pick-up. If you do not cancel for a reserved ride it will result in a "no show", which you will be expected to pay for on your next reserved trip.

ALTRAN reserves the right to deny services to any passengers based on conduct.

Thank you for riding ALTRAN



Please call ahead for reservations or cancellations.

906-387-4845 ext. 1

Regional Run- Marquette

Leaving Munising:

6:15 a.m. - 11:15 a.m. - 3:15 p.m.

Leaving Marquette:

8:15 a.m. - 1:00 p.m. - 5:00 p.m.

\$8/pp one way

Local Rates

M-F 7a-5p Sat. 7am-Noon

Millage paying riders:

0-5 miles \$2.00

5-9 miles \$4.00

10-19 miles \$6.00

20+ miles \$12.00

Non-millage paying riders:

0-5 miles \$5.00

5-19 miles \$10.00

20+ miles \$15.00

After Hours a.k.a. Drunk Bus

Sun. - Sat. from 6:00 p.m. - 1:00 a.m.

Call 906-202-0245 after 6:00 p.m.

Rates:

0-5 miles \$5.00 one way

5-19 miles \$10.00 one way

20+ miles \$15.00 one way

(Pre-scheduled work rides will be normal local rates)



Rider Guide

Schedule a ride:

906-387-4845 ext. 1



530 E Munising Ave
P.O. Box 69
Munising, MI 49862

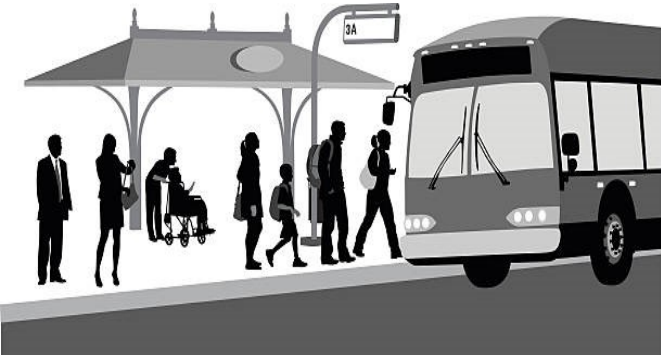
Fax: 906-387-2963

altranbus.com



Meeting your transportation needs

ALTRAN Rider Guide



Ride with us!!

ALTRAN provides dial-a-ride service for all your transportation needs. To help us better serve you, we have put together a rider guide to help passengers familiarize themselves with our service.

To better serve all passengers, we urge you to make reservations in advance. Same day call ins may not be able to get the scheduled time they request due to advance reservations. Reservation times may be adjusted with other calls along the way. Please give yourself extra time and be aware that we can not always pick you up at the exact time scheduled.

FARE POLICY: Each time you board the bus you must pay a fare. Children two and under, when accompanied by an adult, ride free. If you need a personal care attendant, your attendant rides for free.

PRIORITY POLICY:

PRIORITY #1- Subscriptions/recurring rides.

PRIORITY #2- Rides reserved 24 hours in advance.

PRIORITY #3- Rides reserved at least one hour in advance.

PRIORITY #4- On-demand, rides reserved less than one hour in advance.

Getting A Ride

If you are in need of transportation, please call us 24 hours in advance to make a reservation. Calling ahead helps us to pick you up on time and to schedule rides.

When you call to reserve your ride we will need to know these specifics:

- Your name and phone number
- Your pick up address
- Your destination address
- Time you need to be there
- Time you want to return
- Any special needs you have (walker, wheelchair, or have difficulty with steps)

When making a reservation, we urge you to schedule a time for your return trip. Waiting until the last minute to schedule a return trip could result in a long wait.

Service Info

We offer origin to destination service with reasonable accommodations to ensure safe passage for customers utilizing our services. Passengers requiring assistance entering or exiting buildings may have a companion ride with them for free. Please feel free to contact us with any concerns or questions you may have.

Work Rides

If you call your work schedule in as soon as you know, it helps to ensure you get to work on time falls under **Priority #1**.

Medical and other appointments:

In order to best serve your needs we ask for a 24hr notice to get you there on time falls under **Priority #2**. Last minute scheduling may require an earlier or later pick up time.

Did you know? If you are UPHP insured check with them for the ability to get your medical trips paid for.

How do I get there on time?

It is the goal of ALTRAN to provide the greatest number of passengers with prompt, efficient, friendly service. The following are ways you may help us to better serve you:

- Make reservations as early as possible; you may have to go as early as 30 - 45 minutes ahead of your requested time
- In order to ensure the vehicle will be on time for other passengers, the driver will not make unscheduled stops
- Allow extra time to reach your destination.
- Allow for time spent picking up and dropping off other passengers before reaching your destination.
- Be prepared for delays due to bad weather or extra passengers