



### **Overview of our Transportation Service:**

The Senior Transportation Program is operated by the Senior Services Department of the City of Auburn Hills. For over 20 years, this program has been available to senior or disabled residents of Auburn Hills for medical appointments (non-emergency or surgical), business appointments, shopping days and visits to the Community Center for luncheon activities. Funding for this program comes from SMART funding, the City of Auburn Hills General Fund, and fares collected from riders.

Our goal is to provide a special system of transportation to enhance the quality of life and promote independence for persons 60 years and older and/or disabled individuals residing within the Auburn Hills City limits.

### **Contact Information and Service Operation:**

Phone: 248-370-9353

Website: [www.auburnhills.org/departments/recreation & senior services](http://www.auburnhills.org/departments/recreation%20&%20senior%20services)

Service Area: Trips must originate in Auburn Hills and are limited to destinations within a 5-mile radius of the city limits.

Service Hours: Pickups start at 8:00 AM and final returns must occur before 3:00 PM. No appointments will be scheduled after 1:30 PM. Transportation will not be available on weekends and city holidays or when road conditions are considered hazardous because of weather emergencies.

### **Type of Services and Fees:**

Equipment: The Senior Transportation Program operates two SMART buses equipped with wheelchair lifts and two vans.

Appointments: Medical and Business appointments must be scheduled **2 days in advance** by calling the Community Center. Riders will be picked up at their residence and transported to their appointment. When the visit is complete, the rider will call the Community Center and request a return trip. The rider will be returned to their residence as soon as a bus is available. Medical appointments do take precedence over non-medical appointments (ie: haircuts, nail appointments, shopping, etc)

Shopping: Tuesday and Thursday trips are scheduled from senior housing locations to local grocery stores. Residents outside of senior housing locations can request to ride along by calling the Community Center at least 24 hours in advance. They will be picked up and returned directly to their residence.

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Non-Emergency Transportation: We do not provide emergency transportation. In the event of an emergency, call 9-1-1.

Fee: Riders pay \$2.00 each way (\$4.00 round trip) for this service. Drivers collect as rider's board the vehicle. Riders must bring exact change for the fare box. *Drivers do not carry change.*

### Rider's Responsibilities

#### Who:

Must be an Auburn Hills resident aged 60 and older or disabled.

Disabled residents (under age 60) who are unable to drive due to their disability must provide a letter from their primary physician stating the rider is physically unfit to drive prior to riding the bus.

Riders are expected to be mobile and able to get onto and off the bus *without assistance* (except wheelchair riders). If you require additional assistance, please have a Personal Care Attendant (PCA) accompany you.

Riders with cognitive impairments are advised to have a Personal Care Attendant (PCA) accompany them.

#### Wheelchairs

Wheelchair riders must be able to navigate their wheelchairs to and from the bus by themselves or with assistance from a PCA.

Wheelchair riders' residences must be accessible (area is safe to lower gate). Drivers are not permitted to bring wheelchairs over the door sills, downstairs, and across grass or gravel.

#### Personal Care Attendants (PCA)

One Personal Care Attendant (PCA) may accompany you at no additional charge. A PCA is anyone whose purpose is to help you meet your mobility needs. **You must reserve the space for your PCA when scheduling your trip. Your PCA must be 18 years or older.**

Transportation officials reserve the right to request riders provide a PCA if it is deemed to be in the best interest of the rider or other passengers.

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### **Personal Hygiene:**

To protect the health and well-being of Auburn Hills personnel and passengers, all passengers must maintain an acceptable standard of personal hygiene.

Drivers are prohibited from transporting riders who have uncovered health-related open sores and wounds or who are displaying visible body fluid leakage.

Offensive body or other offensive odors are prohibited. Please refrain from using scented products.

Repeated incidents will be documented by the driver and submitted to the Program Coordinator-Support Services for review.

Failure to conform to this policy will result in probationary status and/or a loss of service.

### **Behavior:**

Riders are expected to be courteous of the driver and other passengers. Physical and verbal abuse, including and without limitation, profanity and sexual harassment of drivers and other riders is prohibited. Repeated disruptions will be documented and carefully reviewed by the Program Coordinator-Support Services for future action.

Riders should refrain from distracting the driver while the bus is in motion unless an emergency arises.

### **Daily Appointments:**

Riders are expected to be ready 15 minutes prior to the arranged pickup time and waiting at the door. Our goal is to be on time however we ask residents to be ready 15 minutes prior to your schedule pick up time and be patient when we are running behind schedule. We factor in extra time when scheduling these appointments so we can get you to your appointment on time.

Riders returning from appointments must call the Community Center when ready for pickup. They will be told an approximate time for pickup. Pickup will normally be at the same location where the rider was dropped off unless prior arrangements are made.

Riders going shopping will be given an exact time for pickup when being dropped off. The rider is expected to be at the pickup location ready to depart at that time. Being late for pickup is discourteous to other riders and a possible denial for future service.

The rider needs to have their packages securely packed and identifiable to themselves for loading, transport, and unloading. The rider is responsible for making sure they receive all their packages when departing the bus.

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Overloading the bus with passengers, walkers, carts, and groceries can result in an unsafe trip. Shoppers are asked to limit their purchases to **2-3 shopping bags** that can be packed under the seats and in the back of the bus leaving the aisle clear in case of an emergency.

### **No-Show or cancellations for scheduled trips**

It is the responsibility of the senior bus passenger to inform the City of Auburn Hills if they will not use the service after it has been scheduled.

Failure to cancel a trip three (3) times in a one-month period or five (5) times in a six-month period can lead to probationary status and/or loss of service.

Excessive lateness will be documented and possibly result in probationary action.

### **Safety:**

Riders are expected to always wear safety belts for their safety.

State Law requires all passengers to remain seated until the vehicle has come to a complete stop and the driver has opened the door.

Do not leave packages in the aisle way.

Smoking or eating is prohibited in any vehicle.

If the rider feels the bus is being operated unsafely, they need to document the reasons and mail the information to the Program Coordinator- Support Services for review.

### **Guide Animals:**

Service animals are allowed for persons with disabilities. Service animals must be certified as Paws with a Cause, Leader Dog, Hearing Dogs, etc.

### **Road and Driveway Safety**

Driveways must be salted and plowed in inclement weather. Drivers have the discretion to not pull a bus into a driveway deemed dangerous to the bus or riders.

If the driveway and/or walkway appears unsafe, the driver will stop at the closest safe area for the rider to depart. It is the responsibility of the rider to safely exit the bus and use caution when walking.

Sidewalks must be cleared of snow and ice for safe passage to and from the bus.

### **Driver Responsibility**

Bus drivers are responsible for the safe transport of each rider from time of pickup to departing the bus. The bus driver will secure all walkers, carts, and wheelchairs prior to departure.

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Assistance to and from the minibus and help carrying packages is available. The bus driver will assist riders loading shopping bags and secure items as best as possible.

Packages of combined weight of all bags should not exceed 25 pounds. Drivers are not permitted to make multiple trips to and from the vehicle. Any large, oversized, or heavy items will not be transported unless previous arrangements have been made with the Program Coordinator-Support Services.

Repeated violations of an excessive number of bags or very heavy items will be documented by the driver and submitted to the Program Coordinator-Support Services for review.

### **Drivers are Only Responsible for Your Transportation**

Drivers are only authorized to pick up or drop off riders at the location which the ride was scheduled

Drivers are not permitted to lose sight of the vehicle or use stairs beyond the 1<sup>st</sup> floor of a building when assisting a rider.

Drivers will use his/her discretion to judge whether a person is incapable of being transported safely.

### **Drivers cannot:**

- Pick up or deliver medications
- Provide other services such as banking, picking up mail, garbage cans, snow removal, quick household chores, etc.
- Go into appointments with riders
- Enter private residences, lock/unlock doors or assist clients getting ready

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**Riding the bus is considered a privilege.** The City of Auburn Hills has developed a series of guidelines to ensure safe and quality service for all passengers. A successful transportation program relies on the Program Coordinator-Support Services, bus drivers, and bus riders working closely together. An effective working relationship between all parties will ensure safe and timely transportation services.

Some common sense rules and policies will streamline the riding experience and align expectations of both staff and riders. Repeated violations of these policies will result in probationary status and/or a loss of service.

Thank you for your time and attention. We look forward to serving you and your transportation needs. Please contact us if you have any additional questions at (248) 370-9353.

### *Statement of Rights-Filing a Complaint:*

*The City of Auburn Hills does not discriminate on the basis of race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status or marital status. The City of Auburn Hills abides by The Americans with Disabilities Act (ACS) and Title VI of the Civil Rights Act of 1964.*

*The City of Auburn Hills has a current Title VI Non-Discrimination Plan on file and available for public review at the City of Auburn Hills Clerks Office.*