

**City of Auburn Hills
Senior Transportation Program**

Riders' Guide

Overview of Service:

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 Community Center for luncheon activities. Funding for this program comes from the City of Auburn Hills General Fund, SMART funding and fares collected from riders.

Goal: 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: http://www.auburnhills.org/departments/senior_services/index.php

Service Area: Trips must originate in Auburn Hills 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 1:00pm. Transportation will not be available on weekends and city holidays or when Avondale Schools are closed because of weather emergencies.

Types of Services and Fees:

Equipment: Transportation service operates two SMART buses equipped with wheelchair lifts and one minivan.

Appointments: Medical and Business appointments must be scheduled 24 hours in advance by calling the Community Center. Riders will be picked up at their residence and transported to their appointment. When the visit is over 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.

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.

Fees: Riders pay \$2.00 each way (\$4.00 round trip) for this service. There is a fare box on both buses. Drivers collect as riders boards the vehicle. Riders must bring exact change. Drivers do not carry change.

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. Successful transportation services depends on the transportation supervisor, bus driver and bus rider working closely together. An effective working relationship between all parties will ensure safe and timely transportation services for seniors (60 & older) or disabled riders to both appointments and local shopping.

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 loss of service.

Transportation Supervisor Responsibility:

Scheduling:

- Riders must call a day before the appointment by 12:00 noon to schedule a ride. For service on Monday, requests must be received by Friday noon. Requests up to 30 days are accepted as space allows.
- Riders must be prepared to provide their name, address and phone number when scheduling a ride.
- Riders must be prepared to provide the name and address, suite #, phone number and appointment time if applicable of their destination.
- **Riders may only request one (1) destination per day.**
- When arranging transportation for wheelchair bound rider, let the supervisor know a bus with a lift is required.
- No same day service is permitted.
- Medical appointments may supersede all other requests.
- First time riders are required to fill out a Registration and Waiver Form that includes an emergency contact name and phone number.
- This program does not provide emergency medical transportation. **Call 911.**

Cancellation of Trips

- Trips are scheduled for passengers to have the freedom of mobility in and around their area. It is important for you to use the senior bus service after it has been scheduled.
- Multiple cancellations for non-emergency reasons may be subject to probationary status and/or loss of service. To cancel a scheduled senior bus trip please call (248) 370-9353.

Disciplinary Actions/Probation

- Failure to comply with one or more of the terms of this policy may result in an immediate temporary or permanent suspension of transportation services and/or probation.
- Except for an immediate suspension, the rider shall be notified in writing of any planned disciplinary action and shall be given three (3) days to appeal.
- Receipt of three violations result in an automatic thirty (30) day suspension of transportation services.

Rider Responsibility:

- Must be an Auburn Hills resident age 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 who will receive special assistance).
- Riders are expected to be courteous of the driver and other passengers. Physical and verbal abuse, including without limitation, profanity and sexual harassment of drivers and other riders is prohibited. Repeated disruptions will be documented and carefully reviewed by the transportation supervisor for future action.
- Riders should refrain from distracting the driver while the bus is in motion unless an emergency arises.
- Riders with cognitive impairments are advised to have a Personal Care Attendant (PCA) accompany them.

- Riders are expected to be ready 15 minutes and waiting at the door prior to the arranged pickup time. Excessive lateness will be documented and possibly result in probationary action.
- If the bus does not arrive by 15 minutes **after** the scheduled pickup time, the rider should call the Community Center for an update.
- 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. If the rider is not picked up within 15 minutes of the expected time, they should call back to the Community Center for an update.
- 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. The driver will not leave without all riders being accounted for but being late for pickup will be discourteous to other riders and possible denial of future service.
- The rider needs to have their packages securely packed and identifiable to themselves for loading, transport and unloading. The rider is responsible to make sure they receive all of their packages when departing the bus.
- 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. Reusable shopping bags are available from the Community Center.

No-Show for 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 (5) times in a six month period can lead to probationary status and/or loss of service.

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.
- 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.

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 lift gate)
- Drivers are not permitted to bring wheelchairs over the door sills, downstairs, across grass or gravel.

Rider 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.
- To maximize the number of riders, shared seats are encouraged.
- If the rider feels the bus is being operated unsafely, they need to document the reasons and send the information to the transportation supervisor for review.

Guide Animals

- Service animals are allowed for persons with disabilities. Service animals must be certified such as Paws with a Cause, Leader Dog, Hearing Dogs, etc. Contact transportation coordinator for details.

Personal Hygiene

- To protect the health and wellbeing 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 supervisor for review.
- Failure to conform to this policy will result in probationary status and/or a loss of service.

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.
- 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.
- If necessary the bus driver will assist the rider getting their packages from the bus to their residence. 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, oversize or heavy items will not be transported unless previous arrangements have been made with the transportation supervisor.
- Repeated violations of excessive number of bags or very heavy items will be documented by the driver and submitted to the supervisor for review.

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 appear 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.

Drivers are only responsible for your transportation

- Drivers cannot pick up or deliver medications.
- Drivers cannot provide other services such as banking, picking up groceries, picking up mail, garbage cans, snow removal, quick household chores, etc.
- Drivers cannot go into appointments with riders.
- Drivers cannot enter private residence, lock/unlock doors or assist clients getting ready.
- 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 1st 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.

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 (ADA) 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.

For more information or to file a complaint, please call 248-370-9353 and ask to speak with the Senior Transportation Manager.