

Dear Valued Rider:

We are very excited to share with you some updates to our senior transportation program. We are committed to keeping our program at the same level of service that you have come to expect and in order to do so these changes are necessary.

Please review each section of this letter carefully so you don't miss anything 😊

New Ridership Guidelines

Please review the enclosed Ridership Guidelines. These guidelines are designed to help riders understand the guidelines of riding the bus; including scheduling, service area and more.

Emergency Information Cards

All riders are required to complete an emergency information card prior to using the service. Enclosed you will find an emergency information card for you to complete and return no later than September 19, 2016. You may give your form to the driver or mail it in. Riders are responsible to inform the Transportation Coordinator of any changes on the Emergency Information Card.

Fees

This service is now fee based instead of donation based. Like everything else costs of operating the service over the last 20 plus years has risen; however, the funding of the program has not risen. Therefore this service now requires riders to pay a fee of \$2.00 each way; \$4.00 round trip. We believe this still is a bargain compared to private transportation companies that charge between \$40 -\$60 one way. You are asked to bring exact change as our drivers do not carry cash and are unable to make change.

Punch Cards

Punch cards are now available for purchase. By purchasing a punch card you will never have to worry about having the correct change or cash on hand. Punch cards are available in 3 different formats:

- \$ 20.00 = 5 round trips (RT) or 10 one-ways
- \$ 32.00 = 10 round trips (RT) or 20 one-ways **–SAVINGS -10 RT trips for price of 8**
- \$ 44.00 = 15 round trips (RT) or 30 one-ways **–SAVINGS -15 RT trips for price of 11**

3 ways to purchase cards!

- 1 – At Community Center –Cash, Check or Credit Card
- 2 – Mail it in –Check only
- 3 – From Bus Driver – Cash or Check Only

Call Community Center for more details on purchasing Punch Cards.

Turn over for more information

Winter Conditions

As a reminder if Avondale Schools are closed due to inclement weather, the senior transportation program is also closed. Listen to local TV stations or radio stations for closing notifications. The Senior Transportation Program also reserves the right to cancel bus service if it is determined to be in the best interest of the program. This includes times the schools are operating but road conditions are hazardous. Riders may also call the Community Center to inquire if bus service is operating.

If driveways are not cleared and the bus cannot safely enter or exit the driveway or deems conditions unsafe, the driver will notify the rider so he/she can reschedule their appointment.

Making Appointments-

Appointments are scheduled Monday through Friday 8:00am – 1:00pm. Medical appointments are our priority, but we want to be able to accommodate everyone with their requests. Please understand if we are totally booked in any given day, we cannot overbook our routes and drivers. This would affect the people who have made their appointments ahead of time and cause a delay in getting people to their medical appointments. We have increased our customer base over the past couple of years and have many more people to help.

Appointments are scheduled in the order they are received. No same day service. Riders can schedule appointments up to 30 days in advance. It is strongly suggested to schedule your ride at least 2 days in advance; however, please keep in mind the later you wait to request service lessens the likelihood we will be able to assist you. Rider requests for Monday must be received no later than 1pm Friday.

When you call to request service we need to know the following:

- Your appointment time
- **The name, address and phone number of where you are going (even if the driver has taken you there before)**
- Your home and/or cell phone number in case we need to reach you

Cancellation of Service Requests/Appointments

If for some reason you need to cancel your appointment please call as soon as possible. The Community Center is open until 9pm Monday through Saturday so calls are answered until 9pm, otherwise leave a message after that time or call first thing in the morning. Our drivers start early in the morning and when they arrive to pick a rider up and the rider failed to cancel, that time a slot is wasted when we could have assisted another rider. Repeated cancellations may result in loss of service. Please see Rider Guidelines for complete details.

We realize our transportation program is the lifeline for so many of our residents and we are honored to provide this valuable service. Fun Fact -last year we traveled over **26,291 miles**, providing over **4,333 rides**.

Thank you for using our service and putting your trust in us for your transportation needs.

Don't forget to return your completed Emergency Information Card by September 19, 2016.

If you have any questions regarding the updated program, please feel free to contact Margaret Leonard or Karen Adcock at 248-370-9353.