

# Shelby Township Senior Citizens Transportation

## **TRANSPORTATION INFORMATION**

**Need a Bus?** (586) 739-7540 – Shelby Senior Center

**Hours of Operation?** Monday- Friday, 9:00 am to 5:00 pm  
(Special events on evenings or weekends may have bus service. Please check with us.)  
**Transportation Office Hours:** Monday-Friday, 8:30 am to 5:00 pm

**Who is Eligible for Bus Service?** Shelby Township and Utica residents who are at least 50 years old.

### **Important Information:**

1. Please make your request at least one day, but no more than two calendar weeks in advance. This includes requests for center-related activities such as group shopping, afternoon classes, and meetings.
2. If we offer bus service for any special event, please contact someone at the front desk or by phone after you have purchased your ticket.
3. Wheelchair vehicles are available.
4. Physical Therapy appointments may be booked in advance for the full treatment schedule.

### **Services:**

1. Routes to and from the Senior Center
2. Group Trips
  - a. **Meijer Day** - Every Friday. Home Pick-ups starting at 10:00 am. Leave Meijer at approximately 1:30 pm. **LIMIT OF FIVE BAGS OR PACKAGES PER PERSON.**
  - b. **Lakeside Day** - Every other Tuesday. Home pick-up starts at 10 am, leave Lakeside at 2:30pm.
  - c. **Wal-Mart** - Every other Tuesday. Home pick-up starts at 10 am, leave Wal-Mart at 2:30pm
3. Individual Appointments:
  - a. For medical needs: Monday thru Friday  
Service area: Shelby Township, City of Utica; also Henry Ford-Lakeside, Henry Ford-Macomb, Beaumont-Troy, Crittenton Hospitals, Beaumont Urgent Care – Hall Road, and St. John – Romeo Plank and 23 Mile Road.
  - b. For personal needs (non-medical): Tuesday and Thursday  
Service area: Shelby Township, City of Utica
  - c. Please note: There is a maximum of two (2) individual appointments per week or three (3) appointments for physical therapy.

**FARE:** S.M.A.R.T. tickets may be picked up at the Shelby Senior Center. Tickets are required for all trips, including special events. Ticket Cost:

1 ticket \$ .50  
10 tickets \$ 5.00  
22 tickets \$10.00

Drivers can only accept tickets, not cash or checks. You may purchase tickets through the mail by sending a check made payable to **CHARTER TOWNSHIP OF SHELBY**. Also, please include a self-addressed, stamped envelope so that we may return your tickets in the next mail. Send to:

Attn: Charter Township of Shelby  
51670 Van Dyke  
Shelby Township, MI 48316

Anyone who falls below the poverty guidelines will be given tickets at no charge; a maximum of ten per week. You must show end of the year tax statement in order to get them. Please pick up tickets the same day each week. If you have any questions, call the Shelby Township Senior Center at (586) 739-7540.

**PLEASE NOTE:** the driver will use his/her discretion to judge whether a person is incapable of being transported safely. Drivers cannot accept tips.

# Shelby Township Senior Citizens Transportation

## Rider Guidelines

### 30-Minute Window

If the bus is scheduled to arrive at 10:00 a.m., you should be ready to leave your home between 9:45 a.m. and 10:15 a.m. The driver may be early or late depending on the driving conditions and the promptness of all passengers. Please do not make the driver late. If repeated late arrivals become a problem, Shelby Township Senior Center reserves the right to request that a personal care attendant be provided or passengers may be subject to probationary status and/or a loss of service.

### Personal Care Attendants (PCA)

One Personal Care Attendant (PCA) may accompany you for an additional ticket. 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.

### 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 your service after it has been scheduled. Passengers that cancel service on four (4) separate occasions in a one-month period for non-emergency reasons may be subject to a probationary status and/or a loss of service. To cancel a scheduled service, please call (586) 739-7540.

### No-Show for Trips

It is the responsibility of the passenger to inform Shelby Township Senior Center 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 a loss of service.

### Return Trips

If your trip is a WILL-CALL, do not call for your pickup until you are ready to board the bus. If you ask a staff member in the office you are visiting to call early, they will be told to call back when you are actually done. If you are not ready when your driver arrives, he may assume you are a no-show and move on to his next scheduled appointment.

### Hazardous Conditions

No passenger may act in a threatening, harmful or unsafe manner, which may jeopardize the passenger, the driver, or other passengers. Failure to conform to this standard will result in a request for a personal care attendant. The passenger may be subject to probationary status and/or a loss of service.

### Personal Hygiene

To protect the health and well being of Shelby Township Senior Center personnel and our passengers, Shelby Township Senior Center requires all passengers maintain an acceptable standard of personal hygiene. Failure to conform to this policy will result in probationary status and/or a loss of service.

### Physical or Verbal Abuse

If a passenger physically or verbally abuses Shelby Township Senior Center employees and/or other passengers, that passenger is subject to probation and/or loss of service.