

Community Transportation Program ~ Rules & Regulations

Office Hours of Operation: 8:00a.m. – 3:30p.m. ~ Monday – Friday

1. The program provides curb-to-curb service. Drivers cannot enter private residences and are not required to assist riders from their point of pick up to the bus nor into their destination.
2. Riders are required to be seniors 55 years and older or (temporarily or permanently) disabled adults 18+. Escorts must be 18 years or older.
3. Riders must be a resident of Highland Township, Milford Township or the Village of Milford.
4. **Riders should expect a 30-minute variance for pick-ups and drop-offs.**
5. **Drivers will not wait more than 10 minutes (time permitting) for a rider to come out,** the driver or office will make an attempt to reach the rider by phone before leaving. An exception to wait longer may be made if the rider contacts the driver or office to acknowledge the driver's presence and indicate the delay. Then it is dependent on the driver's schedule.
6. Riders and Escorts must complete a rider registration form prior to riding the vehicle. ***Be sure to call the office or complete a new form when your information, phone number, address, etc. changes.***
7. **Reservations are required twenty-four (24) hours in advance on the prior business day, preferably by 3:30pm.**
8. Regular riders may make daily, weekly and monthly recurring reservations. ***Remember to call and cancel.***
9. Reservations need to be made by the person requesting service or their advocate. When making a reservation, have complete destination address, phone numbers and appointment times.
10. **Medical appointments should be scheduled between 8:00am-3:00pm (Local) and 8:30am-2:00pm (Local Plus)**
11. Rider must be physically/mentally capable of boarding the bus with minimal assistance. Caregivers may be required for escorting, escorts ride free.
12. Drivers may refuse to take a rider he/she is not self-sufficient and/or does not have an escort to assist.
13. Drivers are not required to lift or support individuals boarding vehicles.
14. Wheelchair riders are required to be self-sufficient or provide their own adult escort.
15. The bus program will not operate when Huron Valley schools are closed due to bad weather or if road conditions are unsafe. Listen to local news broadcast for details. Buses will run when schools are on vacation.
16. The bus program does not run when Highland Township offices are closed for holidays.
17. **Stops are limited to two per person per day, time permitting.**
18. Riders must return on the bus unless prior arrangements have been confirmed with the driver or called in to the office.
19. Riders need to limit their carry-on to what they can personally handle. Drivers do not load parcels, deliver or carry parcels from the vehicle.
20. Payment for trips must be paid for at the time of service by cash, check or ticket. Roundtrips may be paid for at one time, regardless if you have the same driver both ways.
21. Daily Highland/Milford roundtrips are \$7.00 (includes two stops). A one-way trip (\$3.50) only entitles a rider to one stop; an additional stop is \$3.50 extra.
22. A Local-Plus trip outside of Highland/Milford but within the 16-mile radius, limited to medical appointments and employment, is \$14.00 roundtrip (also includes up to two stops, time permitting). When scheduling these trips please be sure to provide the exact building address, suite number and a phone number for the scheduled appointment.
23. Buses are **not** used for emergency purposes. **Out-patient surgical pre-op or surgical appointments are not accepted.**
24. No pets allowed. (Exception: service dogs).
25. Driveways and sidewalks must be safely accessible. If not accessible, drivers may refuse to pickup.
26. The Community Transportation Program reserves the right to cancel service if ridership is low or for mechanical problems or inclement weather.
27. Disruptive behavior or lack of personal hygiene may be a cause for denial of service.
28. Riders who conduct themselves in an inappropriate manner or refuse to follow the guidelines may be subject to discontinuation of service.
29. **IMPORTANT: Riders MUST call to cancel any scheduled rides no longer needed. This includes when scheduled for a roundtrip and rider doesn't need the ride home, etc.** The first time a driver shows up to pick up a rider for a trip that was not cancelled prior to, the rider will not be charged. **If a driver shows up again for a trip that wasn't cancelled the rider will be charged a one-way fee for NO-SHOW to be paid next trip.** Riders, who repeatedly are not at home or place of pickup when the bus arrives and do not call and cancel or those who cause repeated delays when picked up may be subject to discontinuation of service.
30. ***The Community Transportation Program reserves the right to call for a welfare check if a consistent/regular rider does not come out, answer a call or respond to a knock on the door.***

YOU ARE NOT THE ONLY RIDER SO PLEASE BE COURTEOUS OF EVERYONE ELSE WHO MAY BE ON THE BUS OR YET TO PICK UP.