



Charter Township of Shelby
SENIOR CENTER
586-739-7540
seniors@shelbytwp.org

TRANSPORTATION INFORMATION & GUIDELINES

Need a Bus? Call 586-739-7540 - Shelby Senior Center

Transportation Office Hours: Monday-Friday, 8:30 AM-5 PM

Hours of Operation: Monday-Friday, 9 AM-4:30 PM Special events on evenings or weekends may have bus service. Call for info.

Bus Service Eligibility: Shelby Township and Utica residents 50 or older or permanently disabled. **Important Information:**

- A. Make personal appointments such as hair appointments or shopping trips up to one week in advance. Book medical appointments up to three weeks in advance.
- B. For any special event, please contact the front desk to be included on the bus list.
- C. All of our buses are equipped with wheelchair lifts.
- D. Book dialysis and therapy appointments, including physical, occupational and cardiac therapy in advance for the full treatment schedule.

Services: Routes to and from the senior center Group Trips. There is a limit of five bags or packages per person.

- A. **Meijer Day** - Every Friday - Check with the front desk for details.
- B. **Lakeside Mall Day** - Every Tuesday - Home pick-up starts at 10 AM; leave Lakeside Mall at 2:30 PM
- C. **Wal-Mart Day** - Every Tuesday - Home pick-up begins at 10 AM; leave Wal-Mart at 2:30 PM.

There is a maximum of two **appointments** per week or three appointments for medical or physical therapy per week.

- A. The service area for **individual medical needs** is north to 27 Mile Road, south to 18 Mile Road, east to Romeo Plank Road and west to Livernois Road.
- B. The service area for **individual personal, non-medical needs** is restricted to Shelby Township and the City of Utica.

PLEASE NOTE: Drivers use their discretion to judge whether a person is incapable of being transported safely. Drivers cannot accept tips.

Fare - Purchase bus tickets at the Shelby Township Senior Center. One ticket is required each way for all trips. This fare includes SMART tickets that read \$1. Ticket cost is \$.50 for one ticket, \$5 for 10 tickets and \$10 for 20 tickets. Anyone below poverty guidelines receives 20 Shelby Township bus tickets per month at no charge. Proof of income is required. For more information, call the Shelby Township Senior Center at (586) 739-7540. Drivers can only accept tickets, not cash or checks. You may purchase tickets through the mail by sending a check made payable to the Charter Township of Shelby. Also, please include an additional \$1 to cover the charge for postage. Send checks to the Shelby Senior Center at 14975 21 Mile Road, Shelby Township, MI 48316.

30-Minute Window - If the bus is scheduled to arrive at 10 AM, you should be ready to leave your home 9:45-10:15 AM. The driver may be early or late, depending on the traffic and promptness of all passengers. Please do your best to be on time. If repeated late arrivals become a problem, the Shelby Township Senior Center reserves the right to require a personal care attendant or passengers may be subject to probationary status or loss of service.

Personal Care Attendants - One personal care attendant may accompany a passenger for an additional ticket. An attendant is anyone whose purpose is to help you meet your mobility needs. You must reserve the space for your attendant when scheduling your trip.

Cancellation of Trips - Trips are scheduled for passengers to have the freedom of mobility. It is important for you to use your service after it has been scheduled. Passengers that cancel service on four separate occasions in one month for non-emergency reasons may be subject to a probationary status or loss of service. To cancel a scheduled service, please call 586-739-7540 at any time. Messages left after hours are retrieved first thing in the morning.

No-Show for Trips - Passengers must inform the Shelby Township Senior Center if they do not use the service after booking a reservation. Failure to cancel a trip three times in one month or five times in six months can lead to probationary status or loss of service.

Return Trips - If your trip is a will-call, please do not call for your pick up until you are ready to board the bus. If you are not prepared when your driver arrives, the driver may assume you are a no-show and move on to the next scheduled appointment.

Hazardous Conditions - No passenger may act in a threatening, harmful, or unsafe manner, which may jeopardize passengers or drivers. Failure to comply will result in a request for a personal care attendant. The passenger may be subject to probationary status or loss of service.

Personal Hygiene - To protect the health and well-being of Shelby Township Senior Center personnel and passengers, the Shelby Township Senior Center requires passengers to maintain an acceptable standard of personal hygiene. Failure to comply with this policy will result in probationary status and a loss of service.

Physical or Verbal Abuse - If a passenger physically or verbally abuses Shelby Township Senior Center employees or other passengers, that passenger is subject to probationary status or loss of service.