

Shelby Township Senior Citizens Transportation

TRANSPORTATION INFORMATION

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

Hours of Operation? Monday- Friday, 9 am to 4:30 pm

Transportation Office Hours: Monday-Friday, 8:30 am to 5 pm

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

Important Information:

1. Personal appointments (hair, shopping, etc) can be made up to two weeks in advance. Medical appointments can be made up to four weeks in advance.
2. If bus service is offered for any special event, please contact the front desk to be included on the bus list.
3. All of our buses are equipped with wheelchair lifts.
4. Dialysis and therapy appointments, including physical, occupational, and cardiac may be booked in advance for the full treatment schedule.

Services:

1. Routes to and from the Senior Center – Routes begin pick up at 9 am. The routes return home from the Senior Center either at Noon or between 2:30 and 3 pm.
2. Individual Appointments:
 - a. The service area for medical needs is: North to 27 Mile Rd., South to 18 Mile Rd., East to Romeo Plank and West to Livernois.
 - b. The service area for personal needs (non-medical) is: Shelby Township & the City of Utica.
 - c. Please note: There is a maximum of two (2) individual appointments per week or three (3) appointments for medical or physical therapy per week.

LIMIT OF FIVE BAGS OR PACKAGES PER PERSON

FARE: Bus tickets may be purchased at the Shelby Senior Center. One ticket is required each way for all trips. Ticket Cost:

1 ticket	\$.50
10 tickets	\$ 5.00
20 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 an additional \$1.00 to cover the charge for postage. Send to:

Shelby Senior Center
14975 21 Mile Rd.
Shelby Township, MI 48315

Anyone who falls below the poverty guidelines will be given 20 Shelby Township bus tickets per month at no Charge (limit of 20 per household per month). Proof of income is required. If you have any questions, call the Shelby Township Senior Center at (586) 739-7540.

See other side

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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 your best to be on time. If repeated late arrivals become a problem, the 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 at any time. Messages left after hours are retrieved first thing in the morning.

No-Show for Trips

It is the responsibility of the passenger to inform the 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 return trip is a WILL-CALL, please do not call for your pickup until you are ready to board the bus. 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 the Shelby Township Senior Center personnel and our passengers, the Shelby Township Senior Center requires all passengers to maintain an acceptable standard of personal hygiene. Failure to conform to this policy will result in probationary status and/or 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 probationary status and/or loss of service.

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