

## Livonia Community Transit Ridership Rules & Guidelines



**Welcome to the Livonia Community Transit service! Our mission is to enhance the quality of life for senior citizens, disabled and “To Work” passengers. The following Ridership Rules & Guidelines have been created to ensure our passenger safety and well-being.**

1. All passengers should remain seated until the vehicle has come to a complete stop and the driver has opened the door.
2. No children under 18 years of age are allowed on the vehicle.
3. No pets, except for guide dogs and service animals for those with disabilities.
4. No smoking, eating, drinking or littering is allowed on the vehicle.
5. Livonia Community Transit is a door-to-door service. If needed, drivers will assist passengers from the vehicle to buildings with handicap accessible entrances and vice-versa. Drivers will not transport passengers beyond the entrance of the building. The driver is prohibited from going inside a passenger’s home or taking them in for appointments. If this type of assistance is needed, you are required to have an attendant ride with you. **(See section A for further explanation of Door-to-Door policy).**
6. Drivers will offer their arm to assist passengers walking to and from the bus and assist passengers onto the bus.
7. If Livonia Community Transit observes an incident where a passenger’s safety within the standard door-to-door service is in question, then they have the right to evaluate the passenger’s ability to ride and require the passenger to have additional assistance.
8. All passengers will be charged a fare of \$2.00 per ride. Riders must have exact fare or a ticket. **Drivers cannot make change.** The City of Livonia is not responsible for lost tickets. Once a ticket is issued, it is not refundable and cannot be replaced.
9. No-shows and last-minute cancellations cost our service time and money and hinder our ability to service other passengers. **(See section C for a detailed explanation of No-Show and Late Cancellation policy).**
10. Livonia Transit promotes a safe, positive and respectful environment for all passengers. Riding privileges may be revoked, suspended or denied due to any interference with the safe operation of the vehicle. This includes any physical and verbal conduct that is disruptive to other passengers or the driver. The passenger shall be notified in writing of such action.
11. To protect the health and well being of Livonia Community Transit personnel and our passengers, all passengers must maintain acceptable standards of personal hygiene and shall be reasonably clean and free of extreme or unpleasant odors. This includes

that wheelchairs and other mobility devices be free of food and debris. Passengers shall also not suffer from incontinence or inability to control body functions.

12. All passengers should be ready ½ hour before their initial scheduled pick-up time. The driver will wait up to 3 minutes after arriving before leaving. **(See section B for a detailed explanation of Pick up and Drop off Scheduling).**
13. Shoppers are responsible for loading, unloading, and carrying their own groceries from the store to the vehicle and from the vehicle to their residence. Shoppers are limited to the number of bags they can carry in one trip on their own.
14. Passengers with wheelchairs must be strapped in and the chair secured to the floor. Wheelchairs must have footrests and wheel locks. Passengers using other types of mobility devices may need to sign a waiver before riding the bus the first time.  
  
Wheelchair lifts are only for passengers in wheelchairs or scooters. Riding the lift standing without being in one of these devices is not allowed.
15. Attendants must be present to assist clients who are not able to travel or board the vehicle on their own. Attendants will not be charged to ride. If it's learned that the client can manage on their own, full fare will be charged to the attendant.
16. On days of inclement winter weather, Livonia Community Transit may cancel bus service for the safety and mobility of our passengers. Canceling service will only affect the senior and disabled trips. 'To Work' riders and dialysis passengers will still be picked up. If Livonia Transit decides to cancel senior and disabled service because of bad weather, we will try to notify those in advance who have scheduled trips.  
  
During the winter months, please ensure that your driveway and walkways are free of snow and ice when the bus arrives. Drivers will not be able to provide service to passengers if sidewalks and driveways are not cleared of snow and ice.
17. Standing orders will be discontinued after three (3) consecutive no shows and/ or cancellations not due to qualifying circumstances. *(See section C for a detailed explanation of qualifying circumstances).*

### Section A – Door-to-Door Policy

Drivers will also offer their arm and will assist passengers on the bus as needed. Drivers will transport riders in wheelchairs from their door onto the lift of the bus and to the door of their destination. Drivers will not assist with carrying shopping bags.

### Section B – Pick up and Drop off Times

Although drivers will do their best to adhere as closely to scheduled pick-up times as possible, pick-up times may vary slightly due to circumstances beyond the driver's control. Therefore, all passengers should be ready ½ hour before their initial pick-up time. The driver will wait up to three (3) minutes after arriving before leaving, since other riders are depending on drivers meeting the schedule.

Remember, drivers have other pick-ups and drop-offs on the route. Please do not ask the driver to take you home first or for special arrangements, as this will cause delays in the schedule.

Occasionally, a pick-up may be delayed because of excessive traffic, weather, mechanical failure, or other circumstances. Please Be Patient. Drivers will work to get to your pick-up stop as quickly and safely as possible.

### Section C – No-Shows and Late Cancellations

- A No-Show is a term we use when passengers are not at their pick-up point when the bus arrives.
- A Last-Minute Cancellation is when a passenger cancels after 5:00 p.m. the night before.

After three (3) No-Shows or Last-Minute Cancellations within a 30-day period, the passenger may be suspended from reserving bus service for two weeks. The Transit department will contact the passenger if there's room on the bus.

All No-Shows and Last-Minute Cancellations will be recorded. If suspension occurs, the passenger will be notified in writing.

Circumstances beyond the passengers control resulting in a No-Show or Late Cancellation will not be counted against the passenger. Qualifying circumstances include, but are not limited to passenger illness, family emergencies, mobility aid failure, adverse weather conditions, and other similar circumstances. Qualifying circumstances will be evaluated on a case-by-case basis by the Transit Department.

- Cancellations must be called into the Transit office. Phone: (734) 466-2700.