

A Few Basic Ridership Guidelines

- Passengers must be ready 1/2 hour before their initial scheduled pick-up time. The bus will only wait three (3) minutes after arriving.
- Shoppers are responsible for loading, unloading and carrying their own packages. Shoppers are limited to the number of bags they can carry in one trip.
- Passengers with wheelchairs must be strapped in and the chair secured to the floor. Wheelchairs must have foot rests and wheel locks.
- A caregiver must be present for assistance when clients are not able to travel or board the vehicle on their own. Caregivers will not be charged to ride. If it is learned that the client can manage on their own, full fare will be charged to the caregiver.
- This 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 also prohibited from going inside a passenger's home or taking them in for appointments.
- No children under 18 years of age are allowed on the bus. No pets, except for guide dogs and service animals.

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City Council

Kathleen E. McIntyre, President
Brandon Kritzman, Vice President
Scott Bahr
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Clerk

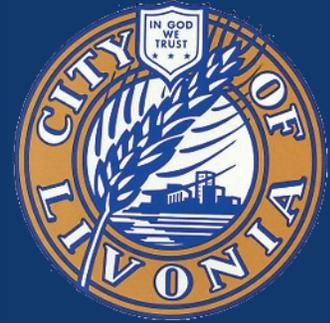
Susan Nash

Treasurer

Lynda Scheel

16th District Court

Sean Kavanagh
Kathleen J. McCann



LIVONIA COMMUNITY TRANSIT
Transportation for Senior and Disabled Adults



Mission Statement

It is the mission of Livonia Community Transit to serve the senior and disabled residents of Livonia by providing quality and affordable transportation. In doing so, our service gives people a greater sense of independence and enhances their way of life.



LIVONIA COMMUNITY TRANSIT

15218 Farmington Road
Livonia, MI 48154 / (734) 458-2700
Toll Free: (866) 466-2022 / Fax: (734) 458-6016
Email: LCT@ci.livonia.mi.us
Web: www.ci.livonia.mi.us

"I'm so thankful for your service."

— T. Alford, Livonia Veteran

Reservation Line:
734.466.2700
www.ci.livonia.mi.us

LIVONIA COMMUNITY TRANSIT

Transportation Service

Livonia Community Transit (LCT) is transportation service for senior and disabled residents of Livonia. Rides can be scheduled for doctor appointments, shopping trips, physical therapy, employment and more. Service boundaries are within the City of Livonia. Transportation can be arranged up to one mile outside the city limits for medical appointments.

Who is eligible?

- Livonia residents aged 60 years and older
- Residents of Livonia who are temporarily or permanently disabled

If you are disabled, our ADA (American with Disabilities Act) application must be completed and approved by our office before transportation can begin. Individuals can obtain the application by visiting the City of Livonia website (step-by-step instructions provided below).

Livonia Community Transit ADA applications available online at www.ci.livonia.mi.us (click on **Forms** on menu bar, then in drop down menu select **ADA Application**).

How To Schedule Transportation

All transportation reservations **must** be made by calling the LCT office at (734) 466-2700 or by accessing the Livonia Community Transit Online Reservation System at www.ci.livonia.mi.us (go to Departments, then

select Community Resources, then click on Livonia Community Transit and scroll down to Online Reservations for details).

Office hours are: Monday - Friday between 6:00 a.m.- 6:00 p.m. Call (734) 466-2700

Livonia Community Transit is a demand-response service and scheduling is arranged on a first-come, first-serve basis. Because of this, we suggest that reservations be made at least one week or more in advance to better insure that service is available. Occasionally, last minute reservations can be accommodated by calling the LCT office for availability. When making your reservation, notify the staff if you have any travel restrictions, such as a wheelchair or walker or if you need special assistance boarding the bus.

Reminder Calls

As an added feature, Livonia Transit sends out automatic reminder calls to you the day before confirming your reservation. The automated system will give the date, times of pickup and return as well as drop-off location.

Fares and Tickets

The fare is \$2.00 each way. Drivers do not make change so make sure to have the exact fare or a ticket when you board the bus. Tickets can be purchased from a driver or from the Transit office. Single tickets are \$2.00, pre-paid punch cards are \$20.00 for ten rides.

Livonia Community Transit Service Hours:

Monday - Friday 7:00 a.m. to 12:15 p.m. 1:15 to 6:30 p.m.	Saturday & Sunday 8:00 a.m. to 2:30 p.m.
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Holidays

Livonia Community Transit is **closed** for the following holidays:

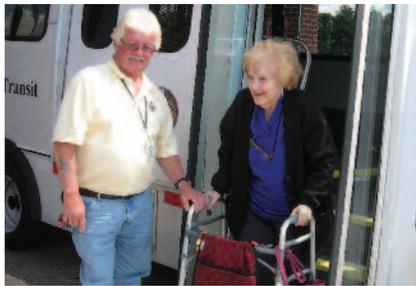
- New Year's Day
- Easter
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Last Minute Cancellations/No-Shows

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. Both of these cost our service time and money. After three consecutive no-shows or last minute cancellations, riders may be suspended from using the service. Please refer to our Ridership Rules and Guidelines for further explanation.

Mobility Devices

Because the size and type of mobility devices can vary and may even exceed the dimensions of a common wheelchair, you should verify the size and style of your device with the LCT office before scheduling service.



VETERANS HOSPITAL – ANN ARBOR SHUTTLE SERVICE

The City of Livonia offers transit service to assist qualifying veterans who need to get to the VA Hospital in Ann Arbor for various appointments. Livonia Community Transit will pick up Livonia veterans at their home and take them to Meijer in Westland where they'll be able to board a shuttle bus to the VA Hospital in Ann Arbor. The VA shuttle departs Westland three times a day, at 9:05 a.m., 1:15 p.m. and 5:10 p.m. Cost is \$2.00 each way. Livonia Community Transit staff will assist veterans in coordinating their shuttle rides.

