

2025

Senior Transportation Service Charter Township of Northville & City of Northville

Northville Parks & Recreation, Senior Services

Northville Community Center

303 West Main Street

Northville, MI 48167

www.northvilleparksandrec.org

Transportation: (248) 449-9934

Main Line: (248) 305-2851



Weather Policy: In the case of inclement weather and **Northville Public Schools are closed, all Transportation Services are cancelled.**

Call the Weather Hotline at 248-348-8888 for up to date information.

Northville Senior Services Senior Transportation Service

We offer Curb-to-Curb bus transportation services for medical appointments and non-medical destinations for Northville Township and City of Northville residents age 60 or older, and residents of all ages who have a documented disability (*physician certified*). The service provides bus transportation to medical appointments, employment, shopping and other destinations. We provide service within an 8-mile radius of 303 W. Main Street for medical appointments, and within a 4-mile radius of 303 W. Main Street to non-medical destinations. The fare structures are determined by the type of destination and distance of service. Fares are charged as one way trips and range from \$1 to \$4 each way. Please refer to the *Transportation Fares* section of this packet. Funding support for the transportation program is provided by *SMART, The Senior Alliance, Area Agency on Aging 1-C, Aging & Adult Services Agency, Wayne County, Oakland County, Northville Township, and the City of Northville.*

**Thank you to our generous partners –
SMART, The Senior Alliance, and Area Agency on Aging 1-
C, for the support of our Transportation Service.**



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Transportation Service Information

To schedule a ride or receive more information, **call (248) 449-9934**, between 9:00 – 11:30 AM, Monday – Friday. Reservations for our service must be made at least 2 business days in advance.

Medical appointments may be scheduled up to 2 months in advance

Employment trips may be scheduled up to 1 month in advance

Non-medical trips may be scheduled up to 1 week in advance

Reservations accepted Monday – Friday, 9:00 – 11:30 AM.

Please Note: All calls received prior to 11:30 AM will be returned the same day. If you call after 11:30 AM, your call will be returned the following business day. Rides are available between 8:30 AM and 3:30 PM. Please contact the Senior Services Front Desk at (248) 305-2851, if you need to speak to someone immediately.

Cancellations: Ride cancellations must be made in advance by notifying the transportation office as soon as possible.

Transportation buses will not run on the following 2025 Township Holiday observed:

Wednesday, January 1, 2025 – New Year's Day
Monday, January 20, 2025 – Martin Luther King Day
Monday, February 17, 2025 – President's Day
Friday, April 18, 2025 – Good Friday
Monday, May 26, 2025 – Memorial Day
Friday, July 4, 2025 – Independence Day
Monday, September 1, 2025 – Labor Day
Tuesday, November 11, 2025 – Veteran's Day
Thursday, November 27, 2025 – Thanksgiving Day
Friday, November 28, 2025 – Thanksgiving Holiday
Wednesday, December 24, 2025 – Christmas Eve
Thursday, December 25, 2025 – Christmas Day
Wednesday, December 31, 2025 - New Year's Eve
Thursday, January 1, 2026 – New Year's Day

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Transportation Service Fares

Curb-to-Curb Service

MEDICAL Appointments

Pickups Available Monday – Friday, 8:30 AM – 3:30 PM.

Medical Appointment Fares – 8 Mile Radius from 303 W. Main Street:

Destinations within the Northville City and Township limits:	\$1 one-way fare
Destinations outside of Northville City and Township limits, but within a 4-mile radius of 303 W. Main Street:	\$2 one-way fare
Destinations within an 8 mile radius of 303 W. Main Street:	\$3 one-way fare

NON-MEDICAL Destinations

Pickups Available Monday – Friday, 8:30 A.M. – 3:30 P.M.

Non-Medical Destination Fares – 4 Mile Radius from 303 W. Main Street:

Destinations within Northville City and Township limits:	\$3 one-way fare
Destinations outside of Northville City and Township Limits, but within a 4-mile radius of 303 W. Main St.:	\$4 one-way fare
Northville Community Center & Northville District Library:	\$1 one-way fare
Add-on stop in route*:	\$2

*Add-on stop in route must be booked at time of original ride request

Please have exact change as our drivers do not carry cash to make change.

Punch Cards: Transportation users can purchase Punch Cards in \$20, \$30 and \$40 increments to avoid paying cash for each trip. Punch cards may be purchased at any time from your driver. Please use the exact change, or use a check payable to Northville Parks & Rec.

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Transportation Service Guidelines

1. Riders must be age 60+ **or** have a documented disability (physician certified). Riders must be a resident of either the City of Northville or Northville Township.
2. Riders must complete a Registration Form prior to their first ride. Forms can be obtained by contacting the Transportation Coordinator at (248) 449-9934.
3. Complete and accurate registration form must be turned in to the Transportation Office prior to making a reservation. If the registration form information is not complete or accurate, the rider cannot make a reservation. This registration form must be updated annually.
4. Riders must be able to communicate and care for themselves. If the rider is unable to do so, a caregiver must accompany the rider.
5. One caregiver may ride the bus to assist a passenger, at no cost to the caregiver.
6. A caregiver must be 18 years of age or older.
7. Service is not to be used for emergency purposes or for out-patient surgical procedures.
8. Hours of bus service are 8:30 AM – 3:30 PM, Monday – Friday. Our last scheduled pick-up time is 3:30 PM.
9. **Reservations for service must be made a minimum of 2 business days in advance, as space is not always available on short notice. Call the office during the hours of 9:00 AM – 11:30 AM, Monday through Friday to book a reservation.**
10. Complete destination information, including directions, phone number, address, and appointment time, must be provided at the time of reservation. Riders must be picked up from the original destination listed, as changes to the destination after the reservation will not be accommodated (without formally requesting an add-on with the Transportation Coordinator).
11. Medical reservations can be made two months in advance. Employment reservations can be made one month in advance. Non-medical reservations may be made one week in advance.
12. Ride cancellations must be made in advance by notifying the transportation office as soon as possible. Excessive cancellations can result in limited future scheduling.
13. Riders must be able to board and exit the bus independently or with the assistance of a caregiver. Riders using wheelchairs must request the use of the bus lift when making reservations.
14. Using the lift: Any passenger may request to use the lift to enter or exit SMART vehicles. **Lifts accommodate wheelchairs and scooters that measure no longer**

than 48 inches and no wider than 32 inches, and weigh, when occupied, no more than 800 pounds. Only one person may ride on the lift at a time.

15. Seatbelt use on the bus is highly encourage for your safety. Seatbelt lengths in our vehicles are between 42 and 52", please advise the Transportation Coordinator if you require a seatbelt extender.
16. Service is curb-to-curb. Drivers cannot assist riders to and from homes or their destinations.
17. Riders must limit their carry-on items to only those they can manage independently.
18. Drivers do not assist in grocery shopping (carrying groceries on to the bus or into a rider's home.)
19. Pets are not allowed, except for registered Service Animals as related to the Americans with Disabilities Act. Documentation must be provided.
20. Driveways and sidewalks must be accessible and clear of snow, ice and debris. Driver may have to cancel a pick-up or drop-off if destination is inaccessible.
21. Bus drivers do not go up to the home to ring the doorbell or wait more than 10 minutes after the scheduled reservation time.
22. Riders should plan for a possible **15 minute variance** for pick up and returns. Riders must comply with the Northville Parks and Recreation's Participant Code of Conduct.
23. Northville Parks and Recreation and Senior Services reserves the right to discontinue rides if rider shows signs of not being able to communicate for themselves, shows signs of memory loss or unable to care for themselves.
24. **Service may be cancelled in the event of inclement weather, unsafe road conditions, bus maintenance, driver availability or low participation. The transportation office will provide riders with as much notice as possible.**

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25. **Northville Parks and Recreation and Senior Services reserves the right to cancel any trip if the rider does not follow the Transportation Service Guidelines or Code of Conduct.**

Northville Parks and Recreation

Senior Transportation Program Policies

CODE OF CONDUCT

In order to maintain an atmosphere that is pleasant, welcoming and respectful of each person involved in Senior Transportation Programs, it is important that participants and avoid behavior which infringes on the rights, welfare or enjoyment of others. Northville Senior Services reserves the right to revoke or to deny participation in transportation services to any person who does not observe this Code of Conduct.

A. Zero Tolerance

A zero tolerance stance will be taken as it relates to harmful and/or criminal behavior.

B. Guidelines

Individuals will be advised of their inappropriate behavior or action. At the discretion of the Northville Senior Services, said individual may be asked to leave the premises at any time or be denied use of transportation services. Northville Senior Services also reserves the right to cancel facility usage, program registrations, or transportation usage of anyone whose behavior creates a disturbance for others or for repeated behavioral offenses.

C. Refusal of Admission

Northville Senior Services reserves the right to deny admission or service to anyone who appears to be under the influence of alcohol or a controlled substance or in violation of any facility/program rules or regulations.

D. Discretionary Rights

The Northville Senior Services Department reserves the right to make discretionary adjustments to misconduct penalties depending upon the circumstances.

E. Appeals

Individuals may file an appeal of the suspension within one week of the date of the suspension notice and per the Suspension Review Procedure/Policy.

Examples of Misconduct

(NOTE: This list is not exclusive but intended to be used for example purposes only and is subject to discretionary adjustments.)

Theft

Punching, Hitting, Fighting, Assault and Battery/ Threatening Comments

Vandalism

Verbal Abuse/Harassment/Inappropriate Language/Profanity

Insubordination towards a Staff Member

Smoking

Loitering

Possession, Sale or Distribution of a Controlled Substance

Discharge Of Fire Extinguisher/False Fire Alarm

Threatening Comments

Suspension Policy and Review Procedure/Policy

Violation of the Northville Senior Services Code of Conduct may result in suspension from a department facility and/or program. If the individual enters the property/program in violation of the notice, further action may be taken.

The suspended person (or their guardian) shall have the right to file an appeal within one week of the date of the suspension. The appeal shall be made, in writing, to the Parks and Recreation Director. The appeal process shall as outlined below:

- Supervisory Staff Member issuing the suspension (if denied, to P&R Director)
- Parks and Recreation Director (if denied, to appropriate Commission)
- Appropriate Commission representatives

Northville Parks & Recreation, Senior Services
Northville Community Center, 303 West Main Street, Northville, MI 48167

Registration Form

Please print information and return to the Transportation Office prior to your first use of the program.

NAME: _____

ADDRESS: _____

ZIP CODE: _____ **(Please check) CITY** _____ **TOWNSHIP** _____

HOME PHONE: () _____ **CELL PHONE:** () _____

BIRTHDATE: _____

EMAIL (required): _____

EMERGENCY CONTACT: _____ **RELATION:** _____

HOME PHONE: () _____ **CELL PHONE:** () _____

Walker User? Y ____ **N** ____

Wheelchair User? Y ____ **N** ____ Lifts accommodate wheelchairs that measure no longer than 48 inches and no wider than 32 inches, and weigh, when occupied, no more than 800 pounds.

My wheelchair is in compliance with the size and weight restrictions: (initial) _____

Service Dog? Y ____ **N** ____

Is the dog a service animal required because of a disability? **Y** ____ **N** ____

What work or task has the dog been trained to perform? _____

List any medical conditions or accessibility information that drivers need to be aware of (i.e. pacemakers, heart conditions, hearing loss, etc.)

Please see reverse side for required signatures and verification of disability for riders under 60.

I agree to release and hold harmless on behalf of myself, the City and Township of Northville and their Parks and Recreation Department from liability for injuries and damages which I may sustain while participating in this activity even if the injuries or damages are caused by the sole negligence of the City or Township or their Parks and Recreation Department. I understand that I am responsible for medical coverage for me.

Rider Signature

Date

I have read and agree to the Transportation Service Guidelines and Senior Services Code of Conduct.

Rider Signature

Date

Optional for reporting only:

What do you consider to be your ethnicity? _____

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**FOR DISABLED RIDERS UNDER 60 YEARS**

The individual named on the front of this form has a disability, which in my opinion makes them a mobility-disabled individual.

**This disability is:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Permanent:** \_\_\_\_\_ **Temporary:** \_\_\_\_\_ **For a period of:** \_\_\_\_\_

\_\_\_\_\_  
Signature of Physician

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of Physician

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Full address and phone number of Physician