



Service Guidelines

Contact for appointment or reservation:

248.457.1100 | Mon - Fri 9:00am - 4:00pm

Hours of Troy R.Y.D.E. service:

Mon - Fri 8:00am - 4:00pm

ELIGIBILITY

Troy R.Y.D.E. provides transportation service to City of Troy residents 60 or older and adults 18 or older with disabilities.

HOURS OF OPERATION

Monday – Friday, 8:00am – 4:00pm | Office Hours: Monday – Friday, 9:00am – 4:00pm

Troy R.Y.D.E. is closed on the following holidays:

- » New Year's Day, January 1st
- » Good Friday
- » Memorial Day
- » Independence Day, July 4th
- » Labor Day
- » Thanksgiving Day
- » Friday after Thanksgiving - *Only dialysis appointments will be accepted*
- » Christmas Eve, December 24th - *Only dialysis appointments will be accepted*
- » Christmas Day, December 25th
- » New Year's Eve, December 31st - *Only dialysis appointments will be accepted*

COST

Transportation services through Troy R.Y.D.E. are free of charge.

SERVICE AREA

- » **North:** Auburn Road, including Barclay Circle
- » **South:** 12 Mile Road
- » **East:** Mound Road
- » **West:** Adams (north of Big Beaver) and Southfield Road (between Big Beaver & 12 mile)

APPOINTMENTS/RESERVATIONS

Contact 248.457.1100 to make an appointment or reservation Monday – Friday, 9:00am to 4:00pm. Appointments and reservations are taken on a first come, first served basis. Medical appointments are given priority. We are unable to accommodate same day service.

If an appointment goes beyond transportation hours passengers are responsible for making their own arrangements home. Passengers are expected to be ready at their scheduled pickup time. Drivers will wait 5 minutes past a scheduled pickup and attempt to reach the passenger by phone. If no contact is made, the driver will notify dispatch of a no-show appointment and the appointment will have to be re-scheduled for a different day.

CANCELLATIONS/NO-SHOWS

If you cannot keep a scheduled appointment, please call 248.457.1100 as early as possible to inform the dispatcher. Excessive cancellations or failure to show for a scheduled appointment may result in permanent suspension of services to an individual.

DESTINATIONS

- » **Medical Appointments:** Make reservations as soon as possible. Standing reservations are accepted for reoccurring appointments.
- » **Work:** Standing reservations are accepted
- » **Grocery stores:** Trips to the grocery store will be reserved for Wednesday and Friday of each week. Call for reservations as soon as possible. Troy R.Y.D.E. goes to all grocery stores in Troy, Meijer in Madison Heights, and Meijer in Royal Oak.
Grocery shopping is limited to what a passenger can carry in one trip or in a personal pull cart. Drivers are not permitted to carry groceries into homes.
- » **Community Center/Educational trips:** Call for reservations 7 days in advance.
- » **Miscellaneous** (Mall, movie theater, hair appointments, visit to spouses in nursing home): Call for reservations 7 days in advance. No standing reservations.

DOOR-TO-DOOR SERVICE

Troy R.Y.D.E. offers door-to-door service that includes:

- » **Arm guidance:** passengers are permitted to take the drivers arm just above the elbow for assistance from door of home or destination and into the bus/up and down vehicle steps.
- » **Manual wheelchair assistance:** Drivers may push a manual wheelchair to and from the vehicle up to the door of your destination. Drivers cannot operate controls or push a power wheelchair.
- » Drivers are only permitted to assist passengers between the bus and door of their destination. Drivers are not permitted to enter a residence or destination for any reason.
- » Drivers are not permitted to assist the passenger in any other manner such as lifting a passenger or transporting packages.
- » Personal aides are permitted if needed to meet mobility needs. Space for a personal aide must be reserved at the time of scheduling.

INCLEMENT WEATHER

Troy R.Y.D.E. will not operate when Troy Public Schools are closed due to weather conditions. Driveways must be kept clear of snow to ensure safe operation of lift and space for buses.

GENERAL

- » All passengers should maintain an acceptable standard of personal hygiene.
- » Passengers must wear a seat belt at all times.
- » Passengers will remain seated and behind the driver.
- » Unscheduled stops will not be permitted.
- » Smoking, eating, or drinking is not permitted in vehicles.
- » No passenger shall act in a threatening, harmful, unsafe or disruptive manner. Profanity and physical abuse will not be tolerated toward any driver or passenger.
- » If using a wheelchair, please ensure wheelchair brakes are in proper working condition.

FAILURE TO COMPLY WITH ANY OF THESE GUIDELINES MAY RESULT IN PERMANENT SUSPENSION OF TROY R.Y.D.E. SERVICES TO AN INDIVIDUAL.