

Transfer Policies

SMART to DDOT Transfer

- SMART transfers are accepted on DDOT buses with no additional fee.
- A SMART transfer is good for *one ride* on DDOT. The DDOT driver will return the transfer to the rider.
- If you want to continue on DDOT you will need to purchase a DDOT transfer.

DDOT to SMART Transfer

- SMART accepts a valid DDOT transfer plus an additional 50¢ for each ride.
 - A valid DDOT transfer is good for a total of *two rides within four hours* from the time it was issued.
- The additional 50¢ for a DDOT transfer fare must be paid in *cash only*.
 - SMART tickets, Value Passes and change cards may *not* be used to pay the additional 50¢ transfer fare.
- Each time a DDOT transfer is used an additional 50¢ will be required.
- For a better value, purchase a SMART transfer for 25¢ for continued travel.
- DDOT transfers will be returned to customers.

We are here to help you with your transition.

Customer Service Representatives are available to help you answer your questions.

(866) 962-5515

M-F 6:30 a.m. to 6:00 p.m.

SAT 7:30 a.m. to 4:00 p.m.

smartbus.org

Eliminated Service

The following small bus service will be **eliminated**:

- Fairlane Job Express
- Lakeside Job Express
- Troy/Birmingham & Beverly Hills Dial-A-Ride
- Hamtramck Shuttle

Customers may have access to SMART Connector service.

Connector Service

Connector is a curb-to-curb service you may use to travel anywhere within designated service areas. To ride, an advanced reservation is required.

Advanced Reservation Requirements

- Reservations can be made by calling (866) 962-5515 from 7 a.m. to 4 p.m., Monday through Friday, except for major holidays.
- Trips are scheduled based on a first come, first serve basis.
- Medical trip reservations may be made up to six days in advance.
- General rides for shopping, school or work can be made one to two days in advance.
- All reservations must be received by 4 p.m. one day before the service is needed.
- A 30 minute pick-up window will be given when reserving a ride. Please be ready at the beginning of the pick-up window. Drivers will only wait three minutes.
- Full fare customers cannot ride Connector when the pick up point and destination is within 1/3 of a mile of a Fixed Route.



Service Changes

**Effective
December 12, 2011**



***CUSTOMERS
AFFECTED BY THE
SERVICE CHANGES
MAY HAVE ACCESS
TO CONNECTOR***

Due to the current economic conditions and significant loss of revenue, SMART has to eliminate and modify its bus service. To help ease the transition, all SMART service changes and the connecting DDOT routes are provided for your review. Revised route and schedule information will be posted online at www.smartbus.org at least two weeks prior to December 12 when the changes go into effect.

Where possible, customers may have access to SMART Connector service. Please see back panel for details.

Eliminated Routes

Weekdays

- 112 Wyandotte Schools
- 135 Southshore Express
- 145 Carlisle
- 150 Allen – Wick
- 190 Taylor Flyer
- 196 Peterson Warren Academy
- 202 Romulus
- 203 Edsel Ford High School – Dearborn
- 245 Cherry Hill
- 265 Warren Road
- 305 Grand River
- 385 Orchard Lake
- 525 Groesbeck Shuttle
- 559 Auburn Hills – Roseville
- 655 Grosse Pointe Schools

Saturdays

- 140 Southshore
- 145 Carlisle
- 245 Cherry Hill
- 250 Ford Road
- 265 Warren Road
- 385 Orchard Lake
- 550 Garfield
- 615 Kercheval/Jefferson

Sundays

- 140 Southshore
- 250 Ford Road

Routes into Detroit*

*Trips arriving or departing downtown Detroit during the following days and times are considered **peak** hour trips.*

Peak Hours

Monday through Friday

- 6 a.m. to 9 a.m.
- 3 p.m. to 6 p.m.

Routes

- 125 Fort St – Eureka
- 200 Michigan
- 450/460 Woodward Local
- 510 Van Dyke
- 560 Gratiot
- 610 Kercheval – Harper

**Includes service in Highland Park*

Shortened Routes

*The following routes will be shortened and passengers may **transfer** to DDOT at the following locations.*

Route	Transfer Point
415 Greenfield Road	State Fair
420 Southfield Road	State Fair
495 John R Road	State Fair
615 Kercheval/Jefferson	Mack & Moross

DDOT Routes

State Fair

- 12 Conant
- 17 Eight Mile
- 30 Livernois
- 53 Woodward
- 54 Wyoming

Mack & Moross

- 7 Cadillac-Harper
- 14 Crosstown
- 31 Mack
- 32 McNichols
- 45 Seven Mile

Off-Peak Shortened Routes

*During **off-peak** hours, passengers traveling to Detroit and Highland Park must transfer to DDOT.*

Off-Peak Hours

Monday through Friday

- Before 6 a.m.
- Between 9 a.m. to 3 p.m.
- After 6 p.m.

All day Saturday

All day Sunday

Route	Transfer Point	DDOT Routes
125 Fort Street – Eureka	Fort Street & Outer Drive	19 Fort Street 41 Schaefer at Jefferson & Coolidge 22 Greenfield 37 Michigan 46 Southfield 60 Evergreen
200 Michigan Avenue	Fairlane Town Center	12 Conant 17 Eight Mile 30 Livernois 53 Woodward 54 Wyoming
450/460 Woodward Local	State Fair	13 Conner 48 Van Dyke - Lafayette 17 Eight Mile 34 Gratiot
510 Van Dyke	Bel Air Center	9 Chalmers 25 Jefferson
560 Gratiot	8 Mile	
610 Kercheval/Harper	Maryland & Jefferson	