

## ADA Service

ADA service is available for people who are ADA certified and not able to access SMART Fixed Route service. The ADA service will pick up at your home or destination if it is within  $\frac{3}{4}$  of a mile from any Fixed Route during times of operation. All vehicles are equipped with lifts to accommodate wheelchairs and scooters, as well as for those using canes and walkers. Upon request by ADA certified individuals, SMART drivers will offer door-to-door assistance.

This brochure is intended to provide details on how to become ADA certified and book, cancel and confirm a trip. For further information, contact SMART's ADA Clerk at (313) 223-2305.

SMART is the regional transit provider for southeast Michigan. As part of our family of services, SMART offers Fixed Route, Connector Small Bus, and Americans with Disabilities (ADA) service, connecting citizens to work, doctors' appointments, school, shopping and much more!

## Door-to-Door Service

Safe door-to-door assistance is important.

Prior to your trip you should:

- Clear pathways and driveways of snow and ice
- Secure dogs in the yard or within the residence

Door-to-door assistance allows drivers to offer the following:

- Arm guidance, as in
  - Passengers are allowed to take the driver's arm just above elbow
  - Drivers may assist going up and down one step going to or from the SMART vehicle
- Manual wheelchair assistance meaning
  - Driver may push a manual wheelchair going to or from a SMART vehicle
  - Drivers will not operate the controls or push a power wheelchair

***For your safety, and the safety of our drivers, at no time is the driver allowed to enter into your home.***



535 Griswold Street  
Detroit, MI 48226

(866) 962-5515 • smartbus.org



## SMART ADA Service Key Service Information



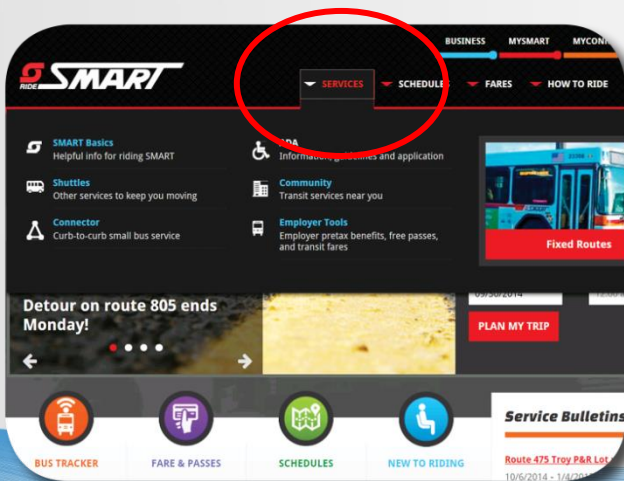
**(866) 962-5515**

## Who is Eligible?

- Any person with a disability who cannot get on or off, or ride on a Fixed Route bus because of their disability
  - People with significant cognitive impairment(s) often qualify under this category

## How to Apply?

- You or an authorized individual may fill out the **ADA Paratransit Application** page. A Licensed Professional must complete, sign and date the **Professional Verification** page. Return both to SMART.
- Applications are available by:
  - Downloading the ADA Application at [smartbus.org/Services/ADA-Service](http://smartbus.org/Services/ADA-Service)
  - Calling Customer Service to have an application mailed
- Applications will be processed within 21 days from receipt



## Scheduling ADA Trips

- Reserve your SMART ADA trip by:
  - Calling (866) 962-5515, *press 1* then *press 1* for ADA then 1 to schedule your trip.
  - Utilizing the hearing impaired relay number – (800) 649-3777
- You will receive a 30 minute pick-up window. Please be ready at the **beginning** of the window.



## When to Book?

- ADA Customers are permitted to reserve a trip up to 14 days in advance
- Space permitting, SMART will work with you to accommodate trip requests if made by 4:00 p.m. the day prior
- Booking your trip as early as possible is highly recommended
- Same day trip requests are not accepted

## When Reserving Your Ride

- Please have the following information ready when reserving your ride:
  - Date of the trip
  - Pick-up and destination addresses
  - Appointment time and return pick up time
  - Major intersection near the pickup and destination points
  - Telephone number
  - Number of passengers traveling
  - Use of mobility aids, such as a wheelchair

## Can I Bring Someone with Me?

- Up to two people may accompany you
  - One Personal Care Attendant (PCA) may accompany you at no additional charge, if indicated on ADA certification
    - A PCA must have same pick-up and drop-off locations
  - One additional guest is welcome and is required to pay fare
- You must reserve space for your guest or PCA when scheduling your trip
- Service animals are allowed on all SMART buses

## How Much Does it Cost?

- One-way fare is \$3.00, includes transfers
- PCA's travel for free
- One way guest fare is \$3.00

## Trip Tools

- Automated Trip Calls
  - Customers with scheduled trips will receive a call the night before to confirm the pick up.
  - When the bus is near, customers will receive a "Get Ready" phone call
- When the bus arrives, it will wait **3 minutes**. Please be ready, the driver cannot wait
- If you need to cancel a trip
  - Call (866) 962-5515 and *press 1*, then *press 2* for Same day Cancellations
- Be sure to read the ADA Ridership Guidelines found on [smartbus.org](http://smartbus.org)