

SMART CHSTP



2014

Coordinated Human Services
Transportation Plan

SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION

RESOLUTION

Approval of SMART's Coordinated Human Services Transportation Plan

- Whereas, The Suburban Mobility Authority for Regional Transportation is the lead agency for administering Federal Section 5310 formula funds for Wayne County outside the City of Detroit, and Oakland and Macomb Counties; and
- Whereas, To ensure eligibility for Federal funding, pursuant to the regulations outlined in FTA Circular 9070.1G dated June 6, 2014, SMART's Coordinated Human Services Transportation Plan must be updated and approved; and
- Whereas, The Coordinated Human Services Transportation Plan was prepared with adequate public participation in the planning process in accordance with FTA Circular 9070.1G; and
- Whereas, In its Master Agreement with Public Transportation Providers of July 9, 2013, the Regional Transit Authority (RTA) provided approval for SMART to make direct application to the FTA based on approved funding levels; now therefore be it
- Resolved, That the Board of Directors of SMART approves the Authority's 2014 Coordinated Human Services Transportation Plan.

CERTIFICATE

The undersigned duly qualified Board Secretary of the Suburban Mobility Authority for Regional Transportation certifies the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of the Suburban Mobility Authority for Regional Transportation held on 10/23/14.

October 23, 2014
Date

[Signature]
Board Secretary

No. FY15-14

SMART CHSTP

Coordinated Human Services Transportation Plan

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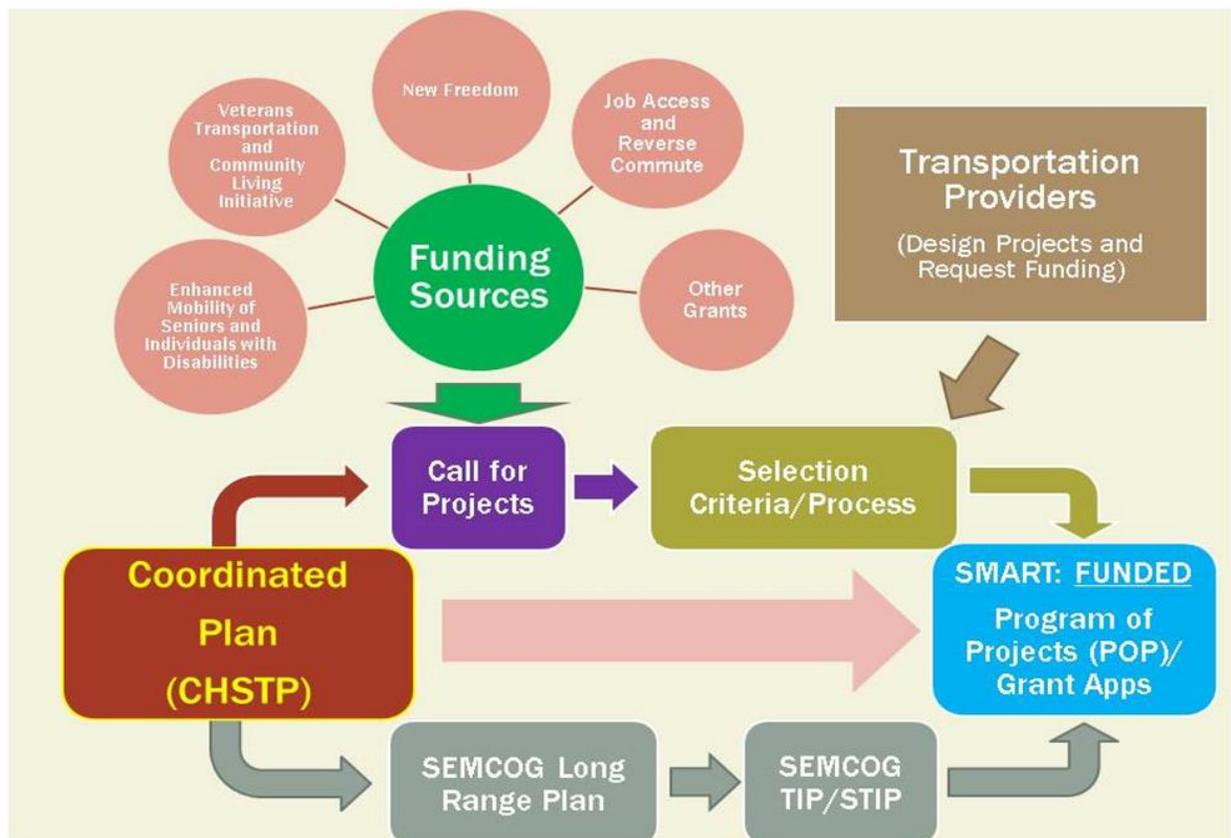
Executive Summary

The Coordinated Human Services Transportation Plan (CHSTP) is a document required by the Federal Transit Administration (FTA). It must be locally developed and approved through a process that includes seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation, and human services providers, and other members of the public. This plan is an update to the 2009 Coordinated Plan for Suburban Mobility Authority for Regional Transportation (SMART). It includes updates that address legislative changes, changing demographics, new grant programs, and service provider changes.

A stakeholder group was convened to guide the update process. Members of this group represented a wide range of demographics including individuals with disabilities, veterans, seniors, individuals with low income, transportation service providers' staff and the general public from Wayne, Oakland, and Macomb counties. To begin the update process, SMART hosted a stakeholder meeting to identify the current needs of the populations this plan addresses. After the stakeholder group reviewed and provided input for changes that needed to be made to the plan a subsequent meeting was held to approve the plan. Detroit Transportation Corporation (DTC) has been included in this update process. SMART and DTC coordinate service as all of SMART's fixed routes to downtown Detroit are served by one or more People Mover Stations, providing a local circulator to fill the final stage of trips downtown.

The plan strives to analyze the needs facing all specialized transportation riders in the region, to prime the providers to qualify for and use any funding opportunities that may arise.

How the Coordinated Plan Relates to Funding Projects



Federal Requirements and Policies

Any agency that wishes to obtain funding from the Federal Transit Administration is required by federal transit law, as amended by Moving Ahead for Progress in the 21st Century (MAP-21), to develop a coordinated human services transportation plan. MAP-21 requires four elements to be included in the coordinated human services transportation plan:

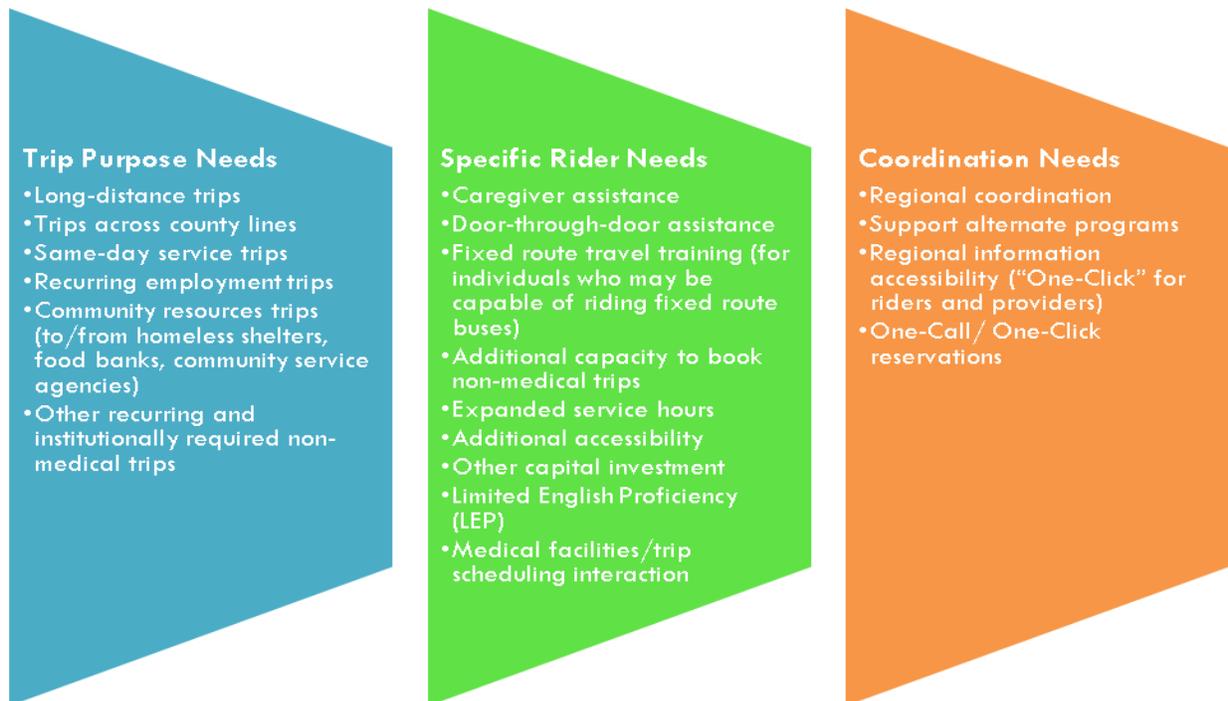
1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities and seniors.
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities

Unmet Needs and Gaps

Since the 2009 CHSTP, millions of dollars have been contributed toward addressing the needs of the populations in this plan. Thousands of riders have benefited from these efforts, but there still is work to be done. The unmet needs, developed with input from the stakeholder group, are organized into three categories: trip purpose needs (focus on the nature of the trip riders require), specific rider needs (those that pertain to a rider’s access and ability to utilize a transportation service), and coordination needs (those that speak to the improvement of the communication and cooperation between transportation service providers.)

Unmet Needs Summary

(See Chapter 2 for more detail)



Strategies

The strategies listed are intended to guide the selection of the most appropriate projects to meet the unmet needs identified. They are broad enough to allow for flexibility when providers set out to design projects to meet the needs, yet specific enough to guide the selection process. The strategies are categorized based on which type of need they address: trip purpose, specific rider needs, and coordination needs. They then are divided into categories based on their implementation characteristics.

Short Term Strategies

Short term strategies consist of those that could feasibly be implemented between six to twelve months after funding is available.

Service Improvements	
Trip Purpose Needs	<ul style="list-style-type: none"> • Make transfers easier for riders by increasing their comfort level • Identify opportunities to provide transportation across service area boundaries • Provide same-day service or subsidized taxi service for seniors, veterans, low-income individuals and individuals with disabilities • Provide service for individuals where traditional van services are infeasible or inefficient (e.g., urgent care)

	Service Improvements	Alternative Mobility And Service Options	Information Technology	Additional Accessibility
Specific Rider Needs	<ul style="list-style-type: none"> • Encourage/make it easier for riders who need assistance to utilize caregivers • Help locate transit routes and stops with better signage • Improve notification of arrival times • Increase capacity of non-medical trip service to meet demand • Provide door-through-door service for people with chronic medical conditions e.g. visual impairments, multiple sclerosis, muscular dystrophy, and amputees 	<ul style="list-style-type: none"> • Identify services for individuals who are unable to use traditional van service, including persons with specialized equipment needs • Provide mobility assistance to riders when needed • Create travel training program 	<ul style="list-style-type: none"> • Continue to seek out software upgrades for scheduling system that improves accessibility and supports one call/one click capabilities 	<ul style="list-style-type: none"> • Fund projects that increase amenities for riders with disabilities on vehicles and at stations, stops and transfer points

Coordination Needs	Information Technology	Mobility Management
		<ul style="list-style-type: none"> • Implement web-based system that allows for the best practices of transportation providers to be stored and accessed • Implement web-based system that allows for detailed information on transportation providers to be stored and accessed

Long Term Strategies

Long term strategies include those that require a minimum of one year to implement due to planning, coordination, and design needed before funding could be requested and implemented.

Trip Purpose Needs	Service Improvements	Alternative Mobility and Service Options
	<ul style="list-style-type: none"> Develop routes and services 	<ul style="list-style-type: none"> Introduce employment flex-route service for employment centers located near routes at times when employees arrive/depart from these destinations
Specific Rider Needs	Service Improvements	Information Technology
	<ul style="list-style-type: none"> Increase service hours to include more evening and weekend availability Improve accessibility for riders who speak English as a second language 	<ul style="list-style-type: none"> Web-posted information needs to be in accessible formats Printed information needs to be available in alternative formats
Coordination Needs	Service Improvements	Information Technology
	<ul style="list-style-type: none"> Collaborate between human/social service providers with transportation-service providers Encourage transportation providers to work with case managers to include transit into client plans 	<ul style="list-style-type: none"> Improve communications between transportation services Communicate and coordinate with different transportation agencies in area to provide short notice service

Prioritized Needs and Strategies

A prioritized list of needs, and the strategies to meet those needs, can be found below. The needs are prioritized on a scale of 1 to 5 based on stakeholder input. They are divided into three groups: Trip Purpose Needs, Specific Rider Needs, and Coordination Needs.

Trip Purpose Needs

Priority	Need	Strategy
1	"Urgent Care" transportation (unplanned same day/low cost medical)	<ul style="list-style-type: none"> • Provide service for individuals where traditional van services are infeasible or inefficient (e.g., urgent care)
1	Community resources trips (to/from homeless shelters, food banks, community service agencies) Other recurring and institutionally required non-medical trips	<ul style="list-style-type: none"> • Develop routes and services-provide additional and/or more direct service to high traffic community resource centers
1	Same -day service trips	<ul style="list-style-type: none"> • Communicate and coordinate with different transportation agencies in area to provide short notice service • Provide same-day service or subsidized taxi service for seniors, veterans, low-income individuals and individuals with disabilities
2	Trips across county lines	<ul style="list-style-type: none"> • Identify opportunities to provide transportation across service area boundaries • Make transfers easier for riders by increasing their comfort level • Identify safe and convenient transfer points • Improve communications between transportation services
2	Long-distance trips (>5 miles each way)	<ul style="list-style-type: none"> • Make transfers easier for riders by increasing their comfort level • Identify safe and convenient transfer points • Improve communications between transportation services
3	Recurring employment trips	<ul style="list-style-type: none"> • Introduce employment flex-route service for employment centers located near routes at times when employees arrive/depart from these destinations

Specific Rider Needs

Priority	Need	Strategy
1	Fixed route travel training (for individuals who may be capable of riding fixed route buses)	<ul style="list-style-type: none"> • Provide mobility assistance to riders when needed • Create travel training program • Help locate transit routes and stops with better signage
2	Caregiver assistance	<ul style="list-style-type: none"> • Encourage/make it easier for riders who need assistance to utilize caregivers
2	Door-through-door assistance	<ul style="list-style-type: none"> • Provide door-through-door service for people with chronic medical conditions • Provide mobility assistance to riders when needed
2	Additional accessibility	<ul style="list-style-type: none"> • Fund projects that increase amenities for riders with disabilities on vehicles and at stations, stops and transfer points
3	Additional capacity to book non-medical trips	<ul style="list-style-type: none"> • Increase capacity of non-medical trip service to meet demand
3	Programs for persons with disabilities for whom English is not the first language.	<ul style="list-style-type: none"> • Improve accessibility for non-English speaking riders
3	Improve rider information on SMART's website or establish a regional internet resource that can be accessed by anyone at any time; display information in Bobby approved or WAI certified format	<ul style="list-style-type: none"> • Web-posted information needs to be in accessible formats • Printed information needs to be available in alternative formats
3	Equipment needs for Specialized Services including communication devices (driver-to-driver, and driver to dispatch calls) and the equipment to transport very large riders and their assistive devices	<ul style="list-style-type: none"> • Identify services for individuals who are unable to use traditional van service, including persons with specialized equipment needs
4	Remote reservation capability from medical facilities	<ul style="list-style-type: none"> • Continue to seek out software upgrades for scheduling system that improves accessibility and supports one call/one click capabilities
5	Expanded service hours	<ul style="list-style-type: none"> • Increase service hours to include more evening and weekend availability

Coordination Needs

Priority	Need	Strategy
1	Best practices	<ul style="list-style-type: none"> Implement web-based system that allows for the best practices of transportation providers to be stored and accessed
1	Shared service providers information	<ul style="list-style-type: none"> Implement web-based system that allows for detailed information on transportation providers to be stored and accessed
2	More support for alternate programs: i.e. volunteer driver programs	<ul style="list-style-type: none"> Invest in and develop volunteer driver program Train volunteer drivers Provide reimbursement and insurance coverage
2	Regional coordination	<ul style="list-style-type: none"> Organize regional coordination meeting once a year Communicate and coordinate with different transportation agencies in area to provide short notice service
3	Expanded service areas and coordinated transfer of passengers	<ul style="list-style-type: none"> Make transfers easier for riders by increasing their comfort level Improve communications between transportation services
4	Single point of entry for transportation services (one call to access all of the information needed to secure a ride)	<ul style="list-style-type: none"> Make it easier for seniors, veterans, individuals with low incomes and individuals with disabilities to find an appropriate ride and book the ride
5	Improved understanding between social service and transportation-service agencies	<ul style="list-style-type: none"> Collaborate between human/social service providers with transportation-service providers Encourage transportation providers to work with case managers to include transit into client plans

Implementation Policies

The implementation process begins when the RTA solicits requests for section 5310 funding. In this process, SMART requests funding from the RTA based on anticipated needs and past/current projects. SMART-specific projects are called out separately when the request is sent to the RTA for approval. Once the funding level is approved and after the SMART-specific funds have been taken into account, SMART is to distribute the remaining amount to subrecipients based on the process outlined below and in the Program Management Plan (PMP).

SMART will issue a Call for Projects that will solicit project funding requests from eligible agencies in the SMART 5310 area (Oakland, Macomb, and Wayne Counties except the City of Detroit). A review team led by SMART staff will review the applications and create a proposed project list that is to be awarded funding.

If this list exceeds the funding available for the project type, SMART will employ the prioritization list found in the PMP to select which projects are approved. SMART will then apply the approved funding levels for each project category to the approved applications and create a draft Program of Projects (POP). The POP will be presented to SMART's Board for adoption and then be submitted to the FTA for grant award.

Chapter 1: Introduction

The Coordinated Human Services Transportation Plan (CHSTP) is a document required by the Federal Transit Administration (FTA) that satisfies legislative requirements, and serves as a guide for funding decisions related to applicable programs and projects. This plan updates SMART's 2009 Coordinated Plan, which was developed in partnership with the Southeast Michigan Council of Governments (SEMCOG). The 2009 Coordinated Plan was compliant with the requirements of the Safe Accountable Flexible Efficient Transportation Equity Act – Legacy for Users (SAFETEA-LU), and specifically the guidance presented in the Federal Transit Administration Circular 9045.1 published May 1, 2007.

This update addresses legislative changes, changing demographics, new grant programs, and service provider changes. The discussion has been expanded to include a more exhaustive list of unique populations (e.g. veterans), and a more in depth analysis of the needs facing all specialized transportation riders in the region. This will keep this plan relevant in the face of an ever-changing funding and regulatory landscape.

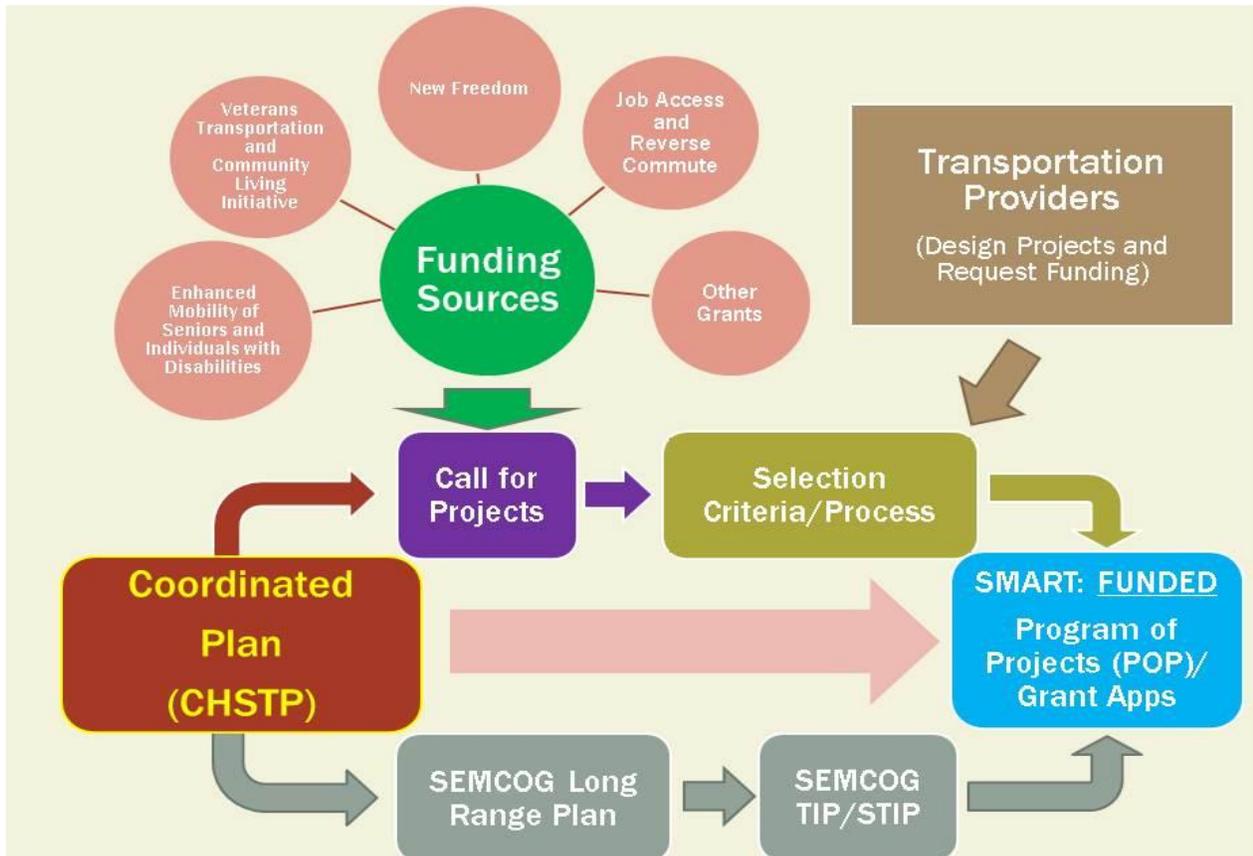
Federal transit law was amended in 2012 to address the changing transportation needs across the country. SAFETEA-LU was replaced by *Moving Ahead for Progress in the 21st Century (MAP-21)*. This update meets the requirements of MAP-21.

Responsibility for the development and implementation of the 2009 Coordinated Plan was shared by SEMCOG and SMART. For the purpose of this update, SMART has assumed all of the responsibilities previously held by SEMCOG. These responsibilities include:

- developing a coordinated public transit-human services transportation plan through a process that consists of representatives of public, private, and non-profit transportation, and human service providers with participation by the public;
- conducting the selection process;
- certifying that allocations of grants to sub-recipients are distributed on a fair and equitable basis resulting from the selection process;
- certifying that all projects are derived from a locally developed, coordinated public transit-human services transportation plan developed through a process that consists of representatives of public, private, and non-profit transportation, and human service providers with participation by the public;
- documenting SMART's procedures in a Program Management Plan;
- forwarding annual programs of projects (POP) and grant applications to FTA;
- ensuring that all projects advanced for funding were derived from the locally developed plan; and
- ensuring that all sub-recipients comply with Federal requirements.

The process in which the Coordinated Plan informs the selection process, and program of projects, can be found in Figure 1. The Coordinated Plan influences SMART's call for projects, which then determines the selection criteria, and process, for which projects will be selected. Finally, SMART's Program of Projects is developed, and the grant application process is initiated.

Figure 1. How the Coordinated Plan Relates to Funding Projects



Source: FTA Circular 9070.1G and SMART

1.1 Federal Requirements and Policies: MAP-21

Federal transit law, as amended by MAP-21, requires a coordinated human services-public transportation plan be developed by any agency that wishes to obtain funding from the Federal Transit Administration. This amendment to the previous transportation law, SAFETEA-LU, includes several changes to the federal requirements and policies governing transportation funding.

MAP-21 has repealed section 5316 Job Access and Reverse Commute (JARC), and section 5317 New Freedom. Under Map-21, JARC projects can receive funding through 5307 urbanized area formula grants, and New Freedom projects can receive funding through section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities grants.

According to the FTA Circular 9030.1E, the only funding program that requires a coordinated plan is Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities. This comes as a result of the repeal of the JARC, and New Freedom funding programs. Though it is only required for Section 5310 funding, the FTA recommends that public-transit agencies continue to participate in a coordinated plan process in order to identify JARC projects for funding under Section 5307 urbanized area formula grants. This plan intends to

meet, and exceed, this FTA recommendation by including several populations (e.g. veterans) in addition to those required by Section 5310.

Any projects funded from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program must be derived from a locally developed, coordinated public transit- human services transportation plan. MAP-21 mandates that the plan be developed and approved through a process that includes seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation, and human service providers, and other members of the public. To this end, SMART convened a stakeholder group that comprised of the aforementioned individuals to update the plan.

As stated in the FTA Circular 9070.1 G, published on June 6th, 2014, MAP-21 requires the following elements to be included in the Coordinated Public Transit-Human Services Transportation Plan:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- An assessment of transportation needs for individuals with disabilities and seniors;
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

1.2 Coordinated Plan Development and Coordination

A stakeholder group convened to update the 2009 SMART Coordinated Plan. This group included individuals from Wayne, Oakland, and Macomb Counties. They represented seniors, veterans, individuals with low incomes, individuals with disabilities, and various public transportation service providers. SMART hosted a stakeholder meeting to begin the update process, and to identify the needs of the populations this plan aims to address. A review of this plan by the stakeholders group with a subsequent meeting to approve the plan was included in the update process. A list of the stakeholder members can be found in **Appendix A & B**.

Detroit Transportation Corporation (DTC) partnered with SMART in the development of this plan. DTC had representation in the stakeholder group, and was present at the meetings to develop this plan. Coordination between the two agencies occurs at the station level where many SMART buses feed into several of DTC's station locations.

Applicable elements of the 2009 SMART CHSTP have been included in this plan; the intention of this plan update is to build upon the outreach and coordination efforts from the development of the 2009 plan.

1.3 Adoption Process

During the stakeholder input and review process, SMART presented the plan to the SMART Advisory Council (SAC), a public meeting on September 19, 2014, for input. The SAC includes members from the region's disabled and senior populations. Comments from the SAC and others in attendance were also incorporated into the plan, as appropriate. The meeting minutes can be found in **Appendix C**. With the endorsement of the stakeholder group, the CHSTP was brought before the SMART Board of Directors and approved by resolution.

In addition, the plan has been presented to the Planning and Service Committee of the Regional Transit Authority (RTA), as part of SMART's coordination efforts with our region's designated recipient.

1.4 US DOT Designated Recipients in Study Area

The newly formed Regional Transit Authority (RTA) is the designated recipient for all federal formula funding that comes to the Detroit Urbanized Area. SMART receives their federal funding through the RTA via a direct recipient agreement.

The Detroit Urbanized Area has three direct recipients: Detroit Department of Transportation (DDOT), Suburban Mobility Authority for Regional Transportation (SMART), and Detroit Transportation Corporation (DTC). DDOT primarily operates within the City of Detroit with several routes extending into the suburban area. SMART primarily serves to connect suburban areas with the City of Detroit and provides suburb-to-suburb service. DTC operates within the Central Business District of the City of Detroit.

Chapter 2: Current Conditions, Needs, and Gaps

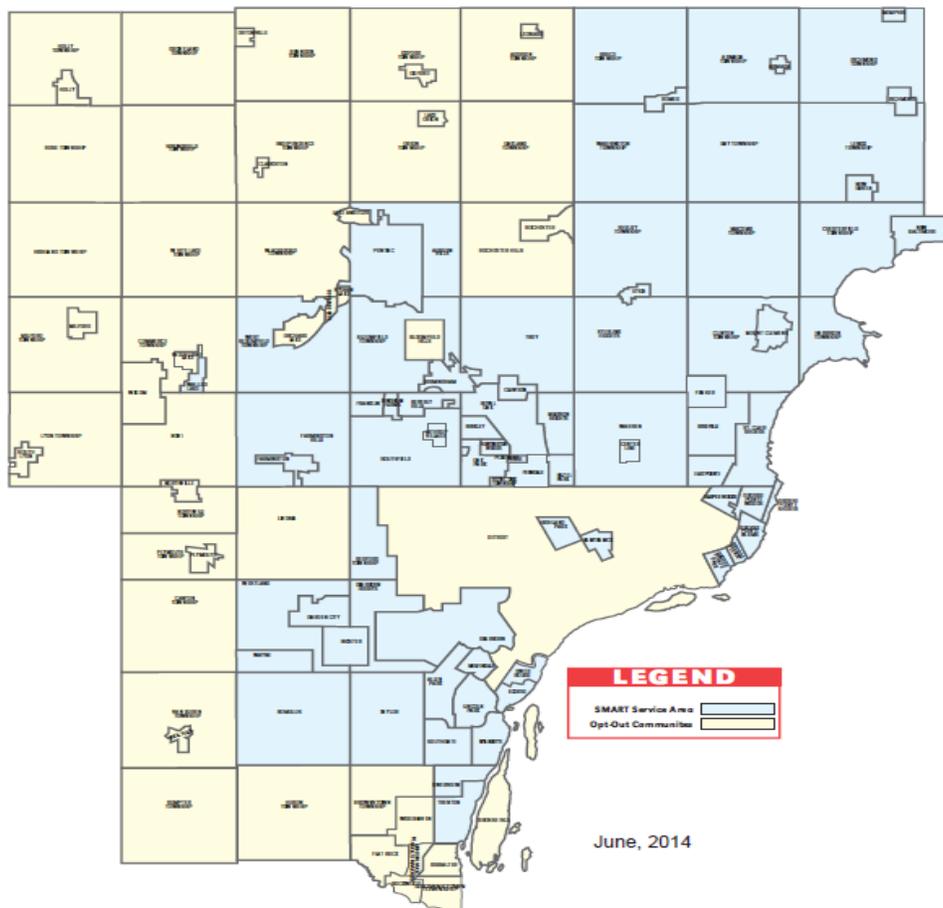
2.1 Overview of Study Area

The Coordinated Plan study area includes all of Wayne (excluding Detroit as they are included in DDOT’s coordinated plan), Oakland, and Macomb counties. SMART is responsible for administering Specialized Services and Section 5310 funding across all three counties irrespective of their opt-in/opt-out status. SMART’s service area (comprising only opt-in communities) encompasses 926.5 square miles in the Detroit metropolitan statistical area and is highlighted in blue below (Map 1). Opt-in communities enjoy additional financial and technical support through SMART’s Community Partnership Program (CPP). The CPP exists only in those communities that are opt-in.

The service area covers 76 suburban communities including 27 communities in Wayne County, 23 communities in Oakland County, and all 26 communities in Macomb County. As reported in the 2006-10 American Community Survey (ACS), the total population for these communities is 2,224,558.

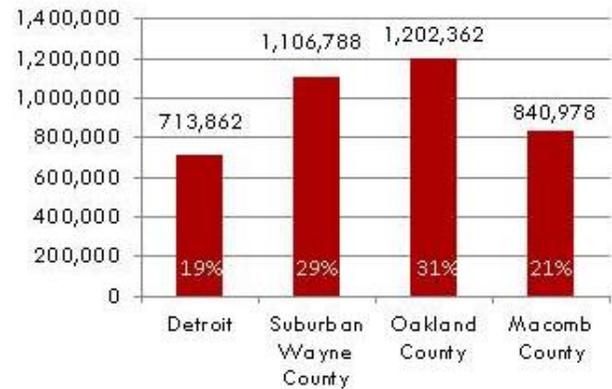
Although the City of Detroit is not technically part of the SMART service area, SMART provides some service between the City and the suburbs.

Map 1. SMART Study Area



The total population of the communities in each county can be found in Figure 2.

**Figure 2.
Total Population**

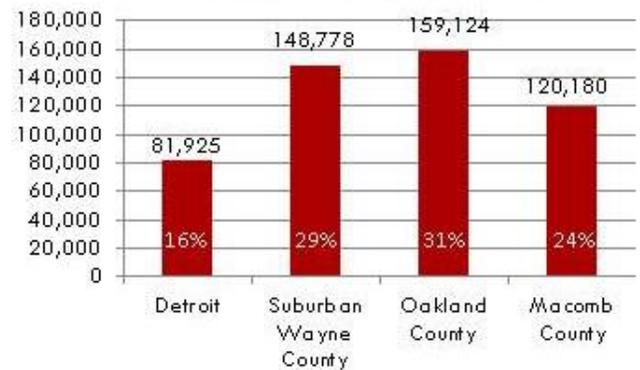


Seniors

In SMART’s service area there are 428,082 seniors. Some common transportation needs of seniors include door-through-door service, transportation to medical, and non-medical appointments, and same-day service trips.

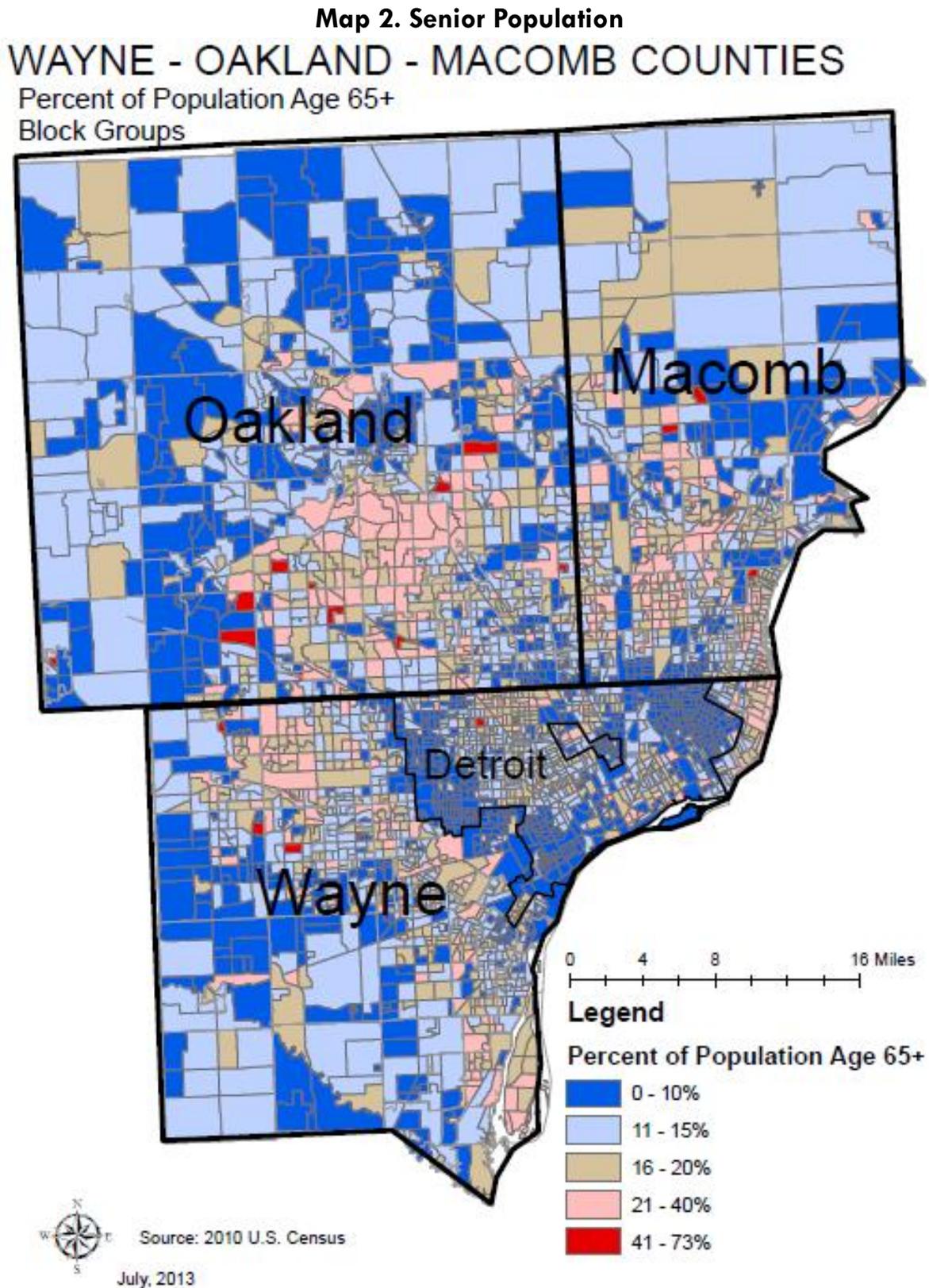
SMART provides service to the senior population in the tri-county area. Figure 3 breaks down the senior population by county with Detroit included in a separate category

**Figure 3.
Senior Population**



Data source for Figures 2 and 3:
United States Census 2010

Map 2 illustrates the disbursement of the senior population throughout Wayne, Oakland, and Macomb counties.

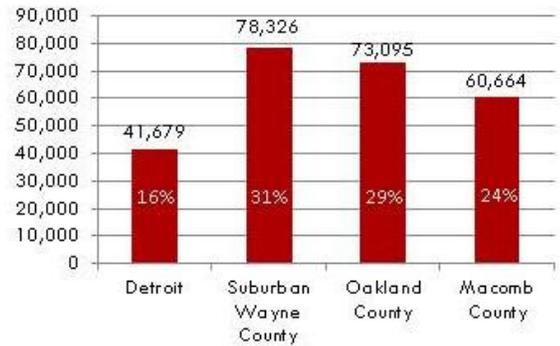


Veterans

In SMART’s service area there are 212,085 veterans. Some common transportation needs of veterans include trips across county lines, medical trips, and non-urgent appointments.

SMART provides service to the veteran population in Wayne, Oakland, and Macomb Counties. Figure 4 breaks down the veteran population by county with Detroit included in a separate category.

**Figure 4.
Veteran Population**

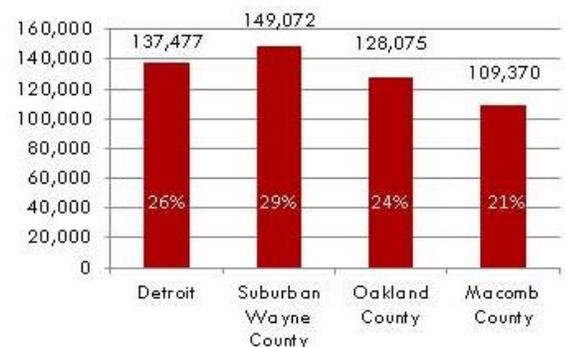


Individuals with Disabilities

In SMART’s service area there are 386,517 individuals with disabilities. Some common transportation needs of individuals with disabilities include same-day service trips, recurring education trips, and caregiver assistance.

SMART provides service to the disabled population in Wayne, Oakland, and Macomb Counties. Figure 5 breaks down the individuals with disabilities population by county with Detroit included in a separate category.

**Figure 5.
Individuals with Disabilities Population**

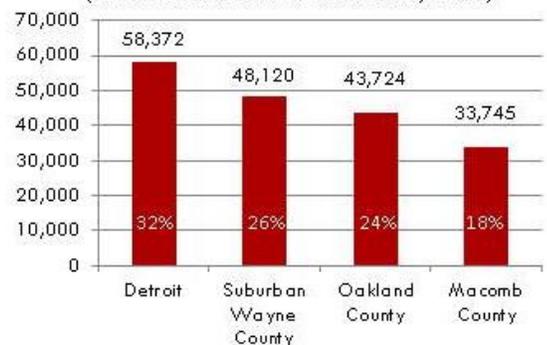


Individuals with a Low Income

In the SMART service area there are 321,449 individuals who live in poverty. Some common transportation needs of those who have a low income include recurring transportation trips to places of employment, to community resource centers, and to education or training centers.

SMART provides a valuable service to the low income worker population of Wayne, Oakland, and Macomb counties. Figure 6 illustrates the distribution of low income workers based on the county they live in with Detroit included as a separate category

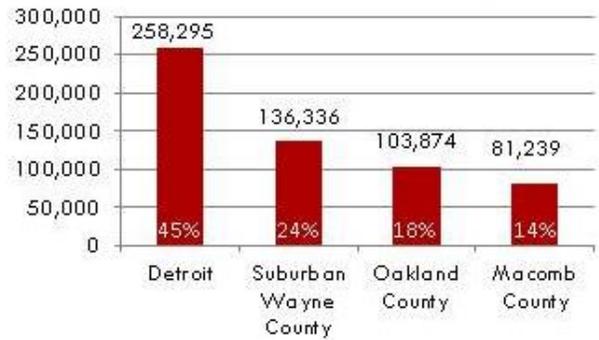
**Figure 6.
Low-Income Worker Population
(At or Below 150% of the Poverty Level)**



Data source for Figures 4-6: United States Census 2010 5-Year American Community Survey

Figure 7 displays the number of individuals who live in poverty separated by county with Detroit included as a separate category

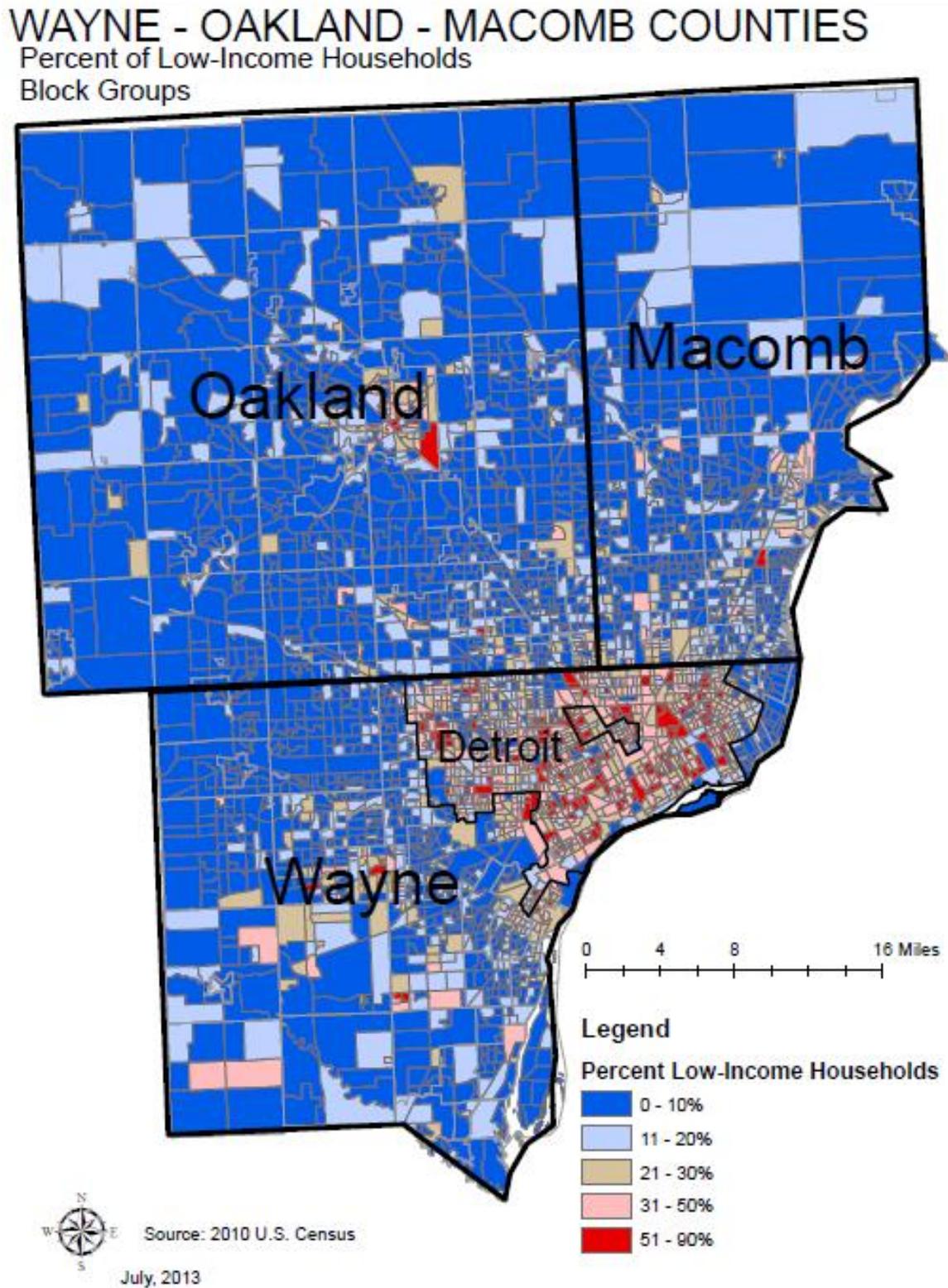
Figure 7.
Population of People Who Live in Poverty



Data source: 2010 5-year American Community Survey

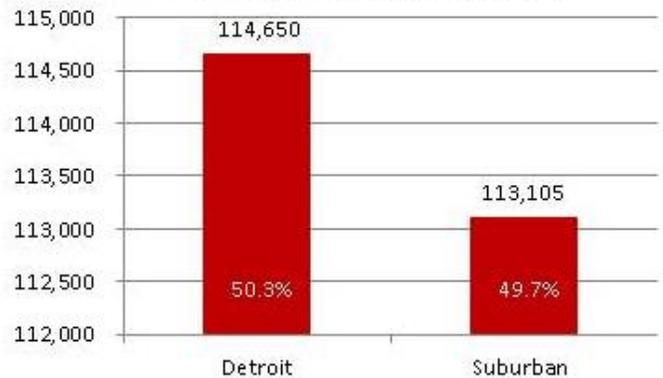
Map 3 depicts the percent of low-income households in Wayne, Oakland, and Macomb Counties.

Map 3. Low Income Households



SMART connects Detroit workers to suburban places of employment. According to the 2010 5-year American Community Survey 49.7 percent of the city’s workers are employed in a suburban community. Figure 8 illustrates where Detroit residents work.

**Figure 8.
Location of Employment
For Detroit Residents**



Data source: 2010 5-year American Community Survey

2.2 Summary of Current Coordination Efforts

SMART has several mechanisms in place to establish, and improve, coordination between service providers and human service agencies. The SMART Advisory Council (SAC) meets quarterly to discuss and advise SMART staff on transit issues as they relate to the concerns of individuals with disabilities and seniors. In addition to the SAC, SMART has a County Coordination Committee for Wayne, Oakland, and Macomb counties. SMART’s ombudspersons also serve as a valuable asset to local transportation coordination efforts.

2.3 Assessment of Available Services Provided

Almost all of the urbanized area of Southeast Michigan is served by a Specialized Service provider. A list of the SMART Community Partnership Program service providers with their contact information, hours of operation, and a description of the service they provide is included in **Appendix D**. Although the geographic coverage of Specialized Service providers is very good, the types of service they provide, their hours of operation, and their service area have some unmet needs. The sections that follow describe the most apparent needs.

Equipment

Almost all of the service providers can accommodate collapsible wheelchairs, and most have wheelchair lifts and tie downs. Only ambulance services have the staff and equipment to handle electric wheelchairs and passengers when the total weight exceeds 800 pounds.

Reservations

Most services require at least one day advance notice for rides. Some require up to six days advance notice, while others require two weeks advance notice for medical appointments. Although agencies need advance reservations in order to plan, and efficiently deploy vehicles, this requirement shifts the burden to the passenger for planning their trips. The rider must plan ahead for appointments and if an appointment is changed (e.g., change initiated by the doctor’s office) they may be unable to

reschedule the ride. Further, advance notice requirements are not conducive to the notion of spontaneous travel or travel based on a spontaneous decision.

Special Services

Almost all of the providers offer door-to-door service. Only a few offer door-through-door service. Only services whose clients have cognitive impairments offer escorts. There are relatively few services offering assistance in multiple languages (e.g. Spanish, Arabic, or American Sign Language).

Service Hours

With few exceptions, the publicly supported services operate during the day. Few begin service before 7a.m. and few extend service past 5p.m. Some offer special evening trips to events while others will have a late afternoon return trip from a medical facility. Services operating in the late afternoon and evening are usually dedicated services for a specific clientele and not the general public. For example, the veteran's hospital will take patients home late in the afternoon. Overnight and weekend hours are almost exclusively offered by private companies such as taxi cabs.

Service Area

Publicly supported Specialized Service providers usually operate within close proximity to their jurisdictional boundaries, thus limiting available destinations. Relatively few community-based services work cooperatively with one another to expand their service areas. Privately owned services, charging higher fares, have larger service areas, and are not bound by jurisdictional boundaries.

A detailed listing of service providers with their individual information can be found in **Appendix D**.

2.4 Assessment of Referral and Coordination

SMART coordinates special-need transportation throughout the region with its Connector service, Community Transit service, Section 5310 service, Specialized Service, ADA Paratransit service, and other services. A description of these services can be found on SMART's website, and for those who have a hearing impairment there is a TDD phone number (800) 624-3455. Customers who call SMART's toll free number (866) 962-5515 will be referred to the appropriate SMART fixed route service, Connector service, ADA paratransit service, or Community Transit service.

Community Ombudspersons and Community Partnership Program

SMART has three staff persons dedicated to establishing and maintaining relationships with the communities within the SMART service area as well as Specialized Service providers and Section 5310 sub-recipients in Wayne, Oakland, Macomb, and Monroe Counties. These staff persons are called Community Ombudspersons. A key task of the Community Ombudspersons is the administration of the Community Partnership Program (CPP). The CPP is a unique vehicle procurement program designed to help local communities acquire vehicles by using federal funds and revenue generated by county transportation millages. The CPP gives opt-in communities control of transit services that meet their specific needs. The community, rather than SMART, determines the type of service that will be provided. Residents in seventy-five communities receive service through this program.

CPP Coordination Plan

SMART requires each CPP provider to develop a Coordination Plan. The purpose of these plans is to ensure that transportation in the community is provided in the most efficient manner. SMART receives input of future transportation needs, and can continuously assess the services provided and how those services meet the changing needs of local citizens.

Specialized Services Program

SMART administers the Specialized Services Program for all communities within Wayne (excluding Detroit), Oakland, Macomb, and Monroe Counties regardless of whether they have opted into the SMART system. The Specialized Services Program is a statewide competitive program that allows private non-profit, private for-profit and local units of government to receive operating assistance for a community based transportation program whose primary interest is seniors and individuals with disabilities. SMART obtains input on local transportation needs through quarterly meetings of County Coordination Committees for each county.

United Way of Southeast Michigan

United Way of Southeast Michigan (UWSEM) sponsors a 211 information line that includes information on human and social services, as well as transportation. The information line operates 24 hours a day, seven days a week, and the information specialists are trained to help callers identify appropriate transportation services. The database used by 211 specialists includes information on special services such as foreign language, escorts, and door-through-door services as well as special equipment. Some of the 211 information specialists are multilingual.

Mobility Managers

A network of mobility managers (established by the Transportation to Work Coalition for Southeast Michigan) provides both a referral service and also coordinates routes. Although the Coalition was formed to provide free or low-cost transportation to work for low-wage workers, the Coalition also offers transportation to work for persons with disabilities. The Coalition's network of mobility managers place workers with disabilities on vehicles equipped with wheelchair lifts and tie downs. The mobility managers work with one another to ensure efficient use of vehicles and reasonable wait times/transfers for riders. Mobility managers also work with riders to secure third-party payment.

2.5 Assessment of Needs

Based on input from the stakeholder group, the needs assessment is organized into three categories: needs based on Trip Purpose, Specific Rider Needs (tied to the rider/not trip), and Coordination Needs (tied to providers). Trip Purpose encompasses all of those needs that are tied to the nature of the trip a rider may need. Specific Rider Needs contain all of those needs that individual riders may have in order to access and utilize transportation services. Coordination Needs include all of those needs that relate to improving the communication and cooperation between transportation providers.

Trip Purpose Trips across county lines

Passengers need trips across county lines, and service providers may not be able to meet this need due to jurisdictional limitations. Many service providers are restricted to transporting passengers within their jurisdiction. All SMART titled vehicles (which comprise a large percentage of the vehicles used for Specialized Services) cannot leave the limits of Wayne, Oakland, Macomb, and Monroe counties without a written inter-local agreement.

 Long-distance trips (>5 miles each way)

Many riders have lengthy commutes to medical appointments, employment, day programs etc. There is a need for service providers to provide long-distance trips to transport riders to their requested destinations; but they may jeopardize the availability of rides if utilized for lengthy round trips.

 Same-day service trips

Many riders need same-day service trips out of spontaneity for leisure activities, entertainment, social events, concerts, day programs, or shopping. Trips may be unplanned, non-regular, and non-urgent. Seniors often need same-day service to avoid driving in inclement weather. Currently most service providers require anywhere from 24 hours to 2 week's notice in order to accommodate riders' requests. There is a need for same-day service trips to be provided. Same-day trips are important to maintaining independence especially for seniors.

 "Urgent Care" transportation (Unplanned same day/low cost medical)

Riders need transportation to medical facilities for unforeseen illnesses such as colds, flu, physical injuries etc. These unplanned trips often end up with ambulance service, which is costly for the patient, and an unnecessary use of EMS transportation.

 Recurring employment trips

Low-income riders, as well as individuals with disabilities, are among those who rely on specialized transportation to get to employment on a regular basis. Many riders may not have access to a vehicle during the hours in which they work. Individuals with disabilities may not have access to a vehicle equipped to transport them to their place of employment.

 Community Resources trips (to/from homeless shelters, food banks, community service agencies) Other recurring and institutionally required non-medical trips

Low-income riders, veterans, and individuals with disabilities need transportation to and from homeless shelters, food banks, employment centers, social worker appointments, and other recurring and institutionally required non-medical trips. There is a need to ensure that bus routes come in proximity to these locations. Many riders do not have access to personal transportation, and do not have access to a transportation service that comes in proximity to community resource agencies.

Specific Rider Needs (tied to rider/not trip) Caregiver assistance

Riders with disabilities and seniors may need a caregiver to assist them with their transportation needs. Policies and requirements for caregiver assistance vary widely across the providers.

Door-through-door assistance

Seniors and individuals with disabilities need assistance getting from inside their house to the vehicle that is to transport them. Most service providers provide only curb-to-curb service due to a combination of funding constraints, liability concerns, and lack of training programs.

Fixed route travel training (for individuals who may be capable of riding fixed route buses)

Individuals with disabilities and seniors may be capable of riding fixed route buses, but are uneasy or unable to navigate the new routine on their own. Riders who may be capable could benefit from travel training so that they are properly equipped with the knowledge and skills needed to successfully ride a fixed route bus.

Additional capacity to book non-medical trips

There is great demand for non-medical trips and not enough capacity to meet every rider's request for service. The reservations for non-medical trips fill up quickly. An increase in the capacity to meet the demand for non-medical trips is needed.

Expanded service hours

Most service providers operate during weekdays during normal business hours. Riders need evening and weekend transportation to attend social events, travel to/from work, and attend after hours events. While it may be difficult for an individual provider to provide this service, coordination or cooperation could make a multi-agency or regional program practical.

Improve rider information on SMART's website or establish a regional internet resource that can be accessed by anyone at anytime; display information in Bobby approved or WAI certified format

Riders need easier access to information about bus schedules, the location of their bus, and what bus service they need. This information needs to be accessible to everyone, including individuals with disabilities.

Additional Accessibility

Riders with disabilities may need additional enhancements and amenities (e.g. audible notifications, visual cues, physical assistance devices) on vehicles, at stations/stops, and at community resource locations to aid in their use of transportation.

Equipment needs for Specialized Services including communication devices (driver-to-driver, and driver to dispatch calls), and the equipment to transport very large riders and their assistive devices

Drivers in most cases utilize cell phones for communication. There is a need for improved communication devices that are safe and reliable. Riders who utilize large assistive devices need buses to be equipped with the capability to support them and transport them safely.

Programs for persons with disabilities for whom English is not the first language

Riders who do not speak English fluently need assistance to use services successfully.

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- Single point of entry for transportation services (one call to access all of the information needed to secure a ride)

Riders need a one-stop shop for their transportation needs. The process of securing a ride needs to be simple and easy for the rider; to encourage ease of use. This can also benefit providers by creating multiple options for a most efficient and cost effective solution.

- Remote reservation capability from medical facilities

For certain types of medical appointments, riders sometimes do not know when their medical appointment will end or what condition they will be in. Depending on how they got to the facility, they may only need transportation from the medical facility. To address these issues, there is a need for riders to have the ability to secure a return ride from a medical facility in certain cases.

Coordination Needs (tied to providers)

- Expanded service areas and coordinated transfer of passengers

There is a need for service providers to expand their service area or coordinate with each other to provide extended range to riders where individual providers' service area expansion is not possible or practical.

- Best practices

In an effort to coordinate more efficiently, the stakeholder group identified a need to create a database that is easily accessible for service providers to store details and updates about industry best practices, including topics like door-through-door criteria, service standards, and training procedures.

- Shared service providers information

In an effort to coordinate more efficiently, and better match riders with providers, the stakeholder group identified a need to have access to a database that is comprehensive, interactive, and easily accessible for all providers and agencies to store detailed information about service providers in the region.

- Regional coordination

The service providers currently hold county-wide meetings, but the potential for new ideas, and enhanced coordination efforts, depends on communication not only across cities, but across counties as well.

- More support for alternate programs: i.e. volunteer driver programs

In order to provide the services that riders need, more support is needed for alternate programs such as volunteer driver programs. These programs can fill service gaps where existing services are deficient. This may include a need for financial incentives/assistance including insurance or mileage reimbursement.

- Improved understanding between social service and transportation-service agencies

There is a need for transportation service providers to communicate with social service agencies in order to provide more efficient and effective transportation services.

2.6 Unmet Needs (Gaps)

Since the 2009 CHSTP, SMART and the region’s human services transportation providers have invested millions of dollars in capital and operating funding toward meeting the needs addressed in this plan. While these efforts have provided services to thousands of riders each day, there is still work to be done. Derived from stakeholder input and an analysis of the past plan, the following list identifies the unmet needs and discusses the conditions surrounding the need. Solutions to these needs are addressed in section 4.3.

Trip Purpose Unmet Needs

- Long-distance trips (>5 miles each way)
SMART has invested in upgrading its scheduling system, including some funding from the FY 2011 Veterans Transportation and Community Living Initiative grant, that provides more technical capabilities for SMART Connector service to book multi-leg trips. Individually, long-distance trips are an incredible burden on the operating expense, and also the ability to book other riders on the same vehicle because they require more time (especially for round-trips) than shorter routes and are harder to combine with other trips. Breaking long trips into multiple smaller trips is slightly more inconvenient for the rider, but allows the services overall to be much more efficient. In addition, individual providers can better coordinate rider exchange points, and service areas to improve service efficiency and experience.
- Trips across county lines
This need/problem varies on a provider-to-provider basis, and is often driven by local decision-makers. In the case of a SMART-titled vehicle, it cannot leave the Wayne/Oakland/Macomb area regardless of local policies, unless there is an agreement with providers in surrounding counties that allow the deviation.
- Same-day service trips
Same-day trips are generally not provided because they require vehicles and staff to be on-call, which is a significant expense in an industry that is already under funded. Same-day trips could be possible in the future if current services are made more efficient (see coordination efforts) and additional funding is identified.
- “Urgent Care” Transportation (Unplanned same day/low cost medical)
These specialized same-day trips are generally not currently possible due to funding restraints of providers. However, the result of not having this service is that riders use ambulance service, costing them, and the insurance providers, significantly more than the cost of providing a small bus trip.
- Recurring employment trips
Due to the medical priority of many providers, recurring employment trips for riders that cannot utilize fixed-route service cannot be guaranteed a ride. JARC funding has greatly increased availability of these rides at the local provider level, but future funding is uncertain.

- Community resources trips (to/from homeless shelters, food banks, community service agencies)
While many of these locations are served by fixed-route or other services, there are many locations that are off the fixed route or difficult to access via demand-response service.
- Other recurring and institutionally required non-medical trips
Similar to employment trips, trips that are non-medical in nature are not prioritized over medical trips leading to a limited availability of such services. Additional funding and improvements that reduce or shift medical trips to other modes, such as through a volunteer driver program, could free up more space for providers to offer non-medical trips.

Specific Rider Unmet Needs (tied to rider/not trip)

- Caregiver assistance
Some providers have detailed, but differing, criteria for requiring a caregiver for certain riders. This inconsistency is problematic. In addition, for those who do not have a caregiver, and cannot afford one, there is a need for more volunteer caregiver programs.
- Door-through-door assistance
Many providers who do not offer this service face liability concerns from their elected officials, untrained drivers who are not aware of proper technique to physically assist riders, and nonexistent or inconsistent policies on who is eligible to receive this additional service.
- Additional capacity to book non-medical trips
Numerous riders have encountered difficulties reserving a ride for a non-medical trip. There is a need to increase the capacity to meet the demand for non-medical trips.
- Fixed route travel training (for individuals who may be capable of riding fixed route buses)
This is a program that has been used periodically in the past but has not been widely implemented in years. Every rider who can use fixed-route (even if only for some trips) is another seat available to someone who needs demand-response service.
- Expanded service hours
Funding constraints limit hours, but employment and educational trips can often be outside of the regular service window, limiting individuals' access to employment and training opportunities.
- Additional Accessibility
Although a vast majority of the region's demand response vehicles are lift-equipped, there are additional accessibility improvements that would make access to stations, stops, and vehicles easier for all riders, especially those with disabilities.
- Other Capital Investment
While purchase of replacement and expansion buses and vans has been the main focus of funding, other capital projects are critical to maintaining and increasing services and access to service for the populations discussed in this plan. Projects for demand-response providers such as communications equipment, vehicle storage facilities, computer equipment, and specialized assistance equipment (e.g. for very large riders and their assistive devices) are important to providing transportation services and should be considered for funding.

Limited English Proficiency (LEP)

Additional programs for persons with disabilities for whom English is not the first language could improve access to transportation in communities with large immigrant communities.

Medical Facilities/Trip Scheduling Interaction

Due to the nature of some medical trips the end time of treatment/appointments is often not certain, and depends on the physical state of the patient. Some providers coordinate with major medical providers but best practices and increased coordination is needed.

Coordination Unmet Needs (tied to providers)

Regional Coordination

Additional, regular coordination across the region's providers could be helpful in coordinating service. The stakeholders group that convened for the development of this plan could be expanded to include all providers and social services/human services agencies.

Support for Alternate Programs

Programs such as travel training, volunteer driver programs, volunteer caregiver programs, and other alternate programs that assist riders in navigating the transportation providers, and their services, are a low-cost way to get more rides out of current systems. One example of an alternate program is Programs to Educate all Cyclists' (PEAC) Active Transportation Initiative alternate program. This program provides targeted active transportation training for young adults between the ages of 15 and 26 who have mild to moderate cognitive impairments. The program includes several components. The pedestrian component teaches way-finding, safety, and awareness skills. The cycling component teaches students basic cycling skills and rules of the road. The fixed route and transit training focuses on teaching students the skills needed in order to access the fixed route system in their community.

Regional Information Accessibility ("One-Click" for riders and providers)

While providers attend coordination meetings, and share information informally, there is no regional database that provides consistent, "One-Click" information for riders (on providers' services, costs, policies) and providers (on policies, services and eligibility). This includes a need for easily accessible, updated "Best Practices" for use by providers in developing and providing services.

One-Call/One-Click Ride Reservations

While JARC, New Freedom and Veterans Transportation and Community Living Initiative grant funds have been used on mobility management staff and systems, the trip booking process can still be very complex. There is a need for more services, staff and systems that facilitate an easier trip experience.

Chapter 3: Strategies To Address Service Gaps and Unmet Needs

This section discusses strategies that will guide the selection of the most appropriate projects to meet the unmet needs identified. The strategies listed below are broad enough to allow providers flexibility for project design yet specific enough to guide the selection process. A prioritized list of these strategies can be found in section 4.3.

The strategies are grouped into two categories, short term and long term, based on the likely length of time for implementation. Short term strategies consist of those that could feasibly be implemented between six to twelve months once financial resources are available. Long term strategies are those that require a minimum of one year to implement due to planning, coordination, and design needed before funding could be requested and implemented. The strategies are further categorized based on which type of need they address: trip purpose, specific rider needs, and coordination needs. They then are divided into categories based on their implementation characteristics.

3.1 Short Term Strategies

Trip Purpose Needs

Service Improvements

- **Make transfers easier for riders by increasing their comfort level-** work with providers to identify safe and convenient transfer points throughout the study area
- **Identify opportunities to provide transportation across service area boundaries**
- **Provide same-day service or subsidized taxi service for seniors, veterans, low-income individuals, and individuals with disabilities**
- **Provide service for individuals where traditional van services are infeasible or inefficient (e.g., urgent care)-** develop volunteer driver programs, train volunteer drivers, provide reimbursement, and insurance coverage

Specific Rider Needs

Service improvements

- **Encourage/make it easier for riders who need assistance to utilize caregivers-** develop a volunteer caregiver program to coordinate volunteer care givers to ride along on routes. Develop best practices for volunteer caregiver guidelines.
- **Help locate transit routes and stops with better signage**
- **Increase capacity of non-medical trip service to meet demand**
- **Improve notification of arrival times**

- **Provide door-through-door service for people with chronic medical conditions e.g. visual impairments, multiple sclerosis, muscular dystrophy, and amputees**

☐ Alternative mobility and service options

- **Identify services for individuals who are unable to use traditional van service, including persons with specialized equipment needs-**provide service for individuals who are unable to use traditional van services
- **Provide mobility assistance to riders when needed-** create standard policy (including eligibility criteria) and provide mobility management staff support at SMART and/or other agencies to review and coordinate eligibility for door-through-door service.
- **Create travel training program-** provide mobility management staff support at SMART and /or other agencies to provide travel training

☐ Information Technology

- **Continue to seek out software upgrades for scheduling system that improves accessibility and supports one call/one click capabilities**

☐ Additional Accessibility

- **Fund projects that increase amenities for riders with disabilities on vehicles and at stations, stops and transfer points**

☐ Coordination Needs

☐ Information Technology

- **Implement web-based system that allows for the best practices of transportation providers to be stored and accessed**
- **Implement web-based system that allows for detailed information on transportation providers to be stored and accessed**

☐ Mobility Management

- **Create and maintain online “best practices and transportation providers” databases with Mobility Management staff support from SMART and/or other agencies**
- **Organize regional coordination meeting once a year**
- **Make it easier for seniors, veterans, individuals with low incomes and individuals with disabilities to find an appropriate ride and book the ride-** support one call/one click programs. Provide mobility management staff support at SMART, and other agencies, to coordinate transportation reservations with hospital staff, rehabilitation centers, dialysis centers and other medical staff.

3.2 Long Term Strategies

Trip Purpose Needs

Service improvements

- **Develop routes and services-** provide additional and/or more direct service to high traffic community resource centers.

Alternative Mobility and service options

- **Introduce employment flex-route service for employment centers located near routes at times when employees arrive/depart from these destinations-**add scheduled deviations to routes that can be altered to reach employment centers

Specific Rider Needs

Service improvements

- **Increase service hours to include more evening and weekend availability**
- **Improve accessibility for riders who speak English as a second language-**develop materials and policies that reflect predominant languages spoken in the service area.

Information technology

- **Web-posted information needs to be in accessible formats-** SMART and other providers' websites should include all relevant ADA transportation information as well as contacts to various services, in a format compatible with WAI certification standards.
- **Printed information needs to be available in alternative formats**

Coordination Needs

Information technology

- **Improve communications between transportation services-** Use technology (e.g. internet, blogs, e-surveys) to keep different agencies abreast of services and client needs.
- **Communicate and coordinate with different transportation agencies in area to provide short notice service**

Service improvements

- **Collaborate between human/social service providers with transportation-service providers**
- **Encourage transportation providers to work with case managers to include transit into client plans**

Chapter 4: Priorities for Implementation

4.1 Available Funding Programs

Federal Transit Law, as amended by Moving Ahead for Progress in the 21st Century (MAP-21), requires that projects selected for funding under the Enhanced Mobility of Seniors and Disabled (Section 5310) program be derived from a locally developed Coordinated Human Services Transportation Plan. This plan must include seniors, individuals with disabilities, transportation providers, and members of the public in the development and approval process. So as to make this plan relevant to any future funding programs, should they become available, additional populations (e.g. veterans, low income individuals) have been included in the plan.

Below is a summary of the available funding programs derived from the 5310 guidance circular published on June 6, 2014 and/or the FTA website.

- FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities.** This program “provides formula funding to states and designated recipients to improve mobility for seniors and individuals with disabilities.” The former New Freedom (Section 5317) funding program has been consolidated with Section 5310. Funds received from this program may be utilized for capital and operating expenses.
- FTA Section 5316 Job Access and Reverse Commute (JARC).** This program provides funding for projects that aim to improve access to transportation services to employment, and employment related activities, for welfare recipients and eligible low-income individuals, and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. JARC, as repealed by MAP-21, has been consolidated into the Urbanized Area Formula Grant (Section 5307) program for Large and Small Urbanized Areas. Non-urban (rural) areas can still apply for JARC funding through the Michigan Department of Transportation’s Bureau of Passenger Transportation. Funds received from this program may be utilized for capital.
- FTA Section 5317 New Freedom.** This program provides funding for projects that aim to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. New Freedom, as repealed by MAP-21, has been consolidated into the Enhanced Mobility of Seniors and Disabled (Section 5310) program. Non-urban (rural) areas can still apply for New Freedom funding through the Michigan Department of Transportation’s Bureau of Passenger Transportation. Funds received from this program may be utilized for capital and operating expenses.
- FTA Section 5309 Veterans Transportation and Community Living Initiative (VTCLI).** This program provides funding for projects that aim to make it easier for veterans, and their families, to learn about and arrange for local transportation services that connect them to work, education, health care, and other community services. This competitive funding program was available in fiscal year 2011 and fiscal year 2012. Though this funding program is not currently available, it may be offered again some time in the future.

- Other Funding Programs.** At the time of this update, MAP-21 is due to expire October 1, 2014. This expiration creates an opportunity for new funding legislation to be passed into law with a new set of funding programs. Should new funding programs become available, this plan is intended to provide the elements required of all available funding programs present or future.

The goal for SMART's Section 5310 program is to improve the mobility of seniors and individuals with disabilities by removing barriers to transportation services, and expanding the transportation mobility options available. In order to make this a reality, the Coordinated Plan identified the following objectives:

- To identify the unique, unmet transportation needs of seniors and persons with disabilities;
- To continue successful or introduce new projects that improve the mobility of seniors and persons with disabilities;
- To assess the referral and coordination of Specialized Service providers;
- To develop partnerships with human/social service agencies to improve transportation options for their clients.

The goal for SMART's JARC program is to improve access to transportation services to employment and employment related activities. In order to make this a reality, the Coordinated Plan identified the following objectives:

- To provide the safe, effective, and efficient delivery of public transportation services to low income individuals or welfare recipients for employment opportunities.
- To enhance transportation options to employment opportunities in suburban areas when traveling from outside the suburban area.
- To enhance coordination and consolidation of public transportation services in order to encourage the most efficient use of resources.
- To encourage the development, maintenance, improvement, and use of passenger transportation services.

4.2 Federal, State and Regional Goals, Policies, and Guidance

Federal Goals, Policies and Guidance

The goals of this Coordinated Human Services Transportation Plan that are informed by federal regulations and policies are:

- To ensure that the coordinated plan complies with MAP-21 requirements and meets the intent of the various funding programs provided by the FTA.
- To create a framework for which proposed projects that are to be funded by Section 5310 or other funding programs can be elicited, evaluated, and funded through a competitive selection process that is fair and equitable, well-advertised, and inclusive.
- To ensure that an analysis of service providers, assessment of unmet needs, the strategies identified to address unmet needs, and the prioritization of those strategies are derived from a concerted effort to have public involvement to the extent necessary in order to include public, private, and non-profit

transportation providers, human service providers, and other stakeholders representing individuals with disabilities, seniors, veterans, individuals with low income and the general public.

- To create a plan that will encourage coordination among service providers to most effectively, and efficiently, address the unmet needs of those who ride public transportation.
- To ensure that the plan is approved and adopted through a process that includes representatives of the populations the funding programs are intended to serve.

Regional Goals, Policies and Guidance

The goals of this Coordinated Human Services Transportation Plan that are informed by the region’s plan are:

- To ensure that projects selected build upon or introduce new opportunities for coordination so as to create the most efficient services that meet rider needs
- To ensure that the projects selected are contributing to the overall goal of reducing duplication of services.
- To ensure that equal weight is given for both proposals for new projects, and proposals for the expansion or continuation of existing projects.
- To give more weight to projects that address the highest prioritized needs and strategies.

4.3 Prioritized Needs and Strategies for Implementation

A list of prioritized needs, with the strategies to meet those needs, is located below. The needs are prioritized based on stakeholder input. They are divided into three groups: Trip Purpose Needs, Specific Rider Needs and Coordination Needs.

Priority	Trip Purpose Needs	Strategy
1	"Urgent Care" transportation (unplanned same day/low cost medical)	<ul style="list-style-type: none"> • Provide service for individuals where traditional van services are infeasible or inefficient (e.g., urgent care)
1	Community resources trips (to/from homeless shelters, food banks, community service agencies) Other recurring and institutionally required non-medical trips	<ul style="list-style-type: none"> • Develop routes and services-provide additional and/or more direct service to high traffic community resource centers
1	Same –day service trips	<ul style="list-style-type: none"> • Communicate and coordinate with different transportation agencies in area to provide short notice service • Provide same-day service or subsidized taxi service for seniors, veterans, low-income individuals and individuals with disabilities
2	Trips across county lines	<ul style="list-style-type: none"> • Identify opportunities to provide transportation across service area boundaries • Make transfers easier for riders by increasing their comfort level • Identify safe and convenient transfer points • Improve communications between transportation services
2	Long-distance trips (>5 miles each way)	<ul style="list-style-type: none"> • Make transfers easier for riders by increasing their comfort level • Identify safe and convenient transfer points • Improve communications between transportation services
3	Recurring employment trips	<ul style="list-style-type: none"> • Introduce employment flex-route service for employment centers located near routes at times when employees arrive/depart from these destinations

Priority	Specific Rider Needs (tied to rider/ not trip)	Strategy
1	Fixed route travel training (for individuals who may be capable of riding fixed route buses)	<ul style="list-style-type: none"> • Provide mobility assistance to riders when needed • Create travel training program • Help locate transit routes and stops with better signage • Improve notification of arrival times
2	Caregiver assistance	<ul style="list-style-type: none"> • Encourage/make it easier for riders who need assistance to utilize caregivers
2	Door-through-door assistance	<ul style="list-style-type: none"> • Provide door-through-door service for people with chronic medical conditions • Provide mobility assistance to riders when needed
2	Additional accessibility	<ul style="list-style-type: none"> • Fund projects that increase amenities for riders with disabilities on vehicles and at stations, stops and transfer points
3	Additional capacity to book non-medical trips	<ul style="list-style-type: none"> • Increase capacity of non-medical trip service to meet demand
3	Programs for persons with disabilities for whom English is not the first language.	<ul style="list-style-type: none"> • Improve accessibility for non-English speaking riders
3	Improve rider information on SMART's website or establish a regional internet resource that can be accessed by anyone at any time; display information in Bobby approved or WAI certified format	<ul style="list-style-type: none"> • Web-posted information needs to be in accessible formats • Printed information needs to be available in alternative formats
3	Equipment needs for Specialized Services including communication devices (driver-to-driver, and driver to dispatch calls) and the equipment to transport very large riders and their assistive devices	<ul style="list-style-type: none"> • Identify services for individuals who are unable to use traditional van service, including persons with specialized equipment needs
4	Remote reservation capability from medical facilities	<ul style="list-style-type: none"> • Continue to seek out software upgrades for scheduling system that improves accessibility and supports one call/one click capabilities
5	Expanded service hours	<ul style="list-style-type: none"> • Increase service hours to include more evening and weekend availability

Priority	Coordination Needs (tied to providers)	Strategy
1	Best practices	<ul style="list-style-type: none"> Implement web-based system that allows for the best practices of transportation providers to be stored and accessed
1	Shared service providers information	<ul style="list-style-type: none"> Implement web-based system that allows for detailed information on transportation providers to be stored and accessed
2	More support for alternate programs: i.e. volunteer driver programs	<ul style="list-style-type: none"> Invest in and develop volunteer driver program Train volunteer drivers Provide reimbursement and insurance coverage
2	Regional coordination	<ul style="list-style-type: none"> Organize regional coordination meeting once a year Communicate and coordinate with different transportation agencies in area to provide short notice service
3	Expanded service areas and coordinated transfer of passengers	<ul style="list-style-type: none"> Make transfers easier for riders by increasing their comfort level Improve communications between transportation services
4	Single point of entry for transportation services (one call to access all of the information needed to secure a ride)	<ul style="list-style-type: none"> Make it easier for seniors, veterans, individuals with low incomes and individuals with disabilities to find an appropriate ride and book the ride
5	Improved understanding between social service and transportation-service agencies	<ul style="list-style-type: none"> Collaborate between human/social service providers with transportation-service providers Encourage transportation providers to work with case managers to include transit into client plans

4.4 Implementation Policies

The RTA receives an apportionment of FTA Section 5310 funds based on a formula that considers the number of seniors and individuals with disabilities in the Detroit UZA compared to all UZAs across the country. The RTA has a process where it solicits requests from the transit agencies (FTA direct recipients) for funding needs each fiscal year to consider and determine the distribution of 5310 funds to the four direct recipients: SMART, DDOT, DTC, and Ann Arbor Area Transportation Authority. During this process, SMART uses anticipated needs and past/current projects to determine the appropriate amount and categories of funding to request. At this time, if SMART desires funding for any SMART-specific projects (including administration costs), it calls them out separately on the list for RTA approval. This is to ensure a transparent, unbiased approval process for SMART use of 5310 funds, outside of the SMART selection process for subrecipients. The remainder of the funds requested and approved is then to be distributed to subrecipients by SMART based on the process outlined below and in SMART’s Program Management Plan (PMP). The approved funding level will be included in SMART’s TIP.

Once the funding level is approved by the RTA, SMART will issue a Call for Projects (CFP) that will solicit project funding requests from eligible agencies across the SMART 5310 area (Oakland, Macomb, and Wayne Counties except the City of Detroit). A review team led by SMART staff will review the applications for completeness, assess the eligibility and capability of the applicant to carry out the project successfully (while meeting all Federal requirements), and determine the appropriate scale of each project compared to the requested funding amount. At least one person from the Finance Department will be included as a member of the review team. If the resulting project list exceeds the funding available for that project type, SMART will employ the prioritization list found in the PMP to determine which projects will be approved. Applying the RTA approved funding levels for each project category to the approved applications, SMART will create a draft Program of Projects (POP) which will be presented for public input at a public meeting. The proposed POP will then be presented to SMART’s Board for adoption. SMART will submit the approved POP to the FTA for grant award.

The funding requested and approved by the RTA to SMART for Fiscal Years 2013 and 2014 can be found in Figure 9. These two years worth of approved funding will be available in the first CFP.

Figure 9. FY 2013-FY 2014 SMART 5310 Funds Approved by the RTA

		Funding Split %	Total Budget	Federal Share	Local/State Share	Anticipated Match Funding Source
Available to Subrecipients						
“Traditional” 5310 Capital	Replacement/Expansion Paratransit Vehicles	80/20	\$3,725,000	\$2,980,000	\$745,000	State
	Other 5310 Capital Projects	80/20	250,000	200,000	50,000	State
New Freedom Projects	New Freedom Capital	80/20	100,000	80,000	20,000	State
	New Freedom Other MM	80/20	400,000	320,000	80,000	State
	New Freedom Operating	50/50	3,000,000	1,500,000	1,500,000	Local
SMART-Specific						
	SMART 5310 Administration	100/0	50,000	50,000	0	N/A
	SMART NF MM	80/20	675,000	540,000	135,000	State

Glossary

AAATA: Ann Arbor Area Transportation Authority

Ann Arbor Area Transportation Authority (AAATA): This is a public transportation agency that serves the greater Ann Arbor and Ypsilanti area.

ADA: Americans with Disabilities Act

Americans with Disabilities Act (ADA)

The federal act designed to remove barriers to employment, school, housing, health care, transportation, and other services for persons with disabilities.

Bobby Approved

Bobby is a Web-based tool that analyzes Web pages for their accessibility to people with disabilities. Bobby's mission of expanding opportunities for people with disabilities through the innovative uses of computer technology is based on the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI) and Section 508 guidelines from the Architectural and Transportation Barriers Compliance Board (Access Board) of the U.S. Federal Government.

CPP: Community Partnership Program

Community Partnership Program (CPP)

A program created by SMART to increase transportation at the community level. With financial and technical support from SMART, communities can design and provide transportation service to meet local needs. The community performs the transit functions that it can fill most efficiently, and SMART provides complementary service and support.

Coordination Plan

This plan is the product of the quarterly meetings that are required of each county coordination committee.

DDOT: Detroit Department of Transportation

Detroit Department of Transportation (DDOT)

This is a City of Detroit department that provides transit and paratransit services to its residents.

Designated Recipient

An entity designated by the governor of a state, responsible local officials, and publicly owned operators of public transportation, to receive and apportion amounts under 49 U.S.C. 5336 to urbanized areas of 200,000 or more in population; or a state or regional authority, if the authority is responsible under the laws of a state for a capital project and for financing and directly providing public transportation.

Direct Recipient

An entity that receives funding directly from the FTA.

DTC: Detroit Transportation Corporation

Detroit Transportation Corporation (DTC)

This is a City of Detroit department that provides transit services. DTC operates a fully automated fixed-guideway system that provides service on a 2.9-mile loop in the Detroit central business district. Their hours of service are: Monday–Thursday 6:30am to Midnight, Friday 6:30am to 2am, Saturday 9am to 2am, Sunday Noon to Midnight. Only one station (Grand Circus Park) is not accessible by wheelchair. This station is currently under renovation and will be accessible by January 2015.

FHWA: Federal Highway Administration

Federal Highway Administration (FHWA)

A branch of the U.S. Department of Transportation (USDOT) that administers the Federal aid Highway Program and provides financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

FTA: Federal Transit Administration

Federal Transit Administration (FTA)

This agency is the branch of the U.S. Department of Transportation responsible for administering federal transit programs.

JARC: Job Access Reverse Commute

Job Access Reverse Commute (JARC)

The goal of the Job Access and Reverse Commute program (JARC) is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non urbanized areas to suburban employment opportunities. Toward this goal, the Federal Transit Administration provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals, and of reverse commuters regardless of income. The program requires coordination of federally-assisted programs and services in order to make the most efficient use of federal resources.

MAP-21: Moving Ahead for Progress in the 21st Century

MAP-21

President Obama signed this legislation into law on July 6, 2012. Over \$105 billion have been allotted to fund surface transportation programs for fiscal years 2013 and 2014.

MPO: Metropolitan Planning Organization

Metropolitan Planning Organization (MPO)

An organization designated by the governor and local-elected officials as the agency responsible, along with the state, for transportation planning in urbanized areas. The organization serves as a forum for cooperative decision making by local-elected officials. The Southeast Michigan Council of Governments (SEMCOG) is the designated MPO for the seven-county Southeast Michigan region, which includes Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne Counties.

New Freedom

President Bush announced the New Freedom Initiative on February 1, 2001, as part of a nationwide effort to remove barriers to community living for people with disabilities. The New Freedom Initiative is a comprehensive plan that represents an important step in working to ensure that all Americans have the opportunity to learn and develop skills, engage in productive work, make choices about their daily lives and participate fully in community life.

SAFETEA-LU: Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users

Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFTEA-LU)

The federal law authorizing federal-aid highway and transit programs as approved on August 10, 2005. This transportation bill was preceded by the Intermodal Surface Transportation Efficiency Act of 1991 and Transportation Equity Act for the 21st Century of 1998.

SEMCOG: Southeast Michigan Council of Governments

Southeast Michigan Council of Governments (SEMCOG)

The Southeast Michigan Council of Governments is a regional planning partnership accountable to member local governments in Southeast Michigan. SEMCOG's membership includes counties, cities, villages, townships, intermediate school districts, public universities, and community colleges in Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne Counties.

SMART: Suburban Mobility Authority for Regional Transportation

Suburban Mobility Authority for Regional Transportation (SMART)

A public agency providing transit services for communities within Macomb, Monroe, Oakland, and Wayne Counties. These communities support SMART's services with voter-approved financial assistance.

TDD: Telecommunication Device for the Deaf

Telecommunication Device for the Deaf

This is an electronic device for text communication via a telephone line, used when one or more of the parties have hearing or speech difficulties. Other names for TDD include TTY (telephone typewriter or teletypewriter.)

UZA: Urbanized Area

Urbanized Area (UZA)

Areas defined by the US Census Bureau as an area with a population over 200,000 and a density of at least 1,000 inhabitants per square mile.

WAI: Web Accessibility Initiative

Web Accessibility Initiative (WAI)

This initiative is commitment promoting a high degree of usability for people with disabilities. The WAI, in partnership with organizations around the world, pursues accessibility of the Web through five primary activities:

SMART CHSTP

- ensuring that core technologies of the Web support accessibility;
- developing guidelines for Web content, user agents, and authoring tools;
- facilitating development of evaluation and repair tools for accessibility;
- conducting education and outreach; and
- coordinating with research and development that can affect future accessibility of the Web.

Appendices

Appendix A

SMART

Coordinated Human Services Transportation Plan

Stakeholder Meeting

7/8/14

Meeting No.1

<u>Name</u>	<u>Organization</u>
Ian Holme	SMART
Jeff White	Richmond Lenox EMS
Tony Vinson	SMART
Laura Rios	Macomb County Veteran Services
Sue Fickau	St. Clair Shores
Lauren Baker	Disability Network Oakland and Macomb
Melissa Hightower	SMART
Mary Ellen Randall	Dearborn
Elizabeth Horvat	Programs to Educate All Cyclists
Ashley Jones	Programs to Educate All Cyclists
Sue Pilon	Downriver Community Conference
Fred Barbret	SMART
Daniel Whitehouse	SMART
Jay Gardiner	SMART
Robert Cramer	SMART
Theresa McArleton	Berkley
Renee Cortright	Older Persons Commission
Steve Brown	SMART
Cornelius Henry	Detroit Transportation Corporation
Michael Patten	SMART

Appendix B

SMART
Coordinated Human Services Transportation Plan
Stakeholder Meeting
9/9/14
Meeting No. 2

<u>Name</u>	<u>Organization</u>
Ian Holme	SMART
Jeff White	SMART
Madonna Van Fossen	SMART
Lauren Baker	Disability Network for Oakland and Macomb
Robert Cramer	SMART
Jay Gardiner	SMART
Cornelius Henry	Detroit Transportation Corporation
Laura Padalino	Programs to Educate All Cyclists
John Waterman	Programs to Educate All Cyclists
Fred Barbret	SMART
Michael Patten	SMART

Appendix C

SMART Advisory Council September 19, 2014 - Minutes

Buhl Building
SMART Board Room, 6th Floor
535 Griswold St.
Detroit, MI 48226

The meeting was called to order by Chairman James Cole. A quorum was established.

Motion was made and seconded to approve the agenda with the following additions: an item presented by Beth Gibbons, and an item presented by Clark Charnetski. Agenda was approved as changed.

Motion was made and seconded to approve the June 20, 2014 minutes. Motion passed.

Those in attendance introduced themselves.

PUBLIC PARTICIPATION

PEAC participants shared how travel training has improved their lives. Travel training for people with cognitive disabilities is the equivalent of a lift-equipped bus for those with physical disabilities. PEAC is leading the field in training students with intellectual disabilities to safely and independently use public transportation and ride bicycles safely.

On another matter, when a driver passes up someone at a bus stop, the passenger should register a formal complaint and keep track of the complaint number for any follow-up.

When scheduling a ride, a driver can be informed of the use of a mobility aid or service animal but not the specific type of disability due to the health information privacy laws.

Now that there are SMART vehicles of different colors, it was suggested that the SMART logo should be more prominently displayed on the outside of the buses.

SERVICE UPDATES – J. Fetzer

Since passage of the millage, the first priority is replacing old vehicles. Other improvements will be bus stop shelters, trash receptacles and benches. Later, additional bus service is a possibility. It is not known if there will be additional service in Detroit because Detroit taxes do not fund SMART.

SMART has received 38 of the 40 buses from DDOT – all will be refurbished before hitting the road.

SMART CHSTP

STATUS OF SMALL BUS RIDERSHIP PRIVILEGES SUSPENSION POLICY – D. Whitehouse

Most are first-time violations. No-shows are dealt with more harshly than late cancels. Phone line problems have been fixed for the nightly call-outs and arrival notifications. Please keep track of how long before the bus comes on arrival notifications and inform Tony Vinson because that process is being fine-tuned.

COMMITTEE REPORT ON ADA AND CONNECTOR RIDERSHIP GUIDELINES – M. Patten

Michael Patten will provide SAC voting members with a printed copy of recommendations prior to the next meeting.

COORDINATED HUMAN SERVICES-PUBLIC TRANSPORTATION PLAN – I. Holme

The 2009 Plan is being updated due to legislative changes, demographic changes, service provider changes and new grant programs. Ian Holme will email the plan to the SAC voting members. Feedback is needed by September 29, 2014. This is a critical document in order to get essential funding.

LOCATION OF BUS STOPS AT METRO AIRPORT– C. Charnetski

It has been proposed that the SMART bus stop be moved to the ground transportation level and that the Ann Arbor Air Ride stop be kept on the international arrivals level.

MEDIA OUTREACH – B. Gibbons

Ideas for bus posters, on-line ads and other media outreach concerning SMART are welcome. SAC members' feedback is appreciated.

ONLINE SCHEDULING PRESENTATION – D. Whitehouse

Due to the heavy agenda today, this presentation will be moved to the December 12 meeting.

OLD BUSINESS

Union representatives from both SMART Fixed Route and Small Bus are always invited to SAC meetings.

COUNCIL MEMBERS BUSINESS

When a low-floor ramp is malfunctioning, the driver should manually assist a passenger who is in a wheelchair.

Drivers are not always using all 4 tie down straps when securing a wheelchair. Drivers are trained to use all four, but if a wheelchair is larger than the standard size, a minimum of 3 straps may only be possible and MUST be secured. Maintenance will be asked to check that straps are working on all buses. It was suggested that security cameras be directed on the wheelchair area.

Bus Tracker is available so passengers can check the real-time arrival of a bus. Eventually all bus stop signs will display the stop I.D and where to text. The stop I.D. is also available on-line.

The Troy bus station will be opening by the end of the year.

A suggestion was made to have automated announcements on fixed routes include all major intersections and transfer points as well as announcing the name of a street when a bus is making a turn. A motion was made and seconded that SMART management take this under consideration. Motion passed.

ANNOUNCEMENTS

Michael Patten's job title has changed from ADA Coordinator to ADA Program Manager.

NEXT MEETING - Friday, December 12, 2014 - 9:00 a.m., Buhl Bldg., 6th floor, SMART Boardroom.

Appendix D

COMMUNITY PARTNERSHIP PROGRAM - WAYNE

Service Provider: City of Allen Park - Senior Center.
Address: 15800 White, Allen Park, MI 48101
Reservation Phone Number: (313) 928-0770
Reservation Hours: M-F 8:30am - 4:30pm
Email Address: anapolitano@cityofallenpark.org
Website Address: www.cityofallenpark.org
Office Phone #: (313) 928-0770
Office Hours: M-F 8:30am - 4:30pm
Service Description
Transportation Services Provided: Monday, Wednesday, Friday, Medical appointments, Banking, Shopping, Tuesday and Thursday program activities at the center.
Service Area: City of Allen Park- 3 mile radius outside of city.
Service Hours: 8:30am - 4:30pm
Trip Reservation Requirements: Call day before or 2 weeks in advance. If regular trips are required inform the operator.
One-Way Fare: \$1.50
Assistance Provided: Arm's length assistance.
Wheelchair Accessible: Yes
Eligibility Requirements: Allen Park residents ages 50+ and general public.

Service Provider: City of Dearborn Senior Services
Address: 15801 Michigan Avenue Dearborn 48126
Reservation Phone Number: (313) 943-4083
Reservation Hours: 8:30am - 2:00 pm
Email Address: mrandall@ci.dearborn.mi.us
Website Address: <http://www.dearbornfordcenter.com/seniors/>
Office Phone #: (313) 943-3342
Office Hours: 8:30am - 3:00pm
Service Description
Transportation Services Provided: Banking & Drugstores - Tuesday
Grocery shopping - Thursday
Medical Visits are a priority on all days
Service Area: City of Dearborn
Service Hours: 9:00am to 3:30pm
Trip Reservation Requirements: Call a minimum of 4 days or more in advance for all reservations
One-Way Fare: \$1.00
Assistance Provided: No
Wheelchair Accessible: Yes
Eligibility Requirements: Ages 60+, Dearborn residents

Service Provider: **City of Dearborn Heights**
Address: 1801 North Beech Daly
Reservation Phone Number: Berwyn Ctr (313) 791-3550,
Eaton Ctr (313) 277-7765
Reservation Hours: Berwyn Ctr. 9:00am - 4:00pm Monday - Thursday
Eaton Ctr. 9:00am - 4:00pm Thursday
Email Address: berwyn@ci.dearborn-heights.mi.us
eton@ci.dearborn-heights.mi.us
Website Address: www.ci.dearborn-heights.mi.us (Under Parks & Recreation)
Office Phone #: (313) 791-3550 Berwyn / (313) 277-7765 Eaton
Office Hours: 9:00am - 4:00pm

Service Description

Transportation Services Provided: Recreational planned trips (only) Twice a week.
Service Area: City of Dearborn Heights and within tri county area and Monroe.
Service Hours: Vary - Depending on trip
Trip Reservation Requirements: Call within trip reservation time schedule. Monthly trip calendars can be picked up at centers.
One-Way Fare: Charge for trip expenses, no charge for transportation.
Assistance Provided: Yes
Wheelchair Accessible: Yes
Eligibility Requirements: Dearborn Heights residents and general public.

Service Provider: **Ecorse Senior Center**
Address: 4072 W. Jefferson Ave. Ecorse, MI 48229
Reservation Phone Number: (313) 382-3305
Reservation Hours: 8:00am - 4:00pm
Email Address: N/A
Website Address: N/A
Office Phone #: (313) 382-3305
Office Hours: 8:00am - 4:00pm

Service Description

Transportation Services Provided: Free transportation service provided to seniors 55 and over residing in the city of Ecorse and general public.
Service Area: Ecorse, Downriver area and some areas in Detroit
Service Hours: Monday, Wednesday and Friday- 1st pick-up at 8:00a.m. and the last pickup at 12:30 p.m.
Trip Reservation Requirements: Call in advance with scheduled Doctor appointment date and time.
One-Way Fare: \$0.00
Assistance Provided: Transporting dialysis patients to and from Doctor appointments
Wheelchair Accessible: Yes
Eligibility Requirements: Ecorse residents and general public

Service Provider: **Highland Park - Peoples Community Services**
Address: 240 Leigh St. Detroit, MI 48209
Reservation Phone Number: 313-365-1718
Reservation Hours: Mon - Tues: 10:00 a.m. – 3:00 p.m.
Email Address: N/A
Website Address: N/A

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Office Phone #: 313-365-6260
Office Hours: 8:30 a.m. – 4:30 p.m.
Service Description
Transportation Services Provided: SMART - Services by Community
Service Area: City of Highland Park and designated areas of Detroit
Service Hours: M, W, TH, 8:30 a.m. – 2:00 p.m.
Clinic Runs - Tues 8:30a.m.
Trip Reservation Requirements: Call to reserve trip 24 hours in advance
One-Way Fare: No Charge
Assistance Provided: N/A
Wheelchair Accessible: Yes
Eligibility Requirements: Residents of Highland Park

Service Provider: **Lincoln Park Senior Center**
Address: 3250 Ferris
Reservation Phone Number: (313) 386-1817
Reservation Hours: 9:00 a.m. - 3:00p.m.
Email Address: dcook@citylp.com
Website Address: N/A
Office Phone #: (313) 386-1817
Office Hours: 9:00 a.m. - 3:00 p.m.

Service Description
Transportation Services Provided: Handicapped access. Van
Service Area: 3 Zones
Service Hours: 9:00 a.m. - 3:00 p.m.
Trip Reservation Requirements: At least 24 hours notice
One-Way Fare: \$3.00 and up
Assistance Provided: Curb to Curb
Wheelchair Accessible: Yes
Eligibility Requirements: Ages 60+ or unable to drive.

Service Provider: **City of Melvindale**
Address: 3100 Oakwood Boulevard
Reservation Phone Number: (313) 914-2178
Reservation Hours: M-F 9:00am - 3:00 pm
Email Address: seniors@melvindale.org
Website Address: www.melvindale.org
Office Phone #: (313) 429-1089
Office Hours: M-F 9:00am - 3:00pm
Service Description
Transportation Services Provided: Senior Demand responsive curb to curb service in the City of Melvindale and surrounding communities. This service is for seniors 55 and over and persons with disabilities.
Service Area: City of Melvindale and within 5 miles
Service Hours: M-F 9:00am - 3:00pm

Trip Reservation Requirements: 2-day advance notice
 One-Way Fare: \$15 membership per year. \$1.00 per trip for all others.
 Assistance Provided: Yes, arm's length assistance
 Wheelchair Accessible: Yes
 Eligibility Requirements: Residents of Melvindale and general public

Service Provider: **Nankin Transit**
 Address: 37137 Marquette - Westland, MI 48185
 Reservation Phone Number: (734) 729-2710
 Reservation Hours: 9:00am - 3:30pm
 Email Address: N/A
 Website Address: N/A
 Office Phone #: (734) 729-2720
 Office Hours: 6:00am - 5:30pm

Service Description

Transportation Services Provided: Transportation for seniors and persons with disabilities.
 Service Area: Garden City, Wayne, Westland and Inkster
 Service Hours: 8:15am - 4:45pm
 Trip Reservation Requirements: Call 2 days in advance for medical trips, non-medical trips call 1 business day in advance.
 One-Way Fare: \$1.00
 Assistance Provided: Yes, on or off the bus within arm's length. Aides ride free if needed.
 Wheelchair Accessible: Yes
 Eligibility Requirements: Ages 55+ and over, live within boundaries of Garden City, Westland, Wayne and Inkster. Physically and/or mentally challenged.

Service Provider: **Pointe Area Assisted Transportation**
 Address: 20665 Old Homestead - Harper Woods, MI 48225
 Reservation Phone Number: (313) 343-2580
 Reservation Hours: 7:30 a.m. - 5:00 p.m.
 Email Address: N/A
 Website Address: N/A
 Office Phone #: (313) 343-2580
 Office Hours: 7:00 a.m. - 5:00 p.m.

Service Description

Transportation Services Provided: Door to Door transportation Service
 Service Area: Grosse Pointes and Harper Woods
 Service Hours: 7:30 a.m. - 4:30 p.m.
 Trip Reservation Requirements: 36-hour advance reservation
 One-Way Fare: \$1.00-\$2.50 depending upon location
 Assistance Provided: Yes
 Wheelchair Accessible: Yes
 Eligibility Requirements: Seniors ages 60+ and physically challenged residents

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Service Provider: **Redford Connector**
Address: 12200 Beech Daly- Redford Township 48230
Reservation Phone Number: (313) 387-2770
Reservation Hours: 8:30am - 3:30pm
Email Address: mbell@redfordtwp.com
Website Address: www.redfordtwp.com
Office Phone #: (313) 387-2770
Office Hours: 8:30 a.m. - 3:30 p.m.

Service Description

Transportation Services Provided: Seniors 62 and older and physically challenged individuals, available for shopping, medical visits and leisure trips.
Service Area: Redford Township, also Botsford St. Marys and Garden City hospitals
Service Hours: 8:30 a.m. – 3:30 p.m.
Trip Reservation Requirements: 2 Business Days Advance Notice
One-Way Fare: Adults \$2.00, Seniors \$1.00 (Township seniors free)
Assistance Provided: No. Aide required if in wheelchair – No charge for aide
Wheelchair Accessible: Yes
Eligibility Requirements: Travel within Redford Township only

Service Provider: **City of River Rouge
River Rouge Shuttle Bus**
Address: 10600 W. Jefferson - River Rouge, MI.
Reservation Phone Number: Senior Center - (313) 842-3360
City Hall - (313) 842-4203.
Reservation Hours: Senior Center - 9:00am-2:00pm
City Hall - 8:30am - 5:00pm.
Email Address: N/A
Website Address: N/A
Office Phone #: Senior Center - (313) 842-3360
City Hall - (313) 842-4203.
Office Hours: Senior Center - 9:00 a.m. - 1:00 p.m.
City Hall - 8:30 a.m. - 5:00 p.m.

Service Description

Transportation Services Provided: Shopping Trips, Medical Trips and Leisure Trips for seniors and persons with disabilities.
Service Area: River Rouge and downriver area or as needed if available.
Service Hours: 7:30 a.m. – 1:30 p.m.
Trip Reservation Requirements: Call 24 – 48 hours in advance
One-Way Fare: \$0.00
Assistance Provided: Arm's length assistance
Wheelchair Accessible: Yes
Eligibility Requirements: River Rouge residents, seniors and persons with disabilities and general public.

Service Provider: **City of Riverview - Downriver Cab**
Address: 1100 Biddle, Wyandotte, MI 48192
Reservation Phone Number: (734) 282-2222
Reservation Hours: Monday - Saturday 9:00 a.m. - 5:00 p.m.
Website Address: www.cityofriverview.com
Office Phone #: (734) 281-4219
Office Hours: 9:00 a.m. - 5:00 p.m.
Service Description
Transportation Services Provided: Taxicab service available for seniors and persons with disabilities
Service Area: Boundaries Vreeland (south), Northline Rd. (north) Telegraph (west) Jefferson (east)
Service Hours: 9:00 a.m. - 5:00 p.m.
Trip Reservation Requirements: 24-hour advance notice recommended
One-Way Fare: \$4.00 each way
Assistance Provided: No
Wheelchair Accessible: No
Eligibility Requirements: Sign up at Riverview recreation, Seniors 60 and over. Persons with disabilities.

Service Provider: **Southgate Senior Center**
Address: 14700 Reaume Pwky.
Reservation Phone Number: (734) 258-3066
Reservation Hours: Monday - Thursday 8:00 a.m. - 4:00 p.m.
Email Address: lsmith@ci.southgate.mi.us
Website Address: www.southgate-mi.org
Office Phone #: (734) 258-3066
Office Hours: Monday - Thursday 8:00 a.m. - 4:00 p.m.
Service Description
Transportation Services Provided: Medical, shopping, senior center fitness center adult ed.
Service Area: City of Southgate (with medical and shopping trips outside of service are as available)
Service Hours: 8:00 a.m. - 3:00 p.m.
Trip Reservation Requirements: Southgate residents
One-Way Fare: \$0.50
Assistance Provided: Limited assistance provided.
Wheelchair Accessible: Yes
Eligibility Requirements: Seniors ages 60+ and persons with disabilities

Service Provider: **City of Taylor - Ford Senior Center**
Address: 6750 Troy - Taylor, MI 48180
Reservation Phone Number: (313) 291-7740
Reservation Hours: 8:00 a.m. - 4:00 p.m.
Email Address: N/A
Website Address: www.cityoftaylor.com/seniors
Office Phone #: (313) 291-7740
Office Hours: 8:00 a.m. - 4:00 p.m.
Service Description

Email Address: recreation@wyan.org
 Website Address: Wyandotte.net
 Office Phone #: (734) 324-7292 (for further information)
 Office Hours: Monday-Friday 8:00 a.m. - 5:00 p.m.
Service Description
 Transportation Services Provided: Medical, shopping, banking and leisure
 Service Area: Detroit River to Dix, Southfield to Pennsylvania
 Service Hours: 8:30 a.m. - 1:30 p.m.
 Trip Reservation Requirements: 48 hour notice
 One-Way Fare: \$1.00
 Assistance Provided: No
 Wheelchair Accessible: Yes
 Eligibility Requirements: Wyandotte residents ages 60+ and persons with disabilities.

City of Wyandotte - Trinity Transportation
 Secondary Service Provider:
 Address:
 Reservation Phone Number: Wyandotte Cab - (734) 282-2222
 Downriver Cab – (734) 283-8383
 Reservation Hours: No advance notice required
 Email Address: recreation@wyan.org
 Website Address: N/A
 Office Phone #: (734) 324-7292 (for further information)
 Office Hours: 24 hours, 7 days per week.
Service Description
 Transportation Services Provided: Medical, shopping, banking and leisure
 Service Area: Call Trinity for service area.
 Service Hours: 9:00 a.m. - 1:30 p.m.
 Trip Reservation Requirements: 24 hour notice
 One-Way Fare: \$1.75 (Minimum purchase at any time is 10 tokens). Tokens available at Wyandotte Recreation Center. M – F 8:00 a.m. – 5:00 p.m. Monthly maximum token purchase is 40 tokens.
 Assistance Provided: No
 Wheelchair Accessible: Yes (with additional fees)
 Eligibility Requirements: Wyandotte residents ages 60+ and persons with disabilities.

COMMUNITY PARTNERSHIP PROGRAM - OAKLAND

Service Provider: **Auburn Hills Senior Center**
Address: 1827 N. Squirrel Road, Auburn Hills, MI 48326
Reservation Phone Number: (248) 370-9353
Reservation Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.
Email Address: mleonard@auburnhills.org
Website Address: www.auburnhills.org
Office Phone #: (248) 370-9353
Office Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.
Service Description
Transportation Services Provided: Advanced Reservation, Curb to Curb.
Service Area: 5 Mile radius outside of Auburn Hills.
Service Hours: Monday - Friday 8:00 a.m. - 3:00 p.m.
Trip Reservation Requirements: 1 day advance by 10:00 a.m.
One-Way Fare: \$2.00 donation for seniors
\$3.00 under 60 years of age.
Assistance Provided: Yes, on or off vehicle only.
Wheelchair Accessible: Yes
Eligibility Requirements: Resident of Auburn Hills, age 60+, permanently disabled of any age

Service Provider: **Berkley Parks & Recreation Department**
Address: 2400 Robina, Berkley, MI 48072
Reservation Phone# (248) 658-3470
Reservation Hours: Monday - Friday 9:00 a.m. - 11:30 a.m.
Email Address: tcolwell@berkleymich.net
Website Address: <http://www.berkleymich.org/web/VanService2.asp>
Office Phone #: Contact: (248) 658-3470 Tom Colwell
Office Hours: Monday - Friday 8:30 a.m. - 5:00 p.m.
Service Description
Transportation Services Provided: Fixed route, shopping trips, door to door, advanced reservation.
Service Area: Boundaries: North-16 Mile Road; South-8 Mile Road; East-Dequindre; West-Lahser.
Service Hours: Monday - Friday 8:30 a.m. - 4:30 p.m., some evenings for special.
Trip Reservation Requirements: 2 day notice.
One-Way Fare: Suggested donation \$2.00
Assistance Provided: Yes
Wheelchair Accessible: Yes
Eligibility Requirements: Ages 50+ and retired, disabled.

Service Provider: **Birmingham Area Seniors Coordinating Council (BASCC)**
Address: 2121 Midvale Street, Birmingham, MI 48009.
Reservation Phone Number: (248) 203-5270
Reservation Hours: Monday - Friday 9:00 a.m. - 4:00 p.m.
Email Address: info@bascc.org
Website Address: www.BASCC.org

Office Phone #: (248) 203-5270
 Office Hours: Monday - Friday 9:00 a.m. - 4:00 p.m.
Service Description
 Transportation Services Provided: Advanced reservation required, door-to-door.
 Service Area: Beverly Hills, Birmingham, Bingham Farms, and Franklin.
 Service Hours: Monday - Friday 8:30 a.m. - 4:00 p.m.
 Trip Reservation Requirements: 3 days advance reservation.
 One-Way Fare: \$2.00 donation
 Round-Trip Fare: \$3.00 donation
 Assistance Provided: Yes
 Wheelchair Accessible: Yes
 Eligibility Requirements: Seniors ages 55+ and disabled adults of Beverly Hills, Birmingham, Bingham Farms, and Franklin

Service Provider: **Bloomfield Township Senior Services**
 Address: 7273 Wing Lake Road.
 Reservation Phone Number: (248) 723-3500
 Reservation Hours: M-F 12:00pm - 4:00pm
 Email Address: dkolkmeyer@bloomfieldtwp.org
 Website Address: www.bloomfieldtwp.org
 Office Phone #: (248) 723-3500
 Office Hours: M-F 8:00am - 4:00pm
Service Description
 Transportation Services Provided: Medical transportation, Door to Door, Advanced Reservation.
 Service Area: 8 mile radius from the townships & the city.
 Service Hours: M-F 8:00am - 5:00pm
 Trip Reservation Requirements: Approved application on file then a minimum 3 days advance notice
 One-Way Fare: 25% co-pay of round trip cost
 Assistance Provided: Yes
 Wheelchair Accessible: Yes
 Eligibility Requirements: Bloomfield Hills and Bloomfield Township senior residents 60+, with application & eligibility requirements

Service Provider: **Clawson Senior Center**
 Address: 509 Fisher Court, Clawson, MI 48017
 Reservation Phone Number: (248) 583-6700
 Reservation Hours: Monday through Thursday 8:00am - 12:30pm
 Email Address: kleenhouts@cityofclawson.com
 Website Address: www.cityofclawson.com
 Office Phone #: (248) 583-6700
 Office Hours: Monday through Thursday 8:00am - 3:30pm, Friday 8 - Noon
Service Description
 Services Provided: Advanced reservation, door-to-door.
 Service Area: South Blvd. to 9 Mile, Telegraph to Van Dyke (Medical appt. only \$5 round trip). All others Long Lake to 11 Mile, Southfield to Ryan Rd.

SMART CHSTP

Service Hours: Monday through Thursday 7:30am - 3:00pm, Friday 8 - Noon
Trip Reservation Requirements: One-week advance notice.
One-Way Fare: Donations accepted.
Assistance Provided: Yes
Wheelchair Accessible: Yes
Eligibility Requirements: Ages 55+ or older or disabled

Service Provider: **Farmington Hills Senior Division**
Address: 28600 Eleven Mile Road
Reservation Phone Number: (248) 473-1864
Reservation Hours: M-F 8:00am - 4:00pm
Email Address: N/A
Website Address: www.ci.farmington-hills.mi.us
Office Phone #: (248) 473-1864
Office Hours: M-F 7:30am - 4:00pm

Service Description

Transportation Services Provided: Curb to Curb, Advanced Reservation, Standing Orders
Service Area: 10 Mile Radius Outside Municipal Boundaries
Service Hours: M-F 8:30 a.m. – 3:30 p.m.
Trip Reservation Requirements: 3 Days Advance Notice / Based on Availability
One-Way Fare: \$2.00 each way
Assistance Provided: Yes - Entering and Exiting Vehicle Only
Wheelchair Accessible: Yes
Eligibility Requirements: Residents of Farmington & Farmington Hills, 55 years or older or disabled of any age with ADA Certification

Service Provider: **City of Ferndale**
Address: 1201 Livernois
Reservation Phone Number: (248) 867-2742
Reservation Hours: M-Th 10:00am - 2:00pm
Email Address: N/A
Website Address: N/A
Office Phone #: (248) 867-2742
Office Hours: M-Th 10:00am - 3:00pm

Service Description

Transportation Services Provided: Curb to Curb, Advanced Reservations
Service Area: City limits + 5 mile radius outside
Service Hours: M-F 9:00am - 4:00pm
Trip Reservation Requirements: Minimum 2-day advance notice
One-Way Fare: \$2.00 each way
Assistance Provided: Yes (At the curb)
Wheelchair Accessible: Yes
Eligibility Requirements: Any resident of the City of Ferndale

Service Provider: **Hazel Park Recreation Center**
Address: 620 West Woodward Heights
Reservation Phone Number: (248) 546-4093

Reservation Hours: M-F 8:30am - 1:30pm
 Email Address: hpreccen@yahoo.com
 Website Address: N/A
 Office Phone #: (248) 546-4093
 Office Hours: M-F 10am-3pm
Service Description
 Transportation Services Provided: Monthly standing orders
 Service Area: Curb to Curb, Advanced Reservation City limits and 7 mile radius outside city.
 Service Hours: M-F 8:30am - 3:30pm
 Trip Reservation Requirements: 2-day advance notice
 One-Way Fare: \$1.00
 Assistance Provided: Yes
 Wheelchair Accessible: Yes
 Eligibility Requirements: Age 60+, Hazel Park resident and physically handicapped all ages

Service Provider:
Address: Hazel Park Recreation Center
 620 West Woodward Heights
Reservation Phone Number: (248) 546-4093
Reservation Hours: M-F 8:30am - 1:30pm
Email Address: hpreccen@yahoo.com
Website Address: N/A
Office Phone #: (248) 546-4093
Office Hours: M-F 10am-3pm
Service Description
 Transportation Services Provided: Monthly standing orders
 Service Area: Curb to Curb, Advanced Reservation City limits and 7 mile radius outside city.
 Service Hours: M-F 8:30am - 3:30pm
 Trip Reservation Requirements: 2-day advance notice
 One-Way Fare: \$1.00
 Assistance Provided: Yes
 Wheelchair Accessible: Yes
 Eligibility Requirements: Age 60+, Hazel Park resident and physically handicapped all ages

Service Provider:
Address: Madison Heights Senior Center
 29448 John R. Road, Madison Heights, MI
Reservation Phone Number: (248) 545-3464
Reservation Hours: M-F 9:00am - 4:30pm (answering machine after hours)
Email Address: leefedel@ci.madison-heights.mi.us
Website Address: www.madison-heights.org
Office Phone #: N/A
Office Hours: M - F 9:00am - 4:30pm
Service Description
 Transportation Services Provided: Curb to curb, advanced reservation
 Service Area: 7 mile radius outside of city.
 Service Hours: M - F 9:00am - 4:30pm

SMART CHSTP

Trip Reservation Requirements: 24-hour notice
One-Way Fare: \$2.50 each way for medical appointments going out of Madison Heights; \$1.00 each way for all other trips
Assistance Provided: Yes.
Wheelchair Accessible: Yes
Eligibility Requirements: Madison Heights residents, age 55+ or disabled of any age.

Service Provider: **Madison Heights Senior Center**
Address: 29448 John R. Road, Madison Heights, MI
Reservation Phone Number: (248) 545-3464
Reservation Hours: M-F 9:00am - 4:30pm (answering machine after hours)
Email Address: leefedel@ci.madison-heights.mi.us
Website Address: www.madison-heights.org
Office Phone #: N/A
Office Hours: M - F 9:00am - 4:30pm

Service Description

Transportation Services Provided: Curb to curb, advanced reservation
Service Area: 7 mile radius outside of city.
Service Hours: M - F 9:00am - 4:30pm
Trip Reservation Requirements: 24-hour notice
One-Way Fare: \$2.50 each way for medical appointments going out of Madison Heights; \$1.00 each way for all other trips
Assistance Provided: Yes.
Wheelchair Accessible: Yes
Eligibility Requirements: Madison Heights residents, age 55+ or disabled of any age.

Service Provider: **Oak Park Recreation**
Address: 14300 Oak Park Blvd., Oak Park, MI
Reservation Phone Number: (248) 691-7575
Reservation Hours: M-F 8:00am - 5:00pm
Email Address: senior@ci.oak-park.mi.us
Website Address: N/A
Office Phone #: (248) 691-7577
Office Hours: Monday - Thursday 8:00 a.m. - 5:00 p.m.

Service Description

Transportation Services Provided: Same day if possible, curb to curb, advanced reservation
Service Area and Hours: Medical: Locations within an 8 mile radius of Oak Park
Monday, Wednesday, and Thursday 8:00am-2:00pm

Errands:

Local Business Only Thursday 9:00am - 2:00pm

Community Center: Monday - Thursday

Home Pick-up 8:30am Return Home: 12:30pm

Trip Reservation Requirements: As soon as possible, at least 72 hours notice
One-Way Fare: Medical: \$4.00 round trip / \$3.00 one way Errands: \$2.00 round trip Community Center: \$1.00 round trip / \$0.75 one way
Assistance Provided: Yes
Wheelchair Accessible: Yes

Eligibility Requirements:	Ages 55+ and disabled.
Service Provider:	City of Pleasant Ridge
Address:	4 Ridge Road, Pleasant Ridge, MI 48069
Reservation Phone Number:	(248) 542-7322
Reservation Hours:	Monday - Thursday 6:00 a.m. - 9:00 p.m. Friday 6:00 a.m. – 6:00 p.m.
Email Address:	recreation@cityofpleasantridge.org
Website Address:	www.cityofpleasantridge.org
Office Phone #:	(248) 542-7322
Office Hours:	Monday - Thursday 6a.m. - 9p.m. Friday 6a.m. - 6p.m.
Service Description	
Transportation Services Provided:	Fixed loop trolley service
Service Area:	Cities of Pleasant Ridge, Ferndale, and Royal Oak
Service Hours:	Friday and Saturday 12:00 p.m. - 12:00 a.m.
Trip Reservation Requirements:	None
One-Way Fare:	Free
Assistance Provided:	Yes
Wheelchair Accessible:	Yes
Eligibility Requirements:	Open to the general public
Service Provider:	City of Royal Oak
Address:	3500 Marais, Royal Oak, MI 48068
Reservation Phone Number:	(248) 246-3914, (248) 246-3900 for return trip home
Reservation Hours:	Monday - Friday 9:30 am. - 12:30 p.m.
Email Address:	N/A
Website Address:	www.ci.royal-oak.mi.us
Office Phone #:	(248) 246-3900
Office Hours:	Monday - Friday 9:15 a.m. - 4:30 p.m.
Service Description	
Transportation Services Provided:	Advanced reservation, door to door, standing order (medical related)
Service Area:	7 mile radius outside of city limits Includes South to Nine Mile Road, North to Fifteen Mile Road, West to Southfield Road and East to Stephenson Hwy.
Service Hours:	Monday - Friday 9:00 a.m. - 4:00 p.m.
Trip Reservation Requirements:	2 week to 24-hours advance notice
One-Way Fare:	\$2.00/\$3.00 round trip
Assistance Provided:	Yes
Wheelchair Accessible:	Yes
Eligibility Requirements:	Ages 60+ or disabled residents.
Service Provider:	Royal Oak Township - Fannie Adams Transportation
Address:	21075 Wyoming
Reservation Phone Number:	(248) 547-9800 ext. 225
Reservation Hours:	Monday - Friday 8:00 a.m. – 3:00 p.m.
Email Address:	N/A
Website Address:	N/A
Office Phone #:	(248) 547-9800 ext. 225
Office Hours:	Monday - Thursday 8:00 a.m. - 4:30 p.m.

Service Description

Transportation Services Provided: Curb to curb, advanced reservation
Service Area: 8 mile radius outside of city
Service Hours: Monday - Friday 8:30 a.m. - 4:00 p.m.
Trip Reservation Requirements: 2-day advance notice
One-Way Fare: \$3.00
Assistance Provided: Yes
Wheelchair Accessible: Yes
Eligibility Requirements: Persons age 55 and over, disabled persons age 18 years and older and low income residents.

Service Provider:

Transportation of Southfield Seniors (TOSS)

Address: 24350 Civic Center Drive, Southfield, MI 48034
Reservation Phone Number: (248) 796-4658
Reservation Hours: Monday - Friday 9:00am - 2:00pm
Email Address: nmessina@cityofsouthfield.com
Website Address: <http://www.cityofsouthfield.com/>
Office Phone #: (248) 796-4650
Office Hours: Monday - Friday 8:00 a.m. - 4:00 p.m.

Service Description

Transportation Services Provided: Door-to-door, advance reservation
Service Area: Municipal boundaries and the communities that border Southfield
Service Hours: Monday - Friday 8:00 a.m. - 4:00 p.m.
Trip Reservation Requirements: 2 weeks advance notice
One-Way Fare: \$2.50 suggested donation
Assistance Provided: No
Wheelchair Accessible: Yes
Eligibility Requirements: Residents of Southfield ages 55+ and physically handicapped of any age.

Service Provider:

Troy Medi-Go Plus

Address: 3179 Livernois, Troy, MI 48083
Reservation Phone Number: (248) 457-1100
Reservation Hours: Monday - Friday 9:00 a.m. - 4:00 p.m.(Voicemail after hours)
Email Address: bmfadden@smartbus.org
Website Address: N/A
Office Phone #: (248) 457-1100
Office Hours: Monday - Friday 9:00 a.m. - 4:00 p.m.

Service Description

Services Provided: Door to Door, Advanced Reservation
Service Area: 11 Mile South, Mound East, Southfield West, University Road North
Service Hours: Monday - Friday 8:30 a.m. - 4:00 p.m.
Trip Reservation Requirements: Medical (1-14 days in advance) 7 days advance - Community Center
One-Way Fare: \$2.00
Assistance Provided: Yes
Wheelchair Accessible: Yes
Eligibility Requirements: Seniors(Over 60) & person with disabilities age 18 and older

Service Provider: **City of Walled Lake**
 Address: City Hall 1499 E. West Maple Rd. Walled Lake, MI 48390
 Reservation Phone Number: (248) 624-4847
 Reservation Hours: 8:30am - 5:00pm
 Email Address: cityhall@walledlake.com
 Website Address: www.walledlake.com
 Office Phone #: (248) 624-4847
 Office Hours: 8:30am - 5:00pm

Service Description

Transportation Services Provided: Curb to Curb transportation Service Shopping Shuttle Service
 Service Area: Service in and around the City of Walled Lake
 Service Hours: 9:00 a.m. - 4:00 p.m. Monday - Friday 10:00 a.m. - 1:00 p.m. Saturday Shuttle
 Trip Reservation Requirements: 2 days – 4 weeks advance reservation
 One-Way Fare: \$1.00 each way and free inside the city. Please have correct change with you
 Assistance Provided: N/A
 Wheelchair Accessible: Yes
 Eligibility Requirements:

Service Provider: **West Bloomfield Parks and Recreation**
 Address: 4640 Walnut Lake, W. Bloomfield, MI 48323
 Reservation Phone Number: (248) 706-2411
 Reservation Hours: Monday-Friday(except major holidays) 8:30 a.m. - 12:30 p.m. or 24 hour voicemail available
 Email Address: N/A
 Website Address: www.westbloomfieldparks.org
 Office Phone #: (248) 706-2411
 Office Hours: Monday - Friday(except major holidays) 8:30 a.m. - 12:30 p.m. or 24 hour voicemail available

Service Description

Transportation Services Provided: Door-to-door
 Service Area: Medical Transports: West Bloomfield and up to 6 miles outside of the township.
 Non-Medical Transports: West Bloomfield and up to 1 mile outside of the township.
 Service Hours: Monday - Friday(except major holidays) 8:15 a.m. - 4:00 p.m.
 Trip Reservation Requirements: Medical Transports may be scheduled up to 4 weeks in advance.
 Non-Medical Transports may be scheduled up to 2 weeks in advance.
 One-Way Fare: \$2.00 each way
 Assistance Provided: Yes - Door-to-door, personal assistance not provided
 Wheelchair Accessible: Yes
 Eligibility Requirements: West Bloomfield Township Residents who are senior citizens, age 55 and over, and all person with a disability.

COMMUNITY PARTNERSHIP PROGRAM - MACOMB

Service Provider: **West Bloomfield Parks and Recreation**
Address: 4640 Walnut Lake, W. Bloomfield, MI 48323
Reservation Phone Number: (248) 706-2411
Reservation Hours: Monday-Friday(except major holidays) 8:30 a.m. - 12:30 p.m. or 24 hour voicemail available
Email Address: N/A
Website Address: www.westbloomfieldparks.org
Office Phone #: (248) 706-2411
Office Hours: Monday - Friday(except major holidays) 8:30 a.m. - 12:30 p.m. or 24 hour voicemail available

Service Description

Transportation Services Provided: Door-to-door
Service Area: Medical Transports: West Bloomfield and up to 6 miles outside of the township.
Non-Medical Transports: West Bloomfield and up to 1 mile outside of the township.
Service Hours: Monday - Friday(except major holidays) 8:15 a.m. - 4:00 p.m.
Trip Reservation Requirements:

Medical Transports may be scheduled up to 4 weeks in advance.
Non-Medical Transports may be scheduled up to 2 weeks in advance.
One-Way Fare: \$2.00 each way
Assistance Provided: Yes - Door-to-door, personal assistance not provided
Wheelchair Accessible: Yes
Eligibility Requirements: West Bloomfield Township Residents who are senior citizens, age 55 and over, and all person with a disability.

Service Provider: **STAR Transportation**
Address: 361 Morton Street
Reservation Phone Number: (586) 752-9010
Reservation Hours: 8:30 a.m. - 2:30 p.m.
Email Address: N/A
Website Address: <http://rwbparksrec.org/>
Office Phone #: (586) 752-9010
Office Hours: 8:30 a.m. - 4:00 p.m.

Service Description

Transportation Services Provided: All requests in service area plus medical appointments up to 5 miles outside of service area.
Service Area: The Twp. of Bruce and Washington and the Village of Romeo.
Service Hours: 8:30 a.m. - 4:00 p.m.
Trip Reservation Requirements: At least 24 hours in advance depend upon availability.
One-Way Fare: \$0.00
Assistance Provided: Door-to-Door.
Wheelchair Accessible: Yes
Eligibility Requirements: Residents of the Twp. Of Bruce and Washington and the Village of Romeo. Ages 60+ or disabled

Service Provider: City of Warren Department of Parks and Recreation
Address: 5440 Arden - Warren, MI 48092
Reservation Phone Number: (586) 268-0551
Reservation Hours: 7:30 a.m. - 3:00 p.m.
Email Address: N/A
Website Address: N/A
Office Phone #: (586) 268-0551
Office Hours: 7:30 a.m. - 3:00 p.m.
Service Description
Transportation Services Provided: Curb-to-Curb
Service Area: Warren, Center Line and one mile outside the City limits (of Warren).
Service Hours: 8:00 a.m. - 3:00 p.m.
Trip Reservation Requirements: One week notice for doctor appointments and two days notice for all others.
One-Way Fare: \$4.00 donation for medical appointments
 \$2.00 donation for all others.
Assistance Provided: No
Wheelchair Accessible: Yes
Eligibility Requirements: Senior Citizen (ages 55+) and disabled.

Service Provider: Clinton Township Senior Adult Life Center
Address: 40730 Romeo Plank Road
Reservation Phone Number: (586) 286-9476
Reservation Hours: M-F 8:30 a.m. - 12:30 p.m.
Email Address: dispatch@clintontownship-mi.gov
Website Address: www.clintontownship-mi.gov/seniors
Office Phone #: (586) 286-9333 After hours emergency number: (586) 468-0577 (Medstar)
Office Hours: 8:30 a.m. - 4:30 p.m.
Service Description: Curb-to-curb senior, handicapped and disabled bus transportation for residents of Clinton Township.
Transportation Services Provided: Grocery, errands, Dr. Apts., Hair Appointments, Senior Housing group outings to errands, etc.
Service Area: Clinton Township
Service Hours: 9:00 a.m. - 4:00 p.m.
Trip Reservation Requirements: 24-hours requested in advance.
One-Way Fare: \$1.00, 1 SMART bus ticket or Clinton Twp. issued bus pass
Clinton Twp. Bus Pass Info: Jessica Holden, Twp. Supervisors Office (586)723-8093
Assistance Provided: Curb-to-Curb Service ONLY.
Wheelchair Accessible: Yes
Eligibility Requirements: Senior, Handicapped, Disabled.

Service Provider: Recreation Authority of Roseville and Eastpointe
Address: 18185 Sycamore St. Roseville
Reservation Phone Number: (586) 445-5085
Reservation Hours: M-F 9:00am - 2:00pm
Email Address: N/A
Website Address: www.cityofeastpointe.net

SMART CHSTP

Office Phone #:	(586) 445-5480
Office Hours:	M-F 8:30 a.m. - 4:30 p.m.
Service Description	
Transportation Services Provided:	Medical appointments, groceries, salon, visit family and friends
Service Area:	South: Eight Mile, North: Fifteen Mile, East: Jefferson, West: Hoover and St. John Hospital- Moross & Mack
Service Hours:	M-F 8:30 a.m. - 3:30 p.m.
Reservation Requirements:	Doctor's: up to four week's notice Grocery/salons: up to one week's notice All other trips: one day
One-Way Fare:	\$1.00
Assistance Provided:	Curb-to-Curb, caregiver rides at no charge
Wheelchair Accessible:	Yes
Eligibility Requirements:	Older adults age 55+ and people with disabilities
Service Provider:	City of Fraser
Address:	34935 Hidden Pine Drive, Fraser MI 48026
Reservation Phone Number:	1-586-294-4611
Reservation Hours:	9:00 a.m. - 3:00 p.m.
Email Address:	N/A
Website Address:	N/A
Office Phone #:	1-586-296-8483
Office Hours:	8:00 a.m. - 4:30 p.m.
Service Description	
Transportation Services Provided:	Van service for elderly and disabled
Service Area:	City of Fraser and destinations within 10 miles of the city limits
Service Hours:	M-F 9:00am - 4:00pm
Trip Reservation Requirements:	Request 2-day notice
One-Way Fare:	\$0.00 within city limits \$0.50 within a five mile radius of the city \$1.00 within a ten mile radius of the city
Assistance Provided:	Curb-to-Curb
Wheelchair Accessible:	Yes
Eligibility Requirements:	Resident, 55 and over or disabled and unable to drive.
Service Provider:	Harrison Township Dial-A-Ride
Address:	26980 Ballard, Harrison Township, MI 48045
Reservation Phone Number:	(586) 466-1497
Reservation Hours:	M-F 8:30 a.m. - 3:00 p.m.
Email Address:	N/A
Website Address:	www.harrison-township.org
Office Phone #:	(586) 466-1497
Office Hours:	M-F 8:30 a.m. - 3:00 p.m.
Service Description	
Transportation Services Provided:	Dial-a-Ride, Shopping Shuttle on Tuesdays & Thursday, and a summer Beach Shuttle
Service Area:	Harrison Township - 10 Mile Radius
Service Hours:	M-F 9:30 a.m. - 3:30 p.m.
Trip Reservation Requirements:	48 Hours Advance Notice
One-Way Fare:	\$0.00

Assistance Provided: Curb to Curb
 Wheelchair Accessible: Yes
 Eligibility Requirements: Age 60+, Resident of Harrison Township and Handicapped

Service Provider: **Mount Clemens Community Transportation**
Address: 1 Crocker Boulevard, Mount Clemens, MI 48043
Reservation Phone Number: (586) 469-7433
Reservation Hours: Monday - Friday 6:00 a.m. - 5:15 p.m.
Email Address: tmurphy@cityofmountclemens.com
Website Address: www.cityofmountclemens.com
Office Phone #: (586) 469-6876
Office Hours: Monday - Friday 7:30 a.m. - 4:00 p.m.

Service Description

Transportation Services Provided: Curb to curb, site to site and parking shuttle
Service Area: City limits of Mount Clemens and contiguous parts of Clinton and Harrison Township
Service Hours: Monday - Friday 6:00 a.m. - 5:15 p.m. Saturday 10:00 a.m. - 2:00 p.m.
Trip Reservation Requirements: ASAP or an hour and half for appointments, advance reservation required for Saturday
One-Way Fare: \$1.00 Senior and disabled
 \$1.50 Students
 \$2.00 Full fare
 Free - children under 5 accompanied by an adult
 Free - an aide to those with proof of disabilities Shuttle Faire:
 \$2.00 for the round trip
Assistance Provided: Elbow Assist
Wheelchair Accessible: Yes
Eligibility Requirements: Service available to all those traveling within our service area.

Service Provider: **Charter Township of Shelby**
Address: 51670 Van Dyke
Reservation Phone Number: (586) 739-7540
Reservation Hours: 8:30 a.m. - 5:00 p.m.
Email Address: seniors@shelbytwp.org
Website Address: <http://www.shelbytwp.org>
Office Phone #: (586) 739-7540
Office Hours: 8:30 a.m. - 5:00 p.m.
Service Description
Transportation Services Provided: N/A
Service Area: Group Trips: Tuesdays: Walmart/Lakeside, Friday's: Meijer
 Individual Appointments:
 Medical Needs: Shelby Twp., City of Utica, Henry-Ford Lakeside, St. Joseph-Clinton, Beaumont-Troy and Crittenton Hospitals. Personal Needs: Shelby Township and City of Utica
Service Hours: Monday - Friday 9:00 a.m. - 4:30 p.m.
Trip Reservation Requirements: At least one day, but no more than one calendar week in

One-Way Fare: \$0.50
Assistance Provided: Curb-to-Curb
Wheelchair Accessible: Yes
Eligibility Requirements: 50 years of age and resident of Shelby Township or City of Utica

Service Provider: **City of St. Clair Shores/Parks & Recreation/Senior Activities Center**
Address: 20000 Stephens, St. Clair Shores, MI 48080
Reservation Phone Number: (586) 498-2331
Reservation Hours: 9:00 a.m. - 4:00 p.m.
Email Address: fickaus@scsmi.net
Website Address: <http://stclairshores.net>
Office Phone #: (586) 445-0996
Office Hours: 8:30 a.m. - 4:00 p.m.

Service Description
Transportation Services Provided: One-way and round trip on four vehicles. Taxi rider user subsidy for seniors and handicapped with identification card obtained from Parks and Recreation. For more information call (586) 445-0996.

Service Area: St. Clair Shores, medical in surrounding communities, Eastland, Macomb Mall, Meijer (Roseville). Approved points of service for medical; William Beaumont, Kresge Eye Center, Harper Hospital.

Service Hours: Monday - Friday 9:00 a.m. - 4: 00 p.m.
Saturday 9:00 a.m. - 1:00 p.m.

Trip Reservation Requirements: Up to two weeks in advance for medical appointments; one day minimum for shopping and other trips.

One-Way Fare: \$1.00 each way
Assistance Provided: Elbow assistance on and off vehicle; curb to curb pickup
Wheelchair Accessible: Three small buses and one van
Eligibility Requirements: Seniors ages 60+ and disabled adults, certified by SMART

Service Provider: **City of Sterling Heights**
Address: 40555 Utica Road, PO Box 8009, Sterling Heights, MI 48311-8009
Reservation Phone Number: (586) 446-2757
Reservation Hours: Monday - Friday 1:00 p.m. - 3:00 p.m.
Email Address: N/A
Website Address: <http://www.ci.sterling-heights.mi.us>
Office Phone #: (586) 446-2750
Office Hours: 8:00 a.m. - 4:30 p.m.

Service Description
Transportation Services Provided: Grocery shopping, medical & dental apts., beauty shop, shopping mall and other appointments
Service Area: Sterling Heights. Medical & dental apts. Are limited to five miles beyond city limits.
Service Hours: 8:30 a.m. - 2:30 p.m.
Trip Reservation Requirements: Appointments must be made in advance, No same-day service.

One-Way Fare:	Appointment space is limited and taken on a first-come, first-served basis.
Assistance Provided:	\$0.00
Wheelchair Accessible:	No physical assistance is provided, except for assisting wheelchair use on and off the bus.
Eligibility Requirements:	Yes
	Sterling Heights residents, 55 and older or resident 18 and older who is developmentally delayed or physically disabled.

Appendix E

ADDITIONAL TRANSPORTATION PROVIDERS

Service Provider: Area Agency on Aging 1B- My Ride2

Service Type: Mobility Management

Service Area: Oakland, Macomb, and Western Wayne Counties

Days and Hours of Operation: Monday-Friday, 8 a.m. to 4 p.m.

Advance Reservation: Varies by Provider

Eligibility: Adults with Disabilities

Fare: Varies by Provider

Service Provider: Bloomfield Township

Service Type: Demand Response-Medical

Service Area: Bloomfield Township and Bloomfield Hills, and up to an 8 mile radius

Days and Hours of Operation: Monday-Friday, 8 p.m.to 5 p.m.

Advance Reservation: 3 days

Eligibility: Residents age 60+ and persons with disabilities age 50+

Fare: 25% co-pay charged monthly

Service Provider: Brandon Township

Service Type: Demand Response

Service Area: Brandon Township and Groveland Township

Days and Hours of Operation: Monday-Friday

Advance Reservation: 2 days

Eligibility: Age 55+ and residents with disabilities

Fare: \$2

Service Provider: **Brownstown Township**
Service Type: Demand Response
Service Area: Brownstown Township, Gibraltar, and surrounding area
Days and Hours of Operation: Monday-Friday, 9 a.m. to 3:30 p.m.
Advance Reservation: 24 hours
Eligibility: Residents age 60+ and persons with disabilities
Fare: \$1

Service Provider: **Canton Community Mobility Transportation**
Service Type: Demand Response
Service Area: Canton and Surrounding Communities
Days and Hours of Operation: Monday-Friday, 8 p.m. to 5 p.m.
Advance Reservation: 24 Hours
Eligibility: Age 62+ and persons with disabilities
Fare: \$2; \$3 for trips outside of Canton

Service Provider: **Downriver Community Conference**
Service Type: Demand Response
Service Area: Allen Park, Brownstown Twp., Dearborn, Dearborn Heights, Ecorse, Flat Rock, Gibraltar, Grosse Ile Twp., Huron Twp., Lincoln Park, Melvindale, River Rouge, Riverview, Rockwood, Romulus, Southgate, Taylor, Trenton, Woodhaven, and Wyandotte
Days and Hours of Operation: Monday-Friday, 7 a.m. to 7 p.m.
Advance Reservation: 24 hours
Eligibility: Low-income persons, seniors, and persons with disabilities
Fare: Free

SMART CHSTP

Service Provider: **Dublin Senior Center**
Service Type: Demand Response
Service Area: White Lake, Commerce Township, Village of Wolverine Lake
Days and Hours of Operation: Monday-Friday, 8:30 a.m. to 4:30 p.m.
Advance Reservation: 1 day to 2 weeks
Eligibility: Age 55+ and residents with disabilities
Fare: \$2

Service Provider: **FISH Dial-a-Ride of Western Wayne County**
Service Type: Volunteer Driver
Service Area: Garden City, Livonia, and Westland
Days and Hours of Operation: Daily
Advance Reservation: 7 days
Eligibility: Residents who are seniors or have a disability
Fare: Free

Service Provider: **Flat Rock**
Service Type: Demand Response
Service Area: Flat Rock and surrounding area
Days and Hours of Operation: Monday-Friday, 9 a.m. to 12 p.m. and 1 p.m. to 3 p.m. Thursday (shopping only) 11 a.m. to 3 p.m.
Advance Reservation: 48 hours
Eligibility: Residents age 60+, persons with disabilities, and persons with low-income
Fare: \$3

Service Provider: **Freedom Road Transportation**
Service Type: Volunteer Driver Mileage Reimbursement

Service Area:	Oakland County
Days and Hours of Operation:	Daily
Advance Reservation:	Varies
Eligibility:	Low-income Oakland County residents
Fare:	Free
Service Provider:	Grosse Ile
Service Type:	Demand Response
Service Area:	Grosse Ile and surrounding area
Days and Hours of Operation:	Monday-Friday, 1 p.m. to 5 p.m.
Advance Reservation:	24 hours
Eligibility:	Low-income persons, seniors and persons with disabilities
Fare:	\$5 round trip for on-island trips and \$6 round trip for off-island trips
Service Provider:	Highland/Milford Senior Van Program
Service Type:	Demand Response
Service Area:	Local service area is Highland Township, Milford Township, and the Village of Milford
Days and Hours of Operation:	Monday-Friday, 9 a.m. to 4 p.m.
Advance Reservation:	1 day
Eligibility:	Residents 55+ and persons with disabilities
Fare:	\$4 in local service area, \$8 outside of local service area
Service Provider:	Interfaith Volunteer Caregivers
Service Type:	Volunteer Driver
Service Area:	Macomb County and parts of Oakland County

SMART CHSTP

Days and Hours of Operation:	Daily
Advance Reservation:	7 days
Eligibility:	Disabled or frail adults age 18+
Fare:	Free
Service Provider:	ITN Metro Detroit
Service Type:	Volunteer Driver
Service Area:	Oakland County and parts of Detroit
Days and Hours of Operation:	Daily, twenty-four hours a day
Advance Reservation:	Reservations can be made at any time
Eligibility:	Persons age 60+ and persons with visual impairments
Fare:	\$50 annual membership and \$7+ per ride based on mileage
Service Provider:	Jewish Family Services
Service Type:	Demand Response (door through door)
Service Area:	Oakland County and parts of Wayne and Macomb Counties
Days and Hours of Operation:	Monday-Friday, 8 a.m. to 5 p.m.
Advance Reservation:	7-10 days
Eligibility:	Persons with limited access to a vehicle or who are unable to drive
Fare:	Sliding scale based on income
Service Provider:	Livonia Community Transit
Service Type:	Demand Response (door to door)
Service Area:	Livonia (up to 1 mile beyond city limit for medical trips)

Days and Hours of Operation: Monday-Friday, 7 a.m. to 6:30 p.m.; Saturday and Sunday 8 a.m. to 2:30 p.m.

Advance Reservation: 1 week

Eligibility: Residents age 60+ or age 18+ with a disability

Fare: \$2

Service Provider: **Logisticare**

Service Type: Demand Response (door to door), non-emergency medical trips

Service Area: Wayne, Oakland, and Macomb Counties

Days and Hours of Operation: Daily, twenty-four hours a day

Advance Reservation: 2 days, or same day for urgent trip requests

Eligibility: Medicaid recipient

Fare: Free

Service Provider: **Macomb County Community Services Agency**

Service Type: Demand Response

Service Area: Macomb County

Days and Hours of Operation: Monday-Friday, 6:00 a.m. until 4:30 p.m.

Advance Reservation: 1 week

Eligibility: Trips for essential medical appointments are provided for Macomb County residents meeting Community Services Block Grant income guidelines (125 % of poverty line)

Fare: Free

Service Provider: **North Oakland Transportation Authority (NOTA)**

Service Type: Demand Response

Service Area: Addison, Orion, and Oxford Townships

SMART CHSTP

Days and Hours of Operation: Monday-Friday, 6 a.m. to 6 p.m. (to 9 p.m. for work trips); Saturday 8 a.m. to 4 p.m.; Sunday 8 a.m. to 2 p.m.

Advance Reservation: 3 days

Eligibility: Residents age 60+, persons with disabilities, and persons with low-income

Fare: \$1; \$2 beyond Addison, Orion, and Oxford Townships

Service Provider: **Northville Community Center**

Service Type: Demand Response

Service Area: City of Northville, Northville Township, and surrounding area up to an 8 mile radius (medical trips)

Days and Hours of Operation: Monday-Friday, 9 p.m. to 4 p.m.

Advance Reservation: 2 days

Eligibility: Residents age 60+ and persons with disabilities

Fare: \$3, \$4 within 4 mile radius, \$5 within 8 mile radius

Service Provider: **Novi Senior Transportation**

Service Type: Demand Response (door to door)

Service Area: Novi and up to a 10 mile radius from the Novi Civic Center

Days and Hours of Operation: Monday-Friday, 8 a.m. to 5:30 p.m.; Saturday 9 a.m. to 3 p.m.

Advance Reservation: 2 days

Eligibility: Residents 55+ and persons with disabilities

Fare: \$3 within Novi and \$5 for trips outside of Novi

Service Provider: **Older Persons Commission**

Service Type: Demand Response (door to door)

Service Area:	Rochester, Rochester Hills, Oakland Township, Oakland University, and to the Troy Beaumont Medical Complex
Days and Hours of Operation:	Monday-Friday, 8 a.m. to 5 p.m.; Saturday 9 a.m. to 5 p.m.; Sunday (church only) 8 a.m. to 1 p.m.
Advance Reservation:	1 day
Eligibility:	Persons 60+ and persons with disabilities
Fare:	\$3
Service Provider:	People's Express- Charter Township of South Lyon
Service Type:	Demand Response
Service Area:	Charter Township of South Lyon, City of South Lyon, and Providence Park Hospital
Days and Hours of Operation:	Monday-Friday, 8 a.m. to 5 p.m.
Advance Reservation:	3 days
Eligibility:	Resident
Fare:	\$2; \$4 for trips to Providence Park Hospital
Service Provider:	People's Express- Wixom Senior Center
Service Type:	Demand Response
Service Area:	City of Wixom and surrounding communities
Days and Hours of Operation:	Monday-Friday, 8 a.m. to 5 p.m.
Advance Reservation:	3 days
Eligibility:	Residents who are members of the Wixom Senior Center
Fare:	Distance pricing: \$3-\$8 within 10 miles of Wixom Senior Center, plus \$1.25 per mile beyond 10 miles from the Wixom Senior Center
Service Provider:	Plymouth Community Senior Transportation

SMART CHSTP

Service Type: Demand Response
Service Area: Plymouth, the Charter Township of Plymouth, and some local area hospitals and medical facilities
Days and Hours of Operation: Monday- Friday, 9 p.m. to 2 p.m.
Advance Reservation: 48 hours
Eligibility: Residents age 60+
Fare: \$1

Service Provider: **Senior Alliance- Downriver Community Conference**

Service Type: Demand Response (door to door)
Service Area: Western and southern Wayne County and surrounding areas
Days and Hours of Operation: Monday-Friday, 9 p.m. to 5 p.m.
Advance Reservation: 2 weeks
Eligibility: Persons age 60+
Fare: Free

Service Provider: **STAR Transportation**

Service Type: Demand Response (door to door)
Service Area: Bruce Twp., Washington Twp., Village of Romeo, and up to 5 miles outside of service area for medical appointments
Days and Hours of Operation: 8:30 a.m. to 4 p.m.
Advance Reservation: 24 hours
Eligibility: Residents age 60+ and persons with disabilities
Fare: Free

Service Provider: **Troy People Concerned**

Service Type: Volunteer Driver

Service Area: Troy and nearby communities within a defined boundary

Days and Hours of Operation: Monday-Friday, 9 a.m. to 1 p.m.

Advance Reservation: 1 day

Eligibility: Seniors

Fare: Free

Service Provider: **Woodhaven on Wheels**

Service Type: Demand Response

Service Area: Woodhaven and nearby communities

Days and Hours of Operation: Monday-Friday, 9 p.m. to 5 p.m.

Advance Reservation: 2 days

Eligibility: Persons age 55+ or disabled who don't drive

Fare: Free