

## **Rochester Hills – Oakland – Rochester Older Persons' Commission TRANSPORTATION RIDER POLICY**

The OPC offers low-cost transportation to eligible riders living in Rochester, Rochester Hills and the Charter Township of Oakland. The OPC Governing Board has instituted this Policy to ensure safe, courteous, quality service to as many eligible riders as possible. For purposes of this Policy, eligible riders are defined as seniors 55+ and disabled under the age of 55 unable to drive (hereafter "Riders").

1. **Registration:** All new riders are required to register by providing their name, address, phone number, birth date, emergency contact information and whether or not a handicap lift is needed for their transportation. Call the **Scheduling Office at 248-652-4780** to register.
2. **Fare Policy:** The required fee is \$2 each way and is paid each time the rider, aide or caregivers enter the bus. Riders can pay in exact change or with tokens purchased from the cashier's office or driver at \$20 for 10 rides. There are three ways that tokens can be purchased:
  - At the OPC Cashier Counter– using cash, check or credit card
  - Mail a check to: Cashiers, 650 Letica Drive, Rochester, MI 48307 (in memo line include rider name and "bus tokens")
  - Purchase a packet of tokens for \$20 from the driver – Exactly \$20 cash or check only. The drivers are not authorized to make change.
3. **NO rides will be given without payment:** Token, Cash, Check or Credit on Account
4. **Scheduling a Ride:** Requests for transportation should be made no less than 4 business days in advance (7-14 days recommended); exceptions will be made for medical/dental appointments based on availability. Recommended medical/dental appt. times between 8 am to 4 pm. Voicemail is not available to schedule rides, only cancellations.  
Before calling dispatch to schedule a ride, riders must clearly identify:
  - Have your destination address ready along with the destination phone number!
  - Number of passengers (ALL passengers must be 18+ and registered.)
  - Specify if a lift equipped vehicle is required
5. **Additional Scheduling Information:**
  - Drivers are not permitted to make nonscheduled stops. All stops must be scheduled ahead of time with dispatch.
  - OPC is **NOT** meant to be your only means of transportation.
  - NO ride is guaranteed. There will be times that we cannot accommodate your schedule.
  - Rides are based on a first come first serve basis, with priority given to: Medical/Dental Appointments, Work Rides, Shopping for food and All others
6. **Ride Cancellations/No Shows:** Riders who do not cancel a scheduled ride to and from the planned destination will be charged a \$4 fee, payable at the next scheduled trip. Canceling rides, 24 hours in advance, will alleviate this charge and provide an opportunity to assist another rider. For a No Show: Riders must be ready to board the bus 15 minutes ahead of their scheduled pick-up time. The rider will be charged for a no show of \$4 if rider is not ready. An effort will be made to contact the rider before the bus departs. **Call 248-608-0296 to cancel.**

- 7. Grocery Store Trips:** Carts are now available for groceries. All grocery items must be transported in one cart. The wheelchair lift will be used to load and unload the cart so it can be wheeled to the rider's door. Drivers are not responsible for carrying bags but may assist passenger if they are willing, able and have the time to assist. Meijer and Kroger provide grocery delivery service for a minimal fee.
- 8. Snow Day/Weather Policy:** OPC will be closed for snow or icy road conditions for the entire day. If OPC is closed it will be posted on the website- [OPCcenter.org](http://OPCcenter.org) and on the OPC main phone line (248) 656-1403. There will be limited mini-bus service for medical or emergency needs if our facility is closed for snow or icy road conditions. OPC does not follow the Rochester Community School closings.
- 9. When Riding with the OPC:**
- Riders must wear a seat belt at all times.
  - Riders in wheelchairs must have their wheelchairs locked down and the rider **MUST** wear the seat belt.
  - Rides will not proceed until all passengers are wearing their seat belt.
  - All driveways and walkways and private roads must be passable and cleared of hanging branches and snow.
  - No smoking or use of electronic cigarettes is allowed on an OPC vehicle. Any passenger possessing alcohol or visibly inebriated will be escorted off the vehicle immediately.
  - OPC does not allow transportation for medical emergencies, to or from an Emergency Room, or any procedure which involves anesthesia.
  - OPC drivers are not allowed to handle or deliver any medications.
  - All mobility aides (walkers, baskets, etc.) must be secured on the bus.
  - OPC drivers cannot use any Drive-thru.
  - No weapons of any kind will be permitted on our vehicles.
  - OPC will not transport any animals (except for service animals-Code of Conduct Policy #14), furniture, large items or appliances.
  - Assistance to and from the minibus is available. Personal assistance within the home and heavy lifting are prohibited. Riders must have an escort and/or an aide if they cannot function independently especially after medical procedures. All pickup and drop-off points must be accessible. Drivers are not allowed to bring wheelchairs or similar devices down stairs or over door sills.
  - Acceptable standards of personal hygiene shall be maintained by all Riders.
  - Physical and verbal abuse, including without limitation, profanity and sexual harassment of OPC drivers and other Riders is prohibited and could result in loss of service. Drivers and dispatchers are to be treated with respect at all times.
- 10. Compliance:** Failure to comply with one or more of the terms of this Policy may result in an immediate temporary or permanent suspension of transportation services and/or probation. Except for an immediate temporary suspension, Rider shall be notified in writing of any planned disciplinary action and shall be given three (3) days to appeal. Receipt of three violations shall result in an automatic thirty (30) day suspension of transportation services.

**Schedule a Ride: 248-652-4780**  
**Return Ride and Cancellations: 248-608-0296**  
**Weekend Cancellations: 248-608-0271**