

# **REDFORD CONNECTOR TRANSIT RULES & GUIDELINES**

The Redford Connector operates Monday-Friday

8:00 a.m.-3:00

To Reserve Your Seat Please Call 313-387-2784

1. All passengers must be seated and buckled up during the ride until the vehicle has come to a complete stop and the driver has opened up the door.
2. No children under the age of 18 unless they are accompanied by an adult. We do not shuttle children to and from school.
3. No pets unless they are service dogs for the disabled.
4. No smoking, drinking, eating, littering, swearing, loud or abusive language is allowed on the bus.
5. **The Connector is a Curb to Curb service.** The drivers do not go up to the house to assist the passenger to the bus. We do assist on the lift and buckle up the wheel chair riders using the Q'Straints' once they are on the bus. If a passenger is unable to get on/off the bus safely, we have the right to request the passenger get additional assistance.
6. Passengers in wheelchairs or scooters must be secured using the Q'Straint method. We do not transport Gheri-Chairs. The weight of the passenger and wheelchair/scooter cannot exceed 700 pounds. Wheel chairs or scooters cannot exceed 30"X48". The rider must position their own wheelchair/scooter to face the front of the bus once inside the bus. The driver will secure all wheel chairs/scooters with the Q'Straints. Lap belts and passenger shoulder belts can also be used during the ride.

7. All passenger s pay a fare when they board the bus. Seniors 62 and better/Disable pay \$2.00 each way and adults 18 up to seniors 62 pay \$4.00 each way. Children 5 and below are free when they are accompanied by an adult. If a rider requires an aide the charge is \$4.00 each way.
8. The safety of our riders and drivers is our primary goal. We will not tolerate any abusive behavior or physical contact with any passenger or driver.
9. **No Shows and last minute cancellations** , cost money and time to our service. Please note that a last minute cancellation on the same day is considered a no show. If you need to cancel your ride please call by 3:00 p.m. the day before you are scheduled to ride. Three or more no shows/last minute cancellation in a 30 day period will result in a two week suspension from service. No Shows/Cancellations will be documented and a letter will be generated if a suspension is warranted.
10. Scheduled pick up times are arranged with the dispatcher when making arrangements for a ride. The bus can be fifteen minutes ahead of the arranged time, so please keep an open eye for the driver. The bus will wait only 3 minutes after the arranged pick up time. If you miss your arranged pick up time you must find your own way home. This will be considered a no show ride and is documented in a log.
11. All riders are responsible to get their packages on and off without the drivers assistance.
12. Shoppers are responsible for loading, unloading their packages to and from their destination. **Shoppers are limited to the number of bags they can carry in one trip. No cases of water.**
13. Buggies must be able to fit down the aisle of the bus.

14. Shoppers must hang on to their buggies and not allow them to roll around in the vehicle.

15. Shoppers must be able to get buggies on and off the bus without assistance from the driver.

16. **Hazardous Conditions**

No passenger may act in a threatening, harmful, criminal, or unsafe manner, which may jeopardize the passenger, the driver or other passengers. Any potentially communicable health condition (open wounds/sores, bodily fluids) is considered hazardous. Failure to conform to this standard will result in a temporary suspension of service.

17. **Personal Hygiene**

To protect the health and well being of Redford Connector personnel and our passengers, SMART requires all passengers maintain an acceptable standard of personal hygiene. Failure to conform to this policy will result in probationary status and/or a temporary suspension of service.

18. **Physical or Verbal Abuse**

If a passenger physically or verbally abuses Redford Connector employees and/or other passengers, that passenger is subject to immediate probation and/or temporary suspension of service. Profanity or sexual harassment by passengers or drivers will not be tolerated. The passenger will be subject to a temporary suspension of service. Drivers may be subject to disciplinary action as outlined in their union contract and Redford Township employee policies.

The Redford Connectors demographic is Telegraph/Joy Road is the end of the township. We can travel up Telegraph to Eight Mile and drop off on the Redford Township side only. From Eight mile we travel west to Middlebelt Road and drop off on the Redford Side only, not Oakland County side. From Eight Mile and Middlebelt we can travel South to Joy Road back to Telegraph.

We look forward to serving you soon please call for a ride at 313-387-2784