

SENIOR TRANSPORTATION PROGRAM SERVING
WHITE LAKE, COMMERCE AND WOLVERINE LAKE
Reservations: (248) 698-3994

Rules and Regulations

1. Hours of Operation 8:00 am – 4:30 pm Monday thru Friday.
2. Reservations can be made between the hours of 8:30 am and 4:00 pm, Monday through Friday. The office is closed for lunch between 12:00-1:00 pm
3. Riders must be 55 years or older or handicapped (certified by a medical doctor).
4. Riders must be residents of White Lake Township, Commerce Township, or the Village of Wolverine Lake.
5. Riders must complete a Rider Information Form prior to riding the bus.
6. Reservations may be made up to two weeks in advance but no later than one day before. Reservations will be accepted based on availability.
7. Reservations for services must be made by the rider/caregiver requesting the service.
8. No reservation is automatic and regular riders must make daily or weekly reservations.
9. Riders must be mentally and physically capable of boarding the vehicles with minimal assistance. Caregivers may be necessary for escorting passengers to and from appointments.
10. Drivers may offer minimal assistance to riders to and from homes and/or to and from destinations. If further assistance is required, an escort must be provided.
11. Medical appointments take priority in accordance with the printed schedule. Limit one medical appointment per day. Medical appointments must be scheduled from 9:30 am – 3:00 pm.
12. No pets allowed on bus exception for Service Animal.
13. Driveways and sidewalks must be accessible and free from ice and snow. If road or driveway is inaccessible, for your safety, drivers may refuse to pick-up passenger.
14. Riders must limit their carry-ons to three (3) bags, none in excess of 30 pounds.

15. Vehicles cannot be used for emergency purposes, or for treatment of catastrophic illnesses such as cancer treatment or dialysis. Transportation requests for any surgery (in-patient or out-patient) and/or surgical prep appointments are NOT accepted.
16. Stops are limited to two (2) per person, but only if time is available. PLEASE DO NOT ASK THE DRIVER FOR ADDITIONAL OR UNSCHEDULED STOPS.
17. When making reservations, have complete address, destination directions, phone numbers, and appointment times.
18. Riders must return on the vehicle unless prior arrangements have been confirmed with the driver/dispatcher. This is your responsibility.
19. The White Lake/Commerce/Wolverine Lake Senior Transportation Program reserves the right to cancel services if it deems road conditions are unsafe. All appointments may be rescheduled.
20. Vehicles will not operate when Huron Valley and /or Walled Lake Schools are closed due to severe weather. Notification is available on local radio and T.V. weather broadcasts.
21. Disruptive behavior, vulgar language or offensive hygiene may be cause for denial of the service.
22. The senior transportation program reserves the right to cancel service if ridership is low.
23. Riders should expect a one (1) hour variance for pick-ups and drop-offs.
24. The suggested fare is a \$2.00 each way or \$4.00 round trip. Please have correct change. Extra donations are greatly appreciated and help keep this program operating.
25. No passengers will be allowed to ride in the front seat of the vehicles without authorization.
26. Tips are NOT accepted.