

# OPC Transportation Rider Policy

Schedule a Ride: 248-652-4780

Return Ride and Cancellations: 248-608-0296

Weekend Cancellations: 248-608-0271

The OPC offers low cost transportation to eligible riders living in Rochester, Rochester Hills and 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 60+ and disabled under the age of 60 unable to drive (hereafter "Riders").

1. When registering for the first time, all riders are required to provide their name, address, phone number, birth date, emergency contact information and whether or not a handicap lift is needed for their transportation. Please call the **Scheduling Office at 248-652-4780** to register. The required fee is \$2 each way and paid each time they enter a bus. Riders can pay in exact change or with discounted tokens that can be purchased from the cashier's office or driver at \$20 for 11 rides. There are three ways that tokens can be purchased:
  1. At the OPC Cashier Counter– using cash, check or credit card
  2. Mail a check to: Cashiers, 650 Letica Drive, Rochester, MI 48307 (in memo line include name and " bus tokens")
  3. Purchase a packet of tokens for \$20 from the driver – Exactly \$20 cash or check only. The drivers will not be authorized to make change.

2. Transportation is available weekdays from 8:15 am – 4:00 pm. Requests for transportation should be made four (4) days in advance; exceptions will be made for medical appointments based on availability. When making a request, please include your destination address, phone number and appointment time, if applicable an estimated return time.

## **Drivers are not permitted to make nonscheduled stops.**

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:

1. Medical Appointments
2. Work Rides
3. Shopping for food
4. All others

3. A rider's tardiness affects other riders. All riders should be ready **15 minutes** before the scheduled pick-up time. Be aware that the driver may arrive 15 minutes after the scheduled pick-up time. The rider should be ready and waiting in the designated pickup location.
4. Riders shall notify the OPC immediately of any cancellations. To **cancel, call 248-608-0296** and record the dispatcher's name for cancellation verification. "No Shows" (riders who do not cancel a scheduled trip-to and from the planned destination) will be charged a \$2 fee on the next ride. "No-Shows" waste resources and reduce service levels to those in need. To help keep drivers on schedule, if a rider is not ready at the scheduled pick up time or when the bus arrives, the bus will depart and the riders account will be charged for a "No Show". We will make an effort to contact riders before the bus departs. We ask all riders to be ready to board 10 minutes ahead of their scheduled pick up time.

5. In addition to stops within Rochester, Rochester Hills and Oakland Township, service is available to Troy Beaumont Hospital and Oakland University. All rides should be scheduled before 2:30 pm to ensure a return trip by 4:30 pm.
6. OPC does not allow transportation for medical emergencies. Call 911.
7. OPC drivers are not allowed to handle or deliver any medications
8. All mobility aides (walkers, baskets, etc.) must be secured on the bus.
9. OPC drivers cannot use any Drive-thru.
10. Assistance to and from the minibus is available. Personal assistance within the home and heavy lifting are prohibited. Riders may find it helpful to have an escort and must have an aide if they cannot function independently especially after medical procedures. All pickup and drop-off points must be accessible. OPC drivers are not allowed to bring wheelchairs or similar devices down stairs or over door sills.
11. Snow Day/Weather Policy: OPC will be closed for snow or icy road conditions for the entire day. The center will rely on the input from the police and road departments when closing the facility. If OPC is closed it will be on the SE Michigan School Closing listings on all of the local television stations, posted on the OPC website- [www.opcseniorcenter.org](http://www.opcseniorcenter.org) and on the OPC main phone line (248) 656-1403. There will be limited mini-bus service for medical or emergency needs if the facility is closed for snow or icy road conditions. Attention: We will no longer be following the Rochester Community Schools for closings.
12. Acceptable standards of personal hygiene shall be maintained by all Riders.
13. Physical and verbal abuse, including without limitation, profanity and sexual harassment of OPC drivers and other Riders is prohibited.
14. 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.
15. To assure that everyone is able to participate in the transportation service, if your household income is below \$23,450 for one person, or \$26,800 for two people please call 248-608-0249 for consideration of a reduced rate to ride the bus.
16. Oakland Community College trips are considered out of the area and require Governing Board approval and payment of \$6 round trip.