

Reservations

CALL
(734) 973-1611

**Advance Trips &
Cancellations**
(1–3 Days in Advance)

CHOOSE
OPTION
#2

Monday–Friday 8:00AM – 5:30PM

Saturday & Sunday 8:00AM – 5:00PM

**Same-Day
Cancellations**

CHOOSE
OPTION
#3

Monday–Friday 6:15AM – 8:00PM

Saturday 7:15AM – 6:00PM

Sunday 7:15AM – 6:00PM

How are we doing?

Customers are encouraged to contact us by calling 734-973-6500 or using the Contact Us form at TheRide.org to let us know how we are doing.

The Local Advisory Council (LAC) meets to discuss issues of importance for people with disabilities. Call 734-973-6500 or visit TheRide.org for information on meeting dates and times. Meetings are open to the public.

Will-Call Policy

ADA paratransit eligible riders are permitted to schedule a return trip from a medical appointment, Health and Human service visit, Secretary of State and Social Security Administration on a “will-call” basis. Will-Call means there is no set return time scheduled and the passenger will call the A-Ride office when their appointment is over.

Will-Call return requests **are not permitted** for casual trips, i.e. shopping, mall trips, salons etc.

Driver Responsibilities

Drivers **are not required** to load or unload shopping bags and other personal items.

Drivers **are not permitted** to enter private residences.

Vehicles **must** remain within the driver’s view.

Drivers **do not carry** or give change, for safety reasons.

Drivers **are not permitted** to retrieve fare from a customer’s pocket, purse or wallet.

A-Ride Customer Rights

- ✓ Safe and properly maintained vehicles.
- ✓ Properly fastened seat belts and wheelchair tie-downs.
- ✓ Vehicles that match the needs of the customer.
- ✓ Efficiently routed trips.
- ✓ Professional, courteous, and respectful treatment.

Customer Responsibilities

Limiting packages to only as many as those that can be carried in a single trip by the customer and/or his/her personal care assistant.

Refraining from eating, drinking and smoking in A-Ride vehicles.

Cancel trips no later than 30 min. before scheduled pick-up.

Keeping driveways, sidewalks and steps clear of snow and ice.

Keeping mobility aids in clean and good condition.



A-Ride is an origin-to-destination paratransit service for people who, because of a disability, are unable to use TheRide’s fixed-route system. A-Ride picks customers up and lets them off at the curb anywhere in AAATA’s service area.

Schedule a Trip
(734) 973-1611
TDD: **(734) 663-5994**



Revised November 2022

Fare Information

Fare is paid in cash or by Scrip ticket. Scrips are sold in books of 10 for \$30. To find out where to buy Scrip books call TheRide at (734) 973-6500.

Monday–Friday | 8:00AM – 5:00PM

Trips

Advance Reservations \$3 per trip

Will-Call Trips \$3 per trip

Additional Passengers

Adult Companions +\$3 ea.

Youth companions (K–12) +\$1.50 ea.

Child companions (age 5 and younger) Free

Registered Personal Care Attendants (PCA's) Free

Service Animals Free

- Exact fare is required, and expected at time of service.
- Drivers are not allowed to make change. If a customer does not have the exact cash fare and pays with a higher amount, no change will be given.
- Drivers will not make stops along the way for customers to get change.
- PLEASE DO NOT TIP DRIVERS.

When you Call, you will need to provide:

1. Your A-Ride ID number.
2. Requested ride dates and times.
3. Names and addresses of locations where you will be picked up and dropped off.
4. Whether you will be traveling with an assistant, guest, or service animal.
5. Type of mobility aid you will be using, such as a wheelchair, cane or walker.

Details

Trips arrive within a tentative 30 minute on-time window from your scheduled pick up time. Please be ready to board your ride during this time. If your ride has not arrived within 30 minutes from your scheduled pickup time, call A-Ride for assistance.

You will be considered a No-Show if you fail to board the vehicle within 5 minutes of the scheduled arrival time.



Coverage

A-Ride is available for customers traveling within a **3/4 mile radius** either side of TheRide's scheduled fixed route bus service.

Whenever the scheduled fixed route bus service area changes, the A-Ride Base Service Area changes as well.



When does A-Ride Operate?

A-Ride operates seven days a week during the same hours as AAATA's fixed-route service. For specific hours, please call us at (734) 973-6500. A-Ride does not operate on holidays.

Can customers choose the type of vehicle they ride in?

A-Ride uses fully accessible vehicles consisting of small lift-equipped buses, Ford Transit and low floor vans.



Service Animals

ADA regulations define a service animal as any animal individually trained to aid an individual with a disability. Service animals are welcome on all AAATA vehicles.

Service animals must be clean and well groomed.

Service animals must be under the owner's control. Customers should not ask the driver to assist in the care of the animal.

The customer is responsible for knowing the best way for the animal to board the vehicle.

Service animals are expected to sit on the floor of the vehicle.

Animals that display disruptive or threatening behavior will not be allowed on any AAATA service or property.

No animals or birds other than domesticated pets are allowed and must be secured in closed containers and held in your lap.