

# ARide User Guide



TheRide's shared-ride service for persons with disabilities.

# Welcome To A-Ride

A-Ride is a shared-ride service intended to provide a comparable level of transportation to that which is provided by TheRide’s fixed-route bus service. Trips are scheduled without regard to trip purpose or priority, and are provided in accessible lift equipped buses and low floor vans. Riders may not choose their driver or type of vehicle they wish to travel in.

For a PDF version of the A-Ride User Guide, visit [TheRide.org](http://TheRide.org).

---

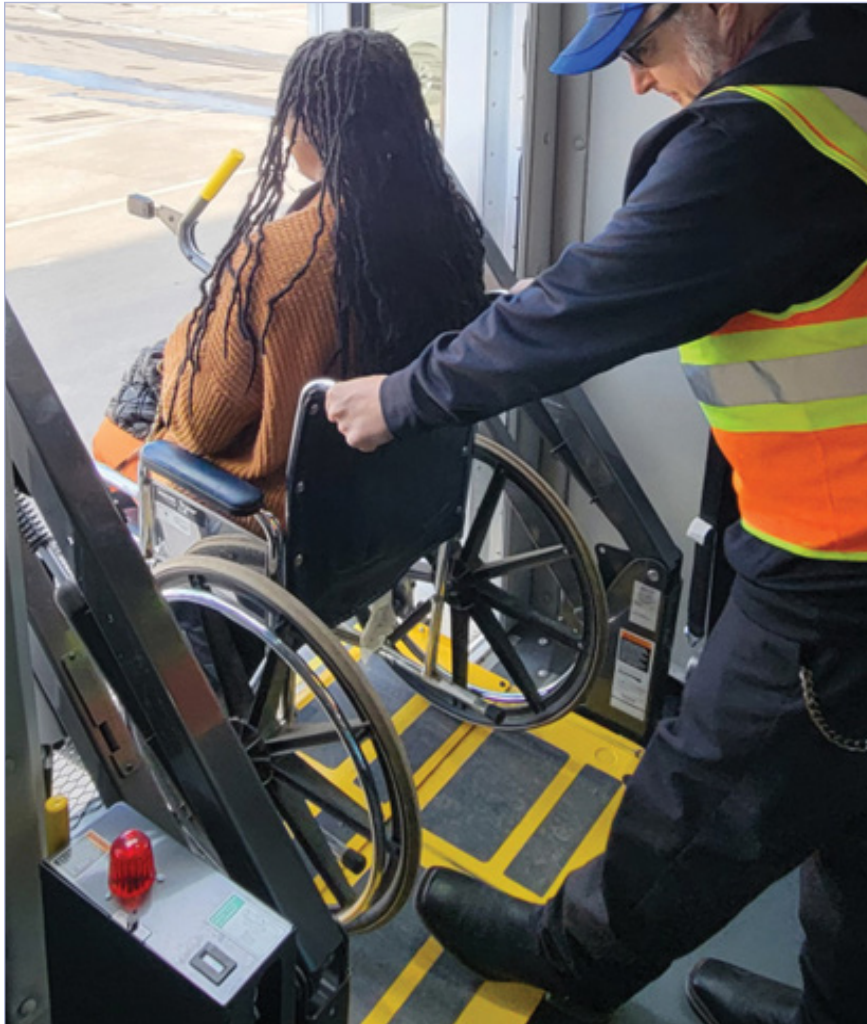
*This User Guide is meant to present A-Ride guidelines in general terms. These guidelines, in compliance with the Americans with Disabilities Act of 1990, have been summarized for our readers’ convenience. This publication should not be considered the full and complete explanation or content of A-Ride guidelines, or local, state or federal law. Local, state and federal laws take precedence.*

# Table of Contents

A-Ride Eligibility .....	4
Operating Hours & Service Areas.....	4
Map of Service Areas.....	6–7
Reservations .....	8
Trip Options .....	9
Guidelines.....	10
Other Services .....	16
Customer Service .....	18
A-Ride Quick Reference Guide.....	19

## A-Ride Eligibility

To apply for or renew your A-Ride eligibility you must submit the A-Ride application. The application can be requested by mail or downloaded from our website at [TheRide.org](http://TheRide.org). For more information or to request an application, call TheRide's Mobility Service Coordinator at 734-794-1721, or email [ARide@TheRide.org](mailto:ARide@TheRide.org).



## Operating Hours & Service Areas

### Base Service Area

The A-Ride Base Service Area is defined by a  $\frac{3}{4}$  mile radius on either side of TheRide's regular operating bus routes. Advance reserved trips, entirely within the Base Service Area, are considered ADA (Americans with Disabilities Act) trips.

View the map of A-Ride base service areas on pages 6–7.

### Township Service Areas

A-Ride is available for ADA-eligible residents of Ypsilanti, Pittsfield & Superior Twps. who reside beyond the Base Service Area. These riders may request trips to locations within their township on weekdays between 6:30 a.m. and 6:30 p.m.

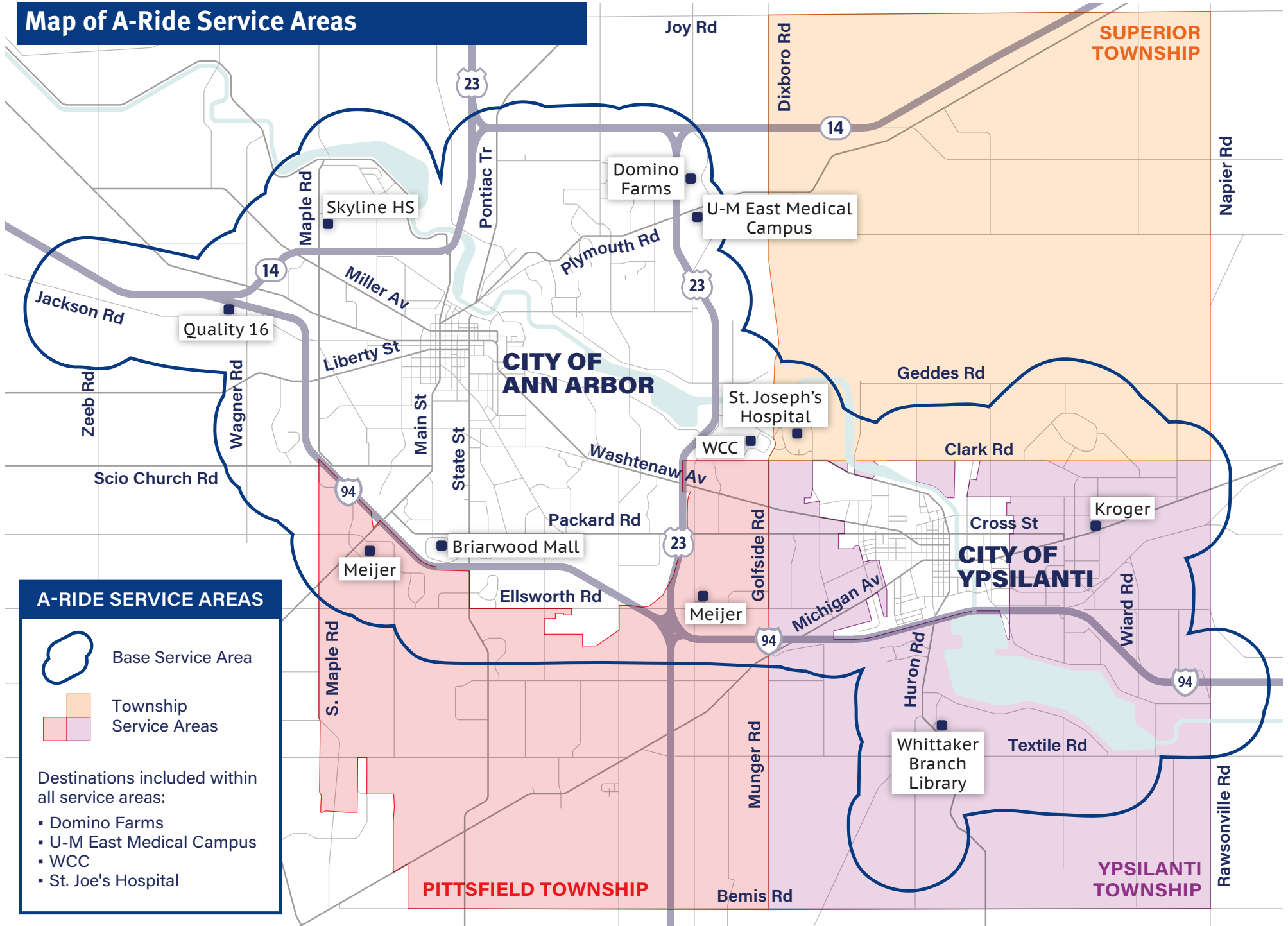
View the map of A-Ride township service areas on pages 6–7.

### Holidays

A-Ride does not operate on: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Year's Day. On Christmas Eve and New Year's Eve service ends at 7:00 p.m.

FlexRide Late Night & Holiday provides curb-to-curb service on major holidays when regular fixed-route service is not available. Learn more about FlexRide Late Night & Holiday service at [MyFlexRide.org](http://MyFlexRide.org).

# Map of A-Ride Service Areas



### A-RIDE SERVICE AREAS

- Base Service Area
- Township Service Areas

Destinations included within all service areas:

- Domino Farms
- U-M East Medical Campus
- WCC
- St. Joe's Hospital

## Reservations

### Making Reservations

 Call: 734-973-1611

When calling A-Ride to make a reservation:

- Select Option #2 for: Advance trip orders from 1 – 5 days in advance
- Select Option #3 for: Same-Day trip orders on the day of the trip

### Advance Trips & Advance Cancellations

- Call Weekdays: 8:00 a.m. – 5:30 p.m.
- Call Weekends: 8:00 a.m. – 5:00 p.m.

### Holiday Reservations

- Call on Holidays: 8:00 a.m. – 5:00 p.m. (see *Holidays* pg. 5)

You may call on the holiday to request an ADA trip for the day immediately following the holiday. ADA trips have both an origin and destination entirely within the A-Ride Base Service Area (see map pg. 6–7). Please Note you will have to leave a message when you call for next day service on a holiday that we are closed.

### Before You Call

You will be required to provide the information below:

- Your A-Ride ID number
- The date(s) you want to travel
- Your appointment time(s), or times you want to be picked up
- Name & address of the location you are traveling to, and the specific entrance to be picked up or dropped off at
- What assistance you may need, or mobility aids you use
- Who will be traveling with you (see pg. 13)



### Trip Times

The travel time of an A-Ride trip is comparable to the same trip if made by regular fixed-route bus. Pickup times may be negotiated within one hour before or after the requested time. The reservationist will give you a pickup time and the expected Be-Ready window your ride will arrive within.

### Be-Ready Window

What is Be-Ready Window? Once trips are negotiated, your Be-Ready window would be from the time you negotiated plus an additional 30 minutes. For an example: You call in and request to be picked up at 10:00 a.m., you and the reservationist negotiate for 10:15 AM, therefore, your Be-Ready window will be from 10:15 a.m. – 10:45 a.m.

## Trip options

### Standing Orders (STOs)

Standing orders may be available for reoccurring trips. Trips must remain unchanged for 90 days. Three no-shows on a standing order in one month will cancel the reoccurring reservation. For more information, please call 734-973-6500.

### Will-Call Return Trip

A will-call trip is the return leg of an advanced reserved round-trip, without a specific pickup time. Will-call returns may be made from medical, Human services, SOS, SSA appointments ONLY. Two will-call return trips are available per day. Call A-Ride (select option 3) when you are ready for your return trip and your vehicle will arrive within 45 – 75 minutes from the time you call.

## Trip Inclusions

Advance trip requests are available to: St. Joseph Mercy Hospital, Washtenaw Community College, U-M Lobbies at Domino Farms & U-M Health Center (Plymouth Road).

## Guidelines

### Fares

Fare is paid in cash, Scrip tickets or EZfare App. Scrips are sold in books of 10 for \$30. To find out where to buy Scrip books visit [TheRide.org](http://TheRide.org) or call 734-973-6500.

Please do not tip drivers.

Exact fare is required, please prepare your fare prior to boarding. For safety reasons drivers do not carry or give change nor are they permitted to retrieve fare from a customer's pocket, purse or wallet.

- \$3 per trip for advance reservations & medical will-call trips
- \$1.50 per youth companion (K-12)
- Free for children age 5 and younger, Personal Care Attendants (PCAs) and Service Animals

**Note:** You must present your A-Ride card to the driver when traveling on A-Ride.

### Lost or Misplaced A-Ride Cards

If you have lost or misplaced your card, be sure to call TheRide's main office at 734-973-6500 to obtain a replacement. The first replacement card is free of charge, and after that, \$5.00 per replacement.

## Door To Door Assistance

When requested in advance (or during your trip) drivers may help riders who require assistance due to their disability. This includes knocking on doors, ringing door-bells, opening doors, carrying items and assisting riders using wheelchairs. Drivers may not enter buildings beyond the main door or foyer nor can they go to your door if it is out of sight of the vehicle or if the pathway is obstructed with deep snow or very icy conditions. In these events you will need to meet the vehicle at the curb.

### Carry On Items

Riders may travel with items they or their companion or PCA can safely carry on their lap(s). Riders may need to place items at their feet or under their seat to accommodate other riders. Please limit your items, if they displace other riders (or expected riders) you may be refused that trip.



If you require assistance due to your disability, the driver may help in carrying up to 2 items that can be carried in one trip. Items must weigh 20 pounds or less. Items likely to cause harm may not be transported. Please note that vehicle trunks, even when empty, are reserved for mobility aids only.

### Lost Items

A-Ride is not responsible for lost items. If you believe you left an item in the vehicle, call A-Ride (option 3) for information on how to claim it.

## Boarding With a Mobility Aid

A-Ride vehicles are equipped with lifts to accommodate wheelchairs, scooters and riders who cannot navigate steps. Riders using these devices are expected to adhere to the following guidelines:

- Wheelchairs (when occupied) weighing more than 600 pounds or more than 30 inches wide by 48 inches long may not be accommodated on A-Ride vehicles
- If requested, drivers will push manual wheelchairs to and from the vehicle and building entrance
- Passengers refusing to allow the driver to secure their wheelchair may be refused service
- When using the lift (including standees), please follow all the safety instructions provided by the driver
- Oxygen tanks must be secured to a wheelchair, an oxygen tank cart, or oxygen tank shoulder bag
- Please request to use the lap-belt and shoulder harness on the bus and engage your wheelchair's brakes
- Please ensure your mobility aid is clean, properly maintained and is safe to travel

## Transporting Children

Michigan's child booster seat law requires children to be properly buckled in a car seat or booster seat until they are 8 years old or 4-feet-9-inches tall (children younger than age 4 must ride in a rear facing car seat). Children must ride in a seat until they reach the age requirement or the height requirement, whichever comes first. For safety reasons, parents are required to provide a travel car seat. Upon request, drivers will assist with carrying the (empty) car seat or booster chair to or from the vehicle.



## Service Animals

Your service animal is welcome on A-Ride and travels free. Your service animal must be under your control for the entire trip and must not interfere with other passengers. Non-service pets, however, must be carried in a well secured cage or travel container.

## Personal Care Attendants (PCAs)

If you require assistance from another person due to your disability, then you may be eligible to travel with a PCA. You may have one PCA accompany you on A-Ride for free. You must indicate your need for a PCA on your A-Ride application. PCAs must have the same origin and destination as the eligible rider.

## Companions (Guests)

You may have one companion or guest (a non-eligible rider) travel with you for an additional fare. Additional companions may travel with you if space is available. Companions must have the same origin and destination as the eligible rider.

## Cancelling A Trip

If your plans change you must cancel your reservation the day prior to your trip or no later than 30 minutes before your scheduled pickup on the day of your trip.

## Missing Your Trip (No-Show)

Missed trips are considered No-Shows. You will be considered a No-Show if you fail to board your ride within 5 minutes of its arrival or if you cancel your trip under 30 minutes of its scheduled arrival time.

If you've missed your trip (and it is not your first trip of the day), or while at your appointment you are told it will end early or run late, call us as soon as possible. We will work with you to find another trip. However, there is no guarantee a trip will be available, or available at the time you want.

## Passenger Responsibilities

To ensure the safety and comfort of all passengers and the driver, please follow these rules:

- No eating, drinking, smoking, vaping, or alcohol use on our vehicles
- No abusive, threatening, or obscene language or actions
- No deliberate fare evasion
- No physical abuse of another passenger or driver. Passengers who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate suspension of service
- No operating or tampering with any vehicle equipment
- Headphones are required when using radios, cassette tape players, compact disc players or similar sound generating equipment
- Flammable or explosive materials are prohibited

***\* Please note if you are intoxicated prior to boarding you may be refused service for safety reasons.***

## Driver Responsibilities

Drivers must adhere to the same standards of common courtesy and personal hygiene as passengers, in addition:

- Are professional and courteous
- Receive disability awareness & sensitivity training
- Remain in the “line-of-sight” of their vehicle
- Assist riders to board or exit the vehicle
- May not accept tips or gratuities
- May not lift or carry riders
- May not enter a rider’s residence or building
- May not perform any personal care assistance
- Are well groomed and dressed neatly

## Service Suspension & Appeals

If you are not in agreement with a decision made by TheRide regarding eligibility or service suspension, you may appeal the decision in writing. Appeals processes are carried out in accordance with federal regulations.

- Informal eligibility appeals are available
- Formal eligibility appeals must be filed within 60 days
- Suspension appeals must be filed within 15 days
- Appeals must be filed in writing, audio, or by calling 734-973-6500
- Appeal determinations are made within 30 days of submitting the appeal.



# Other Services

## Regular Fixed-Route Bus Service

Benefits of riding the regular fixed-route service are:

- You don't have to make a reservation to ride a bus
- Riding the bus is free with your A-Ride ID card
- Buses are 100% wheelchair accessible
- Buses lower and have ramps for no-step entry
- Buses are equipped with audio and visual displays
- Priority seating is available
- Use the bus for some trips and A-Ride for other trips



## FlexRide Late Night & Holiday Service

Call: 734-973-1611 Download the FlexRide app

FlexRide provides curb-to-curb service during late-night hours and on major holidays when regular fixed-route service is not available. Learn more at [MyFlexRide.org](http://MyFlexRide.org).



## Travel Training

Call: 734-794-1721

Travel Training assists seniors and persons who have disabilities with their community travel needs.

The intent of TheRide's Travel Training program is to maximize the skills of the participant for successful independent travel. Training is provided on a one-to-one basis. The trainer provides practical experiences by riding the bus with the participant daily. Training is coordinated with the daily activities of the participant himself, allowing participants to progress at their own rate.

### There Are Two Types of Instruction Available:

- Field Destination Training
- General Travel

Please call TheRide's Mobility Service Coordinator for more information or to register for training at: 734-794-1721.



## Customer service

### Compliments & Concerns

Please call us if you have a compliment, concern, or suggestion about A-Ride services.

 Call: 734-973-6500

### Moving

If you move out of TheRide's service area or no longer need the service, please notify us. We will remove your name from our A-Ride list.

### Local Advisory Council (LAC)

The LAC board includes seniors, persons who have disabilities, and others interested in accessible transportation services. Comments and service recommendations discussed by the LAC are reported to TheRide's Board of Directors. For more information, please call 734-973-6500.



## A-Ride Quick Reference Guide

Base Service Area Operating Hours:	
Weekday	6:00 a.m. – 12:00 a.m.
Saturday	7:00 a.m. – 12:00 a.m.
Sunday	8:00 a.m. – 9:45 p.m.
Township Service Area Operating Hours:	
Weekday only	6:30 a.m. – 6:30 p.m.
Phone Numbers:	
Advance Reservations & Cancellations	734-973-1611
TDD Advance Reservations	734-663-5994
FlexRide Late Night & Holiday Service	734-528-5432
TheRide Main Office	734-973-6500
TheRide bus route information	734-996-0400
Advanced Reservation Phone Line Hours:	
Weekdays	8:00 a.m. – 5:30 p.m.
Weekends	8:00 a.m. – 5:00 p.m.
Same Day Phone Line Hours:	
Weekdays	6:00 a.m. – 12:30 a.m.
Saturday	6:00 a.m. – 12:30 a.m.
Sunday	7:15 a.m. – 7:00 p.m.

