



June 14, 2016

Dear Rider,

Following unsuccessful discussions to continue the existing program, both Milford Township and the Village of Milford will cease participation in the Highland-Milford Transportation program effective July 1, 2016. Beginning July 1, 2016, a new transportation program will be in place for Milford residents and services will be handled by a new provider - People's Express, a local non-profit focused on transportation services. In evaluating the available options, the Milford Township Board and Milford Village Council both felt that this new program provided the highest level of service to the community while stabilizing future costs to ensure the continuation of the service.


The People's Express program is the only transportation program through which Village and Township residents will be provided services. Any solicitation for continued use of the Highland-Milford Program, or any program other than the People's Express, should be disregarded, as the Village and Township only support and participate in the People's Express program. Please be advised that continued use of the Highland-Milford program, or any other service, may involve fees beyond rider fares that will not be paid by either community. Riders will be financially responsible for all costs, fees, and fares associated with any other program.

Any rides you need to schedule on July 1, 2016 or later must be scheduled through People's Express by calling (877) 214-6073. Additional information about People's Express, including hours of operation and the communities they serve may be found online at www.peoplesexpressmi.com.

This new transportation program is open to all Milford Township and Village of Milford residents, regardless of age, with seniors (age 55+) and persons with disabilities qualifying for reduced fares. Additional information and a copy of the new fare schedule is enclosed for your reference.

Sincerely,


Donald Green
Milford Township Supervisor


Christian Wuerth
Milford Village Manager

Peoples Express Transportation Program Route Schedule

Reservations should be scheduled between 10-2

Reservation Line: (877) 214-6073

After hours @ (877) 214-6073, for any reservations leave your name and number two times.

We will call you back the next business day.

We request minimum 3 day prior notice – rides may be available on shorter notice, based upon availability of vehicles.

Bus will run from 9 am – 5 pm

Last pick up @ 4:30

Medical rides may be scheduled up to 1 month in advance

Travel Service Locations:

Village of Milford, Milford Township

Cost:

\$4.00 each way; \$2.00 (½ fare) for senior or people with disabilities

Cash payment required at each pick up, (please no large bills)

When leaving the township the cost would be \$2.50 per mile

Senior and people with disabilities pay ½ fare (\$1.25 per mile). Regular riders pay \$1.75 per mile.

**Regular fare (\$4.00 each way; \$2.00 for seniors
& people with disabilities) out of town designations include:**

Commerce Medical

Lakes Medical

Huron Valley

Providence Hospital – Novi

Special Shopping Days every Tuesday

(Except Holidays)

Call for details

Milford Transportation Program
Rules & Regulations

Office Hours of Operation: Monday-Friday 9-5

1. All Milford Township & Village of Milford Residents are eligible to participate in the program.
2. Passengers are required to be 55 years and older or disabled individuals to qualify for ½ fare pricing.
3. You **CANNOT** make a reservation by leaving a message.
4. **All rides will be scheduled based on availability.**
5. Passenger(s) and /or caregivers must call and schedule with all information for the ride requests 3 days prior.
6. Reservations need to be made by the person requesting service or their advocate.
7. Regular passengers must make daily and /or weekly reservations. **No reservation is automatic.**
8. When making a reservation, have complete destination addresses, phone numbers, and appointment time, and return time if known.
9. **Medical appointments should be scheduled after 9:30 with a last pick up from appointments at 4:30.**
10. Passenger must be physically/mentally capable of boarding the bus with minimal assistance. Caregivers may be required for escorting ride for no extra fee.
11. Drivers are not required to lift or support individuals boarding vehicles
12. Wheelchair riders are required to be self-sufficient or provide their own caregiver.
13. Drivers are not allowed to schedule trips or make unscheduled stops. All trips must be called into the office.
14. Riders must return on the bus unless prior arrangements have been confirmed with the driver.
15. Passengers must limit their carry-on to what they can personally handle at one time; there is a 3 bag maximum. Drivers do not load parcels, deliver or carry parcels from the vehicle.
16. Drivers cannot enter private residences or assist riders to and from their home or destinations.
17. Payment for trips must be paid for at the time of pick up.
18. Busses are not used for emergency purposes. **Out-patient surgical pre-op or surgical appointments are not accepted.**
19. No pets allowed. (Exception: service animals)
20. Pick up is a Curb to Curb service. Exceptions are only made by office authorization.
21. Driveways and sidewalks must be accessible. If not accessible, drivers may refuse to pick up.
22. Riders with a diagnosed cognitive impairment must be accompanied by a caregiver.
23. Disruptive behavior or lack of personal hygiene may be a cause for denial of service.
24. Passengers who conduct themselves in an inappropriate manner or refuse to follow the guidelines may be subject to loss of service.
25. **IMPORTANT: Riders MUST call to cancel any scheduled rides no longer needed. The first time a driver shows up to pick up a rider for a trip that was not cancelled prior to, the rider will not be charged. If a driver shows up again for a trip that wasn't cancelled the rider will be charged a one-way fee for NO-SHOW to be paid next trip.** Passengers, who repeatedly are not at home or place of pickup when the bus arrives and do not call and cancel, may be subject to loss of service.