



## Rider Rules and Guidelines

Welcome to Liv&Go! Our mission is to enhance the quality of life for all residents within the City of Livonia including seniors and those with disabilities.

The following Rider Rules and Guidelines have been created to ensure our passenger safety and well-being.

1. All passengers should remain seated until the vehicle has come to a complete stop and the driver has opened the door.
2. No children ages 18 and younger are allowed in the vehicle.
3. No pets are allowed except guide dogs and service animals for those with disabilities.
4. No smoking, eating, drinking, or littering is allowed in the vehicle.
5. Liv&Go is a door-to-door service. If needed, drivers will assist passengers to buildings with handicap-accessible entrances and vice versa. Drivers will not transport passengers beyond the entrance of the building. The driver is prohibited from entering a passenger's home or taking them in for appointments. Passengers should request door-to-door assistance when scheduling their trip.
6. Drivers will assist with boarding and deboarding of the vehicle or the wheelchair lift; offer an arm for guidance, but not physical support. Drivers will **not** assist in locking or unlocking doors, entering buildings, handling personal property, offering weight-bearing support, lifting or pushing a wheelchair up an excessively steep ramp, or helping operate a powered wheelchair or scooter. If this type of assistance is needed, you are required to have an attendant ride with you. **(See #15 for further explanation of attendants).**
7. If Liv&Go observes an incident where a passenger's safety within the standard door-to-door service is in question, then they have the right to evaluate the passenger's ability to ride and require the passenger to have additional assistance.
8. All passengers will be charged a fare of \$3 per ride. Riders must have an exact fare or a ticket. **Drivers do not carry change.** The City of Livonia is not responsible for lost tickets. Once a ticket is issued, it is not refundable and cannot be replaced
9. No-shows and last-minute cancellations cost our service time and money and hinder our ability to service other passengers. A no-show is a term we use when passengers are not at their pickup point when the bus arrives. **A last-minute cancellation is when a passenger cancels after 5 p.m. the night before.**

## 9. Continued

After three no-shows or last-minute cancellations within a 30-day period, the passenger may be suspended from reserving bus service. All no-shows and last-minute cancellations will be recorded. If suspension occurs, the passenger will be notified in writing. Circumstances beyond the passenger's control resulting in a no-show or late cancellation will not be counted against the passenger. Qualifying circumstances include, but are not limited to, passenger illness, family emergencies, mobility aid failure, adverse weather conditions, and other similar circumstances. Qualifying circumstances will be evaluated on a case-by-case basis by Liv&Go.

10. Liv&Go promotes a safe, positive, and respectful environment for all passengers. Riding privileges may be revoked, suspended, or denied due to any interference with the safe operation of the vehicle. This includes any disruptive physical and verbal conduct to other passengers or the driver. Liv&Go also has the right to refuse service to anyone who is under the influence of drugs or alcohol.

11. To protect the health and well-being of Liv&Go personnel and our passengers, all passengers must maintain acceptable standards of personal hygiene and shall be reasonably clean and free of extreme or unpleasant odors. This includes wheelchairs and other mobility devices that are free of food and debris. Passengers may not be incontinent.

12. All passengers should be ready 30 minutes before their initial scheduled pick-up time. The driver may arrive anytime within the 30 minute window, depending on driving conditions, bus breakdowns, promptness of other passengers, or driver absenteeism due to illness. Please do not make the driver late, as it impacts your fellow passengers. The driver will wait up to three minutes after arriving. If no passenger shows up, the driver will leave after being released by the dispatch office. **(See section A for further details)**

13. Drivers will not assist with carrying shopping bags. Shoppers are responsible for loading, unloading, and carrying their own groceries from the store to the vehicle and from the vehicle to their residence. Shoppers are limited to five grocery bags and no cases of water.

14. Passengers with wheelchairs must be strapped in and the chair secured to the floor. Wheelchairs must have working footrests and wheel locks. Passengers using other types of mobility devices may need to sign a waiver before riding the bus for the first time. Wheelchair lifts are only for passengers in wheelchairs or scooters. Riding the lift while standing without being in one of these devices is not allowed.

15. Care attendants must be present to assist clients who cannot travel or board the vehicle independently. It is the responsibility of the passenger to find an attendant. Attendants will not be charged to ride. If it's learned that the client can manage on their own, full fare will be charged to the attendant.

16. During inclement weather conditions, delays and cancelations are possible. During winter, please ensure your driveway and walkways are free of snow and ice when the bus arrives. Due to safety concerns, Liv&Go will not be able to provide door-to-door service to passengers if their sidewalks and driveways are not cleared of snow and ice.

17. Standing orders may be discontinued after three consecutive dates of either no shows, cancelations, or non-activity.

18. Liv&Go will not pick up passengers after having surgical procedures involving anesthesia and is also not available for emergency medical transport. Call 911 if you are experiencing a medical emergency.

### **Section A – Pick up and Drop off Times**

Although drivers will do their best to adhere as closely to scheduled pick-up times as possible, pick-up times may vary slightly due to circumstances beyond the driver's control. Therefore, all passengers should be ready 30 minutes before their initial pick-up time. The driver will wait up to three minutes after arriving before leaving since other riders depend on drivers meeting the schedule. Remember, drivers have other pick-ups and drop-offs on the route. Please do not ask the driver to take you home first or for special arrangements, as this will cause delays in the schedule. Occasionally, a pick-up may be delayed because of excessive traffic, weather, mechanical failure, or other circumstances. **Please Be Patient.** Drivers will work to get to your pick-up stop as quickly and safely as possible.

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