



GoldRide

User's Guide

TheRide's Shared-Ride Service
For Seniors 65+

PDF version at
www.TheRide.org

UPDATES

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May 1, 2016

Welcome To GoldRide

GoldRide is a shared-ride service of the TheRide for seniors age 65 or older. Riders may also travel TheRide's fixed route buses FREE with their GoldRide card. GoldRide trips are shared if they are generally traveling in the same direction at the same time. Trips are scheduled without regard to trip purpose or priority, and are provided in sedans and accessible lift equipped buses.

Service is available within the City of Ann Arbor, limited areas within Pittsfield Township, and to the Washtenaw Community College, St. Joseph hospital, UM Medical Center and UM lobbies at Domino Farms.

It costs TheRide more than \$25 on average to provide a GoldRide trip. Your fare covers only some of this cost. GoldRide funding comes from local property taxes, with additional funding from the State of Michigan.

GoldRide Eligibility

To apply for the GoldRide card you must complete an application process. The GoldRide application can be requested by mail or downloaded from our website at **www.TheRide.org**. For more information or to request an application call TheRide's Travel Trainer 734-794-1721, or email **tbyrd@theride.org**.

Reference Numbers

Reservations & Cancellations	734-973-1611
TDD Trip Reservations & Cancellations	734-663-5994
Customer Service	734-973-1611
Night Ride & Holiday Ride	734-528-5432
Travel Training	734-794-1721
TheRide General Information	734-973-6500
TheRide Fax	734-973-6338
Bus Route and Schedule Information	734-996-0400
My-Ride	866-977-9423

A-Ride is a complementary paratransit service
of the Ann Arbor Area Transportation Authority
2700 S. Industrial Hwy., Ann Arbor, MI 48104

This guide is available in alternative format.

Call 734-973-6500
or TDD 734-973-6997

This User's Guide is meant to present GoldRide 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 to be the full and complete explanation or content of GoldRide guidelines, or local, state or federal law. Local, state and federal laws take precedence.

GOLDRIDE BASICS

Obtaining Your GoldRide Card

The GoldRide card is FREE. To obtain one, present one of the following pieces of acceptable valid photo identification:

- U.S. driver's license
- State I.D.
- U.S. passport
- Foreign passport

TheRide's main office is located at: 2700 S. Industrial Hwy. Ann Arbor, MI. Main office hours are Monday-Friday between 8:00 a.m. & 5:00 p.m. Your picture will be taken and your GoldRide I.D. card will be issued right away.

Update Your Card

Your GoldRide card only needs to be updated if:

- You move and your address changes
- You no longer use the service, or
- You wish to apply for A-Ride service

For more information call TheRide at 734-973-6500

You must have your GoldRide card in order to travel. If you lose your GoldRide card call TheRide's main office for a replacement. Your first replacement card is free, additional replacements are \$5.00.

General Operating Hours

GoldRide trips must be completed by the end of these scheduled service hours.

- The first weekday pick-up may be scheduled as early as **6:30 a.m.**
- All weekday trips must be completed no later than **11:45 p.m.**
- On Saturday, a trip can be scheduled as early as **7:30 a.m.**
- All Saturday trips must be completed no later than **10:45 p.m.**
- On Sunday, a trip can be scheduled as early as **8:00 a.m.**
- All Sunday trips must be completed no later than **7:45 p.m.**

GoldRide Service Area

The GoldRide Service Area is defined by the city limits of Ann Arbor and limited portions of Pittsfield Township. The Pittsfield Township service area is defined as; east of Maple Rd., north of Ellsworth Rd., west of Golfside Rd., and south of Clark Rd. Other locations trips can be made to include: the St. Joseph Main hospital, Washtenaw Community College, UM Medical Center (off Plymouth Rd.) and the UM Lobbies at Domino Farms (see map page 19-20).

Holidays

GoldRide does not operate on: Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day. On Christmas Eve and New Year's Eve service ends at 7:00 p.m. For trips on these days call Holiday Ride (see page 14).

RESERVATIONS

Making Reservations 734-973-1611

Before You Call

- Know your GoldRide ID number and the date(s) you want to travel
- Know your appointment time, or time you want to be picked up
- Know the name & address of where you are going to
- Know the specific entrance you want to be picked up at
- Know what assistance you may need, or mobility aids you use
- Know who will be traveling with you

When Calling To Make A Reservation

- Select Option #2 for: Advance trip orders from 1-7 days in advance
- Select Option #3 for: Same-Day trip orders on the day of the trip

For Advance Trips & Advance Cancellations

- Call Weekdays: 8:00 a.m. to 6:00 p.m.
- Call Weekends: 8:00 a.m. to 5:00 p.m.

For Same-Day Trips & Same-Day Cancellations

- Call Weekdays: 6:15 a.m. to **11:00 p.m.**
- Call Saturdays: 7:15 a.m. to **10:00 p.m.**
- Call Sundays: 7:15 a.m. to **7:00 p.m.**

Trip Times

The travel time of a GoldRide trip is comparable to the same trip if made by fixed route bus. Pickup times may also 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

Advance reserved trips arrive within a tentative 30 minute Be-Ready window from your scheduled pickup 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 for assistance.

For Same-Day trips and Will-Call Return trips, the Be-Ready window is 45 minutes from your pickup time.

Please be prepared to leave when your ride arrives. Riders who do not board the vehicle when it arrives delay service for other passengers. In these cases the driver can only wait up to 5 minutes before moving on to their next trip.

(continued next page)

On-Board Travel Times

Travel times vary based on trip distance, traffic, time of day and weather conditions. The below table shows expected travel times. If you need to arrive by a specific time consider your Be-Ready window and travel time when planning your trip. If you're unsure, tell us, the reservationist will attempt to give you a pickup time that will get you to your appointment on time.

Trip Miles	Expected Travel Times
1-5	30-45 minutes
5-10	1 hour
10-15	1.5 hours
15-20	2 hours

Vehicle Types

GoldRide trips are provided in sedans and accessible lift-equipped buses. All riders should expect to travel in these vehicles.

Note

Riders may not choose the type of vehicle they prefer to travel in.

TRIP OPTIONS

Same-Day Trips

Depending on availability, up to two same-day trips, with a pickup and drop off entirely within the Ann Arbor City limits, are available per day. Call to request a same-day trip and your vehicle will arrive within 45 minutes from your confirmed pickup time.

Standing Orders (STO's)

Standing orders may be available for reoccurring trips. Trips must remain unchanged for 90 days. At least two weeks are needed to process requests. Three no-shows on a standing order, in one month, will cancel it.

Sedan Will-Call Return Trip

A sedan 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 or shopping appointments. Two will-call return trips are available per day. Call when you are ready for your return trip and your vehicle will arrive within 45 minutes from when you call.

Trip Inclusions

Advance trip requests are available to: St. Joseph Mercy Hospital, Washtenaw Community College, UM Lobbies Domino Farms & UM Health Center (Plymouth Rd.)

Note

Same-day trips originating from and returning to the Ann Arbor City limits may be requested to the UM Lobbies at Domino Farms and UM Health Center.

GUIDELINES

Fares

Fare is paid in cash or by Scrip ticket. Scrip are sold in books of 10 for \$30. To find out where to buy Scrip books call TheRide 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
- \$4 per trip for same-day trips
- \$3 per adult companion
- \$1.50 per youth companion (K-12)
- Free for children age 5 and younger
- Free for Service Animals
- Higher fares may be charged for premium services

Note

You must present your GoldRide card to the driver when traveling. If you have lost or misplaced your card be sure to call TheRide's main office at 734-973-6500 to obtain a replacement. Your first replacement card is free, there is a \$5 fee for additional replacements.

Door To Door Assistance

When requested in advance (or during your trip) drivers may help riders who require assistance. This includes knocking on doors, ringing door-bells, opening doors and carrying items. 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 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 have excessive items and do not wish to reduce them, then you can request a trip from the provider at their private cash rate. In this event you may need to wait for a private vehicle to arrive.

If you require assistance due to an impairment, 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 understand that vehicle trunks, even when empty, are reserved for mobility aids only.

Lost Items

GoldRide is not responsible for lost items. If you believe you left an item in the vehicle call GoldRide (option 3) for information on how to claim it. **If possible**, lost items may be returned to riders on their next scheduled trip. Riders may also have their item delivered, the same-day, for an \$8 courtesy delivery fee.

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 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 the car travel seat. Upon request, drivers will help carry the (empty) car seat or booster chair to or from the vehicle.

Service Animals

Service animals are welcome on GoldRide. They must be under your control and not interfere with other passengers. Pets must be carried in a well secured cage or travel container.

Companions (Guest)

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 30 minutes or less 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.

Note

Tips to Avoid No-Shows.

- Have your GoldRide ID card and correct fare prepared
- Cancel trips more than 30 minutes ahead of time
- Wait at the location or entrance you requested
- Arrive at your pickup location a few minutes early
- Be prepared to wait through your entire pick-up window
- Board your ride within 5 minutes of its arrival
- Make sure your timepiece is accurate

Passenger Responsibilities

The below list of guidelines is designed to ensure the safety and comfort for all riders, as well as the driver.

- Have your GoldRide card and correct fare when traveling
- Consider the travel time and the Be-Ready window when traveling
- Be ready at the pickup location and on time
- Do not distract the driver or annoy other riders
- Do not engage in inappropriate behaviors
- Travel with a companion if you need additional help
- Maintain acceptable standards of personal hygiene
- Do not smoke, eat, drink, or play loud music
- Expect to share your ride with other passengers
- Ensure your mobility aid is safe and travel worthy

Driver Responsibilities

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

- Are professional and courteous and wear visible name tags
- Are well groomed and dressed neatly
- 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 riders residence

Service Suspension

The following are examples of misuse that could lead to loss or suspension of service.

- Falsifying information on your GoldRide application
- Allowing others to use your GoldRide card
- Inappropriate, unsafe or illegal actions
- Excessive No-Shows (see below)

You may be notified if you have 3 No-Shows equaling 15% or more of your total trips in a 1 month period.

Appeals

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

- Suspension appeals must be filed within 15 days
- Appeals must be filed in writing or audio (cassette/CD)

Appeal determinations are made within 30 days. Depending on the circumstances, you may continue to use GoldRide during this period.

OTHER SERVICES

Holiday Ride 734-528-5432

Holiday Ride is provided within the City of Ann Arbor, and between Ann Arbor and Ypsilanti, on major holidays that GoldRide or fixed route bus services do not operate.

Night Ride 734-528-5432

Night Ride is provided within the City of Ann Arbor and between Ann Arbor and Ypsilanti, when GoldRide or fixed route bus services do not operate. Night Ride is also available on all major holidays.

MyRide 866-977-9423 (toll free)

MyRide is a Mobility Management service that provides transportation to individuals within Washtenaw County. If GoldRide is unable to meet your trip needs then call My-Ride for additional trip options.

Fixed Route Bus Service

Benefits of riding fixed route bus service are:

- You don't have to make a reservation to ride a bus
- Riding the bus is free with your GoldRide 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 GoldRide for other trips

Travel Training 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 on a daily basis. 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 Travel Trainer for more information or to register for training.

Tracy Byrd

734-794-1721

tbyrd@theride.org

CUSTOMER SERVICE

Compliments & Concerns 734-973-1611

If you have a compliment, concern, or suggestion about GoldRide services, or if you have a question or need additional information please call. Especially if you have concerns, the sooner you share them, the better. If your concern has not been resolved to your satisfaction, or you require additional assistance, please call TheRide's Paratransit Coordinator 734-973-6500.

Moving

If you've moved please notify us. We will update your information, or If you wish to discontinue service please let us know.

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.

The LAC meets the second Tuesday of every month (except July) from 10:00 a.m. to 12:00 noon, at TheRide's main office, 2700 South Industrial Highway, Ann Arbor. The office is accessible by GoldRide and the TheRide's fixed route bus 6 Ellsworth. For more information, call 734-973-6500.

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GoldRide Service Area

This map represents the GoldRide shared-ride service areas and is intended to be used as a reference. To find out if service goes to a location you wish to travel to, or to a location outside of your area, call GoldRide.



GoldRide Service Area

This is defined as being within the Ann Arbor City limits and portions of Pittsfield Township.

Same-day trips are permitted within the Ann Arbor City limits only.

Advance reservations are available within the Ann Arbor City limits and portions of Pittsfield Township (dark area) between east of Maple Rd., north of Ellsworth Rd., west of Golfside Rd., and south of Clark Rd.

TRIP INCLUSIONS

Destinations included within all service areas:

- Domino's Farms U-M Lobbies
- U-M East Medical Campus
- Wash. Community College
- St. Joe Hospital

LEGEND



City Limits (solid black line)



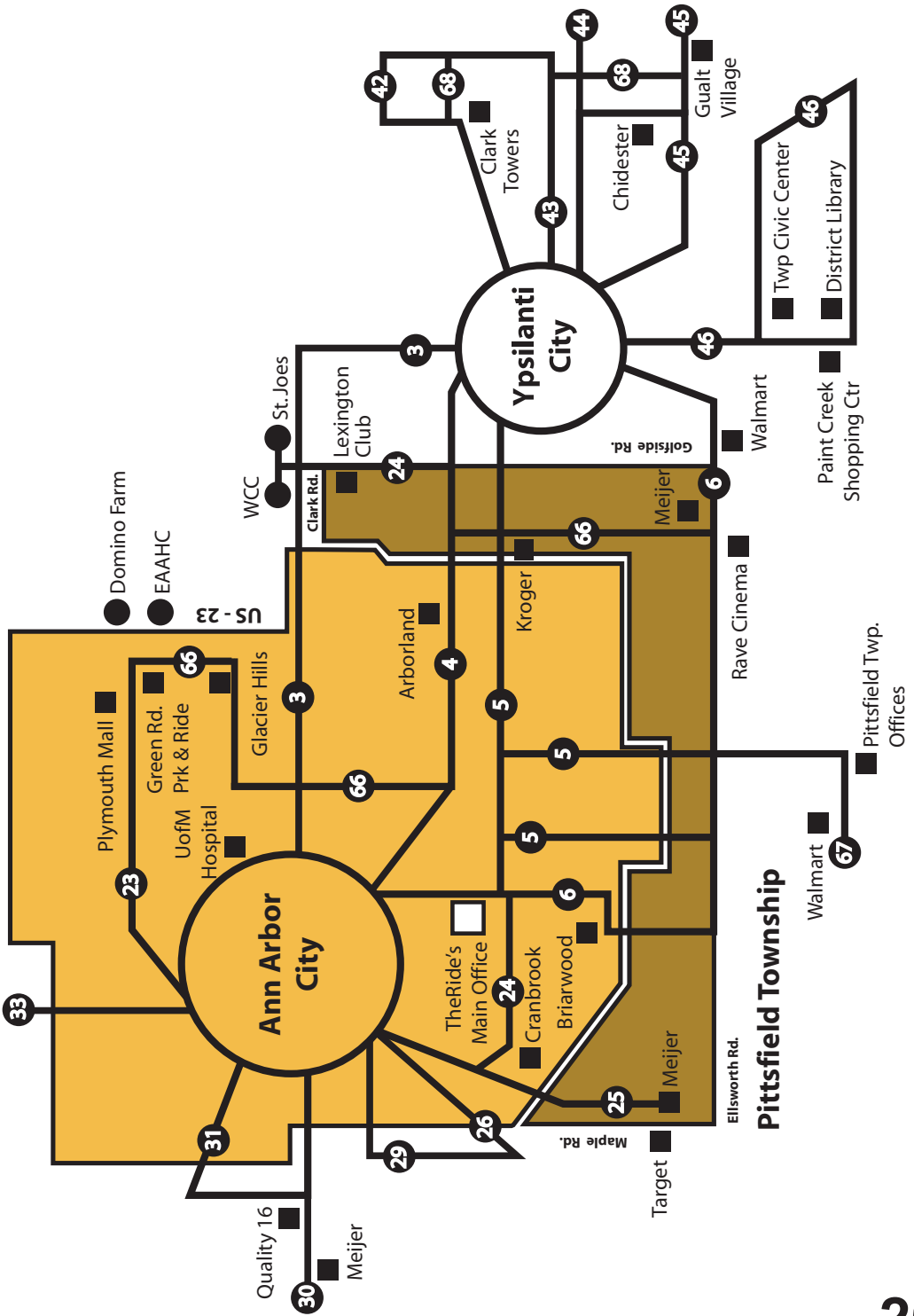
Township Limits (black & white line)



Streets & Roads (solid white line)



Regular Fixed Route Buses



A-Ride Quick Reference Guide

Base Service Area Operating Hours:

Weekday	6:30 a.m. - 11:45 p.m.
Saturday	7:30 a.m. - 10:45 p.m.
Sunday	8:00 a.m. - 7:45 p.m.

Township Service Area Operating Hours:

Weekdays only	6:30 a.m. - 6:30 p.m.
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Phone Numbers:

Advance Reservations & Cancellations.....	734-973-1611
Same-Day Reservations & Cancellations.....	734-973-1611
TDD Advance Reservations	734-663-5994
TDD Same-Day Reservations	734-663-5994
Night Ride & Holiday Ride	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. - 6:00 p.m.
Weekends.....	8:00 a.m. - 5:00 p.m.

Same Day Reservation Phone Line Hours:

Weekdays	6:15 a.m. - 11:00 p.m.
Saturday	7:15 a.m. - 10:00 p.m.
Sunday	7:15 a.m. - 7:00 p.m.