

**Serving the
Farmington Community
for over 30 years**

As a SMART Community Partner, the City of Farmington Hills Transportation Program services Adults 55+ and residents with a disability over 18 years of age in Farmington and Farmington Hills.

Our goal is to provide safe, quality service to as many passengers as possible.

Contact us with your concerns and suggestions to help us serve you better.

In return, we ask for your cooperation in adhering to our Passenger Guidelines.



6/2021

**SMART Dial-A-Ride Service
SMART Connector Service**

**Two additional
SMART services
are available for you!**

**Both are a Monday
through Friday service.**

**Call (866) 962-5515
for more details.**



Be SMART—Dial a Ride!

**Senior
Transportation**



**Adults 55 & Better
Transportation**

(248) 473-1864

**Costick Center
28600 Eleven Mile Road
Farmington Hills, MI 48336**

"Oh, the places you'll go!"

City of Farmington Hills

Passenger Guidelines

Curb-to-Curb Service

Passengers should be ready for pick up 15 minutes prior to the scheduled pick up time. The driver will assist you in getting in and out of the vehicle, ensure that you are safely secured in the vehicle, and ensure that you reach your destination safely.

If you require additional assistance or require a wheelchair, you must be accompanied by a personal aide.

Operating Hours

Monday - Friday, 8:30 a.m. - 3:30 p.m.
in Farmington/Farmington Hills

Fares

\$2.00 suggested donation each way.

Additional donations are gratefully accepted.

Making Reservations

Call Dispatch at (248) 473-1864 to schedule all transportation reservations. Dispatch will take calls Monday - Friday, 8 a.m. to 4:00 p.m. The voice mail message system will take your call after office hours and when dispatch is on another call. *Be sure to provide your name and phone number when you leave a message.*

We cannot take a reservation by message. Someone in the office will return your call & confirm your reservation.

Transportation reservations for **medical appointments** can be made up to 6 months in advance with a 4 workday minimum notice prior to the appointment, based on availability. When calling with a reservation, have the following information ready:

1. Date and time of appointment.
2. Destination information: doctor's name, address, and phone number.
3. How long you expect to be there.

NOTE: One appointment per day and three appointments per week maximum.

Cancellations

Call the dispatcher at (248) 473-1864 as soon as possible if you need to cancel a reservation. Someone else may be on a waiting list.

Destinations

MEDICAL APPOINTMENTS within Farmington and Farmington Hills (including Beaumont Hospital--Botsford Campus), Livonia (North of I-96), Novi, Royal Oak (Beaumont Hospital--Royal Oak Campus only), Southfield, and West Bloomfield.

Shopping trips and the shuttle to the

Costick Center for Active Adults

will have limited

availability fall of 2021.

PLEASE NOTE: Medical appointments take priority over all other trips.