



PEX Rider Guidelines

People's Express (PEX) is a low-cost public transportation service for select townships and cities in Southeast Michigan. Most of our buses and vans are lift-equipped and they all meet ADA requirements. We are the driving force that enables people to remain an independent, active part of their communities.

PEX is dedicated to providing safe and reliable public transportation to empower all individuals to maintain their independence and enhance their quality of life, with attention to underserved populations including, but not limited to: aging adults, people with disabilities, lower-income, underemployed or unemployed, and those with limited access to transportation due to rural geography.

How to book a ride:

Call People's Express at **877-214-6073** between **8:00 AM and 7:00 PM Monday through Friday** to schedule your ride. A call back will be given one business day before your scheduled ride. On the day of your trip, please be ready. Drivers will wait five minutes. They may arrive up to 15 minutes before or after scheduled pick-up times.

Reservations must be made at least three business days in advance. If you call before 2 pm on Monday, Monday counts as a business day, and you can get a ride on Thursday. If you call after 2 pm on Monday, the three business days start the next day, and you can get a ride on Friday.

Scheduling Guidelines

Rides are based on a first come first serve basis, with priority given to: Medical/Dental Appointments, Work Rides, Shopping for food, and all others. No ride is guaranteed. Riders requesting shopping trips will be assigned a flex time. High-priority trips will be given accommodations first and shopping trips will be subsequently scheduled.

PEX is demand response public transportation and schedules change daily based on rides that day, how many people are on the vehicle, traffic, weather, late passengers, issues with passengers, etc. We have no fixed routes. Please be patient and understand your ride will not be the same every time. We have different drivers and different routes daily.

The driver can only take the passenger to the destination that was scheduled with the dispatcher. Drivers cannot make scheduling adjustments; these must be done ahead of time with dispatch.

Voicemail is not available to schedule rides. You must speak with dispatch.

PEX does not allow transportation for medical emergencies. Call 9-1-1.

Payment

Riders can pay in exact change or check. Drivers will not give change.

Cancellation Policy:

To avoid excessive cancellations for scheduled transportation trips, the following policy has been adopted by People's Express to help us better serve you and keep costs down. People's Express defines a cancellation as any scheduled trip that is:

- Called off the same day as the trip.
- Failure to appear for the scheduled trip and/or complete the trip once the driver has arrived at your designated pick-up location.

Business days are Monday, Tuesday, Wednesday, Thursday, and Friday.

Calls received after 3:00 PM are considered to be the next business day.

- Three (3) cancellations on the same day within 30 days will result in a 30-day suspension of transportation services. Clients must have good reasoning as to why they cancel to not be suspended from services.
- After the first suspension, cancellation of only two (2) days during 30 days will result in a 60-day suspension of services.
- Cancellation beyond this will jeopardize your privilege to ride the People's Express permanently.

People's Express DOES NOT operate on the following days:

- New Year's Eve
- New Year's Day

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

Rules to follow once on board:

- Seat belts must be worn at all times on PEX vehicles for safety.
- Smoking or using electronic cigarettes is prohibited onboard.
- Children under 14 require parental supervision
- Children MUST have proper child transportation seats as required by law to ride
- Any form of abuse or harassment towards passengers or staff results in immediate action.
- No passenger may act in a threatening, harmful, criminal, or unsafe manner, which may jeopardize the passenger, the driver, or other passengers.
- Keep noise levels low during the ride to ensure comfort for everybody on board.
- Store personal belongings in designated areas to maintain accessibility and safety on board.
- Eating and drinking are not allowed on the vehicle, except for medical needs
- Any passenger-caused damage to the vehicle may result in liability and loss of service privileges.
- Illegal activities, such as vandalism or assault, will lead to immediate termination of service.
- No guns, knives, or weapons of any kind will be permitted on our vehicles.
- No hazardous, explosive, or corrosive materials will be permitted on our vehicles.
- Maintain personal hygiene for the comfort of all passengers, especially seniors and individuals with disabilities.
- Board and exit the vehicle in an orderly manner to ensure safety, particularly for those with mobility challenges.
- Your feedback is valuable for improving PEX services. Report any concerns or complaints promptly for resolution.

Hazardous Conditions

Any potentially communicable health condition (open wounds/sores, bodily fluids, lice, bed bugs) is considered hazardous. Failure to conform to this standard will result in a temporary suspension of service.

Personal Hygiene

To protect the health and well-being of PEX personnel and our passengers, PEX requires all passengers to maintain an acceptable standard of personal hygiene. Failure to conform to this policy will result in probationary status and/or a temporary suspension of service.

Boarding and Exiting

Our buses offer the advantage of easy boarding and exiting for passengers of all abilities. Please arrive at the designated pick-up location a few minutes early to ensure a timely departure. Our drivers will assist passengers with boarding, including those with mobility aids or other special requirements. When exiting the bus, please allow others to disembark safely before moving to ensure a smooth transition.

Please note that driveways and private roads must be passable and cleared of hanging branches and snow.

Shopping bags on vehicles

Dispatchers will tell clients that they are only allowed to bring 6 little Kroger/Wal-Mart bags and 3 big bags of groceries back from their trips when scheduling grocery trips. If the clients do not follow this, drivers will inform dispatchers after the client is dropped off. Dispatchers will call clients and let them know that this is unacceptable and that if it happens again they could be kicked off the service for 2 weeks for shopping trips only. Drivers are not permitted to help clients with their shopping bags. If a client is unable to carry their shopping bags, they should have an escort/aide with them.

Walkers, Canes, Crutches, Strollers

Passengers using walkers, canes, or crutches are responsible for their own personal medical equipment. None of these, including strollers occupied by children, shall be stored in the wheelchair securement areas. Drivers are prohibited from using the Q-

Strait tie-downs to secure anything other than wheelchairs, scooters, adult strollers, or companion chairs.

Accessibility and Accommodations

Our vehicles are equipped with features to accommodate passengers with mobility challenges, such as wheelchair lifts and securement systems. Passengers with scooters or battery-operated wheelchairs that are not compatible with the Q-Strait straps will need to either be transferred to the vehicle's seat, or a wheelchair provided by PEX.

Please inform us in advance if you require any specific accommodations.

Service Animal policy

People's Express, in compliance with the Americans with Disabilities Act (ADA), must allow people with disabilities to bring their service animal into all areas where passengers are normally allowed to go.

Under this policy, a service animal is defined as an animal that is individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

People's Express acknowledges that we **may**:

- Ask if an animal is a service animal
- Ask what tasks the animal has been trained to perform
- Charge a passenger with a disability for damage caused by their service animal

People's Express also acknowledges that we **cannot**:

- Require special ID cards for the animal
- Ask about the person's disability
- Charge extra fees for the service animal
- Treat a person with a disability who uses a service animal less favorably than other passengers
- Ask a person with a disability to remove their service animal from the bus unless the animal is out of control and the owner does not take effective action to control it OR if the animal poses a direct threat to the health and safety of others*

***Allergies or fear of animals are generally not valid reasons for denying access or refusing service to passengers with service animals.**

People's Express is **not** required to provide care of food for a service animal.

Personal Care Attendants (PCA)

A PCA is anyone whose purpose is to help you meet your disability-related personal needs. One (1) Personal Care Attendant (PCA) may accompany you at no additional charge. Please tell the scheduler that a PCA will accompany you.

Customer Complaints:

In the event of any customer complaints or concerns regarding our transportation services, we encourage riders to promptly reach out to our dedicated Dispatch Department at **(877)-214-6073**. Our team is readily available to address issues with the utmost urgency and professionalism. Your feedback is invaluable to us as we strive to enhance the quality of our service continuously. Rest assured, we are committed to resolving any grievances efficiently and ensuring your satisfaction with every aspect of your journey with PEX.

Compliance:

Failure to comply with one or more of the terms of this policy may result in an immediate, temporary, or permanent suspension of transportation services and/or probation. Except for an immediate temporary suspension, a rider shall be notified of any planned disciplinary action and shall be given three (3) days to appeal. Violations result in the following suspensions over the course of a one-year rolling calendar: first violation: 7-day suspension, second violation: 14 days, third violation: 21 days, fourth violation: 28 days. Any violation after the fourth one may result in additional suspension time or permanent suspensions of transportation services.