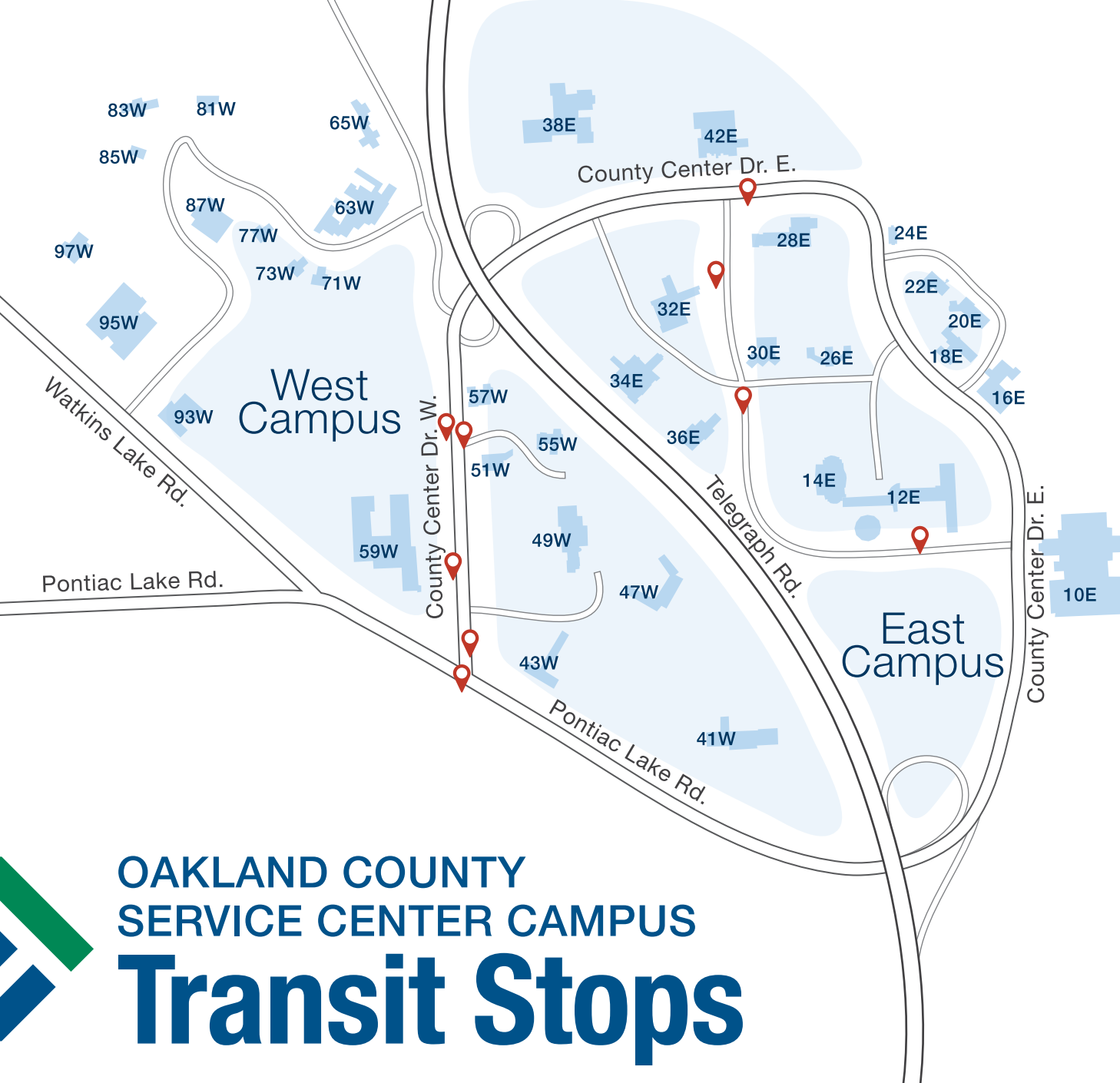




WEST CAMPUS

- 41 W Executive Office Building
- 43 W Oakland County Farmer's Market
- 47 W Campus Office Building
- 49 W Campus Office Building
- 51 W Vibe Credit Union
- 55 W Easter Seals Society
- 57 W Sheriff's Patrol Services
- 59 W Road Commission Complex
- 63 W Children's Village Administration
- 93 W US Army Reserve Center
- 95 W Public Works Building
- 97 W Parks & Recreation Administration

EAST CAMPUS

- 8 E East Annex Jail
- 10 E County Jail & Sheriff Records
- 12 E Court Tower Complex
- 14 E West Wing Extension
- 16 E Vehicle Operations
- 18 E Administrative Annex II
- 20 E Storage Building
- 24 E D Building
- 26 E North Office Building
- 28 E Medical Examiners Facility
- 32 E Resource Crisis Center
- 34 E North Oakland Health Center
- 36 E Medical Control Authority
- 38 E Sheriff's Office Administration
- 42 E Animal Shelter & Pet Adoption Center

MAP KEY

-  SMART Route 790
(Pontiac Crosstown)

OAKLAND COUNTY SERVICE CENTER CAMPUS Transit Stops

For more information about Route 790 (Pontiac Crosstown), including hours of operation, additional transit stops along Route 790 and navigation assistance for locating transit stops, visit smartbus.org or download the Transit App.





SERVICES IN YOUR COMMUNITY



On-demand and fixed route transportation services are available for residents throughout Oakland County.

CALL YOUR LOCAL TRANSIT PROVIDER TO:



Register as a Rider

(necessary for on-demand services)

Schedule a Ride

(including rides with connections)

Pay Fares

To learn more about transit services in your area, visit:

[OakGov.com/
OaklandTransit](http://OakGov.com/OaklandTransit)

See the back of this flyer for contact information.

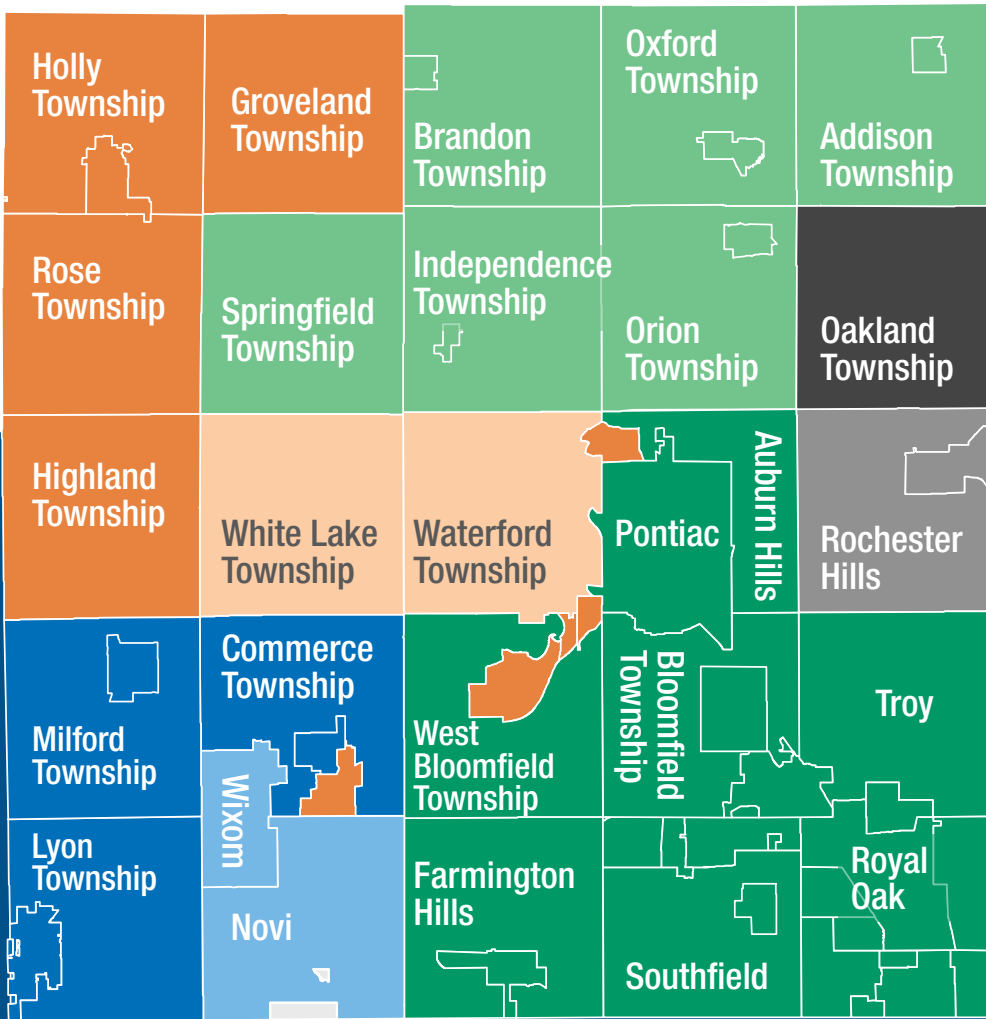
DID YOU KNOW?

Veterans ride free with our “This Ride’s on Us” Program.

For more info, visit: OakGov.com/Veterans



OAKLAND COUNTY TRANSIT PROVIDERS



NOTA
RideNOTA.org
 (248) 693-7100

OPC
OPCTransportation.org
 (248) 652-4780

PEX
PeoplesExpressMI.com
 (877) 214-6073

SMART
SMARTBus.org
 (866) 962-5515

WOTA
RideWOTA.org
 (248) 877-4979

	NOTA		SMART
	WOTA		SMART & WOTA
	OPC		SMART & OPC
	PEX		SMART & PEX

LIFE | SMART | YOU
SMART



People's Express



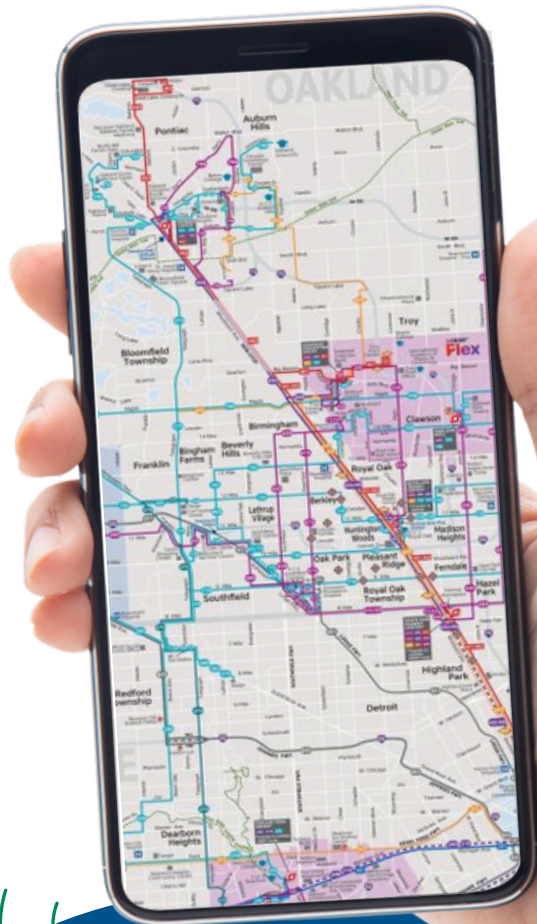
PUBLIC TRANSPORTATION *AT YOUR FINGERTIPS*

Navigate Transit with these Apps:

- **Transit App:** Locate nearby transit, plan your trip and get real time updates on bus arrivals

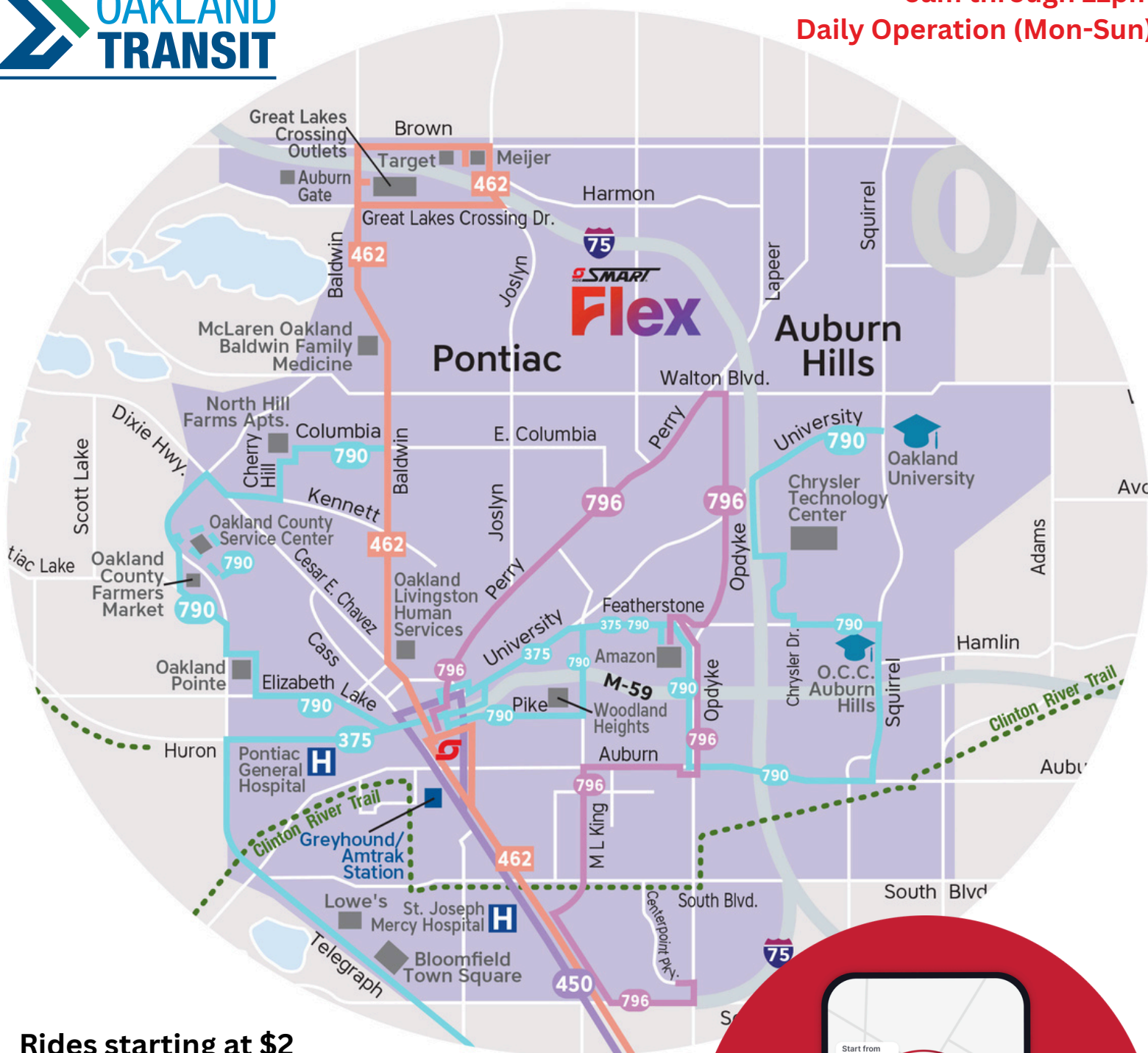


- **Flex App:** Request on-demand microtransit with SMART Flex
Oakland County Flex Zones include:
 - Troy/Clawson
 - Auburn Hills/Pontiac
 - Farmington/Farmington Hills



FOR MORE INFORMATION, VISIT:
OAKGOV.COM/OAKLANDTRANSIT





Rides starting at \$2

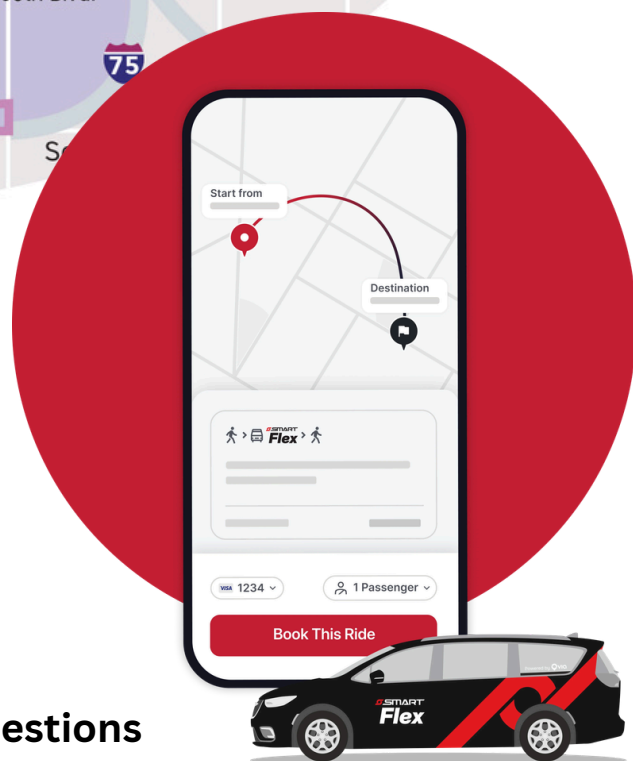
Scan the QR code to download the Flex App



**SMART
Flex**

Call (734) 212-8429 to make reservations

Email support-smart@ridewithvia.com with questions





FREE TRANSPORTATION FOR VETERANS

Oakland County's *This Ride's On Us* Program

Oakland County Veterans' Services, in collaboration with Oakland Transit, provides free transportation for veterans and their dependents across Oakland County. A DD214 or equivalent paperwork is required to register as a veteran rider.

Transportation is provided by Oakland Transit's local and regional service providers:

- **NOTA:** (248) 693-7100
- **OPC Social & Activity Center:** (248) 652-4780
- **People's Express:** (877) 214-6073
- **SMART:** (866) 962-5515
- **WOTA:** (248) 887-4979

Veterans' Services also provides accessible transportation to the U.S. Department of Veterans Affairs Medical Centers in Detroit and Ann Arbor.

Call (248) 419-7984 for more information, or to schedule your next ride.

Rides must be scheduled at least 72 hours in advance.



[OakGov.com/
Veterans](https://oakgov.com/veterans)

Tools You Can Use!

www.smartmovesus.org

SMART's website has features and tools to help navigate your commute.

Schedules - Find your route and print the published schedule.

Trip Planner - Enter your origin and destination and Google™ Maps will plan your trip.

Realtime Arrival Information - Need to know where your bus is? Here are a few apps that provide up-to-date real time arrival information. Download one today!

- Transit • Apple Maps • Via
- Google Maps • Moovit

MySMART - Free personalized email with updates on SMART service, news and events.

SMART Store - Purchase SMART Dart or Dart Regional passes online. Download the Token Transit App to purchase Regional Dart mobile passes only on your phone. Visit **support.token-transit.com** for more information.

Services by Community - Transit services in your community.

How to Videos - Instructs how to utilize Fixed Route service, automated farebox, wheelchair lifts, restraints and bike racks.

System Map - Map of all SMART Fixed Routes and information on riding SMART.

Pass Order Form - Order 31 Day SMART/Dart Passes, Value Passes or Dart Regional Passes by mail.

SMART Flex On-Demand - Dearborn, Troy/Clawson, Auburn Hills/Pontiac, Farmington/Farmington Hills and Hall Road.

Services By Community - Specific transit information for individual communities which includes Fixed Route, SMART Paratransit, SMART Flex and Community Transit.



Microtransit Service - SMART Flex

Dearborn, Troy/Clawson,
Auburn Hills/Pontiac and
Farmington/Farmington Hills
7 Days a week: 6 a.m. - 11 p.m.
Hall Road
7 Days a week: 5 a.m. - 11 p.m.

Book your trip with the **SMART Flex** app or call (734) 212-8429



Customer Care **(866) 962-5515**

Call and talk with a SMART Customer Care Representative. Upon calling, please listen carefully for the following prompts:

- 1 - Connector Services
- 2 - Fixed Route Service/
General Information
- 3 - SMART Transit Centers

Fixed Route Service - Routes, schedules and bus stop locations

Fixed Route Customer Care
Weekdays: 5:30 a.m. to 7:30 p.m.
Saturdays: 7:30 a.m. to 4:00 p.m.

Paratransit/ADA Service - Reserve, cancel or verify your reservation

Weekdays: 8:00 a.m. to 5:00 p.m.
On Weekends & Holidays:
ADA trips can also be requested via email at:
adascheduling@smartbus.org



SMART Basics

The SMART family of Transit services offers you different transit modes to get you where you need to go, whether it's to a doctor appointment, shopping, school or work.



Fixed Route buses offer a safe, reliable and affordable option to travel throughout your community and the suburbs. These buses run on a set schedule and route.

Paratransit is a curb-to-curb service geared towards older adults and people with disabilities. The service is eligibility based and requires an advanced reservation.



SMART Flex: Flexible and dynamic service; comes when you want, where you want in the Flex zones. Book your trip with the SMART Flex app or call (734) 212-8429. Get picked up in minutes!



Community Transit is a partnership program with SMART, designed to meet the specific needs of each community.



Tell Us What You Think!

We appreciate your feedback! Please send compliments, suggestions and complaints to:

- smartmovesus.org, under the **About/Customer Feedback** tab
- Customer Care at **(866) 962-5515**

Lost and Found

Lost something on the bus? Call SMART Customer Care with the following information:

- Your name
- Detailed information about the item(s)
- Route you were riding
- Time of your trip
- Phone number

We'll do our best to locate your item(s) and let you know where you can go to pick it up!

Thank You for Riding SMART!



Buhl Building, Suite 600
535 Griswold Street • Detroit, MI 48226
(866) 962-5515 • smartmovesus.org



Resource Guide



**SMART has
the tools to
help you ride!**



ADA Service

ADA service is available for people who are ADA certified and not able to access SMART Fixed Route service. The ADA service will pick up at your home or destination if it is within $\frac{3}{4}$ of a mile from any Fixed Route during times of operation. All vehicles are equipped with lifts to accommodate wheelchairs and scooters, as well as for those using canes and walkers. Upon request by ADA certified individuals, SMART drivers will offer door-to-door assistance.

This brochure is intended to provide details on how to become ADA certified and book, cancel and confirm a trip. For further information, contact SMART's ADA Clerk at (313) 223-2305.

SMART is the regional transit provider for southeast Michigan. As part of our family of services, SMART offers Fixed Route, Connector Small Bus, and Americans with Disabilities (ADA) service, connecting citizens to work, doctors' appointments, school, shopping and much more!

Door-to-Door Service

Safe door-to-door assistance is important. Prior to your trip you should:

- Clear pathways, driveways and ramps of snow and ice
- Secure dogs in the yard or within the residence

Door-to-door assistance allows drivers to offer the following:

- Non-weight bearing arm guidance, as in:
 - Passengers are allowed to take the driver's arm just above elbow
 - Drivers may assist going up and down one step or going to from the SMART vehicle
- Manual wheelchair assistance meaning:
 - Driver may push a manual wheelchair going to or from a SMART vehicle
 - Drivers will not operate the controls or push a power wheelchair

For your safety, and the safety of our drivers, at no time is the driver allowed to enter into your home.



535 Griswold Street
Detroit, MI 48226

(866) 962-5515 • smartmovesus.org



SMART ADA Service Key Service Information



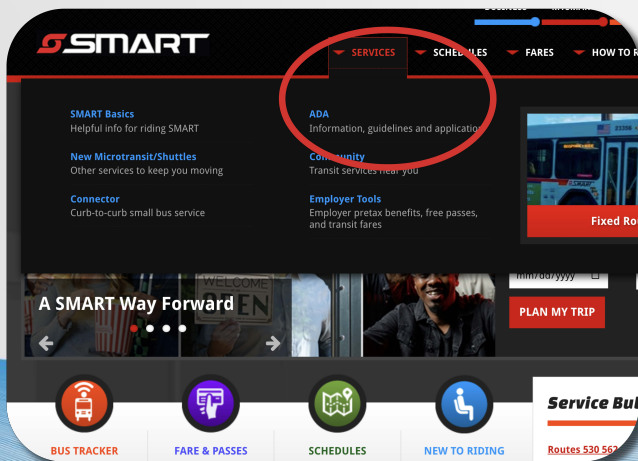
(866) 962-5515

Who is Eligible?

- Any person with a disability who cannot get on or off, or ride on a Fixed Route bus because of their disability
 - People with significant cognitive impairment(s) often qualify under this category

How to Apply?

- You or an authorized individual may fill out the **ADA Paratransit Application** page. A Licensed Professional must complete, sign and date the **Request for Professional Verification (RPV)** page. Return both to SMART.
- Applications are available by:
 - Downloading the ADA Application at smartbus.org/Services/ADA-Service
 - Calling Customer Care to have an application mailed
- Completed Application with a completed RPV will be processed within 21 days from receipt



Scheduling ADA Trips

- Reserve your SMART ADA trip by:
 - Calling (866) 962-5515, *press 1*, then *press 1* for ADA, then *press 1* to schedule your trip.
 - Utilizing the hearing impaired relay number – (800) 649-3777
- You will receive a 30 minute pick-up window. Please be ready at the **beginning** of the window.



When to Book?

- ADA Customers are permitted to reserve a trip up to 14 days in advance
- Booking your trip as early as possible is highly recommended
- If trip request is made by 4:00 PM the day prior, SMART will work to accommodate your request
- Same day trip requests are not accepted

When Reserving Your Ride

- Please have the following information ready when reserving your ride:
 - Date of the trip
 - Pick-up and destination addresses
 - Appointment time and return pick up time
 - Major intersection near the pickup and destination points
 - Telephone number
 - Number of passengers traveling
 - Use of mobility aids, such as a wheelchair

Can I Bring Someone with Me?

- Up to two people may accompany you
 - One Personal Care Attendant (PCA) may accompany you at no additional charge, if indicated on ADA certification
 - A PCA must have same pick-up and drop-off locations
 - One additional guest is welcome and is required to pay fare
- You must reserve space for your guest or PCA when scheduling your trip
- Service animals are allowed on all SMART buses

How Much Does it Cost?

- One-way fare is \$3.00, includes transfers
- PCA's travel for free
- One-way guest fare is \$3.00

Trip Tools

- Automated Trip Calls
 - Customers with scheduled trips will receive a call the night before to confirm the pick up.
- When the bus arrives, it will wait **3 minutes**.
- Please be ready, the driver cannot wait
- If you need to cancel a trip
 - Call (866) 962-5515 and *press 1*, then *press 2* for Same Day Cancellations
- Be sure to read the ADA Ridership Guidelines found on smartbus.org