

Service Locations

Local Destination-Canton Only:

Cash Fare: \$2 (one way)

Monday - Friday 8 a.m. - 5 p.m.

***No Weekend or Holiday Service**

Wayne County Destinations:

Cash Fare: \$3 (one way)

Monday - Friday 8 a.m. - 5 p.m.

Boundries:

The Washtenaw/Wayne County Line
Mott/Van Born Road
Merriman Road
Five Mile Road

- Plymouth
- Plymouth Township

Medical Appointments Only:

- Livonia
- Northville
- Northville Township
- Garden City
- Wayne
- Inkster (Family Independence Agency only)

Washtenaw County-Medical Appointments Only:

Cash Fare: \$10 (one way)

Monday - Friday 8 a.m. - 5 p.m.

Destinations:

- University of Michigan Medical Center
- University of Michigan Medical Center, East Campus (Plymouth Road)
- VA Hospital
- St. Joseph Mercy Hospital Campus
- Older Adult Recovery Center
- Approved Dialysis Centers

Special requests will be considered in Ann Arbor and Ypsilanti on a case by case basis for medical appointments only and for an additional fee.

Fares:

Exact Change Required

All fares are due at the time of the ride unless previous arrangements have been made in advance.

Holidays:

Service is not available on the following holidays:

- New Year's Eve
- New Year's Day
- Dr. Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day



The Canton Community Mobility Transportation Services Program was created thanks to a partnership between the municipal government of Canton Township and Huron Valley Ambulance.

Any comments about the transportation program should be forwarded to the Canton Leisure Services office at 734/394-5191.

Updated 1/20/2017

Canton Community

Mobility Transportation Services



1(888)539-9879
www.canton-mi.org

*Providing a Partnership
for Transportation*

**Canton Community and
Huron Valley Ambulance**

Criteria

Eligibility:

- Individuals 62 years and older
- Individuals who are temporarily/permanently disabled.
- Individuals who qualify for Social Security Disability
- Completion of The Canton Mobility Transportation Eligibility Package.

Service:

Curb-to-curb transportation service for the elderly and disabled utilizing wheelchair-accessible vans and buses. Riders must be able to access the van; drivers are not able to go inside the place of residency. Large oxygen tanks are not permitted.

Registration:

To better meet your needs, we request that you register prior to your initial trip request by calling our office at: 1(888)539-9879.



Reservations 1(888)539-9879

Trip Reservations and Changes are Accepted Between 8 a.m. and 5 p.m. Monday - Friday

Emergency changes/cancellations are accepted 24 hours a day. The following priority system will be in effect on days our scheduled trips exceed our program capacity. Please note that on these days, we may need to turn down lower priority trip requests.

Trips will be scheduled in order of priority:

1

High Priority--Includes all calls for medical appointments (i.e. doctor's visits, dialysis appointments, etc.) ongoing volunteer service and employment trips.

2

Middle Priority--Includes calls for grocery shopping trips, and academic educational classes.

3

Low Priority--Includes calls for all other trips (i.e. hair and nail appointments, library visits, post office trips, recreational trips, movies, general/mall shopping, restaurants, banks, etc.). To schedule a Priority Three trip, call between 10 a.m. - 2 p.m. the day prior to your trip.

Policies

Late Vehicle:

If the vehicle is more than 15 minutes late without notification please call HVA at 1(888)539-9879.

Package Transport:

Transport of packages will be limited to no more than three per passenger and should not exceed the amount passengers can carry themselves. It is the responsibility of the passengers to load and unload their packages into the van.

Cancellations:

1(888)539-9879--Cancel reservations at least two hours before your trip is scheduled to occur. This includes standing order reservations. Passengers who fail to appear for a scheduled trip, or who cancel within two hours of the pick-up time will be counted as no-shows. If a no-show or same day cancellation occurs more than three times in a six-month period, the client may be suspended for up to 30 days.

Timeliness:

Riders are expected to be on time. Drivers will wait no longer than 5 minutes after the scheduled pick up time.

Inclement Weather:

Priority Two and Three trips will be cancelled, if the Plymouth/Canton School District closes due to inclement weather. Priority One trips would be asked to be rescheduled.

Trips must be canceled at least two hours before they are scheduled to occur. Scheduled trips may not be changed (pick-up time/destination) without 24-hour notice. Return medical trips are usually scheduled on a will-call basis. When you are ready for your return trip, call 1(888)539-9879. We will have the vehicle dispatched as soon as possible.