

## L.E.T.S. RULES AND PASSENGER RESPONSIBILITIES

- ▶ Please treat the Driver with respect & follow driver's directions.
- ▶ No smoking, eating, illegal drugs or open beverages on the bus.
- ▶ No weapons of any kind or possession of any hazardous material/item.
- ▶ No use of sound-producing devices without the use of personal headphones.
- ▶ Treat all passengers with respect.
- ▶ No animals except those designated as service animals.
- ▶ Do not put your feet on the seats, or on the seat in front of you.
- ▶ Keep head, hands, arms and all other objects inside the vehicle.
- ▶ No unsafe, disruptive, illegal or offensive behavior.
- ▶ L.E.T.S. requests you be properly seated with seatbelts buckled.

### FOR ASSISTANCE

If you are not sure how to use L.E.T.S., call 517-546-6600 to speak directly with a Dispatcher.

## MEET THE STAFF

Douglas J. Britz, Director  
[dbritz@co.livingston.mi.us](mailto:dbritz@co.livingston.mi.us)

K. Katrina Maxwell, Operations Manager  
[kmaxwell@co.livingston.mi.us](mailto:kmaxwell@co.livingston.mi.us)

Michelle Ward, Dispatcher  
[mward@co.livingston.mi.us](mailto:mward@co.livingston.mi.us)

Cindy Kapanowski, Dispatcher  
[ckapanowski@co.livingston.mi.us](mailto:ckapanowski@co.livingston.mi.us)

Nikki Grover, Dispatcher  
[ngrover@co.livingston.mi.us](mailto:ngrover@co.livingston.mi.us)

### BUS SERVICE HOURS

M – F 6:00 AM – 9:00 PM

Saturday 8:00 AM – 4:30 PM

Limited Service Area Between

6:00 AM – 9:30 AM

3:00 PM – 9:00 PM

Dialysis & Regional Service -As needed

*Saturday Night and Sunday service available for Balloonfest and Howell Melon Festival – Other Saturday & Sunday Service Available on Demand Response.*

### OFFICE HOURS

M-F 8:00 AM – 4:30 PM

*Livingston Essential Transportation Service is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration.*

## L.E.T.S. LIVINGSTON ESSENTIAL TRANSPORTATION SERVICE

3950 W. Grand River  
Howell, MI 48855



**517-546-6600**

INTERNET ADDRESS

<http://co.livingston.mi.us/lets>

**Curb-to-Curb Service**



## WHAT IS L.E.T.S.?

Livingston Essential Transportation Service (L.E.T.S.) is a transportation service that provides dial-a-ride service to meet any transportation need. Riders use the L.E.T.S. buses to travel to any destination in Livingston County including doctors' offices, grocery stores and banks. L.E.T.S. also provides transportation to dialysis centers and regional service to Ingham, Genesee, Oakland and Washtenaw counties for medical appointments.

### RESERVATIONS: 517-546-6600

Call Monday through Friday, 8:00 AM – 4:30 PM, to reserve your ride. Reservations for Medical appointments can be made up to six weeks in advance. Reservations are taken on a first call, first served basis.

**RETURN TRIPS.** Reserve your return trip at the same time you make your reservation.

### HOW YOU CAN HELP

Please be ready on time. Your bus could arrive up to 15 minutes before or up to 15 minutes after your scheduled pick-up time. L.E.T.S. buses will wait for you three minutes.

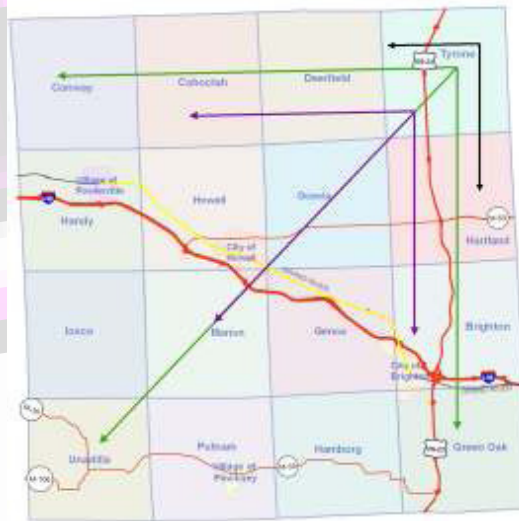
### FARES



### POLICY

Fares are determined by the distance traveled within Livingston County. In general, riders pay \$1 - \$2 for each township they pass through with the maximum regular fare of \$6. The table below outlines the L.E.T.S. fare structure.

Each time you board the bus you must pay a fare. Children five and under, when accompanied by an adult, ride free. If you are disabled, or at least 60 years of age, you ride at a reduced fare. Drivers do not make change.




Traveling	Legend	Regular Fare	Seniors & Disabled Fares
Within Township	Black arrow	\$2.00	\$1.00
To Adjacent Township	Purple arrow	\$2.00	\$1.00
2 Townships Away	Green arrow	\$4.00	\$2.00
3 Townships Away	Light green arrow	\$6.00	\$3.00
Special	Yellow line	Ask for a fare quote when making a reservation	

**TOKENS.** Tokens may be purchased by mail or by visiting the L.E.T.S.

office at 3950 W. Grand River, Howell, MI 48855, between 8:00 AM – 4:30 PM.

**CANCELLATIONS.** Please cancel your ride at least one hour before your scheduled pick-up time. Failure to show for a reserved ride will result in a “No Show”, which you will be required to pay on your next reserved trip.

**MOBILITY AIDS.** It is the policy of L.E.T.S. that all wheelchairs are secured in a multi point restraint system. Passengers in three wheeled mobility devices will be asked to transfer to a bus seat. Drivers are only allowed to assist passengers within one arm length of the vehicle, unless other arrangements have been made in advance for door to door service.

 L.E.T.S. has lift equipped vehicles to meet your mobility needs.

**PACKAGES.** Drivers will assist passengers with normal sized bags or packages on and off the bus. Drivers will not assist with packages of 50 lbs or more.

**DRIVEWAYS.** L.E.T.S buses do not go in driveways unless pre-approved.