

## Booking Your Ride

### During office hours (8am-4:30pm):

- **To schedule an appointment:**

Call dispatch at 517-546-6600. When prompted, press 3 and schedule with a dispatcher.

- **For on-demand rides and hospital discharges:**

Call dispatch at 517-546-6600. When prompted, press 1 and leave a message with your name, location and a call back phone number. A dispatcher will call you back shortly to confirm your ride.

### After Hours:

- **Call (517)490-7615**

If the driver is unable to answer, please leave a voicemail with your name, location and a call back phone number. They will return your call as soon as possible.



**Vans are wheelchair accessible.** Please let us know if you are riding in a wheelchair or require a lift when calling to book your ride.

The healthcare transportation service is made possible with funding from:



Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 200d.) L.E.T.S. is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with L.E.T.S. at 3950 W. Grand River, Howell, MI 48855.



**LETS Transportation**  
3950 W. Grand River  
Howell, MI 48855

## Livingston County *Healthcare* Transportation Service

# RIDE GUIDE



**LETS**  
PUBLIC TRANSPORTATION

517-546-6600 | [www.livgov.com/lets](http://www.livgov.com/lets)



## Healthcare Service Hours

**MONDAY through FRIDAY**

7:00 a.m. until 9:00 p.m.

**SATURDAY**

7:00 a.m. until 9:00 p.m.

Dispatch hours are 8:00 a.m. until 4:30 pm Monday through Friday.

For afterhours service please call (517) 490-7615 to speak to a driver. If there is no answer please leave a message and the driver will return your call.

Please visit [www.livgov.com/lets](http://www.livgov.com/lets) for holiday closings.

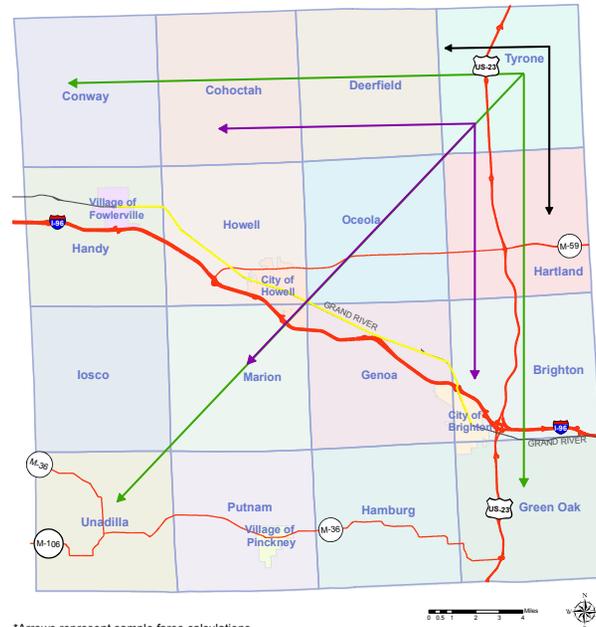
For weather related closures listen to WHMI 93.5 and be sure to



for the latest updates and alerts.

## Rates

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 LETS fare structure.



\*Arrows represent sample fares calculations

Traveling	Legend	Regular Fare	Seniors & Disabled Fares
Within Township	Black arrow	\$2.00	\$1.00
To Adjacent Township	Red arrow	\$2.00	\$1.00
2 Townships Away	Purple arrow	\$4.00	\$2.00
3 Townships Away	Green arrow	\$6.00	\$3.00

Tokens come in \$1 and \$2 increments. Tokens may be purchased online, over the phone or in the office. Credit card only accepted online.



## FAQS

**Who can ride?** Anyone!

**Where can I go with the healthcare service?** The service is available for any healthcare-related trip in Livingston County, including medical and dental appointments, physical therapy, pharmacy visits, and rides home after discharge.

**What about out-of-County medical trips?** The healthcare service is reserved for in-County trips; however, LETS provides limited regional transportation to surrounding counties for medical appointments as part of its regular service. Out of county rides require at least one week's notice.

**When making a reservation, how early do I need to call?** Reservations should be made for scheduled appointments at least 3 days in advance and can be made up to six weeks in advance. The more notice you give dispatch the better they will be able to help accommodate your schedule. Same-day rides are available for discharges.

**What do I do if I need to cancel?** Call dispatch at 517-546-6600 at least an hour prior to your ride to avoid being charged. If it's after office hours you can leave your cancel on the voicemail. You can also text/email your cancel to [textlets@livgov.com](mailto:textlets@livgov.com).

**How do I qualify for a reduced fare?** If you have a documented disability, or are age 60 or older, you are eligible for half-priced fare.