

# **ROSEVILLE-EASTPOINTE RECREATION AUTHORITY**

## **FREQUENTLY ASKED QUESTIONS**

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## **I. FAQ: The Recreation Center**

### **Q: Where is the Rec Center located?**

**A:** The Rec Center is located at 18185 Sycamore Street...on the east side of Gratiot Ave., one block north of 11 Mile/I696, right next to Costco. The main office phone number is (586) 445-5480.

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### **Q: When is the Rec Center open?**

**A:** Regular business hours are Monday – Friday, 8:30 a.m. – 4:00 p.m. Evening and weekend hours vary and are determined by scheduled activities and room rentals. Please call ahead to confirm building hours: (586) 445-5480.

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**Q: What forms of payment does the Recreation Authority accept?**

**A:** We accept cash, check, or money order during regular business hours (Monday - Friday, 8:30 a.m. – 4 p.m.). After hours and on weekends, only check or money order is accepted in order to ensure the safety of our staff and your funds.

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**Q: Does the Recreation Authority accept credit or debit?**

**A:** We apologize for the inconvenience, but currently the Recreation Authority is not set up to receive methods of electronic payment. *Please Note: The Recreation Authority's Big Bird Run registrations are the only exception to this rule. Online race registrations are accepted at [www.active.com](http://www.active.com).*

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**Q: Can I register over the phone?**

**A:** All of our activities require parent/guardian or the participant's signature. Therefore all registrations must be done in person at the Recreation Center.

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**Q: Can I still register if I miss the deadline?**

**A:** Once the deadline passes for a particular class/program, we do not guarantee space in that class/program; however, if there is space available you may register for the class with a \$5 late fee.

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**Q: Do I need to bring my child's birth certificate every time I want to register him/her for something?**

**A:** Only some of our programs require you show a birth certificate to register. If we require a birth certificate we will advertise this in our program guides and on our flyers.

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**Q: Can I register my niece/nephew or my child's friend?**

**A:** Only the parent/guardian of a child or the child's grandparent may register him/her for classes/programs.

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**Q: How do you qualify for Resident Rates?**

**A:** In order to qualify for our resident program or facility rental rates you must be a resident of either the City of Roseville or the City of Eastpointe.

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**Q: Can I advertise at the Rec Center?**

**A:** Yes. We have a Community Bulletin Board where you may post information to the general public. All postings remain up for two weeks and must be approved and signed by Recreation Authority staff prior to posting.

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**Q: Where can I get information about the Recreation Authority's programs?**

**A:** Information about our programs is published on our website (<http://www.rare-mi.org>) and in our two seasonal program guides. These program guides are available at the Rec Center all season long and are also available on the City of Roseville's and the City of Eastpointe's websites. Roseville: [www.roseville-mi.gov](http://www.roseville-mi.gov) Eastpointe: [www.cityofeastpointe.net](http://www.cityofeastpointe.net)

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**Q: Can I request information about the Recreation Authority's programs be mailed to my house?**

**A:** Our program guides are currently mailed to all residents of Roseville and Eastpointe twice a year (we have a fall and a winter/spring/summer newsletter). If you do not live in either Roseville or Eastpointe we are unable to mail a program guide to your residence. However, our program guides will always be available at the Rec Center, on our website (<http://www.rare-mi.org>), and on the City of Roseville's and the City of Eastpointe's websites. Roseville: [www.roseville-mi.gov](http://www.roseville-mi.gov) Eastpointe: [www.cityofeastpointe.net](http://www.cityofeastpointe.net)

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**Q: What is an Activity Scholarship?**

**A:** With funding provided by the Roseville Optimist Club, the Recreation Authority offers activity scholarships for residents in financial need. All scholarships are reserved for youth (18 and under) activities and only one scholarship per child, per year, may be submitted. *Please Note: Summer Day Camp, Preschool in the Park, and Middle School Cheerleading are not eligible for an Activity Scholarship.*

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**Q: How do I apply for an Activity Scholarship at the Rec Center?**

**A:** You must fill out an Activity Scholarship form and submit it before the deadline in order to be eligible. Deadlines fall on the 1<sup>st</sup> of every odd month (Jan/Mar/May/Jul/Sep/Nov). Please take note of the registration deadline for the program you are seeking the scholarship for when filling out your application. Scholarships awarded after the activity's deadline are not guaranteed a spot.

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## **II. FAQ: Youth Sports Leagues**

**Q: What kind of youth sports leagues does the Recreation Authority offer?**

**A:**

- U6 Soccer (boys & girls, age 4-5) in the fall & spring
- Girls Elementary Basketball (grades 4<sup>th</sup> – 6<sup>th</sup>) in the fall
- Boy's Elementary Basketball (grades 3<sup>rd</sup> – 6<sup>th</sup>) in the fall
- 7-8-9 Boys Basketball (grades 7-9) in the fall
- Girls Elementary Cheerleading (3<sup>rd</sup> – 6<sup>th</sup>) in the fall
- Girls Middle School Volleyball (6<sup>th</sup> – 8<sup>th</sup>) in the fall
- Youth Baseball (boys, age 7-14) in the spring
- Youth Softball (girls, age 7-14) in the spring
- T-ball (boys & girls, age 5-6) in the spring

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**Q: How do the shirt/jersey & pant sizes run?**

**A:**

**SHIRT/JERSEY**

- Youth Small: 5/6
- Youth Medium: 7/8
- Youth Large: 10/12
- Adult sizes are available

**PANT WAIST SIZES**

- Youth Small (6-8): 20"-22"
- Youth Medium (10-12): 24"-25"
- Youth Large (14-18): 28"-30"
- Adult X-Small: 24"
- Adult Small: 26"-28"
- Adult Medium: 30"-32"
- Adult Large: 34"-36"
- Adult X-Large: 38"-40"
- Adult XX-Large: 42"-44"

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**Q: How does the Recreation Authority choose coaches for its youth teams?**

**A:** We rely on volunteer coaches for all of our leagues. We do a background check on all volunteers before they begin working with the kids. Knowledge and experience in the given sport is a plus but it is not a requirement and all coaches must attend a training class prior to the start of the season.

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**Q: How can I become a volunteer coach?**

**A:** If you are interested in coaching one of our youth leagues, please contact our office at (586) 445-5480.

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**Q: Can I request that my child be placed on a specific team or with a specific coach/teammate?**

**A:** You may make these requests when you register your child. However, the Recreation Authority does not guarantee requests for team placement. Our staff does the best they can to honor requests in the order in which the registrations are received.

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**Q: How will I find out what team my child is on? / When will practices start?**

**A:** Coaches meetings are usually 1-2 weeks following the registration deadline. At that time coaches will receive all of the necessary information to contact their players and begin practices. If you have not heard from your coach after this time period, then please call our office at (586) 445-5480.

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**Q: Do I need to bring my child's birth certificate to register for youth sports leagues?**

**A:** Currently, we require a birth certificate (B.C.) when registering for U6 Soccer, T-ball, and Youth Baseball & Softball. If your child is new to our leagues, you must bring a copy of his/her B.C. in order to register. If your child is a returning player to one of the above leagues (i.e. they have played in previous years) then we should have a record of their birth date on file and you do not need to bring their B.C. to register. You can call our office to verify this at (586) 445-5480. *Please Note: There are several special event programs / skills competitions (e.g. The Elks Free Throw Competition, MLB Pitch Hit & Run, etc.) that we require a copy of your child's birth certificate, regardless of your previous participation in our leagues.*

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**Q: How do I find out if games are canceled due to inclement weather?**

**A:** In the event of inclement weather, the Recreation Authority will contact coaches to inform them of canceled games. It is the coaches' responsibility to call their players. Parents who have not heard from a coach may contact the Recreation Authority office at (586) 445-5480 **after 3:30 p.m.** *Please Note: If a decision has not been made by 3:30 p.m., the decision to cancel games will be made by the umpires/officials, at the field, prior to the start of the game(s).*

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**Q: Is the Recreation Authority associated with Roseville Junior Sports or Roseville Youth Soccer League?**

**A:** These organizations may use our facilities and fields but they are not directly associated with the Roseville-Eastpointe Recreation Authority.

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### **III. FAQ: Room Rentals**

**Q: Can I rent out rooms at the Rec Center?**

**A:** Yes. The Recreation Authority rents out three rooms for birthday parties, wedding/baby showers, holiday parties, wakes, meetings, etc.

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**Q: How large are the rooms at the Rec Center?**

**A:** Room Capacities:

- Room 1: 60 people (Max Capacity)
- Room 2: 40 people (Max Capacity)
- A/C Room: 100 people (Max Capacity)

*Please Note: The room capacities are based on building fire codes. Rentals cannot exceed the room capacities.*

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**Q: How much does it cost to rent a room at the Rec Center?**

**A:** Room rental fees vary depending on the day and time of the rental. Please call the Recreation Authority office during business hours (Monday – Friday, 8:30 a.m. – 4 p.m.) for pricing and availability: (586) 445-5480.

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**Q: How far in advance must I book my room in order to get the date that I want?**

**A:** We reserve rooms six months in advance from the date of booking.

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**Q: How do I go about booking a room at the Rec Center?**

**A:** Rooms can be reserved (for evenings & weekends) at the Rec Center between the hours of 8:30 a.m. and 4 p.m., Monday through Friday. We require a \$100 deposit on the room at the time of booking and the remaining balance must be paid 10 business days prior to your rental date. *Please Note: If the remaining balance is not paid 10 business days prior to your rental date, your rental could be subject to a \$10 late fee and/or cancellation.* We accept payment in the form of cash, check, or money order prior to the 10 business day mark; afterward, we will only accept cash or money order for room payments.

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**Q: How long is a standard room rental?**

**A:** We rent out rooms for a standard 4 hour block of time, with an additional hour prior to your rental time to set-up for your party. *Please Note: All clean-up must be completed within your 4 hours.* Additional time may be purchased if the rental requires more than 5 hours.

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**Q: What type of tables will be in the room?**

**A:** Room 1 – Five 12 foot rectangular tables for seating, one 12 foot food table, one 6 or 8 foot gift table  
Room 2 – Four 12 foot rectangular tables for seating, one 12 foot food table, one 6 or 8 foot gift table  
Activity Center – Eighteen 5 foot round tables for seating, three 12 foot rectangular food/gift tables

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**Q: Can I move the tables in the room once I arrive?**

**A:** For safety reasons we ask that you do not move the tables. As it states in your rental agreement, each room has a standard table set-up. If you require a special set-up, you must clear that set-up with staff at least one week prior to your rental date. Please illustrate how you want the room set-up on a sheet of paper and submit it for approval during business hours (Monday – Friday, 8:30 a.m. – 4 p.m.). *Please Note: Special set-ups in the Activity Center Room are not permitted.*

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**Q: Is alcohol allowed in the Rec Center?**

**A:** Alcohol is not allowed in the Recreation Center.

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**Q: Can I bring in my own food?**

**A:** Yes. The Recreation Authority does not provide food to rentals. You may bring your own food and use chafing dishes and/or use an outside catering service; however, all services must adhere to your rental time.

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**Q: Does the Rec Center have a kitchen? / If so, can I use it during my rental?**

**A:** Yes. The Rec Center has a kitchen that is available to rental groups. It contains a microwave, refrigerator, oven, and stove. We do not allow “from scratch” cooking but all rental groups are welcome to use the kitchen to keep food warm and beverages cold. *Please Note: If there are multiple parties in the building you may have to share the kitchen facility with another rental group.* There is also a small kitchenette in the Activity Center Room. All rentals in this room will have access to a microwave and a refrigerator.

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**Q: Does the Recreation Authority provide table cloths/decorations?**

**A:** All table cloths and decorations must be provided, set-up, and removed by each rental group. Additionally, staples and tacks are not permitted. All decorations must be hung with scotch tape only.

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**Q: Does the Recreation Authority allow D.J.'s?**

**A:** We apologize for any inconvenience this may cause but we only allow small radios during room rentals. This is due to the fact that there are a variety of activities held at the Rec Center on any given day and a D.J. could be disturbing to other patrons. *Please Note: Dancing is not permitted in our Activity Center Room to protect the condition of the carpeting.*

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**Q: Can I use the television in the Activity Center Room during my rental?**

**A:** Use of the television must be approved by the Recreation Authority Executive Director or Assistant Director. You may request to use the Activity Center television when you reserve your rental date.

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**Q: What happens if I have to cancel my room reservation?**

**A:** Cancellations received at least 7 days prior to the reservation date will receive 50% of their deposit back. If you would like to switch your reservation to an alternate date, you are welcome to do so. Changes must be made in person, during business hours (Monday – Friday, 8:30 a.m. – 4 p.m.), prior to your rental date.

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## **IV. FAQ: Gym Rentals**

### **Q: Can I rent out gyms at the Rec Center?**

**A:** Yes. The Recreation Authority rents out two gymnasiums for basketball rentals, volleyball, baseball/softball conditioning\*, and soccer conditioning\*. *Please Note: Baseball/Softball & Soccer Conditioning must be approved by the Recreation Authority Executive Director or Assistant Director.*

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### **Q: How large are the gyms at the Rec Center?**

**A:** Large Gym: Full size court (30 participants, max capacity)

Small Gym: Slightly larger than a half court gym (20 participants, max capacity)

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### **Q: How much does it cost to rent a gym at the Rec Center?**

**A:** Gym rental fees vary depending on the day and time of the rental. Please call the Recreation Authority office during business hours (Monday – Friday, 8:30 a.m. – 4 p.m.) for pricing and availability: (586) 445-5480.

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### **Q: How far in advance must I book my gym in order to get the date and time slot that I want?**

**A:** We reserve gyms three months in advance from the date of booking. *Please Note: Gym time is often scarce during peak rental times (fall/winter) so please book ahead.* Additionally, patrons wishing to book gym time less than 10 business days in advance are not guaranteed availability due to staff scheduling.

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### **Q: How do I go about booking a gym at the Rec Center?**

**A:** Gyms can be reserved (for evenings & weekends) at the Rec Center between the hours of 8:30 a.m. and 4 p.m., Monday through Friday. All gym balances must be paid 10 business days prior to your rental date.

*Please Note: If the remaining balance is not paid 10 business days prior to your rental date, your rental could be subject to a \$10 late fee and/or cancelation.* We accept payment in the form of cash, check, or money order prior to the 10 business day mark; afterward, we will only accept cash or money order for gym payments.

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### **Q: How long is a standard gym rental?**

**A:** We rent out gyms for a standard 2 hour block of time. Additional time may be purchased if the rental requires more than 2 hours.

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**Q: Can I use the scoreboard during my rental?**

**A:** We apologize for the inconvenience but the scoreboard is not available for standard gym rentals. Currently, the scoreboard is reserved for Recreation Authority programs only (and special events approved by the Recreation Authority Executive Director and Assistant Director).

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**Q: Can I use the bleachers during my rental?**

**A:** As it states in your rental agreement, we do not allow spectators during standard gym rentals. Therefore, only players are allowed in the gymnasium during rentals and we provide player benches for seating. *Please Note: Tournaments and special events may be exempt from this rule but must be approved by the Recreation Authority Executive Director or Assistant Director.*

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**Q: Can I use the locker rooms during my rental?**

**A:** Locker rooms may be available (for a nominal fee) to regular rental groups. Use of the locker rooms must be approved by the Recreation Authority Executive Director or Assistant Director. *Please Note: Locker rooms may not be available if the rental date conflicts with any of the Recreation Authority's programs or during peak rental times (fall/winter).*

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**Q: Does the Recreation Authority offer Open Gym times?**

**A:** Yes. The Recreation Authority offers both Youth Open Gym and Men's Adult Open Gym (18 yrs & older) during the fall and winter (September – March). Details are listed in our fall program guide.

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**Q: Can I host a basketball tournament or special event in the Rec Center's gym(s)?**

**A:** All tournaments and special events must be approved by the Recreation Authority Executive Director or Assistant Director. Additionally, liability insurance must be provided by your group/organization listing the Recreation Authority & the City of Roseville as additionally insured. *Please Note: Scoreboards, scorekeepers, and locker rooms may be available for basketball tournaments for an additional fee.*

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## **V. FAQ: Pavilion/Gazebo Rentals & Park Info**

**Q: How do I go about reserving a pavilion at one of the parks in Roseville or Eastpointe?**

**A:** Beginning the first Monday in February, pavilions can be reserved at the Rec Center between the hours of 8:30 a.m. and 4 p.m., Monday through Friday. We accept cash, check, or money orders. For your convenience you may call our office in advance at (586) 445-5480 to check availability.

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**Q: How many pavilions does the Recreation Authority rent?**

**A:** The Recreation Authority rents out 12 pavilions across the Cities of Roseville and Eastpointe.

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**Q: Where are the pavilions/parks located in Roseville and Eastpointe?**

**A:**

Dooley Park: 30889 Edison, Roseville – 1 pavilion, no electricity

Huron Park: 18605 Frazho, Roseville – 1 pavilion, no electricity

Rotary Park: 29571 Utica, Roseville – 1 pavilion, no electricity

Macomb Gardens: 25271 Gratiot (Macomb St.), Roseville – 1 pavilion, no electricity

Veteran’s Memorial Park: 27325 Barkman, Roseville – 1 pavilion, electricity available

John F. Kennedy Park: 24517 Schroeder, Eastpointe – 3 pavilions, electricity available

Spindler Park: 19400 Stephens, Eastpointe – 3 pavilions, electricity available

Memorial Park: 24820 Flower, Eastpointe – 1 pavilion, electricity available

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**Q: How long can I rent the pavilion?**

**A:** We only rent pavilions to one person per day. You can have it for the whole day, however, we do ask for an estimated time period so we can schedule staff to open bathrooms and prepare the grounds. Also, please note that the parks are only officially open from dawn (7 a.m.) until dusk (10 p.m.).

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**Q: How much does it cost to rent a pavilion?**

**A:** Pavilions with electricity are \$75 (Residents) or \$100 (Non-Residents).

Pavilions without electricity are \$50 (Residents) or \$75 (Non-Residents).

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**Q: Is alcohol allowed at the parks?**

**A:** Based on city ordinances, alcohol is not allowed at Roseville parks; however, beer only (no liquor) is allowed at Eastpointe parks, provided it stays underneath the pavilions.

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**Q: Do all the parks have grills?**

**A:** Yes. There are grills at all our parks and rentals can use them to cook food for their events.

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**Q: Can I have a moonwalk/bounce house at the park?**

**A:** Yes, however all inflatables & park entertainment must come from an approved Recreation Authority vendor. When you reserve a pavilion, you may pick up an **Inflatable Form** and a list of approved vendors. We require the **Inflatable Form** be turned in at least 10 business days prior to your pavilion rental.

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**Q: Can I have a D.J. at the park?**

**A:** We apologize for any inconvenience this may cause but we only allow small radios in the parks. This is due to the fact that D.J.'s could be disturbing to other patrons in the parks as well as neighboring houses.

*Please Note: Some of our pavilions do not have electricity. If you rent one of these pavilions you will need to bring a battery operated radio.*

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**Q: What happens if I have to cancel my pavilion reservation?**

**A:** Cancellations received at least 7 days prior to the reservation date will receive 50% of their rental fee. Refunds are not given for inclement weather. If you would like to switch your reservation to an alternate date, you are welcome to do so. Changes must be made in person, during business hours (Monday - Friday, 8:30 a.m. - 4 p.m.), prior to your rental date.

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**Q: What is the difference between a pavilion and a gazebo?**

**A:** Pavilions have picnic tables underneath them and are used for parties/events. Gazebos do not have picnic tables and are used primarily for weddings, special events, or pictures.

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**Q: How many gazebos does the Recreation Authority rent out?**

**A:** The Recreation Authority rents out one gazebo within the Cities of Roseville and Eastpointe.

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**Q: Where is the gazebo located in Roseville and Eastpointe?**

**A:** Veterans Memorial Park: 27325 Barkman, Roseville

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**Q: How much does it cost to rent a gazebo?**

**A:** The gazebo rents for \$25 / hour (Residents) or \$50 / hour (Non-Residents).

A minimum rental of 2 hours is required. The two-hour minimum is waived for pictures only.

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**Q: What happens if I have to cancel my gazebo reservation?**

**A:** Cancellations received at least 7 days prior to the reservation date will receive 50% of their rental fee. Refunds are not given for inclement weather. If you would like to switch your reservation to an alternate date, you are welcome to do so. Changes must be made in person, during business hours (Monday - Friday, 8:30 a.m. – 4 p.m.), prior to your rental date.

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**Q: What is the length of the track at Veteran’s Memorial Park & Huron Park?**

**A:** The length of the track at both parks is roughly three quarters (.75) of a mile.

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## **VI. FAQ: Sports Facility/Field Permits**

**Q: What kinds of sports facilities/fields does the Recreation Authority currently rent?**

**A:** The Recreation Authority rents out baseball diamonds, soccer fields, tennis courts, and a football field.

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**Q: How much does it cost for a sports facility/field permit?**

**A:** Permit fees vary depending on the day and time of the rental. Please call the Rec Center during business hours (Monday - Friday, 8:30 a.m. – 4 p.m.) for pricing and availability.

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**Q: How far in advance can I purchase a sports facility/field permit?**

**A:** We start issuing field permits the first Monday in May. At that time, game permits (requiring field preparation) can be purchased for the whole season. Practice permits (no field preparation) can be purchased 7 days out from the date of booking.

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**Q: How do I go about purchasing a sports facility/field permit?**

**A:** Field permits can be reserved (for evenings & weekends) at the Rec Center between the hours of 8:30 a.m. and 4 p.m., Monday through Friday. We accept payment in the form of cash, check, or money order.

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## **VII. FAQ: The Senior Center**

**Q: Where is the Senior Center located?**

**A:** The Senior Center is located at 18185 Sycamore Street...on the east side of Gratiot Ave., one block north of 11 Mile/I696, right next to Costco. The office phone number is (586) 777-7177.

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**Q: When is the Senior Center open?**

**A:** Regular business hours are Monday – Friday, 8:00 a.m. – 4:30 p.m.

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**Q: Do you have to be resident of Roseville or Eastpointe to join the Recreation Authority Senior Center?**

**A:** You do not have to be a resident of Roseville or Eastpointe to join the Senior Center. All are welcome.

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**Q: How old do you have to be to join the Senior Center?**

**A:** You must be 50 years of age or older to join our Senior Center.

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**Q: Does it cost anything to be a member of the Senior Center?**

**A:** It does not cost anything to become a member; however, you must fill out a registration form before participating in any activities. Most of our programs are free but some of our programs, trips, and special events do require a nominal fee in order to participate.

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**Q: What kind of activities does the Senior Center offer?**

**A:** The Senior Center offers a wide variety of activities including, but not limited to: exercise class, card party, knit/crochet groups, special events, theme parties, crafts, travel and more.

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**Q: How do I get information about the Senior Center's programs?**

**A:** The Senior Center publishes a monthly newsletter containing information on programs, trips, and special events. These newsletters are available for pick up at the Senior Center office.

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**Q: Can I request information about the Senior Center's programs be mailed to my house?**

**A:** Yes. Each newsletter contains a Home Delivery Form. To receive a copy of the Recreation Authority Senior Newsletter by mail, fill out the form and mail it to the Senior Center (or turn it in at the Senior Center office between the hours of 8:30 a.m. and 4 p.m., Monday through Friday) with a check or money order payable to: The City of Roseville. You will receive 12 issues for \$6.00. The Recreation Authority Senior Center's address is 18185 Sycamore, Roseville, MI 48066.

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**Q: What type of trips does the Senior Center offer?**

**A:** Trips vary from month to month; however, some of our past trips have included: A Portofino Cruise, Detroit Historical Museum, Motor City Casino, Greektown Casino, Firekeepers Casino, and more!

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**Q: Does the Senior Center offer any exercise programs?**

**A:** Yes. The Senior Center offers a variety of exercise programs designed for seniors. Some programs are free to seniors, such as the Morning Milers, and others have a small fee, such as Chair Yoga. All the information on these programs and many more can be found in the Senior Center's monthly newsletter. Additionally, feel free to call the Senior Center office for more details: (586) 777-7177.

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**Q: How do I sign up for Senior Center programs, trips, and special events?**

**A:** All registrations must be done in person at the Senior Center, unless otherwise specified.

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**Q: What are the Computer Room hours?**

**A:** The Computer Room is open Monday – Friday, 8:00 a.m. – 4 p.m.

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**Q: What are the Fitness Room hours?**

**A:** The Fitness Room is reserved for seniors during business hours: Monday – Friday, 8:00 a.m. – 4:30 p.m.

*Please Note: The Fitness Room may be used any time the building is open. Evening and weekend hours vary so please call ahead to confirm building hours: (586) 445-5480.*

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**Q: Is the Fitness Room open to all Senior Center members?**

**A:** Yes. The Fitness Room is open to all members of the Senior Center; however, the Recreation Authority requires the completion of a special doctor's physical form (available in the Senior Center office & the Recreation Authority office) prior to registering. A Fitness Room membership costs \$25 for the year.

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**Q: Can I walk laps in the gym? If so, how many laps in the gym is a mile?**

**A:** Yes. Members of the Senior Center can walk laps in the large gym, Monday – Friday, 8:30 a.m. – 9:30 a.m.  
17 laps in the large gym = 1 mile

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## **VIII. FAQ: S.M.A.R.T. Transportation Services**

**Q: What does S.M.A.R.T. stand for?**

**A:** Suburban Mobility Authority for Regional Transportation

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**Q: Who can use S.M.A.R.T. Transportation?**

**A:** The bus system is available to all Roseville and Eastpointe residents 55 years of age and older and to Roseville and Eastpointe residents who are permanently disabled.

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**Q: Does it cost anything to use S.M.A.R.T transportation?**

**A:** Bus rides cost \$1.00 each way.

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**Q: What are the boundaries?**

**A:** 8 Mile to 15 Mile and Jefferson to Hoover. The only exception to this rule is St. John's Hospital on Moross, in Detroit.

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**Q: What are the bus hours of operation?**

**A:** The first ride pick-up is at 8:30 a.m. and the last ride pick-up is at 3:30 p.m.

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**Q: How do I book a ride on the S.M.A.R.T. bus?**

**A:** To schedule a bus ride, the S.M.A.R.T. Transportation phone lines are open 9 a.m. – 2 p.m., Monday – Friday. Residents of Roseville should call (586) 445-5482. Residents of Eastpointe should call (586) 445-5085. *Please Note: The van service cannot accommodate same-day rides. You must call ahead to schedule a ride.*

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**Q: How far in advance can I book a ride for a doctor appointment?**

**A:** To schedule a bus ride to a medical appointment, residents can call and schedule 1 month ahead of their appointment date.

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**Q: How far in advance can I book a ride for a hair appointment?**

**A:** To schedule a bus ride to a hair appointment, residents can call and schedule 1 week ahead of their appointment date.

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**Q: How far in advance can I book a ride to the grocery store?**

**A:** The Recreation Authority S.M.A.R.T. Transportation Service offers pre-scheduled grocery shopping days during the week. To reserve your spot on one of these buses you can call 1 week ahead. *Please Note: If you prefer to go on a different day or to a different store (not listed) you may do so (availability not guaranteed) by calling 1 day ahead to schedule a ride.*

**MONDAYS**

- Roseville Residents
  - Kroger: Frazho
  - Kroger: 13 & Gratiot
- Eastpointe Residents
  - Kroger: Frazho
  - Fresh Choice

**TUESDAYS**

- Roseville Residents
  - Meijer
  - Kroger: 13 & Gratiot
- Eastpointe Residents
  - K-mart
  - Meijer

**WEDNESDAY**

- Roseville Residents
  - Meijer
  - Macomb Mall
- Eastpointe Residents
  - Meijer
  - Macomb Mall

**THURSDAY**

- Roseville Residents
  - Walmart
  - Kroger: Frazho

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**Q: Can I take my baby/child with me on the bus?**

**A:** For safety reason, car seats are not permitted on S.M.A.R.T. transportation buses.

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**Q: Are all S.M.A.R.T. transportation vans wheel chair accessible?**

**A:** Yes. All of our buses possess wheel chair lifts for handicap accessibility.

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**Q: What do I do if I need to cancel my S.M.A.R.T. ride?**

**A:** Should you need to cancel your appointment on one of our buses we ask that you please contact the office using the phone number you used to book your ride. Residents of Roseville should call (586) 445-5482. Residents of Eastpointe should call (586) 445-5085. These phone lines will be open from 9 a.m. – 2 p.m., Monday – Friday. *Please Note: We ask that you please call the Recreation Authority's main office number (586) 445-5480 to cancel your ride ONLY during the hours of 8 a.m. – 9 a.m. & 2 p.m. – 4 p.m.*

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