



2036 North County Road 25-A, Troy, Ohio 45373 Ph. (937) 440-5488 Fax (937)440-5487

Miami County Transit would like to inform you that as an Elderly and/or Disabled (blue card) applicant, you are eligible to be considered for door to door assistance.

If you are interested in door to door assistance, please fill out the attached form and return it with your application.

Please direct any questions to the Miami County Transit staff at (937)-440-5488.

DOOR TO DOOR CLIENT ASSISTANCE REQUEST

NAME: _____

ADDRESS: _____ APT. # _____

CITY: _____ STATE: _____ ZIP: _____

PLEASE SELECT ONE OPTION IF APPLICABLE.

LIMITED MOBILITY

MOBILITY DEVICE

COMMENTS/QUESTIONS:

No Show/Cancellation Policy

Card will not be issued unless this form has been Signed and returned with application

On the occasion of the riders second no show, service will be suspended for seven days. A week will be added for every "2" No Shows in a 3-month period. (2 No Shows = 1 week, 4 No Shows = 2 weeks, 6 No Shows = 3 weeks, etc.)

A no show is defined as:

- Passenger fails to call 24 hours prior to the scheduled pick-up time to cancel
- The passenger does not call to cancel the trip
- The passenger is not available at the time of the scheduled pick-up
- The driver arrived either before, or at the scheduled pick up time, and has waited five minutes past the scheduled time. If the driver arrives past the scheduled pick up time, the driver will wait approximately two minutes before canceling the trip.

A cancellation is defined as:

- The passenger cancelling their transportation more than 24 hours before scheduled pick up time.

Exceptions will be at the discretion of the Transit Director only.

Exceptions may include but are not limited to the following:

- Admittance to hospital or emergency room by the passenger or immediate family (spouse, significant other, child parent, sibling, or similar step-relationships).
- Life threatening illness of the passenger or immediate family, as defined above.
- School delays/closings for the passenger or passenger's child.
- Weather emergencies that cause cancellations, closing or sever delays at the passenger's destination.
- Documented last-minute changes in the passenger's work schedule, due to the employer.
- Documented last-minute changes in school schedules/class meetings or durations.
- Documented health issues.
- Lateness or no-show of a disabled passenger's personal care attendant, resulting in delays to the passenger's normal preparation routine.

It shall be the responsibility of the passenger to notify staff of any no-shows meeting the above criteria, and to provide any documentation that may be required by staff. Such a waiver may be disallowed if a passenger demonstrates a flagrant pattern of abusing the process, as determined by the Miami County Transit Director.

Passengers shall be notified in writing of each no-show.

Passengers suspended from service, but who are appealing the suspension, shall continue to be eligible for service during the appeal process, unless there is a flagrant abuse of the service during this time, as determined by the Miami County Transit Director. The continued eligibility during an appeal does not apply if the passenger is appealing to an agency about the agency terminating its funding for trips.

On the occasion of the rider's second no-show, service will be suspended for seven days.

Print Name: _____

Sign Name: _____