

# Passenger Rules and Regulations

*Our clients are important to us. We will do everything possible to ensure the rider is treated with courtesy and respect and they reach their destination within 15 minutes of their scheduled arrival time.*

## **Who is eligible?**

All Miami County residents, regardless of age or ability.

## **When can I ride?**

- Monday – Friday      5:00 AM – 6:00 PM
- Saturday              8:00 AM – 2:00 PM
- Sunday                 CLOSED

## **OBSERVED HOLIDAYS:**

**(No Services)**

The Miami County Public Transit will be closed for the following holidays:

NEW YEAR'S DAY  
INDEPENDENCE DAY  
THANKSGIVING DAY

MEMORIAL DAY  
LABOR DAY  
CHRISTMAS DAY

The Miami County Administration office is closed the following days in addition to the ones printed above:

MARTIN LUTHER KING DAY  
COLUMBUS DAY

PRESIDENT'S DAY  
VETERAN'S DAY

## **What is the cost?**

One way trips within Miami County are \$4.00 Kids under the age of 7 ride free when accompanied by an adult. All passengers under the age of 14 must be accompanied by an adult. Please have your fare or pass ready before boarding. Please have exact change. Drivers cannot give you change. No passenger will be permitted to ride without the payment of the posted fare.

## **Where can I go?**

To schedule rides, please call 937-335-7433. You may schedule a trip to and from any location inside the boundaries of Miami County for a \$4.00 fare, one way. We require you to schedule rides 24 hours in advance. To have a better chance of getting the days or times needed, please schedule seven days in advance. Miami County Transit is also traveling two miles over the county line into Montgomery County in the Vandalia and Huber Heights area which is an **additional fee** of \$2.00 totaling \$6.00. This is **only available Monday-Friday and requires scheduling 24 hours in advance.**

We also offer farther **direct trips to Montgomery County locations** which include the following:

- Miami Valley Hospital
- Dayton Children's Hospital
- Dayton International Airport

**These one-way trips will cost \$26.00. Please schedule 7-9 days in advance. This is available Monday-Friday 8:00 AM - 3:00 PM.**

In addition, we offer a connecting service to **Shelby County**. The **rider is responsible for scheduling trips with both transit systems and must be scheduled at least 48 hours in advance**. Please call for more information, **937-335-7433**.

Greenville Transit is offering a connector with us also. This is **only available every 3<sup>rd</sup> Tuesday of the month from 9AM-3PM**. 3PM will be the last available pick up time. The **rider is responsible for scheduling trips with both transit systems and must be scheduled at least 48 hours in advance**. Please call for more information, **937-335-7433**

Route 17 is a main line and from it riders can access connections that will transport them anywhere that RTA travels. To ride the RTA bus there is a standard rate of \$1.50.

### **BUS PASSES AVAILABLE FOR PURCHASE:**

- A **one week** pass, valid for ten rides is available for the price of **\$ 30.00.** (\$3.00 per ride)
- A **two week** pass, valid for twenty rides is available for the price of **\$ 55.00.** (\$ 2.75 per ride)
- A **month** pass, valid for forty rides is available for the price of **\$ 100.00.** (\$2.50 per ride)

Passes are available for purchase at the Miami County Transit office at 2036 N County Rd 25-A, Troy, OH 45373.

### **PASS REGULATIONS:**

Passes can be purchased with **cash** only. **No checks or credit cards** will be accepted. Passes cannot be replaced if lost or stolen. No refunds are available. Passes will be laminated and dated on the front and are valid **ONLY FOR THE SPECIFIED DATE RANGE**. First Transit drivers will be responsible for checking the dates on the passes. Drivers will need to punch the pass each time it is used. Punches must be obtained.

Agencies are not eligible to purchase bus passes, **NO EXCEPTIONS**.

### **TOKENS AVAILABLE FOR PURCHASE (CORRECT CASH ONLY):**

Green tokens - \$4.00 ea. / Red tokens - \$2.00 ea.

### **How long will the trip take?**

The pickup and dropoff times may be up to 15 minutes earlier or later than your scheduled pickup time to accommodate other riders. Trips should be scheduled one hour prior to the desired time of arrival. Passenger's one-way trip duration shall not exceed 120 minutes.

### ***What information do I need to provide as a first time rider?***

Your name, home address, mailing address, phone number, emergency contact, date of birth and any special needs.

### ***What information is needed to make a reservation?***

Your name, departure date/time, destination time, and location. Include any companions and whether or not you need a return trip. Do you have special needs: wheelchair, mobility device, walker, assistance to/from door etc.?

### ***Will the driver provide assistance?***

Door-to-door boarding requests must be pre-approved by the manager of Miami County Transit. If you need assistance to/from door in order to board the bus, please fill out a door-to-door request form (available on the vehicle). Please remember to tell the scheduler that you will require assistance with boarding. Safety is our number one priority. During inclement weather, Miami County Transit reserves the right to deny door-to-door assistance requests, should there be a potential safety hazard to passenger or driver.

### **Changed appointments:**

If you need to change the time of your pick up every effort will be made to accommodate you. However, as rides are on a first come first serve basis, and 24-hour notice is required to schedule a ride, scheduling conflicts may cause a delay or denial in the change request.

### **Carry-on Items Policy:**

Carry-on items are permitted, provided that they do not exceed what you can comfortably carry in one trip themselves. Bags are available on all buses for \$1.00 ea.

All MCPT passengers are permitted to carry personal items on the buses. In addition, all carry-on items must be secured in a tote or bag or other means of control. No loose items that may become a hazard in the event of a sudden stop, will be permitted. No open containers of drinks, food, or other liquids that can spill are permitted.

### **No Show/Cancellation Policy**

**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 thirty minutes 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:**

- Passenger cancels their transportation more than thirty minutes before scheduled pick up time.

**Exceptions will be at the discretion of Miami County's administration 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 severe 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 Manager.

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 Manager. 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 riders second no show, service will be suspended for seven days.**

## **Miami County Public Transit Fare Assistance Programs:**

*Please note this is a basic outline of programs, for detailed information, please call 440-5488*

### **BLUE CARD –ED/DISABLED RIDER CARD**

**Distributed by Miami County Transit - PROVIDES THE RIDER WITH HALF PRICED RIDES**

#### **Based on age or disability**

- Anyone over 65 yrs. old.
- Anyone with a documented disability.

#### **How to qualify: APPLICATION**

- Over 65; documentation of age must be provided. Acceptable documentation includes the following:
  - Drivers' license
  - State ID
  - Passport
  - Birth Certificate
- Disabled Clients; documentation of disability must be provided. Acceptable documentation includes the following:
  - Current social security award letter stating that benefits are received for the purpose of disability
  - Note from physician stating that transit is needed for the purpose of assisting with a disability.
  - Documentation from veteran services showing disability
  - Documentation of disabled/handicapped placard from BMV.

**WHITE CARD - TITLE XX**

**Distributed by Miami County Transit - RIDES ARE LIMITED TO 2 ROUND TRIPS OR 4 ONE WAY RIDES PER MONTH PER PERSON**

**Based on income**

- Anyone regardless of age is eligible to apply and qualification is based on income. Income level must be at or below 150% of Federal Poverty Guideline. JFS will provide criteria and MCPT determines eligibility

**How to qualify: APPLICATION**

Acceptable documentation for proof of income includes the following:

- Current Social Security benefits letter
- Pay Stubs
- Printouts from Job and Family Services if receiving that type of aid
- Veterans Benefit statement
- Pension Statement

We are unable to accept a bank statement as proof of income – it can be used for proof of pension.

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**ORANGE CARD – PRC-  
TRANSPORTATION TO JOBS or CONTINUED EDUCATION IN MIAMI COUNTY**

Job and Family Services qualifies recipients and distributes cards. Please call JFS @ 937-440-3471 for details on this card and qualifications.

Transpiration provided for any location within the county.

**YELLOW CARD - MEDICAID  
MEDICAL APPOINTMENTS ONLY**

Job and Family Services qualifies recipients and distributes cards. Please call JFS @ 937-440-3471 for details on this card and qualifications.

Transpiration provided for any location within the county.

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Expired cards cannot be accepted for payment. If the driver knows, or is made aware of a special circumstance, the driver should attempt to obtain immediate approval from the Miami County Transit Manager or his/her designee for permission for the passenger to ride.

**FRAUDULENT USE OF ANY TRANSIT CARD WILL RESULT IN THE CARD BEING REVOKED FOR THE REMAINDER OF THE YEAR IN WHICH THE CARD WAS ASSIGNED. IN ADDITION, YOU MAY BE RESPONSIBLE FOR THE COST OF ANY RIDES TAKEN OUTSIDE OF THE SCOPE OF THE PARTICULAR CARD CONTRACT.**

**ADDITIONAL REGUATIONS:**

- Seatbelts must be used at all times when available in the vehicles.
- Children under the age of eight and beneath 4’9” tall must travel in a car seat provided by the parent or guardian.
- No eating, drinking, or smoking is permitted in Transit vehicles. No playing of any audio devices.

- Please allow senior citizens and persons with disabilities to have priority use of the seats designated for them.
- The vehicle interior lights can be turned on at the request of passengers unless they impede the safe operation of the vehicle.
- Appropriate attire must be worn at all times, including shirts and shoes.
- Miami County Public Transit ensures that no person shall be removed from a schedule once they are already on the schedule unless there is a safety concern, such as inclement weather.
- Miami County Public Transit shall be curb-to-curb, and drivers will ensure that passengers with wheelchairs are secured.
- Cursing, swearing, disruptive behavior, or disrespectful behaviors are not acceptable on the vehicle. If the driver deems behavior harmful to other passengers, it may result to and including dismissal from the vehicle.

Disruptive behavior is defined below: If there is any question, please contact Miami County Public Transit for further clarification.

- *Threats or intimidation*
- *Comments or gestures of a sexual nature*
- *Foul Language*
- *Unwarranted physical contact*

If driver deems that a passenger must be removed the following procedure will be implemented:

- The driver will call and notify dispatch of their intent to deal with a passenger situation.
  - The driver will request that the troublesome individual come to the front of the vehicle.
  - The driver will ask the person to stop the questionable behavior one time.
  - If the driver feels the person is a danger to themselves, or other passengers. The driver will request assistance from 911.
  - Even if the behavior ceases, the driver will ask that dispatch document the incident and staff at Miami County Public Transit is notified in writing.
  - If the behavior is repeated service will be suspended for a period of one month. In extremely severe cases, Miami County Public Transit reserves the right to suspend for longer periods if necessary.
- No one will be transported if they are considered violent, abusive, or person under the influence of either alcohol or drugs.
  - The drivers shall transport only the passengers listed on the manifest, unless authorization is received from the Miami County Transportation Manager or his/her designee. **This rule does not apply to passengers essential to the transportation function.** Passengers essential to the transportation function include rider aides that accompany them for medical and/or communication reasons. When requesting an aid, passenger aides **must be pre-approved** by the Transportation Manager with **written notice from the doctor on prescription pad or office letterhead.** MCPT also reserves the right to require a passenger to travel with an aid based upon ADA requirements and our safety guidelines. Each passenger aid required or requested will be looked into on a case by case basis. Upon approval, the aide is able to ride for free. Otherwise, their fare would be \$4.00 one way for a trip within Miami County.
  - There shall be no limits or priorities on the trip purpose types for public transit trips.
  - While riding with us, or should the vehicle become involved in an accident, follow the instructions of the driver; he/she has been trained to handle these situations.
  - No pets are allowed to ride in Transit vehicles. Service animals are exempt from this rule.

- No hazardous materials.
- Do not open windows without drivers' permission.
- Miami County Transit passengers are permitted to bring prescription medications with them when they travel. However, Miami County Public Transit drivers can in no way be responsible for these medications.
- Miami County Public Transit shall follow FTA and ODOT Charter US service regulations. Miami County Public Transit shall not provide charter services.

### **Emergency Plans:**

Employees and passengers shall be informed of procedures to follow in the event of any emergency on a vehicle, including emergency evacuation drills. The public, passengers and employees shall be informed on transportation arrangements and changes resulting from inclement weather and other community or local emergencies. Miami County Public Transit shall announce the arrangements for inclement weather and other community or local emergencies over **Channel 2 news media and WHIO news media.**

### **Tornado Emergencies:**

*\*Miami County Public Transit drivers will follow the procedure outlined below to help ensure the passengers safety during a tornado. However, Miami County Public Transit cannot be held liable for any damage to property or injury/loss of life that may result from situations (such as weather) beyond their control.*

If a tornado warning is in effect and one or more contractor's vehicles are in operation (with or without passengers), but the contractor's drivers do not see a tornado, then the drivers will continue on the route as normal, but will immediately and calmly contact their dispatcher for further orders. The dispatcher may give different directions to different drivers depending on their locations in the County and local weather conditions. The dispatcher will either tell the drivers to continue on the route as normal (but with a close eye on the weather) or will tell the drivers to oversee (with the assistance of the attendant, if there is one) the safe and immediate exit of all on board and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation. The passengers will be instructed to cover themselves as well as possible against flying debris. The drivers and attendants, as well as those passengers who are able, will assist in the rapid movement of passengers to cover, with special emphasis on helping those in wheelchairs, as well as the elderly and other disabled person. The drivers will take his/her radios and manifests, as well as the medical kit from the vehicle, and will do a passenger "head-count" before leaving the vehicle and after arriving at the site chosen for shelter. Afterwards, the drivers will contact dispatch for further directions and will contact 9-1-1, if necessary. It is important that the drivers and attendants, as well as the dispatcher, stay calm throughout the entire process, and be prepared to help deal with the fears of the passengers.

If a tornado warning is in effect and one or more contractor's vehicles are in operation (with or without passengers), and a contractor's driver actually does see a tornado, then the driver will quickly and safely stop the vehicle and will immediately and calmly contact the dispatcher. The driver will immediately oversee the safe and immediate exit of all on board and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation. The passengers will be instructed to cover themselves as well as possible against flying debris. The driver will not attempt to "outrun" the tornado. The driver, as well as those passengers who are able, will assist in the rapid movement of passengers to cover, with special emphasis on helping those in wheelchairs, as well as the elderly and other disabled persons. The driver will take his/her radios and manifests, as well as the medical kit from the vehicle, and will do a passenger

“head-count” before leaving the vehicle and after arriving at the site chosen for shelter. Afterwards, the driver will contact dispatch for further directions and will contact 9-1-1, if necessary. It is important that the driver, as well as the dispatcher, stay calm throughout the entire process, and be prepared to help deal with the fears of the passengers.

If there are personal injuries at any time during the emergency, the driver should contact 9-1-1 and the dispatcher. If a vehicle is damaged or destroyed during a tornado, then the driver will call dispatch and request an alternative vehicle to come pick up the passengers and employees.

After the passing of a tornado, there will likely be dangerous debris, downed power lines, disrupted gas lines, fallen trees, etc. The driver should lead the passengers away from such dangers, or stay in a secure spot until help arrives.

The driver should be aware that other tornados may follow the first. The dispatcher should be called for directions on how to proceed, and to determine if it is clear to emerge from shelter. If the driver is unable to reach dispatch, the driver should call 9-1-1 for further instruction.

Only in very rare circumstances should the driver send a passenger for help.

At this point, the county’s emergency management procedures will be implemented

The driver should contact 9-1-1 to obtain information on temporary staging/shelter/rest/accommodation centers for passengers.

### **Policy complaints, input and comments from consumers and the general public:**

Consumers and the general public are encouraged to submit any concerns or complaints regarding Miami County Public Transit and its transit service and brokered services, in order that these services may be continually improved. Miami County Public Transit has a formal local process for soliciting and considering public input and comment on service and fare, including changes, planning, and complaints. If it is a written complaint, you will receive a call verifying that the written complaint was received.

### **Process of filing a complaint:**

Consumers should provide names, addresses, phone numbers, fax numbers, e-mail addresses, and any other applicable contact information. Complaints will be taken and answered by either the Miami County Transit Manager or his/her designee. The Miami County Transit Manager reserves the right to request the passenger to submit the complaint in writing before responding.

Within **seven working days** the Miami County Transit Manager, or his/her designee, will respond via phone to the submitter to answer the complaint if they were unable to resolve the initial complaint on the first call.

### **Process of escalating complaints or appealing revoked service:**

If the complaint cannot be resolved, then the Miami County Transit Director will escalate to the designated Miami County Commissioner. If this does not resolve the issue, all unresolved complaint will be submitted to ODOT, with supporting documentation from all applicable parties.

**Violations of these rules may result in restricted use of MCPT services, up to and including, loss of Transit services. A passenger in danger of losing service will receive a letter as a warning notice.**

**All Miami County Public Transit Passengers, Miami County Public Transit, and any applicable third party contractor, will strictly adhere to the policies outlined in this document.**

### **MCPT is Title VI compliant:**

Complaints may be filed in writing to the Miami County Transit Manager with 180 days of alleged occurrence.

- Miami County Transit ensures that no person, by sole reason of his/her disability, may be denied participation in, or benefits of, Miami County Public Transit services financed wholly or in part, by Federal Funds.
- Miami County Public Transit shall ensure that no person, on the grounds of race, color, national origin, sex age, sexual preference, religion, political affiliation, handicap or veterans status, be excluded from participation under any Miami County Transit project, program or activity funded in whole or in part by the Federal Transit Administration.
- Miami County Public Transit shall every five years, assess the magnitude and nature of any significantly large groups of people with limited English proficiency, and any problems that they may have, due to such proficiency limits, of obtaining information about and using the Miami County Public Transit services.
- Miami County Public Transit will assess how many people with limited English proficiency appear to come into contact with Miami County Public Transit, either through using service or trying to obtain information about the service. Miami County Public Transit will use relevant local, State and Federal demographic data (US Census Bureau information) to locate and quantify the number of people, within Miami County, that have limited English proficiency. Significant concentrations or numbers of identified persons or locations will be identified, if any do exist. The language(s) spoken will be identified.
- If necessary, Miami County Public Transit will access translation services for meeting, brochures, service materials, etc., and notify the special language populations of that translation availability. If necessary, Miami County Public Transit will evaluate the need for special cultural sensitivity or language access training. If necessary, brochures, DVDs, etc. in other languages will be prepared and distributed. Miami County Public Transit will evaluate all these special procedures as to feasibility, desirability, efficiency and effectiveness.