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 the scheduled time.

Who is eligible?

All Miami County residents, regardless of age or ability.

Where can I go?

You may schedule a trip to and from any location inside the boundaries of Miami County.

Miami County Transit is also pleased to announce the inception of a connection with Greater Dayton RTA. Due to overwhelming consumer demand, Miami County Transit will now be scheduling trips to a previously determined RTA bus stop (on Route 17) in Vandalia three times a day, Monday through Friday. Trips to the bus stop will need to be scheduled per Miami County Transit guidelines. Return trips, via Miami County Transit System northbound, into the county from the bus stop, will also have to be pre-scheduled.

Route 17 is a main line and from it riders can access connections that will transport them anywhere that RTA travels.

Miami County Transit is also traveling two miles over the county line to the Vandalia and Huber Heights area. As with the connection to the GDRTA, we will assess an additional fee of $2.00.

To ride the RTA bus there is a standard rate of one dollar and fifty cents.

Continuation of this service beyond these dates will be determined by client demand and cost effectiveness.

When can I ride?

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

What is the cost?

One way trip within Miami County…$ 4.00

In order to keep costs down for individuals using Miami County Transit for a large volume of trips, bus passes will now be available for sale.

A **one week** pass, valid for ten rides is available for the price of **$ 30.00. ($3.00 per ride)**

MCPT Miami County Public Transit

A **two** week pass, valid for twenty rides is available for the price of **$ 55.00.** **($ 2.75 per ride)**

A **one month** pass, valid for forty rides is available for the price of **$ 100.00.** **($2.50 per ride)**

Passes are available for purchase in the Miami County Transit office in the Hobart Center for County Government, 510 W. Water St, Suite 150, Troy, OH 45373

Passes cannot be replaced if lost or stolen. No refunds are available.

Riders will adhere to Miami County Transit rider guidelines.

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, **NO EXCEPTIONS.** *Remember, tokens are available, but limited to $ 100.00 per year, per agency.*

Passes can be purchased with cash only. No checks or credit cards will be accepted.

Passes can be used for trips over the county line but will require the additional $ 2.00 fee be paid.

Kids under age of 7 free when accompanied by an adult.

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, etc.?

Will the driver provide assistance?

Insurance requirements prevent drivers from leaving their seat for any reason with the exception of securing a wheelchair.

How long will the trip take?

The pickup and drop off times may be up to 15 minutes earlier or later than your scheduled pick-up time to accommodate other riders. Trips should be scheduled one hour prior to the desired time of arrival.

MCPT Miami County Public Transit

- Miami County Public Transit shall follow FTA and ODOT Charter US service regulations. Miami County Public Transit shall not provide charter services.

- Trips can be scheduled up to seven days in advance.

- Passengers under the age of 14 must be accompanied by an adult.

- 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.

- The drivers shall transport only the passengers listed on the manifest, unless authorization is received from the Miami County Transit Director or his/her designee. **This rule does not apply to passengers essential to the transportation function.** Passengers essential to the transportation function include riders aides that accompany them for medical reasons on their trip(s). Essential passengers (aids) must be pre-approved by Miami County Transit Director or his/her designee and written notice provided to the vendor. However, if the case should arise where a passenger is wheel chair bound and it is blatantly obvious they require assistance; the driver should apply common sense and call for approval of the aid to ride.

- There shall be no limits or priorities on the trip purpose types for public transit trips.

- Passenger's one-way trip duration shall not exceed 120 minutes.

- 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.

- 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.

- Complaints/comments should be directed to the Miami County Transit Department. Please call 440-5488 to report a concern.

- Trips should be scheduled at least 24 hours in advance, subject to availability. Exceptions are made for particular circumstances and require approval from the Miami County Transit Director.

- Federal Transit administration guidelines prohibit us from transporting any student to or from any school facility.

- Trip pick up and drop off times can be verified by calling 339-6415.

- Have your fare or pass ready before boarding. Drivers cannot give you change. Please have exact fare. No passenger will be permitted to ride without the payment of the posted fare.

- 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 Director or his/her designee for permission for the passenger to ride.

- Please allow senior citizens and persons with disabilities to have priority use of the seats designated for them.

- Seatbelts must be used at all times when available in the vehicles.

- Children under the age of four (4) years old or fewer than 40 pounds 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.

- The vehicle interior lights can be turned on at the request of passengers unless they impede the safe operation of the vehicle.

- 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.

- 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.
- Appropriate attire must be worn at all times, including shirts and shoes.

MCPT is Title VI compliant

Complaints may be filed in writing to the Miami County Transit Director 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 form 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.

Carry on Items Policy

- Carry on items are permitted, provided that they do not exceed what you can comfortably carry in one trip themselves.

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.

Concealed Weapon Policy

No employee, passenger, or contractor of the MCPT is permitted to have a concealed weapon, or anything that can be used as a weapon, on property that is owned, leased, or rented by the MCPT.

Should an employee, passenger or contractor of the MCPT have in their possession a weapon, the local authorities will be called to address this issue and the MCPT will prosecute said person to the fullest extent of the law.

Information on Fare Assistance Programs

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 – 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:

- 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 veterans services showing disability
    - Documentation of disabled/handicapped placard from BMV.

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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.

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WHITE CARD - TITLE XX

RIDES ARE LIMITED TO 2 ROUND TRIPS OR 4 ONE WAY RIDES PER MONTH PER PERSON

Any one regardless of age is eligible to apply and qualification is based on income. Income level must be at or below 150% of Federal Poverty Guidelines.

MCPT will determine eligibility. JFS will provide criteria and MCPT qualify riders

White cards filled out and distributed by MCPT.

Acceptable documentation for proof of income includes the following:

- Current Social Security award 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

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YELLOW CARD - MEDICAID
MEDICAL APPOINTMENTS ONLY

Based on qualification requirements established thru Job and Family Services.

Transportation provided for any location within county.

Approval granted thru JFS. Please call 937-440-3471 for more details.

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Child Fare Policy

Any child, under the age of seven (7) year of age, when accompanied by an adult, can ride the Miami County Public Transit service at no cost. If a child is dropped off at daycare and the parent or guardian is traveling to another destination then this occurrence would count for 2 trips based on 2 stopping points.

Children over the age of seven (7) must pay full fare.

No Show/Cancellation Policy

Job and Family Services Rider Cards will not be issued unless the appropriate form has been signed

On the occasion of the riders second no show, service will be suspended for seven days.

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

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.

OBSERVED HOLIDAYS
(No Services)

The Miami County Public Transit will operate all of its services each weekday (Monday through Friday) EXCEPT for the following holidays:

NEW YEAR'S DAY
INDEPENDENCE DAY
THANKSGIVING DAY
MEMORIAL DAY
LABOR DAY
CHRISTMAS DAY

For holidays that fall on a weekend, the holiday will be observed on the nationally recognized date for the specific holiday.

The MCPT will operate all of its services on the following holidays, regardless of when recognized:

MARTIN LUTHER KING DAY
COLUMBUS DAY
PRESIDENT'S DAY
VETERAN'S DAY

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.

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 Director or his/her designee. The Miami County Transit Director reserves the right to request the passenger to submit the complaint in writing before responding.

Within **seven working days** the Miami County Transit Director, 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.

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.**

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 contractors 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 contractors' 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.

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.