

## Rider Guidelines

**Trips:** We recommend you make your reservation at least 24 hours in advance, subject to availability. 7 day advance scheduling is also available.

**Vehicle/Schedule of trip:** Call **335-7433** to check on your trip.

**Passengers are expected:** To act in a courteous manner and refrain from smoking, eating, drinking, and using profanity.

**Cancellation Policy:** Anyone wanting to cancel a scheduled trip must do so at least 30 minutes prior to scheduled pick-up time.

**No Show Policy:** After the second no-show, the rider is suspended for 7 days.

**JFS Riders:** After the 2<sup>nd</sup> consecutive No Show the rider will be suspended for 7 days .

**Should you become ill or injured:** 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.

**Comments, complaints, and suggestions:** Should be directed to the Miami County Transit Department. Please call 440-5488 to report a concern.

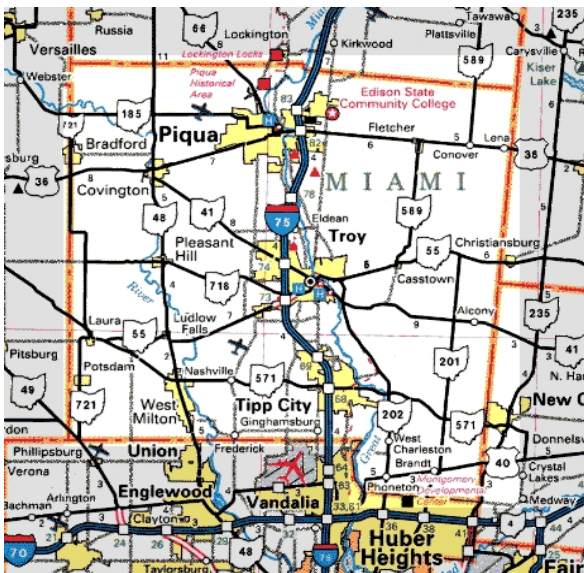
**Pets:** No pets are permitted on the vehicle with the exception of service animals.

# Mission Statement



The Miami County Board of Commissioners is committed to the concept of providing a quality, efficient, safe, and reliable transportation program for the citizens of our county. The program's flexible service hours, fare, and fees have been established to benefit individuals, groups and community service organizations with transportation to shopping, scheduled appointments, and entertainment.

As an ongoing policy, frequent analysis of input submitted by the transit system program users, administration, and Transit Advisory Committee will provide the tools and ideas needed to implement improvements and growth in a continuing effort to better fulfill the requirements and needs of our community.



# Curb to Curb Service

## Frequently Asked:

### 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 or two miles across the county line in Vandalia or Huber Heights. MCPT also offers service to two Greater Dayton RTA bus stops. (An additional \$2.00 fee will apply for ALL out of county trips). All out of county trips require 24 hour advance scheduling.

### 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  
Children under the age of 7 ride free when accompanied by an adult. You are responsible to bring a car seat for your child should they need to use one.

### Must have exact fare to ride.

Please call 440-5488 for information on reduced fares.

### MCPT is Title VI compliant:

Complaints may be filed in writing to the Miami county Transit Director within 180 days of alleged occurrence.

**Visit our website:**  
[www.co.miami.oh.us](http://www.co.miami.oh.us)

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

Your name, home address, mailing address, phone number, 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.

### Will the driver provide assistance?

If you need assistance to/from the door in order to board the bus, please fill out a door-to-door request form (available on the vehicle). Please remember to tell your reservationist 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.

### How long will the trip take?

The pick-up and drop-off times may be up to 15 minutes earlier or later than your scheduled pick-up time to accommodate other riders. If you desire a specific arrival time to your destination, we can accommodate. Your reservationist will apprise you of a window of time you should be watching for the bus.

### May I carry groceries, packages, etc. on the bus?

You may bring as much as you can carry yourself comfortably in one trip.

Miami County Transit reserves the right to deny trips if necessary.