





## TLC Rider Agreement

### To Schedule a Ride – I understand that:

1. Rides and stops should be requested at least 2 business days in advance. Consideration will be given for emergency requests and driver availability.
2. Riders will provide location, reason and expected duration of ride reason with all ride requests. For medical appointments **the health professional's contact information must be provided.**
3. If a rider needs to bring someone with them they must request this when scheduling the ride. A passenger must be approved and TLC reserves the right to deny the request. Passengers must sign the Passenger/ Attendant Agreement provided by the office.
4. There may be other riders sharing the ride for program efficiency.
5. Riders must be ready 15 minutes prior to scheduled pick-up time. **Note:** Be prepared to wait in the event of weather or traffic delays.
6. Riders are responsible for fees for rides if not covered by ODSP or OW
7. Riders are responsible for parking fees.
8. The driver's cell phone is to be used only to cancel or change ride information before early morning rides or to communicate when at ride location. All other calls are to be directed to the transportation staff.
9. In certain circumstances the driver will be in contact the evening before your ride to confirm the agreed upon times and locations for pick-ups.

### Cancelling a Ride

- If you need to cancel a ride please notify the transportation staff as soon as possible.
- **If there is a fee for the ride, cancellations must be called into the office at least 24 hours prior to appointment or you may be charged for the ride.**
- If a ride needs to be cancelled because of weather or other conditions, you will be notified as soon as possible.

### Ride Requirements

1. Due to Covid 19 all riders must wear a mask unless there is a medical reason why not
2. No smoking is permitted
3. No eating or drinking is permitted, unless approved by the driver
4. Please follow good hygiene practices and please do not use scented products
5. No foul language is permitted
6. No animals or pets of any kind are permitted - exception for **pre-approved service animals**
7. All children must be secured in an approved car seat as required by law.
8. Riders are not permitted if they are experiencing fever, cold symptoms, or have had contact with someone infected with Covid 19.

By signing below, I confirm that I have read and understood this agreement. Please note: drivers have the right **at any time** to refuse to transport individuals not adhering to this agreement.

Name:

Signature

Date

*By typing your name in this signature block you are indicating that you are electronically signing this application.*

## **Accessible Transit Service General Information**

*Once your registration is confirmed here are the things you need to know...*

### **Hours of Operation:**

Service runs from Monday to Friday, from 6:30am to 4:30pm. (Saturdays suspended due to Covid19)

### **Fare Rates:**

**Cash:** Adults \$2.50, Seniors/Students \$2.25 **\*Exact Change Only\***

**Pass Cards:** Adults 20 rides for \$30.00 Seniors/Students 20 rides for \$25.00

### **How to book a ride:**

**Booking Hours** are Monday to Friday from **8:30am to 3:30pm.**

**Please call** at least 24 hrs in advance to request a ride Call **(705) 526-4321**

***Same day rides may be accommodated depending on availability.***

### **Please tell us:**

- Time of pick-up, your name, and pick up Location
- Time and location for return pick-up
- For Medical and other appointments, you may call for a return pick up
- Type of assistive device you will be using (Wheelchair, walker, cane, etc.)
- If you have been approved for an attendant, please provide their name
- If additional passengers are travelling with you, their name(s) and age(s) (Regular Fare Rates per trip apply)

### **Tips to ensure your trips run smoothly**

- Please be ready 10 minutes before your pick up time and allow up to 10 minutes after your scheduled pick up time as delays due to weather, traffic, may occur.
- Unscheduled stops are not allowed. Please inform the Transportation department of all stops when booking your ride for scheduling reasons.
- We ask that for shopping trips you keep to a 6 bag limit and make arrangements if assistance is needed as drivers **are not allowed** to enter riders' homes.
- When booking please allow sufficient time for your appointments or visits.
- Contact us for information about our Volunteer Companion Program if you need assistance on your rides (notice of 3 business days required to book the volunteer)



*All our suggestions are made to help keep all of our rides on schedule and to provide you with timely and excellent service!*

**Community Reach operates the Accessible Transit Service for residents of Midland who are not able to access the regular Town of Midland transit service.**