

Rural Transit Service Application Guidelines:

PLEASE READ EVERYTHING CAREFULLY

Front and back pages

Thank you for your interest in our program.

The Rural Transit Service will provide you with many safe and fulfilling journeys.

All trip requests will be evaluated with MEDICAL and HEALTH purposes being our top priority. Reservations should be made 48 hours in advance and we allow up to two weeks. Hours for calling are 8:15 a.m. – 3:45 p.m. Monday through Friday. We can provide you with a maximum of two trips per week. No rides for medical appointments will be scheduled after 2:00 p.m. Please note the van is not handicap accessible.

If you have any medical appointments that you must attend (dialysis, chemotherapy, etc.) please be sure to have an alternate method of transportation in case of unsafe driving conditions (weather, van problems). We do shut down in bad weather.

You must be a resident of one of the following towns to use the van: Aurora, Boston, Brant, Clarence, Colden, Collins, Concord, Eden, Elma, Evans, Gowanda, Holland, Marilla, Newstead, North Collins, Orchard Park, Sardinia or Wales. All Rural Transit vans have travel restrictions on how far they may travel.

In order to service you we need proof of your eligibility. Please mail us back a paper copy of your proof in the enclosed self-addressed envelope. Your proof may be obtained by:

If you are 62 or older:

Drivers license, medicare card or any official document with your name, address and birth date

If you are disabled:

Doctors note, handicap sticker, or any medical document indicating disability

If you are low/moderate income:

A payment stub, W-2 form, medicade form or public assistance form

You are welcome to make a copy of your documentation at our office.

Passengers are asked to contribute for each trip, with all contributions confidential.

\$3.00 Suggested Donation per Trip

(Extra contributions for long distance trips greatly appreciated.)

No one will be denied services because of inability to pay.

MAIL APPLICATIONS TO:

RTS
PO BOX 212
BRANT, NY 14027

**** Rural Transit reserves the right to deny transportation at anytime.****

We want to keep the RTS vans clean and safe for all our riders so please, NO: DRINKING, EATING OR SMOKING ALLOWED.

RTS REMINDERS:

1. **Always be ready for your ride 15 minutes early.**
2. It is your responsibility to be at the agreed upon destination for your return ride home.
3. Any individuals under 18 must be chaperoned.
4. If a special seat is needed by your child, you are responsible for providing and installing it properly in the van.
5. **You must be able to walk on and off the van on your own.**
6. While we will lend a helping hand, you must be able to carry anything you bring with you on and off the van yourself.
7. You must wear your seatbelt at all times while riding on the van.
8. Immediate notification of a cancellation is a must. We require a 24 hour notice of any cancelation.
9. If we show up to your home and you cancel upon arrival or are not available to get on the van you will be written up.
10. No pets are allowed except for seeing eye dogs.
11. You are responsible for having clean hygiene while traveling on the van.

Please remember that the cost of gas continues to rise and we are trying to run a cost effective transportation service in your community. Canceling or not being home when you schedule a trip will have consequences.

When scheduling your rides, if traveling to the grocery store we may ask that you travel with other passengers so that we can combine trips to serve as many as possible and save on gas.

Please remember that every individual who answers our phone lines and drives our vans is a VOLUNTEER. They must be treated with respect. We ask that you do not rush them on the phones, have all your trip information available (location names, addresses and phone numbers are a must). While on the van please be polite and courteous to the drivers. Please remember without volunteer drivers and dispatchers there would be no Rural Transit Service.

We are always looking for new volunteers to join our family. Please call us if you are interested or if you know someone who may be interested.

We thank you for your understanding of our transportation service.