

Meals on Wheels Montgomery County Senior RIDES Program Procedures

1. The Meals on Wheels Montgomery County rides program serves clients that need medical trips and trips to approved destinations. ***This program is not to be used for social purposes.***
2. The non-medical locations that have been approved by Meals on Wheels Montgomery County are as follows:

Pharmacies

Grocery Stores / Superstores

Governmental Institutions

3. Meals on Wheels Montgomery County will reload cards on a monthly basis. Each month the maximum allowed monthly amount will be placed on the client's card and cannot be changed by the client.
4. Please call each month to reload your card. We will not call you back to let you know it has been loaded. You can call 877-250-2640 to check your balance.
5. If a client has been issued funds on their card but has not used the funds for more than four months then the funds may be transferred as Meals on Wheels Montgomery County deems necessary.
6. Clients will have a set maximum monthly amount issued to their account and this amount is determined by Meals on Wheels Montgomery County. Once their funds have been depleted they are no longer allowed to use the rides program through Montgomery County Meals on Wheels. If there is an overuse of funds by a client then they will be terminated from the program unless it is a medical trip pre-approved by Meals on Wheels Montgomery County. ***It is up to the client to monitor his/her activity and funds.***
7. If a client gives false information about their ride they will be automatically suspended from the program for a month. After two offences, the client will be terminated from the program.
8. A client will be automatically suspended from the program for a month after the third offense if they do not show up for any of their rides.
9. Starting in 2018, current clients will reapply to the Montgomery County Meals on Wheels Harris County Rides Program every year. These applications will be sent out to current clients and must be sent back to Meals on Wheels Montgomery County no later than September 1st. ***On December 31st of each year, all funds are erased from the client's card and new funds will not be added until a new application has been received.***
10. During this application process, it is the duty of the client to alert Meals on Wheels Montgomery County rides program of their extensive medical needs which require long travel to areas outside of Montgomery County.
11. If a rides card is lost, Meals on Wheels Montgomery County will deduct \$10 from the amount the RIDES client receives the next month.



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 Fax: (936) 756-2981
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Passenger User Guide

Rides
 A partnership serving all of
 Montgomery County



"SWIPE, RIDE, SWIPE"

WHAT IS THE RIDES FARE PROGRAM?

The RIDES fare card program coordinates non-emergency transportation services for qualified users. The fare program serves the elderly (65 and older) and disabled population **residing in Montgomery County.**

ELIGIBLE RESIDENTS MUST PROVIDE THE FOLLOWING (REOCCURRING EVERY YEAR):

1. An application for the RIDES program provided by MOWMC.
2. State issued identification / driver's license
3. Proof of disability (SSI award letter or certification letter from your physician)



SERVICE PROVIDERS

Shared Ride

This non-metered program is the most economical. The cost is based on the mileage distance from the point of pick-up to the destination.

<u>Miles</u>	<u>Total Cost</u>
0-3	= \$6
4-6	= \$12
7-9	= \$18
10-12	= \$24
13-15	= \$30
16-19	= \$36
20+	= \$42

Taxi Service

The cost of this metered service is based on the rate of the meter fare box.

Taxi Providers

Greater Houston Transportation
 2 Hour Advanced Notice Required
 (713) 428-5844
 7 days a week; 24 hours a day
 Wheelchair Accessible

Liberty & Lone Star
 2 Hour Advanced Notice Required
 (713) 444-4444
 77 days a week; 24 hours a day
 Transfer Ability

Shared Ride Providers

Agape Medical Transportation
 24 Hour Advanced Notice Required
 (832) 293-1299
 Mon-Fri; 6am-5pm
 Wheelchair Accessible

FREQUENTLY ASKED QUESTIONS

May I travel with a companion?

Taxi service allows four passengers (including you) to ride for the price of one passenger, providing it is the same pick-up address and same destination.

May I use my wheelchair/scooter?

ADA standard devices are permitted. Please inform dispatcher of your wheelchair/scooter so appropriate vehicle is sent. Lift capacity is 600 pounds, including the person in the wheelchair.

Is passenger assistance available?

Drivers may assist you into and out of the vehicle, and assist you with some small packages weighing less than 20 pounds.

Is service affected during bad weather?

Every effort will be made to provide minimal service interruption for customers needing a life-sustaining service such as dialysis.

How do I add money to my card in the future?

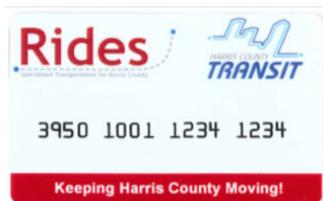
Call customer service at (936) 756-5828

How will I know the balance on my card?

*At the end of your trip, your receipt will contain the dollar amount left on your card.

*Call 1 (877) 250-2640

*Call MOWMC Senior Rides



TERMS YOU NEED TO KNOW

No Show

If the rider fails to take a scheduled ride when the vehicle arrives.

Late Trip

If the driver fails to pick you up within 90 minutes contact the provider and make the reservation agent aware that you were not picked up.

**** Please see MOWMC Senior Rides program policies handout for up to date policies and procedures.***



KNOW YOUR RIGHTS

Harris County Transit and MOWMC strictly enforce Title VI and are committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Harris County Title VI Coordinator at (713) 578-2014.

MAKING YOUR RESERVATION

Step 1

Select a provider of your choice, call your selected provider a minimum of 2 hours in advance. Please allow enough time to arrive at your appointment/destination on time.

Step 2

Tell the agent you are a "RIDES" customer, give your card number and your address.

Step 3

Tell the agent where you want to go and give your appointment time.

Step 4

Tell the agent if you have any special needs, such as, you will be traveling with a companion, service animal, or you use a wheelchair/scooter.

Step 5

Write down your pick-up time, and the fare amount quoted. Please present a **picture ID** and your **RIDES fare card** when boarding the vehicle.

WHAT TO EXPECT

The driver will swipe your fare card to remove funds for the trip. Your updated balance will be on the receipt your driver provides at the end of your trip.

CHECK YOUR CARD BALANCE

1-877-250-2640