

Meals on Wheels Bus Rider Guidelines

1. MONDAY – FRIDAY, NO NIGHTS OR WEEKENDS.
2. WE SERVICE MONTGOMERY COUNTY ONLY.
3. YOU MUST LIVE IN **MONTGOMERY COUNTY AND BE 60 OR OLDER**, IF YOU ARE UNDER 65 YOU MUST PROVIDE US WITH A COPY OF AN AWARDS LETTER FROM SOCIAL SECURITY OR A LETTER FROM YOUR DOCTOR STATING THAT YOU ARE DISABLED.
4. WE ANSWER THE PHONES FROM **8:00 AM TO 2:00 PM ONLY**. IF YOU CALL BEFORE OR AFTER HOURS PLEASE LEAVE A MESSAGE.
5. THIS IS A FREE SERVICE- WE DO ENCOURAGE DONATIONS AND ALL BUSES ARE EQUIPPED WITH LOCK BOXES FOR DONATIONS ON THEM. WE ALSO HAVE A MONTHLY MAILOUT.
6. WE ARE A CURB-TO-CURB SERVICE: THIS MEANS YOU MUST BE ABLE TO GET FROM YOUR HOUSE TO OUR BUS BY YOURSELF WITH NO ASSISTANCE FROM OUR DRIVERS (THEY ARE NOT ALLOWED ON YOUR PROPERTY, THEY CAN NOT HELP WITH BAGS, PUSH WHEEL CHAIRS, HOLD ON TO YOU ETC... ONCE YOU GET TO OUR BUS, THEY CAN AND WILL HELP YOU ON AND OFF THE BUS.)
7. DRIVERS WILL NOT PULL OUR BUSES ONTO YOUR PROPERTY.
8. ALL OF THE BUSES ARE EQUIPPED WITH LIFTS ON THEM SO YOU CAN USE THAT IF YOU ARE USING A WALKER, WHEEL CHAIR, OR JUST CHOOSE TO USE THE LIFT INSTEAD OF CLIMBING STAIRS.
9. IF YOU NEED SOMEONE TO RIDE WITH YOU (MUST BE HEALTH CARE TAKER) PLEASE LET US KNOW SO WE CAN MAKE SURE THERE IS SEATING FOR THEM ALSO.
10. YOU MUST HAVE A WORKING PHONE NUMBER IN ORDER TO RIDE WITH US.
11. WE NEED AT LEAST **(1) ONE WEEKS** NOTICE THAT YOU WANT TO RIDE, THE MORE NOTICE YOU GIVE US THE BETTER CHANCE YOU HAVE OF SCHEDULING A RIDE.
12. WE NEVER 100% GUARANTEE A RIDE
13. YOU ARE RESPONSIBLE FOR GIVING DISPATCH THE FULL ADDRESS OF WHERE YOU ARE GOING.
14. WHEN WE PULL UP TO YOUR HOUSE THE DRIVER WILL HONK THE HORN, IF YOU DO NOT COME OUT THE DRIVER WILL CALL DISPATCH, DISPATCH WILL CALL YOU AND LET YOU KNOW THE DRIVER IS OUTSIDE WAITING FOR YOU, YOU WILL THEN HAVE **5 MINUTES** TO GET TO THE BUS. IF YOU ARE NOT OUT IN 5 MINUTES THE DRIVER WILL LEAVE.
15. YOU ARE ASKED TO BE READY **UP TO 1 1/2 HRS BEFORE YOUR APPOINTMENT TIME**, THIS DOES NOT MEAN YOU WILL BE PICKED UP 1 1/2 HRS EARLY, BUT DOES MEAN THAT YOU MAY BE PICKED UP EARLY IF THE DRIVER HAS A HEAVY LOAD THAT DAY OR IF WE HAVE 2 OR MORE PEOPLE WITH THE SAME APPOINTMENT TIME.
16. ONCE WE DROP YOU OFF AT YOUR DESTINATION THE DRIVER WILL LEAVE. WHEN YOU ARE READY TO

RETURN HOME, YOU WILL CALL DISPATCH, DISPATCH WILL LET THE DRIVER KNOW YOU ARE READY TO BE PICKED UP. YOU MUST BE AT THE SAME DESTINATION THAT THE DRIVER DROPPED YOU OFF AT.

17. OUR PICKUP TIMES VARY, WE TRY HARD TO NOT HAVE OUR CLIENTS WAIT FOR OVER AN HOUR BUT PLEASE UNDERSTAND IT DOES SOMETIMES HAPPEN. WE HAVE NO CONTROL OVER WEATHER, TRAFFIC, MAINTENANCE ISSUES, ETC.
18. WE DO NOT PICK UP AFTER 3:00 PM IF YOU ARE LATER THAN 3:00 PM YOU MUST HAVE ANOTHER RIDE HOME.
19. YOU MAY BE THE ONLY ONE ON THE BUS OR THE BUS MAY BE FULLY LOADED, SO WHEN GOING SHOPPING PLEASE RESPECT OTHERS AND TRY TO KEEP YOUR SHOPPING TO A MINIMUM. WE CAN NOT HAVE BAGS IN THE AISLES OF THE BUS, SO YOU MUST BE ABLE TO CONTAIN WHAT YOU BUY AROUND YOU AND BUY ONLY WHAT YOU CAN CARRY. DRIVERS CAN NOT HELP WITH GROCERIES AT ALL.
20. DISPATCH WILL LET YOU KNOW WHEN YOUR APPOINTMENTS CAN BE MADE (WHAT TIME TO WHAT TIME AND WHAT DAYS)
21. MEDICALS ARE PRIORITY TO US, IF SOMEONE HAS A MEDICAL APPOINTMENT AT THE SAME TIME YOU WANT TO GO SHOPPING WE ARE GOING TO MAKE SURE THE MEDICAL CLIENT GETS TAKEN FIRST. WE WILL THEN GET YOU TO YOUR DESTINATION.
22. DISPATCH WILL NOT CALL TO CONFIRM YOUR RIDE, ONCE YOU MAKE A SET APPOINTMENT WITH US, IT IS YOUR RESPONSIBILITY TO CONTACT US TO CANCEL IF YOU ARE NOT RIDING THAT DAY. AFTER 3 TIMES OF COMING TO PICK YOU UP AND YOU CANCEL AT THE DOOR OR DO NOT CALL DISPATCH TO CANCEL YOU WILL BE SUSPENDED FOR 30 DAYS.

IF YOU HAVE ANY CONCERNS OR COMPLAINTS PLEASE CALL DISPATCH, PLEASE DO NOT DISCUSS WITH THE DRIVERS.

TO SCHEDULE YOUR FIRST RIDE CALL THE TRANSPORTATION

936-756-5855

MONDAY-FRIDAY, 8:00AM-2:00PM.

*****IF WE DO NOT ANSWER IMMEDIATELY, PLEASE LEAVE A MESSAGE ON THE VOICEMAIL WITH FULL NAME AND PHONE NUMBER. VOICEMAIL IS REGULARLY CHECKED DURING BUSINESS HOURS. YOU ONLY NEED TO CALL ONCE.***

*****PLEASE NOTE THAT APPOINTMENT TIMES, DAYS OF SERVICE, AND RIDES VARY BY REGION. THANK YOU FOR YOUR REQUEST AND INFORMATION.***

PLEASE FAX OR MAIL FORMS BACK TO:

MEALS ON WHEELS MONTGOMERY COUNTY SENIOR RIDES TRANSPORTATION DEPARTMENT

1202 CANDY CANE LANE. CONROE, TX 77301

FAX # 936-539-2981

Or scan and email to Sherry@mowmc.org