

No Show & Late Cancellation Policy

CTC takes this policy very seriously

Read before your ride!

Cancellations

If a passenger needs to call and cancel a ride, they must call CTC at least 2 hours in advance. If a passenger calls under 2 hours in advance, they will receive a **"Late Cancellation."** If they call under 2 hours a **3rd** time within 30 days, they will receive a

"NO SHOW." If a passenger does not cancel 2 hours in advance because of an "extreme situation," they must call CTC. Cases will be handled on a case-by-case basis.

No-Shows

A "No-Show" is defined as an event in which a passenger has previously scheduled a ride with CTC and fails to call CTC to cancel their ride or fails to appear for their ride.

Three (3) Late cancellations which are within 2 hours of the scheduled time will be treated as a "no show."

Passengers who fail to call and cancel or fail to appear for their scheduled ride in a timely manner **3 times** within 30 days, will be suspended from riding for a period of no less than 30 days. If the client continues to "no show," the period which they are suspended may be increased. This will be based on an individual evaluation of the riders history and the circumstances. If the "No-Show" is due to an extreme and/or extenuating circumstance, the passenger must call CTC and each case will be dealt with on a case-by-case basis.

**If you have questions about this policy
please call CTC**

Revised 1-2023

Clermont Transportation Connection
4003 Filager Rd.
Batavia, OH 45103

FORWARD MOTION



Non-Emergency Medical Transportation (NET)



Phone	1.513.732.7433
Fax	1.513.732.7490
Ohio Relay	1.800.750.0750
Toll Free	1.877.724.7433

www.ctc.clermontcountyohio.gov

Non-Emergency Medical Transportation (NET)

What is Non-Emergency Medical Transportation (NET)?

Non-Emergency Medical Transportation or NET is available to persons on Medicaid. The service provides transportation services to and from medical appointments. The service is free of charge for those who are eligible.

**Standard NET service is available
Monday thru Friday 6:00AM to
6:00PM**

Scheduling

To schedule a ride:

CALL UP TO 14 DAYS IN ADVANCE

It is required that you call

10 DAYS IN ADVANCE FOR TRAVEL OUTSIDE OF
CLERMONT COUNTY.

Trips are scheduled on a first come, first served
basis.

Dispatch Office Hours

5:30am to 6:30pm Monday thru Friday

Destinations

Passengers can be picked up anywhere in
Clermont County and taken to any medical
destination in Clermont County.

LIMITED services are available to
Hamilton & Brown County.

**DJFS Main Line: 513-732-7111
CTC Dispatch Office: 513-732-7433**

New Customers

All first time Medicaid eligible customers requesting NET service must have their eligibility verified with the Clermont County Department of Jobs and Family Services (DJFS). CTC contacts DJFS, and the verification process can take up to 72 hours.

Customers may schedule a ride before CTC receives the verification, but customers may only travel within Clermont County and may have to pay for their ride. If a customer has been approved for services but does not use the service for ONE month, CTC is required to verify their Medicaid eligibility again before providing NET service. If a customer has Medicaid and moves from another county, they are required to switch the Medicaid registration with DJFS before CTC can provide any NET service.

Riding CTC's NET Service

- The bus may arrive 15 minutes before or after the scheduled pick-up or drop-off time.
- The bus will wait 5 minutes at the pick-up location.
- Passengers who have a service animal may bring it on the bus.
- The driver may help passengers on and off the bus and may help to secure their wheel chair.
- Under no circumstances will a driver enter a passenger's home.
- Drivers cannot sign clients out of medical facilities.
- If you require assistance from another person, please let a dispatcher know when you schedule your trip and their transportation will be paid for by Medicaid. The assistant as well, must be registered with CTC.
- Anyone having a medical procedure that requires being placed under anesthesia, **must** be accompanied by a registered adult.
- **DOT REGULATIONS** state **NO OXYGEN TANKS ARE PERMITTED. Portable packs ONLY.**

General Information

Passenger Rules

While riding any CTC vehicle, passengers must abide by the following rules:

- Children 17 & under must be accompanied by Parent or Guardian
- No Eating or Drinking or Smoking
- No Profanity
- No Weapons
- No Drugs or Alcohol
- No Disruptive Behavior

CTC bus drivers have the authority to remove a passenger from the bus if they fail to follow these rules. If a rider continues to violate these rules, they may lose riding privileges.

**REMEMBER THE DRIVER IS RESPONSIBLE FOR
YOUR SAFETY AND OTHER MOTORISTS SAFETY**

In the event of severe weather, CTC may close for safety. If this happens, information is submitted to all major broadcasting networks.

Suggestions - Comments - Complaints

CTC is always looking for ways to provide its passengers with better service. If you have a suggestion, comment or complaint, please call CTC's operations manager at 513.732.7578

This brochure is available in an alternative format. For information call 513.732.7433

CTC is funded by a combination of:
Federal Grants
State of Ohio Grants
Local Contracts

The Board of Clermont County Commissioners
Passenger Fares

www.ctc.clermontcountyohio.gov