



RMS Program Registration Form

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Please complete the registration form and return it and a copy of your state-issued photo ID to Community Action Wayne/Medina fax (330.202.7847), email (transportation@cawm.org) or mail to Leslie Baus at Community Action Wayne/Medina at 905 Pittsburgh Ave, Wooster, OH 44691. All of your information is confidential and will not be shared without your permission.

Name:

Date of Birth:

Gender:

Street Address:

Address Line 2:

City:

Zip code:

Specific pick up location and work drop off location:

Phone Number:

Email:

A ride reminder will be sent the day before your ride is scheduled and the same day of your ride.

How would you prefer to receive these notifications? By Phone By Text

Cell phone number for text messages:

Work location and schedule for ride set up. Rides available Monday - Friday.

Work Site Name:

Work Address:

City:

Zip Code:

Usual work days (check all that apply): Mon. Tues. Wed. Thurs. Fri

Usual work hours: From: _____ a.m. p.m.

To: _____ a.m. p.m.

For any special mobility devices or assistance, please explain here:

The RMS Program receives funding from the Fund for Our Economic Future, whose goal is to strengthen and sustain the regional economy in ways that also increase access to opportunity for everyone. As part of its research, we would like to know:

What is your hourly wage?

How many hours per week do you work?

Indemnity/Release: I acknowledge and agree that at no time shall I or any fellow rider be an agent or representative of CAW/M during my participation in the RMS Program. This means that I am responsible and accountable for my own actions associated with participation in the RMS Program. As such, I agree to defend and indemnify CAW/M, its officers and agents, for any claims made which allege any act or omission by me of any nature. Similarly, I agree to release and hold CAW/M and its officers and agents, harmless for any acts or omissions of any nature by fellow participants in the RMS program, including my removal from a ride group. I understand and agree that RMS Program privileges are revocable by CAW/M any time for unsafe practices and failing to adhere to RMS Program policies and procedures. With the intent to be legally bound by the terms of this Agreement, I have signed my name below.

Name (please print):

Signature:

Date:

RMS Program Policies and Procedures

Explanation of Program: The Rural Mobility Solutions (RMS) Program provides door-to-door transportation to Advanced Drainage Systems, Artiflex, GOJO, Schaeffler, Speed North America, Stahl's, and Tekfor.

Services are available Monday - Friday, 5 a.m. to 8 a.m., 2 p.m. to 5 p.m. and 9:30 p.m. to 11:30 p.m.

This service is similar to a vanpool so you will be sharing the vehicle with up to 12 people. This service does not allow for dropping off or picking up children for child care.

Payment: The fare is \$8.00 one-way and is to be paid at time of enrollment. Credit and debit cards are accepted. Payment is to be made prior to ride service and can be made on a weekly or bi-weekly basis. You can also ask your employer about paying through payroll deductions.

For a limited time, RMS will provide the first 20 days of work trips for free. We will notify you when you are midway through this period. If payment is not arranged after the 20th day, you will be removed from the program.

Enrollment of Program: Once you have completed the application and returned it to Community Action Wayne/Medina, you will be contacted by a staff member who will give you specific information about your trip.

Upon enrollment in the program, you will be issued a ride card that will be used to board the vehicle. Your account information will be linked to this card, so keep it safe. This card will be scanned each time you board.

There are two ways to receive the card:

1. It can be mailed, however this could take up to 7 days, or
2. It can be picked it up the first time you board, and you will need to show a photo ID.

Wait Time and Ride Time: There is no wait time. You will receive a trip reminder 24 hours before your scheduled pick up. You will also be notified when the vehicle is on its way to pick you up the same day as your scheduled trip. This notification can be done by phone call or text. Please specify on the application which way you prefer.

You must be prepared to board in the time window provided to you.

Rider behavior: Riders are expected to act in a courteous manner towards fellow riders. No form of verbal, physical or sexual harassment, racial slurs or abuse of any form will be tolerated. Riders will speak and behave in a reasonable and courteous manner, cooperate with other riders, and demonstrate good personal hygiene as courtesy to other riders (including use of cologne/perfume in reasonable amounts, offensive odors, etc.).

Riders are not permitted to smoke, vape or drink alcohol in or within 25 feet of the vehicle.

Riders are asked to report any issues of personal conflict with other riders to CAW/M and attempt to resolve them in a productive manner.

Cancelling Rides: To cancel a ride any time between 8 a.m. to 5 p.m., call 330-202-7888 or email transportation@cawm.org. To call after 5 pm or to text use 330-317-2206. To cancel a ride after 5 p.m. or before 8 a.m., you will need to call the number of the transportation vendor providing your service. Wooster Transit can be reached at 330-601-1616 and Gilcrest can be reached at 330-962-3824.

Emergency rides home: This program does not provide emergency rides home. You will need to arrange and pay for your own transportation. Transportation can be arranged with Wooster Express at 330-202-9000 or with Lyft through their online app.

Days Not in Service: Transportation will not be available on Saturdays (unless you work third shift on Friday), Sundays, Thanksgiving, Christmas, New Year's Day, and July 4th.

Withdrawing from the Program: If you chose to withdraw from the program, you will need to notify Community Action Wayne/Medina at 330-202-7888 or at transportation@cawm.org.

Refund for Unused Rides: Any unused rides that have been paid for, will be reimbursed within 30 days of leaving the program.

Commuter Survey: To ensure quality service, you may be asked to complete a survey periodically.

For more questions about the program call or text Leslie Baus, Mobility Coordinator at 330-601-3021.