



City of Miami On-Demand Transportation Application Form

On-Demand Transportation is a free service available within the City of Miami limits (see map) provided to low income seniors (over the age of 65) and/or individuals with a disability defined by the American with Disabilities Act (ADA) of 1990.

Applications are available at the Neighborhood Enhancement Team (NET) offices (attached) or at miamigov.com/NET, under the Applications section. To apply for eligibility, please submit the form below along with a copy of your picture ID and the Social Security Confidential Letter to:

- Neighborhood Enhancement Team (NET) Office, or
- Department of Capital Improvements/Office of Transportation at 444 SW 2nd Avenue, 8th Floor, Miami, FL 33130.

You will be notified by telephone within five (5) business days, a City representative will notify you via telephone if you have been approved or denied. If you have any questions or would like additional information, please refer to the list of frequently asked questions (attached) or you may contact any of the NET Offices listed below.

APPLICANT INFORMATION:

Name: _____ Gender: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Telephone: _____ Date of Birth (MM/DD/YY): _____ Social Security (LAST 4 DIGITS): _____

Monthly Income: _____ Handicapped: Yes No Wheelchair: Yes No

EMERGENCY CONTACT INFORMATION:

Name: _____ Relationship: _____ Telephone: _____

Please attach the following: Copy of picture ID Social Security Confidential Letter

Applicant Signature: _____ Date Submitted: _____ Prepared by (If other than applicant): _____

Check List below for NET Office close to you:

Internal Use Only

Application Number (SR#): _____

NET Offices	Address	Phone / Fax
1 Administration	444 SW 2nd Ave. Miami FL 33130	(305) 416-1992 / (305) 416-1970
2 Allapattah	1901 NW 24 Ave. Miami, FL 33125	(305) 575-5127 / (305) 557-2172
3 Coconut Grove	3310-A Mary Street Miami, FL 33133	(305) 960-4670 / (305) 960-4679
4 Coral Way	1415 SW 32 Ave. Miami, FL 33145	(305) 960-5131 / (305) 400-5440
5 Downtown	900 South Miami Avenue, Suite 183 Miami FL 33133	(786) 472-5939 / (305) 400-5437
6 Little Havana	151 NW 27th Ave. Miami, FL 33125	(305) 960-4650 / (305) 960-4659
7 Flagami	5135 NW 7th ST Miami, FL33126	(305) 960-2890 / (305) 960-2899

NET Offices	Address	Phone / Fax
8 Little Haiti	6301 N.E. 2nd Ave. Miami, FL 33138	(305) 960-4660 / (305) 960-4669
9 Model City	1000 NW 62nd ST Miami, FL 33150	(305) 960-2990-92 / (305) 960-2994
10 Overtown	1490 NW 3rd Ave Suite 112-B Miami, FL 33136	(305) 372-4550 / (305) 372-4553
11 Upper Eastside	6599 Biscayne Blvd. Miami, FL 33138	(305) 795-2330 / (305) 795-2333
12 West Flagler	5135 NW 7th ST Miami, FL 33126	(305) 960-2890 / (305) 960-2899
13 Wynwood	101 NW 34 ST Miami, FL 33127	(305) 960-2904 / (305) 575-5129

On Demand Transportation FAQ

What is the On-Demand Transportation service?

The On-Demand Transportation Service is a free transportation service provided by the City of Miami to the elderly and persons with special needs.

Who is eligible?

Eligible customers must meet one or both of the following criteria:

- Low-income and over the age of 65; or
- Handicapped, as defined by the Americans with Disabilities Act (ADA), of 1990 (<http://www.ada.gov/pubs/adastatute08.htm#12102>)

How do I become an approved user?

To apply for eligibility, please complete an application form and attach a copy of a picture id card and a Social Security Benefit Verification Letter. Applications may be picked up at the City's NET Offices.

Please visit <http://www.miamigov.com/nets/> or call **305-960-4638** to find your nearest office.

Who is qualified as low-income?

Customers qualifying for the City's On-Demand Transportation Service are to have an adjusted household income below the threshold set by the State of Florida to determine a senior citizen's additional homestead exemption as outlined in Section 196.075, Florida Statutes (2010) as defined by the Florida Department of Revenue. The income threshold is \$27,590 for the 2013 calendar year. (To check this rate, please visit <http://dor.myflorida.com/dor/property/resources/limitations.html>).

The amount varies yearly in accordance with the Consumer Price Index inflation adjustment. Customers may demonstrate fulfillment of this requirement by completing Form DR-501. Alternatively, Customers may provide proof of low-income by submitting a Report of Confidential Social Security Benefit Information (SSA-2458). To request a Social Security Benefit Letter, please call the Social Security Administration at 800-722-1213. You can also print off your own copy of the letter by creating an account at <http://www.socialsecurity.gov/myaccount>.

What can I use the transportation service for?

The City prioritizes service for the following trip purposes:

Access to senior centers providing hot meal and places for food procurement; government and medical facilities; trips to facilities for personal rehabilitation; and access to participate in recreational activities sponsored by public entities.

Where can I take the service?

The Service is provided within City limits, please see back of page for map.

When is the service available?

Trips are available Monday through Friday between 8:00 AM and 5:00 PM.

How much does the service cost?

There is no cost to the user. The City covers the fare.

I submitted an application, now what?

The City will process your application within 5 business days and contact you to notify you if you have been approved. Once you have been approved, call the number listed in the back of this page at least one day before each trip to schedule a pick-up. An immediate call taxi type service is not eligible for this program.

(305) 537-4188

**FOR RESERVATIONS CALL 24 HRS IN ADVANCE
(MON-FRI 8:00 AM TO 5:00 PM)**

