



URBAN/RURAL RIDES: PROCEDURES FOR CLIENTS

1. Fee for Rides

- Fees are based on distance travelled from your home to your destination.
- Urban/Rural Rides will bill the member monthly; ***there will be no cash transactions between drivers and members.***

2. Reservation Procedures

All rides are to be reserved at least 48 hours in advance by speaking directly to the coordinator/dispatcher.

Drivers will be instructed NOT to take ride reservations other than those arranged through the coordinator/dispatcher.

3. Registration Form

Procedures by applicant:

- a) Complete the registration form.
- b) Once the form is completed and signed, send it to the contact information on the application.

Please note that all incomplete or illegible forms will be returned to the applicant and the application will be delayed.

Forms are to be completed by the applicant, any other person designated by him/her, or by his/her legal representative if the applicant cannot act. All incomplete or illegible forms will be returned to the applicant, which will delay the processing of the application.

Confidentiality of information provided will be respected under the Privacy Act respecting access to documents held by public bodies and the protection of personal information. This information is for the exclusive use of Urban/Rural Rides.

CLIENT REGISTRATION FORM

Please print



1. Identification of the applicant.

Sex: ___ Female ___ Male ___ Choose not to identify

Date of Birth: _____

Preferred communication:

Spoken: ___ English ___ French

Written: ___ English ___ French

Surname: _____ Name: _____

Home Address: _____

Cell phone #: _____ Home phone #: _____

Email: _____

Billing Information (please indicate):

- Invoice client to address above
- Invoice a referring organization – **organization must confirm payment arrangements via email to kellyturbanruralrides@gmail.com or by fax to 506-576-2204**
 - Social Development
 - Mental Health
 - Vitalité
 - Horizon Health
 - Worksafe
 - City of Moncton Cab Voucher program (to qualify for this program, you must live within Moncton city limits and be living with one more disability to be indicated below)
 - Other

The form below is used to help Urban/Rural Rides identify the proper fee model for your specific needs. There is no obligation to answer the questions below but please keep in mind by choosing not to answer, Urban/Rural Rides will not be able to properly assess your situation and identify a fee structure that works for you.

What household income bracket do you fall under?

- \$0- \$25,000 per year
- \$25,001 – \$35,000 per year
- \$35,001 – \$45,000 per year
- Over \$45,001 per year

2. How did you hear about us?

3. Do you own a vehicle? YES NO

If yes, why do you require transportation?

4. What will be your reasons for using our services?

- Medical needs
- Food needs
- Community programs
- Government programs
- Other: Please provide details: _____

5. Is your access to transportation made difficult due to a disability? If so is it?

- Physical
- Cognitive and/or developmental
- Perceptual
- Environmental
- Other: Please provide details: _____

6. Are you mobility impaired? YES NO

Do you require mobility aids to get around?

- YES NO

If yes, please specify

- Walker: folding non-folding
- Cane support white
- Crutches
- Guide Dog Companion Dog
- Wheelchair
- Other – Please specify: _____

Please note: *The Client is responsible for providing his/her companion, and that person must be present at time of departure and return.*

7. Do you have children who are in your care?

YES _____ NO _____

Surname	Name	Age

8. Do your children require booster seats or car seats?

YES _____ NO _____

9. Person to be contacted in case of emergency:

Surname: _____ Name: _____

Telephone #:

(Home)

() _____ - _____

(Cell)

() _____ - _____

(Office)

Relationship with the Applicant

Extension #

() -

I certify the information provided is accurate. I understand that any misrepresentation may result in rejection of my application or revocation thereof. I agree to use the Urban/Rural Rides transportation service in compliance with its terms and regulations. I understand that only information necessary for my travel, my safety, and my comfort will be given to the volunteer drivers who will be offering me services.

Signature of applicant

Date

CLIENT AGREEMENT

As a registered customer for the Urban/Rural Rides service, I understand that my participation is voluntary, that Urban/Rural Rides may restrict or limit the destinations, and Urban/Rural Rides is not legally required to provide the service. Therefore, as a passenger, I agree to abide by the following procedures:

1. The coordinator/dispatcher must have at least 48 hours' notice for all transportation requests. This is important because of the time it takes to coordinate transportation needs with the team of volunteer drivers. All requests for transportation are reserved on a first-come, first-serve basis based on availability.
2. Transport can be booked between the hours of 8:30 a.m. and 4:30 p.m., Monday to Friday. There is no emergency transportation.
3. At the time of booking, please advise the dispatcher if you will be accompanied; the coordinator/dispatcher must be advised at time of booking.
4. Please refrain from eating and drinking in the driver's vehicle.
5. This is a non-smoking service; this includes tobacco, e-cigarettes, vaping, and marijuana.
6. The cost of parking at meters or in city parks is the responsibility of the client.
7. Clients must be ready when the volunteer driver arrives to pick you up and to take you back. Remember, there may be other clients who are waiting for the volunteer driver to pick them up. It is important to be on time.
8. All reservations must be made through the office. (drivers ARE not in charge of any bookings.)
9. Volunteer drivers respect predetermined routes made by the office, so please advise the dispatcher at the time of booking where you need to stop. All additional stops must be approved by the coordinator/dispatcher at the time of booking to avoid scheduling conflicts.
10. Office staff and volunteer drivers should be treated with patience, understanding, and respect. Derogatory or discriminatory remarks are not accepted.
11. Clients should not consume alcohol or psychotropic drugs before or during transport. If the volunteer driver believes you to be under the influence or feels uncomfortable, you will be refused transportation.
12. Clients must be ready for the trip at the scheduled time.
13. Clients must inform the coordinator/dispatcher, 24 hours in advance, when the trip is to be canceled. If you fail to do so, you will be charged for the trip.
14. The volunteer driver is not required to carry, lift, or provide special assistance that could harm him/her.
15. In case of school closure due to bad weather, all rides will be canceled.