

## READY RIDES

### Service Description

Ready Rides is a community-based volunteer driver program that seeks to improve access to health care for seniors and the disabled by providing transportation to medical appointments. We look forward to being one of the resources available to assist you with your transportation needs.

Please take a few minutes to read through this notice, then save it for future reference. If you have any questions on how the service works, or would like assistance completing your registration form, please call the Ready Rides Coordinator at (603) 244-8719.

**Requesting a Ride** – The Ready Rides Coordinator does not accept ride requests!

Once you have registered as a Ready Rides client, please call our **TripLink** (603) 834-6010 to request a ride. Please call at least one week in advance to request a ride if at all possible.

A ride request is not a confirmation. Your request will not be confirmed until an available volunteer has signed up to provide you with a ride. When you call **TripLink** (603) 834-6010 to request a ride please provide: your name; address and telephone number; the date, time, and specific location (e.g. doctor's name & address) of your appointment and an estimate of the length of time you will need to complete your appointment.

There is **no** fee for your ride. If you would like to make a donation to Ready Rides, donations may be mailed to the Ready Rides office at: Ready Rides, P.O. Box 272, Northwood, NH 03261. Our volunteer drivers cannot accept any donations. We are a 501 c (3) non-profit organization; your donation is tax deductible and greatly appreciated.

Every effort is made to arrange your rides, but, as all drivers are volunteers, we never guarantee a ride. Our ability to provide rides is based on the availability of our volunteer drivers. You should hear from Ready Rides no later than 24 hours before your appointment to confirm your ride or at let you know that we do not have a volunteer driver available.

All drivers undergo motor vehicle and criminal background checks, use their own cars that are legally inspected, registered, and insured. **All riders must wear a seat belt!**

Ready Rides drivers are committed to providing passengers with high quality service. It is important that their commitment is valued. Passengers are asked to adhere to the times of their appointments and cancellations must be made as soon as possible. If you are not at home when a driver arrives you will be considered a "no show". If you have three "no shows" you may be permanently suspended from using Ready Rides service. There are times when neither the driver nor the rider is in control of the schedule, such as doctor's office running late. If an office is running behind and that conflicts with the rest of a volunteer driver's schedule; you might be asked to reschedule to assure you return home safely.