

Volunteer Transportation Network (VTN) DRIVER AND RIDER PROCEDURES

THANK YOU to the generous sponsors of the Volunteer Transportation Network:

United Way of Mid Coast Maine, Spectrum Generations, Rusty Lantern Market, Suzan Wilson & Daniel McLaughlin Family

The Volunteer Transportation network (VTN) provides rides for medical appointments, pharmacy, food, personal and household shopping, hair appointments, library, to see friends and even rides to the farmer's market or food pantry. **VTN rides are available during regular business hours, Monday-Friday (not weekends).**

VTN is available to adults who:

- ✓ Complete our registration form.
- ✓ Are unable to drive either temporarily or permanently, due to a disability.
- ✓ Live alone, have no other means of transportation or have no friends or family to transport them.
- ✓ Live within the greater Brunswick area.

There is no charge for this program, and volunteer drivers are not reimbursed. (*Donations to VTN are always appreciated*). Volunteer drivers are available Monday through Friday, regular business hours (roughly 9-5). Our drivers are highly appreciated volunteers who understand the need for community transportation. All rides are coordinated through VTN. We will make every effort to fill all ride requests. Once a ride has been filled, the rider will be notified by the driver and/or VTN coordinator to confirm the date, pick up time and driving directions.

GENERAL INFORMATION:

- ✓ We are unable to transport wheelchairs. Please call 211 for information on wheelchair availability.
- ✓ Drivers are not responsible for staying with and/or assisting riders at appointments or destinations.
- ✓ We offer round trip rides, as well as one-way rides. A different return trip driver may be assigned, in advance only, if an appointment will be longer than an hour and the original driver cannot do the return trip.
- ✓ Pets may be taken in driver's cars, but need to be service dogs or animals in their carriers going to the vet. These need to be approved by VTN and the driver.
- ✓ If no ride can be found, the VTN will notify the rider the day before the desired ride so they will have time to make other arrangements.
- ✓ Both riders and drivers will receive and read a copy of this Driver/Rider Procedure Sheet.

ALL RIDERS must be registered with the VTN program prior to scheduling a ride.

RIDER INFORMATION:

- ✓ List any special needs (e.g. mobility, deafness, sight, etc.) on the Rider Registration form.
- ✓ Be mobile and be able to stand and get in and out of cars with minimal assistance.
- ✓ Call the VTN at People Plus (729-0757) to request a ride; **please do not call drivers directly.**
- ✓ Give **at least three (3) business days notice** to VTN for all ride requests.
- ✓ Give 24 hours notice when canceling or changing a ride.
- ✓ Give us a realistic estimate for the length of appointment time.
- ✓ Respect the driver's time; please don't request unexpected additional rides or errands during your rides.
- ✓ Respect the driver's car; refrain from smoking.
- ✓ Be aware that riders have a right to refuse a driver at time of pickup.



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DRIVER INFORMATION:

- ✓ Complete and sign application and confidentiality forms.
- ✓ Provide a copy of driver's license and insurance card.
- ✓ Have driven for at least three (3) years.
- ✓ Be cleared by national background and motor vehicle checks, paid for by VTN.
- ✓ Refrain from smoking when riders are in your car.
- ✓ Be safe and considerate to your riders.
- ✓ Drive appropriately, observing all Maine DMV laws: seat belts, speed limits, etc.
- ✓ Have a well-maintained vehicle with up to date registration and inspection.
- ✓ Cancel a ride if road conditions are deemed unsafe; in which case **drivers will call riders directly**.
- ✓ Be aware that drivers have a right to refuse riders at time of pickup.

*Check out the People Plus **Good Morning Program**:*

People *Plus!*
Good Morning Program

*Calling to say
that I am OK*



**Call 725-6621 ext. 4310
to find out more**

Providing a simple, free, and confidential daily telephone call-in system; ensuring the safety and well-being of older or disabled adults.

Participants often live alone, are recovering from a medical condition, live with chronic illness, or are an isolated caregiver looking for additional support.

The Good Morning Program does not replace or provide emergency services, referral services, transportation, or give medical or legal advice.

Registration forms are available at participating town halls and People Plus. Completed registration forms must be returned to the Brunswick Police Department (85 Pleasant Street, Maine 04011).

If you need assistance completing the forms or if you have any questions regarding the program, please call People Plus: **729-0757** or the non-emergency for the Police Dept.: **725-6621** ext. 4310.