

Membership Rules and Regulations

Outlined below is a list of rules and regulations that have been put in place to ensure that your transportation experience with Charlotte Dial-A-Ride is enjoyable and useful:

- All members of the office staff and volunteer drivers are to be treated with patience, understanding, and respect in a pleasing manner just as you would expect to be treated as a user member.
- Our dispatcher must have at least 48 hours advance notice on all drive requests. This is important because of the time it takes to coordinate your transportation needs with our team of volunteer drivers. All drive requests are booked on a first come first serve basis.
- Rides can only be booked between the hours of 9:00am and 5:00 pm, Mondays to Fridays. We do NOT provide emergency transportation services, and we do not provide transportation services during evenings, weekends or holidays.
- Charlotte County Dial-A-Ride service is a non-smoking service. Upon registration as a member, you agree not to smoke while being transported by a volunteer driver.
- Members are expected to be ready when the volunteer driver arrives to pick you up and when you are to be returned. Remember, there may be other members waiting for the same volunteer driver to pick them up. Promptness is important!
- All drive requests are to be booked through the office. If a drive request is arranged with a driver outside of the office, then we may not have a record of the drive request and cannot guarantee that the drive will actually take place and your transportation needs might not be met.
- All drivers are to pick you up and return you to destinations that are pre-arranged at the office. Any extra stops must be pre-authorized by the office staff at the time your ride is booked. If this procedure is not followed, then scheduling conflicts can occur.
- For efficiency purposes, you may be expected to share a ride with another member. If this poses a problem for you, you are to make this known to the dispatcher at the time you book your ride.

- All drivers are to be paid in full once you have returned to your destination. There are no discounts, no credit or IOU's. You will be informed of the exact amount of your fare at the time your booking is confirmed. Please have the exact change ready as drivers do not always carry change.
- Please do not misuse or abuse the Charlotte Dial-A-Ride service. It is intended to provide relief to those who really need the service and otherwise are unable to arrange transportation on their own without great hardship.

If you do not chose to follow the rules that have been set forth by the Charlotte County Alternative Transportation Association your membership may be terminated. Thank you for your cooperation.