

**Mount Arlington Borough
Dial-A-Ride Program
General Guidelines**

Participation

The Dial-A-Ride program is for people over the age of 55 and handicapped people age 18 and over. Borough residents who have a driver's license, but would like to use the program because they are temporarily unable to drive, will be transported if seats are available for a six week period.

Participants in the Dial-A-Ride program must reside in Mount Arlington and:

1. Be 55 years of age or older; or
2. Be eighteen years of age or older and physically disabled or handicapped; and
3. Any participant that has any condition that would prevent participation without assistance, including immobility, deafness, blindness must be accompanied by a companion to assist then; and
4. Make appropriate reservations with the Dial-A-Ride program as described below.

Reservations

The Dial-A-Ride program operates Monday through Friday between 8:00am and 2:30pm, except on Holidays. When Borough Hall is closed the van does not run; inclement weather, holidays, etc.

All reservations must be made 24 hours in advance.

All reservations must be made through the Dial-A-Ride office at (973) 398-2413. The office is open Monday through Friday 8:00 am to 4:00 pm except holidays. Please leave a message with your phone number, and someone will return your call as soon as possible. Messages may be left at any time even weekends and evenings; your call will be returned.

RESERVATIONS CANNOT BE MADE WITH THE DRIVE – if you need to cancel a future scheduled appointment, please call (973) 398-2413. If you need to cancel an appointment the morning of, you must contact the driver at (201) 841-5714.

GENERAL REGULATIONS

1. The driver will assist passengers who require assistance boarding or leaving the vehicle, however, residents using the Dial A Ride program must be able to walk to the vehicle and depart unassisted, unless accompanied by an aid.
2. All injuries/accidents on the Dial A Ride van **MUST** be reported to the driver as soon as possible.
3. Wheelchair and disable clients must be accompanied by an aide.
4. The Dial-A-Ride van will pick up passengers at the sidewalk or driveway apron in front of the passenger's residence. If the van driver can safely pull in and out of the driveway they will do so but at the driver's sole discretion.

5. Dial-A-Ride shall not operate in inclement weather at the discretion of the supervisor.
6. The Dial-A-Ride driver will wait not more than 5 minutes before departing if the client is not ready.
7. All clients shall be picked up and returned to the same location unless other arrangements have been made in advance when making the appointment.
8. Dial A Ride program and the driver will not be responsible for personal property left or lost in the vehicle.

PASSENGER REQUIREMENTS

1. Passengers must be on time for scheduled appointments
2. The aisles on the Dial-A-Ride vehicle must be kept clear at all times. No packages, legs or arms are permitted in the aisle.
3. Verbal and/or physical abuse of the driver and/or other passengers will not be tolerated. If you have a problem you can call the Dial-A-Ride office at (973) 398-2413.
4. Smoking and/or alcohol is prohibited on the Dial-A-Ride van.
5. Eating or drinking is prohibited on the Dial-A-Ride van.
6. Passengers must remain seated and must wear seatbelts at all times.
7. Each passenger may carry a maximum of five (5) grocery bags on the vehicle and shall not place their bags on another seat.
8. The driver will assist passengers in carrying their grocery bags on and off the vehicle and to the passenger's front door.