

Sandown Senior Transportation Policies and Procedures

WHO WE ARE

We are a volunteer network providing safe and confidential rides to elderly and disabled residents in our town who need transportation to medical appointments in the local area. Rides are provided at no cost. All drivers have gone through an extensive criminal background check and driving record review. Visit our Sandown Senior Transportation page on Facebook for more information.

HOW IT WORKS

Pre-registration is required prior to requesting your first ride. For registration information call Sandown Town Hall at 603-887-3646 or send an email to sandownrides@gmail.com.

ONCE YOU HAVE HAVE BEEN REGISTERED

Rides are available Monday through Friday from 8:00 am to 3:00 pm. To request a ride, call Police Dispatch at 887-0216 with the following information:

- Name, address, and telephone number
- Date, time, and location of your appointment

We will do our best to accommodate all requests, but ask that you call at least one week in advance. We will call you to confirm your ride request no later than 24 hours before your appointment. Please notify us soon as possible if you need to cancel a ride.

POLICIES

- Medical transportation needs are our first priority.
- Local ride requests for any other purpose such as a pharmacy will be considered, but can not be guaranteed.
- We cannot accommodate wheelchairs.
- All rides are at the discretion of the driver
- If you cannot get into the vehicle safely, walkways are not clear of snow or ice, or you appear to be impaired by drugs or alcohol, the driver has the right to refuse to drive you.
- Dangerous, distracting or offensive behavior will not be tolerated by drivers or passengers. This type of behavior should be reported directly to the Sandown Senior Transportation Director for review. Such behavior will most likely lead to permanent suspension of the responsible party from the program.

- Seat belts must be worn by drivers and passengers.
- Passengers and drivers must refrain from smoking.
- Rides will be cancelled in severe weather.
- Continued tardiness or “no shows” will result in suspension from the program.
- Sandown Senior Transportation reserves the right to accept or decline passengers based on the Committee’s policies.
- Any appeals must be submitted in writing; the Board of Selectmen will respond in writing in a timely manner. The decision of the Board of Selectmen is final.

DONATIONS

- All rides are provided by volunteers at no charge, however free will donations are accepted.
- Donations are used to provide gas cards to drivers to compensate for gas cost and vehicle wear and tear.
- If you would like to make a donation to the program you may leave it with your driver who will submit it to the Sandown Town Hall.
- Donations can also be mailed as follows:
 Sandown Senior Transportation
 PO Box 1756
 Sandown, NH 03873-1756

I understand and agree to follow the policies as written.

 Volunteer

 Date

 Passenger

 Date