



GETTING SENIORS WHERE THEY WANT TO GO.

# Welcome to DuRide!

## WELCOME TO DURIDE

DuRide is a nonprofit organization devoted to ensuring that older adults remain active and independent, connected to families, friends, and activities that bring meaning to their lives. DuRide provides safe and personalized transportation for seniors who are unable to or do not want to drive any longer.

## OUR DRIVERS ARE ALL VOLUNTEERS

Thanks to the generosity of many volunteers, our service is available seven days a week, every day of the year, including all holidays. All DuRide volunteers have had a background check, have a valid driver's license, and have appropriate insurance.

## MEMBERSHIP REQUIREMENTS

Requirements of membership are:

- You must be age 65 or older.
- You must live in Dubuque, East Dubuque, or Asbury. Rides are given to destinations within those city limits.
- We cannot transport a wheelchair, but walkers or canes are no trouble. [Note: People needing wheelchair assistance can contact the Dubuque Minibus or other service providers who can provide transportation with wheelchair lifts]
- You pay a \$45.00 annual membership fee.
- The cost for a ride is \$7.00 per leg of your trip. We send you a monthly bill for rides you took the prior month, so no money changes hands with your driver.
- You agree to promptly pay for your rides and membership fee.

## FUNDING

Because we are a nonprofit organization, we receive operating support from a variety of charitable sources which allows us to provide affordable transportation to you. More than half of our budget is raised through grants, foundations, and donations, the City of Dubuque provides fifteen percent, and member and ride fees cover about one third.

## Step by Step - How it Works

All your communication will be through phone calls with DuRide staff, who schedule your driver for you.

## Schedule Your Ride

Call the DuRide office: **(563) 451-4999** from 9 am to 4 pm Monday through Friday to schedule a ride.

Call as far in advance as possible, but you must call ***by NOON the day before*** your ride, and if your ride is Saturday, Sunday or Monday, ***by NOON Friday***.

If we do not answer during office hours, we are on another call, so leave a message, and we can call you back.

Our after-hours number is (563) 582-2815 and is answered any time a ride is taking place, including evenings, holidays, and weekends. Use that number for emergencies, problems, or last-minute changes, but please do not use it to schedule rides, as we are not in the office.

## Planning and Arranging Your Ride

We need these details to schedule your ride when you call in.

- the address of your destination and the appointment time
- an estimate of the time you will be ready to be picked up

In addition, please let us know:

- If you require additional assistance to and from your door
- If you need a certain vehicle type

## We Will Call to Confirm Your Ride

We will call you the afternoon prior to your ride to confirm the details and to tell you who your driver is and the color and description of the vehicle. Be sure to check your answering machine.

If you do not receive a call from DuRide confirming your ride by 3:30 the day before, please call us to double check. Something may have gone wrong.

## The Day of Your Trip

On the day of your trip, please be on time as volunteers are often on a tight schedule.

If your appointment is running late, call us to adjust your pickup time. We understand things happen.

Your driver's car will have a blue DuRide sticker in their car facing you so you can be sure it's the right car. Introduce yourself and enjoy the ride with a new friend.

You will sit in the front seat with your driver. Please remember to buckle up and remember, no tipping is allowed, and of course, there is no smoking.

If you have a cell phone, please have it with you, and on, and be sure we have the number.

## Your DuRide Member Tag

Please wear your DuRide tag when you are on a DuRide outing so your volunteer can find you easily and so more people know about us.

### **Inclement Weather/Cancellations**

You can cancel your ride if you do not feel safe with the weather. Please do so as far in advance as possible. If your driver feels it is unsafe, they too may cancel the ride. If that happens, we will call you right away to let you know.

### **Emergencies**

We understand that emergencies can happen. If so, call us as soon as you can we will do everything we can to help. Use the regular number during office hours and the after-hours number any other time.

### **Monthly Invoice**

You do not pay or tip your driver.

We will send you a bill each month with your current account balance and a detailed description of each ride you took the prior month.

Your annual \$45 membership fee will automatically be charged on the yearly anniversary of your membership.

If you neglect to cancel a ride before our volunteer leaves to pick you up, you will be charged for that ride. Things happen, but always cancel as early as you can.

You or someone else may fund your account in advance, and we will keep track of your balance for you.

Contributions to your account can be made by others, and gift certificates are available as well.

### **Feedback**

We welcome any suggestions you may have.

### **DuRide is a 501(c) 3 non-profit organization**

Contributions to DuRide are tax deductible. DuRide relies on the generosity of donors and supporters for most of the operating budget.

Consider making a tax-deductible gift or including DuRide in your estate plans. Contact us for details.

### **Income Assistance Program**

Members who receive public assistance such as rent, food, heat, Medicaid, and such automatically qualify for our income assistance program.

This program provides the annual membership fee for half price (\$22.50 vs \$45) and half price for rides (\$3.00 per leg vs \$7.00) and free medical rides.

Please let us know if you would like to find out more about how this program could help you.

The program is made possible by individual donations and grants, including support from United Way.

We are always looking for volunteers. If you know of someone who may be interested, please let us know.

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