

## **GENERAL GUIDELINES - MONTVILLE TOWNSHIP DIAL-A-RIDE PROGRAM**

**973-331-3336 – Dial-A-Ride dispatch open 9:00am to 12:00pm Monday through Friday**

1. Participants must be 55 years of age or older, reside in either Montville or Boonton Township, and have no other means of transportation. An application must be filled-out and returned to Montville Health Dept.
2. In order to provide the maximum the number of rides possible, rides may be shared with other riders traveling in the same direction. Rides are not limited exclusive to only one person. The order of passenger pickup, as well as the route of travel, will be arranged by the Dial-A-Ride driver to maximize efficiency and expediency.
3. Dial-A-Ride reserves the right to refuse service to anyone at any time for any reason.
4. Vehicles operate from 9:15 A.M. to 3:30 P.M. **That is, a driver may leave the building no earlier than 9:15 A.M. and must be parked back at the building by no later than 3:30 P.M.** Please keep this schedule in mind when booking appointments that you will need transportation for from Dial-A-Ride.
5. Participants who are non-ambulatory (unable to walk) **must** be accompanied by an aide. Our drivers provide “curb to curb” service only. **PLEASE NOTE** our program is extremely limited in offering wheelchair assistance. Dial a Ride has only one vehicle (a 14-passenger bus) with a wheelchair lift, and which is used first and foremost for pre-scheduled weekly group trips.
6. All appointments **must** be made through Dial-A-Ride dispatch at 973-331-3336 only. Drivers are not allowed to schedule rides. The Dial-A-Ride telephone line is open Monday through Friday, between 9:00 A.M. and 12:00 noon. Messages on this line are not monitored – you must speak to dispatch to schedule a ride. Dial-A-Ride is **NOT** an emergency service. All appointments **must** be arranged at least 48 hours in advance, and will be made on a **first call, first served basis**. Cancellations will be accepted on the day of appointment. No additions to any group trip will be made on the day of the scheduled trip *unless authorized by dispatch*.
7. Group trips (subject to change): Mondays: shopping centers/malls (rotating list), Tuesdays: Senior House nutrition lunch program, Wednesdays: ShopRite Parsippany, Thursdays: Senior House nutrition lunch program. Please note that for Monday and Wednesday group shopping trips, bags/packages are limited to **no more than 5** per passenger.
8. Priority for rides is given for medical appointments. It may be helpful to contact the Dial-A-Ride Office prior to confirming an appointment date and time with a doctor so that available transportation times can be discussed with dispatch. Please note that should one of the drivers call in sick on a Monday or Wednesday, the group trip will go on, and any other individual rides scheduled that day (including for medical appointments) might be cancelled.
9. The service area for medical appointments is a **9-mile radius** centered at the Municipal Building in Montville. Non-medical appointments will be limited to adjoining towns, and are subject to availability after medical appointments.
10. **Delays / Closures:** For the safety of our passengers and drivers, Dial-A-Ride operates under the same inclement weather schedule as the Montville School District. If Montville Schools are **CLOSED** due to inclement weather, Dial-A-Ride will also **NOT** operate that day. When Montville Schools have a **DELAYED OPENING**, all Dial-A-Ride appointments previously scheduled during that delayed opening are automatically cancelled. When Montville Schools have an **EARLY DISMISSAL**, all Dial-A-Ride appointments scheduled to occur during that early dismissal are automatically cancelled. In such an event, it may not be possible for our drivers to pick you up at any appointments you may still be at, so please have in place a back-up person or service available to pick you up.  
**\*Check [www.montville.net](http://www.montville.net) or call 973-331-7100 to check for school closures / delays / early dismissals\***
11. **Holidays / Other Closures:** Dial-A-Ride follows the Municipal Building’s Holiday Schedule. If Town Hall is closed for any reason (holiday, power outage, emergency, etc.), Dial-A-Ride will **NOT** operate.  
**\*Check [www.montvillenj.org](http://www.montvillenj.org) or call 973-257-4300 to check for Town Hall closures / delays / early dismissals\***