



Senior Ride Charleston

Because you have places to go

Membership Information

Your *Senior Ride Connection* provides safe and reliable transportation for adults 60 and older and individuals with visual impairments at least 21 years old. *Senior Ride Connection* is a non-profit, 501c3 organization, that provides member riders a transportation service offering mobility, comfort, security and affordability with the convenience of a standard automobile.

Areas served within Charleston County:

- City of Charleston
- James Island
- West Ashley
- Daniel Island
- Sullivan's Island
- Isle of Palms
- Town of Mount Pleasant
- City of North Charleston



Membership Benefits Include:

- Door-to-door rides with no restriction on ride purpose 24/7/365.
- Rides delivered by fully screened and trained drivers who provide the highest level of customer service with the utmost in respect for all member riders.
- No money is exchanged at the time of the ride and no tipping is allowed. The cost for the ride is charged to the member's Ride Account.
- Gift Certificate Program - Friends and family may give you a lift by purchasing *Senior Ride Connection* gift certificates for Birthdays, Mother's Day, Father's Day or any occasion.
- Each-One-Reach-One-Referral-Program - Refer a new member or volunteer and receive a \$20.00 ride credit when the new member joins or the volunteer becomes active.
- Car Donation Program - Receive a tax credit or trade your car to *Senior Ride Connection* for ride credits to cover the cost of your rides.
- Birthday Gift Certificate - \$5.00 added to your Ride Account on your birthday.

Membership requirements:

- Reside within established service areas.
- Meet the age requirements: 60 or older for seniors -- 21 or older with visual impairment.
- Ability to transfer oneself in and out of a standard automobile with no more assistance than a steady hand.
- Complete and submit membership application with appropriate fees.
 - Annual Membership Fee: Individual Membership Fee \$50.00, Family Membership Fee \$90.00.
 - Open your "Ride Account": Individual Membership \$50.00, Family Membership \$100.00.



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Senior Ride Connection Rates			
Rates Effective: December 1, 2015	<i>Day</i>	<i>Night</i>	<i>Share-A-Ride</i>
	7:00 a.m - 7:00 p.m	7:00 p.m - 7:00 a.m	with 1 or more members
Standard Pickup Charge	\$ 4.25	\$ 7.00	15% Discount
Ride Request <u>before 4:00 p.m.</u> the day before the ride is to be delivered.	\$ 1.60 / per mile	\$ 1.60 / per mile	15% Discount
Same Day Ride: Please see complete explanation of "Same Day Rides" on page 3.	\$7.00 /pick up \$ 3.20 / per mile	\$10.00 /pick up \$ 3.20 / per mile	N/A
Your total ride cost is calculated by adding your pickup charge to your mileage charge.			
Notes :			
<ul style="list-style-type: none"> • Office hours are Monday thru Friday 8:00 a.m. to 4:00 p.m. • Please phone in your ride requests during office hours. • To help us serve you better, please schedule your rides as far in advance as possible. Please never wait to schedule a ride. • Rides with more than one stop are possible for an additional charge: \$1.50 for each additional stop after the first. Rides that include multiple stops and exceed 1 hour will be charged an additional \$15.00 per hour prorated charge. • A \$15.00 hourly prorated wait time charge is applied when a driver must wait 30 minutes beyond the scheduled pick up time. • Rides can be cancelled at no charge up to an hour before the time of the ride, however, cancellations made within an hour of the ride will be charged \$10.00. Please make any cancellations as much in advance as possible. • Tipping is not permitted. 			

Setting Up A Ride Account

Regaining your independence begins with an Annual Membership Fee (\$50.00 for individuals and \$90.00 for a family membership) and opening a Ride Account (Individual Membership \$50.00, Family Membership \$100.00). All rides are charged to your Ride Account so no money is exchanged at the time of the ride.

Members receive a monthly statement detailing the previous month's rides, other charges and all payments made to the Ride Account.



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Planning & Scheduling Your Rides

- * Always schedule rides as far in advance as possible.
- * The longer you wait to call once you know you will be needing a ride increases the chance that the schedule could be fully booked on that day or during the specific time period in which case we may be unable to provide your ride.
- * To schedule rides please call during the office hours of Monday - Friday 8:00 a.m. - 4:00 p.m.
- * Phones are answered after hours only for in-progress ride issues, short-notice cancellations, ride changes, Same Day Ride requests, etc.
- * To schedule a ride please provide a street address for your destination. For doctor's offices please provide the practice or doctor's name, address and phone number.
- * Scheduling a ride before 4:00 p.m. a day in advance ensures that your mileage rate will be the lowest. To help us serve you better always schedule your rides as far in advance as possible.

Same Day Rides Explained

- * Rides requested for the same day.
- * Rides requested after 4:00 p.m. for the following day – if the following day is a Tuesday, Wednesday, Thursday or Friday.
- * Rides requested after 4:00 p.m. Friday for a ride on Saturday, Sunday or Monday.
- * Same Day Ride charge is double the standard pick up charge and milage rate.

While we understand that it's not always possible to plan trips a day in advance, please understand that Same Day Ride requests are the most difficult for us to fulfill.

To cancel a ride

Please try to provide at least one day notice when canceling a ride. Rides can be cancelled at no charge up to an hour before the time of the ride, however, cancellations made within an hour of the ride will result in a late cancellation fee of \$10.00.

Night rides

For your security and convenience, *Senior Ride Connection* is available 24 hours a day, seven days a week; however, the pickup charge increases to \$ 7.00 for rides between 7 p.m. and 7 a.m.

Scholarships for Low Income Riders

If you have difficulty paying for rides, assistance is available through a Scholarship Program for low-income riders. This program is set up to assist a member in establishing your Ride Account and with annual membership fees. Please contact the office for more information and to request a simple, confidential form to determine if you qualify.

Customer Closing a Senior Ride Connection Ride Account

A customer may close an account at any time. The member can either donate the refundable Ride Account balance to the Senior Ride Connection or receive a check for the refundable portion.

*Note: Scholarship Fund monies, Birthday Credits, Referral Credits and proceeds from the Car Donation Program are not refundable.