



*Weber Human Services
(Weber/Morgan Area Agency on Aging)
The RIDE Program Protocol*

Please note that this is a curb-to-curb service based on the following guidelines:

Curb-to-curb means that the driver will pull up to the curb or the end of the driveway. The individual must be able to get from their residence to the vehicle without assistance.

YOU MAY QUALIFY TO USE THE RIDE PROGRAM IF:

- You reside in a Weber County city in a home or apartment.
- You do not drive and have no other means of transportation You are age 60 or above (except for clients of Weber Human Services, for whom age is not a determining factor). This age requirement includes wheelchair service.
- You are in a wheelchair or can access a “Ride” vehicle with minimal assistance. Please note that the driver cannot provide assistance in negotiating stairs.

HOW THE RIDE PRIORITIZES SERVICES:

- All appointments, including medical appointments, will require a minimum of five (5) working days’ notice. The Ride provides the following trips within cities in Weber County and prioritizes these trips:

Priority 1: Dialysis Centers

Priority 2: Medical appointments

Priority 3: Weber Human Services volunteers to their volunteer sites

Priority 4: Senior Centers

Priority 5: Grocery stores or food pantries

SPECIAL NOTES:

- It is our intent to serve the transportation needs of seniors and other qualified users in the most courteous, professional, and efficient manner possible.
- Delays or cancellations of scheduled appointments may occur due to extreme weather conditions (although we will prioritize dialysis and medical appointments). Every attempt will be made to notify riders should this occur.
- We recognize that emergency needs do arise from time to time, and will attempt to meet these needs to the extent possible.
- If there are concerns about frequently missed appointments or confusion concerning locations or appointments, and efforts have been made to remedy the situation with the individual, the emergency contact will be notified. If necessary, rides will be suspended until medical clearance is provided. The RIDE will allow another person to accompany the individual if notified in advance.
- Please feel free to contact the Program Manager, **Ron Howington** (801-625-3776) at any time to discuss these needs. Our office hours are 7:30 a.m. to 3:00 p.m. Monday through Friday (except holidays).