

DIAL-A-RIDE FOR MEDICAL APPOINTMENTS

What Passengers and Schedulers Should Know

Passengers:

Tell the doctor's office that you depend on All Points Transit for your transportation.

Medical Appointment Schedulers:

- **Assist patients** by scheduling appointments 8am – 2pm and not on the last Friday of the month
- **Let your patient know** about how long they can expect to be at your office. Remember that APT is a non-profit organization and is completely booked with rides every day. It is important that our passengers and drivers stay on schedule.
- **Call APT Dispatch** (Montrose: 240-9205, Delta: 874-7334) when the patient is finished with their appointment. Thank you for your partnership.

Please consider donating to All Points Transit as a way to help us continue and improve service for your patients.

Business sponsorship opportunities are also available.

MEDICAL APPOINTMENT CARD

I rely on All Points Transit for medical transportation.

**Please schedule my appointment between
8am and 2pm, Monday-Friday**

Appointment with Dr. _____

at _____

on _____ (date) at _____ (time)

TO SCHEDULE:

249-0128 (Montrose) or 874-7334 (Delta)

FOR WILL CALL RETURNS:

240-9205 (Montrose) 874-7334 (Delta)

Don't forget about the MONTROSE CITY BUS!

If you are traveling in the City of Montrose, check out City Bus Flex Route service, which can pick you up 2 blocks off route for \$1. Find out more at www.allpointstransit.org or call 240-1951.



The mission of **All Points Transit** is to provide safe, reliable transportation by promoting accessibility and independence for seniors, persons with disabilities and the general public in our service area.

This program made possible by: Colorado Department of Transportation, Region 10 Area Agency on Aging, Montrose Memorial Hospital, Delta County Memorial Hospital, the Cities of Delta, Montrose, Cedaredge, Crawford, Hotchkiss, Orchard City, Paonia and Olathe, the Counties of Montrose, Delta and San Miguel and many supporting Foundations.

TO SCHEDULE YOUR RIDE:

Montrose County: 249-0128

West End (Nucla / Naturita / Norwood): 249-0128

Delta County: 874-7334

FOR EMERGENCIES: DIAL 911

www.allpointstransit.org

Come ride with us, we know the way!

DIAL-A-RIDE



What is Dial-A-Ride?

Dial-A-Ride is a door-to-door transportation program, serving seniors and persons with disabilities in Montrose and Delta Counties as well as Norwood in San Miguel County.

DIAL-A-RIDE TRIP PRIORITIES:

- 1 MEDICAL:** to the doctor, dialysis and therapy appointments
- 2 MEALS:** to community centers & senior meal sites in Montrose, Olathe, Norwood, Nucla, Delta, Cedaredge, Hotchkiss and Paonia
- 3 PERSONAL:** to the grocery store, the salon, post office, bank and more!

www.allpointstransit.org

Rules to Remember

On the Day of Your Ride

- **Bring cash** to pay for your ride. Drivers do not carry change and cannot accept tips.
- **Be ready to go** at least 10 minutes before your scheduled pick up time. The driver will not wait longer than 5 minutes after the scheduled pick up time.
- **Only bring permitted items.** Open drink containers, food and weapons are not allowed on the bus.
- **Good manners are required.** Passengers must not disturb others. Profanity is not allowed.
- **Grocery bags are limited to 6 per passenger.**
- **Don't forget to donate!** Your contribution will help us expand and improve service

Need to cancel?

Please call 24 hours in advance. If you do not cancel your ride at least 2 hours before your scheduled pick up time, your trip will be a "no show."

"No Show" Policy

If you are a "no show" 3 times in one month, All Points Transit may suspend your riding privileges for 30 days.

Becoming Inactive

If you do not ride with All Points Transit for over 4 months, you will no longer be an active passenger in the system.



www.allpointstransit.org

Your 4-Step Guide on How to DIAL-A-RIDE

1

MAKE SURE YOU ARE PROGRAM ELIGIBLE*

Are you 60 years or older or a person of any age with a disability?
If you answered yes, Dial-A-Ride is for you.

2

BECOME AN ACTIVE PASSENGER IN THE PROGRAM

To schedule a ride, you must be an active passenger in the system.

To get started call:

249-0128: Montrose County & Norwood

874-7334: Delta County

Currently, there is a waiting list for new passengers in the City of Montrose

3

PLAN YOUR TRIP

- Make sure you have no more than 3 stops on the same day
- Plan to travel between 6am and 4pm, Monday through Friday
- Be flexible. Rides are based on availability
- Remember: APT is not a taxi service. This means you may have to share your ride with other passengers, ride a little longer or get to your appointment a bit early. We're all in this together!
- Note that APT does not provide Dial-A-Ride service on the last Friday of the month.

4

CALL TO SCHEDULE YOUR RIDE WELL IN ADVANCE

The more notice you give us, the better service we can provide:

- Call at least 24 hours in advance
- Rides in Montrose are booked up to 2 weeks ahead

When to call:

- Call between 7am and 4pm, Monday through Friday
- Calls not taken on weekends or holidays
- Rides must be booked by 1:30pm on the previous business day (if you are scheduling for Monday, call by 1:30pm the Friday before)

When on the phone, let us know:

- Details of your pick up (where, when, why).
- How long you expect to be at your stop
- If you need to make more than one stop (limit 3)
- If this will be one trip or "round trip" (considered two trips)
- If you have any special needs
- If you have Medicaid (have your number ready)
- If an aide will be traveling with you (have their name and DOB)

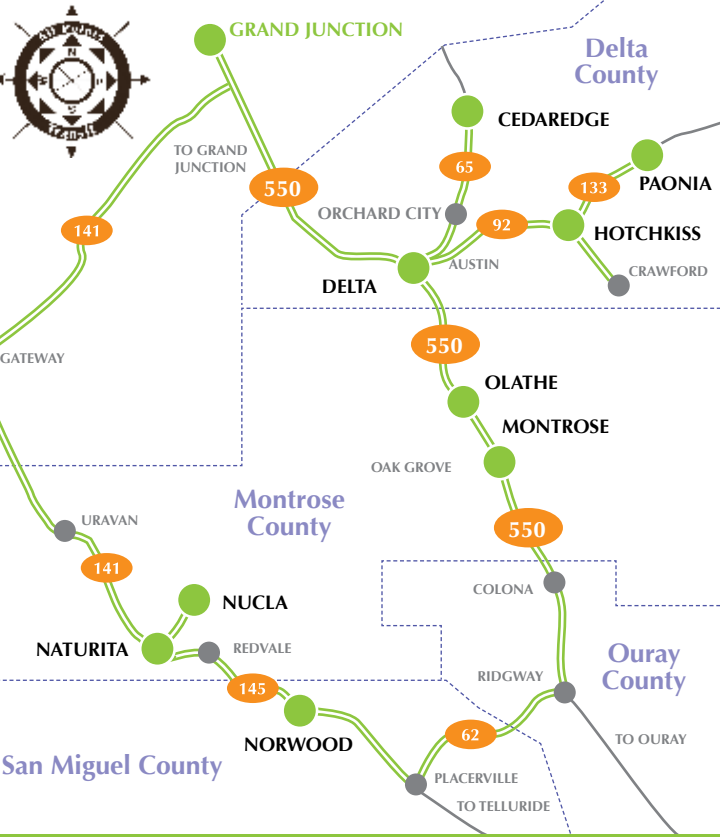
* OPEN TO GENERAL PUBLIC,
BASED ON AVAILABILITY.
CALL FOR DETAILS



with All Points Transit

MAP KEY

- = Local Trip Area: See Rates Right
- == = Regional Trip Route: See Rates Below



Regional Trips

- Trips to Grand Junction from Montrose, Delta and the West End: \$10 each way (\$20 round trip)*
- Trips to Montrose from Nucla / Naturita / Norwood: \$10 each way (\$20 round trip)*
- Trips to Delta from Paonia, Hotchkiss, and Cedar Edge: \$5 each way (\$10 round trip)*

*Rates are a suggested donation for seniors 60+

Call for current schedule and availability.

LOCAL TRIP DIAL-A-RIDE RATES

(within ● local trip areas – see map)

SENIORS 60+:

Seniors ride for a suggested donation:

\$2 each way, \$4 Round Trip

- 10 trip ticket cards available for \$20
- 20 trip ticket cards available for \$40

Donations of any amount welcome. Please donate to help continue and improve service.

PEOPLE WITH DISABILITIES:

\$5 each way, \$10 round trip

- 10-trip ticket cards available for \$50



MEDICAID PARTICIPANTS:

Authorized Medicaid participants may travel at no cost.

PASSENGERS IN OUTLYING AREAS

- If you live outside main town centers, you may be asked for a larger donation
- Scheduling depends on current routes and availability.



www.AllPointsTransit.org

MONTROSE COUNTY + WEST END (NUCLA / NATURITA / NORWOOD): 249-0128
DELTA COUNTY: 874-7334