



MEMBERSHIP POLICY

Whereas the Western NB Alternative Transportation Association (WNBATA) is a nonprofit organization with a mission to **provide access to transportation for residents, that is dependable, courteous, safe, efficient, inclusive and sensitive to the needs of all individuals and respectful of the privacy of all concerned**, and whereas the Dial-A-Ride service is structured for the primary purpose of addressing the charitable transportation needs of those most vulnerable in our communities, this membership policy provides guidelines as to the recruitment and retention of Western Dial-A-Ride members.

Definition of Members: WNBATA has three categories of members:

1. Those that are users of the transportation service. (USER MEMBERS)
2. Those that are not eligible to use the service, but are supporters of the service and who may be involved as volunteers in the management and direction of the service. (SUPPORTER MEMBER)
3. Those that are members of the Board of WNBATA. (DIRECTOR MEMBERS)

User Membership Fee Structure:

There is a \$60 per year non-refundable registration fee payable as follows:

- By cheque, cash, or money order in one lump sum when you mail in or drop off your Membership Application Form to our office: **OR**
- You may pay \$20.00 with your application and follow up with monthly payments of \$20.00 until paid in full.

The ride fee structure is based on distance one way:

- 20km and under \$4.00
- 21-40km \$6.00
- 41km and over \$8.00

There are exceptions for medical appointments to Fredericton, Saint John, Moncton, Grand Falls, and Edmundston. These will be viewed as round trips based on total kilometers:

- 150km – 300km \$50.00
- 301km – 450km \$60.00
- 451km and up \$70.00

MEMBERSHIP POLICY continued...

Family package: If you live in the same house hold you can buy one membership at \$60.00 per year, and you pay full price per km for one person, and ½ price for each additional passenger.

SUPPORTER MEMBERS: Pay annual membership fees according to the following scale:

Friend: \$25/year	Gold: \$500/year
Bronze: \$100/year	Platinum: \$1,000/year
Silver: \$250/year	

Membership fees may change subject to agreement of the membership at any Annual General meeting.

A "Membership Sponsor" program will also be initiated where supporters might sponsor the membership of an individual or group of individuals by paying the membership fees at \$60/membership.

DIRECTOR MEMBERS: Membership Fees for directors are waived in lieu of volunteer work committed to the organization.

Geographic Location: Members shall have permanent residence within Western NB.

Membership Privileges:

- MEMBERS shall be entitled to receive courteous and confidential transportation services by volunteer drivers in so much as the membership requests for services that can be met by WNBATA.
- All members are entitled to one vote per member at the Annual General Meetings held by WNBATA.
- All Members are entitled to receive copies of any newsletters or annual reports that are produced by WNBATA.

Referral: Candidates for USER MEMBERS may be referred to the WNBATA by associations or organization representing user-groups such as: Early Years, Public Health, Soc. Development, etc.

Self-Referral: Candidates for USER MEMBERS wishing to self-refer shall be instructed to contact our office for information and a package to fill out.

Need for Service: Candidates for USER MEMBERS shall declare that they do not have access to affordable and/or accessible transportation or that such access would cause undue hardship to acquire.

Membership Renewal: Membership shall be renewed on an annual basis upon receipt of payment of the first installment of the next fiscal year's scheduled payments.

MEMBERSHIP POLICY continued...

Membership Cancellation: USER membership shall be canceled without refund of any paid membership fees upon any one of the following conditions:

- Notice by telephone or in writing from the member that he/she wishes to cancel the membership;
- Failure on the part of the member to make suitable arrangements for the payment of membership fees;
- Failure on the part of the member to pay for two arranged trips;
- Failure on the part of the member to treat volunteer drivers, the dispatcher, and/or other parties involved with the delivery of transportation services with courtesy and respect.
- Failure on the part of the member to abide by the membership rules as stipulated by the WNBATA Board of Directors.
- Failure to meet the needs for service criteria.

All membership shall be canceled upon failure to renew annual membership by making payment of membership fees.

Approved by WNBATA Governing Board of Directors: _____

Toll Free: (855) 276-3334

Western NB Alternative Transportation Association
(855) 276-3334
Membership Application Form

First Name: _____ Last Name: _____

Mailing Address: _____ Postal Code: _____

Civic Address (If different from above): _____

Telephone: _____ Email: _____

Were you referred to the WNBATA Service? ____ Yes ____ No. If yes who referred you?

Do you own a vehicle? ____ Yes ____ No

Do you have a disability? ____ Yes ____ No

If yes, please describe in detail the nature of your disability and any assistance that you might require because of your disability. _____

Are you 65 years or older? ____ Yes ____ No

Please describe any assistance that you might require in order to use our service. _____

Do you require the use of a wheelchair accessible vehicle? ____ Yes ____ No

If yes, do you have an attendant that will be traveling with you? ____ Yes ____ NO

It is the responsibility of the member to provide the attendant, and the attendant must be present at the time of the pick-up and return.

What will be your main purpose for using our service?

Medical ____ Employment ____ Job training/Education ____ Household errands ____

Family ____ Social or Recreational ____ Other ____

Please describe: _____

In case of emergency, we need to contact: _____

Relationship to member: _____ Telephone: _____

I, _____ agree to abide by the rules and regulations set forth by the WNBATA.

Date: _____ Signature of Member: _____



Western NB Alternative Transportation Association

Membership Rules and Regulations

Outlined below is a list of rules and regulations that have been put into place to ensure that your transportation experience with Western Dial-A-Ride is enjoyable and useful:

- All members of the office staff and volunteer drivers are to be treated with patience, understanding, and respect in a pleasing manner just as you would expect to be treated as a member user.
- Our dispatcher must have at least 48 hours advance notice for all drive requests. This is important because of the time it takes to coordinate your transportation needs with our team of volunteer drivers. All drive requests are booked on a first come first serve basis.
- Rides can only be booked between the hours of 8:00am and 5:00pm, Mondays to Fridays. We do NOT provide emergency transportation services, and we do not provide transportation services during evenings and on weekends or holidays.
- WNBATA service is a non-smoking service. Upon registration as a member, you agree not to smoke while being transported by a volunteer driver.
- Members are expected to be ready when the volunteer driver arrives to pick you up and when you are to be returned. Remember, there may be other members waiting for the same volunteer driver to pick them up. Promptness is important.
- All drive requests are to be booked through the office. If a drive request is arranged with a driver outside the office, then we may not have a record of the drive request and cannot guarantee that the drive will actually take place and your transportation needs might not be met.
- All drivers are to pick you up and return you to destinations that are prearranged at the office. Any extra stops must be per-authorized by the office staff at the time your ride is booked. If this procedure is not followed, then scheduling conflicts can occur.
- For efficiency purposes, you may be expected to share a ride with another member. If this poses a problem for you, you are to make this known to the dispatcher at the time you book your ride.
- All drivers are to be paid in full before your drive commences. There are no discounts, no credit, or IOU's. You will be informed of the exact amount of your fare at the time your booking is confirmed. Please have the exact change ready as drivers do not always carry change.
- Please do not misuse or abuse the Western WNBATA service. It is intended to provide relief to those who really need the service and otherwise are unable to arrange transportation on their own without great hardship.

If you do not choose to follow the rules that have been set forth by the WNBATA your membership may be terminated. Thank you for your cooperation.



Western NB Alternative Transportation Association

I, _____, (passenger) do hereby remise, release, forever discharge Western N.B. Dial a Ride and their employees and drivers, their heirs, executors, assigns and administrators of and from all manner of actions, causes of actions, suits, claims against the said Western N.B. Dial a Ride and their employees and drivers, that I may have after the execution of this waiver or my heirs, assigns, executors, administrators may have due to any automobile accident no matter whose fault, in which I sustain any type of personal injury, from the said automobile accident.

Dated this _____ day of _____, 20____

Witness

Passenger