

Neighbors Driving Neighbors

Q&A for NDN Riders

Who can get a ride from NDN?

Anybody who lives in the NDN service area – Belgrade, Fayette, Mount Vernon, Readfield, Rome, and Vienna.

To what destinations can I ride?

To any destination within an approx. 35-mile radius of where you live.

Are there any restrictions on where I can go other than within 35 miles?

No.

How do I become an NDN rider?

Call NDN at 207-860-0677 and say you want to sign up as a rider or send an email to neighborsdrivingneighbors@gmail.com. We will conduct a short “intake” process at your home and after that you can call NDN whenever you need a ride.

How do I get a ride?

Once you are registered with NDN (see above), you can call NDN whenever you need a ride. We ask that you give us 5 days advance notice to make sure we can find a driver, but we try to be flexible if you have a more urgent need for a ride.

Will I be the only passenger in the car?

Generally, yes. In the past, if multiple riders arranged to travel together, for example to a shopping or social event, they could “carpool.” However, currently this is limited to friends and family, for safety reasons. This policy is continuously being reviewed by the NDN medical committee and is subject to change.

Do I have to be vaccinated and boosted from COVID 19?

Yes. Currently we require the original vaccine and at least one booster, encouraging all boosters. This policy is continuously being reviewed by the NDN medical committee and is subject to change.

Do I have to be vaccinated for the Flu?

No, but it is encouraged.

Do I have to wear a mask?

Yes. Also, you should sit in the backseat on the passenger side of car when riding with NDN. This policy is continuously being reviewed by the NDN medical committee and is subject to change.

If I am sick and cannot go to the store, can NDN pick up my order?

Yes, we will do grocery and prescription deliveries as long as they are pre-paid.

Will the driver wait for me?

Yes, if it is a relatively short appointment (1.5 hrs or less); if longer, we would likely assign a second driver to do the pick-up at the end of appointment.

How will I know who the driver will be?

Once a driver is assigned to your ride, NDN staff will call to let you know who it will be. In addition, the driver will call the day before the ride to confirm pick-up time.

Can I request a certain driver?

Yes, but the process for assigning rides on our system is "first come first served" for the drivers, i.e., a certain driver cannot be guaranteed. As a practical matter, it is common for the same driver to provide most rides for a rider with a recurring need.

***REMEMBER, ALL RIDES ARE SUBJECT TO AVAILABILITY OF DRIVERS.
HISTORICALLY, NDN FINDS DRIVERS IN ALMOST ALL CASES.***