



Transportation Policy and Procedure

Read over this document carefully. You will find answers to the most commonly asked questions regarding the program. This document is set up in question and answer form. Failure to read this information will lead to problems with your transportation service.

Q1. What are the hours of operation, and does **RidesPlus** operate on **Holidays**?

A1. The hours of operation are **Monday thru Saturday 5:00am until 12:00 midnight**. **RidesPlus** does not operate on the following list of **Federal Holidays**, on the dates they are observed during the work week.

****Note to Dialysis Patients: RidesPlus will adjust the Holiday Schedule to Accommodate Your Needs**

New Years Day Martin Luther King Day Presidents Day Memorial Day Independence Day	Labor Day Columbus Day Veterans Day Thanksgiving Day Christmas Day
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Q2. How do I become eligible for medical driver transportation?

A2. You must be receiving a medical card in order to be eligible for transportation services.

Call the Transportation Coordinator at **327-1710** and leave a detailed message on the voicemail stating that you/family are in need of medical driver transport. Listen carefully to the message on the voicemail. Make sure you leave all the information requested, as you will get the voicemail each time you call. You may also complete an application for transportation services at the front desk of bldg A.

If you are found eligible: all new applications and reapplications require 5 full business days notice, this does not include weekends or holidays.

Example: If you called or completed an application on a Wednesday, your begin eligibility date will be the following Wednesday.

Q3. How will I know if I/family have been approved for driver transportation?

A3. You will receive a transportation eligibility letter stating who is eligible, and the beginning and ending eligibility dates for transportation. **You will NOT receive another notice stating when transport ends.** It is your responsibility to make note of your ending eligibility date. You must contact the Transportation Coordinator for recertification. Once you have received your eligibility papers, you must contact **RidesPlus Dispatch at 325-7587** to give your appointment information. **Do Not** leave appointment information on 327-1710. We **will not** contact Dispatch for you.

Q4. Can I call **RidesPlus** and expect immediate, or emergency medical transportation.

A4. No, RidesPlus is not an emergency transportation service. It is for scheduled appointments only.

Example: You cannot call Dispatch and ask to be taken to or from the emergency room.

Q5. How much notice do I have to give Dispatch for my appointments?

A5. You must always give the Dispatch a minimum of 48 hours notice for all in town rides. If 48 hours notice is not given, the dispatcher may deny your request. If you are requesting a ride to a medical appointment that is located out of town, you must give a full two weeks notice.

Q6. When can I call to make reservations for my transportation, and how far in advance may I schedule trips?

A6. Reservations can be called in **Monday thru Saturday** during the hours of **7:00am to 6:00pm by calling 325-7587**. Trips may be scheduled up to 2 weeks in advance.

Q7. Are there certain hours in which I may be transported to medical appointments?

A7. Yes, and this is very important to remember when scheduling your Medical appointments in and out of town:

1. Local Medical appointments can be scheduled from **9:00am to 2:30pm and again after 4:30pm**.

2. Out of county Medical appointments can be scheduled from **10:30am to 2:30pm ONLY**.

Please be advised there may be an adjustment to your pick up or return time due to the amount of runs that day. You may have a wait on your return from out of town appointments. **RidesPlus** tries to limit your wait on returns whenever possible. **Example:** If your appointment is between 2 and 4pm, your return wait time may be longer.

Please be advised **RidesPlus** can only provide a limited amount of out of town medical appointments per day.

Reservation process is as follows: First come first serve.

**** You may begin calling at 7am, exactly two weeks prior to the appointment date. ****

Q8. How will I know when to be ready?

A8. When you contact **RidesPlus** Dispatch to schedule a ride, you will be given an estimated time for pickup, this means the van may arrive 15 minutes prior to or after the time given. It is your responsibility to be ready and waiting when the driver arrives.

Q9. Can I get a ride to my Job?

A9. Yes, as long as the job is located in Clark County and as long as you meet the agency requirements. Contact the transportation coordinator at 327-1710 for more information. You may apply for employment transportation at the front desk of bldg A. **See Attached** Payment Schedule for Employment Transportation.

Q10. Does **RidesPlus** transport children that are unattended?

A10. Yes, however: Children under the age of 13 will not be left in an unoccupied home. **There must be an adult present upon the return of the child and the adult needs to come to the door, so the driver is certain the child/ren are not unattended.** If no one is home, upon return of the child/ren they will be taken to Job and Family Services of Clark County and left with a Social Worker until the responsible adult can be contacted. **Furthermore**, it is possible that you may face charges of abandonment of the child/ren and could face prosecution. Siblings may be left with a responsible child, over the age of 13 years.

****When the van arrives to pickup a child, it is the responsibility of the parent/guardian to make sure someone is there to strap the child into the car seat.****

Q11. Is transportation provided to **Child Care**?

A11. Yes, under certain circumstances: For parents on their way to and from, employment sites, or other prior authorized destinations. Infant and toddler seats are available in every van. **ALL children must use car seats according to Ohio Law**. When making your reservations, please let the **RidesPlus** Dispatcher know what type of seat your child will need, as well as what child care facility your child will be attending.

It is the responsibility of the parent/guardian to secure the child in the restraint before the van moves.

****You will need to limit your pick up/drop off time to 5 minutes. You will be issued a void if you exceed the 5 minute rule.** In some cases you will need to switch **RidesPlus** vans at your daycare stop, according to your final destination. **RidesPlus** will attempt to have the second van at your stop prior to the first van leaving.

Q12. What if my schedule changes or I need to cancel an appointment?

A12. You must call **RidesPlus (325-7587)** any time your schedule changes or you need to cancel your trip or intermediate (daycare); this must be done 3 hours in advance, failure to cancel in advance will result in receipt of a **VOID**.

Q13. What is a **VOID**?

A13. A **Void** is a form of a warning. Voids are given for the following reasons:

1. Anytime a van is sent to pick you up and you do not go
2. If you delay the driver for more than 5 minutes, including daycare drops
3. Failure to wear a seatbelt at all times
4. Continued failure to follow rules and regulations
5. If you display rude, disrespectful, disruptive behavior (Such as swearing, yelling, excessive loud talking, intimidating the driver, dispatcher, or other passengers, causing the driver to be distracted, etc.)
6. Any intentional damage to a **RidesPlus** vehicle, caused by a customer or as a result of unruly or disruptive behavior, will be billed to and become the responsibility of the customer. The customer causing the damage will be immediately suspended.

These types of behaviors will not be tolerated and may result in Suspension from the RidesPlus program.

***** If you disagree with the issuance of a VOID, please contact The Head Dispatcher at 325-7587*****

Q14. What is the penalty for receiving a **Void**?

A14. If you receive **3 voids in 30 days** you will be suspended for **90 days** from **Driver Transportation Services**, offered by Job and Family Services of Clark County for the duration of the Suspension.

See Attached Important Void and Suspension Information.

Q15. What is NOT allowed while on the **RidesPlus** van?

A15. No eating, drinking, smoking, use of controlled substance or alcohol. Weapons of any kind are strictly prohibited. You may not bring anything on the van that cannot fit on your lap. No cell phone usage at anytime. Rude, disrespectful, disruptive behavior **Such as**: swearing, yelling, excessive loud talking, intimidating the driver, dispatcher, or other passengers, causing the driver to be distracted, etc.

**If you have any questions please contact the Transportation Coordinator,
April Clark @ 327-1710 Mon – Fri 7:00 am to 4:00 pm**

**Or the Dispatcher @ 325-7587
Mon – Sat 7am to 6pm**