



**MAKING YOUR
RIDE A SUCCESS**

THINGS YOU CAN DO TO MAKE YOUR TRIP SUCCESSFUL >>>>>>>>>>



>> Once a ride is scheduled, there are a number of things for you to know or do in order to make your trip to and from your medical provider a success.

- › If for any reason you cannot keep your appointment, or if it changes, you must let the transportation broker know immediately. Pick-up times are firm. If you are not ready when the driver arrives at your scheduled pick up time, the driver can only wait 10 minutes past your scheduled pick up time. It is considered a “no-show” at 10 minutes past your pick-up time.
- › Riders and drivers will maintain a professional relationship at all times. Verbal or physical abuse, failure to cooperate with the driver’s instructions or violating rules may prevent you from getting rides in the future.
- › In order to get you to your appointment, you may need to share a ride with other members.
- › Wearing your safety belts at all times is required.
- › For the health and safety of the driver and rider, do not smoke or vape in the vehicle.
- › Do not eat or drink during the ride.
- › Do not engage in any illegal activity or be intoxicated.

>> If you have scheduled a return trip, call the broker as soon as your appointment has ended to request a ride home. The provider has one hour to return to your location and pick you up.

911

If you feel a transportation provider (driver) is breaking the law in any way (drunk or reckless driving, improper sexual conduct, etc.) or your safety is in immediate danger, call the police as soon as possible. Once you reach your destination safely, call the transportation broker to report what happened.