

# **Transportation Service Guidelines**

## Description of JFSGo Services

### **JFS provides contracted transportation service to older adults as described below:**

1. **Contracted transportation:** Individual transportation provided by a contracted service through *On the Go*. This service is fee based in which you contribute towards the cost of your rides to support the sustainability of our transportation program.

*JFSGo partners with On the Go- On the Go provides transportation coordination to non-profit and government agencies across the country using Lyft and Uber Health. JFSGo and On the Go approach every ride with a passenger-centered attitude that enables seniors to access services when and where they need them.*

2. **JFSGo ride vouchers are \$7.50 each** and must be purchased in quantities of 10 for a total purchase cost of \$75.00. These vouchers are digital; therefore, you will not receive any paper vouchers for this program.
3. **JFSGo rides are approved for the following destinations:**
  - ✓ Medical/health related appointments
  - ✓ Grocery stores, Pharmacies
  - ✓ Jewish community programs, events, or religious services
4. **JFSGo rides are NOT approved for:**
  - ✓ Destinations beyond a 40-mile radius
  - ✓ Crisis/emergency medical destinations
  - ✓ Weekend trips (other than Jewish religious services, Jewish community events)
  - ✓ Airports, train, or bus stations
  - ✓ Use for pickup or drop-off of non-registered family members
  - ✓ Recreational use other than Jewish community programs and events
  - ✓ Transporting clients under any form of sedation/anesthesia without an accompanying rider waiver (this waiver must be completed prior to the trip)

## JFSGo Program Enrollment- 3 Easy Steps:

1. All prospective participants must complete a secure online JFSGo transportation application [HERE](#) or by contacting JFS for the paper version of the application.

**To qualify for contracted transportation, you must be 60 or older, affiliated with the Jewish community, and unable to drive. (Temporarily or permanently)**

JFSGo is a program of:

2. Once the application is received, a JFS staff member will contact the prospective participant to complete the enrollment process including paperwork which must be signed.
3. After the participant is enrolled, a JFS staff member will contact the participant to provide a brief entry orientation to the program.

### JFSGo Transportation Program Parameters:

1. **Rides can be scheduled for the following times (EST):**
  - ✓ **Monday- Sunday:** No earlier than 8:30AM and as late as 11:30PM
2. **JFSGo participants can use up to 10 vouchers/week. 1 Ride per direction = 1 Voucher.**
  - ✓ Any trips beyond the limit of 10 vouchers must be approved by a JFS staff member before the ride can be scheduled.
3. **JFSGo rides are available for the following destinations within a 25-mile radius\*.**
  - ✓ Medical/health related appointments
  - ✓ Grocery stores, Pharmacies
  - ✓ Jewish community programs, events, or religious services
4. **All riders must be at their scheduled pickup time and location.**
5. *Lyft/Uber Health* drivers are not required to assist with walkers or with transfers in/out of their vehicles. Although rare, the contracted driver may cancel the ride upon arrival for safety concerns. If so, an *On the Go* staff member will contact you with new driver information. The JFSGo client will not incur a charge for this cancellation.
6. Tipping is not required. A warm smile and a thank you is more than enough. If you appreciate the service, consider donating to our transportation program in honor of your driver.
7. Unused JFSGo Vouchers will expire after one (1) year.
  - ✓ Voucher donations are appreciated to support the program.

**\*Any trip requests beyond the 25-mile radius both within Wake County or to another county are approved for MEDICAL RELATED APPOINTMENTS ONLY and will incur a fee of one (1) extra voucher per direction to offset the cost.**

**\*Destinations outside of a 40-mile radius will not be approved.**

### Scheduling an “On Demand” Ride:

1. Rides can be scheduled by calling the *On the Go* call center directly **Monday-Sunday between the hours of 8AM-11:30PM EST @ 1-833-250-6684.**
2. JFSGo participants can now use this service as an “On Demand” trip request service. This means that participants can call *day-of* at the time your ride is needed.

JFSGo is a program of:

- ✓ Please allow an appropriate lead time for the call center employee to dispatch the vehicle to your pickup location.
  - ✓ The call center staff member will keep you on the line while the ride is dispatched.
  - ✓ Participants are still able to schedule trips in advance, **however we encourage same day ride requests.**
  - ✓ Please reference the “Program parameters” above as you schedule your trips.
3. **All riders are expected to be available at their scheduled pickup time and location.**

### **For Prescheduled trip Requests:**

1. If you scheduled your ride ahead of time, you will receive two texts directly from *Lyft/Uber* and one call from *On the Go*:
  - ✓ One reminder text a day before or the morning of confirming your upcoming trip
  - ✓ A second text 10-15 minutes before your ride providing your driver’s name, vehicle type and license plate number from *Lyft*.
  - ✓ You will also receive a call from an *On the Go* call center staff member using the number you’ve provided with driver and vehicle information and an estimated time of arrival.

### **When Scheduling Your Ride:**

**Please provide *On the Go* with the following information:**

- ✓ Your pickup point and drop off point addresses
- ✓ The time of your return trip, **or** if you will need to be a “Will Call”
- ✓ **All “Will Call” return trip riders must call On the Go at 833-250-6684**
- ✓ If you need a lower profile vehicle for accessibility (e.g., no SUVs or trucks)
- ✓ Any special directions or identifying factors for the driver.
- ✓ If you have other required stops.

**REMEMBER, MEDICAL RELATED APPOINTMENT DESTINATIONS BETOND THE 25 MILE RADIUS, MAY BE SCHEDULED WITH PRIOR APPROVAL, and WILL incur an additional fee of one (1) voucher.**

### **Cancelling a Ride**

1. **To cancel a ride, call On the Go DIRECTLY at 833-250-6684**
2. If you need to cancel or postpone a ride, call **AS SOON AS YOU KNOW.**
3. If you fail to cancel your ride, a driver will show up at your door and you will forfeit your voucher!
4. The latest time to cancel a ride is **one hour** before it is scheduled to occur. If the driver is enroute and/or arrives at your home and you have not cancelled the ride, this is considered a “no-show.” Late cancels are also considered “no-shows.” See the next page for more “no-show” information.

JFSGo is a program of:

5. JFSGo participants must speak to a live *On the Go* person to cancel your ride. **If you fail to cancel at least one hour before the ride, you will forfeit one to two transportation vouchers to cover the “No Show” fee. Two further no shows may result in termination of your service eligibility.**

## Changing a Ride

- ✓ If you need to change a previously scheduled pick-up time or pick-up/drop-off location, please **contact On the Go directly at 1-833-250-6684.**
- ✓ Please note that if the scheduled ride has already been dispatched for pick-up, you will incur a fee of one (1) JFSGo voucher.

## “No Shows”

1. **Definition:** A no-show is defined as a rider that:
  - ✓ Is not at the designated location at the scheduled pick-up time, or
  - ✓ Cancels a ride reservation while a driver has already been dispatched and is enroute.
2. **Courtesy Waiting Time:** If the rider is not at the pick-up location at the scheduled time, the driver will wait 5 minutes before marking the rider a no-show.
3. **Consequences:** If you are a No-Show, you will forfeit 1-2 transportation vouchers to cover the administrative fee. Two further no-shows may result in termination of your service eligibility.

## Rider Conduct

JFS is concerned about the safety and comfort of its riders and drivers. For this reason, violent, disrespectful, or disruptive behavior is not permitted during a ride. If a driver reports inappropriate behavior by a rider or companion, the incident will be investigated. If inappropriate behaviors continue to occur, service will be suspended.

## Scheduling Your Activities with Care

- ✓ It may be helpful to let your medical provider know you are only able to receive transportation during the JFSGo hours of operation (8:30 AM- 11:30 PM Monday-Sunday)
- ✓ If you foresee that you will have more than the approved 10 trips/week (5 round trips), please contact JFS to seek approval of these trips.

JFSGo is a program of:

## Purchasing Vouchers

Ride vouchers for contracted transportation are \$7.50 each and must be purchased in quantities of 10 for a total purchase cost of \$75.00. Approved JFSGo riders can order vouchers by:

- ✓ Filling out and returning the hard copy order form which may be requested from JFS.
- ✓ Calling JFS directly at (919) 676-2295 and providing a credit card.
- ✓ Going online to [www.RaleighCaryJFS.org](http://www.RaleighCaryJFS.org) and clicking on “Services” then “JFSGo Transportation Services” and clicking on the “Order Vouchers” button. You can visit this site directly at <https://www.raleighcaryjfs.org/jfsgo>

## How Many Vouchers Do I have Left?

- ✓ JFSGo keeps track of your vouchers and will contact you when a voucher purchase is required.
- ✓ We recommended that each participant also keeps track of vouchers used.
- ✓ We have included a convenient card for participants to use for voucher tracking.

### **Refund Policy:**

Due to program costs, we can provide refunds for unused vouchers at 75% face value. 25% of the voucher fees will be withheld to cover the administrative costs. However, we encourage you to consider donating your unused vouchers back to JFS as a form of support for this program to help us continue providing services and programs to our community. If you need to cancel your ride, please make sure to do so according to our guidelines (see above) or your ride will be considered a “no show” (see above).

### **JFSGo Rider Feedback or Complaints:**

All JFSGo participants are encouraged to provide feedback about their experience. If you have any concerns, complaints, or feedback about the service you received by JFS staff or *On the Go*, please contact Jewish Family Services at 919-676-2295 or via email at [info@shalomraleigh.org](mailto:info@shalomraleigh.org)



JFSGo is a program of:



Raleigh-Cary  
Jewish Family Services

8210 Creedmoor Road, suite 104 • Raleigh, NC • 27613  
919-676-2295 • [JFS@ShalomRaleigh.org](mailto:JFS@ShalomRaleigh.org)

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