

TRANSPORTATION: GETTING WHERE YOU WANT TO GO

What You Can Do To Help Assure A Smooth Ride

Scheduling Rides

- Schedule and confirm rides with office staff ONLY, not with individual drivers.
- Know your appointment time, date, and destination when you call.
- Schedule your ride when you make your appointment or as soon as your transportation provider can accept reservations.
- When you call, inform your transportation provider if there will be anyone riding with you.
- Work with the transportation provider to schedule your appointments when they are more likely to have openings.

On The Ride To Your Appointment

- Be ready when the driver arrives.

- Have all your paper work together.
- Wait near your door. Have exact change if there is a co-pay.

On The Ride Home

- Know the name and telephone number of your transportation provider.
- Make sure you are finished with ALL appointments before calling. This includes the doctor appointment, lab work, and/or x-rays.
- Confirm with your provider where you will be waiting and wait at that location.

Other Tips To Remember

- When you must cancel a ride you've arranged, please call your transportation provider as soon as possible. This will allow someone else

to arrange a needed ride.

- Know your transportation provider's policies. For example, know about wait times, package limits, no show/cancellations, or additional riders (children).
- Always report any unsafe driving experience to a supervisor. Give the time of day and the driver's name.
- Thank your drivers and the office staff at your transportation provider if you feel they have done a good job.

Following these guidelines should help you, and your transportation provider, get where you want to go. If you have any additional questions or concerns, talk with the supervisor at the transportation company.

Thanks to Rachael Cesario at the Kenosha Achievement Center and Karen Spaulding at Society's Assets for compiling these guidelines.