

Transportation Program

NEED A LIFT?

THE SERVICESOURCE TRANSPORTATION PROGRAM CAN HELP GET YOU THERE



WHAT IS IT?

- › The ServiceSource transportation program provides **freedom & flexibility** to individuals by **bridging the gap** in transportation services.

HELPING NAVIGATE THE ROAD:

- › The transportation program has two parts: **On Demand** rides and **Scheduled** rides. Examples of activities included in each of the program parameters are:

ON DEMAND RIDES GET YOU TO/FROM

- › Work
- › Adult Day Health Center or Senior Center
- › School/college or education related events
- › Leisure/social activities
- › Medical appointments
- › Running errands

SCHEDULED RIDES GET YOU TO/FROM

- › Adult Day Health Center or Senior Centers
- › Leisure/social activities
- › Medical appointments
- › Running errands

ELIGIBLE RIDE LOCATIONS:

Maryland: Montgomery and Prince George's Counties
Virginia: Alexandria, Arlington, Fairfax, Loudoun and Prince William Counties, Cities of Alexandria, Falls Church, and Fairfax Washington, D.C.

ELIGIBLE RIDE LOCATIONS:

Arlington County, Cities of: Alexandria/Falls Church/Fairfax, Washington, D.C., Fairfax County between the following points: North of Fairfax County Parkway in Springfield; East of Route 50 (Centreville, Chantilly) as far west as Route 28; South of Potomac River

HOW TO ENROLL:

- › All referrals must be submitted by an approved agency in which you are receiving services or scheduled to begin receiving services. *(See back of flyer for approved agencies.)*

- › Submit referrals for review and approval by:

Mail or office drop-off to the attention of:

Sagan Brummett

10467 White Granite Drive

Oakton, VA 22124

Email: familysupportservices@servicesource.org

Fax: 703-461-3906



Transportation Program

ADDITIONAL INFORMATION:

- › All referrals must be submitted by an approved agency. Approved referral agencies include: County operated Senior Centers and Adult Day Health Centers; Area Agency on Aging (Virginia); Disability Services Agencies: ServiceSource, Virginia Department of Aging and Rehabilitative Services (DARS), Community Services Boards. Additional agencies may be approved. To inquire if your service agency is an approved referral source contact Sagan Brummett at 703-461-1192 or familysupportservices@servicesource.org.
- › Detailed program information will be provided upon completion of referral.
- › Participation in this program is voluntary. Participant will use transportation at their own risk and is responsible for self and his/her actions before, during, and after all rides.
- › Program participation entails providing feedback of ride usage in order to enhance our services.
- › Program parameters are subject to change at any time without notice.

FREQUENTLY ASKED QUESTIONS

ON DEMAND RIDES:

- › **Who is eligible for On Demand rides?**
Individuals with disabilities and older adults ages 50+ who are attending an approved program.
- › **What are the benefits of On Demand rides?**
On Demand rides are reimbursed at 50%; The participant must pay the up-front cost.
- › **Are there any activities that are not eligible for reimbursement?**
Activities that are non-reimbursable include: Tips to your driver, costs incurred for canceled trips, cleaning fees, and rides starting or ending outside of the stated eligible ride locations.
- › **Which vendor is used for On Demand rides?**
Vendors vary and may change. The current vendors are *Lyft* and *Uber*. *Certify* is used for receipt submission. ServiceSource will provide tech-assistance with Lyft, Uber, and Certify setup upon request.

SCHEDULED RIDES:

- › **Who is eligible for Scheduled rides?**
Individuals with disabilities and older adults ages 50+ who are attending an approved program.
- › **What are the benefits of Scheduled rides?**
Scheduled rides are a flat rate of \$9.00 one way/\$18.00 round trip.
- › **Are there any activities that are not permitted with Scheduled rides?**
Activities that are not permitted include: Getting to/from a day support program (full-time), full-time employment, and tips to your driver (you do not need to tip for this service).
- › **Are there date/time restrictions for Scheduled rides?**
Scheduled rides are available 365 days a year from 7am-9pm. Scheduled rides follow the Fairfax County Public School inclement weather policy.
- › **Which vendor is used for Scheduled rides?**
The service provider is *Diamond Transportation*. Instructions on scheduling rides will be provided upon referral completion.