

**\*\* Please read and keep for your records \*\***

## **Policies and Procedures for the Community Transportation Program**

The Community Transportation Program (CTP) provides transportation for eligible clients to medical appointments (non-dental) and pharmacy trips (to pick up prescriptions) throughout Cumberland County. Upon acceptance into the program, clients can schedule appointments by calling the CTP office at (910) 678-7619 between the hours of 9:00 a.m. and 12:00 p.m., Monday - Friday. Transportation requests must be made no later than 12 noon the business day before your scheduled appointment. Same day rides cannot be scheduled.

When calling to make an appointment, please have all pertinent information available. We will need your full name, phone number, the date and time of appointment, and the street address of your appointment destination.

Be ready for your ride one hour before your scheduled appointment time. Service provided is curbside to curbside. Those who need additional assistance may request door-to-door service. The drivers will honk the horn to let you know when your transportation has arrived. It is imperative that you are waiting, watching, and listening. If you miss your ride we CANNOT reschedule for the same day.

When the transport company takes you to your appointment, they will give you a business card with their number on it. Please call, or have the receptionist from the doctor's office call the number on the business card when you are ready for pick-up.

Due to liability risks and the safety of our clients and drivers, services cannot be provided for invalid and bedridden individuals. Clients must be independently mobile (includes using walkers, canes, or wheelchairs for mobility). Clients may provide their own escort to ride with them to provide assistance for no additional fee.

If you must cancel your appointment, please call the CTP office at (910) 678-7619. The CTP office requests that all cancellations be made at least two hours prior to your appointment so that we can notify the transport company. Four consecutive no shows or untimely cancellations may be grounds for discontinuance of services. Inappropriate, violent or unmanageable behavior may also be grounds for revoking transportation privileges.

You **MUST** make your appointments through the CTP office. The transport company will not provide trips that are not authorized by the CTP office. We are able to bring you this transportation at no cost to you. We pay the carriers for every trip. Cancellations made too late and no-shows still cost the program money whether you ride or not. Please be considerate of this service and others who need transportation as well.

Any contribution towards the Community Transportation Program assists in providing additional transportation to the elderly and disabled citizens within the county. All participants of the program are encouraged to contribute, but are in no way obligated or required. If you wish not to contribute, you will continue to be transported as usual.

### **Eligibility Requirements**

Age 60 + and/or validated disabled client, living within Cumberland County, not receiving transportation from or eligible for ADA or Medicaid transportation, not living in a nursing or rest home. Transportation is limited to medical appointments and pharmacy trips only.