

Transportation Program



ServiceSource
A LEADING RESOURCE FOR PEOPLE WITH DISABILITIES

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

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.

SCHEDULED RIDES GET YOU TO/FROM

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

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.)**

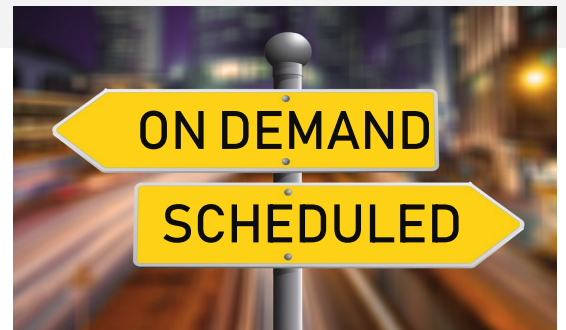
- › Submit referrals for review and approval by:

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



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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.