



American Red Cross of Greater Columbus Community Transportation Program

Thank you for choosing the **American Red Cross of Greater Columbus, Community Transportation Program** as your transportation provider! The program that you are registering for is the Franklin County Area Agency on Aging (Title III program), which provides transportation for Franklin county residents who are 60 years of age or older, with no other means of transportation.

Please fill out the registration form **completely**, front and back and sign the disclosure statement. For your convenience, a self-addressed and postage-paid envelope is enclosed for you to return the completed forms.

We are required by our funding sources to maintain current information on all clients that we transport. All information will be filed and kept confidential. Only demographic data is shared with our funding sources (*see the disclosure statement*).

After we have received your completed registration forms, we will register your information in our database. You will then be contacted by telephone to inform you of your acceptance into our program.

When calling to request transportation, please be aware that transportation is provided Monday through Friday from 9:00am to 4:30pm.

The phone number to **request** transportation is **(614) 253-6705**, and is available Monday through Friday from 8:30am to 5:00pm. This is a message service only and you will be asked to leave your name, telephone number and the day & time of your appointment. The CTP scheduler will return your call ASAP, to arrange the transportation. **Please be aware that, your ride is not confirmed until you have spoken with the scheduler.**

More information on the reverse side →

Please try to give our request line at least **2 weeks, advance notice of your appointment.** We understand that you will have unexpected transportation needs with little notice. You are welcome to call on these occasions, but generally, we do not have the resources to schedule appointments with 48 hours or less notice.

There is no charge for rides, but there is a limit of two rides per month per client. Donations to the American Red Cross Community Transportation Program are greatly appreciated. For your convenience, pre-addressed, postage-paid envelopes are available in all of our vehicles by. You may donate with cash, money order or check made out to "**American Red Cross Community Transportation**". We also ask that you do not tip the drivers.

Do not ask the driver to make any extra stops on the way to or, from your appointment. The driver can only take you the location that was originally booked with the scheduler.

In an attempt to be on time for all of our clients, drivers cannot wait longer than 10 minutes of your scheduled pick-up or return time. If the driver is, delayed or you've been waiting for 10 minutes or longer, you may call **253-2740 x2247** between **8:30am - 4:30pm**. After **4:30pm**, please call **323-5621**.

If you have to cancel your transportation, give us as much notice as possible by calling **253-2740 x2247**. If no one is available to answer, please leave a message.

Transportation phone numbers:

To request or cancel transportation: **(614) 253-6705**
Delays of 10 minutes or more: **(614) 253-2740 x2247**
After 5:00pm (M-F) or weekends: **(614) 323-5621**