



TRANSPORTATION GUIDELINES

Effective April 10, 2016

TO REQUEST TRANSPORTATION:

Send email to transportation@nextsteprecovery.com a **minimum of 24 hours** in advance of the needed ride. Requests for the upcoming week of work are encouraged, but please limit these to a maximum of 7 days in advance.

Transportation hours are 9am to 11pm daily.

Format Emails as follows:

In the Subject Line: Resident Name / Date of ride needed (Joe S, 4/12)

In the message body include in this order:

- 1) Type of Ride:** Work, Medical, or Volunteer
- 2) Arrival Time and Destination**
- 3) Pickup time (if needed)**

CONFIRMING: You will be advised via email or text well in advance of the **leave time** for your ride. It is important to remember that as transport is being given to all residents that sometimes it will be necessary to leave earlier or pickup later.

If for any reason your request can not be fulfilled you will be notified ASAP.

Additionally, the following guidelines apply to transportation:

- Mon-Thur. all vans will be reserved for Next Step Programming from 5:30pm – 7:30pm. Rides during these hours will be handled on a case by case basis.
- It is the resident's responsibility to be at the van promptly. Next Step drivers are not responsible for calling or waiting beyond the scheduled leave time.
- Transportation priority is 1) NSR mandatory programming, 2) Work, 3) Medical appointments, and 4) Volunteer opportunities. All other transportation will be at the discretion of staff on duty.
- If you have requested a ride and anything changes please notify staff immediately.