TRANSPORTATION GUIDELINES

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 8:30am 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 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 pick up later.

If for any reason your request cannot be fulfilled, you will be notified ASAP**. Blackout times are from 2:30-8:00 PM on Tuesday's. If you need a ride home during this time, you will need to arrange your own transportation (Uber, Lyft, Taxi, friend).**

The driving radius for approved transportation is within 10 miles from the house you reside in and requires approval from the program director as destination approaches the radius boundaries. This is worth keeping in mind when finding a job.

Additionally, the following guidelines apply to transportation:

- 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, 5) 12 step meetings. 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.

Neglecting to notify staff on duty that a ride or a pick time has changed will result in all rides being suspended. All resident requests are calculated each day and planned in advance. Having a staff member show up at your job for a ride home and you not being there is not acceptable. Consequences will include not being allowed to utilize transportation for a week or more at staff discretion.