

Metro Area Transportation Program Guidelines

The Aliveness Project Metro Area Transportation Program provides door-to-door rides for HIV+ individuals whose income is at or below 400% FPG and live in the 7 county Metro Area (Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington counties.) Taxis provide rides to medical and mental health appointments, lab work, social service appointments and medication pick-ups from pharmacies, etc. when no other transportation services are available to them through MNET, clinic or other service providers as The Aliveness Project Transportation Program is the Payer of Last Resort. Please contact the Transportation Program for a complete list of current ride types available. Rides are scheduled on a first come, first served basis, based on fund availability. Priority will be given to medical appointment rides. Hennepin County Human Services and Public Health funds this service through the Ryan White HIV/AIDS Treatment Extension Act of 2009. Funding availability will dictate what ride types are being offered and the funding may or may not be renewed at the end of the grant period. During the grant period program guidelines may change based on needs or availability of funds.

- Rides are available Monday through Friday from 8:00 a.m. to 4:00 p.m. (except holidays).
- Call **(612) 373-2430** to request a ride.
- Rides must be arranged at least 48 hours (2 working days) in advance. If you know about an appointment earlier, call and we will schedule it up to 2 months in advance.
- **When asking for a ride you need to give us:**
 - Your name, address, phone number;
 - The type of appointment the ride is for;
 - Date and time to pick you up;
 - The address of where you need to go;
 - Any special needs you may have (for example: you use a wheelchair or walker, need a taxi with a child car seat, need a mini-van instead of a sedan taxi or someone will be going with you).
- In order to arrange a taxi ride for you, we will need to share your first name, phone number and necessary ride details with the taxi company so that they can provide the ride for you to your appointment.
- If you cannot make a scheduled ride you need to let the Transportation Program know at least one hour before the ride by calling us at 612-373-2430 and selecting 0 for the Urgent Ride Call Line, or successfully cancelling with the taxi company. If you miss three rides without cancelling, you will not be able to use the transportation program for 30 days.
- You must be ready and waiting for the driver at the pre-arranged time and place, either outside or watching from a window in order to walk out the door when the driver pulls up to the curb. Drivers will not come to your door to pick you up, and may or may not call you when they arrive. Taxis charge our program per minute of wait time, and taxis will leave after waiting five to ten minutes. If you are not on time for your taxi and it leaves, the Transportation Program will not send another taxi for you on that day.
- If you are disruptive, drivers have the right to end a ride in progress. Foul language and actions towards staff, taxis and/or volunteers will not be tolerated. This will result in your not being able to use the program.
- For your safety, we may cancel rides due to bad weather and roads. We will call you if we need to cancel your ride.

- This is basically a “curb to curb” service; clients will need to be able to access the vehicle and destination without assistance from the driver. If you need additional assistance, let us know and we can send you a wheelchair accessible taxi van that can assist you “door through door”.

Bus Cards: The Aliveness Project Transportation Program can provide bus cards for use by HIV-positive individuals who do not have access to them from a case management program or clinic. Eligible individuals may receive a maximum of 2 bus cards per calendar month, based on proof of need. Bus cards are provided to assist individuals in reaching medical appointments, support services, case management appointments, food shelf and congregate meals. Cards are available by mail and are mailed within two weeks of the date they are requested. Contact The Aliveness Project Transportation Program for more information.

To be eligible for the Transportation Program, the following paperwork is required:

- **“At A Glance”** as proof of current Ryan White Eligibility, available from your case manager, social worker or Transportation staff.
- **“MNITS”** as proof of current health insurance, available from your case manager, social worker or Transportation staff.
- The **“The Aliveness Project HIV Services Programs Client Consent Form”** form must be read and signed by the client.
- The **“Payer of Last Resort Agreement”** must be read and signed by the client once a year.
- **“The Aliveness Project Transportation Program Intake”** form must be completed and signed by the client.
- **“The Aliveness Project Authorization for Release of Information”** form must be completed and signed by the client if they want the Transportation Program to be allowed to speak with their clinic, case manager, family member, partner or any other person outside of The Aliveness Project about services. This form must be updated annually.
- Some clients may qualify for a bus card; they must sign **“The Aliveness Project Transportation Program Bus Pass Agreement”** form, which must be updated each year, to receive this service.

If you have questions or concerns about The Aliveness Project Transportation Program, please call 612-373-2430.

Here is a list of some of the ride types that The Aliveness Project Transportation Program can offer depending on funding availability and clients health insurance: Medical/Doctor, Lab work, Mental Health, Benefits Counseling, HIV Medical Case Management, Pharmacist/Medication pick-ups, Chemical Dependency, Dentist, Chiropractor, Dialysis, Nutritionist, Psychiatrists, Physical/Speech Therapy, Support Groups, Eye Care, Food shelf, etc. Call the Transportation Program to find out what ride types are currently being offered – 612 373-2430.