



Rider Policies and Procedures

NO-SHOW POLICY

Rides2Wellness program is a shared-ride transportation service in partnership with select St. Luke's and Saint Alphonsus clinics. The service is different from a taxi or limousine; it is a shared-ride program that takes numerous passengers to different locations. Failing to cancel a scheduled ride in a timely manner may impact others and may keep someone else from being able to complete their scheduled trip.

Drivers wait five (5) minutes past the scheduled pick-up time, then may leave, at which time the Rides2Wellness provider will mark the ride as a no-show.

A NO-SHOW occurs when:

1. A passenger has not called to cancel their trip at least two (2) hours prior to the scheduled pick-up time. This time is needed to be able to reroute the vehicle to other locations and passengers.
2. The vehicle is at the scheduled pick-up location on time but the passenger is not ready to board within five (5) minutes of the scheduled time.
3. A passenger is NOT at the scheduled pick-up location at the scheduled pick-up time.
4. A passenger "cancels" at the door without the two (2) hours advanced notice.

Rides may cancel the day before they're scheduled by calling RIDELINE or with the provider the night before during the reminder call. In a thirty (30) day calendar period, if a passenger has no-showed for three (3) rides they will receive a warning or suspension letter. This letter may result in a two (2) week suspension of service. Two (2) suspensions within a six (6) month period can result in permanent termination of services. Trips missed for reasons beyond the passenger's control, such as an error made by reservations, a verified illness or verified last-minute cancellation by your medical provider will not be counted as no-shows.

**For FUTURE or SAME-DAY cancellations call
RIDELINE at
(208) 345-7433**





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DAYS & HOURS OF OPERATION

Rides2Wellness operates Monday through Friday from 7:30am to 6pm. Reservation requests can be made Monday through Friday from 8am to 5pm.

WHEN TO RESERVE A RIDE

Please schedule your Rides2Wellness ride a minimum of 2 working days prior to your trip and up to 1 month in advance. Rides that are more than a month in the future cannot be reserved.

Rides2Wellness RESERVATIONS

Rides2Wellness is NOT a taxi or limousine, but is a shared ride transit system that takes multiple passengers to different locations. Your needs are balanced with the needs of other customers. There may be times when the vehicle arrives early. Please be ready for your ride 90 minutes before your scheduled pickup going to your destination.

SERVICE AREA

Rides2Wellness currently provides service to residents of Boise, Meridian, Eagle, and Star, Idaho. Riders must be going to an eligible St. Luke's or Saint Alphonsus clinic. For a full list of eligible clinics please visit our website at www.valleyregionaltransit.org. Rides2Wellness is a non-emergency medical transportation service. It does not serve Medicaid participants. For Medicaid transportation contact MTM at 1-877-503-1261.

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