



JF&CS Transportation Program with Common Courtesy *Process & Procedures*

What is Common Courtesy?

JF&CS partners with Common Courtesy (CC) to provide safe, reliable rides through Uber and Lyft without needing a smartphone. CC's staff, called TLCs (Travel Logistics Coordinators), will schedule and track your ride in real time. To schedule a ride, call the dedicated JF&CS phone line at **770-291-6535**.

Who Can Use This Service?

To be eligible for transportation through Common Courtesy via JF&CS, riders must meet all the following criteria:

- Have completed the transportation application at: www.jfcsatl.org/apply4ride
- Have one of the following:
 - Prepaid with a credit card (private pay), or
 - Approved for a subsidy, or
 - Medicaid ride coverage
- Be able to walk without physical assistance (no motorized wheelchairs)
- Be able to provide appointment details independently

How to Schedule a Ride

- Call 770-291-6535 to arrange your ride if you have an approved subsidy, prepaid account, or Medicaid coverage.
- Provide the following information:
 - Your full name (the ride must be scheduled in the rider's name)
 - Your unique Rider ID (provided the first time you call)
 - Exact pick-up and destination addresses
 - Exact appointment or arrival time
 - Return pick-up time (if needed)
- A Common Courtesy TLC will contact you to confirm the ride details.
- Scheduling Timeline Requirement:
 - Rides must be scheduled no more than one (1) week in advance.
 - Same-day rides: Should be scheduled at least 1 hour in advance. If your return time is uncertain, call as soon as possible to minimize waiting time.

Service Details

- Operating Hours: Monday–Friday, 7:30 AM–5:00 PM
(All return rides must occur before 5:00 PM)
- Direct trips only – no multiple stops
- Smartphone not required – booking and confirmation done by phone
- Cost:
 - Uber/Lyft fare
 - Plus a \$5 co-pay per one-way trip
(Paid by credit card, subsidy, or Medicaid if available)

Rider Responsibilities

- Be able to get in and out of the vehicle independently (no driver assistance)
- Be ready at your scheduled pick-up time
- Carry a working phone for safety and communication
- Be respectful and courteous to all drivers

Frequently Asked Questions

- Wait Time: Drivers will wait up to 5 minutes after the scheduled pick-up time.
- Where to Sit: Riders should sit in the back seat, unless otherwise preferred.
- Driver Info: Drivers will provide their name, vehicle type, and license plate. Always confirm they are there to pick up *you*.
- Tipping: Not required or permitted if you are using a subsidy.
- Cancellations:
 - Must be made at least 30 minutes before the scheduled time.
 - A \$10 no-show or late cancellation fee will apply otherwise.
 - Three no-shows within one month may result in service suspension.
- Changing Destinations: Destination changes during the trip are not guaranteed and may be declined by the driver.

Emergency & Contact Information

- To schedule, cancel, or confirm a ride:
TLC Scheduling Line: 770-291-6535
- For urgent transportation issues (day-of emergencies):
Common Courtesy Emergency Line: 678-809-2521
- For billing or application-related questions, please contact Rebecca Freeman at rffreeman@jfcsatl.org. For all other questions, please contact Ernie Ball at eball@jfcsatl.org or at 770-677-9354.

Important Reminders

- Answer your phone near your pick-up time – it may be your driver calling from an unknown number.
- Curb-to-curb service only – drivers are not expected to leave the vehicle or assist with mobility.
- If you are waiting indoors for safety, stay near the phone so you can come out quickly when the driver arrives.