

Metro Area Transportation Program Guidelines

The Minnesota AIDS Project (MAP) Metro Area Transportation Program provides door-to-door rides for HIV+ people living on a limited income. Taxis, as well as volunteers using their personal, unmarked vehicles, provide rides to medical and mental health appointments, social service appointments, and medication pick-ups from pharmacies. Food related deliveries and rides are available when there is a volunteer who is able to provide them. Rides are scheduled on a first come, first served basis, based on fund availability. Priority will be given to medical appointment rides. Hennepin County Community Health funds this service through the Ryan White CARE Act and 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 5:00 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.
- **When asking for a ride you need to give us:**
 - Your name, address, phone number;
 - Date and time to pick you up;
 - The address of where you need to go and the time you will need a return ride;
 - Any special needs you may have (for example: you use a wheelchair or walker, or someone will be going with you).
- If you cannot make a scheduled ride you need to let the transportation program know at least one hour before the ride. Call us at 612-373-2430. If you miss three rides without telling us, 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 both taxis and volunteers will leave after waiting **ten minutes**.
- 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.

Bus Cards: MAP Transportation can provide bus cards for use by HIV-positive people who do not have access to them from a case management program or clinic. Eligible individuals may receive one bus card a month. Bus cards are provided to assist individuals in reaching medical and mental health appointments, social service appointments, and food shelves, grocery stores, and medication pick-ups from pharmacies. Contact MAP Transportation for more information.

If you have questions or concerns about the MAP Transportation Program, please call 612-373-2430.