<table>
<thead>
<tr>
<th>RIDE TYPE</th>
<th>DRIVER</th>
<th>ADVANCE NOTICE</th>
<th>GUARANTEED RIDE</th>
<th>DISTANCE LIMIT</th>
<th>1-WAY RIDE COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>JET Volunteer</td>
<td>Trained JFS Volunteer</td>
<td>5 business days</td>
<td>Based on availability</td>
<td>30 miles</td>
<td>$5</td>
</tr>
<tr>
<td>JET Express Van</td>
<td>JFS Staff Driver</td>
<td>3-5 business days</td>
<td>Based on availability</td>
<td>0 - 10 miles</td>
<td>$15</td>
</tr>
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<td></td>
<td>11 - 20 miles</td>
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<td>On Demand, LYFT</td>
<td>LYFT Driver</td>
<td>1 hour minimum</td>
<td></td>
<td>0 - 5 miles</td>
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<td>6 - 15 miles</td>
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<td></td>
<td></td>
<td></td>
<td>16 - 30 miles</td>
<td>$35</td>
</tr>
</tbody>
</table>
WELCOME TO JET EXPRESS

We thank you for joining the JET Express program.

The volunteers and staff at Jewish Family Services look forward to serving your transportation needs.

This handbook should provide all the information you need as a JET Express Member. If you need any additional information or have questions or concerns, please do not hesitate to contact us.

JET EXPRESS
A transportation program of Jewish Family Services

Jewish Family Services Offices
5801 West 115th Street, Suite 103
Overland Park, KS 66211
&
425 East 63rd Street
Kansas City, MO 64110

Schedule Rides
913-981-8877
Please call at least a week in advance!
Monday – Friday
8am – 3pm

If you need to cancel a ride, please call 913-981-8877 as soon as possible.

jetexpress@jfskc.org
Member Criteria Guidelines:

1. 60 years of age or older.
2. Without readily available transportation.
3. If in a wheelchair, rider must be able to transfer into the car on their own. The driver can put wheelchair into the trunk.

JET Express Policies and Procedures

Volunteer-Driven Rides:

- Rides need to be scheduled at least 5 BUSINESS DAYS (1 week) IN ADVANCE of when the ride is needed for higher likelihood of scheduling with a volunteer.

- There is a $5 charge each way. You may add money to your account in any increment. When you receive your JET Express Application Packet, please mail back the forms, and a check made out to Jewish Family Services JET Express. You can also call 913-981-8877 to pay over the phone via credit card. **Rides are paid for in advance.**

- You may request a maximum of 2 roundtrip rides per week from volunteers. Because we depend on volunteers, **WE CAN NEVER GUARANTEE A RIDE.** Guaranteed rides can be booked through our Lyft partnership.

- Trips may be requested for: medical appointments, grocery shopping, time with a friend – anything that helps to keep you active and independent. We do not currently provide rides to the Airport or Casinos.

- A spouse/housemate/caregiver may ride along at no additional charge. They must sign liability release forms before riding.

- If there are any incidental expenses to complete your trip (i.e., parking fees, etc.), the Member is responsible for those expenses.

- Rides should be within 30 miles, round-trip. You may also request multiple stops, as long as the driver agrees. Drivers are not required to make unscheduled stops.
• To ensure your safety, Members must use a seat belt, whether sitting in the front or back seat. Members also agree to abide by our Covid Safety procedures, during the pandemic.

• Due to liability issues, all ride reservations with JET Express volunteer drivers must be made through JET Express staff; private reservations between Members and volunteer drivers are not allowed. This can lead to a Member being asked to leave the program.

• Drivers can bring your grocery bags to your door, and if needed, they can be brought inside your home. Please let our scheduler know if help will be needed when you call to schedule your ride.

• Drivers cannot accept gifts or tips. However, if you would like to acknowledge your Driver, please think about making a donation to JFS, or another charitable organization of your choice.

TERMINATION POLICY

JFS retains the right to cancel a rider’s membership in JET Express if a rider exhibits consistent, inappropriate behavior. A final determination will be made at the discretion of the Program Manager.

INCLEMENT WEATHER

When Blue Valley, Shawnee Mission, or KC, MO schools are closed due to weather have a virtual day because of weather, or the Mid-America Regional Council cancels Home Delivered Meals, ALL RIDES ARE CANCELLED for the safety of our riders.
JET Express Van Policies and Procedures

- We provide rides in a comfortable minivan. Outside of a pandemic, JFS reserves the right to schedule additional riders in the van at any given time.

- The van drivers are JFS staff, who are trained and abide by all JFS safety procedures and policies.

- Rides can be scheduled with only 1-2 days’ notice, if space is available. 3-5 days in advance is preferred and will ensure a greater likelihood of the van being available.

- JET Express Van is not available for outpatient procedures where the rider needs a family or friend to come in and take home for monitoring purposes.

- JET Express Van rides start at $15 each way. Cost is based on mileage, please see ride cost chart for reference.

- Ride requests may be for medical appointments, grocery shopping, time with a friend – anything that helps to keep you active and independent.

- If there are any incidental expenses (i.e., parking fees, etc.), it is incumbent upon the Member to pay for those expenses.

- To ensure your safety, Members must use a seat belt when driving with JET Express Plus. Members also agree to abide by our COVID-19 Safety procedures, during the pandemic.

SEPARATION POLICY

JFS retains the right to cancel a rider’s membership in JET Express if a rider exhibits consistent, inappropriate behavior. A final determination will be made at the discretion of the Program Manager.
LYFT Ride Policies and Procedures

• JFS is now providing rides on Lyft. Lyft enables JFS to schedule same day rides for you. Vehicles vary and drivers are employed by Lyft and will have a Lyft logo in the car window.

- Lyft rides are available from 9 AM to 9 PM Monday through Friday.

- Lyft rides must be scheduled with JET Express Staff between the hours of 9am – 3pm. Please allow at least an hour notice to schedule your ride. Rides can still be scheduled in advance.

- When scheduling, please have ready the:
  - Time of pick up needed and appointment time if applicable
  - Address of the location you are going
  - Phone number to reach you the day of the ride
  - To use Lyft, riders must have a cell phone on and available during the day of the ride

- Lyft rides start at $15 each way, and increase based on distance. Please see the ride cost chart for reference.

- All rides that JFS provides through Lyft are scheduled and monitored through JFS and its partner On the Go JFS San Diego. If you schedule a ride through the Lyft app via a personal account, JFS will not be monitoring or confirming that ride.

- If you must change a location or your ride schedule, let Jet Express or On the Go JFS San Diego know as soon as possible! The San Diego Number is 1-858-637-7320, option 1. Do NOT make changes directly with the Lyft driver as this will impact your charge and billing. Any changes made to a scheduled ride after 3:00PM Central Time need to be called in to On the Go, JFS San Diego.

- Ride requests may be for medical appointments, grocery shopping, time with a friend – anything that helps to keep you active and independent.

- Lyft drivers do not accept cash tips to ensure safety of both the rider and driver. Your account with JFS will be credited and charged accordingly.
How to Be a Successful Lyft Rider

1. Ride requests need to be made at least **one hour** in advance with JET Express, Kansas City.
   - Phone: 913-981-8877, email: jetexpress@jfskc.org
   - New appointments can be made 9:00 AM to 3:00 PM CDT, Monday- Friday.
   - JET Express rides are provided from 9:00AM to 9:00 PM CDT, Monday – Friday.

2. When requesting your ride, make sure you have the following information ready:
   - Exact address of where you are going, including telephone number
   - Time you want to be picked up at home, time of your appointment, and time you want to be picked up to return home.

3. 5-10 minutes before your scheduled pick-up, an On the Go operator will call you with the estimated arrival time of your driver, the color and make of the car and the name of your driver.
   - On the Go is a JFS Partner we work with in San Diego who dispatches our rides.

4. Please be outside in front of the building at your scheduled pick-up time. Lyft drivers will not come to your door.

5. Watch for a car with the pink Lyft logo in the window:

![Lyft Logo](image)

6. You will need to have a cell phone to participate in this program. Please have your cell phone turned on, and on your person. Please make sure that you answer your cell phone, as not doing so may result in you missing your ride. Please also have your voicemail box set up as we will leave messages if you miss a call.

7. When exiting a Lyft car, make sure you have all your belongings! There is a $15 fee charged by Lyft to return any items left in the car.

8. No tipping or cash exchange! For the safety of the drivers and riders, no cash exchanges hands during a Lyft ride. Everything is paid for on account.

9. If you have a change to your schedule after 3PM Central time, please call the On the Go office know as soon as possible. Do NOT make arrangements directly with your Lyft driver.
• All rides are scheduled through Jewish Family Services of Greater Kansas City. On the Go can be reached during office hours to cancel rides last-minute, confirm schedule or report any concerns. Be sure to mention that you are a “JET Express rider with JFS Kansas City.”

• If you have a change to a ride or are ready to be picked up early, call On the Go directly.

• The On the Go office can be reached at 858-637-7320, option 1, Monday – Friday, 9AM-6PM.

10. Short notice cancellations (less than 30 minutes) or missing your ride result in fees imposed by Lyft. Repeated cancellations or fees may result in service changes.
JEWISH FAMILY SERVICES OF GREATER KANSAS CITY

Jewish Family Services (JFS) is a social service agency unique in the breadth of the services we provide and the people we touch. For over 100 years, Jewish Family Services has reached out to the community and have catered our services to the needs of our community. We care for those who find it difficult to care for themselves, providing services for people throughout all stages of life and at all economic levels. JFS is also unique in that we have a holistic approach to care, offering programs for the mind, body and spirit.

Services for Older Adults

JFS provides a wide array of services for older adults that support and enable them to live lives of empowerment and dignity while remaining independent for as long as possible. In addition to Jet Express, services include:

- Help@Home, an Aging in Place home maintenance program
- Technology support
- Counseling and Mental Health Services, including grief support
- Remote Counseling via video call
- Volunteer Opportunities
- Life planning and crisis support with community Social Workers
- Food Pantry
- Community Chaplaincy

The vision of JFS is to be the community’s premier resource for caring, knowledgeable, effective, and personal support to those facing life challenges. While our priority is to serve the Jewish community, the Jewish value of Tikkun Olam (repairing the world) inspires us to serve all people.

The mission of JFS is to support and strengthen the Jewish and general communities by providing high-quality programs and services which addresses the needs of individuals and families with crises and everyday challenges of life.
Scheduling Your Ride with JET Express

Before Calling, Please Have Ready:

1. Address of your pick-up location.
2. Address(es) of your destination(s) and any additional stops
3. Phone number you can be reached at.
4. Name(s) of whom, if anyone, will accompany you.
5. Date your ride is needed.
6. Time you would like to be picked up.
7. Time you need to arrive at your destination(s), including appointment time

Keep in Mind:

- We need at least 5 business days (1 week) advance notice to schedule a ride with a volunteer.
- Rides may be scheduled between 8:00 am and 3pm, Monday - Friday.
- Please do NOT leave ride requests with the answering service. Leave your name and phone number; we will get back to you when the office is open.

When You Call, the Scheduler Will:

1. Input your information in our database.
2. When a Driver has accepted your ride, an automated call will notify you of the Driver’s name and scheduled pick-up time.
3. If a volunteer driver has not accepted your ride 2 business days prior to your scheduled trip, you will be contacted and given the choice of a ride on our van or with Lyft.
Your Scheduled Trip

1. Your Driver will call you the night before to confirm times and destination(s). Lyft will provide a text and/or phone call to your cell phone as the driver is on the way, the day-of the ride.

2. If you have a disabled placard, always bring it with you to get preferred parking.

3. JFS drivers will arrive at the scheduled pick-up location and assist you to the car, if needed. Lyft Drivers do not get out of the car, you will need to be at the curb waiting after your call.

4. JFS Drivers will assist you to the door of your destination if needed. Lyft Drivers will drop you off as close to the door as possible.

Safety is Important to JET Express

JET Express Drivers and Volunteers will:

- Wear a JET Express ID when driving you.
- Have clean driving records and have undergone criminal background checks.
- Have been trained by JFS staff.
- Allow plenty of travel time.
- Use a seat belt and require all passengers to do the same.
- Help you from the door of your pick-up location, if needed.
- Cancel the trip if weather conditions are too hazardous (no rides will be available if the Blue Valley and/or Shawnee Mission schools are closed).
- Will follow all general safety and COVID-specific safety procedures