

# **Call-n-Ride Program**

## **COVID-19 Essential Delivery Services Guide**

Effective immediately, until the end of the COVID-19 Pandemic, Call-n-Ride taxicab companies can assist program participants with pick-up from Grocery, Food banks or Restaurants and a contactless delivery to participants' residence.

### **Trip Scheduling**

- Trip must be pre-approved by the Call-n-Ride program office – like the out of area trips
- Trips must be scheduled with the Taxicab company's dispatch or Call-n-Ride office
- If the client calls the Taxicab company, the Taxicab company must inform the Call-n-Ride office prior to providing service
- Clients pay for groceries or meals online or by phone, then make a separate call to the taxicab company dispatch office to arrange for pick up by the taxi driver.
- Delivery will be contactless – items will be left at clients' door with a confirmation phone call by the driver/dispatch.

### **Fare/Invoicing**

- Reimbursement will be the meter rate fare from the grocery, food bank or restaurant to the client's residence
- Meter amount will be deducted from the participant's Call-n-Ride card
- Meter and manual receipts must be submitted with invoice
- In addition to the swiped, manual and flagger trips on the invoice, these trips will appear separately as "essential delivery" trips.

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**STAY INSIDE! STAY SAFE!**

**You may now use your Call-n-Ride card to have a taxi driver pickup your**

**GROCERIES**



**CARRY-OUT ORDER**



**Call your Taxicab company or Call-n-Ride office at 301-948-5409 for more information!  
The driver will pick-up your items and deliver them to your doorstep.**