

# Project Access Guidelines

1. Please call (585) 295-1587 ext. 2281 for all Project Access scheduling (Monday – Friday as stated on the voicemail), and cancellations. For your convenience email is also available at the following address [lgendron@cprochester.org](mailto:lgendron@cprochester.org)
2. When you call to set up your transportation leave the following information,
  - First and last name
  - Telephone number
  - Pick up time and location
  - Return time and location
  - Destination
  - Additional rider and or service animal
3. You may have an attendant travel with you (no charge) if you require it, only.
4. There is a limit of round trips per month. If you use the Rec Program @ CP Rochester, the Rec trips you sign up for will count towards your monthly limit. Listen to the voicemail for the limit.
5. Three (3) business days advance notice is required to schedule a ride (the following schedule **must** be followed)

## **Day ride needed**

Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday  
Sunday

## **Day and time to call in**

Wednesday by Noon  
Thursday by Noon  
Friday by Noon  
Monday by Noon  
Tuesday by Noon  
Wednesday by Noon  
Wednesday by Noon

6. Project Access is **closed** on the following holidays:  
New Years Day, Martin Luther King Day, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving (and the day after) and Christmas Day.
7. Cost is as follows: **Make checks payable to “ Project Access”**  
\$3.50 one-way  
\$35.00 for a book of 10 tickets
8. Rides are available: (unless holiday or stated on voicemail)  
Monday – Friday    5 pm – 9 pm  
Weekends            8:30 am – 9 pm

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Here's what to do if for some reason you need to cancel your scheduled ride after Project Access hours and on the weekends.

- Call the Project Access office 585-295-1587 ext. 2281 and leave a message.
- Call Medical Motors 585-654-7030 and :
  1. If someone answers, tell them your name, that you have a ride through Project Access, your pick up time and destination.
  2. If you get their answering machine, leave the same information including your phone number and the dispatcher will call you back if necessary.

You are responsible to notify both Project Access and Medical Motors if you need to cancel a ride.

You are responsible to keep track of the number of tickets you have and reorder prior to running out.

**You are responsible to give the driver a ticket each time you ride Project Access, failure to do so will result in no ride. This will be enforced effective 1/1/08**

During the winter months you and your family are responsible to make sure your driveway, sidewalk and ramp (if you have one) are clear of snow and ice. If it is not safe for you to load and unload from the Medical Motors vehicle, Medical Motors may deny you transportation that day.

Please note should you not access the service in a 1 year time frame, you will be expected to go through the Intake process again.

If you have any questions please call the office at 585-295-1587 ext. 2281.

If you need purchase more tickets please send your check or money order to:

Project Access  
C/O Project Access Coordinator  
1650 South Ave. Suite 400  
Rochester, NY 14620