



PROJECT CAR

Rides for Wellbeing

RIDER POLICIES

Revised January 25, 2022

Project CAR's vision is to enhance the wellbeing of people in our community by providing transportation to those in need. Our mission is to be a coordinated, nonprofit transportation system providing safe, efficient, and reliable rides for a diverse population with a variety of needs. We are guided by values of compassion, reliability, efficiency, and respect.

Eligibility Requirements

- Rides for medical appointments, including physical therapy, psychiatric support and mental health counseling, vision and dental care, as well as regular physician visits are subsidized through a network of Lutheran churches called Charis Ministry Partners. We do not provide rides to dialysis or any procedure requiring general anesthesia. These rides are open to the public with a referral from a healthcare provider by calling our office or emailing pc@projectcarsf.org.
- Rides for learning skills and employment for those with developmental disabilities occur through our partnership with LifeScape and Dakotabilities. Please reach out to a case manager or social worker at LifeScape or Dakotabilities to learn more about scheduling a ride with Project CAR.
- Rides for religious activities occur through one of our member churches. If you are a member of one of the following churches, call our office or email pc@projectcarsf.org.

Asbury United Methodist Church
Faith Lutheran Church
First Congregational Church
First Lutheran Church
First United Methodist Church

Gloria Dei Lutheran Church
Our Savior's Lutheran Church
Peace Lutheran Church
St. John American Lutheran Church
St. Mark's Lutheran Church

- We do not provide rides to stores or for personal errands. Rides are only to and from the scheduled appointment or activity.
- Project CAR operates only within the Sioux Falls city limits.
- Riders must be capable of getting in and out of the vehicle without assistance. The ride service is curb-to-curb. Drivers can assist with walkers, handbags, and seatbelts. There is no wheelchair accessibility.
- Project CAR reserves the right to refuse services to any person for any reason.

Service Hours

- Service is provided Monday through Friday 8:00am to 4:00pm, and from 8:00am to 12:00pm on Sunday. No service is provided on Saturdays, Sunday afternoons, evenings, or the following holidays and/or their observed alternative:

New Year's Day	Labor Day
President's Day	Thanksgiving Day and the Friday that follows
Memorial Day	Christmas Even (close at noon)
Independence Day	Christmas Day

- A staff person is usually in the office from 8:00am through 4:00pm, though remember that we are a volunteer organization and there are times when the office is not staffed. If you call and no one answers, please leave a message and someone will return your call as soon as they can.

Scheduling and Canceling Rides

- You must schedule your ride at least one week prior to the appointment. There is no guarantee that ride space will be available. Rides are first-scheduled, first-served until space is full.
- All riders are responsible for canceling their own rides. Do not send messages with the drivers. Rides should be canceled prior to the day of the appointment (or by 7:30am for a morning appointment or noon for an afternoon appointment). Frequent last-minute cancellations or no-shows may result in loss of eligibility.
- If the Sioux Falls Public Schools are closed for weather, or if Sioux Area Metro is reduced to snow routes only, Project CAR will not operate. Riders will be notified of any change in our operations because of weather as soon as possible.

Your Ride

- Project CAR makes every effort to arrive as close to the scheduled pickup time as possible, but delays from other riders, traffic, weather, and construction may delay the driver's arrival. An ample window has been scheduled for your ride, so please be patient. We are very seldom late in getting someone to their appointment or activity. Please be ready 5 minutes before your scheduled pickup.
- Drivers will pick up riders at the curb or in a driveway. Drivers are not able to assist riders in or out of the vehicles. Drivers cannot enter homes or businesses to find riders.
- All rides are round-trip unless requested otherwise. A driver will return for you, just please be patient. Return trips home are secondary in priority to trips to an appointment. You may be asked to ride with another individual.
- All riders are required to wear a seatbelt, and no weapons of any kind are allowed in Project CAR vehicles.
- Riders should remember that their drivers are volunteers and that the ride service is provided at no charge. Please be patient, courteous, and polite when interacting with drivers and office staff. Our work is a non-profit ministry of compassion and care to the Sioux Falls community