



JCC Transportation Rider Guide

Door-to-door service in the St. Paul-Highland Area.

Welcome to the Minnesota Jewish Community Center's Transportation Services. *We are committed to providing you quality service for your one-way or two-way transportation needs in the St. Paul area.*

Who do we serve?

We offer door-to-door transportation service for individuals who are 60 years of age. Riders and their destinations need to be within the JCC Transportation Service boundaries which are approximately the Mississippi on the south, East River Road on the west, downtown St. Paul on the east, and Energy Park Drive on the north. Drivers will be available to assist riders through the first set of doors at both their pickup points and their destinations.

How do you receive transportation service with us?

Before we can add your requests to our schedule, you will be asked basic questions that are required by our funding program. For example: your name, address, birth date, phone number, emergency contact, if you need assistance, and some questions about your health and daily activities. Once those questions have been answered and you meet the age and location requirements, you can be added to our rider list.

To schedule your ride:

Days and Times of Service:

Monday – Friday 7:00 am – 3:30 pm

Our driver's day ends at 3:30 pm, please make your appointment returns accordingly.

Holiday schedule: Check MinnesotaJCC.org for the OFFICE closed schedule.

Who to call to schedule a pick-up:

651.255.4743 is the JCC Transportation phone number

10:30 am – 3:00 pm (Voice Mail available)

Cancellation: Please call the front desk (651.698.0751) or JCC Transportation *as soon as possible*.

When you call to make your appointment, please have the following information available:

- ✓ Your Name
- ✓ Your Phone number
- ✓ Your appointment time, location, and address
- ✓ Relay any details: walker, cane, wheelchair, location of pick up, special notes

Will I be able to choose my pick-up time?

Ride appointments are on a first-come-first-served basis.

Medical appointments are given priority by the transportation team.

The pick-up time will depend on availability each day.

Be aware that some rides can be made with two riders to facilitate schedules and locations.

Due to distance required by numerous trips, rider assistance needs, and rider readiness, all pick-up and return times have an allowed variability of 15 minutes!

If a pick-up time has to be adjusted beyond the 15-minute leeway, a phone call will be made to the rider's preferred phone number. A voice message will be left if no one is available to take the call.

Who to call for a return trip:

Call JCC Front Desk 651 698 0751 and the JCC Transportation driver will be notified that you are now available at your same drop-off location for a return ride.

How much does it cost and who do I pay?

Payments: Please refer to the payment sheet for suggested payment donations.

Payments can be made at each ride or after a series of rides.

Cash or checks should be given to the driver.

Checks can also be mailed to:

JCC Transportation

1375 St. Paul Ave

St. Paul, MN 55116.

No one is turned away because of inability to pay.

Can I set up standing appointments?

Standing appointments may be approved for weekly or monthly same day/same time/same location appointments. Once established, there is no need to call your request to the Transportation phone as your standing appointment will be honored unless a medical appointment requires an adjustment in pick-up time beyond the 15-minute leeway. You will be notified by phone or voice mail should that happen.

Standing appointments are subject to the same payment fees as regular one-way or two-way rides. Please see the payment sheet.

Companion riders

Human companion riders are welcome as long as the Transportation Coordinator is informed.

Service animals are also welcome, but notification is also appreciated.

What about special mobility needs?

Safety is our primary concern for both riders and drivers.

Our riders may use a cane, walker, or wheelchair but will need to be able to 100% self-transport from the equipment aide to the vehicle. The equipment will be transferred to the trunk of the vehicle by the driver. The driver can assist up one stair step at the pick-up or drop-off location.

Personal stops.

JCC Transportation asks that you only schedule one-location stops.

Who are the Drivers?

JCC Transportation Drivers are part-time employees who are experienced and committed to caring for our riders.

If you have additional questions

Please call the Transportation Coordinator at 651 255 4743. Thank you.

JCC MISSION

Inspired by Jewish values and culture, we ignite the human spirit through programs and services that promote well-being, foster inclusivity and strengthen the entire community.

OUR VALUES

Our five core values light the way for us. They shape our culture, guide our decision making and provide a shared sense of commitment and solidarity for our staff, board of directors, members and community.

INCLUSIVE – We are welcoming.

We are a community that values each individual's unique contribution to our shared humanity.

EXCELLENCE – We go above and beyond.

We push ourselves to do our best to serve our community and to strive for excellence in everything we do.

INNOVATIVE – We are always getting better.

We adapt and evolve as a community, embracing innovation, exploration and all possibilities of the future.

COLLABORATIVE – We are strengthened by our relationships.

We lead by building partnerships, internally and externally, that make our community stronger.

CARING – We are passionate about everything we do.

We are driven by a heartfelt commitment to uplifting our community.

Our JCC Transportation Service is made possible with the help of the Trellis program through the Metropolitan Area Agency on Aging.

**Minnesota Jewish Community Center
2022 Transportation Service Sliding Fee Scale**

Beginning January 1, 2022, the cost for a one-way ride through Minnesota JCC's Transportation Program will be based on the age 60 or older rider's gross income level. The rider's income level will be held in strict confidence. Every effort will be made to maintain confidentiality when the rider pays for a ride whether it is collected at the time of the ride, payment through the mail, or in any other form of payment.

A rider's income level will be based on self-reported income of the age 60 or older adult service recipient. Personal assets, savings or other property are not to be considered. No form of income verification is allowed. A means test will not be utilized to determine eligibility for service.

The actual cost of a one-way ride through the JCC's Transportation Program is \$25.00. The JCC will ask the age 60 or older rider to pay a percentage of that cost based on the sliding fee system below.

Calculated True Cost of One-Way Ride			\$25.00	
Percentage of 2021 Federal Poverty Level Guidelines	Annual Income 1-person 60+ years In a single or multiple person, non-spousal household	Annual Income 2-person spousal household (at least 1 is 60+ years)	Participant Cost Share as Percentage of the Service Unit Price	Proposed Participant Cost Share Amount
Up to 100%	\$12,880	\$17,420	0	Voluntary Contribution
>100% to 150%	\$12,881 - \$19,320	\$17,421 - \$26,130	10%	\$2.50
>151% to 200%	\$19,321 - \$25,760	\$26,131 - \$34,840	25%	\$6.25
>201% to 250%	\$25,761 - \$32,200	\$34,841 - \$43,550	50%	\$12.50
>250%	\$32,201 and up	\$43,550 and up	100%	\$25.00

If you cannot afford this ride due to the payment schedule listed above, please note no one will be denied service due to inability to pay.
Please contribute what you can afford. This program is funded under an award with Trellis as part of the Older Americans Act.

Please direct all questions regarding this policy to:
Steve Mintz, Director of Programming
stevem@minnesotajcc.org



CIVIL RIGHTS COMPLAINT PROCEDURE

Agency Name: Minnesota Jewish Community Center

Agency Address: 1375 St. Paul Avenue, St. Paul, MN 55116

The services, facilities, and benefits of this program are for the use of all people age 60 and older regardless of Race, Color, Creed, Religion, National Origin, Sex, Marital Status, Familial Status, Disability, Public Assistance Status, Age, Sexual Orientation, and Local Human Rights Commission Activity.

Any individual who feels he or she has been denied the opportunity to participate in this program and wishes to file a complaint of discrimination should contact the **Minnesota Department of Human Rights**.

By phone:
Discrimination Helpline – 1.833.454.0148

Online:
<https://mn.gov/mdhr/intake/consultationinquiryform/>



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