



How to schedule a ride with Clay County Jet Express

- ◆ You must first pre-register and set up an account. The registration process may take up to 2 weeks before you can start riding.
- ◆ To schedule a ride, call 913-981-8877 at least 2 hours before your appointment time.
- ◆ Schedulers are available from 9:00 am to 4:00 pm, Monday through Friday.
- ◆ Rides are available between 9:00 am & 9:00 pm, Monday through Friday.
- ◆ You must call to cancel your ride if your plans change. Call at least 1 hour before your pick-up time.
- ◆ From 4pm-9pm, if a rider needs to cancel or change ride times for an existing ride, call this number: 858-637-7320 x1.

This ride service is made possible through a partnership with the following organizations:



**For eligibility, Call
Clay County Senior
Services:
816-455-4800**



Clay County **JET Express**

A ride service for Clay County residents age 60+ who are ambulatory and live independently

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Are you anxious about scheduling a LYFT ride? Don't have a smart phone? Let a JET EXPRESS Navigator assist you!

Guidelines for Clay County Jet Express

Riders must be:

- ◇ ambulatory
- ◇ age 60 or over
- ◇ Clay County residents
- ◇ live independently
- ◇ must have access to a phone to confirm their return trip

Use this ride service for:

- ◆ Medical appointments
- ◆ Essential business
- ◆ Up to 3 round trips per month.

Service area (origin of ride):

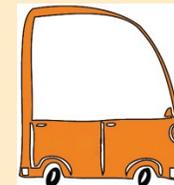
Kansas City North, North Kansas City, Gladstone, and Liberty

Mileage limit: 15 miles per 1-way trip

Cost: \$7.00 1-way

How to be a successful Jet Express / Lyft Rider

1. Ride requests for Lyft need to be made at least 2 hours in advance with JET Express. Phone: 913-981-8877
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. Five to ten 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.
4. Please be outside in front of the building at your scheduled pick-up time. Watch for a car with the pink Lyft logo in the window.
5. If you have a cell phone, bring it with you and make sure to have it on.
6. 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.
7. If you have a change to your schedule, please let JET Express or the *On the Go* office know as soon as possible. Do **NOT** make arrangements directly with your Lyft driver.
8. Tipping is not expected. For the safety of the drivers and the riders, no cash exchanges hands during a Lyft ride. Everything is paid for on account.
9. Short notice cancellations (less than 1 hour) or missing your ride result in fees imposed by Lyft. You may be responsible for a \$10 charge.



Need
a
Ride?