



To Our Newest Clients, Families, and Caregivers,

Newtrax, Inc. has been contracted to provide transportation services for you to and from your Northeast Contemporary Services, Inc. (NCSI) day program site.

We in the Newtrax transportation department would like to extend a warm welcome and provide some information as we begin to provide reliable, safe route transportation starting March 16, 2020.

We ask for your understanding, as the drivers will be getting to know the riders and the routes over the next few weeks. Thank you in advance!

- **Ride Cancellations.** Call (651) 789-6221 or Email us at Routes@newtrax.org with the client's name, route number, and date(s) and time(s) for which the ride is to be cancelled (messages can be left at that number 24 hours a day).
- **We provide curb-to-curb service.** All of the clients we transport are vulnerable adults and many are medically fragile. While our drivers will assist clients on and off the vehicle, they may not leave vehicles unattended; therefore, when required, someone from the home will need to escort clients between the home and vehicle. Your assistance in this area will help our drivers get everyone back and forth safely and on time.
- **Our drivers will wait up to 3 minutes past the scheduled pick-up time, at which point the driver must continue on to the next stop.** To honor the scheduled pick-up time of each person on a route, we ask that each client be ready to board his/her vehicle at the scheduled time. Once the driver has departed, we cannot return at a later time that morning and the client will need to be transported to the NCSI day program site by someone from the home.
- **Our drivers will not leave the residence until they have confirmed that the person either is with a caregiver or is in the home.** We ask that each home be prepared for the client's arrival at the scheduled drop-off time. If a caregiver is not present, or the client cannot gain access to the home, drivers will bring the client back to their NCSI day program site and staff will call the home to come and pick them up.
- Please remember, **pick-up and drop-off times may fluctuate** depending on traffic, weather conditions, and number of passengers on board that day.
- While our partnership with NCSI is being phased in, **you may see NCSI vehicles and staff** in addition to Newtrax vehicles and staff.

We look forward to providing you with reliable, safe transportation between your home and NCSI day program site. We encourage you to call us first with any questions and/or concerns about your rides.

Welcome Aboard,

Mike Flach
Offsite Transportation Coordinator
(651) 789-6221
mflach@newtrax.org