

Call 614-233-2381
to arrange Title XX
transportation.

**The Franklin County
Department of Job
and Family Services
Transportation Unit is
open from 7 a.m. to
5 p.m. Monday through
Friday (except County
holidays).**

ATTENTION TITLE XX CUSTOMERS!

Customers receiving Title XX transportation services are normally limited to four round trips in a 6-month-eligibility period, unless special circumstances apply.

Contact the Transportation Unit for more information on the limits of your transportation services.

Franklin County Department of Job and Family Services
1721 Northland Park Avenue, Columbus, OH 43229



FCDJFS #117 (Revised August 2016)

QUESTIONS AND ANSWERS



Q HOW DO I GET A CAB TO THE DOCTOR?

A CALL the TRANSPORTATION UNIT at 614-233-2381 to schedule transportation or confirm your cab arrangements. Requests should be made 24 hours or one business day before your doctor's appointment.



Q HOW DO I GET HOME FROM THE DOCTOR?

A The cab driver will give you a return slip to be used when you are ready to return home or go to your next medical appointment.

Call the number on the return slip to summon a cab when you are ready to leave your current location.

Q WHEN MUST I BE READY?

A You must be ready for the cab one hour before your appointment time.

(The cab may arrive any time during the hour before your appointment time).

Q WHAT IF THE CAB DOES NOT COME?

A Weather conditions and other factors may affect when your cab arrives. **If a cab has not arrived 30 minutes before your appointment, call the Transportation Unit at 614-233-2381**, so that we may confirm that a cab is on the way to you.

DO NOT CALL THE CAB COMPANY DIRECTLY!
We have special procedures to confirm your transportation.

Q WHAT IF I NEED A CAB AFTER COUNTY BUSINESS HOURS OR ON WEEKENDS?

A If you need cab service after County business hours, contact the Transportation Unit in advance.

Q WHAT IF I MUST CANCEL OR CHANGE MY CAB ARRANGEMENTS?

A If you must cancel or make any changes regarding your scheduled cab transportation, such as time, date, or location, you must contact the Transportation Unit at FCDJFS.

The cab transportation provider is only authorized to take you where we instruct them.