



Transportation Program FAQ

- **Program Overview:** Our Transportation Program provides rides to and from the Center for those who have no other means of getting to their appointments. The program is offered to Clients living within approximately 20 minutes of the Center. Private transportation by any other means would cost our participants significantly more; In alignment with our mission, this program helps provide our clients every opportunity to come to the Center to get the services they need. Therefore, the organization budgets each year to maintain a lift-equipped van. We have a team of volunteer drivers to provide driving services, which helps keep costs down.
- **How do I qualify for the Transportation Program?:** Riders should have no other means of getting to or from the Center for their NeuroBalance Center appointments. Barriers can be physical inability, financial hardship, caregiver burnout, etc. Riders are limited to no more than three (3) rides per week, if they qualify.
- **Who drives me if I participate?** Our Drivers are volunteers. Riders are expected to be respectful of our volunteer Drivers and their time by abiding by our Rider Expectations Policy, which outlines confirmation and cancellation procedures.
- **What do you do with the program's income?:** In 2024, the Transportation Program cost \$24,066.38 and brought in \$3,760.00 in revenue.
- **Rides are now \$15:** As of 6/1/2025, the round-trip cost for Transportation is \$15. Previously, the cost of a round-trip ride was \$5, and could not sustain the program.
- **It is not a perfect program:** The scheduling of rides is done manually, on an as-needed basis; not everyone who requests assistance through this program will qualify or receive a ride, but we do our best to accommodate those who need assistance.