

How to qualify for Logisticare rides

- 1) Be on the Top Performance Pick Up Rate List
- 2) No Back Gates
- 3) Gas and Gate Drivers must work minimum of 4 shifts
- 4) Weekly drivers will get minimum of 2 routes per week and Monthly/Affiliates will get minimum of 1 route per week
- 5) No refusing of routes, Over charging and Missing Rides

Logisticare Rules:

1. The majority of our riders are dialysis patients who need extra care and consideration. *Be patient and please provide safe, and timely transportation for our riders.*
2. All incidents/accidents while on any voucher rides must be reported to the dispatchers immediately.
3. Logisticare requires a 15-minute wait window from scheduled pick up time. Must wait until 15-minute window is done and verified by dispatch before leaving.
4. All rides are straight meter.
5. All voucher fares are paid only for metered receipt amounts (**Make sure computer is logged in and be prepared to show meter receipt if requested**)
6. Drivers on set routes (back to back rides in **same area/neighboring towns**) should reset meter from each subsequent drop off.
 - Trips to the East Bay are paid from Yerba Buena Island.
 - Trips to the South Bay are paid from Bayshore and Tunnel
 - Trips to the North Bay are paid from the Golden Gate Bridge.
 - All SF City rides begin at the pickup address.
7. There is one-hour maximum paid wait time.
8. Rides are dispatched out equally by route, may not get a route daily or weekly.
 - Routes are emailed out and must be confirmed by 6:30PM daily. If route is not confirmed by 6:30PM the route will be reassigned to a new driver.
9. Clients do not have a regular driver, only wheelchair clients and our VIP clients do.
10. Cancellation, No Go, and No Shows **do not get paid out** (We are working on it)
11. If A Leg is cancelled at door, No Go or No show- report to a dispatcher immediately
12. **Fare amounts must be texted to Dispatch@yellowsf.com within 24 hours** (Must include Trip ID# and fare amount)
13. Fare abuse will not be tolerated so please follow the set amount from the county line to pick up address then drop off address
14. Running up the meter will result in not being eligible to receive orders for up to a week under managements discretion.
15. If you refuse a ride or do not go to assigned confirmed pick up, you will not be eligible to receive orders for up to a week under managements discretion.
16. All fares are paid only for metered receipt amounts. 5% deducted for out of town rides
17. Drivers with problems can call dispatch at: LV 725-867-6952 (24 hrs) or SF 415-593-9265 (from 9am – 8pm Mon.-Fri).
18. **No need to come to office to pick up vouchers. Please expect payments to reach your account in up to 10 business days.**
(Payment dates are posted on PRO DRIVER DEN ON TUESDAYS AND FRIDAYS)