

Call Your LEAP Case Manager

to change your
LEAP transportation
schedule.

Call 614-233-2381

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).

SPECIAL INFORMATION FOR LEAP STUDENTS!

If you miss a scheduled cab more than two days in a row, your transportation may be put on hold until the issue is resolved. The cab company is not obligated to wait for you if you are not ready at your scheduled pick-up time.

**You must be ready at
your scheduled
pick-up time!**

You may directly call the cab company if you need to cancel your cab **only before** agency business hours.

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



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QUESTIONS AND ANSWERS

Learning
Earning
and
Parenting
(LEAP)
Medical Cab
Transportation
Services



Q HOW DO I ARRANGE LEAP?

A Your LEAP Case Manager must send your schedule to the Transportation Unit. This will include the addresses, days and times that you are to be picked up.



Q WHAT IF THE CAB DOES NOT COME?

A Weather conditions and other circumstances can affect the time when your cab will arrive. **If the cab has not arrived 30 minutes after your scheduled pick-up time, call the Transportation Unit at 614-233-2381.** You may only call the cab company directly **before** agency business hours.

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 HOW DO I CALL THE CAB TO GO HOME?

A The cab driver will give you a return slip to be used when you are ready to return home from school.

Call the number on the return slip to summon a cab when you are ready to leave school if your pick-up time has not been pre-arranged.

Q WHAT IF I MUST CANCEL MY CAB?

A Call the Transportation Unit at 614-233-2381 during agency business hours to **cancel your transportation.** You may only call the cab company directly before agency business hours.



Q WHAT IF MY SCHEDULE CHANGES?

A If you must change any information regarding your scheduled cab transportation, such as time, date, or location, report the changes to your LEAP Case Manager. The cab transportation provider is only authorized to take you where we instruct them. They are not authorized to change the information we give them regarding your cab trip.