

**Call 614-233-2381**  
to arrange NET  
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).

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

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FCDJFS #122 (Revised August 2016)

# **QUESTIONS** **AND** **ANSWERS**

**Non-Emergency  
Transportation  
(NET)  
Medical Cab  
Transportation  
Services**



**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 at least 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** Contact the Transportation Unit in advance if you need cab service **after** County business hours.

**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.