



Department of Senior Services

Exhibit A

Center for the Visually Impaired Transportation Referral Process to Fulton County Department of Senior Services (DSS) - Uber/Lyft Transportation Referral Service Process:

- All Center for Visually Impaired referrals will be assessed by the appropriate DSS representative for age, resident and need requirements verification (See Referral Form).
- Referrals will be made via email to Anqaneice.Lewis@fultoncountyga.gov with a copy to Penelope.greer@fultoncountyga.gov
- All referrals made after 12:00 p.m. will be contacted the next business day. If the referral is made on Friday after 12:00 p.m., the referral will be contacted on the following Monday.
- Referrals should be grouped in one email daily as much as possible to support a systematic and effective process
- DSS Transportation Staff will contact the new referrals no later than the next business day after the referral is made.
- Once the referral is contacted by DSS Transportation Staff, they will assist the client in initiating and completing the application process.
- All Uber/Lyft participants in the Center for the Visually Impaired program will receive rider ID#s.
- All Center for the Visually Impaired program referrals will be documented by referral date, name, address, phone number, emergency contact and Rider ID# into an Excel Spread Sheet and will be located on the P-drive.
- If the Center for the Visually Impaired program with DSS ends, the Center for the Visually Impaired participants will be eligible to continue the use of the senior transportation once the most appropriate type of transportation is determined by the DSS Transportation staff.