

Older Adult **Ride and Delivery Program FAQ**

Gallatin, Lewis and Clark, Jefferson, and Broadwater Counties

What's the program all about?

- Montana's Area IV Agency on Aging, Montana's State Unit on Aging, and GoGo Grandparent are working together to provide free rides and deliveries to older adults in Gallatin, Lewis and Clark, Jefferson, and Broadwater Counties.
- The federally funded program allows adults ages 60 and above to access:
 - Up to 8 one-way rides per month of up to 60 miles per ride
 - Up to 4 free grocery deliveries (the delivery is free, individuals pay for groceries)
 - Up to 4 free pharmacy deliveries (the delivery is free, individuals pay for any co-pay that may be due, no narcotics)

What do I need to do?

- Please call this special Montana area IV phone number to register for the program with a GoGo agent: 1-855-755-2026 and mention the Montana partnership program. Individuals can call the same number to order rides and deliveries. Individuals can also register online at gogograndparent.com/MontanaA4.

Do I need to provide any payment information?

- Payment information is not needed if individuals are 1) ordering rides under the program, or 2) ordering pharmacy deliveries if there are no co-pays due. Operators will request credit card information for 1) grocery deliveries, and 2) pharmacy deliveries where there is a co-pay due.

What does one-way rides mean? I just want to go to one location and back. Can I order a ride from another location?

Going to and from one location represents two one-way rides. Each ride does need to be ordered separately. Individuals can call GoGo from another location, like a health facility or hair salon, to request a pickup. Rides going to and back from a location can also be ordered in advance. Individuals can also schedule a regular sequence of rides, such as weekly visits to and from a location.

What should I know about the drivers and vehicles?

GoGo works with a subset of Uber and Lyft drivers (and sometimes local transportation operators) who have been vetted to help ensure they are ready and willing to help older adults. GoGo also screens vehicles to ensure cars match the specific needs of older adults.

Does GoGo monitor rides to help ensure safety?

Yes. GoGo monitors rides and proactively intervenes to help ensure the safety of riders. For example if a vehicle veers off the intended route or is stationary for an inordinate period of time, a GoGo operator will call the driver, rider (and even rider loved ones if necessary) to address any issues. The GoGo operator can also alert organizations such as medical clinics of any change in schedule that impact time-sensitive appointments.

How long has the program been running, how many rides have been completed?

The program launched in August 2024 in Fergus and Yellowstone counties, and is now available in Gallatin, Lewis and Clark, Jefferson, and Broadwater Counties as well. Over 500 rides have been completed under the program.

Special Needs and Requests

If you have any special needs or requests, please be sure to let GoGo know what your needs may be. Special needs can include, help walking to and from car, assistance with storing walker or foldable wheelchair into the car, visual impairment, you will be bringing a therapeutic dog, sensitive to scents, etc. **When you call to order your first ride, please ask the operator to make notes in your account that indicate ALL your special needs/requests and that information will then be stored in your account and noted for all future rides.** You can also call GoGo at 1-855-755-2026 before ordering your first ride and ask them to include your special needs/requests in your account.

How long will I have to wait for my ride?

Driver availability depends on your location, the time of day, and number of other rides being requested. In the majority of cases, your ride will arrive within 15 minutes. **Please be ready to head out the door after ordering your ride so you have enough time to locate the driver and get to the curb.** Drivers will not come to your door to get you, it is a curb to curb service and **you must be waiting at the curb for your driver.**

Are walkers and wheelchairs OK?

Walkers and **foldable** wheelchairs are fine. If you need assistance with your wheelchair or walker or getting in and out of the car, please let the operator know when you order your ride. Individuals must be able to enter the car on their own. Drivers are not allowed to enter homes or buildings.

Can my helper or attendant or loved one travel with me?

Yes, up to two other individuals can travel with you at no additional cost.

Should I tip?

Tipping is a personal choice but is encouraged. Tips are paid in cash by you to the driver.

Who is GoGo Grandparent?

GoGo, founded in 2016, is one of the larger providers of transportation, meals, groceries, and pharmacy to home delivery services in the country. Operating in all 50 states, as well as Canada and Australia, the company handles over 7,000,000 requests a year. All services are available by talking to an actual human, usually in less than a minute, 24/7/365, via any type of phone, including landlines and flip phones. The company frequently works with organizations such as States Units on Aging, Area Agencies on Aging, cities, and towns, who subsidize the delivery of GoGo services.