

ANNOUNCING...



# UCP Safe Trip

## A SAFER WAY TO TRAVEL

UCP's Safe Trip offers an on-demand transportation option for people with intellectual or developmental disabilities or who are at high risk during the COVID-19 crisis.

### Exclusively for:

- Individuals with intellectual or developmental disabilities.
- Individuals who have been identified as "high risk," including:
  - individuals 65+,
  - individuals with compromised immune systems,
  - individuals with serious chronic medical conditions.
- Individuals must be healthy and symptom free to ride.
  - All passengers will have their temperature taken prior to boarding the van.

### Stay Home & Schedule a UCP Delivery Trip

Need something picked up and delivered to your home? Schedule a UCP Delivery Trip!

We'll pick up and deliver pre-paid items to your door!

**Days: Monday – Friday**  
**Hours: 7 a.m. – 6 p.m.**

*Rides and deliveries are scheduled on a first-come, first-serve basis*



## REQUEST A TRIP

Online: [ucpsacto.org/programs-services/transportation](https://ucpsacto.org/programs-services/transportation)

Call: 916-393-3602

(Please allow 24-hour advance notice)



## UCP SAFE TRIP / DELIVERY FAQ

### What is UCP SAFE TRIP?

In response to the COVID-19 health crisis, UCP is providing a new essential transportation option for those people who need it the most. We will be running a limited number of on-demand vehicles each day to help people who are at high-risk travel safely. Individuals will be picked up at their homes and transported to their appointments in a medium-sized, UCP lift-equipped bus.

### When is UCP SAFE TRIP available?

Currently UCP will be operating Monday-Friday, 7am to 6pm on a first-come, first-serve basis. However, if you need a trip outside the hours listed, contact us and we will do our best to accommodate you.

### Who can use UCP SAFE TRIP?

Safe Trip is for anyone who is healthy AND has an intellectual or developmental disability OR is at “[higher risk](#)” for COVID19. High risk includes individuals over 65, people with compromised immune systems, or individuals who have serious chronic medical conditions. You can learn more about who is high risk at [covid19.ca.gov](https://www.covid19.ca.gov). You do not need to be an existing UCP client to request a trip, but you must be healthy and not exhibiting any symptoms. UCP reserves the right to refuse service.

### Can I use UCP SAFE TRIP if I am sick?

No, because we are helping transport people who are at high-risk, we can only transport healthy individuals. Please contact your doctor or your local emergency services for other transportation options.

### Is it safe to leave my home?

Everyone should abide by California’s current “stay at home orders” found at [covid19.ca.gov](https://www.covid19.ca.gov), especially if you are at high risk. UCP Safe Trip should only be used if you must leave your home for essential things like medical appointments, filling prescriptions, or getting essential supplies. Individuals who are at high risk are urged to ask healthy family and friends for assistance before leaving their home. Individuals can also request a UCP Delivery to have a UCP team member pick up and deliver pre-paid items to your door (see additional information below).

### How is UCP SAFE TRIP safer than other transportation options?

UCP is taking extra steps to provide the safest possible transportation for those who need it the most. We are limiting our passengers to only individuals who are at high risk. UCP will be asking passengers to verify they are healthy before pickup. UCP will also be checking temperatures and requiring face coverings for all passengers and drivers. UCP will provide hand sanitizer for passengers before boarding. UCP will limit the number of passengers per bus and have assigned seating to maintain social distancing during the trip, and drivers will also be disinfecting vehicles between passenger trips.

### How much does UCP SAFE TRIP cost?

Please call our scheduling department and request a quote for your ride. Rates vary. Alta Regional Clients may use this service free of charge with an approved authorization from Alta Regional.

### How can I schedule a UCP SAFE TRIP?

You can call our schedulers during normal business hours to schedule a trip at (916) 393-3602. You can also request a trip online by visiting <https://ucpsacto.org/programs-services/transportation/> and complete an [online form](#). Following receipt of the form, a UCP scheduler will contact you within one business day to verify your trip information. **Please submit online trip requests at least 24 hours prior to your requested pickup time.**

### What is a UCP DELIVERY TRIP?

If you don’t want to leave the house but need someone to pick up pre-paid groceries or supplies, UCP is happy to help. You stay at home and we’ll have a healthy and symptom free UCP team member pick up your essentials and deliver them to your door.

### Have additional questions regarding UCP Safe Trip or UCP Delivery Trip?

Contact us at: 916-393-3602 or via email at: [safetrip@ucpsacto.org](mailto:safetrip@ucpsacto.org)