FREQUENTLY ASKED QUESTIONS

WHAT JAILS DO YOU VISIT?
We offer free Uber rides for eligible visitors to all prisons on State Road. This includes PICC, DC, RCF, and CFCF. Rides must originate within Philadelphia County.

WHO CAN TRAVEL?
Riders who live in Philadelphia, are over 55 years of age, or are traveling with children may utilize this service. Riders must also have access to a cell phone with text message capabilities in order to access their ride(s). Please check with whomever you are visiting prior to purchasing a ticket to ensure that you are on his or her list.

HOW DO I ARRANGE FOR A RIDE?
All rides must be requested at least one week in advance. Same day ride request will not be accommodated.

If you would like to request a ride, please visit our website at prisonsociety.org/transportation. You will be asked to fill out a short form that includes your contact information and the details of your visit. You will receive confirmation of your request from our office within 72 hours. If you have difficulty filling out the form online, please call our front desk at 215-564-4775.

CAN I CALL AND REQUEST A RIDE THE SAME DAY THAT I NEED IT?
No. All requests must be received at least one week in advance. There are no exceptions.

WHAT HAPPENS ONCE I REQUEST A RIDE?
Within 72 hours of receiving your request, a member of the Prison Society team will process your order. Once your order has been processed, a link will be sent to the cell-phone number that you provided to the Prison Society. Click that link to authorize your ride. When you are ready to return home, there will be a second link you will click to request a second ride. If you have any issues, please call our front desk at 215-564-4775.

WHAT IF I NEED TO CANCEL OR CHANGE MY RIDE?
We understand that plans change, but please notify Prison Society Staff of your need to modify or cancel a ride within 48 hours of your scheduled ride time by calling 215-564-4775.

Please note that excessive modifications or cancellations may result in a suspension of your rider account. The Prison Society reserves the right to deny requests for future rides.

HOW LONG WILL I HAVE TO VISIT WITH MY LOVED ONE?
According to Philadelphia Department of Prison policy, individuals may receive 1 one-hour visit per week.

Visiting hours:
- CFCF: 9am-9pm; visitors must sign in by 6:30pm
- DC: 10am-6pm; visitors must sign in by 4:30pm
- PICC: 10am-6pm; visitors must sign in by 4:45pm
- RCF: 10am-6pm; visitors must sign in by 4:30pm

Visiting visiting policies vary by facility. Please check www.phila.gov/prisons/inmatesupport/Pages/VisitingInformation.aspx for more information.

HOW FREQUENTLY CAN I REQUEST RIDES?
There is no limit to the number of rides that you can request, but please be aware that this is a grant funded program. We have a limited number of free rides, so please use your judgement when requesting rides to be sure that all loved ones have the opportunity to take advantage of this partnership. Once grant funds have run out, the Prison Society will notify riders of the end of the initiative.

The Prison Society reserves the right to deny requests for rides.

WHAT SHOULD I KNOW IF I AM TRAVELING WITH CHILDREN?
It is your responsibility to abide by all laws regarding carseats and booster seats.

Minors may only visit a loved one when accompanied by a parent or guardian with proof of relationship (ie birth certificate).

For more information, please consult www.phila.gov/prisons/inmatesupport.

WHAT IF MY PERSONAL PROPERTY IS LEFT IN A VEHICLE?
The Pennsylvania Prison Society is not responsible for personal items. Please keep track of your belongings.

FOLLOW US:
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CONTACT:
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