



INFORMATION TECHNOLOGY • City Hall • 1140 Terex Road • Hudson, Ohio 44236 • (330) 650-1799

## DRAFT

# City of Hudson Senior Transportation Program Guidelines

## Eligibility

Transportation is available to City of Hudson residents who are 65 years or older, who can ambulate independently, and live within Hudson corporation limits. No income restrictions apply for this public service. Applications and scheduling must be submitted through the City of Hudson Recreation Management System.

## Program Guidelines

- Service operates Monday, Wednesday, and Friday, 9:00 AM–4:00 PM, excluding federal and City holidays.
- Transportation is available for medical appointments, pharmacy visits, grocery stores, or other trips approved by the City Manager that are within a 6-mile radius of the center of Hudson (the intersection of SR 91 and SR 303). Grocery trips are offered only on specified days each month.
- Transportation is also provided for Hudson Senior Network special events held at City Hall.
- Medical trips do not include procedures involving anesthesia.
- Riders need to board and leave the vehicle independently, managing both actions themselves.
- This program does not provide emergency transportation.
- The vehicle is NOT wheelchair accessible and cannot accommodate wheelchair transport.
- Residents of nursing facilities are not eligible for this program if their facility already provides transportation for them.
- Reservations are required and must be made online through the Recreation Management System.
  - Scheduled on a first-come, first-served basis.
  - Please note that all scheduling must be arranged at a minimum of two weeks in advance.
  - One appointment per day.
  - Multiple riders may be on the van for separate appointment locations.
  - Medical appointments may be scheduled up to a maximum of 3 months in advance.
  - Riders must enter the appointment time, full destination address, and contact number when booking.
  - Passengers may be required to make several stops during their journey, and the City cannot ensure a direct route for all riders.
- No pets are permitted unless a service animal certification is uploaded with the application.

## Appointment Day Guidelines

- The rider shall be ready 15 minutes before their scheduled pickup time.
- Drivers will not enter homes, escort the riders to or from buildings, or aid getting into or out of the van.
- Riders needing assistance may bring an adult companion; this must be indicated during online scheduling.
- Riders must independently reach the vehicle and carry their own packages.
- Drivers may not accept money, make purchases, or handle program registrations.
- This is a public service; tipping is not permitted.
- Drivers cannot make unscheduled stops.
- If your appointment ends early or runs late, please contact the driver's cell phone as soon as possible.
- Cancellations must be submitted online. Missing appointments without prior cancellation may lead to service suspension.