



City of Twinsburg Senior Transportation Program

Transportation is provided for Twinsburg Seniors who are 65 years of age and adults with disabilities for medical appointments (except following a surgical procedure), routine errands and senior events. An application must be filled out, returned and approved before you will be eligible for the program. To register, contact the City of Twinsburg Transportation Program @ **330-963-8722** between the hours of 8am-2pm Monday-Friday.

- Transportation is provided Monday thru Friday from 8:15am-3:45pm except on designated Federal Holidays in which the office is closed.
- Travel to medical appointments may be to locations within a 10 mile radius and includes Bedford Hospital and Cleveland Clinic Solon Campus. Travel for routine errands and other events must be to locations within 5 miles.
- Reservations:
 - Taken on a first come, first serve basis
 - Priority is given to medical appointments
 - Rides are limited to ONE transport per day
 - Must be made in advance of your travel date by calling **330-963-8722** between 8am-2pm on weekdays, except holidays
 - Medical rides can be booked up to 3 months in advance
 - Errands can be scheduled up to 1 week in advance.
 - Please have the appointment time, phone number and complete address of the destination when scheduling your ride.

- Guidelines
 - Cancellations are required no later than 8am on the day of the trip. Please leave a message and we will return your call. Failure to cancel in advance can result in termination of services.
 - Please be ready 15 minutes before your scheduled pick up time as we often run a tight schedule.
 - Call **(330) 963-8722** as soon as possible if you finish your appointment earlier than expected, or if you will be later than planned.
 - All passengers **MUST** wear seatbelts
 - The driver is not permitted to enter your home or to escort you to an appointment.
 - If assistance is needed, an adult companion may accompany the rider
 - The driver may assist with a LIMITED number of packages
 - The driver **MAY NOT** accept money for registration for senior programs
 - The service is complimentary. **NO TIPPING**
 - Drivers are not permitted to make unscheduled stops

THIS PROGRAM DOES NOT PROVIDE EMERGENCY TRANSPORTATION

