



## City of Twinsburg Senior Transportation Program

### Eligibility

Transportation is provided for City of Twinsburg residents who are 65 years of age and better, or City of Twinsburg residents who are 55 and better with a permanent disability. Applications can be obtained by calling 330-963-8714.

City of Twinsburg residents who are 55 and better with a permanent disability must provide documentation from a doctor or an SSI statement validating the disability. Once the application has been received it will be reviewed for approval.

### Guidelines

- Transportation is provided Monday-Friday from 8:30-3:30 except on designated Federal Holidays.
- Travel to medical appointments (except surgical procedures involving anesthesia) must be at locations within a 10 mile radius and can include: Bedford Hospital/Medical Center and doctor offices in the Hudson area. Transports to Ahuja Medical will be determined on a case by case basis.
- This program **DOES NOT** provide emergency transportation.
- Travel for errands must be within a 5 mile radius and can include: Post Office, Bank, Hair Salons and Library
- **Reservations are required by calling (330) 963-8722**
  - On a first come, first serve basis
  - Only appointment/errand per day



- Priority is given to medical appointments which can be scheduled up to 3 months in advance (2 months for residents of nursing facilities)
- Errands can be scheduled up to 1 week in advance (2 days for residents of nursing facilities)
- Please have the appointment time, complete address of the destination and phone number when scheduling
- No pets are allowed in the vehicles unless the animal has a service animal certification submitted with the application.

### **Appointment Day Guidelines**

- Be ready 15 minutes prior to pick up time
  - The driver is NOT permitted to enter your home or escort you to an appointment
  - If assistance is needed, an adult companion who is unable to drive may accompany you. Please mention someone will be traveling with you when scheduling.
  - Participant must be able to arrive at the vehicle and is expected to carry his/her own packages.
  - The driver **may assist** with a LIMITED number of packages weighing no more than 10 pounds
  - The driver MAY NOT accept money for registration to senior programs or to purchase items for an individual
  - This service is complimentary. **NO TIPPING**
  - The driver is not permitted to make unscheduled stops
  - If you finish your appointment earlier, or you will be longer than expected, please call (330) 963-8714
  - Cancellations are required. Please leave a message @ (330) 963-8714 if we are not in the office to answer your call. Failure to cancel in advance may result in termination of service.
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