



## City of Fountain Valley **HOP ON! Senior Transportation**

### **Senior Transportation Guidelines**

- Open to residents of Fountain Valley, 60 years of age and older. **PHOTO ID WITH PROOF OF AGE AND ADDRESS MUST BE PROVIDED.**
- Must register to utilize the program; including signing the participation waiver.
- A \$2 trip fee will be charged each time you enter the vehicle. (One destination and back is \$4.)
- All wheelchairs / walkers must be secured inside the vehicle by the driver.
- If a caregiver is to accompany you, inform the dispatcher at California Yellow Cab when making your appointment.
- Caregivers must register and sign the participant waiver.
- Caregivers ride free.
- If a service pet is to accompany you, inform the dispatcher at California Yellow Cab when making your appointment.
- Must be able to carry your belongings and shopping bags by yourself. Staff will not be able to assist.
- For questions regarding the City of Fountain Valley's **HOP ON! Senior Transportation program**, call 714-593-4446 during business hours.
- In order to provide quality service, reservation must be made by **noon** the day prior.
- Please be ready to board promptly at your scheduled time, and follow driver's instructions when boarding or disembarking the vehicle.
- Eating, drinking, and/or smoking are not permitted in the vehicle.
- **Transportation is not available for outpatient surgery discharges.**

### **Guidelines for Second Stop Options**

- Driver wait time will be no more than 10 minutes at any additional stop.
- Additional stops no more than 1 mile off the direct route from trip origin to trip destination.
- That additional stops are arranged when placing the request.
- An additional \$2 co-pay be charge for additional stops.
- **If more than two stops are needed, that will take more than 10 minutes and are outside 1 mile off the direct route from the trip origin to the trip destination, each stop needs to be arranged when placing the request.**

### **Weekly Schedule**

- Transportation will be provided for shopping, non-emergency medical appointments and errands within the City Fountain Valley's city limits, and no more than one mile outside the City of Fountain Valley's city limits, (7) seven days a week, 8:30am to 4:30pm.
- Transportation will be provided to the Meet and Greet Lunch Program at The Center at Founders Village Senior and Community Center on Tuesdays and Thursdays.

### **No-Show Policy**

- Driver attempts to contact the client by telephone; driver will wait 10 minutes after scheduled pick-up time and will notify dispatch of no-show.
- Transportation Manager records no-shows on client's record.
- Second no-show, the Manager will call client and send a written letter reminding client of policy.
- Third no-show will result in termination of service.
- If you experience a problem with your transportation service, please call Christy Borack at 714-593-4446, ext. 478.

**Transportation Services Provided By:**



**Transportation Services Sponsored By:**

