



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 when making your appointment.
- You must be able to carry your belongings, etc. by yourself. Drivers cannot leave site of their vehicle.
- **In order to provide quality service, reservations must be made before noon the day prior. And to assure a timely return, the dispatcher must be given a definite time of return pickup. If return time cannot be given, a last minute call for pickup could result in a longer than desired wait time.**
- 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, 8am to 7pm.**
- 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 have questions or experience a problem with your transportation service, please call the Fountain Valley Senior Center at 714-593-4446

Transportation Services Provided By:



Transportation Services Sponsored By:

