

HORIZONS EXPRESS SERVICE

updated 03/01/2019

PURPOSE: TO PROVIDE TRANSPORTATION TO DOCTOR APPOINTMENTS, SHOPPING AND ERRANDS FOR THE CITIZENS OF HOOVER 55 YEARS OF AGE AND OVER THAT ARE UNABLE TO PROVIDE TRANSPORTATION OF THEIR OWN.

CALL 205-739-7351 or EMAIL hoover.express@hooveralabama.gov FOR RESERVATIONS
CALL 205-739-6700 OR EMAIL kimberly.wedgeworth@hooveralabama.gov WITH QUESTIONS/INQUIRIES

You must be a member of the Hoover New Horizons (with current signed membership agreement) to use this service.
Membership Fee: \$10.00 (must be a Hoover Resident)

HOOVER EXPRESS GUIDELINES & REGULATIONS:

- Services are provided through Hoover Parks and Recreation Department for the residents of Hoover. The drivers are insured and are approved by the City to voluntarily provide this service.
- *All the drivers are volunteers with the Hoover Senior Center (through Hoover Parks and Recreation Department) which limits the services the drivers may provide. The drivers are not permitted to enter the rider's residence or to provide physical assistance. This service is transportation only.*
- Riders may go to one location per day.
- **MONDAYS & WEDNESDAYS**- transportation is provided to run errands in the city limits of Hoover only. (Grocery store, Beauty Parlor, Galleria etc.)
- **TUESDAYS & THURSDAYS**- transportation is provided to medical appointments in the Birmingham area.
- Transportation is available beginning at 9 AM. We **do not** take appointments after 12:00 NOON so that our drivers return to the Senior Center by 2 PM.
- **FOR APPOINTMENTS call beginning at 8 AM but no later than 10 AM.** We take 5 riders per day.
 - **CALL FRIDAY** for MONDAY appointments.
 - **CALL MONDAY** for appointments on TUESDAY, WEDNESDAY, and THURSDAY.
- When making a reservation, be prepared to provide your name, address, phone number, appointment time as well as your doctor's name and phone number or location site phone number. Please indicate if you have any equipment you will be bringing, such as a walker. Note: If you need physical assistance, a caregiver must accompany you.
- All attempts are made to make this service as convenient as possible, but some delays are unavoidable. The driver will do his/her best to get you to your appointment on time; however, you may have a short wait to be picked up.
- This service is not responsible for any cancellation fees for missed doctor's appointments.
- There is a \$2 donation for each round trip ride (this excludes caregivers).
- If you must cancel an appointment, please inform both the driver and a staff person as soon as possible. Excessive cancellations will impact your service.
- Van transportation is available for individuals using wheelchairs. Riders must make reservation at least a week in advance as well as be accompanied by a caregiver.
- Due to the volume of riders, we are unable to provide the Hoover Express Service if you live in a community that offers transportation.

We do not make reservations nor provide this service on Holidays. You must call the **day before** the typical reservation day for a ride. If a Holiday falls on a Monday reservations should be made the Friday before. If the Holiday falls on a Friday reservations should be made for Monday on the Thursday before. We also do not drive the last week in December and the first week in January.

SERVICE MAY BE DISCONTINUED AT ANY TIME AT THE DISCRETION OF THE PARKS AND RECREATION DEPARTMENT.

Riders must abide by all guidelines & regulations listed above. Any rider found to be in violation may be suspended from the service either for a period of time or permanently.