

# HORIZONS EXPRESS SERVICE

updated 04/04/2019

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](mailto:hoover.express@hooveralabama.gov) FOR RESERVATIONS  
CALL 205-739-6700 OR EMAIL [kimberly.wedgeworth@hooveralabama.gov](mailto: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)**

- 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.***

## **HOOVER EXPRESS GUIDELINES & REGULATIONS:**

- Riders may go to one location\* per day. \*See note at bottom for possible exception.
- 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.

**\*POSSIBLE TO EXCEPTION TO ONE LOCATION PER DAY:** Volunteer driver(s) receive his/her list of riders from the HSC staff and then scheduling of riders is done at the discretion of those drivers. Scheduling for the day will depend on the availability of vehicles, the number of riders, the locations involved, the convenience of all other riders, and the expected traffic level among other considerations. Riders will be limited normally to one location stop per day. An exception may be made to allow a second stop on a "drive-thru"\* basis at the driver's discretion depending on the considerations listed above. A second stop would involve a second donation. All efforts will be made to make this service satisfy the desires of riders, but some pick up times may not be as convenient as desired due to the considerations listed above. If for whatever the reason the second "drive-thru" stop cannot be accommodated be sure to call and schedule that stop on the next Hoover Express errand day. **\*Please note:** Monday/Wednesday errand day "drive-thru" stops are defined as a pharmacy, a dry cleaner, a fast food/coffee shop, or a bank. (Locations with drive-thru windows.) Tuesday/Thursday "drive-thru" stops are limited to only a pharmacy; prescription drop-off OR pick-up.

**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.***

**⌘SEE FOLLOWING PAGE FOR HOW TO MAKE A RESERVATION FOR HOOVER EXPRESS → → → →**

## HOW TO MAKE HOOVER EXPRESS RESERVATIONS:

CALL 205-739-7351 or EMAIL [hoover.express@hooveralabama.gov](mailto:hoover.express@hooveralabama.gov) FOR RESERVATIONS

- **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 any assistance, a caregiver must accompany you.**