You may be eligible for **non-emergency transportation** at **no cost to you** through United Disability Services (UDS). UDS transports in- and out-of-county, Monday through Friday. Door-to-door service is available for:

- Doctor appointments
- Outpatient medical testing
- Dialysis
- Dentist appointments
- Therapy appointments
- Optical appointments
- Pharmacy

**How do I qualify?**
To qualify you must live in Summit County and be approved by the Summit County Department of Job and Family Services (SCDJFS).

**How do I get started?**
Call SCDJFS at 330-643-8200 for approval. When you call SCDJFS, make sure to say you want UDS to be your transportation provider. When UDS receives your approval from SCDJFS, we will contact you to set up your appointments.

**What if I have questions?**
For more information or to schedule transportation, call **UDS Transportation Services** at 330-762-9751 from 6 a.m. to 6 p.m., Monday through Friday.

**Drivers** meet the following criteria:
- Certification in CPR and First Aid
- Seizure Training
- HIPAA Compliance Training
- Department of Transportation Physicals
- Random Drug & Alcohol Screening

**Vehicles** are inspected annually by the Ohio State Highway Patrol and receive a thorough safety and preventative maintenance inspection by a UDS mechanic every 3,000 miles.

**Funded by**: Department of Job and Family Services

UDS Transportation Services complies with all Civil Rights Laws including Title VI and ADA. For comments, suggestions and complaints (including Title VI or ADA complaints), contact the UDS Transportation Services director at 330-762-9755, ext. 283.

UDS Main Office
701 S. Main St., Akron, Ohio 44311
Transportation Services: 330-762-9751
All other UDS programs: 330-762-9755
Fax: 330-762-0912
www.udskron.org

With programs accredited by Commission on Accreditation of Rehabilitation Facilities (CARF)
Scheduling Your Appointment
The appointment schedule fills up quickly. Please call SCDJFS at 330-643-8200 for approval. The service is available on a first come, first served basis.

Cancellations/No Shows
You must call Transportation Services with a 24-hour notice of cancellation. Three (3) cancellations/no shows within a 30-day period and your transportation will be suspended for 30 days.

Passenger Audit
Summit County Department of Job & Family Services may audit your NET trips. All NET passengers should ask for a printout of services from your medical provider.

Wheelchair Restrictions
UDS NET vehicles can accommodate wheelchairs with a width of 33 inches and combined weight, passenger/wheelchair, of 800 pounds.

Transportation Range
UDS provides transportation to all counties in Ohio, based on availability. When traveling outside of Summit County, your scheduled appointment time can be no later than 12:30 p.m. NET passengers must ask their insurance provider to transport them if the trip is 30 miles or less, or an emergency for out-of-county trips.

Additional Passengers
Attendants who are needed to accompany a passenger to a medical appointment are welcome to ride at no cost. UDS follows Ohio’s child passenger safety law. If your child is required by law to be in a child seat, you must have the child seat with you or the child will not be permitted to ride on our vehicle.

Service Animals
Service animals are permitted to ride along on the medical trip.

Return Trip
Please call UDS Transportation for your return ride home when your appointment is over and not before. Last call for return trips is 5 p.m. If you do not need a return ride, please call UDS Transportation Services and let us know.

Assistance
Drivers will assist passengers to and from the vehicle when it is requested. Walkways/ramps must be cleared of accumulated snow, ice and debris. The driver is not required to assist wheelchair users up or down stairs. The driver is not permitted to enter the residence.

UDS WILL BE CLOSED ON THESE REMAINING DATES IN 2019:
November 28 & 29 Thursday & Friday Thanksgiving Holiday
December 24 through January 1, 2020 Christmas Eve—New Year’s Holiday

UDS WILL BE CLOSED ON THESE DATES IN 2020:
January 20 Monday Martin Luther King Day Holiday
March 13 Friday Program Closed In-service
May 25 Monday Memorial Day Holiday
July 3 Friday Independence Day Holiday
September 7 Monday Labor Day Holiday
September 18 Friday Program Closed In-service
November 26 & 27 Thursday & Friday Thanksgiving Holiday
December 24 through January 1, 2021 Christmas Eve—New Year’s Holiday

Inclement Weather
If UDS closes due to inclement weather we use the I-Alert system which notifies: WKYC-TV 3, Newsradio WTAM 1100 AM, WMVX, WMJL, WGAR, WAKS, WMMS, WHLO, WKDD, Radio Free Ohio 1350 AM, WVIZ/PBS ideastream, 90.3 WCPN ideastream, WCRF 103.3 FM, WCLV 104.9 FM, Wkyc.com, wtam.com, wmvx.com, wmji.com, wgar.com, kisscleveland.com, wmms.com, 640whlo.com, wkdd.com and 1350radiofreeohio.com.