

Non-Emergency Transportation (NET)



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.



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.udsakron.org

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.

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**

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 DATES IN 2024:

January 1	Monday	New Year's
January 15	Monday	Martin Luther King Day
March 8	Friday	Agency In-service
May 27	Monday	Memorial Day
July 4 & 5	Thursday and Friday	Independence Day
September 2	Monday	Labor Day
September 13	Friday	Agency In-service
November 28 & 29	Thursday & Friday	Thanksgiving
December 25 through January 1, 2024		Christmas—New Year's
Agency programming resumes Thursday, January 2, 2025.		

Inclement Weather

If UDS closes due to inclement weather we will post the information on our website (www.udsakron.org) and social media. UDS also uses the I-Alert system which notifies: WKYC-TV 3, Newsradio WTAM 1100 AM, WMVX, WMJI, 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.