

# Non-Emergency Transportation (NET)



## How do I qualify?

To qualify, you must be a Medicaid-eligible resident of Summit County and be approved by the Summit County Department of Jobs and Family Services (SCDJFS).

## How do I get started?

Call **SCDJFS at 330-643-8200** for approval. Once approved you can book services by calling the NET broker, METRO, at 330-376-5353 up to one week prior to your appointment. Tell them your preferred provider is UDS.

## 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 4,000 miles.

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
- Therapy schools
- Optical appointments
- Pharmacy



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](http://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. 284 or visit [udsakron.org](http://udsakron.org).



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

## 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.

## 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. 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 the NET Broker, METRO, at 330-376-8458 when your appointment is over and not before. You can then call UDS Transportation after you have spoken to METRO. Last call for return trips is 5 p.m. If you do not need a return ride, please call UDS Transportation 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 2026:

January 1	Thursday	New Year's
January 2	Friday	Program Closed
January 19	Monday	Martin Luther King Day
March 6	Friday	Agency In-service
May 25	Monday	Memorial Day
July 3	Friday	Independence Day
September 7	Monday	Labor Day
September 18	Friday	Agency In-service
November 26 & 27	Thursday & Friday	Thanksgiving
December 24 through January 1, 2027		Christmas—New Year's
Agency programming resumes Monday, <b>January 4, 2027</b> .		

## Inclement Weather

If UDS closes due to inclement weather we will post the information on our website ([www.udsakron.org](http://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](http://wkyc.com), [wtam.com](http://wtam.com), [wmvx.com](http://wmvx.com), [wmji.com](http://wmji.com), [wgar.com](http://wgar.com), [kisscleveland.com](http://kisscleveland.com), [wmms.com](http://wmms.com), [640whlo.com](http://640whlo.com), [wkdd.com](http://wkdd.com) and [1350radiofreeohio.com](http://1350radiofreeohio.com).