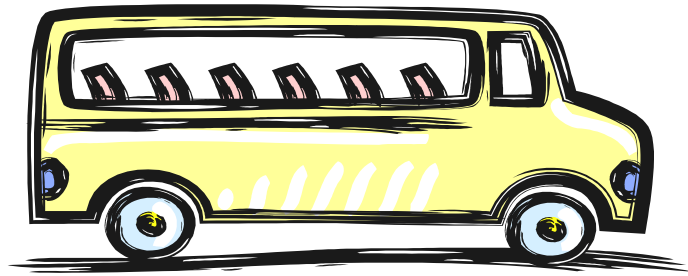




Services Available

- Any location within the City of Redlands
- Pharmacies
- Redlands Senior Centers
- Store Runs
- Medical and Dental



Program Information

The Senior Transportation Program is designed to meet the transportation needs of seniors and those with disabilities in the Redlands Community. [For more information call \(909\)798-7579.](tel:9097987579)

Fees(revised due to Covid-19)

Bus passes are available for purchase over the phone by calling (909) 798-7579 at the cost of \$17.50. A Pass is good for 10 one way rides (equivalent to 5 round trips). The option to pay as you go is also available for \$1.75 each way. Payments must be made prior to scheduled appointment for transportation. Due to Covid-19 drivers will no longer accept any forms of payment.

A liability waiver form must be completed prior to appointment. Liability forms are located at the Redlands Community Senior Center or if requested forms can be mailed. In some instances, arrangements can be made with Vickie to deliver forms to prospective participants.

Eligibility

The service is available to residents of the City of Redlands who are 55 years of age and older or who are physically or mentally unable to utilize other forms of transportation.

Drivers will provide curbside service only. *(If physical or mental assistance is needed for boarding or departure, a capable care giver age 18 and over must be present, no exceptions.)* Care-givers must also complete a liability waiver form.

It is the responsibility of the passenger to be outside of the designated pick-up location, at the arranged time. Drivers are under no obligation to search for passengers, or enter into any residence and/or facility. Drivers are allowed to arrive 10 minutes before scheduled pick-up time. Drivers will wait no more than five minutes for passengers. Any cancellations must be made a minimum of 1 hour in advance.

Current Hours of Operation (revised due to Covid-19) Monday and Friday 10am-1pm, Tuesday-Thursday 8am-3pm (Closed Major Holidays): *Due to Covid-19, all riders must wear face mask upon boarding and during transport.* Visit <https://www.cityofredlands.org/post/senior-transportation> for current guidelines and CDC recommendations.

Appointments may be made Monday thru Friday from 8am until 4pm by calling **(909) 435-5419, and speaking to Vickie to complete a request for an appointment.**

At the end of scheduled appointments, riders must call Vickie at (909) 435-5419 for a return ride home. <https://www.cityofredlands.org/post/senior-transportation>

How to Obtain Service

Service is on a reservation-only basis, stating the complete address of location of the appointment. Reservations MUST be made 48 hours in advance, however, advanced time prior to this is recommended. Medical appointments will be accepted three months in advance.

SENIOR TRANSPORTATION LIABILITY REGISTRATION FORM

COMMUNITY SERVICES DIVISION – RECREATION BUREAU

PLEASE PRINT- ALL FIELDS MUST BE FILLED OUT TO BE ELIGIBLE FOR BUS SERVICE

Name _____	Date _____	Age _____	Birth date _____
Address _____			
City _____	Zip _____	Home Telephone _____	
Emergency Contact _____		Telephone _____	
Emergency Contact _____		Telephone _____	
Doctor's Name _____		Telephone _____	
Illnesses _____			
Medications _____			
<p>The undersigned hereby voluntarily releases, discharges, waives and relinquishes any and all actions or causes of action for personal injury, property damage or wrongful death occurring to the undersigned which may arise out of the undersigned's participation in the Senior Transportation Program. The undersigned further agrees that he/she shall not prosecute or present any claim for personal injury, property damage or wrongful death against the City of Redlands or any of its elected officials, officers, agents or employees.</p>			
<p>The undersigned acknowledges that he/she has fully read this Waiver, Release and Indemnity Agreement, has been fully and completely advised concerning the effects of this Waiver, Release and Indemnity Agreement and is fully aware of the legal consequences of signing this document.</p>			
Signature _____		Date _____	

City of Redlands Senior Transportation Services Rules of Riding

It is our wish to provide everyone with a safe and enjoyable ride while on board our transportation.

All passengers must adhere to the following rules:

- Riders must be ready and outside 10 minutes before the scheduled pick-up time. Example: if your pickup time is at 9:30 you must be ready to board the bus at 9:20. The driver will wait only 5 minutes for passengers to board. After 5 minutes driver will be instructed to pull and proceed to next pick-up. Any missed appointments must be rescheduled!
- **Due to Covid-19-Drivers will no longer accept any payments for rides!** Riders can mail a check payable to the City of Redlands to Redlands Community Center located at 111 W. Lugonia Ave. Redlands Ca. 92374 or by calling (909) 798-7579 to pay for rides with credit/debit card over the phone.
- Riders must call Vickie at (909) 435-5419 for a return trip home from appointment location.
 - **The driver is not allowed to leave the bus to look for passengers or wait for longer than 5 minutes for passengers to board the bus.**
- All riders/care-givers must have liability registration filled out and signed prior to riding the bus.
- Passengers shall be respectful of others and the driver at all times. No passenger shall interfere with the safe operation of any driver. All of our drivers are trained professionals and are here to maintain the safety of our passengers and equipment. **Drivers have the right to refuse service to anyone! Due to Covid-19 all riders must wear face mask upon boarding and during transport! NO EXCEPTIONS!!**
- All wheelchairs must be fully functional.

Redlands Senior Transportation Reserves the right to change or modify rules and regulations and any time without written notification. Failure to adhere to the rules and regulations may result in the removal from the Redlands Senior Transportation program. Appointment requests may be made from 8am-4pm at (909)798-7579 Monday-Friday only. **For immediate assistance with appointments contact Vickie at (909) 435-5419.**

I have read and agree to above rules and regulations.

_____/_____/_____
Print Name / Signature / Date