

Hudson Senior Center Bus Policy

November, 2012

The Hudson Senior Center is delighted to provide a safe, "shared ride", form of transportation for Hudson Seniors. Please observe the following procedures and rules.

- The Hudson Senior Center provides transportation within Hudson and Marlborough. Additionally limited trips are scheduled to Southborough Medical Center for testing and diagnostics only. Rides will not be provided for visiting a primary care doctor at Southborough Medical Center.
- The Senior Center Bus is a shared ride form of public transportation, so you will be sharing the bus with other passengers.
- Pick-ups start 8:00am, with the last pick up at 3:00pm.
- To arrange for a pick-up, call the Senior Center (978-568-9638) at least a day before you need a ride. If you require the use of the wheel chair lift, you must call at least 2 days before you will need a ride. Please give the intake worker your name, address, phone number, where you need to go, and time of the appointment. An escort is encouraged for those needing more assistance. If you are unable to propel your wheelchair, you must have an escort at the pick-up and drop off locations. If you will be having an escort assist you on the trip please inform the intake worker when you call to schedule your pick-up.
- Passengers should be ready at least 30 minutes before the estimated time of pick up. At times the Senior Center personnel may need to adjust a pick-up time; this adjustment may be up to an hour earlier or later to accommodate other passengers' needs. Once the bus arrives the driver can wait only 5 minutes before leaving for the next pickup, unless prior arrangements have been made.
- The driver can assist passengers in and out of the bus upon request. The driver cannot ring doorbells, knock on doors, or enter a home or facility looking for you.
- When your appointment is completed, call the Senior Center and we will send the bus to pick you up as soon as possible. Please be prepared to wait 30 - 60 minutes for your return ride. If you wait longer than 60 minutes for a pick-up, please call the Senior Center (978-568-9638). If you end up getting a ride home from your appointment from someone else please call the Senior Center and cancel the pick-up.
- If you miss your ride, you need to call the Senior Center (978-568-9638) as soon as possible and we will try to arrange for a pick-up. While we will try to accommodate your second request, there may be times when you will need to make other arrangements to be picked-up.

- The Senior Center has a “No Show” Policy. Anyone who has 3 or more “No Shows” within a 90-day period can be suspended from using our bus for 30 days.

Bus Rules and Procedures

- When the bus is moving, stay seated to avoid falling.
- The bus is equipped with seat belts. It is the passenger’s responsibility to use them. It is requested that all passengers use the seat belts for their safety.
- Use hand rails when entering and exiting the bus.
- Walkers must be folded and kept out of the aisle.
- Service animals are welcome, but pets are not allowed.
- Smoking is not allowed on the bus.
- Rude language and behavior are unacceptable.
- If the bus driver deems a situation on the bus unsafe, 911 will be called.
- **Do Not Tip the Bus Driver.** It is illegal for Town employees to receive tips.