

## Senior Transportation Services - Ward 19



### New Service:

- Starting March 1, 2011, transportation services will be available for senior adults living in Ward 19.
- Riders must be 60 years of age or older, and have limited options for transportation services.
- Senior Transportation Connection (STC) will provide two (2) one way trips per week to eligible riders.

### How to use the service:

- First time riders must call the Cleveland Department of Aging at 216-664-2833.
- Riders need to provide a name, address, phone number and emergency contact information.
- Intake workers will verify the home address, and refer the rider to the provider – Senior Transportation Connection (1-800-983-4STC or 1-800-983-4782.)

### Scheduling your ride:

- Riders must call 1-800-983-4782 to schedule a trip.
- Service is available Monday through Friday, 8:30 a.m. – 4:30 p.m.
- Riders need to provide STC with information including the name, address, phone number of the destination and the duration of the visit/appointment.
- Riders must schedule a trip by noon two days before they travel, but may schedule up to two weeks in advance.
- Riders are also expected to contact the call center by 7:00 a.m. to cancel any trip.

### Priority:

- Medical related trips are a priority and must be located within Cuyahoga County.
- Personal shopping and errands must be within the City of Cleveland. Riders are limited to five (5) shopping bags per trip.
- A fare of \$1.00 per one way trip will be charged. Drivers are not permitted to make change on the van or accept tips.
- Riders may have a personal care assistant (PCA) or escort with them; however they must provide this information when scheduling the trip. No fare is charged for PCA/Escort riders as long as they are assisting the individual.



SENIOR  
TRANSPORTATION  
CONNECTION



CITY OF CLEVELAND  
Mayor Frank G. Jackson