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The City of **Westlake** Ohio
www.cityofwestlake.org

Community Services
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TRANSPORTATION 2011

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City of Westlake
Community Services Department

TRANSPORTATION 2011



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Welcome to Westlake Community Services Department's transportation service, an **unassisted, curb-to-curb service**. It is available to **Westlake residents age 60 and older**. Wheelchair transportation is available (escort required).

Westlake's transportation service is not meant to supply all transportation needs; it is available to supplement them. Alternate transportation referrals are available upon request.

Senior living facilities in Westlake provide their own transportation. Residents of these facilities should use that transportation.

Please read this brochure carefully and keep it for future reference.

Policy

Prior to the first request for transportation:

- A home visit will be scheduled to explain Westlake's Transportation Service.
- A Passenger Transportation Information form needs to be completed (annually) and returned. Another home visit may be scheduled.

Drivers cannot leave their vehicle or provide physical assistance to clients. Please do not ask driver for assistance.

We reserve the right to require an escort.

An escort is an able-bodied adult who is willing to accompany the transportation client.

Escort will be picked up and dropped off at client's home.

Escort needs to complete an Escort Transportation Information form prior to client's first transportation.

Clients needing **physical assistance** must provide a registered escort.

Clients using a **wheelchair or scooter** must provide a registered escort.

SHOPPING SCHEDULE 2011

Month	West Bay Promenade	Target Wal-Mart Westfield Ctr.	Discount Drug Mart
January ▶	3	10	28
February ▶	7	14	25
March ▶	7	21	25
April ▶	4	18	29
May ▶	2	16	27
June ▶	6	20	24
July ▶	11	18	29
August ▶	1	15	26
September ▶	12	19	30
October ▶	3	17	28
November ▶	7	14	25
December ▶	5	12	30

All City offices are CLOSED on the following holidays:

1/17.....Martin Luther King Day

2/21.....Presidents' Day

4/22.....Good Friday

5/30.....Memorial Day

7/4.....Independence Day

9/5.....Labor Day

11/24.....Thanksgiving

12/26.....Christmas (day after 12/25)

1/2.....New Year (day after 1/1/12)

440.899.3544

TRANSPORTATION SCHEDULE

(holidays excepted; see following page)

Monday—Friday

MEDICAL APPOINTMENTS

WESTLAKE CENTER ACTIVITIES (in Westlake)

WESTLAKE RECREATION; WESTLAKE YMCA

NURSING HOME/HOSPITAL VISITS (in Westlake)

ADULT DAY CARE

OTHER APPOINTMENTS

QUICK STOPS (in Westlake)

First Mondays

WEST BAY PLAZA; THE PROMENADE OR CROCKER PARK

Third Mondays

TARGET & WAL-MART (N. Olmsted)

WESTFIELD CENTER (Great Northern/main mall only)

Tuesdays & Fridays

GROCERY SHOPPING

BANKS (5-minute Quick Stop)

Tuesdays: Giant Eagle and banks (in immediate vicinity)

3rd Tuesdays (only): Marc's, in addition to Giant Eagle and banks (in immediate vicinity).

Fridays: Heinen's; banks (in immediate vicinity)

Wednesdays—Thursdays

HAIR APPOINTMENTS (in Westlake)

First Wednesdays

WESTLAKE PORTER PUBLIC LIBRARY

Last Fridays

DISCOUNT DRUG MART (in Westlake)

A REMINDER TO SHOPPERS:

CLIENTS ARE RESPONSIBLE FOR THEIR OWN GROCERY BAGS AND PACKAGES. DRIVERS ARE NOT PERMITTED TO LEAVE THEIR VEHICLES.

We reserve the right to require an *assistance guide* for special needs clients.

An assistance guide is an able-bodied adult willing to help the client until the client has learned the routines of the Transportation Service, including each location to which the client is transported. When the client is confident in the procedures of the transportation service and the Westlake Transportation Service is confident in the client's ability, the guide may be discontinued. If the special needs client prefers, she/he may continue to travel with their guide. The assistance guide will need to be registered with our Transportation Service prior to client's transportation.

Appointments are taken on a first-come basis. Request transportation to medical appointments as soon as you have your appointment. *All other reservations are to be made a month in advance or as needed.*

Transportation will not be provided after any medical procedure requiring anesthesia.

We reserve the right to deny transportation anytime to anyone.

Frequent cancellations may result in limited or denied service.

Drivers cannot wait for client. *Client must be ready at the scheduled pick-up time.*

Drivers are instructed to follow their transportation schedule as printed. Transportation requests to drivers will not be honored. There is no eating, drinking, or smoking in City vehicles.

Seatbelts must be worn until destination is reached and vehicle is at a complete stop.

Driveways, sidewalks, and paths must be clear of snow and ice, both at the client's home and at their destination. If driveways, sidewalks, or paths are not clear, transportation will be denied.

Transportation services are canceled when Westlake City Schools are closed due to inclement weather. This information is available on television and radio.

Procedures

TRANSPORTATION DESTINATIONS

See p. 6 for Transportation Schedule (and destinations).

Medical Appointments

Westlake, Fairview Park, Rocky River, North Olmsted, Bay Village, western Lakewood to W. 140th Street, Fairview Hospital.

Westlake Center Activities (Westlake only)

Westlake Recreation Center

Grocery Stores (as designated on p. 6)

Pharmacies & Banks (Westlake only)

Beauty Salons/Barber Shops (Westlake only)

Shopping Malls (as designated on p. 7)

Voting (to the polls)

Immunization Appointments at Westlake Center

Westlake Porter Public Library & Westlake YMCA

Adult Day Care

Nursing Homes, Hospitals (visitation; Westlake only)

Financial and Legal Services (suburbs listed above)

TO REQUEST TRANSPORTATION

Call 899.3544, 9:00-12:00, Monday through Friday, and ask for the Transportation Coordinator.

Each time a transportation request is made, the following information must be provided:

- ⇒ **Name, Address, Phone Number**
- ⇒ **Destination Address and Phone Number**
- ⇒ **Time, Date, Length of Appointment**
- ⇒ **If client is using a wheelchair**
- ⇒ **Escort Name** (if applicable)

A Westlake Center *activity* reservation is not a *transportation* reservation. *Reserve activity first, then call for transportation.*

TRANSPORTATION HOURS

Transportation vehicles are in operation Monday through Friday from 8:00 a.m. to 4:30 p.m.

CONFIRMATION

Appointments will be confirmed by phone the afternoon before the transport. If a confirmation call has not been received by 3:00, call receptionist/Westlake Community Services.

QUICK STOP

Quick Stops are designed for *short errands* (15 minutes) within Westlake. They are arranged through the transportation coordinator (not a driver) and will be honored on the basis of time availability. *One Quick Stop per week will be permitted.*

COST

Transportation service is provided by the City of Westlake. Donations to help defray expenses are gratefully accepted. \$1 each way is suggested (checks payable to City of Westlake or exact change). No tipping.

Client Responsibilities

RETURN HOME

When appointment is over, client ***calls receptionist***/Westlake Community Services to request ride home. Client *must* be ready when driver arrives.

APPOINTMENT DELAYS

If client is delayed at appointment, *call receptionist* as soon as possible with that information. *No transportation after 4:30 p.m.*

CANCELLATIONS

Phone in cancellations as soon as possible, preferably between the hours of 9:00 a.m. and 12:00 noon weekdays.

Avoid last minute cancellations. If a last minute/same day cancellation is necessary, *call receptionist as soon as possible*. *During non-business hours*, leave message on voicemail.