



28975 Hilliard Blvd  
Westlake, OH 44145-5117

*Donna Feorene, Outreach Coordinator  
Nancy Fox, Pat McNamara, Mary Rabatsky  
Transportation Coordinators*

**TRANSPORTATION 2021  
440-899-3544**



MAYOR  
DENNIS M. CLOUGH

City of Westlake

# 2021 Guide to Senior Transportation Services

- Scope of Services
- Policies & Procedures
- Client Responsibilities



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



**Welcome to the City of Westlake  
COMMUNITY SERVICES DEPARTMENT  
TRANSPORTATION SERVICE**

*an unassisted, curb-to-curb service available to Westlake residents, age 60 and older, weekdays from 8:30 am to 4:00 pm*

**440-899-3544**

We offer Westlake seniors (60 and over) who are unable to drive with a convenient way to go to medical and beauty appointments, grocery stores, classes, and on errands. Our service is very popular and once you ride with us, we think you'll see why.

**PRECAUTIONS DURING THE COVID-19 PANDEMIC**

By adopting safety measures for riders and drivers alike, we've been able to provide our service uninterrupted during the pandemic. We will continue to require these precautions for the foreseeable future. If you ride with us, please know:

- **MASKS:** Riders and drivers must wear masks that cover the mouth and nose at all times when entering, riding in and exiting our vehicles. Riders must ride in the back seat.
- **HEALTH QUESTIONS:** Your driver will ask you simple questions to ensure that you feel well and haven't been exposed.
- **SANITIZATION:** All riders must sanitize their hands before entering the vehicle. Sanitizer will be provided by the driver. Drivers will also sanitize vehicles between riders.
- **TEMPERATURE CHECKS:** All riders must be temperature checked by the driver upon pick-up. Our drivers use a touchless thermometer to perform this simple test.

**SHOPPING SCHEDULE:  
(Except holidays, as outlined below)**

A reminder to shoppers:

- Riders can use our service to visit two stores per week.
- Riders are responsible for their own bags and packages.
- Drivers are not permitted to leave vehicles to carry bags.

**Third Monday of Each Month**

- Target and Walmart (North Olmsted only)
- Great Northern Mall (main mall only)

Jan 25 (closed 1/18)	May 17	Sept 20
Feb 22 (closed 2/15)	June 21	Oct 18
March 15	July 19	Nov 15
April 19	Aug 16	Dec 20

**Every Tuesday of Each Week**

- Bank: 5-minute stop in immediate vicinity of grocery store
- Grocery Store: 1 hour visits (choose one):  
Marc's, Giant Eagle, Aldi, Trader Joe's, Fresh Thyme

**HOLIDAY SCHEDULE:**

All City offices are **CLOSED** on the following holidays in 2021:

Fri, Jan 1.....	New Year's Day
Mon, Jan 18 .....	Martin Luther King, Jr. Day
Mon, Feb 15.....	Presidents' Day
Fri, April 2 .....	Good Friday
Mon, May 31 .....	Memorial Day
Mon, July 5 .....	Day after Independence Day
Mon, Sept 6 .....	Labor Day
Thurs, Nov 25.....	Thanksgiving
Fri, Nov 26 .....	Day after Thanksgiving
Fri, Dec 24.....	Christmas Eve Day
Fri, Jan 1, 2022.....	New Year's Day

## TRANSPORTATION DESTINATIONS:

The Westlake Transportation Service provides rides in our service area to:

- Medical appointments
  - Grocery stores
  - Hair appointments (Westlake salons only)
  - Hospital visits
  - Nursing home visits
  - Westlake Recreation Center
  - Banks
  - Pharmacies
  - Shopping malls (see pg. 7)
  - Voting
  - Westlake Senior & Community Center
- 

## OUR TRAVEL AREA:

- Westlake
- Bay Village
- Rocky River
- Fairview Park
- North Olmsted
- Kamm's Corners area
- Lakewood (medical appts. only, west of W. 140)
- Avon Cleveland Clinic \* (Richard E. Jacobs Center, off Chester Road)
- Fairview Hospital

\* Please note that we are unable to travel outside of Cuyahoga County, with the exception of the Avon Cleveland Clinic.

---

**QUICK STOPS:** 15 mins or less, 1 per week

Quick Stops (less than 15 minutes) to pharmacies, banks, or stores are available for short errands within Westlake. These stops are arranged by calling the transportation scheduler (not a driver) and will be honored on the basis of availability.

## GETTING STARTED:

**TO REGISTER AS A RIDER:** Before you can begin using the service, you must register. To do so, simply:

- Call 440-899-3544 and ask for the Outreach Coordinator who will schedule a home visit with you. **This visit is required** so we can explain our service and understand your needs.
- Complete and return a *Rider Information* form.
- Have a working answering machine or voicemail system that you **check regularly**.

## TO MAKE A RESERVATION:

Call 440-899-3544 and ask for “Transportation.” Reservations are taken on a first-come, first-served basis; once our schedule is full, we will be unable to schedule you. To avoid being declined, call at least a week in advance. Last-minute requests are not possible.

- **HOURS:** Calls are taken Monday – Friday, 9:00 am to 12:00 pm.
- **RESERVATION PROCESS:** When making reservations, please provide the following information:
  - Your name, address and phone number
  - Name, address and phone number of your destination
  - Date, time, and length of appointment
  - If you use a wheelchair (See page 5 for our wheelchair service)

**IMPORTANT:** *Our service is not designed to meet all of your transportation needs;* it is intended to supplement them. We cannot accommodate all of your requests. Riders are encouraged to have other transportation options available. *Alternate travel referrals are available upon request.*

## RIDE CONFIRMATION: VERY IMPORTANT

The day before your trip, we will call with your pick-up time. **Please make a note of it.** If there is no answer, we will leave a message. If we have not called by 3:00 pm, promptly call our receptionist at 440-899-3544. No call from us means that you are not on the schedule. Do not wait until the day of your trip to tell us that you did not receive a call. We cannot add you to the schedule at that point.

## RESERVATION GUIDELINES

- **CALLING FOR RESERVATIONS:** Medical trips are given priority and can be called in anytime (even far in advance). All other trips (salon visits, shopping, errands) can be called in starting 10 days before the end of the month before. Don't wait; last-minute requests will usually be denied.
- **RIDE LIMITS PER WEEK:** Riders are limited to four round-trips and two stores per week.
- **NO STANDING RESERVATIONS:** You must call monthly to make reservations for trips routinely made. Do not assume that you will be added to the coming month for routine trips.
- **TRIPS TO WESTLAKE CENTER:** You won't automatically have a ride for activities at the Center. Schedule your activity first, and then call Transportation for your ride reservation.

## RULES OF THE ROAD: *Please Read Carefully*

- **COST:** The City of Westlake provides this service for the low rate of \$1.00 each way, per person. (No charge for registered escorts.) \$10 punch cards are available at our Center or from your driver (check/cash). No tipping please!
- **SEATBELTS:** Must be worn at all times while in the vehicle.
- **CALL FOR RETURN PICK-UP:** When finishing up doctor and beauty visits, please call 440-899-3544 and say, "I am ready for my pick-up."
- **CANCELLATIONS:** Please avoid frequent cancellations; they are disruptive and may result in denied service. To cancel, call 440-899-3544. (After-hours, please leave a message.)
- **PLEASE BE READY:** Drivers cannot wait more than five minutes past your pick-up time. If you do not appear, drivers will depart for their next pick-up. Please be prompt.
- **EMERGENCY CARE:** We cannot provide rides for emergency situations. Please call 9-1-1 for emergencies.
- **CLEAR SNOW & ICE:** If driveways and sidewalks are unsafe, service may be denied.

## RULES OF THE ROAD: *Continued*

- **ASSISTANCE — IMPORTANT!** Drivers are not allowed to physically assist riders and cannot leave the vehicle. You must be able to manage yourself and your belongings independently. If you are unable, you will need to ride with an escort (see below, "Wheelchair Rides & Escorts").
- **NO LAST-MINUTE RIDE CHANGES:** Drivers cannot make last-minute changes to their printed schedule (adding or changing destinations). Please do not ask them to do so.
- **SNOW DAYS:** You will be called if rides are cancelled. Rides may be cancelled when Westlake City Schools are closed due to inclement weather, though not always.
- **NO EATING, DRINKING, OR SMOKING** in vehicles.
- **ANESTHESIA:** We cannot transport passengers who have received anesthesia, including "twilight" sedation. We can drive you to the appointment but not home afterward.
- **BEAUTY SALON TRIPS:** Due to high demand, beauty salon trips will be limited to Westlake salons only.
- **LAKWOOD TRIPS:** Rides to Lakewood are restricted to medical appointments only.

## WHEELCHAIR RIDES & ESCORTS

- Clients using a wheelchair or those needing assistance to travel must ride **with a registered escort**. An escort is an able-bodied adult who is able and willing to assist the client during the trip. Our driver will be responsible for loading and securing the wheelchair rider in the vehicle.
- To become registered, the escort must complete an *Escort Transportation Information* form before the first trip.
- We reserve the right to require an escort for any rider we feel is unable to navigate independently (whether due to physical or cognitive limitations).
- The escort must be present when the wheelchair rider is picked up and for each leg of the trip. We cannot pick up or drop off the escort anywhere other than the client's home.
- We can accommodate most walkers. Larger walkers must fold and fit into the trunk of our vehicle.