

Community Services
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TRANSPORTATION 2020
440-899-3544



MAYOR
DENNIS M. CLOUGH

City of Westlake

2020

Guide to Senior Transportation Services

- **Services**
- **Policies & Procedures**
- **Client Responsibilities**



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

Welcome to
The City of Westlake's
SENIOR & 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

Our service has become very popular in recent years and once you ride with us, we think you'll see why. 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, on errands and to other activities on the west side.

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.

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.

Once you have been approved for the program, you may begin scheduling rides.

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 27 (closed 1/20)	May 18	Sept 21
Feb 24 (closed 2/17)	June 15	Oct 19
March 16	July 20	Nov 16
April 20	Aug 17	Dec 21

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 2020:

Wed, Jan 1	New Year's Day
Mon, Jan 20	Martin Luther King, Jr. Day
Mon, Feb 17.....	Presidents' Day
Fri, April 10	Good Friday
Mon, May 25	Memorial Day
Fri, July 3	Day before Independence Day
Mon, Sept 7	Labor Day
Thurs, Nov 26.....	Thanksgiving
Fri, Nov 27	Day after Thanksgiving
Fri, Dec 25	Christmas
Fri, Jan 1, 2021.....	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
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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.

TO MAKE A RESERVATION:

Call 440 899-3544 and ask for "Transportation." Reservations are taken on a first-come, first-served basis. Call at least a week in advance.

- **HOURS:** Calls are taken Monday-Friday, 9:00 am-12:00 pm.
- **RESERVATION PROCESS:** When making reservations, please provide the following information:
 - Your name, address and phone number
 - Address and phone number of your destination
 - Date, time, and length of appointment
 - If you are using a wheelchair (For more information on our wheelchair service , see pg. 5)

RIDE CONFIRMATION: VERY IMPORTANT

The day before your trip, our scheduler will call with your pick-up time for the next day. Please make a note of it. If you are not home, 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: We give priority to trips for medical appointments; those can be called in as soon as your appointment is set (even far in advance). All other trips (classes, salon visits, shopping, errands) can be called in starting 10 business days before the end of the month before. Please do not wait; our schedule fills up quickly and last-minute requests will usually be denied.

RIDE LIMITS PER WEEK: Riders are limited to four round-trips and two shopping destinations per week so that we can assist the most people.

NO STANDING RESERVATIONS: You must call monthly to make reservations, including for trips routinely made. Do not assume that you will be added to the coming month for routine trips. You must call.

TRIPS TO WESTLAKE CENTER: Making a reservation for an activity at our Center does not mean you automatically have a ride reservation. Make your activity reservation first, then call 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/\$2.00 round trip, 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.)
- **ASSISTANCE:** Drivers are not allowed to offer physical assistance to riders. Please do not ask the driver for help.
- **PLEASE BE READY:** To stay on schedule, drivers cannot wait more than 5 minutes past your pick-up time. Drivers will depart for their next pick-up if you are not ready. Please be prompt!
- **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.
- **NO EATING, DRINKING, OR SMOKING** in vehicles, please!
- **CLEAR SNOW & ICE:** If driveways and sidewalks are unsafe, service may be denied.
- **SNOW DAYS:** Transportation may be cancelled when Westlake City Schools are closed due to inclement weather (though not always). You will be called if rides are cancelled.

RULES OF THE ROAD: *Continued*

- **ANESTHESIA:** We cannot transport passengers who have received anesthesia, including "twilight" sedation. We can drive you to the appointment but not home afterward.
- **EMERGENCY CARE:** We cannot provide rides for emergency care situations. Please call 9-1-1 for medical emergencies.
- **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 physical 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.