

CITY OF BROADVIEW HEIGHTS RULES AND REGULATIONS FOR HUMAN SERVICES TRANSPORTATION RIDERS



Eligibility

- A rider and any companion must complete and have approved by the director, an application for transportation with the Department of Human Services.
- The rider must be 60 years of age or older and capable of travel with little or no assistance.
- If the participant is under 60 years old proof of disability is required from your doctor's office stating it is required assistance driving to doctors' appointments is required.
- The Department will transport in the van individuals of any age who use a wheelchair. A wheelchair rider must have a companion.
- The director, at his or her discretion, may also require that a rider in the cars or van must provide a companion to assist the rider on a door-to-door basis.

Reservations

- Reservations are to be made by telephone Monday through Friday from 8:00 to - 4:00 pm.
- Grocery shopping days are on Wednesday and are just for shut-in residents.
- Each participant is only allowed one transport per week.
- We recommend to call ahead to the office to see what days are available to schedule an appointment with your doctors
- When booking an appointment please have the following ready: Date, time and duration of appointment. Your name, address and phone number. The doctor's name, address (including floor or room number), and phone number.

Pick-Up and Return

- It is important that riders are ready to board the vehicle at their appointed time, within reason, so that others will not be kept waiting.
- If there is a parking fee, the person utilizing the transportation system is required to pay the fee. THE DRIVER IS NOT RESPONSIBLE.

Rules

- All passengers, both riders and the driver are required to fasten seat belts. No exceptions.
- There are no weapons, knives, guns or explosives of any kind permitted in the city car.
- If there are any special requests beyond the medical appointment please contact the Human Service offices to get the request approved first.

Fee

There is no fee for transportation; however, donations can be made to the City of Broadview Heights for our Lifeline Program or Food Bank