



## 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, a registration form on file with the Broadview Heights Department of Human Services. If medical transportation is needed, an application for transportation with Senior Transportation Connection (STC) must be on file in addition to the department registration form.
- The rider must be 60 years of age or older and capable of travel with no assistance.
- If the participant is under 60 years, old proof of disability is required from your doctor's office.
- A wheelchair rider must have a companion.
- The director, at his or her discretion, may also require that a rider must provide a companion to assist the rider on a door-to-door basis.

### Medical Transportation Reservations

- Reservations are to be made by calling the STC Call Center at 216-265-1489 Monday through Friday from 8:00 to -4:00 pm.
- All riders are required to wear a mask.
- Please call to book your reservation at least three business days in advance, before noon
- You can book your ride up to three weeks in advance - no need to wait.
- Please have the complete address and phone number of your destination when you call
- Let STC know if you use a wheelchair, walker or other equipment and if you need help boarding. The driver will escort you to and from the door.
- To cancel your ride, please call by 4 p.m. the day before your trip – or sooner. Leave a message if you receive voicemail.
- If your appointment finishes early, please call STC – they will do their best to get you home sooner.

### Errands (In Town) Transportation

- Grocery shopping days are published on the monthly calendar and are just for shut-in residents.
- 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.
- **\*\*\* Due to the virus, only one rider and companion will be transported per trip. \*\*\***
- 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 wear a face mask. No exceptions.**
- 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 vehicles.

### Fee

There is no fee for transportation; however, donations can be made to the City of Broadview Heights to help offset city expenses of our Transportation Program.