



Important Phone Numbers for Cleveland Seniors

Cleveland Department of Aging	216-664-2833
Information and Assistance.....	216-664-4383
Chore Services	216-664-3998
Benefits Check Up.....	216-664-3418
Medicare Questions	216-664-3418
Home Energy Assistance Program	216-664-2833
Home Repairs	216-664-3098
United Way	211
Cuyahoga County Division of Senior and Adult Services	216-420-6700
Western Reserve Area Agency on Aging	216-621-0303

 facebook.com/clevelanddepartmentofaging

 [@ClevelandAging](https://twitter.com/ClevelandAging)

www.clevelandohio.gov/aging

For more information contact:
Cleveland Department of Aging

75 Erieview Plaza, 201
Cleveland, Ohio 44114

216-664-2833 | Aging@clevelandohio.gov

SENIOR TRANSPORTATION CONNECTION



216-265-1489

**CITY OF CLEVELAND
RIDERS GUIDE
AND RESPONSIBILITIES**



CITY OF CLEVELAND
Mayor Justin M. Bibb



What is STC?

- Senior Transportation Connection is a transportation service for Cleveland Seniors provided by the City of Cleveland.
- Riders must be 60 or older and have limited options for transportation.
- Senior Transportation Connection (STC) will provide one (1) round trip or two (2) one way trips per week to eligible riders.

How do I sign up?

- If you have never registered or used STC you must call the Cleveland Department of Aging at 216-664-2833 to register. This takes about 10 minutes.
- You will need to provide your name, address, phone number, emergency contact, doctor's information, and if applicable any required ADA accessible accommodations and/or a personal care assistant.
- Cleveland Department of Aging staff will verify your home address and send your information to STC. You will be able to schedule your first ride in approximately 5 business days.

How do I schedule my ride?

- Riders must call 216-265-1489 to schedule a trip.
- Service is available Monday to Friday, 8:30 a.m.—4:00 p.m.
- You will need to provide STC with information including the name, address, phone number of the destination and the duration of the visit/appointment.
- Riders must schedule their trip at least three (3) working days before they travel, but may schedule up to three (3) weeks in advance.
- Riders will receive an automated phone call the day before their scheduled trip with a confirmation of expected pick up time.

What if I need to cancel my ride?

- Riders are expected to contact the STC Call Center before the day of their trip or before 7:00 a.m. on the day of the trip to cancel.
- Call 216-265-1489 to cancel your trip. If calling after business hours, press 1 after the voicemail to leave a message to cancel the trip.

What happens if I don't cancel my trip?

- Riders who cancel their trips after 7:00 a.m. on the day of their trip or aren't present for the bus when it arrives are considered a "No-Show."
- Once a rider has been a "No-Show" 3 times in a 3 month period they will be suspended from using the transportation service for 2 weeks.

Priority, Costs and Rules

- Medical related trips are given a priority and must be located within Cuyahoga County.
- Personal shopping and errands must be within the City of Cleveland and 8 miles or less each way in distance. Riders are limited to five (5) shopping bags per trip.
- A fare of \$1.25 per one way trip will be charged. Drivers are not permitted to make change on the bus or accept tips.
- Please be ready for your trip 10 minutes in advance and be prepared to allow 10 minutes after your scheduled time for the bus to arrive, this allows for traffic or other delays.
- Riders may have a personal care assistant (PCA) or escort with them, however they must provide this information when scheduling the trip. No fare is charged for the PCA/Escort riders when assisting the rider.
- Shopping dates at Steelyard Commons are as follows: East of Pearl Road/West 25th—Mondays; West of Pearl Road/West 25th—Wednesdays.