



SENIOR TRANSPORTATION CONNECTION



CITY OF CLEVELAND
Mayor Frank G. Jackson

Cleveland Senior Transportation Services

Service:

- There are transportation services for senior adults living in the City of Cleveland.
- Riders must be 60 years of age or older and have limited options for transportation services.
- Senior Transportation Connection (STC) will provide one (1) round trip or two (2) one way trips per week to eligible riders.

How to use the service:

- First time riders must call the Cleveland Department of Aging at 216-664-2833.
- You will need to provide your name, address, phone number, and emergency contact information.
- Cleveland Department of Aging staff will verify your home address and refer you to STC.

Scheduling your ride:

- Riders must call 216-265-1489 to schedule your trip.
- Service is available Monday through 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 working days before they travel, but may schedule up to two weeks in advance.
- Riders are also expected to contact the call center prior to 7:00 a.m. on the day of trip to cancel a trip. If a rider does not call to cancel 3 or more scheduled trips in a 3 month period, the rider will be temporarily suspended from using the service.

Priority:

- Medical related trips are a priority and must be located within Cuyahoga County.
- Personal shopping and errands must be within the City of Cleveland and 10 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 van or accept tips.
- 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 PCA/Escort riders as long as they are assisting the individual.
- Shopping days at Steelyard Commons are as follows: East of Pearl Road/ W 25th – Mondays; West of Pearl Road/ West 25th – Wednesdays.