

**CITY OF GARFIELD HEIGHTS
SENIOR CENTER**

SENIOR TRANSPORTATION PROGRAM

1. Service is provided Monday thru Thursday from 9:00 a.m. till 3:00 p.m. and Fridays from 8:30 am till 12:00 pm except holidays.
2. Service is provided to residents of Garfield Heights 60 years of age and older and those under 60 who are physically disabled.
3. Passengers should call 216-475-3244 up to 7 days prior to their scheduled medical appt. to schedule a ride. All rides scheduled on a first come first served basis. We reserve the right to deny any medical transport based on lack of driver or vehicle availability.
4. Bus service is provided curb to curb, **NOT** door to door. All passengers need to be able to get from their home to the bus independently. Drivers are **NOT** permitted to leave their vehicles unattended.
5. Drivers are **NOT** permitted to offer physical assistance to passengers due to liability issues. Physical assistance can be offered by friends, family or paid caregivers. Drivers can refuse to transport if physical assistance is required to transport a passenger safely or if the driver would be at risk.
6. Trips will be scheduled approximately 15 minutes prior to appointments for in-town trips and 30 minutes prior for out of town trips. There will be a 10 minute pick-up window before or after a scheduled time. If passengers are not ready at the appointment time, drivers will leave for their next scheduled pick-up and rider forfeits their trip.
7. Return pick-up trips from appointments will be done as quickly as possible based on the schedules of the drivers. Riders can expect to wait up to 45 minutes for a return pick-up once the dispatcher has been notified.
8. Essential errands, such as grocery shopping, pharmacy pick-ups and banking, will be scheduled as a second priority to medical appointments based on availability. The Senior Center does **NOT** guarantee errands at any given time.
9. There is a limit of 4 grocery bags per person when utilizing the senior bus for shopping. The driver has the right to refuse to load a passenger when the bag limit is exceeded.
10. Seatbelts must be worn at all times.
11. Fares for all trips are required at the time of service. Failure to pay the driver will result in the denial of future trips.
12. Inappropriate, offensive or abusive behavior will not be tolerated while riding the bus. Administration and drivers reserve the right to refuse a passenger who acts in such a manner without prior notice.
13. **ADDITIONAL ERRANDS OR FAVORS CANNOT BE DONE DURING THE DRIVER'S SCHEDULED APPOINTMENTS.**