



**Western Reserve**  
Area Agency on Aging

# Five-County Transportation Guide



# ADRC

Aging and Disability Resource Center

*Information current as of 8/1/2023*

# ADRC

The experts of the WRAAA Aging and Disability Resource Center are able to provide information, assistance, and referrals to help connect you to the services and support you need.

***Call now***

**(216) 539-9240**



**Western Reserve**  
Area Agency on Aging

**[www.areaagingsolutions.org](http://www.areaagingsolutions.org)**

# INTRODUCTION

Transportation directly impacts an individual's health and well-being. Whether the need is for accessing medical care, healthy food/groceries or for social interaction, transportation is necessary for overall optimal health and wellness. Lack of or barriers to available and affordable transportation can result in missed or delayed health care appointments, poor health outcomes, increased health costs, social isolation, and increased instances of depression. At Western Reserve Area Agency on Aging (WRAAA) we believe transportation is one of the most important Social Determinants of Health (SDOH) because it impacts almost every other SDOH by either providing or hindering access to other services and destinations. We hope our WRAAA Transportation Guide will assist individuals in Cuyahoga, Lake, Lorain, Medina and Geauga Counties access needed transportation in order to live their most healthy and full life. This guide will review options relating to local county services, NET Transportation Services, Older American Act (Title III) Services, and private pay options.

For further assistance, you can contact the WRAAA Aging and Disability Resource Center at **216-539-9240** or **800-626-7277**.

**-Theresa Foster-Keplin, MBA, RN/LSW, CRS-A/D  
Director of Aging and Disability Resource Center**



# TABLE OF CONTENTS



## 03 - CUYAHOGA COUNTY

- [Pgs 03-05 - Senior Transport Services](#)
- [Pg 06 - NET Transportation](#)
- [pg 07 - ADAMHS](#)
- [Pgs 08-11 -OAA Contacts](#)



## 12 - GEAUGA COUNTY



## 13 - LAKE COUNTY

- [Pg 13 - NET Transportation](#)
- [Pgs 14-16 - Senior Transportation Services](#)



## 17 - LORAIN COUNTY

- [Pg 17 - NET Transportation](#)
- [Pgs 18-23 - Senior Transportation Services](#)



## 24 - MEDINA COUNTY

- [Pg 24 - NET Transportation](#)
- [Pgs 25-26 - Senior Transportation Services](#)

## 27 - HEALTH PLAN COMPARISON

- Continues on page 28

# CUYAHOGA COUNTY



## **GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY (RTA)**

All RTA buses, trains, trolleys and HealthLine vehicles are ADA-compliant. Major rail stations and passenger facilities are either ADA-compliant or are on a schedule for upgrades. For more information, visit [www.riderta.com](http://www.riderta.com). RTA Paratransit service is provided to persons who, because of their disabilities, are unable to independently travel on the public transit system. In order to ride these specially-equipped Paratransit vehicles you must fill out an application which includes a medical section for your doctor to complete. For more information or to access the application, call **(216) 566-5124** or visit [www.riderta.com/paratransit/certification](http://www.riderta.com/paratransit/certification).



## **SENIOR TRANSPORTATION CONNECTION (STC)**

**Senior Transportation Connection (STC)** is available in Cuyahoga County for residents age 60 or older, or adult residents with disabilities of any age. Many cities use the Senior Transportation Connection for their daily transportation services.

**STC Plus** offers seniors and people with disabilities who live in Cuyahoga County accessible transportation on evenings and weekends to social, recreation or worship destinations. For more information call **(216) 265-1489** or visit [www.ridestc.org](http://www.ridestc.org), to learn more.

Contact information by neighborhood continued on page 4



**SENIOR TRANSPORTATION CONNECTION (STC)**

EAST SUBURBS	HOURS M - F	COST	SPECIAL NOTES
<b>Beachwood</b> (216)595-5483	8:30am-4:30pm	FREE	
<b>Bedford</b> (440)735-6570	8:15-11:45am 1:15-4:30pm	\$2 RT	Medical Release required.
<b>Bentley Village</b> (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
<b>Chagrin Falls Township</b> (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
<b>Chagrin Falls Village</b> (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
<b>Cleveland Heights</b> (216)691-7377	8:45am-4:10pm	\$2 RT NMT, \$5 MT	<b>Must be age 60+</b>
Cuyahoga Hts. Village (216)641-3505	9am-4pm	Free to Resident \$5 RT non residents	
<b>Euclid</b> (216)289-2985	8:30am-5pm 9am-3pm	\$1 RT NMT in city \$6 RT MT in city/&10 out	<b>Must be age 60+</b>
Garfield Heights (216)475-3244	8:30am-4pm	\$3 RT	
<b>Glenwillow</b> (440)349-6363	9am-4pm		Available MLK Day & President's Day
<b>Highland Heights</b> (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
<b>Highland Hills</b> (216)346-6215	8am-4:30pm	\$2 RT	
<b>Hunting Valley Village</b> (216)265-1489 (STC)	8:30am-4:30pm	Donation \$3 one-way \$6 RT	
<b>Lyndhurst</b> (216)265-1489	8:30am-4:30pm	\$1-\$5 based on distance	
<b>Maple Heights</b> (216)265-1489 (STC)	8:30am-4:30pm	\$5 one way, \$10 RT	
<b>Mayfield Heights</b> (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
<b>Mayfield Village</b> (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
<b>Moreland Hills Village</b> (216)265-1489 (STC)	8:30am-4pm	Donation \$3 one-way/\$6 RT	
<b>Oakwood Village</b> (440)232-9988	9am-2pm RT 3-4pm (no wed.)	Free in Village, \$1 RT outside	
<b>Orange Village</b> (216)265-1489 (STC)	8:30am-4pm	Donation \$3 one-way/\$6 RT	
<b>Pepper Pike</b> (216)265-1489 (STC)	8:30am-4pm	Donation \$3 one-way/\$6 RT	
<b>Richmond Heights</b> (216)265-1489 (STC)	8:30am-3:30pm	\$5 one way/ \$10 RT	
<b>Shaker Heights</b> (216)265-1489 (STC)	8:30am-4pm	\$1 one way/\$2 RT in city \$5 one way/\$10 outside	
<b>Solon</b> (440)349-6363	9am-4pm	FREE	Available MLK Day & President's Day
<b>South Euclid</b> (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
<b>University Heights</b> (216)265-1489 (STC)	8:30am-4pm	\$4 RT in city &8 RT outside city	
<b>Walton Hills Village</b> (440)786-2964	M-TH, 8am-3:30pm	\$3 -\$34 based on distance	<b>NO Friday's</b>
Woodmere Village (216)265-1489 (STC)	8:30am-4pm	Donation \$3 one way/ \$6 RT	

## SENIOR TRANSPORTATION CONNECTION (STC)

WEST SUBURBS	HOURS M - F	COST	SPECIAL NOTES
<b>Bay Village</b> (440)899-3410	8am-4pm	Donations \$! RT in city \$2 each way outside of city	
<b>Berea</b> (440)826-4891	8:15am-4pm	\$1-\$3	
<b>Brecksville</b> (216)265-1489 (STC)	8am-4pm	\$1-\$3 (based on distance)	
<b>Broadview Heights</b> (440)526-4685	8:30am-4:30pm	Free	
<b>Brook Park ( See Berea)</b> 440(826-4891	8:15am-4pm	\$1-\$3	
<b>Brooklyn</b> (216)635-4262	8:30am-3pm	\$1 Donation	
<b>Brooklyn Hts Village</b> (216)749-5367	8:30am-1:30pm	Free in Village \$ outside based on distance	
<b>Fairview Park</b> (440)356-4436	8:30am-1:30pm	\$1.50-\$5	Available MLK Day & Presidents Day
<b>Independence</b> (216)524-7373	7:30am-3pm MT 7:30am-2:30pm NMT	\$2 RT city/\$6 RT outside city Free medical transportation	
<b>Lakewood</b> (216)521-1515	8:15am-4:30pm	\$1- \$3 donation	
<b>Middleburg Heights</b> (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
<b>North Olmsted</b> (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
<b>North Royalton</b> (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
<b>Olmsted Falls</b> (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
<b>Olmsted Township</b> (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
<b>Parma</b> (440)885-8156	8am-3pm	\$5 RT suggested donation \$12 RT specific medical offices	<b>Must Be 60+</b>
<b>Parma Heights</b> (440)888-4416	7:30am-2:30pm	Free (Donations accepted)	Medical release required
<b>Rocky River</b> (440)333-6665	9am-4pm	Free (Donations accepted)	
<b>Strongsville</b> (440)826-4891	8:15am-4pm	\$1-\$3	
<b>Westlake</b> (440)899-3544	8:30am-4pm	\$2 RT	

# NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Services for are for current medicaid recipients only.**

**Please Note:** Client must have a medical condition that does not allow them to take public transportation to utilize these services

## 1. Clients deemed Ineligible for Net Transportation:

- Medicaid plan does not include transportation services
- Residential address is not current in Medicaid System-MITS
- Client is wheelchair bound. (Clients must be able to get in and out of the cab on their own).

## 2. To check for eligibility, please leave the following information on the phone line that applies (see phone lines below):

- Leave only one (1) message per line
- Your Full Name and Date of Birth
- Current Residential Address
- Social Security Number and/or Medicaid Number
- Current Phone Number.

## 3. If you qualify for services a starter packet will be sent that includes:

- 3 blank forms to be signed by your physician's office
- 3 paid postage return envelopes
- *A list of our contracted cab company*
- *Net Transportation Process and Staff Directory*

**Submit completed and signed forms ten (10) days prior to your medical appointment processing and mail delivery.**

Submit forms via fax: **216-987-7045** ;

email: **CuyahogaNET@jfs.ohio.gov** or mail listed on the bottom of the application.

***Clients deemed ineligible will be notified immediately via phone and/or mail***



## Phone Lines

If booking four or less appointments, call **(216) 987-7371**

If booking five or more appointments, or you are a dialysis patient, call **(216) 698-3383**

If booking five or more appointments, going to a hospital affiliated facility or addiction services clinic, call **(216) 420-6716**



# Alcohol, Drug Addiction & Mental Health Services (ADAMHS) Board Funded

Transportation services help remove barriers to sustained recovery by providing transportation to and from treatment

## Center for Families and Children

4500 Euclid Ave., Cleveland OH 44103  
Phone: **(216) 432-7200**

### Satellite Locations:

*Uptown Office:* 12201 Euclid Ave., Cleveland, OH 44106  
Phone: **(216) 721-4010**

*Gordon Square Office:* 5209 Detroit Ave., Cleveland, OH 44102  
Phone: **(216) 651-2037**

*West Office:* 3929 Rocky River Dr., Cleveland, OH 44111  
Phone: **(216) 252-5800**

*Southwest Office:* 5955 Ridge Rd., Parma, OH 44129  
Phone: **(440) 888-0300**

*East Office:* 4400 Euclid Ave., Cleveland, OH 44103  
Phone: **(216) 431-5800**

## Jewish Family Services Association

29125 Chagrin Blvd., Pepper Pike, OH 44122  
Phone: **(216) 292-3999**

## Jordan Community Resource Center

2231 N Taylor Rd, Cleveland Heights, OH 44112  
Phone: **(216) 441-2496**

## Lifelong Transportation

Phone: **(216) 491-1701**

## Signature Health

14701 Detroit Ave, Lakewood, OH 44107  
Phone: **(216) 766-6080** | Fax: **(216) 737-0440**

21100 Southgate Park Blvd, Maple Heights, OH 44137  
Phone: **(216) 663-6100** | Fax: **(216) 663-7113**

24200 Chagrin Blvd, Beachwood, OH 44122  
Phone: **(216) 831-6466** | Fax: **(216) 766-6084**

# OLDER AMERICANS ACT (TITLE III) CONTACTS

## **Catholic Charities Community Services Corp. - Hispanic Senior Center**

Director Ramonita Johnson  
7800 Detroit Ave.  
Cleveland, OH 44102-2814  
Phone: **(216) 939-3714**  
Email: **rrjohnson@ccdoble.org**

## **Catholic Charities Community Services Corp. – St. Martin De Porres**

Program Coordinator-Washalena Walker  
1264 East 123rd St.  
Cleveland, OH 44108-4042  
Phone: **(216) 268-3909**  
Email: **wwalker@ccdoble.org**

## **City of Lakewood Human Services Division of Aging**

Manager, Senior Services- Susan Hijjawi  
12525 Lake Ave.  
Lakewood, OH 44107  
Phone: **(216) 521-1515**  
Email: **susan.hijjawi@lakewoodoh.net**

## **City of Maple Heights Office on Aging**

Director of Human Services- Linda M. Vopat  
15901 Libby Rd.  
Maple Heights, OH 44137-1215  
Phone: **(216) 587-5481**  
Email: **lvopat@mapleheightsohio.com**

# OLDER AMERICANS ACT (TITLE III) CONTACTS

## **City of Parma Heights**

Director of Senior Services-Trish James  
9275 North Church Dr.  
Parma Heights, OH 44130  
Phone: **(440) 888-4416**  
Email: **tjames@parmaheights.us**

## **Cleveland Heights Office on Aging**

Office on Aging Supervisor- Dynesha Stover-McDonald  
40 Severance Circle.  
Cleveland Heights, OH 44118-1501  
Phone: **(216) 691-7377**  
Email: **dstovermcdonald@clevelandheights.gov**

## **Community Partnership on Aging**

Executive Director- Wendy Albin Sattin  
3170 Victory Dr.  
South Euclid, OH 44121  
Phone: **(216) 291-3902**  
Email: **sattinw@communitypartnershiponaging.org**

## **East End Neighborhood House, Inc.**

CEO/President-Atunyese V. Herron  
2749 Woodhill Rd.  
Cleveland, OH 44104  
Phone: **(216) 791-9378**  
Email: **aherron@eenh.org**

# OLDER AMERICANS ACT (TITLE III) CONTACTS

## **Harvard Community Service Center, Inc.**

CEO/President- Elaine Gohlstin  
18240 Harvard Ave.  
Cleveland, OH 44128  
Phone: **(216) 991-8585**  
Email: **goldy715@aol.com**

## **Mandel Jewish Community Center**

Supervisor, Senior Adult Services- Yolanda Nixon  
26001 South Woodland Rd.  
Beachwood, OH 44122-3367  
Phone: **(216) 831-0700**  
Email: **ynixon@mandeljcc.org**

## **Murtis Taylor Human Services System**

Family Center Director-Heather Brissett  
13422 Kinsman Rd.  
Cleveland, OH 44120-4410  
Phone: **(216) 283-4400**  
Email: **hbrissett@murtistaylor.org**

## **Orange Senior Center/Orange Community Center Education & Recreation**

Coordinator, Senior Center- Margaret Runyon  
32000 Chagrin Blvd.  
Pepper Pike, OH 44124-5974  
Phone: **(216) 831-8600**  
Email: **mrnyon@orangecsd.org**

# OLDER AMERICANS ACT (TITLE III) CONTACTS

## **Rose Centers for Aging Well**

Executive Director-Dabney Conwell  
11890 Fairhill Rd.  
Cleveland, OH 44120  
Phone: **(216) 791-8000**  
Email: **dconwell@benrose.org**

## **Senior Citizen Resources, Inc**

Executive Director-Liz Kilroy-Hernandez  
3100 Devonshire Rd.  
Cleveland, OH 44109  
Phone: **(216) 749-5367**  
Email: **lhernandez@scrinc.org**

## **The Salvation Army West Park**

Program Director- Pamela Jones  
12645 Lorain Ave.  
Cleveland, OH 44111-2630  
Phone: **(216) 252-3593**  
Email: **pamela.jones@use.salvationarmy.org**

## **University Settlement, Inc.**

Adult Wellness Program Manager-Allison Woods  
4800 Broadway Ave.  
Cleveland OH, 44127  
Phone: **(216) 641-8948**  
Email: **awoods@universitysettlement.net**

## **West Side Community House**

Executive Director-Rachelle Milner  
9300 Lorain Ave.  
Cleveland, OH 44102  
Phone: **(216) 771-7297**



# GEAUGA COUNTY

## ● **Transportation Voucher Program**

The Transportation Voucher Program provides transportation for seniors to doctor appointments and/or grocery shopping within Geauga County, who fall within established federal income guidelines via the Older American's Act. The voucher is good for five round trip rides through Geauga Transit, one ride per week for five weeks, and is renewable. Seniors should apply for vouchers at the Department on Aging and then schedule transportation with Geauga Transit. For more information or to schedule an appointment please call **(440) 279-2130**.

## ● **Out-of-County Medical Transportation**

The Department on Aging's Out of County Medical (Escort) Programs provides safe and reliable transportation to and from out of county medical appointments. The program offers rides to seniors on a first come, first served basis. In an effort to serve as many seniors as possible, we ask that rides are scheduled 2-4 weeks in advance if possible. While there is no charge for this service, donations are greatly appreciated. For scheduling and availability please call **(440) 279-2134**. For rides inside the county, please call Geauga County Transit at **(440) 279-2150**.

## ● **Geauga Transit-In County Public Transportation**

Hours: Monday-Friday 6:00 am - 9:00 pm

Contact by appointment.

Phone: **(888) 287-7190**

## ● **Transport With Dignity, LLC**

Discreet non medical sedan transport for all senior transportation needs.

Hours: 24/7 by appointment

Contact Tom Lynch

Phone: **(216) 346-1164**

Website: [transportwithdignity.com](http://transportwithdignity.com)

# LAKE COUNTY

## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services are Non-Emergency Medical Transportation Services for current Lake County Medicaid recipients providing free Dial- A-Ride transportation.**

**Please Note:** Client must contact Lake County Department of Job & Family Services at **(440) 350-4212**. Consumers must be prepared to leave the following information:  
Date of Birth, Social Security number and a phone number where you can be reached.

You will be mailed a release of information form that must be completed and approved by *LCDJFS*, who will notify Laketrans.

### **Making a Reservation for Medicaid NET Program**

After your eligibility has been approved by Lake County Department of Job & Family Services (LCDJFS) and Laketrans is notified, you can make a reservation by calling Laketrans Customer Service 2-12 business days prior to your trip at **(440) 354-6100** or toll-free at **1-888-LAKETRAN**.

Weekends, federal holidays, and any day LCDJFS is closed do not count as business days. Before you call, please have the following information ready for the person who will be riding the bus:

- Name
- Date of Birth
- Date and time of your medical appointment
- Doctor's name and phone number
- Doctor's address with room number, building name and/or building entrance
- Name of medical facility

Laketrans will notify you regarding LCDJFS approval or denial of the trip at least 24 hours prior to the scheduled trip. If your trip has not been approved in advance you will be required to pay your normal Laketrans fare.

Laketrans is closed on Sunday and these federal holidays: New Year's Day, Memorial Day, 4th of July Labor Day, Thanksgiving Day, and Christmas Day

## Programs Powered by



### ● Seniors on the Go

Are you a little anxious about trying Laketrans or concerned about a friend or family members driving or isolation? It's time to call Laketrans. We understand transitioning from driving a car to using public transportation can be a difficult life decision. Laketrans's "Seniors on the Go" program provides participants personalized information and ongoing assistance from experienced Laketrans employees, allowing them to stay mobile regardless of their ability or desire to drive. The program is flexible to the needs of each individual senior and their family. The program allows seniors to make personal decisions on whether they need transportation service for night or winter driving, to get to doctors' appointments, help during a life changing milestones (stroke rehab, cancer treatment), or if they need it daily for all essential transportation.

For more information call **Dale Wiechelman** at **(440) 350-1067** or [outreach@laketrans.com](mailto:outreach@laketrans.com) to set-up a home visit or presentation for your group.

### ● Cuyahoga County Medical Service

Laketrans's Cuyahoga County Medical Service is a door-to-door, shared ride transportation to major medical facilities in Cleveland. You will be picked up at home (or another origin) and dropped off at the medical facility. Your trip may be combined with others, therefore your pick-up and drop off times may vary. The bus may also make other stops while it takes you to your destination.

#### **Where Can I Go Monday – Friday?**

- Cleveland Clinic Main Campus Euclid Hospital
- Cleveland Clinic Euclid Medical Park
- Hillcrest Hospital
- Cleveland Clinic University Hospital
- UH Richmond Heights Hospital
- VA Hospital

#### **When Can I Ride?**

Earliest pick up is at 6:15 a.m. – last return from Cleveland is at 4:30 p.m.

## Cuyahoga County Medical Service - cont.

### What is the Fare?

Regular Fare: \$20.00 each way

Reduced Fare for seniors & people with disabilities: \$5.00 each way. (Must show Golden Buckeye, Medicare, or ADA Card)

Children 12 years and under: \$5.00 each way Lake County Veterans and one attendant:

Free Medicaid NET: Free with LCJFS approval

Fares must be paid when making the reservation. Golden Buckeye Card or Medicare Card must be shown each time you board to be eligible for discounted fare rate.

### Are Reservations Needed?

Yes, you must call 2-12 business days to make a reservation and pay for a trip. Space is limited and is available on a first come, first served basis.

### How Do I Make a Reservation?

Reservations are taken Monday-Friday 6:00 a.m.- 8:00 p.m. at **(440) 354- 6100** or toll-free at **1-888-525-3872**. Online reservations can be booked using Request-a-Ride.

To cancel a reservation, call **(440) 350-1099**. The more flexible you can be about the time you want to go the easier it will be to get the reservation. When you make a medical appointment, remember to tell the medical office you ride Laketrans.



## Lake County Veterans

Laketrans, in partnership with the Lake County Veterans Service Commission and Lake County Commissioners, provides Lake County veterans with free Dial-a-Ride transportation to any medical or adult day care appointment and any VA location within Laketrans's service area.

Veterans must register with Lake County Veterans Service Commission to be eligible for free medical transportation.

**Transportation is provided to any medical office in Laketrans's service area and these offices for veterans.**

- **Lake County Veterans Service Commission,**  
105 Main St.  
Painesville, OH 44077
- **Department of Veterans Affairs Outpatient Clinic,**  
35000 Kaiser Court.  
Willoughby, OH 44094
- **Louis Stokes Cleveland VA Medical Center (Wade Park),**  
10701 East Blvd.  
Cleveland, OH 44106

*Service to University Circle hospitals, including Wade Park, operate on a specific schedule*

## ● **Going to Senior Centers or Lake County Volunteer Network assignments in Lake County**

Dial-a-Ride transportation to any and from any Lake County Senior Center or Lake County Volunteer Network assignment is provided free of charge to all Lake County seniors (60 years or older). Dial-a-Ride trips are paid through the Lake County Senior Services Levy and will pay for a ride to and from the senior center. Volunteers must be approved through the Lake County Volunteer Network office prior to scheduling rides on Laketrans. Seniors must show their Golden Buckeye card when boarding.

## ● **Seniors/Citizens with Disabilities in Perry Township (including North Perry Village and Perry Village)**

Perry Township will pay the \$2.50 in-county (\$5.00 out of county/medical only) Dial-a-Ride fare for resident seniors/individuals with disabilities. Seniors (sixty years of age or older)/individuals with disabilities must show their Golden Buckeye card to receive this benefit. No registration is required.

## ● **Seniors/Citizens with Disabilities in Wickliffe**

The City of Wickliffe provides seniors and individuals with disabilities local transportation through the city's Senior Bus Transportation. For more information call **(440) 943-7120**. For transportation outside Wickliffe's service area, the city will pay Laketrans' \$2.50 in-county Dial-a-Ride fare for resident seniors/individuals with disabilities registered with the City of Wickliffe. Seniors/individuals with disabilities must show their Golden Buckeye card to receive this benefit.

## ● **Seniors/Citizens with Disabilities in Willoughby**

The City of Willoughby will pay \$1 toward any in-county Dial-a-Ride fare for resident seniors/individuals with disabilities registered with the city. Seniors/individuals with disabilities are responsible for paying the remaining \$1.50 in-county fare. The City of Willoughby will also pay up to \$1 towards the fare for Laketrans' Cuyahoga County Medical Service. Seniors/individuals with disabilities are responsible for paying the remaining \$4 of the fare.

To receive a discounted bus fare, Willoughby residents must register for a Laketrans Transportation Card with the City of Willoughby at the Willoughby Senior Center located at 36939 Ridge Rd. The senior center is open Monday – Friday, 8:00-4:30. Call **(440) 951-2832** for more information.



## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services is Non-Emergency Medical Transportation Services for current Lorain County Medicaid recipients.**

### **How does the program work?**

LCDJFS opens a NET case for Medicaid recipients in need of transportation assistance with either LifeCare Ambulance Services, Provide a Ride, or Lorain County Transit

Clients who will be using transportation services are determined to be eligible by the LCDJFS Transportation Coordinator. The clients must then call the provider to arrange for future services.

### **What types of appointments can I get transportation assistance for?**

Medicaid appointments only transportation can be out of Lorain County, as long as the medical facility accepts Medicaid and the physician/medical facility provides written verification that the services they are performing are not available in Lorain County.

### **Is there any limit to the number of times I can use the NET Program?**

No.

### **How do I apply for the NET Program?**

Call the LCJFS Transportation Coordinator at **(440) 284-4355**.

## ● **Dial-A-Ride is an origin-to-destination service available only for Lorain County Transit (LCT)**

Dial-A-Ride is an origin-to-destination service available only for Lorain County Transit (LCT) customers living and/or traveling to points within Lorain County.

LCT will pick you up at home (or of another origin) and drop you off at a medical appointment, work, or any destination in Lorain County.

Reservations are required 2 to 14 days in advance of your trip. You can make reservations by calling LCT's Scheduling Office at **(440) 365-0224** or toll-free **800-406-7541**. Please have the complete address of your destination when calling to schedule your rides.

For medical appointments, please have your doctor's name, office address, room/building number and phone number to provide when booking your Dial-A-Ride trip. This helps us locate you when you're getting picked up from larger medical facilities.

## ● **Mobility Management Program**

The Mobility Management Program is an essential service that improves access to transportation with an emphasis on seniors, persons with disabilities, low-income and the workforce. This is a program under the Ohio Department of Transportation. Lorain County Mobility Management is housed locally at United Way of Greater Lorain County and led by the Mobility Manager. Mobility Managers are an excellent resource for those needing transportation related to employment, daily living, and medical appointments.

For more information, call **(440) 538-6307** or visit: [www.moveloraincounty.org](http://www.moveloraincounty.org).

## ● **Lorain County Office on Aging**

Escort Assisted Transportation via Older Americans Act Executive Director- Lauren Ksiazek  
534 S Abbe Rd, Elyria, OH 44035

Phone: **(440) 326-4800**

Email: [lkksiazek@lcooa.org](mailto:lkksiazek@lcooa.org)

## 440 Ride

- On-demand ride service available 24/7.
- Allows personal attendant to ride for free.
- No wheelchair lift. Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Discounts may be available.
- Crosses county lines.
- Does NOT require advanced reservation.

Website: <https://www.facebook.com/440Rides>

Phone: (440) 453-8614

Email: [admin@440ride.com](mailto:admin@440ride.com)

## CDC Transportation

- Ride service available Sunday through Thursday from 6AM-6PM and Friday/Saturday from 6AM-10PM.
- Allows personal attendant to ride for free.
- No wheelchair lift.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Provides senior, disability, and veteran discounts.
- Crosses county lines.
- Requires 24hrs advanced reservation.

Website: <https://1cdctransportation.com/>

Phone: (216) 501-9651

## City of Avon Lake

- FREE ride service available Monday through Thursday from 8:30AM-3PM.
- Available exclusively to Avon Lake residents.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Waiver required to ride.
- Crosses county lines.
- Requires advanced reservation.

Website: <https://www.avonlake.org/cityservices/community-transportation>

Phone: (440) 930-4126

## ● Lorain County Transit

Fixed-route and Dial-A-Ride public transit transportation available Monday through Friday from 5:30AM-6:30PM.

- NOTE: Service does NOT operate on federal holidays.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only. Free for veterans.
- Provides senior and disability discounts.
- Does NOT cross county lines.
- Does NOT require advanced reservation.

Website: <https://www.loraincountyohio.gov/291/Fixed-Bus-Route-Information>

Phone: (440) 365-0224

## ● Oberlin Connector

Demand-response transit transportation available Monday through Friday from 6AM-6PM and 9:30PM-12:30AM.

- Allows personal attendant to ride for free.
- Wheelchair accessible. Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Free for veterans.
- Provides senior and disability discounts.
- Reservations are now up to two weeks in advance with a minimum of 48hrs.
- Same day service is dependent on seat availability.

Website: <https://www.cityofoberlin.com/forresidents/public-transportation/oberlin-connector/>

Phone: (800) 406-7541

## ● Pegasus Transit, LLC

- Ride service available Monday through Friday from 8AM-6PM.
- May provide transportation outside of normal hours upon request.
- Allows personal caregiver to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Discounts may be available.
- Crosses county lines.
- Requires 72hrs advanced reservation.

Website: <http://www.pegasustransitllc.com/>

Phone: (440) 989-2123

## ● Provide A Ride

- Ride service available 24/7.
- Wheelchair accessible.
- Accepts Medicaid, eligible insurance, and private pay.
- Crosses county lines.
- Requires advanced reservation.

Website: <https://providearide.com/>

Phone: (216) 475-1001

## ● Amherst Office on Aging

- Ride service available Monday through Friday from 9AM-2PM.
- Available exclusively to Amherst seniors.
- Allows personal attendant to ride for free.
- No wheelchair lift. Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Does NOT cross county lines.
- Requires 1-week advanced reservation.

Website: <https://amherstohio.org/office-on-aging/>



## ● City of Avon

- FREE ride service available Monday through Friday from 9AM-3PM. Available exclusively to Avon seniors.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Waiver required to ride.
- Crosses county lines.
- Does NOT require advanced reservation, but service only available on first come, first serve basis.
- May schedule up to 2-months in advance.
- Medical appointments take priority.

Website: <https://www.cityofavon.com/159/Senior-Center>

Phone: (440) 934-RIDE (7433)

## ● City of North Ridgeville

- Ride service available Monday through Friday from 8AM-4PM.
- Available exclusively to unable-to-drive 60+ year old residents of North Ridgeville, or Carlisle, Columbia, Eaton, Grafton, or LaGrange townships. Eligibility must be assessed through a home visit prior to first ride.
- Wheelchair accessible, but requires personal caregiver be present (rides for free). Private pay only.
- Crosses county lines on limited basis.
- Requires advanced reservation.

Website: <https://www.nridgeville.org/Transportation.aspx>

Phone: (440) 353-0857

## ● El Centro de Servicios Sociales

- Non-emergency door-to-door ride service available Tuesday through Thursday from 9AM-4:30PM.
- Available exclusively to Lorain County residents who are age 60+ year old and active members of the El Centro El Dorado Senior Program.
- Must be able to walk and enter and exit the vehicle without assistance. Eligibility must be assessed through an intake appointment prior to first ride.
- NOT wheelchair accessible.
- Must complete a waiver prior to first ride. Does NOT accept insurance, waivers, or Medicaid.
- Private pay only.
- Service area for PICKUP AND DROPOFF limited to Lorain.
- Requires 48hrs advanced reservation.

Website: <https://www.lorainelcentro.com/>

Phone: (440) 277-8235

## Graceful Living

Supports aging and disabled individuals through their skilled ambulette transportation service. Provides door to door service for dialysis, medical/personal appointments, hospital visits, and social transportation needs. They transport clients from Western Cuyahoga County & Lorain County. Accepts credit cards and private pay.

Website: [www.gracefullivingllc.com](http://www.gracefullivingllc.com)

Phone: (440) 899-2617

## GoGo Grandparent

On-call ride service. Services exclusive to paid members. Does not accept insurance, waivers, or Medicaid. Private pay only.

Crosses county lines. Requires advanced reservation. Schedule accessible through website.

Website: <https://gogograndparent.com/>

Phone: 1(855) 464-6872

## LifeCare Ambulance Services

On-call medical emergency and non-emergency ambulance transportation available 24/7. Allows personal attendant to ride for free. Wheelchair accessible. Accepts Medicaid, eligible insurance, and private pay.

Crosses county lines. Does NOT require advanced reservation.

Website: <https://www.lifecareambulance.com/services/wheelchair-assisted/>

Phone: (440) 323-7222

## Serenity Transportation

- Non-emergency medical ambulette transportation available Monday – Saturday from 6 am to 6 pm (other times available per request). Wheelchair accessible.
- Provides medical, dialysis, and general transportation services.
- Crosses county lines.
- Requires 48hrs advanced reservation.

Phone: (216) 925-7955

## Village of Wellington

- On-call ride service available Mondays, Tuesdays, Thursdays, and Saturdays from 9AM-12PM and Fridays from 9AM-4PM.
- Available exclusively to Wellington seniors.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Does NOT cross county lines.
- Does NOT require advanced reservation.

Website: <https://www.villageofwellington.com/Faq.aspx?QID=70>

Phone: (440) 647-2514

# MEDINA COUNTY

## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services is Non-Emergency Medical Transportation Services for current Medina County Medicaid recipients only.**

Transportation can be provided to/from medical appointments for individuals receiving a full-category of Medicaid. MPAP, which is QMB, SLMB, and QI-1 are not full Medicaid categories, so would not qualify for transportation assistance. If you have a managed care provider through Medicaid, you would need to contact your managed care provider first for transportation assistance prior to utilizing the transportation program at JFS. Also, those who are required to participate in the Work Requirement Program for SNAP and/or TANF may be eligible to receive transportation assistance. All transportation services are provided via Medina County Transit.

Please call **(330) 661-0835** with any questions or to see if you would qualify.

## ● Medina County Office for Older Adults

Provides fully subsidized curb-to-curb services that you will arrange with Medina County Transit at least 2 weeks ahead of time. The number to call is **330-723-9670**. Please confirm your transit one day ahead of time. The orange identification card is used to identify you as an Office for Older Adults subsidized rider.

Trips subsidized include:

- Medical Appointments
- Mental Health Appointments
- Social Service Agencies, by appointment
- Public Benefits Agencies, by appointment

\$1 donation suggested for all trips.

Bus passes are available for once per week transportation to grocery stores, drug stores, banks, senior centers, and nutrition sites. Please call Office for Older Adults for details.

Additionally, Medina County Office for Older Adults subsidizes all loop fares for the City of Medina, City of Brunswick and the City of Wadsworth Medina County Transit Bus Loops. Simply go through our agency's transit assessment to obtain an orange identification card. This card is your identification to receive free loop rides enjoy!

## ● Elderly and Disabled program (65+ or disabled)

Provided through Medina County Transit, <http://medinaco.org/transit/index.html> Applications can be obtained from transit (or MCOOA) and returned to transit. If you are 65 years of age or older, you do not need to have to complete a doctor's form as part of the application, you can send it in with proof of age (or our Outreach Worker's signature). If you are under 65 and disabled, you are also eligible for this program and your doctor will have to fill out a form. This program provides for a ½ price fare for curb-to-curb service, or \$2.00 each way.

*These are for non-subsidized trips.*

## ● Consolidated Transportation Subsidy (65+ or disabled)

Provided through Community Action. This program provides an additional subsidy to those individuals who have already been approved for the ELDERLY AND DISABLED PROGRAM and meet financial qualifications. The funds are limited, but provide individuals with bus loop tokens or ride passes that bring the cost of curb-to-curb service down to zero. Tokens and passes can be obtained through Community Action of Wayne and Medina Counties, **(330) 723-2229**. These are for non-subsidized trips.

## ● Veterans Transportation Subsidy

Starting July 1, 2018, the Medina County Veterans Service Office will be providing free transportation through Medina County Public Transportation for all veterans, regardless of frequency or reason. To activate this benefit, you will need to obtain a Medina County Veterans ID. These IDs are available at the Medina County Recorder's Office, 144 N. Broadway Street, Medina, Ohio. You will need a photo ID and your original or a certified copy of your DD-214. This benefit takes the place of all other transportation subsidies as it is more comprehensive. It is available to veterans only, not spouses. Once the proper ID is received, just call Medina County Public Transit to arrange your ride or show the ID to the driver for free loop trips.

## ● Community Action of Wayne and Medina Free Out-Of-County Transportation (CAW/M)

This program provides free out-of-county medical transportation to seniors, people with disabilities and low-income (200% FPL) residents. Up to 6 round trips a year can be provided. Wheelchair transportation is available and riders are allowed to have someone travel with them for free.

Rides are arranged by CAW/M, and need to be done at least 72 hours in advance.

This program is funded by various grants from the Austin-Bailey Health and Wellness Foundation, the North Canton Medical Foundation and the Donald and Alice Noble Foundation.

*Riders must enroll with the CAW/M transportation department by calling **(330) 264-8677**, email [transportation@cawm.org](mailto:transportation@cawm.org), or in person at 905 Pittsburgh Ave, Wooster (Open M-F, 8 a.m. – 4:30 p.m.)*



- Up to 30 round trip or 60 one-way trips qualifying non-medical trips, such as CDJFS redeterminations and WIC appointments, less than 30 miles away from a member's home per calendar year
- Unlimited additional trips for chemotherapy, radiation, dialysis, or prenatal and postpartum appointments
- Unlimited trips for medical services for members who utilize a wheelchair
- Bus passes available for members who prefer mass transit



- Up to 30 round trip or 60 one-way trips to provider appointments less than 30 miles from a member's home or to community resources and services including essential shopping, nutrition classes, lead screening/testing, plan request, pregnancy classes, and WIC appointments
- Eligible members can receive:
  - \$100 Uber gift card to help with transportation needs
  - \$100 gas card for members with their own cars
  - Up to \$300 in car repairs for members with their own cars



- Up to 30 round trip or 60 one-way trips to non-medical related appointments less than 30 miles away from a member's home, including CDJFS redeterminations, WIC appointments, respite, nutrition classes, housing, and more
- Up to 5 round trip or 10 one-way trips for food-related travel such as a trip to grocery store or farmer's market
- Unlimited trips for members who utilize a wheelchair



- Up to 15 round trip or 30 one-way trips that are less than 30 miles from the member's home for qualifying non-medical trips, such as CDJFS redeterminations and WIC appointments
- Additional trips available for critical care including dialysis, chemo/radiation, wound care, pregnancy, and substance use disorder
- Up to 5 round trips or 10 one-way trips for food resources
- Sick visit trips available same day
- Mileage reimbursement is offered to all members for appointments
- Bus passes are available to get to appointments and Lyft is available when another transportation provider is unable to fulfill a transportation request
- Unlimited transportation for hospital discharge, wheelchair van, parents to visit their child in the Neonatal Intensive Care Unit (NICU), chronic conditions, and more

\*Please call your Next Gen plan for assistance accessing your transportation benefit.



- Up to 15 round trip or 30 one-way trips that are less than 30 miles from the member's home
- Unlimited transportation for chronic conditions needing in-person treatment such as dialysis, radiation, or chemotherapy
- Additional transportation may be available for members enrolled in --Humana case management programs:
- Behavioral health/substance use disorder (Must be actively engaged in outpatient and residential behavioral health services or intensive outpatient treatment)
- Transportation for parents to visit their child in the Neonatal Intensive Care Unit (NICU) and parents to visit their child in a residential or inpatient behavioral health facility
- Postpartum: Limited to 12 weeks per pregnancy, for trips less than 30 miles



- Up to 15 round trip or 30 one-way provider trips less than 30 miles and non-medical trips including to the grocery store, food bank, CDJFS redeterminations, and WIC appointments
- Unlimited trips for pregnant women, children under one year old, behavioral health and substance use disorder treatment appointments, and members who utilize a wheelchair
- Members can choose services through Uber or Lyft
- Mileage reimbursement to cover any approved trip
- Free bus passes
- Transportation management app for scheduling, reminders, ride requests, trip status alerts, and more
- Additional trips allowed for dialysis, radiation treatment, chemotherapy, hospital to home (do not count toward the trip maximum)



- Up to 15 round trip or 30 one-way trips to and from your PCP, WIC, pharmacy, or other participating healthcare or behavioral health care providers, and CDJFS redeterminations
- Unlimited trips for pregnancy, prenatal, post-partum, WIC appointments, Neonatal Intensive Care Unit (NICU) and well visits for children younger than age 1
- Mileage reimbursement is available for transportation to provider visits
- Transportation for food resources – To a food bank, food pantry and grocery store for curb side pick-up (this counts toward the trip maximum of 15 round trip or 30 one-way trips)
- Additional trips allowed for critical care trip types including dialysis, chemo/radiation, wound care, pregnancy, substance abuse. (This does not count toward the trip maximum of 15 round trips or 30 one way)

\*Please call your Next Gen plan for assistance accessing your transportation benefit.



# Western Reserve

Area Agency on Aging



| @WRAAonAging

1700 E. 13TH STREET, SUITE 114, CLEVELAND OH, 44114

(216)-621-0303 | (800)-626-7277

[www.areaagingsolutions.org](http://www.areaagingsolutions.org)