

The City of
Westlake Ohio
www.cityofwestlake.org

MAYOR
DENNIS M. CLOUGH



Community Services
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TRANSPORTATION 2015
440.899.3544

City of Westlake Transportation Brochure



2015 Policies & Procedures Client Responsibilities



MAYOR
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Welcome to The City of Westlake Community Services Department's transportation service, an **unassisted, curb-to-curb service**. It is available to **Westlake residents age 60 and older**. Wheelchair transportation is available (escort required).

Westlake's Transportation Service was not designed to supply all transportation needs; it is available to supplement them. Alternate transportation referrals are available upon request.

Senior living facilities in Westlake provide their own transportation. Residents of these facilities should use that transportation.

Please read this brochure carefully and keep it for future reference.

Policies

Prior to the first request for transportation:

- A home visit will be scheduled to explain Westlake's Transportation Service.
- A Passenger Transportation Information form must be completed (annually) and returned. Another home visit or trial run may be scheduled.

Drivers must stay by their vehicle and are unable to provide physical assistance to clients. Please do not ask driver for assistance.

Clients using walkers: Due to vehicle space constraints, only small foldable walkers will be permitted in vehicles. Walkers with seats, baskets, or brakes cannot be accommodated.

Clients using a standard-sized wheelchair or needing physical assistance, must provide a registered escort.

We reserve the right to require an escort.

Escort will be picked up and dropped off at client's home.

Escort needs to complete an Escort Transportation Information form prior to client's first transportation.

SHOPPING SCHEDULE 2015

Month	West Bay Promenade/ Crocker Park	Target WalMart Westfield Ctr.	Discount Drug Mart
January ▶	5	26	30
February ▶	2	23	27
March ▶	2	16	27
April ▶	6	20	24
May ▶	4	18	29
June ▶	1	15	26
July ▶	6	20	31
August ▶	3	17	28
September ▶	14	21	25
October ▶	5	19	30
November ▶	2	16	20
December ▶	7	21	18

All City offices are CLOSED on the following holidays:

- 1/1/2015 New Year's Day
- 1/19 Martin Luther King Day
- 2/16 Presidents' Day
- 4/3 Good Friday
- 5/25 Memorial Day
- 7/3 Independence Day
- 9/7 Labor Day
- 11/26-27 Thanksgiving
- 12/25 Christmas
- 1/1/2016 New Year



440.899.3544

TRANSPORTATION SCHEDULE

(Holidays excepted; see following page)

Monday—Friday

MEDICAL APPOINTMENTS
WESTLAKE CENTER ACTIVITIES
WESTLAKE RECREATION; WESTLAKE YMCA
NURSING HOME/HOSPITAL VISITS (in Westlake)
ADULT DAY CARE
OTHER APPOINTMENTS
QUICK STOPS (in Westlake)

First Mondays

WEST BAY PLAZA; THE PROMENADE AND/OR CROCKER PARK

Third Mondays

TARGET & WAL-MART (North Olmsted)
WESTFIELD CENTER (Great Northern/main mall only)

Tuesdays & Fridays (Maximum one hour)

GROCERY SHOPPING
BANKS (5-minute Quick Stop in *immediate vicinity* of grocery store)
1st, 3rd, 4th Tuesdays: Choice of one: Marcs, Giant Eagle, Aldi, or Trader Joe's.
2nd Tuesdays: Heinen's; banks
Fridays: Heinen's; banks

Wednesdays—Thursdays

HAIR APPOINTMENTS (in Westlake)

Tuesdays & Thursdays

WESTLAKE PORTER PUBLIC LIBRARY

Last Fridays

DISCOUNT DRUG MART (in Westlake)

A REMINDER TO SHOPPERS:

CLIENTS ARE RESPONSIBLE FOR THEIR OWN GROCERY BAGS AND PACKAGES. DRIVERS ARE NOT PERMITTED TO LEAVE THEIR VEHICLES.

An escort/assistance guide is an able-bodied adult willing to help the client at each location to which the client is transported.

We cannot guarantee what vehicle will be used (except wheelchair use).

Appointments taken on a first-come basis. Request transportation to medical appointments as soon as you have appointment. All other reservations are to be made a month in advance or as needed

There are no standing appointments. Clients must call in each month to make regularly scheduled appointments.

Due to length of eye doctor examinations, schedule all appointments in the morning.

Transportation will not be provided after any medical procedure requiring anesthesia.

Transportation will not be provided for emergency care. Dial 911.

Frequent cancellations may result in limited or denied service.

Drivers cannot wait for client. Client must be ready at the scheduled pick-up time.

Drivers are instructed to follow their transportation schedule as printed. Transportation requests to drivers will not be honored.

There is no eating, drinking, or smoking in City vehicles.

Seatbelts must be worn until destination is reached and vehicle is at a complete stop.

Driveways, sidewalks, and paths must be clear of snow and ice, both at the client's home and at their destination. If driveways, sidewalks, or paths are not clear, transportation will be denied.

Transportation services may be canceled when Westlake City Schools are closed due to inclement weather. You will be called if we will not be transporting you that day.

We reserve the right to deny transportation anytime to anyone.

Procedures

TRANSPORTATION DESTINATIONS

See p. 6 for Transportation Schedule (and destinations).

Medical Appointments

Westlake, Fairview Park, Rocky River, North Olmsted, Bay Village, Fairview Hospital, western Lakewood to W. 140th Street, Avon Cleveland Clinic (located at 33100 Clinic Blvd.)

Westlake Center Activities

Westlake Recreation Center

Grocery Stores (as designated on p. 6)

Pharmacies & Banks (Westlake only)

Beauty Salons/Barber Shops (Westlake only)

Shopping Malls (as designated on p. 7)

Voting (to/from the polls)

Immunization Appointments at Westlake Center

Westlake Porter Public Library (as designated on p. 6)

Westlake YMCA

Adult Day Care

Nursing Homes, Hospitals (visitation; Westlake only)

Financial and Legal Services (suburbs listed above)

TO REQUEST TRANSPORTATION

Call 899.3544, 9:00 a.m.-12:00 p.m., Monday through Friday, and ask for the Transportation Coordinator.

Each time a transportation request is made, the following information must be provided:

- ⇒ **Name, Address, Phone Number**
- ⇒ **Destination Address and Phone Number**
- ⇒ **Time, Date, Length of Appointment**
- ⇒ **If client is using a wheelchair**
- ⇒ **Escort Name** (if applicable)

A Westlake Center *activity* reservation is not a *transportation* reservation. *Reserve activity first, then call for transportation.*

TRANSPORTATION HOURS

Transportation vehicles are in operation Monday through Friday from 8:00 a.m. to 4:30 p.m.

CONFIRMATION

Appointments will be confirmed by phone the afternoon before the transport. If a confirmation call has not been received by 3:00, call receptionist/Westlake Community Services.

QUICK STOP

One Quick Stop per week will be permitted. Quick Stops are designed for *short errands* (15 minutes) within Westlake. They are arranged through the transportation coordinator (not a driver) and will be honored on the basis of time availability.

COST

Transportation service is provided by the City of Westlake. Donations to help defray expenses are gratefully accepted. \$1 each way is suggested (checks payable to City of Westlake or exact change). No tipping.

Client Responsibilities

RETURN HOME

When appointment is over, client ***calls receptionist***/Westlake Community Services to request ride home. Client *must* be ready when driver arrives.

APPOINTMENT DELAYS

If client is delayed at appointment, ***call receptionist*** as soon as possible with that information.

CANCELLATIONS

Phone in cancellations as soon as possible, preferably between the hours of 9:00 a.m. and 12:00 p.m. weekdays.

Avoid last minute cancellations. If a last minute/same day cancellation is necessary, ***call receptionist as soon as possible.*** *During non-business hours, leave message on voicemail.*