



Dear Resident,

Senior Wheels is a transportation collaboration between the cities of Berea and Strongsville. Please complete and return the enclosed registration form before scheduling your transportation. Return the form to:

Strongsville Senior Center  
Attention: Senior Wheels  
18100 Royalton Rd.  
Strongsville, Ohio 44136

- **Eligibility:** You must be at least 60 years old or a disabled adult and be a resident of Strongsville. Senior Wheels does not transport individuals from assisted living or skilled nursing facilities.
- **Call Center Hours of Operation:** Monday through Friday from 8:00 a.m. to noon. Please contact the call center for a list of your city's holiday observances.
- **Vehicle Hours of Operation:** Monday through Friday from 7:30 a.m. to 3:00 p.m. Trips are scheduled based upon vehicle availability.
- **Scheduling –** Trips can be scheduled up to 7 days in advance to the time you need a ride. If you call during business hours and get the answering machine, please leave a message. All calls after 12noon will be returned the following day. There are no same day trips.
- **Fare –** Fares are \$2 each way when traveling within the City of Strongsville and \$4 each way when traveling to and from Middleburg Heights or Berea. Silver Mustang Members pay \$1 each way when traveling to and from the Senior Center. Fare modification is available for qualifying residents in need of financial assistance. For more information contact the call center.
- If you complete a medical appointment more than 30 minutes early please call (440) 826-0800 and we will try to make arrangements to pick you up earlier.
- If you need to cancel a trip please notify the call center 24-hours in advance.
- The Cities of Strongsville and Berea are not responsible for personal belongings on the Senior Wheels vans.
- When scheduling your trip, you will need to provide your name, address, city, phone number, trip destination of where you are going, time of appointment, requested pick up time, return time and other pertinent information. The dispatcher will confirm your pick up and return times.

By working together, the cities expect to have a greater ability to respond to residents changing needs for transportation services and schedule trips more effectively. If you have any questions, please call the Senior Wheels Call Center at 440-826-0800 and ask for the Strongsville dispatcher.

### **HOW DO I REGISTER?**

You can call **(440)-826-0800** for a registration form. You will need to have a signed registration form on file prior to your first scheduled trip.

### **HOW DO I SCHEDULE A TRIP?**

Call **(440) – 826-0800**. All trips must be scheduled by noon the day prior to the scheduled trip or up to 7 days in advance. The Call Center is open Monday through Friday from 8 a.m. to noon.

When scheduling a trip, you will need to provide your name, address, city, phone number, trip destination (suite or room number of where you are going), time of appointment or requested pick up time, return time and other pertinent information. The scheduler will confirm your pick up and return times.

If you need to cancel a trip please notify the call center 24-hours in advance.

### **VEHICLE HOURS OF OPERATION**

Monday through Friday from 7:30 a.m. to 3 p.m. based upon vehicle availability.

### **WHERE CAN I GO?**

Primary Service Area: Berea, Middleburg Heights and Strongsville.

### **FARES**

Fares are \$2 each way when traveling within the City of Strongsville and \$4 each way when traveling to and from Middleburg Heights or Berea. Silver Mustang Members pay \$1 each way when traveling to and from the Senior Center. When you schedule your trip you will be notified of the fare.

### **WHAT TYPE OF SERVICE IS PROVIDED?**

This is a curb-to-curb service, meaning riders should be able to independently board and de-board the vehicle. However, if you need additional assistance Personal Care Aides are welcome to ride at no cost, but they must have a registration form on file. For the convenience of those with walkers and wheelchairs all of our vans have lifts.

### **POLICIES**

1. Seat belts must be worn at all times.
2. No pets are permitted on the vehicles except for service animals.
3. Certain items are prohibited from transport.
4. Please be ready 10 minutes before your scheduled pick up time.
5. Drivers will wait 5 minutes for a rider.
6. Medical trips receive priority. All other trips are based on the availability of the vehicles.
7. Senior Wheels does not transport individuals from assisted living or skilled nursing facilities.

*Special Notice: Transportation services are not available following certain medical procedures such as out-patient surgery requiring anesthesia.*

### **BASIC PASSENGER RULES**

- No eating or drinking.
  - No smoking.
- Treat all riders and drivers with respect.
- Remain seated with seatbelts fastened while vehicle is moving.
  - Follow all requests by the driver while in transit.

Southwest General provides free transportation to taxing district residents requiring transportation to Southwest General or one of its facilities. Call (440) 816-4046 to schedule your trip.