

Senior Transportation Connection
Administrative Office
323 Lakeside Ave West #400
Cleveland, Ohio 44113
216-443-3746

Call Center
26272 Butternut Ridge Road
North Olmsted, Ohio 44070
440-777-1785

Mission

Committed to providing comprehensive, efficient, and affordable transportation services for older adults

The STC is supported by the Senior Success Vision Council, Saint Luke's Foundation, Sisters of Charity Foundation, United Way of Greater Cleveland, Deaconess Community Foundation, Mt. Sinai Health Care Foundation, Ohio Department of Transportation and local communities.



Brochure information is available in alternate format upon request. Alternative formats include, but are not limited to large print, audio cassettes and computer disks.

This service is financed in part from a grant from the Ohio Department of Transportation.

FIRST Community Providers

Senior Transportation Connection supports the transportation services in these communities by operating the Call Center. We appreciate the participation of our community providers in this effort. Please contact them for specific information.

Columbia Township
Town Hall: 440-236-8802 or
440-236-5687

City of Middleburg Heights
Middleburg Heights City Hall:
440-234-8811

City of North Olmsted
Senior Center: 440-777-8100

City of Olmsted Falls
City Hall: 440-235-5550

Olmsted Township
Town Hall: 440-235-3051

Need a ride?



**1-800-983-4782 Or Ohio
Relay 1-800-750-0750**

In coordination with
**First Integrated Regional
Senior Transportation
Consortium**

Columbia Township
City of Middleburg Heights
City of North Olmsted
City of Olmsted Falls
Olmsted Township

Who's Eligible?

You must be at least 60 years of age or a disabled adult, and a resident of Columbia Township, Middleburg Heights, North Olmsted, Olmsted Falls, or Olmsted Township.

How do I register?

The first time you call we will need to know your name, address, phone number, emergency contact, physician's name and number, and the address of your destination. You may also contact your community for a registration form.

Where can I travel?

You can travel to any location in Columbia Township, Middleburg Heights, North Olmsted, Olmsted Falls, Olmsted Township, and surrounding communities for medical appointments and shopping based on availability. Medical appointments are a priority.

Please note that transportation service is **not available**

following certain medical procedures such as outpatient surgery requiring anesthesia.

How much does it cost?

Rates differ in each community. Rate information is posted in the vehicle or you may contact the Call Center for more information.

Drivers will collect fares on board. Passengers must provide the exact fare. Drivers do not carry change.

What kind of services are provided?

Usually curb-to-curb service is provided. **You must be able to independently board and de-board with minimal assistance.** Personal Care Aides and Escorts are welcome to ride at no cost with you if additional help is needed.



How do I schedule a ride?

Call the STC Call Center
1-800-983-4782 OR
1-800-750-0750
(Ohio Relay)

- Reservations are required 24 hours in advance.
- Rides can be scheduled up to 7 days in advance of your appointment. If you are calling after hours please leave a message.
- Cancellations are required at least one hour in advance.
- Vehicle arrival may be 20 minutes before or after your scheduled pick up time.
- Contact the Call Center if you are finished with your appointment earlier than expected.

Please contact the Call Center for specific passenger rules and inclement weather closings.

Service Days and Hours

The Call Center is open
Monday - Friday from
7:00 a.m. - 5:00 p.m.

Please contact the Call Center regarding specific operating information for your community.



Compliments/Complaints?

Please call the
STC Call Center director
at 440-777-1785