

SENIOR TRANSPORTATION CONNECTION

RIDER INFO

Call Center Phone Number

216.265.1489

800.983.4782

Message line available
for after hour cancellations
and other messages.

Please contact the STC
Call Center to verify

- If your community or organization is an STC affiliate
- Van operating days and hours
- Specific fare rate

We welcome your comments
and suggestions.

It's easy!

Call today, ride away!

www.ridestc.org

SENIOR TRANSPORTATION CONNECTION

Need a ride?

Enhancing
mobility options
for senior adults

216.265.1489 or
Ohio Relay 800.750.0750

Senior Transportation Connection is committed to providing coordinated, comprehensive transportation options for senior adults. We provide transportation services, and manage scheduling for partner organizations.

Who is eligible to ride?

You must be at least 60 years old or a disabled adult, and be a resident of a participating community or organization.

How do I register?

The STC will need some specific information in order to register you as an eligible rider. We will need your name, address, phone number, emergency contact person, physician's name and phone number and other important information. A registration form can be mailed to you, or you can pick one up from your community senior center. If time does not allow for mailing you can register over the phone. Some communities may require you to be pre-approved by them before registering.

Senior Transportation Connection

216.265.1489 OR
Ohio Relay 800.750.0750

Where can I travel?

Each participating community has a defined service area that includes some neighboring cities. Some further distances are allowed for medical purposes only or upon availability. Trips are based on availability with medical appointments always receiving priority scheduling. Restrictions apply for anyone receiving anesthesia or other outpatient surgeries.

How much does it cost?

Rates differ in each community. You will be informed of the fare when you schedule your trip. Driver will collect fares on board for each direction of your trip. Passengers must have exact change.

What kinds of services are provided?

Door-to-door service is provided. If additional assistance is needed, a Personal Care Aide may accompany the rider (minimal charges may apply.) They must also be registered with STC. If you use a mobility aide (*wheelchair, walker, etc.*) please let us know.

How do I schedule a ride?

Call the STC Call Center:

- Reservations must be made prior to 12 noon and at least 72 hours in advance of your travel date. Please note the STC call center is closed on weekends. The more notice we have the better we are able to accommodate your request. Rides can be booked up to 3 weeks in advance.
- Cancellations are required no later than 7 a.m. day of trip.
- Please have the complete address and phone number of your destination when scheduling your ride.
- Vehicles may arrive 10 minutes before or after the schedule pick up time.
- Contact the Call Center if you are finished with your appointment earlier than expected. We will do our best to get you a ride home.