

Senior Transportation Connection  
Administrative Office  
4735 West 150th Street, Suite A  
Cleveland, Ohio 44135  
www.ridestc.org

## Mission

Senior Transportation Connection is a customer focused organization committed to enhancing the independence of older adults by providing accessible, affordable and quality transportation.

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The STC is supported by the

- The Bruening Foundation
- The McGregor Foundation
- The Mt. Sinai Health Care Foundation
- The Sisters of Charity Foundation of Cleveland
- United Way of Greater Cleveland
- local communities



## Senior Transportation in Richmond Heights

Senior Transportation Connection supports the transportation services in Richmond Heights.

## Contact

**Senior Transportation  
Connection  
for registration forms  
and  
local information.**

**(800) 983-4782**

Revised August 2013

Need a ride?

SENIOR  
TRANSPORTATION  
CONNECTION



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

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In coordination with

**The City  
of  
Richmond  
Heights**

## Who's Eligible?

You must be at least 60 years of age or a disabled adult and a resident of Richmond Heights.

## 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 both medical and personal locations in Richmond Heights and surrounding communities.

Please note that transportation service is **not available following certain medical procedures such as outpatient surgery requiring anesthesia.**

## How much does it cost?

There will be a mandatory \$5.00 per trip fare charged to the rider for all trips. You may contact the Call Center at 1(800) 983-4782 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?

Door-to-door 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. Most STC vehicles are lift equipped and wheelchair accessible.



## 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 48 hours in advance.
- Rides can be scheduled up to 14 days in advance of your appointment. If you are calling after hours, please leave a message.
- Cancellations are required by 7:30 a.m. the day of the trip.
- Vehicle arrival may be 10 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 1 (800) 983-4782 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.

