



**Western Reserve**  
Area Agency on Aging

# Five-County Transportation Guide



# ADRC

Aging and Disability Resource Center

*Information current as of 02/01/2026*

# ADRC

The experts of the WRAAA Aging and Disability Resource Center (ADRC) provide information, assistance, and referrals to help connect older adults and individuals with disabilities to the services and support they need.

***Call now***  
**(216) 539-9240**



**Western Reserve**  
Area Agency on Aging

[www.areaagingsolutions.org](http://www.areaagingsolutions.org)

# INTRODUCTION

Access to reliable and accessible transportation is a cornerstone of well-being, particularly for older adults and individuals with disabilities. In today's world, where mobility plays a crucial role in connecting people to healthcare, essential services, and social networks, transportation is a vital social determinant of health. For individuals in the aging and disability communities, the ability to travel independently and safely is not only a matter of convenience—it directly impacts physical and mental health, quality of life, and overall community participation.

In this Five-County Transportation Guide, we explore the diverse transportation services available to meet the unique needs of these populations. Whether it's accessing medical care, social events, or grocery shopping, the services outlined in this guide are designed to bridge gaps, reduce isolation, and support independence. By improving transportation access, we help foster better health outcomes, increase social engagement, and ensure that all individuals, regardless of age or ability, can live life to the fullest.

As you explore the resources provided, remember that transportation is more than just a means of getting from one place to another—it's an essential part of maintaining dignity, autonomy, and a fulfilling life.

For further assistance, you can contact the WRAAA Aging and Disability Resource Center at **(216) 539-9240** or **(800) 626-7277**.

**-Theresa Foster-Keplin, MBA, RN/LSW, CRS-A/D  
Director of Aging and Disability Resource Center**



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# CUYAHOGA COUNTY



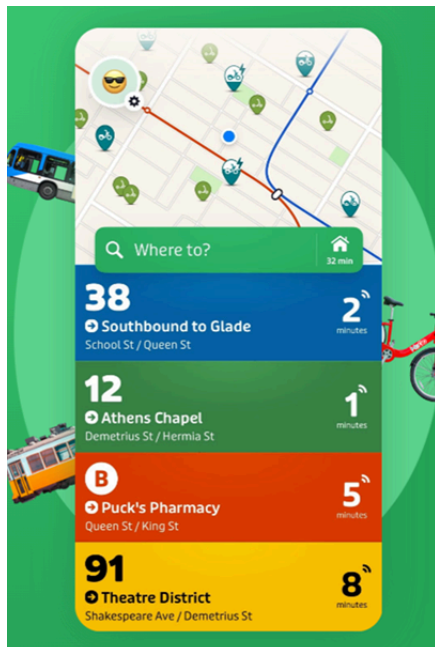
## GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY (RTA)

All RTA buses, trains, trolleys and HealthLine vehicles are ADA-compliant. Major rail stations and passenger facilities are either ADA-compliant or are on a schedule for upgrades. If you are age 65 or older, you can pay a discounted Senior rate to ride RTA buses and trains.

RTA also offers services such as **Travel Training** offering 1-on-1 and group training to teach seniors and people with disabilities to travel safely and independently on fixed-route public transit. For more information, call **(216) 621-9500** M-F, 7a - 6p and Sat 8a-4:30p or visit [www.riderta.com](http://www.riderta.com).

**RTA Paratransit** service is provided to persons who, because of their disabilities, are unable to independently travel on the public transit system. In order to ride these specially-equipped Paratransit vehicles you must fill out an application which includes a medical section for your doctor to complete. For more information or to access the application, call **(216) 566-5124** or visit [www.riderta.com/paratransit/certification](http://www.riderta.com/paratransit/certification).

**Transit** is RTA's officially endorsed mobile app, and provides real-time arrival information for transportation services across the region including departure times for all routes, simple trip planning, important service changes and more. Scan the QR Code below to download the Transit App.





## SENIOR TRANSPORTATION CONNECTION (STC)

**Senior Transportation Connection (STC)** is available in Cuyahoga County for residents age 60 or older, or adult residents with disabilities of any age. Many cities use the Senior Transportation Connection for their daily transportation services. Your local city sets the rate, which may include medical, social events, stores, or even personal care appointments

Small fares will vary based on location and destination. Riders are able to schedule recurring trips, however STC is not available for same day appointments.

Registration begins with your local city aging department. For a list of available cities or for more information, call **(216) 265-1489** or visit [www.ridestc.org](http://www.ridestc.org).

*\*\*\*For City of Cleveland residents, please register first with the **City of Cleveland Department on Aging** by calling **(216) 664-2833**.\*\*\**

Contact information by other municipalities continued on page 5

**TRANSPORTATION BY MUNICIPALITY**

EAST SUBURBS	HOURS M-F	COST	SPECIAL NOTES
Beachwood (216)292-1971	8:30am- 4pm	FREE	
Bedford (440)735-6570	8am-4pm	\$2 RT	Medical Release Required
Bedford Heights (440) 786-3207	9am-5pm	Recreation Membership	
Bentleyville (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
Chagrin Falls Township (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
Chagrin Falls Village (440)247- 5050	8:30am-4:30pm	\$1-\$5 based on distance	
Cleveland Heights (216)691-7377	9am-4pm	\$2 RT NMT, \$5 MT	Must be age 60+
Cuyahoga Hts. Village (216)641- 7020	9am-4pm	Free to Resident \$5 RT non residents	
Euclid (216)289- 2985	8:30am-5pm 9am-3pm	\$3 RT NW in city \$6 RT MT in city/& \$10 out	Must be age 60+
Garfield Heights (216)475-3244	8am-4:30pm	\$3 RT	
Glenwillow (440)232-9988	9am-4pm	\$1 RT	Not available on Wed. afternoons
Highland Heights (440) 442-2626 ext 244	8:30am-4:30pm	\$1-\$5 based on distance	
Highland Hills (216)283-3001	8am-4:30pm		
Hunting Valley Village (216)831-8601 ext 5700	8:30am-4:30pm	Donation \$3 one-way \$6 RT	
Lyndhurst (440) 442-2626 ext 244	8:30am4:30pm	\$1-\$5 based on distance	

**TRANSPORTATION BY MUNICIPALITY**

EAST SUBURBS	HOURS M-F	COST	SPECIAL NOTES
Maple Heights (216) 587-9602	8:30am-4:30pm		Must be age 60+
Mayfield Heights (440) 442-2626 ext 244	8:30am-4:30pm	\$1-\$5 based on distance	
Mayfield Village (440) 442-2626 ext 244	8:30am-4:30pm	\$1-\$5 based on distance	
Moreland Hills Village (216)831-8601 ext 5700	8:30am-4pm	Donation \$3 one-way/\$6 RT	
Oakwood Village (440)232-9988	9am-2pm	Free in Village, \$1 RT outside	Not available on Wed. afternoons
Orange Village (216)831-8601 ext 5700	8:30am-4pm	Donation \$3 one-way/\$6 RT	
Pepper Pike (216)831-8601 ext 5700	8:30am-4pm	Donation \$3 one-way/\$6 RT	
Richmond Heights (440) 442-2626 ext 244	8:30am-3:30pm	\$5 one way/ \$10 RT	
Shaker Heights (216-491-1360)	8:30am-4pm	\$1 one way/\$2 RT in city \$5 one way/\$10 outside	
Solon (440)349-6363	8am-4pm	FREE in town/\$5 outside	Must be age 60+
South Euclid (440) 442-2626 ext 244	8:30am-4:30pm	\$1-\$5 based on distance	
University Heights (216)265-1489 (STC)	8:30am-4pm	\$4 RT in city &8 RT outside city	
Warrensville Heights (216)587-1250	9am-5pm		Must be age 55+
Walton Hills Village (440)786-2964	9am-4pm	\$3-\$35 based on distance	
Woodmere Village (216)831-8601 ext 5700	8:30am-4pm	Donation \$3 one way/ \$6 RT	

**TRANSPORTATION BY MUNICIPALITY**

<b>WEST SUBURBS</b>	<b>HOURS M-F</b>	<b>COST</b>	<b>SPECIAL NOTES</b>
Bay Village (440)899-3410	8am-2pm	\$4RT/\$6 outside	exact change
Berea (440)826-4891	8:15am-3pm	\$1-\$3	
Brecksville (216)526-2499	9am-3pm	\$1-\$3 (based on distance)	
Broadview Heights (440)526-4074	8:30am-4:30pm	Free	Must be age 60+
Brook Park (440)826-4891	8:15am-3pm	\$1-\$3	Through Berea
Brooklyn (216)-635-4222	8am-4pm	\$1 Donation	
Brooklyn Hts Village 216-739-3702	8:30am-1:30pm	Free in Village \$ outside based on distance	
Fairview Park (440)356-4439	8:30am-1:30pm	\$1.50-\$5	
Independence (216)524-7373	7:30am-3pm	\$2 RT city/\$6 RT outside city	
Lakewood (216)521-1515	8:15am-4:30pm	\$1-\$3 donation	
Middleburg Heights (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
North Olmsted (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
North Royalton (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
Olmsted Falls (216)265-1489 (STC)	8am-4pm	\$1-\$3 based on distance	
Olmsted Township (440)427-5573	8am-4pm	\$1-\$3 based on distance	
Parma (440)885-8156	8am-3pm	\$5 RT suggested donation \$12 RT specific medical offices	Must Be 55+
Parma Heights (440)888-4416	8:15am-2pm	Suggested \$2 donation	
Rocky River (440)333-6665	8:30am-3:30pm	Free (Donations accepted)	
Strongsville (440)826-0800	7:30am-3pm	\$2 each way in city/\$4 outside \$1 to senior center	
Westlake (440)899-3544	8:30am-4pm	\$2 RT	

# NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Services for are for current medicaid recipients only.**

**Please Note:** Client must have a medical condition that does not allow them to take public transportation to utilize these services

- 1. Clients must be enrolled in Medicaid.**
- 2. Clients must be a Cuyahoga County resident.**
- 3. Transportation to medical appointments within Cuyahoga County.**

**Please read instructions for obtaining Medical Transportation**

**1. Ineligible clients.**

- a. Client is either wheelchair or stretcher bound; clients must be fully mobile and able to enter and exit a vehicle unassisted.
- b. Medicaid coverage does not include transportation services.
- c. Client provided data does not match that as found in the Medicaid Information Technology System (MITS).

**2. Check your eligibility** by contacting staff (see service directory, page 7). If you are not able to reach the staff, leave a voicemail speaking slowly and clearly and including your full name, date of birth, current home address, phone number, social security number and/or current Medicaid case number

**3. Eligible clients** will be mailed a starter packet that includes the following:

- a. one (1) information sheet,
- b. three (3) blank applications to be completed and signed by a representative of a physician's office or treatment center, and
- c. three (3) paid postage return envelopes.

**4. Submit completed and signed forms** ten (10) calendar days prior to your medical appointment for processing via either:

- a. fax: 216-987-7045,
- b. email: CuyahogaNET@jfs.ohio.gov, or
- c. mail (see bottom of application).

**5. Eligible clients** in need of four (4) or fewer monthly trips to a doctor or treatment center will be mailed vouchers. Vouchers are redeemed through three area taxicab services, ABC Taxi, Ace Taxi, and Americab Inc. (contact information is included with the vouchers). Clients receiving vouchers assume responsibility for contacting and requesting transportation from the taxicab services. (Do not tear vouchers)

**6. Eligible Clients** in need of five (5) or more monthly trips to a doctor or treatment center are placed on a roster with Americab Inc., no vouchers are issued. Americab Inc. assumes responsibility for transporting these clients as requested on the application submitted by a representative of a physician's office or treatment center on behalf of the client.

# NET TRANSPORTATION

Non-Emergency Medical Transportation Services

## SERVICE DIRECTORY

(216) 987-7371: four (4) or less appointments per month for all hospitals/medical centers.

(216) 698-3383: five (5) or more appointments per month for Dialysis, Chemotherapy, and Radiation Treatments.

(216) 987-7420: five (5) or more appointments per month at Charak, Cleveland Treatment Center, Cleveland Clinic Main Campus, Community Medical Services, and all hospitals/medical centers.

(216) 420-6710: five (5) or more appointments per month to Cleveland Comprehensive Treatment Center, Community Action Against Addiction, Solon Treatment Services, North Star Medical Research, Signature Health, and Magnolia Clubhouse.

# OLDER AMERICANS ACT (TITLE III) CONTACTS

## **Catholic Charities Community Services Corp.**

### **- Hispanic Senior Center**

Director - Ramonita Johnson

3115 Scranton Rd.

Cleveland, OH 44109

Phone: **(216) 939-3714**

Email: [rrjohnson@ccdoble.org](mailto:rrjohnson@ccdoble.org)

## **Community Partnership on Aging**

Executive Director - Wendy Albin Sattin

3170 Victory Dr.

South Euclid, OH 44121

Phone: **(216) 291-3902**

Email:

[sattinw@communitypartnershiponaging.org](mailto:sattinw@communitypartnershiponaging.org)

## **Catholic Charities Community Services Corp.**

### **- St. Martin De Porres**

Program Coordinator - Washalena Walker

1264 East 123rd St.

Cleveland, OH 44108-4042

Phone: **(216) 268-3909**

Email: [wwalker@ccdoble.org](mailto:wwalker@ccdoble.org)

## **Donna Smallwood Activities Center & Office on Aging, City of Parma**

Director - Erin Lally

7010 Powers Blvd.

Parma, OH 44129-3616

Phone: **(440) 885-8800**

Email: [ELally@cityofparma-oh.gov](mailto:ELally@cityofparma-oh.gov)

## **City of Lakewood Human Services Division of Aging**

Manager, Senior Services - Susan Hijjawi

12525 Lake Ave.

Lakewood, OH 44107

Phone: **(216) 521-1515**

Email: [susan.hijjawi@lakewoodoh.gov](mailto:susan.hijjawi@lakewoodoh.gov)

## **East End Neighborhood House, Inc.**

CEO/President - Atunyese V. Herron

2749 Woodhill Rd.

Cleveland, OH 44104

Phone: **(216) 791-9378**

Email: [aherron@eenh.org](mailto:aherron@eenh.org)

## **City of Maple Heights Office on Aging**

Director of Human Services - Jaimie

Hasenohrl

15901 Libby Rd.

Maple Heights, OH 44137-1215

Phone: **(216) 587-5481**

Email: [jhasenohrl@mapleheightsohio.com](mailto:jhasenohrl@mapleheightsohio.com)

## **Harvard Community Service Center, Inc.**

CEO/President - Elaine Gohlstin

18240 Harvard Ave.

Cleveland, OH 44128

Phone: **(216) 991-8585**

Email: [goldy715@aol.com](mailto:goldy715@aol.com)

## **City of Parma Heights**

Director of Senior Services - Trish James

9275 North Church Dr.

Parma Heights, OH 44130

Phone: **(440) 888-4416**

Email: [seniorcenter@parmaheightsoh.gov](mailto:seniorcenter@parmaheightsoh.gov)

# OLDER AMERICANS ACT (TITLE III) CONTACTS

## **Jennings Center for Older Adults**

Director, Eva L. Bruening Adult Day Services -  
Kathy LiPuma  
10204 Granger Rd.  
Garfield Heights, OH 44125-3106  
Phone: **(216) 581-2900**  
Email: **Kathy.LiPuma@jenningscenter.org**

## **The Salvation Army West Park**

Program Director - Pamela Jones  
12645 Lorain Ave.  
Cleveland, OH 44111-2630  
Phone: **(216) 252-3593**  
Email:  
**pamela.jones@use.salvationarmy.org**

## **Mandel Jewish Community Center**

Lunch Plus Coordinator- Lynne Yulish  
26001 South Woodland Rd.  
Beachwood, OH 44122-3367  
Phone: **(216) 831-0700**  
Email: **lyulish@mandeljcc.org**

## **West Side Community House**

Executive Director - Rachelle Milner  
9300 Lorain Ave.  
Cleveland, OH 44102  
Phone: **(216) 771-7297**

## **Murtis Taylor Human Services System**

VP of Community Wellness - Heather Brissett  
13422 Kinsman Rd.  
Cleveland, OH 44120-4410  
Phone: **(216) 283-4400**  
Email: **hbrissett@murtistaylor.org**

## **Orange Senior Center/Orange Community Center Education & Recreation**

Coordinator, Senior Center - Margaret Runyon  
32000 Chagrin Blvd.  
Pepper Pike, OH 44124-5974  
Phone: **(216) 831-8600**  
Email: **mrnyon@orangecsd.org**

## **Rose Centers for Aging Well**

Executive Director - Dabney Conwell  
11890 Fairhill Rd.  
Cleveland, OH 44120  
Phone: **(216) 791-8000**  
Email: **dconwell@benrose.org**

# ALCOHOL, DRUG ADDICTION & MENTAL HEALTH SERVICES (ADAMHS) BOARD FUNDED

Transportation services help remove barriers to sustained recovery by providing transportation to and from treatment

## ● **Applewood Centers**

10427 Detroit Ave., Cleveland, OH 44102

Phone: (216) 521-6511 | Fax: (216) 521-6006

### **Satellite Locations:**

*Jones Home Campus:* 3518 W. 25<sup>th</sup> St., Cleveland, OH 44102

Phone: (216) 741-2241

## ● **Center for Families and Children**

4500 Euclid Ave., Cleveland OH 44103

Phone: (216) 432-7200

### **Satellite Locations:**

*Uptown Office:* 12201 Euclid Ave., Cleveland, OH 44106

Phone: (216) 721-4010

*Gordon Square Office:* 5209 Detroit Ave., Cleveland, OH 44102

Phone: (216) 651-2037

*West Office:* 3929 Rocky River Dr., Cleveland, OH 44111

Phone: (216) 252-5800

*Southwest Office:* 5955 Ridge Rd., Parma, OH 44129

Phone: (440) 888-0300

*East Office:* 4400 Euclid Ave., Cleveland, OH 44103

Phone: (216) 431-5800

## ● **Community Assessment & Treatment Services (CATS)**

8411 Broadway Ave., Cleveland, OH 44105

Phone: (216) 441-0200 | Fax: (216) 441-3637

### **Satellite Locations:**

*CATS Outpatient:* 5162 Broadway Ave., Cleveland, OH 44127

Phone: (216) 938-6829

## ● **Hitchcock Center for Women**

1227 Ansel Rd., Cleveland, OH 44108

Phone: (216) 421-0662

# ALCOHOL, DRUG ADDICTION & MENTAL HEALTH SERVICES (ADAMHS) BOARD FUNDED

Transportation services help remove barriers to sustained recovery by providing transportation to and from treatment

## I'm In Transition, Ministries

14441 Euclid Ave., East Cleveland, OH 44112

Phone: (216) 421-0662

## Magnolia Clubhouse

11101 Magnolia Dr., Cleveland, OH 44106

Phone: (216) 721-3030

## Murtis Taylor

13422 Kinsman Rd., Cleveland OH 44120

Phone: (216) 283-4400

### Satellite Locations:

*Kathryn R. Tyler Campus:* 900 East 105th St., Cleveland, OH 44108

Phone: (216) 283-4400

*Downtown Office:* 3010 Project Ave., Cleveland, OH 44115

Phone: (216) 283-4400

*Southeast Suburban Office:* 5522 Turney Rd., Garfield Heights, OH 44125

Phone: (216) 283-4400

*West Side Office (Detroit):* 9500 Detroit Ave., Cleveland, OH 44102

Phone: (216) 283-4400

*Family & Community Resource Center:* 13411 Union Ave., Cleveland, OH 44120

Phone: (216) 283-4400

*Northeast Suburban Office:* 1423 Hayden Ave, East Cleveland, OH 44112

Phone: (216) 283-4400

*Lakewood Community Services Center:* 14230 Madison Ave., Lakewood, OH 44107

Phone: (216) 283-4400

## Signature Health

14701 Detroit Ave., Lakewood, OH 44107

Phone: (216) 766-6080 | Fax: (216) 737-0440

21100 Southgate Park Blvd., Maple Heights, OH 44137

Phone: (216) 663-6100 | Fax: (216) 663-7113

24200 Chagrin Blvd., Beachwood, OH 44122

Phone: (216) 831-6466 | Fax: (216) 766-6084

## Stella Maris

1320 Washington Ave., Cleveland, OH 44113

Phone: (216) 781-0550

# GEAUGA COUNTY

## ● **Geauga Transit-In County Public Transportation**

Hours: Monday - Friday 6:00AM - 9:00PM

Schedule rides up to two weeks in advanced. All rides must be prepaid. Geauga Transit Dispatch can help you set up an account. Prepayments can be made by credit card, debit card or check. Funds must be in your account prior to scheduling a ride.

Phone: **(440) 754-5555**

## ● **Geauga County Department on Aging Medical Transportation**

The Department on Aging's program provides transportation to medical appointments, inside and outside Geauga County (Outside the county appointments are to designated zones of surrounding counties). Riders are responsible for their own medical care during the ride and for getting to and from the doctors office once they arrived at the drop off. Rides are scheduled first come first serve. So call for a ride as soon as you have scheduled your next appointment. To reach the Medical Transportation office, call **(440) 279-2134**.

## ● **Transport With Dignity, LLC**

Discreet non medical sedan transport for all senior transportation needs.

Hours: 24/7 by appointment

Contact Tom Lynch

Website: [transportwithdignity.com](http://transportwithdignity.com)

Phone: **(216) 346-1164**

## ● **Transportation Voucher Program**

The Transportation Voucher Program provides transportation for seniors to doctor appointments and/or grocery shopping within Geauga County, who fall within established federal income guidelines via the Older American's Act. The voucher is good for five round trip rides through Geauga Transit, one ride per week for five weeks, and is renewable. Seniors should apply for vouchers at the Department on Aging and then schedule transportation with Geauga Transit. For more information or to schedule an appointment please call **(440) 279-2130**.

# NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services are Non-Emergency Medical Transportation Services for current Geauga County Medicaid recipients providing free Dial-A-Ride transportation.**

**Please Note:** Client must contact Geauga County Department of Job & Family Services at **(440) 285-9141**. Consumers must be prepared to leave the following information:  
Date of Birth, Social Security number and a phone number where you can be reached.

# LAKE COUNTY

## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services are Non-Emergency Medical Transportation Services for current Lake County Medicaid recipients providing free Dial-A-Ride transportation.**

**Please Note:** Client must contact Lake County Department of Job & Family Services at **(440) 350-4212**. Consumers must be prepared to leave the following information:  
Date of Birth, Social Security number and a phone number where you can be reached.

You will be mailed a release of information form that must be completed and approved by *LCDJFS*, who will notify Laketrans.

### **Making a Reservation for Medicaid NET Program**

After your eligibility has been approved by Lake County Department of Job & Family Services (LCDJFS) and Laketrans is notified, you can make a reservation by calling Laketrans Customer Service 2-12 business days prior to your trip at **(440) 354-6100** or toll-free at **1(888) LAKETRAN**.

Weekends, federal holidays, and any day LCDJFS is closed do not count as business days. Before you call, please have the following information ready for the person who will be riding the bus:

- Name
- Date of Birth
- Date and time of your medical appointment
- Doctor's name and phone number
- Doctor's address with room number, building name and/or building entrance
- Name of medical facility

Laketrans will notify you regarding LCDJFS approval or denial of the trip at least 24 hours prior to the scheduled trip. If your trip has not been approved in advance you will be required to pay your normal Laketrans fare.

Laketrans is closed on Sunday and these federal holidays: New Year's Day, Memorial Day, 4th of July Labor Day, Thanksgiving Day, and Christmas Day

## Programs Powered by



### ● Seniors on the Go

Are you a little anxious about trying Laketrans or concerned about a friend or family members driving or isolation? It's time to call Laketrans. We understand transitioning from driving a car to using public transportation can be a difficult life decision. Laketrans' "Seniors on the Go" program provides participants personalized information and ongoing assistance from experienced Laketrans employees, allowing them to stay mobile regardless of their ability or desire to drive. The program is flexible to the needs of each individual senior and their family. The program allows seniors to make personal decisions on whether they need transportation service for night or winter driving, to get to doctors' appointments, help during a life changing milestones (stroke rehab, cancer treatment), or if they need it daily for all essential transportation.

For more information call at **(440) 350-1067** or email **outreach@laketrans.com** to set-up a home visit or presentation for your group.

### ● Cuyahoga County Medical Service

Laketrans' Cuyahoga County Medical Service is a door-to-door, shared ride transportation to major medical facilities in Cleveland. You will be picked up at home (or another origin) and dropped off at the medical facility. Your trip may be combined with others, therefore your pick-up and drop off times may vary. The bus may also make other stops while it takes you to your destination.

#### **Where Can I Go Monday – Friday?**

- Cleveland Clinic Main Campus Euclid Hospital
- Cleveland Clinic Euclid Medical Park
- Hillcrest Hospital
- Cleveland Clinic University Hospital
- UH Richmond Heights Hospital
- University Circle
- VA Hospital

#### **When Can I Ride?**

Earliest pick up is at 6:15AM – last return from Cleveland is at 4:30PM.

## Cuyahoga County Medical Service - cont.

### What is the Fare?

Regular Fare: \$20.00 each way

Reduced Fare for seniors & people with disabilities: \$5.00 each way. (Must show Golden Buckeye, Medicare, or ADA Card)

Children 12 years and under: \$5.00 each way Lake County Veterans and one attendant: Free

Medicaid NET: Free with LCJFS approval

Fares must be paid when making the reservation. Golden Buckeye Card or Medicare Card must be shown each time you board to be eligible for discounted fare rate.

### Are Reservations Needed?

Yes, you must call 2-12 business days to make a reservation and pay for a trip. Space is limited and is available on a first come, first served basis.

### How Do I Make a Reservation?

Reservations are taken Monday - Friday 6:00AM - 8:00PM at **(440) 354-6100** or toll-free at **1(888) 525-3872**.

To cancel a reservation, call **(440) 350-1099**. The more flexible you can be about the time you want to go the easier it will be to get the reservation. When you make a medical appointment, remember to tell the medical office you ride Laketran.



## Lake County Veterans

Laketran, in partnership with the Lake County Veterans Service Commission and Lake County Commissioners, provides Lake County veterans with free Dial-a-Ride transportation to any medical or adult day care appointment and any VA location within Laketran's service area.

Veterans must register with Lake County Veterans Service Commission to be eligible for free medical transportation.

**Transportation is provided to any medical office in Laketran's service area and these offices for veterans.**

- **Lake County Veterans Service Commission,**  
105 Main St.  
Painesville, OH 44077
- **Department of Veterans Affairs Outpatient Clinic,**  
35000 Kaiser Court.  
Willoughby, OH 44094
- **Louis Stokes Cleveland VA Medical Center (Wade Park),**  
10701 East Blvd.  
Cleveland, OH 44106

*Service to University Circle hospitals, including Wade Park, operate on a specific schedule*

## ● **Going to Senior Centers or Lake County Volunteer Network assignments in Lake County**

Dial-a-Ride transportation to any and from any Lake County Senior Center or Lake County Volunteer Network assignment is provided free of charge to all Lake County seniors (60 years or older). Dial-a-Ride trips are paid through the Lake County Senior Services Levy and will pay for a ride to and from the senior center. Volunteers must be approved through the Lake County Volunteer Network office prior to scheduling rides on Laketran.

Seniors must show their Golden Buckeye card when boarding.

## ● **Lake County Alcohol Drug Addiction & Mental Health Services (ADAMHS) Board**

Provide rides for people who have no other means of getting to any ADAMHS provider agencies in Lake County. Program utilizes Laketran and provides Non-Emergency Medical Transportation.

Hours Monday - Friday: 8:00AM - 4:30PM.

Phone: **(440) 350-2050**

## ● **Jordan Community Resource Center**

30841 Euclid Ave., Ste. 103, Willoughby, OH 44094

Phone: **(216) 441-2496**

## ● **Seniors/Citizens with Disabilities in Perry Township (including North Perry Village and Perry Village)**

Perry Township will pay the \$2.50 in-county (\$5.00 out of county/medical only) Dial-a-Ride fare for resident seniors/individuals with disabilities.

Seniors (sixty years of age or older)/individuals with disabilities must show their Golden Buckeye card to receive this benefit. No registration is required.

## ● Seniors/Citizens with Disabilities in Willoughby

The City of Willoughby will pay \$1 toward any in-county Dial-a-Ride fare for resident seniors/individuals with disabilities registered with the city. Seniors/individuals with disabilities are responsible for paying the remaining \$1.50 in-county fare. The City of Willoughby will also pay up to \$1 towards the fare for Laketrans' Cuyahoga County Medical Service. Seniors/individuals with disabilities are responsible for paying the remaining \$4 of the fare.

To receive a discounted bus fare, Willoughby residents must register for a Laketrans Transportation Card with the City of Willoughby at the Willoughby Senior Center located at 36939 Ridge Rd. The senior center is open Monday - Friday, 8:00AM - 4:30PM. Call **(440) 951-2832** for more information.

## ● Rides On Demand

Need a last-minute ride to an appointment? Picking up an extra shift at work? Just need to grab a few essentials from the store? With Rides on Demand, you can book a same-day trip anywhere in Lake County—no advance planning needed!

Download the Rides on Demand app from the App Store or Google Play. Create an account and follow the prompts to request a trip. You can request a trip to pick you up as soon as possible, or a trip to pick you up later in the day. You can also call Laketrans Customer Service at **440-354-6100** to book a Rides on Demand trip.

Rides on Demand vehicles also have fareboxes that accept cash or value cards when boarding.

Rides on Demand is available Monday – Friday from 5 a.m. – 9 p.m.



# LORAIN COUNTY

## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services is Non-Emergency Medical Transportation Services for current Lorain County Medicaid recipients.**

### **How does the program work?**

LCDJFS opens a NET case for Medicaid recipients in need of transportation assistance with either LifeCare Ambulance Services, Provide a Ride, or Lorain County Transit Clients who will be using transportation services are determined to be eligible by the LCDJFS Transportation Coordinator. The clients must then call the provider to arrange for future services.

### **What types of appointments can I get transportation assistance for?**

Medicaid appointments only transportation can be out of Lorain County, as long as the medical facility accepts Medicaid and the physician/medical facility provides written verification that the services they are performing are not available in Lorain County.

### **Is there any limit to the number of times I can use the NET Program?**

No.

### **How do I apply for the NET Program?**

Call the LCJFS Transportation Coordinator at **(440) 284-4355**.

## VIA LC

Easy, affordable rides in Lorain & Elyria

**Via Lorain County works around your schedule and brings the public transit stop closer to you. When you're ready to go, book a ride & track your vehicle – all in one place**



### **Scan to download**

- Hours Monday to Friday: 6:30AM - 6:30PM
- Website: <https://city.ridewithvia.com/lorain>
- Easy ways to pay
- Credit or debit card
- Exact cash (no change given)
- Fixed route tickets accepted
- No smartphone? Book a ride by calling **(440) 901-5554**



## ● Amherst Office on Aging

- Ride service available Monday - Friday from 9AM - 2PM.
- Available exclusively to Amherst seniors.
- Allows personal attendant to ride for free.
- No wheelchair lift. Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Does NOT cross county lines.
- Requires 1-week advanced reservation.

Website: <https://amherstohio.org/office-on-aging/>

Phone: (440) 988-2817

## ● City of Avon

- FREE ride service available Monday - Friday from 9AM-3PM. Available exclusively to Avon seniors.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Waiver required to ride.
- Crosses county lines.
- Does NOT require advanced reservation, but service only available on first come, first serve basis.
- May schedule up to 2-months in advance.
- Medical appointments take priority.

Website: <https://www.cityofavon.com/159/Senior-Center>

Phone: (440) 934-RIDE (7433)

## ● City of Avon Lake

- FREE ride service available Monday - Thursday from 8:30AM - 3PM.
- Available exclusively to Avon Lake residents.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Waiver required to ride.
- Crosses county lines.
- Requires advanced reservation.

Website: <https://www.avonlake.org/city-services/community-transportation>

Phone: (440) 930-4126

## ● CDC Transportation

- Ride service available Sunday - Thursday from 6AM - 6PM and Friday/Saturday from 6AM - 10PM.
- Allows personal attendant to ride for free.
- No wheelchair lift.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Provides senior, disability, and veteran discounts.
- Crosses county lines.
- Requires 24hrs advanced reservation.

Website: <https://1cdctransportation.com/>

Phone: (216) 800-5579

## ● Dial-A-Ride is an origin-to-destination service available only for Lorain County Transit (LCT)

Dial-A-Ride is an origin-to-destination service available only for Lorain County Transit (LCT) customers living and/or traveling to points within Lorain County.

LCT will pick you up at home (or of another origin) and drop you off at a medical appointment, work, or any destination in Lorain County.

Reservations are required 2 to 14 days in advance of your trip. You can make reservations by calling LCT's Scheduling Office at (440) 365-0224 or toll-free (800) 406-7541. Please have the complete address of your destination when calling to schedule your rides.

For medical appointments, please have your doctor's name, office address, room/building number and phone number to provide when booking your Dial-A-Ride trip. This helps us locate you when you're getting picked up from larger medical facilities.

## ● El Centro de Servicios Sociales

- Non-emergency door-to-door ride service available Tuesday - Thursday from 9AM - 4:30PM.
- Available exclusively to Lorain County residents who are age 65+ year old and active members of the El Centro El Dorado Senior Program.
- Must be able to walk and enter and exit the vehicle without assistance. Eligibility must be assessed through an intake appointment prior to first ride.
- NOT wheelchair accessible.
- Must complete a waiver prior to first ride. Does NOT accept insurance, waivers, or Medicaid.
- Private pay only.
- Service area for PICKUP AND DROPOFF limited to Lorain.
- Requires 48hrs advanced reservation.

Website: <https://www.lorainelcentro.com/>

Phone: (440) 277-8235

## ● Graceful Living

Supports aging and disabled individuals through their skilled ambulette transportation service. Provides door to door service for dialysis, medical/personal appointments, hospital visits, and social transportation needs. They transport clients from Western Cuyahoga County & Lorain County. Accepts credit cards and private pay.

Website: [www.gracefullivingllc.com](http://www.gracefullivingllc.com)

Phone: (440) 899-2617

## ● GoGo Grandparent

On-call ride service. Services exclusive to paid members. Does not accept insurance, waivers, or Medicaid. Private pay only.

Crosses county lines. Requires advanced reservation. Schedule accessible through website.

Website: <https://gogograndparent.com/>

Phone: 1(855) 464-6872

## ● LifeCare Ambulance Services

On-call medical emergency and non-emergency ambulance transportation available 24/7. Allows personal attendant to ride for free. Wheelchair accessible. Accepts Medicaid, eligible insurance, and private pay.

Crosses county lines. Does NOT require advanced reservation.

Website: <https://www.lifecareambulance.com/services/wheelchair-assisted/>

Phone: (440) 323-7222

## ● Lorain County Office on Aging

Non-Emergency Medical Transportation

534 S Abbe Rd, Elyria, OH 44035

Website: <https://lcoa.org/>

Phone: (440) 326-4800

## ● Lorain County Transit

Fixed-route and Dial-A-Ride public transit transportation available Monday - Friday from 5:30AM - 6:30PM.

- NOTE: Service does NOT operate on federal holidays.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only. Free for veterans.
- Provides senior and disability discounts.
- Does NOT cross county lines.
- Does NOT require advanced reservation.

Website: <https://www.loraincountyohio.gov/291/Fixed-Bus-Route-Information>

Phone: (440) 329-5525

## ● Mobility Management Program

The Mobility Management Program is an essential service that improves access to transportation with an emphasis on seniors, persons with disabilities, low-income and the workforce. This is a program under the Ohio Department of Transportation. Lorain County Mobility Management is housed locally at United Way of Greater Lorain County and led by the Mobility Manager. Mobility Managers are an excellent resource for those needing transportation related to employment, daily living, and medical appointments.

For more information, call (440) 277-6530

## ● City of North Ridgeville

- Ride service available Monday - Friday from 8AM - 4PM.
- Available exclusively to unable-to-drive 60+ year old residents of North Ridgeville, or Carlisle, Columbia, Eaton, Grafton, or LaGrange townships. Eligibility must be assessed through a home visit prior to first ride.
- Wheelchair accessible, but requires personal caregiver be present (rides for free). Private pay only.
- Crosses county lines on limited basis.
- Requires advanced reservation.

Website: <https://www.nridgeville.org/Transportation.aspx>

Phone: (440) 490-2057

## ● Oberlin Connector

Demand-response transit transportation available Monday - Friday from 6AM - 9PM and 9:30PM - 12:30AM.

- Allows personal attendant to ride for free.
- Wheelchair accessible. Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Free for veterans.
- Provides senior and disability discounts.
- Reservations up to two weeks in advance with a minimum of 48hrs.
- Same day service is dependent on seat availability.

Website: <https://www.cityofoberlin.com/forresidents/public-transportation/oberlin-connector/>

Phone: (440) 365-0224

## ● Pegasus Transit, LLC

- Ride service available Monday - Friday from 8AM - 6PM.
- May provide transportation outside of normal hours upon request.
- Allows personal caregiver to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Discounts may be available.
- Crosses county lines.
- Requires 72hrs advanced reservation.

Website: <http://www.pegasustransitllc.com/>

Phone: (440) 989-2123

## ● Provide A Ride

- Ride service available 24/7.
- Wheelchair accessible.
- Accepts Medicaid, eligible insurance, and private pay.
- Crosses county lines.
- Requires advanced reservation.

Website: <https://providearide.com/>

Phone: (216) 475-1001

## ● Serenity Transportation

- Non-emergency medical ambulette transportation available Monday – Saturday from 6AM - 6PM (other times available per request). Wheelchair accessible.
- Provides medical, dialysis, and general transportation services.
- Crosses county lines.
- Requires 48hrs advanced reservation.

Phone: **(216) 925-7955**

## ● Vermilion Share-A-Ride

- Transportation Service Type: Curb-to-Curb Demand-Response Transportation (provided by Sandusky Transit System)
- Eligibility Requirements: Available exclusively to Vermilion residents
- Other Services Provided: Wheelchair accessible; Discounts available to Veterans through Veterans Affairs and may be available to seniors 60+ and people with disabilities upon online form completion
- Hours: Monday – Saturday: 6AM - 10PM; does NOT require advanced reservation but service is available on a first-come, first-serve basis. May schedule up

Website: <https://www.avonlake.org/city-services/community-transportation>

Phone: **(419) 627-0740**

## ● Village of Wellington

- On-call ride service available Mondays, Tuesdays, Thursdays, and Saturdays from 9AM - 12PM and Fridays from 9AM - 4PM.
- Available exclusively to Wellington seniors.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Does NOT cross county lines.
- Does NOT require advanced reservation.

Website: <https://www.villageofwellington.com/Faq.aspx?QID=70>

Phone: **(440) 647-2514**

# MEDINA COUNTY

## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services is Non-Emergency Medical Transportation Services for current Medina County Medicaid recipients only.**

Transportation can be provided to/from medical appointments for individuals receiving a full category of Medicaid.

Medicare Premium Assistance Programs (MPAP), QMB, SLMB, and QI-1 are not full Medicaid categories, and do not qualify for transportation assistance. If you have a managed care provider through Medicaid, contact your managed care provider first for transportation assistance prior to utilizing the transportation program at JFS.

Individuals who are required to participate in the Work Requirement Program for SNAP and/or TANF may be eligible to receive transportation assistance. All transportation services are provided via Medina County Transit.

Please call **(330) 661-0835** with any questions or to see if you would qualify.

## ● Medina County Senior & Adult Services

Provides fully subsidized curb-to-curb services. Arrange with Medina County Transit at least 2 weeks ahead of time. Phone: **(330) 723-9670**. Please confirm your transit one day ahead of time. The orange identification card is used to identify you as a Medina County Senior & Adult Services subsidized rider.

Trips subsidized include:

- Medical appointments
- Mental health appointments
- Social service agencies, by appointment
- Public benefits agencies, by appointment

\$1 donation suggested for all trips.

Bus passes are available for once per week transportation to grocery stores, drug stores, banks, senior centers, and nutrition sites. Please call Medina County Senior & Adult Services for details.

Additionally, Medina County Senior & Adult Services subsidizes all loop fares for the City of Medina, City of Brunswick and the City of Wadsworth Medina County Transit Bus Loops. Simply go through our agency's transit assessment to obtain an orange identification card. This card is your identification to receive free loop rides.

## ● Elderly and Disabled program (65+ or disabled)

Provided through Medina County Transit, <http://medinaco.org/transit/index.html>  
Applications can be obtained from transit (or Medina County Senior & Adult Services) and returned to transit. If you are 65 years of age or older, you do not need to have to complete a doctor's form as part of the application, you can send it in with proof of age (or our Outreach Worker's signature). If you are under 65 and disabled, you are also eligible for this program and your doctor will have to fill out a form. This program provides for a ½ price fare for curb-to-curb service, or \$2.00 each way.

*These are for non-subsidized trips.*

## ● Consolidated Transportation Subsidy (65+ or disabled)

Provided through Community Action. This program provides an additional subsidy to those individuals who have already been approved for the ELDERLY AND DISABLED PROGRAM and meet financial qualifications. The funds are limited but provide individuals with bus loop tokens or ride passes that bring the cost of curb-to-curb service down to zero. Tokens and passes can be obtained through Community Action of Wayne and Medina Counties, **(330) 723-2229**. These are for non-subsidized trips.

## ● Veterans Transportation Subsidy

The Medina County Veterans Service Office provides free transportation through Medina County Public Transportation for all veterans, regardless of frequency or reason. To activate this benefit, you will need to obtain a Medina County Veterans ID. These IDs are available at the Medina County Recorder's Office, 144 N. Broadway Street, Medina, Ohio. You will need a photo ID and your original or a certified copy of your DD-214. This benefit takes the place of all other transportation subsidies as it is more comprehensive. It is available to veterans only, not spouses. Once the proper ID is received, just call Medina County Public Transit to arrange your ride or show the ID to the driver for free loop trips.

## ● Provide A Ride

- Ride service available 24/7.
- Wheelchair accessible.
- Accepts Medicaid, eligible insurance, and private pay.
- Crosses county lines.
- Requires advanced reservation.

Website: <https://providearide.com/>

Phone: **(216) 475-1001**



- Up to 30 round trip or 60 one-way rides qualifying non-medical trips, such as county caseworker meetings to manage your eligibility and WIC appointments, grocery stores, food banks, work/job training less than 30 miles away from a member's home per calendar year
- Unlimited additional trips for chemotherapy, radiation, dialysis, or prenatal and postpartum appointments
- Unlimited trips for medical services for members who utilize a wheelchair
- Public transportation options available such as bus passes
- Mileage reimbursement for members and family members for approved trips
- Additional transportation may be available for members in AmeriHealth care management programs
- Member can choose services through Uber or Lyft



- Up to 30 round trip or 60 one-way trips to provider appointments, grocery stores, food banks, county caseworker meetings to manage your eligibility, pregnancy classes, WIC appointments, and more less than 30 miles from a member's home
- Uber gift card for eligible members to help with transportation needs



- Up to 15 round trip or 30 one-way trips that are less than 30 miles from the member's house per calendar year to medical, behavioral health, SUD or dental appointments, and county caseworker meetings to manage your eligibility, rides home from the hospital or emergency room, or to a pharmacy after a doctor's office visit
- Unlimited trips for pregnancy and prenatal; twelve weeks limited trips for postpartum visits less than 30 miles; WIC appointments; NICU; children (younger than age one) well visits; and trips for parents to visit their child in a residential or inpatient behavioral health facility
- Mileage reimbursement is available for one-way trips that are less than 30 miles from the member's house; longer trips require prior authorization from the plan
- Up to five round trip or 10 one-way for food resource transportation (food bank, food pantry and grocery store for curbside pick-up)
- Additional transportation may be available for members enrolled in Buckeye case management programs
- Trips to Housing Authority and job interviews – up to two round trips each per year
- Bus passes are available for appointments (quantity limits defined by county specific rules)
- Lyft is available when another transportation provider is unable to fulfill a transportation request
- All trips/benefits above are for 30 miles or less one-way; any trips greater require prior authorization from Buckeye



\*Please call your Next Gen plan for assistance accessing your transportation benefit.

- Up to 30 round trip or 60 one-way trips that are less than 30 miles from the member's home for eligible nonmedical trips, such as county caseworker meetings to manage your eligibility and WIC. Benefits also include non-medical appointments, food banks, and grocery store
- Unlimited trips are available for critical care including dialysis, chemo/radiation, wound care, prenatal, and substance use disorder (SUD)
- Up to five round trips or 10 one-way trips for food
- Sick visit trips available same day
- Paid mileage may be offered for appointments
- Bus passes may be available to get to appointments and
- Lyft may be available when another type of ride is not an option
- Unlimited rides for hospital discharge, wheelchair van, parents to visit their child in the Neonatal Intensive Care Unit (NICU), chronic conditions, and more
- Trips for sick visits available same day
- Mileage reimbursement and public transportation options



- 
- Up to 15 round trip (30 one-way trips) up to 30 miles for non medical transportation per year to locations such as social support groups, wellness classes, WIC and SNAP appointments, and food banks. This benefit also offers transportation to locations providing social benefits and community integration for members such as community and neighborhood centers, parks, recreation areas, and churches.
  - Up to 15 round trip or 30 one-way trips that are less than 30 miles from the member's house per calendar year to appointments including: medical, behavioral health, dental, vision, outpatient and residential BH services. Intensive Outpatient treatment (IOP), and parents to visit their child in the NICU or BH residential or inpatient facility (Additional trips may be available for members enrolled in Humana case management programs)
  - Unlimited trips for members living with Chronic conditions requiring in-person treatment. Qualifying treatments and locations including dialysis, radiation, chemotherapy, diabetes management, hospital discharge, urgent care, organ transplant care, and wound care
  - Unlimited trips for prenatal and postpartum trips up to 12 months to doctors' appointments
  - Members can choose services through Lyft
  - Bus passes available for members who prefer mass transit.

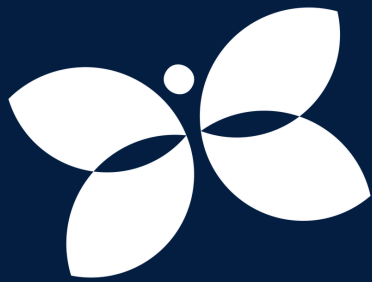


- Up to 15 round trips or 30 one-way provider trips that are less than 30 miles from the member's home. Benefits also include non-medical trips to the grocery store, food bank, county caseworker meetings to manage your eligibility and WIC
- Unlimited trips for pregnant women, children under one year old, and members who use a wheelchair • Members can choose services through Uber or Lyft
- Mileage reimbursement to cover any approved trip if the member drives themselves or gets a ride from a friend
- Free bus passes
- Easy ride scheduling and trip tracking with the transportation app
- Unlimited trips allowed for dialysis, radiation treatment, chemotherapy, and transportation from hospital to home. (These trips do not count toward the annual trip maximum)



- Up to 15 round trip or 30 one-way trips to and from your PCP, WIC, pharmacy, or other participating healthcare or behavioral health care providers, and county caseworker meetings to manage your eligibility
- Unlimited trips for pregnancy, prenatal, post-partum, WIC appointments, Neonatal Intensive Care Unit (NICU) and well visits for children younger than one year
- Mileage reimbursement is available for transportation to provider visits
- Transportation for food resources – to a food bank, food pantry and grocery store for curbside pick-up (this counts toward the trip maximum of 15 round trip or 30 one-way trips)
- Additional trips allowed for critical care trip types including dialysis, chemo/radiation, wound care, pregnancy, substance abuse. (This does not count toward the trip maximum of 15 round trips or 30 one-way)

\*Please call your Next Gen plan for assistance accessing your transportation benefit.



# Western Reserve

Area Agency on Aging



| @WRAAonAging



| @WRAAACommunity



| Western-Reserve-Area-Agency-on-Aging

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[www.areaagingsolutions.org](http://www.areaagingsolutions.org)