



Western Reserve
Area Agency on Aging

Cuyahoga-County Transportation Guide



ADRC

Aging and Disability Resource Center

Information current as of 01/01/2025

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

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**



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. For more information, visit 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.



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.

STC Plus offers seniors and people with disabilities who live in Cuyahoga County accessible transportation on evenings and weekends to social, recreation or worship destinations. For more information call **(216) 265-1489** or visit www.ridestc.org, to learn more.

Contact information by neighborhood continued on page 4

SENIOR TRANSPORTATION CONNECTION (STC)

EAST SUBURBS	HOURS M-F	COST	SPECIAL NOTES
Beachwood (216)292-1971	8:30am- 4:30pm	FREE	
Bedford (440)735-6570	8am-4:30pm	\$2 RT	Medical Release Required
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 (216)265-1489 (STC)	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 (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
Highland Hills (216)283-3001	8am-4:30pm		
Hunting Valley Village (216)265-1489 (STC)	8:30am-4:30pm	Donation \$3 one-way \$6 RT	
Lyndhurst (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
Maple Heights (216)265-1489 (STC)	8:30am-4:30pm		Must be age 60+
Mayfield Heights (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
Mayfield Village (216)265-1489 (STC)	8:30am-4:30pm	\$1-\$5 based on distance	
Moreland Hills Village (216)265-1489 (STC)	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)265-1489 (STC)	8:30am-4pm	Donation \$3 one-way/\$6 RT	
Pepper Pike (216)265-1489 (STC)	8:30am-4pm	Donation \$3 one-way/\$6 RT	
Richmond Heights (216)265-1489 (STC)	8:30am-3:30pm	\$5 one way/ \$10 RT	
Shaker Heights (216)265-1489 (STC)	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 (216)265-1489 (STC)	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	
Walton Hills Village (440)786-2964	9am-4pm	\$3-\$35 based on distance	
Woodmere Village (216)265-1489 (STC)	8:30am-4pm	Donation \$3 one way/ \$6 RT	

SENIOR TRANSPORTATION CONNECTION (STC)

WEST SUBURBS	HOURS M-F	COST	SPECIAL NOTES
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)526-4685	8:30am-4:30pm	Free	Must be age 60+
Brook Park (440)826-4891	8:15am-3pm	\$1-\$3	Through Berea
Brooklyn (216)265-1489 (STC)	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 (216)265-1489 (STC)	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

Cleveland Heights Office on Aging

Office on Aging Supervisor - Dynesha Stover-McDonald

40 Severance Cir.

Cleveland Heights, OH 44118-1501

Phone: **(216) 691-7377**

Email: dstovermcdonald@clevelandheights.gov

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

Community Partnership on Aging

Executive Director - Wendy Albin Sattin

3170 Victory Dr.

South Euclid, OH 44121

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

Email:

sattinw@communitypartnershiponaging.org

City of Lakewood Human Services Division of Aging

Director of Human Services - Chad Berry

16024 Madison Ave.

Lakewood, OH 44107

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

Email: chad.berry@lakewoodoh.net

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

City of Maple Heights Office on Aging

Director of Human Services - Linda M. Vopat

15901 Libby Rd.

Maple Heights, OH 44137-1215

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

Email: lvopat@mapleheightsohio.com

East End Neighborhood House, Inc.

CEO/President - Atunyese V. Herron

2749 Woodhill Rd.

Cleveland, OH 44104

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

Email: aherron@eenh.or

City of Parma Heights

Director of Senior Services - Trish James

9275 North Church Dr.

Parma Heights, OH 44130

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

Email: tjames@parmaheights.us

Harvard Community Service Center, Inc.

CEO/President - Elaine Gohlstin

18240 Harvard Ave.

Cleveland, OH 44128

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

Email: goldy715@aol.com

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**

Mandel Jewish Community Center

Supervisor, Senior Adult Services - Yolanda Nixon
26001 South Woodland Rd.
Beachwood, OH 44122-3367
Phone: **(216) 831-0700**
Email: **ynixon@mandeljcc.org**

Murtis Taylor Human Services System

Family Center Director - 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**

Senior Centers of Ohio, Inc.

Director - Joseph Fouche
21400 Southgate Park Blvd, Suite 200
Maple Heights, OH 44137-2906
Phone: **(844) 735-2834**
Email: **joseph@seniorcentersofohio.com**

Senior Citizen Resources, Inc

Executive Director - Liz Kilroy-Hernandez
3100 Devonshire Rd.
Cleveland, OH 44109
Phone: **(216) 749-5367**
Email: **lhernandez@scrinc.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

University Settlement, Inc.

Adult Wellness Program Manager -
Amanda Miller
4800 Broadway Ave.
Cleveland OH, 44127
Phone: **(216) 641-8948**
Email: **amiller@universitysettlement.net**

West Side Community House

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

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

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

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**

Jewish Family Services Association

29125 Chagrin Blvd., Pepper Pike, OH 44122
Phone: **(216) 292-3999**

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**

St. Vincent Charity Medical Center, Rosary Hall

2351 E. 22nd St., Cleveland, OH 44115
Phone: **(216) 363-2580 ext.4**



- 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, 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
- Bus passes available for members who prefer mass transit



- 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 visit
- Unlimited trips for pregnancy and prenatal; twelve weeks limited trips for post-partum 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 curb side 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 rules)
- Lyft is available when another transportation provider is unable to fulfil 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 non- medical 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 or 30 one-way trips per year that are less than 30 miles from the member's home for qualifying non- medical trips, 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 centers, and churches.
 - Unlimited trips for chronic conditions that require in-person treatment including: dialysis, radiation, chemotherapy, diabetes management, organ transplant care, wound care, prenatal and postpartum doctor appointments, available up to 12 months postpartum
 - Additional trips may be available for members enrolled in Humana case management programs including: outpatient and residential BH services, Intensive Outpatient treatment (IOP), coverage for parents to visit their child in the NICU or BH residential or inpatient facility

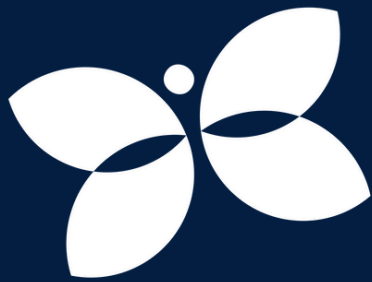


- Up to 15 round trips or 30 one-way provider trips that are less than 30 miles from the member's home. Benefits also include non-medical trips to the grocery store, food bank, county caseworker meetings to manage your eligibility and WIC
- Unlimited trips for pregnant women, children under one year 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
- Easy ride scheduling and trip tracking with the transportation app
- Free bus passes
- 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 visit
- 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**

1700 E. 13TH STREET, SUITE 114, CLEVELAND OH, 44114

(216) 621-0303 | (800) 626-7277

www.areaagingsolutions.org