

## BEACHWOOD COMMUNITY TRANSPORTATION

The Beachwood Community Transportation Service is a complimentary, no tipping, supplemental door-to-door transportation service. Service is available for medical appointments and errands such as banking, grocery shopping, etc. Medical appointment requests are given first priority.

Senior Citizens (60 years of age and older) and disabled persons over the age of 18 who reside in Beachwood are eligible. Additional restrictions may apply. Service is not available to residents in nursing, assisted living or retirement facilities.

A wheelchair accessible van is available. For safety, we only transport wheelchairs that are in compliance with our restraint system. Wheelchair riders must be at ground level at pick-up time. Drivers cannot transport wheelchairs down steps. The wheelchair passenger must be self-sufficient in entering and exiting a premise or have an aide/escort to assist.

### TO REGISTER FOR SERVICE

Qualifying Beachwood residents can call Community Services, 216.292.1971 or you may stop at Beachwood City Hall, Community Services Dept., 25325 Fairmount Blvd. to register. A one-time registration process is required before utilization of van service. The City of Beachwood reserves the right to re-evaluate a person's ability to utilize this service or if an escort is needed due to a decline in physical abilities or mental capabilities.

## BEACHWOOD COMMUNITY TRANSPORTATION

Free door-to-door wheelchair lift equipped van service for Beachwood residents 60 years+ and those over 18 years of age with disabilities living in an independent living setting.

Our van service operates:  
Monday – Friday, 8:30 AM – 4 PM  
Last return home pickup at 4 PM

Request a ride by leaving a message  
on our automated line please call:

# VAN REQUEST LINE 216.595.3709

Mayor  
Justin Berns  
City Council

Mike Burkons · Alec Isaacson  
Barbara Bellin Janovitz · Joshua Mintz  
Danielle Shoykhet · Eric Synenberg · June E. Taylor

## CITY OF *Beachwood* COMMUNITY TRANSPORTATION

### VAN REQUEST LINE 216.595.3709



### BEACHWOOD COMMUNITY TRANSPORTATION SERVICE 216.292.1971

## SERVICE AREA

Service area includes destinations within the eastern suburbs of Cuyahoga County and the University Circle area. Special requests for transportation to other areas will be considered on an individual basis.

## SERVICE HOURS

The Beachwood Van Service is scheduled to operate 5 days a week, Monday – Friday between 8:30 AM and 4:00 PM.

The last return home pickup is at 4:00 PM.

(If the van service is not operating due to inclement weather, holidays or mechanical problems, passengers will be notified.)

## TO ARRANGE TRANSPORTATION

Call the van request line at 216.595.3709 (automated line available 24 hours a day – 7 days a week.)

Medical appointment requests are given first priority. Ride requests for medical appointments should be requested as soon as your medical appointment is made with your Doctor/Dentist. You will receive a confirmation call the next business day to let you know whether we can/cannot accommodate the requested ride. Please provide the following:

- Name, Address, Telephone Number
- Date ride needed
- Destination, Address of Destination
- Time of Appointment
- Time for Return
- If you have wheelchair, walker or escort

All Non-Medical requests may be called in as soon as possible, however confirmation will be given 3 days prior to requested ride date. All confirmed rides will receive a reminder call the business day prior to your scheduled ride. Both a pick-up and return time will be provided at that time. Be prepared to be picked up 10 minutes before your scheduled pick-up time.

If you have a repeating ride schedule (i.e. therapy, chemo, dialysis), it is your responsibility to inform the Community Services Dept. by the 20th of each month for the following month of rides.

If you need to change or cancel your ride, notify office as soon as possible at 216.292.1971

We reserve the right to limit weekly usage. There is no guarantee of a ride for requested dates and time. All rides based on availability.

The City reserves the right to refuse service to any individual who appears to be intoxicated or under the influence of drugs, that is abusive and violent, or a contagious disease or medical condition that is a “direct threat” to the health and safety of others or with a condition of significant public health importance.

## PASSENGER RESPONSIBILITIES

- All passengers MUST use their seatbelts.
- State law requires all passengers to remain seated until the vehicle has come to a complete stop and the driver has opened the door.

- If you need assistance from your door to the vehicle, please notify the Community Services Dept. when making your appointment.
- Drivers are not permitted to make unscheduled stops.
- You may have an escort/caregiver ride with you for assistance. Notify office when making appointment.
- The driver is prohibited from entering your home or escorting you to your appointment.
- The drivers are only responsible for your transportation. They are not able to provide any other services such as banking, grocery pick-ups, snow removal, mail pick-up, garbage cans, quick household chores, etc. They may carry a few light packages (not to exceed 15 pounds) to front door. If you have more or heavy items you will need to have a cart.
- Unruly, belligerent, inappropriate language, constant cancellations and being late for scheduled pick-up times may result in removal from service.
- Prior to entering the van, individuals are required to notify the office if they have any contagious disease or medical condition that is a “direct threat” to the health and safety of others or any other condition of significant public health importance.

### SERVICE OPERATES:

Monday – Friday, 8:30 AM – 4:00 PM  
Last return home pickup at 4:00 PM