



Village of Walton Hills • Recreation Department
14660 Alexander Road • Walton Hills, OH 44146 • 440-786-2964

TRANSPORTATION SERVICES

REGULATIONS FOR TRANSPORTATION SERVICES

WHO QUALIFIES FOR THIS TRANSPORTATION SERVICE:

- ▶ Residents who do not have a license to drive
- ▶ Residents who are Handicapped/Disabled
- ▶ Residents who cannot drive due to a temporary situation (post-surgery, injury, etc.)
- ▶ Seniors 60 years or older that do not feel comfortable driving

WHERE CAN WE TRANSPORT RESIDENTS:

- ▶ Anywhere in the Cleveland/Akron area for essential services such as:
 - Banking
 - Medical appointments
 - Prescription Pick-Up
 - Hair appointments
 - Social Service Agency visits
 - Airport Drop-Off and Pick-Up Service (for Snowbirds)
 - Grocery shopping
 - Resident has option to go shopping or have driver shop for them from list

DRIVER/VEHICLE HOURS OF OPERATION:

- ▶ Based upon Driver/Vehicle availability
- ▶ **Transportation Service Hours:**
 - **Monday through Friday from 8:30 AM – 4:30 PM** excluding Holidays
- ▶ In the event you need transportation outside of these hours, we will do our best to accommodate your needs

HOW TO MAKE AND/OR CANCEL YOUR TRANSPORTATION APPOINTMENT:

- ▶ All Transportation appointments should be made through the **Recreation Department**
- ▶ Transportation appointments **cannot** be made with the drivers verbally
- ▶ Call the office at **440-786-2964** preferably **one week before your appointment**
- ▶ **Office Hours: Monday through Friday 8:30 AM – 4:30 PM excluding these Holidays:**
 - New Year's Day
 - Martin Luther King Jr. Day
 - Presidents Day
 - Good Friday
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Day After Thanksgiving Day
 - Christmas Eve
 - Christmas Day



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HOW TO MAKE AND/OR CANCEL YOUR TRANSPORTATION APPOINTMENT:

- ▶ All Recreation staff are part-time and may not be able to answer the phone at all times due various reasons (on the phone, in meeting, illness, vacation, etc.)
- ▶ In the event that we do not answer the phone, please leave a message and we will return your call by the next business day
- ▶ Please do not leave message for a Transportation appointment for the next business day
- ▶ Messages left on the voicemail **are not a confirmed scheduled appointment** as no one is available to coordinate with Driver and schedule the appointment
- ▶ **Information Needed to make Transportation appointment:**
 - Resident's Name
 - Address
 - Telephone Number
 - Date of Appointment
 - Time of Appointment
 - Destination Address
 - Special needs, if any
- ▶ **Cancelling Appointments:** Please call Recreation Department as soon as your appointment is cancelled so we can contact driver before coming into work.

TRANSPORTATION FEES:

- ▶ Transportation Services Fees are for **roundtrip transportation** based on mileage one way from the Community Event Center on Alexander Road to the destination location.
- ▶ The driver will collect the fare based on the current Transportation Fee schedule
- ▶ Please have correct amount of cash or make a check payable to the **Village of Walton Hills . . . We do not take Credit Card**
- ▶ If driver needs to pick up a prescription or is doing grocery shopping for you, please have cash, check or credit card ready for them to pick up beforehand . . . **We will not take a Debit Card**

WINTER MONTHS & BAD WEATHER DAYS:

- ▶ Driver knows that they need to allow for more driving time on bad weather days and will automatically come in earlier to pick up residents so that they do not miss their appointments
- ▶ The office and driver will make every effort to call you ahead of time but in the event that we cannot do this, please be ready early on these occasions.
- ▶ Please make arrangements ahead of time to have your driveway snow plowed before your pick-up time to ensure that our driver does not get stuck in your driveway and you miss your appointment
- ▶ If possible, make your appointments later in the day to ensure that your driveway can be plowed before our driver arrives.
- ▶ If you know that there may be a snowstorm on the day of your appointment and would prefer to reschedule your appointment, please call us ahead of time so we can reschedule the driver