

GENERAL INFORMATION

- Please indicate your transportation needs, even if you are unsure.
- Shopping dates are announced in the Prime Times section of the Community Recreation Guide.
- Pickup is available within Westerville City limits, only. Medical appointments must be within the Westerville School District.
- Transportation to the Center for overnight trips is not available.
- Pickup schedule available after 4:30 p.m. on the previous business day, if you haven't already been contacted.
- Transportation requests should be made well in advance (days, weeks, months) and no later than 1 p.m. the business day prior to pickup. **Schedules subject to change.**
- Please cancel transportation as soon as possible. Insufficient notification will result in a charge to your bus pass at the next use.
- Be ready 15-minutes before (i.e., coat, purse, keys etc.) your estimated pickup time.
- Bus Passes: Every rider must purchase a bus pass. Bus passes may be purchased at the Senior Center by mail. Passes will be returned by mail or on your next trip. Checks are accepted on the bus, NO CASH PAYMENTS ON BUS. Passes available in increments of \$10 or \$25. A \$25 pass includes \$30 worth of rides.
- Pass holders are responsible for his/her own pass. Lost bus passes cannot be reissued. Balances on lost passes cannot be tracked. Treat your pass as you would a gift card or credit cards.
- Bus passes are transferable and may be used by other Senior Center members eligible for transportation.
- Transportation services must be notified for all special accommodations such as wheelchairs, scooters, walkers, oxygen, etc. The staff cannot disassemble mobility devices.
- Westerville Senior Center, in its effort to comply with ADA legislation, will provide transportation for those in wheelchairs and scooters in order to enjoy our programs. This service is available on a first-come first-served basis.

The Senior Center is closed on the following holidays:

New Year's Day
 Memorial Day
 Independence Day
 Labor Day
 Thanksgiving & the day after
 Christmas Day

Weather Cancellations:

All daytime (before 5 p.m.) programs will be canceled when Westerville City Schools are closed due to inclement weather. The Parks and Recreation Department will issue cancellation announcements on all Social Media Channels, Channel 10 and Radio Stations 94.7 FM and 610 AM.

Transportation to a doctor's appointment is a decision made by the Senior Center staff. If you have signed up for this service you will receive a phone call.



WESTERVILLE PARKS AND RECREATION Senior Center TRANSPORTATION INFORMATION

Independence • Community Connection

ROUNDRIP FEES ARE AS FOLLOWS:

Senior Center.....	\$2
Community Center	\$2
Medical Appointment	\$3
Grocery Store	\$3
Local Shopping.....	\$3
W.A.R.M.	\$3



The Westerville Senior Association, Inc. has established an "Assistance Program" providing financial assistance to eligible members in need. Contact the Senior Center (614) 901-6560 for information.

Westerville Senior Center
 now at the Westerville Community Center
 350 N. Cleveland Ave.
 Westerville, OH 43082

Office - (614) 901-6560
 Transportation - (614) 901-6567

TRANSPORTATION SPECIFICS

To and From the Senior Center

Pickup: To the Senior Center
Route begins8:30 a.m.

Take Home: From the Senior Center
11 a.m., 1 p.m., 3 p.m.

MEDICAL APPOINTMENTS

8:45 - 11:30 a.m.Monday-Friday
1 - 2:30 p.m.Mon/Wed/Fri

Transportation for medical appointments is **NOT AVAILABLE** Tuesday or Thursday afternoons.

Transportation for medical appointments are limited to three mornings (Monday-Friday) and three afternoons (Mon/Wed/Fri).

To schedule transportation for medical appointments:

- Call as soon as possible with your appointment date and time. Reservations can be made up to three months in advance.
- When calling to schedule transportation for a medical appointment, have the following information available:
 - Your name and phone number
 - Date of your appointment
 - Time of your appointment
 - Doctor's name, address (including suite) and phone number
- Be ready for pick up 15-minutes before your estimated pick up time.
- Take the Senior Center phone number, (614) 901-6560 with you, and call when your appointment is over. Driver will be dispatched as soon as possible. **May take up to 30 minutes.**
- If you make other arrangements for going home, notify the Senior Center as soon as possible.
- You will be notified by 5 p.m. the business day prior to your appointment with the estimated time of pickup. If you do not receive a call, contact the Senior Center after 8:30 a.m. the day of your appointment.

SHOPPING

Trips include 1.5-hours of shopping. Time begins when you are dropped at location.

Kroger (Schrock Rd), Walmart, Marc's and Kohl's
1 p.m. Tuesday afternoon

Polaris Meijer, Kroger, Giant Eagle, Home Depot
1 p.m. Thursday afternoon

COMMUNITY CENTER

To the Community Center
Mon - Fri.....9 a.m. and 1 p.m.

From the Community Center
Mon - Fri.....11 a.m. and 3 p.m.

WESTERVILLE AREA RESOURCE MINISTRY (WARM)

Tuesday and Thursday.....9 - 11 a.m.

STANDARD SERVICE

Curb-to-Curb pickup and delivery is considered standard service. Upon request, Door-to-Door service may be provided. Door-to-Door service includes:

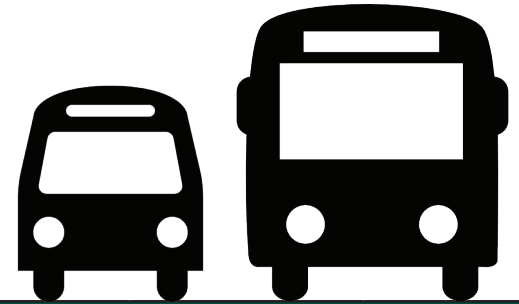
- Pickup from a main entrance of a medical facility, shopping center, apartment or care facility.
- Driver **CANNOT** escort members inside a residence or facility.

Reminders:

Transportation requests should be made well in advance (days, weeks, months) and no later than 1 p.m. the business day prior to pickup.

Schedules subject to change.

No Call - No Shows If a cancellation notice is not received and the driver arrives at your location, you will be charged for future no call-no shows.



TRANSPORTATION SERVICES

Transportation is available to members residing in the corporate city limits of Westerville for programs at the Senior Center, the Community Center (as available), medical appointments within the Westerville School District, trips to other destinations which are planned by the Senior Center Staff, and shopping trips to grocery stores. Please email gary.fennig@westerville.org with questions or call the Transportation line at (614) 901-6567. Requests must be made by 1 p.m. one business day prior to pickup.

SERVICES	DAYS OF WEEK	ROUTING TIME BEGINS	ESTIMATED SHOPPING TIME	ROUND-TIP RATE
To Senior Center	Monday - Friday	8:30 a.m.		\$2
From Senior Center	Monday - Friday	11 a.m., 1 p.m., 3 p.m.		
To Community Center	Mon/Wed/Fri	8:30 a.m. and 1 p.m.		\$2
	Tue/Thu	9 a.m.		\$2
From Community Center	Mon/Wed/Fri	11 a.m. and 3:15 p.m.		
	Tue/Thu	11 a.m.		
Kroger (Schrock Rd), Walmart, Marc's and Kohls	Tuesday	1 p.m.	1.5 hours	\$3
Polaris Meijer, Kroger, Giant Eagle, Home Depot	Thursday	1 p.m.	1.5 hours	\$3
WARM	Tue/Thu	9 - 11 a.m.		\$3
Medical Appointments During listed times only. Last take home is 3:30 p.m.	Mon/Wed/Fri	8:45 - 11:30 a.m. 1 - 2:30 p.m.	<i>Reminder: Be ready one half hour prior to appointment time</i>	\$3
	Tue/Thu	8:45 - 11:30 a.m.		

Please Note

If the Westerville City Schools close due to inclement weather, then the Senior Center is also closed. Transportation to a doctor's appointment is a decision made by Senior Center staff. If you have signed up for this service, you will receive a phone call from us.