

GENERAL INFORMATION

- Please indicate your transportation needs, even if you are unsure.
- Shopping dates are announced in the Older Adult 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 2 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 your estimated pickup time (i.e., coat, purse, keys etc.)
- Every rider must purchase a bus pass. Bus passes may be purchased at the Senior Center or 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 \$15 (10 punches) or \$30 (30 punches).
- 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 Program Pass holders 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. Visit www.westerville.org/social for the full list and links to each.

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.

ROUNDRIP PUNCHES:

LOCATION	PUNCHES
To/From the Senior/Community Center	2
Medical Appointment	3
Grocery Store	3
Local Shopping	3



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



WESTERVILLE PARKS AND RECREATION

Senior Center TRANSPORTATION INFORMATION

Independence • Community Connection



Westerville Senior Center
 350 N. Cleveland Ave.
 Westerville, OH 43082

Office - (614) 901-6560

Transportation is available to Senior Center Program Pass holders residing in the corporate City limits of Westerville.

TRANSPORTATION SERVICES:

TO/FROM THE WESTERVILLE SENIOR CENTER/COMMUNITY CENTER

Pickup from home begins at	8:30 a.m.
Return home limited to:	
Mon/Wed/Fri	11 a.m., 1 p.m. and 3 p.m.
Tue/Thu	Times Vary

MEDICAL APPOINTMENTS

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

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

To schedule transportation for medical appointments:

- You **MUST** be a Senior Center Program Pass holder
- Call early with your appointment date and time. Reservations can be made up to three months in advance.
- 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 15-minutes prior to pickup.
- Call the Senior Center at (614) 901-6560 when you appointment is over. A driver will be dispatched as soon as possible. **May take up to 30 minutes.**
- Notify the Senior Center if other arrangements are made for a return trip.

You will be notified after 2 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 which begins when you are dropped at the location.

Kroger (Schrock Rd), Walmart, Marc's, Aldi and Kohl's

Tuesdays 1 p.m.

Polaris Meijer, Kroger, Giant Eagle, Home Depot

Thursdays..... 1 p.m.

STANDARD SERVICE

Curb-to-curb pickup and delivery is considered standard service.

Upon request, door-to-door service may be provided and includes pickup from a main entrance of a medical facility, shopping center, apartment or care facility.

Driver **CANNOT** escort riders inside a residence or facility.

Reminders:

REQUESTS:

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.

SERVICES AVAILABLE TO:

Transportation is available to Senior Center Program Pass holders residing in the corporate City limits of Westerville only.

TRANSPORTATION SERVICES

Transportation is available to Senior Center Program Pass holders 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. Call the Transportation line at (614) 901-6560 for additional information. 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-TRIP PUNCHES
To Senior/Community Center	Mon - Fri	8:30 a.m.		2
From Senior/Community Center	Mon/Wed/Fri	11 a.m., 1 p.m., 3 p.m.		2
	Tue/Thu	Times Vary		
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
W.A.R.M.	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.	Reminder: Be ready one half-hour prior to appointment time	3
	Tue/Thu	8:45 - 11:30 a.m.		

Please Note

When Westerville City Schools close due to inclement weather, all Senior Center and Community Center programming is cancelled. 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.