

Additional Rider Responsibilities

DELAYS

- If a passenger is delayed at an appointment, call Avon Transportation Services as soon as possible with that information. You may be asked to reschedule or find other means of transportation.

CANCELLATIONS

- Phone in cancellations as soon as possible by calling the Transportation Scheduler at 440.934.7433. Leave a message if Scheduler is not available.
- Last Minute/Same Day Cancellations:** Give information to Transportation Desk at 440.934.7433 (who will immediately notify drivers)
- During non-business hours:** Leave message on Transportation voice mail.
- **It is imperative that riders cancel as soon as possible. Repeated cancellations upon driver arrival may result in removal from the Transportation Program.**

TO OUR GROCERY SHOPPERS:

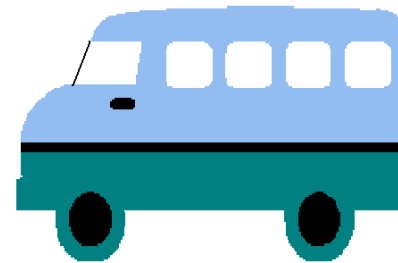
Shopping is one of the most valuable services provided by the City of Avon. *Please be considerate.* Shoppers average three to four paper-lined plastic bags each trip. If you are purchasing more than this, or if you purchase large quantities, we suggest limiting the number of large items purchased and/or that you plan to shop more often. ***Drivers cannot carry grocery bags into the house. Thank you for your cooperation.***



AVON SENIOR CENTER TRANSPORTATION SERVICES



Policies, Procedures, and Rider Responsibilities



"How does one keep from "growing old inside"? Surely only in community."

-Robert McAfee Brown

Updated: April 2025

**For Information &
Appointments:**

(440)-934-7433



THE CITY OF AVON

Bryan K. Jensen
Mayor

City of Avon
Senior Transportation

Clare Harasimchuk
Senior Center Coordinator

Caryn Tovtin
Transportation Scheduler

Bret Bartolovich
Terri Griffore
Pam Kelly
Mike Kerecz
Toni Konowal
Timothy Manning
Michele Richards
Scott Wardrope
Transportation Drivers

All City Offices are CLOSED on the following holidays:

New Year's Day
MLK Jr Day
Good Friday
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving & Day After
Christmas Eve & Day

Avon Senior Center Transportation Services



PROCEDURES

TRANSPORTATION DESTINATIONS

- Medical Appointments (First Priority)
- Avon Senior Center Activities
- Grocery Stores
- Pharmacies (near Avon)
- Banking (near Avon)
- Beauty Salons/Barber shops (near Avon)
- Library
- Voting

TO REQUEST TRANSPORTATION

- Call 440.934.7433 Transportation Scheduler 8:00-2:30 Monday through Friday
- **Each time** a transportation request is made, the following information **must** be provided:
 - > Name, Address, Phone Number
 - > Destination Address and Phone Number
 - > Time, Date, Length of Appointment
 - > If client is using a wheelchair
 - > Escort Name (if applicable)

TRANSPORTATION HOURS

- The Avon Senior Center Transportation is in operation from 8:30 a.m. to 2:30 p.m. Monday through Friday. We recommend scheduling appointments early in the day.

During times of inclement weather, Senior Center activities may be closed. However, transportation services will run as road conditions allow. Alternate transportation references also available upon request.



Policies (continued)

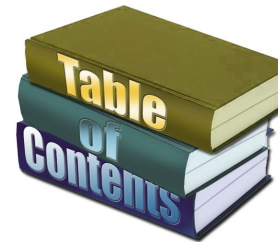
- **Any passenger requiring personal assistance must have an escort.**

An escort is a person willing to accompany the client on his or her trip. The escort, who must be 18 years or older, must complete an **Escort Transportation Information** form prior to client's transportation. The escort will be picked up & dropped off at the same location as the client.

- Absolutely no passengers under 18 years of age allowed in the vehicle. No exceptions.
- Avon Senior Transportation Services reserves the right to require an escort.
- Client must be ready at the scheduled pick-up time. Drivers cannot wait for clients.
- Seatbelts must be worn at all times during transportation.
- All transportation requests and questions must be handled through the Transportation Department. Please *do not call the Main Line* at the Senior Center as they are unable to contact drivers, schedule rides, or assist in transportation matters of any kind.
- Please schedule appointments early in the day. **RETURN PICK-UPS WILL NOT BE LATER THAN 2:30.**

GRIEVANCES: Transport passengers can file complaints or report any issues about the program, drivers or other staff in a safe and confidential environment. Issues can be reported directly to the Senior Center Coordinator and will not affect transportation privileges in any way. Please call 934-2417 to speak to the Senior Center Coordinator.

Avon Senior Center Transportation Services



Introduction	Page 4
How to Use This Brochure.....	Page 4
Policies	Page 5
Required Forms.....	Page 5
Fees	Page 5
Escorts.....	Page 6
Grievance Procedure	Page 6
Transportation Procedures.....	Page 7
Transportation Hours.....	Page 7
Inclement Weather.....	Page 7
Additional Rider Responsibilities	Page 8
Delays.....	Page 8
Cancellations.....	Page 8
Grocery shopping	Page 8

Introduction

Welcome to the Avon Senior Center Transportation Service,

An **unassisted, curb-to-curb** service available to Avon residents who are 55 and older and have minimal or no alternate means of transportation.

This service is not meant to supply all of a person's transportation needs; it is available to supplement them.

Senior living facilities in Avon provide their own transportation. Residents of these facilities should plan to use that transportation.

Please read this pamphlet carefully and keep it for future reference. If there are any questions, call Avon Senior Center Transportation Service at 440.934.7433 and ask to speak to the Transportation Scheduler.

How to Use This Pamphlet:

This is an informational pamphlet intended to provide you with basic information regarding the services, policy, and procedure of Avon Senior Center Transportation Service. Please review all of the safety and procedural guidelines before completing the Passenger Transportation Information and Waiver form.

"There is never enough time to do everything, but there is always enough time to do the most important thing."

-Brian Tracy



Policies

- A **Passenger Transportation Information and Waiver** form needs to be completed and returned before your first journey with Avon Senior Transportation Services. An **Escort Information** form will also need to be completed if applicable. The Transportation Information form must be updated when information changes.
- THERE IS NO FEE FOR THIS SERVICE. PAYING/TIPPING/ GIFTING THE DRIVERS IN ANY WAY IS PROHIBITED.
- Appointments are scheduled on a first-come, first-serve basis. Special priority is given to medical appointments.
- **We cannot transport to the Emergency Room**—our drivers are not paramedics or trained medical staff. You must call 9-1-1 if you are having a medical emergency.
- We cannot provide transportation to anyone being discharged from a hospital or rehab facility.
- **We cannot transport passengers after any medical appointment requiring anesthesia or sedative.**
- Transportation requests to radiation, chemotherapy, physical therapy, dialysis, etc. will be taken as scheduling allows.
- Avon Senior Transportation Services reserves the right to deny transport to anyone.
- **The program is curb-to-curb, (not door-to-door). Drivers cannot leave the vehicle to provide physical assistance; passengers must be able to ambulate to our vehicle; drivers are not allowed to enter private homes.**
- Drivers are required to follow the scheduled transportation route; additional same-day requests may not be granted.
- There is no eating, drinking, or smoking in City vehicles.