

LAKETRAN DIAL-A-RIDE

CUYAHOGA COUNTY MEDICAL SERVICE

Our Mission

Laketrans is committed to providing quality transportation service to all Lake County residents with a special emphasis on meeting the transportation needs of senior citizens and people with disabilities.



Title IV of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin. If you feel that you have been discriminated against, you must file a written complaint with Laketrans within 180 days of the alleged discrimination.



THINK
LAKETRAN

888.LAKETRAN WWW.LAKETRAN.COM
P.O. BOX 158 GRAND RIVER, OH 44045



THINK
LAKETRAN

Where Dial-a-Ride Can Take You

Out-of-County Fare Schedule

In Cuyahoga County

Major Medical Facilities

- Euclid Hospital/Medical Buildings
- Euclid Medical Plaza
- Hillcrest Hospital/Medical Buildings
- Richmond Hts. Hospital/Zini Medical Buildings
- Euclid Center for Dialysis Care
- Brae-Burn Medical Building
- Lakeland Medical Building
- Limited Other Cuyahoga County Medical Facilities
(2nd Monday & 2nd Thursday of each month)

Hours of Operation

Monday-Friday

8:00 a.m. to 4:30 p.m.

Reservations are taken

Monday-Friday

6:30 a.m. to 6:30 p.m.

To make a reservation dial

440.942.1300

440.354.6100

440.428.2460

or 1.888.LAKETRAN (888.525.3872)

TDD: 1.800.560.3323.

To cancel a reservation dial

440.350.1099

In Cuyahoga County

| | |
|---|---------------------|
| Standard Fare | \$20.00 each way |
| Reduced Fare | \$5.00 each way |
| Children 2-12 years | \$5.00 each way |
| Children under 2 Veterans to VA Facilities | FREE FREE |

All fares must be paid in exact change.

Reduced Fare

Seniors and citizens with disabilities may be eligible for a reduced fare if you have a Golden Buckeye or Medicare card. To find a Golden Buckeye application site near you, dial 1.800.422.1976.

Medicaid Recipients

Some medical trips may be covered by your Medicaid. You will need to provide Laketrans with additional information and complete processing forms for coverage of certain trips to be approved.

Americans with Disabilities Act (ADA)

- You may qualify for 24 hour scheduling and a special next day service. You simply need to fill out an application. ADA applications are available by calling 888.525.3872.
- Laketrans has a Telecommunications Device for the hearing impaired.
Dial **1.800.560.DEAF (3323)**.



University Circle Medical Express Service

Make Your Reservation

University Circle Medical Facilities

- Cleveland Clinic
- Cleveland VA Medical Center (Wade Park)
- University Hospital
- Cleveland Sight Center
- CWRU Dental School

Getting to University Circle

Laketran's Dial-a-Ride service travels to the University Circle area Monday-Friday. Choose from three morning departures and five afternoon return trips. Laketran will pick you up before the home pick-up time listed to guarantee you arrive downtown for your appointment.

| Home pick-ups begin at | Arrive at University Circle | Departures from University Circle |
|------------------------|-----------------------------|-----------------------------------|
| 6:30 a.m. | 8:30 a.m. | 11:30 a.m. |
| 9:30 a.m. | 11:30 p.m. | 12:30 p.m. |
| 1:00 p.m. | 2:30 p.m. | 2:30 p.m. |
| | | 3:30 p.m. |
| | | 4:30 p.m. |

Steps to Make your Reservation

1 Gather the information needed to make a reservation 2-10 business days in advance of your trip.

2 Call Laketran Customer Service Representatives to schedule your ride.

3 Write down your pick-up window times given by the Customer Service Representative.

4 Ask your Customer Service Representative to repeat your reservation details back to you.

5 You should be fully prepared to board the bus at the beginning of your pick-up window.



Information You Need to Make A Reservation

Cancellation Line

Name _____

Home address _____

City _____ Zip _____

Home phone _____

Cell phone _____

Date(s) of travel _____

Destination address _____

Time you need to arrive _____

How many others will travel with you? _____

Do you have any special needs? _____

For medical appointments

Doctor's Name _____

Office Address _____

Room or building number _____

Doctor's phone number _____

Please inform the Customer Service Representative of any discounts you receive through your Golden Buckeye/Medicare card, Medicaid or service agency or if an attendant will be traveling with you.

Write down this information from the Customer Service Representative.

My pick up time from home _____

My pick up time from my appointment _____

To cancel a reservation, you must call Laketran at least 2 hours prior to the end of your pick-up window.

Call the Cancellation Line at 440.350.1099 or toll free 1.888.585.3872 (1.888.LAKETRAN).

Please leave the following information after the recording:

- The name of the person whose trip is being cancelled. Please spell the last name.
- Date of the trip you want to cancel.
- The time(s) of the trip you are cancelling.
- A phone number where you can be reached.



A cancellation made less than two hours before your pick-up window ends will be counted as a no-show.

No-Show Policy

A no-show is a passenger who has a reservation and does not take the ride or cancels less than two hours prior to the end of their pick-up window.

Laketran's No-Show Policy allows for Laketran to suspend a customer's ride privileges for no-shows.

A passenger will receive a notice by mail before service is suspended. In a no-show situation, the return trip is immediately cancelled.