

**City of Middleburg Heights, Ohio**

**Ordinance No. 2023- 90**

Introduced by: Mr. Bortolotto, Mr. Meany, and Mr. Grech

**AN ORDINANCE**

**AUTHORIZING THE MAYOR TO ENTER INTO A CONTRACT EXTENSION  
WITH SENIOR TRANSPORTATION CONNECTION OF CUYAHOGA  
COUNTY FOR SENIOR TRANSPORTATION SERVICES**

WHEREAS, the City desires to retain the services of a competent and qualified contractor to provide certain senior transportation services to the City; and

WHEREAS, Senior Transportation Connection is competent and qualified to furnish services to the City and has provided a responsive and responsible proposal, and desires to continue to provide transportation services.

**BE IT ORDAINED BY THE COUNCIL OF THE CITY OF MIDDLEBURG  
HEIGHTS, CUYAHOGA COUNTY, STATE OF OHIO:**

Section 1. That the Mayor is hereby authorized to enter into a contract extension with Senior Transportation Connection of Cuyahoga County to provide certain senior transportation services to the City, a copy of which is attached hereto and marked "Exhibit A".

Section 2. That it is hereby found and determined that all formal actions of this council concerning and relating to the passage of this ordinance were adopted in an open meeting of this council, and that all deliberations of this council and any of its committees that resulted in such formal actions were in meetings open to the public, in compliance with all legal requirements including chapter 107 of the Codified Ordinances and section 121.22 of Ohio Revised Code.

PASSED 11/14/23

Dan Bortolotto  
PRESIDENT OF COUNCIL

ATTEST:  
M. Meola  
CLERK OF COUNCIL

PRESENTED TO MAYOR 11/15/23

APPROVED ON: 11-20-23

|            | YEAS          | NAYS  |
|------------|---------------|-------|
| BORTOLOTTA | <u>X</u>      | _____ |
| ALI        | <u>X</u>      | _____ |
| SAGE       | <u>X</u>      | _____ |
| MEANY      | <u>X</u>      | _____ |
| MCGREGOR   | <u>X</u>      | _____ |
| FERENCE    | <u>X</u>      | _____ |
| GRECH      | <u>ABSENT</u> | _____ |

Matthew Costello  
MAYOR

I, Mary Ann Meola Clerk of the Council of the City of Middleburg Hts., Ohio, hereby certify that Ord. 2023-90 adopted by the Council of the City of Middleburg Hts., on 11/14/23 was posted for a period of fifteen days, beginning 11/20/23 and remained so posted for fifteen days at the two posting places as designated by Charter.  
Mary Ann Meola  
Clerk

**CERTIFICATE**  
I, Mary Ann Meola, Clerk of Council of the City of Middleburg Heights, Ohio, do hereby certify that the foregoing is a true and accurate copy of Ord. 2023-90 passed on the 14<sup>th</sup> day of November 2023 by said Council.  
Mary Ann Meola  
Clerk of Council

## Transportation Services Contract

This Transportation Services Contract (the "Contract"), made and entered into as of this \_\_\_\_\_ day of November, 2023, by and between The City of Middleburg Heights, ("Recipient") and Senior Transportation Connection, an Ohio non-profit corporation, ("Contractor").

WHEREAS, the Recipient desires to retain the Contractor to provide certain transportation services to the Recipient and/or those for whom Recipient provides transportation opportunities or programs ("Passengers"); and

WHEREAS, the Contractor is properly qualified to furnish transportation services to the Recipient and/or its Passengers according to the terms and conditions stated herein.

Now, therefore, the Recipient and Contractor agree as follows:

### SECTION 1: CONTRACTOR AS AN INDEPENDENT CONTRACTOR

The Contractor shall provide the services required herein as an independent contractor; Contractor is not and shall not be construed to be an agent or employee of the Recipient. As an independent Contractor, the Contractor shall pay any and all taxes imposed by law upon the Contractor. In performing the services hereunder, the Contractor shall comply with all applicable federal, state, and local laws applicable to Contractor. The Contractor shall be responsible for all Ohio workers compensation coverage for its employees and for all income tax, social security and Medicare taxes, unemployment taxes, and any other withholdings from Contractor's employees' wages or salaries,

- A) The Contractor shall hire, compensate, and supervise, members of its work force; shall direct and control the manner in which transportation work is performed, including conditions under which individuals will be assigned duties, how individuals will report, and the hours individuals will work.
- B) The Contractor shall not be exclusively bound to the Recipient and may provide service(s) to other private and public entities.

### SECTION 2: TERM

Subject to the termination provisions contained in Section 13 of this Contract, the term during which transportation services will be provided under this Contract shall begin on January 1, 2024 and end on December 31, 2024 ("Term"). Unless either party serves written notice of cancellation to the other party at least ninety (90) days prior to the end of the Term, The Term of this Contract shall renew automatically for successive one year terms under the same terms and conditions, except that the monthly service fees shall increase in proportion to the percentage change in the U.S. consumer Price Index, all times, U.S. Bureau of Labor Statistics, 1982-1984 = 100, Cleveland-Akron Area Average, over

the previous twelve (12) months. If the CPI is revised so as to be based on different average years or other factors, or if it is no longer issued or published, the parties shall use such other index as is then generally recognized and accepted for similar determinations of purchasing power. Fuel costs may also increase or decrease under the fuel escalation provision contained herein.

### **SECTION 3: OVERVIEW**

During the Term of the Contract, the Contractor shall provide transportation services to Recipient's constituents who are 60 years of age or older, ADA certified individuals, or those who are otherwise determined by the Recipient to be eligible for its transit program.

### **SECTION 4: FEE SCHEDULE & PAYMENTS**

As compensation for the services provided by Contractor, the Recipient shall pay Contractor a fixed fee of \$8,000.00 per month.

The Recipient reserves the option, exercisable by reasonable advance written notice to Contractor, of capping the quantity of one-way trip reservations in total or by destination taken by the Contractor per month.

#### **Special Trips outside of normal business hours**

As compensation for the services provided by Contractor, the Recipient shall pay the Contractor a rate of \$85.00.00 per vehicle hour in order to transport riders from point A (STC garage) to point B and the return (point B to point A (STC garage)). Recipient must submit a Group Trip request form at least two weeks in advance.

Recipient will be electronically invoiced monthly by the 10th business day of the month for the previous month's activity to:

City of Middleburg Heights  
Attn: Finance Director  
15700 Bagley Road  
Middleburg Heights, Ohio 44130

or such other address as Recipient may specify in writing to Contractor. Transportation invoices shall be paid within fifteen (15) days from the first day following the first full calendar month of service. Any payment more than five (5) days late shall include a late fee of \$25.00.

## **FARES**

- A. The Contractor shall collect a fare from a Passenger only when it is indicated on the manifest. This fare shall be retained by the Contractor. The passenger fare shall be paid according to Recipient's fare policy, unless the Contractor is granted the written authority by the Recipient to make fare modifications.
- B. The Recipient will be responsible for payment to the Contractor for any fare reductions approved by the Recipient.
- C. Drivers shall not accept tips or indicate to Passengers that a tip is expected or permitted.

## **SECTION 5: SCOPE OF SERVICE**

### **SERVICE AREA:**

The Contractor will operate according to the protocol and defined service area attached hereto as EXHIBIT A. The written protocol must be approved by both the Contractor and the Recipient. Any significant operational changes to the protocol will be discussed and agreed to by both parties, in writing, before placed in effect.

### **OPERATING SCHEDULE:**

- A) Transportation services operate Monday through Friday, 8:00 a.m. to 4:00 p.m., within the specific service area. The service does not operate on holidays as referenced in EXHIBIT B. During the term of the Contract, the Contractor reserves the right to adjust service hours, routes and schedules, so as to accommodate ridership.
- B) The Contractor maintains a policy on closings in case of weather-related conditions and emergencies. This policy is attached as EXHIBIT C to this Contract.

### **TRIP RESERVATIONS AND SCHEDULING**

- A) All riders shall be registered with the Recipient and the Contractor prior to commencing transportation services. It is the Recipient's responsibility to adequately assess a Passenger's eligibility for transportation services.
- B) Passengers will access transportation services by scheduling directly with the Contractor's call center using the designated numbers.
- C) The Contractor may accept trip requests up to three (3) days prior to travel, or up to three (3) weeks in advance.
- D) Dispatch will produce electronic manifests which will include the Passenger's name, the location of each passenger's pick-up and drop-off point, whether the passenger travels with a wheelchair, travels with a companion or personal care attendant, and any special circumstances or requirements pertaining to the passenger. The manifest information will be available for Recipient's inspection at any time upon reasonable advance notice.

- E) Some trips may be added (“add-ons”) to the manifest during the service day, if schedule permits, as determined by the Contractor in its sole discretion. Added trips will be transmitted either electronically or by other means determined by the Contractor’s dispatcher to the appropriate driver.
- F) The scheduling window that exists on either side of a reservation is 10 minutes prior to and after a requested time. All reasonable attempts are made to be on time; however, service delays may occur.

#### **FACILITIES**

- A) **Operating Base.** Contractor shall provide a base of operation with adequate facilities for administration, and unless the Contractor chooses to subcontract these functions, vehicle maintenance and service.
- B) **Communications.** The Contractor shall be required to operate a two-way communication system.
- C) **Security.** Contractor shall take all reasonable precautions to secure its vehicles and records.
- D) **Telephone/fax**
  - a. Contractor and Recipient shall equip their administration and supervisory office with a fax machine on a dedicated telephone line and sufficient voice telephone lines to ensure that the supervisors and administrative staff can be reached during service hours.
  - b. Contractor shall provide, at its own expense, a dedicated phone line in order to perform live dispatching through automated scheduling system and software to download manifests.

#### **VEHICLES**

Contractor shall maintain a sufficient number of vehicles to meet service levels negotiated with the Recipient. Reasonable efforts will be made to include spare vehicles to allow for routine servicing, maintenance, repairs, vehicle breakdowns, and similar occurrences as may reasonably be anticipated. New and/or refurbished vehicles used in the transport of wheelchairs and other mobility devices shall meet the requirements of 49 CFR Part 38 of the Americans with Disabilities Act (ADA).

#### **CONTRACTOR'S PERSONNEL**

- A) **Applicable Laws.** The Contractor shall be responsible for ensuring that its employees, agents, and subcontractors comply with all applicable laws and regulations and meet all federal, state and local requirements related to their employment and position.

- B) Immigration Reform and Control Act of 1986. The Contractor certifies that it does not and will not during the performance of the Contract knowingly employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986, as amended.
- C) Employment Discrimination. During the performance of the Contract, the Contractor agrees to the following:
  - a. The Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex; age, handicap, or national origin, military status or any other legally protected characteristic. The Contractor agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, shall state that such Contractor is an Equal Opportunity Employer.
  - c. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- D) Fair Labor Standards Act. The Contractor and any subcontractor shall pay all employees providing transportation services under this Contract in accordance with the Fair Labor Standards Act as amended.

#### DRIVER SELECTION AND TRAINING

- A) Driver Selection. The Contractor shall establish a formal selection process that shall include:
  - 1. Verification that the applicant has an appropriate, valid Ohio State driver's license and points based on Ohio law not in excess of 4 (four).
  - 2. The Contractor shall be responsible for pre-employment physicals and drug screens, as well as medical certification as required; and
  - 3. A criminal background check. The Contractor shall be responsible for background checks at the date of hire and every 5 years thereafter.
  
- B) Driver Training. The Contractor shall provide an approved training and retraining program, to teach driver proficiency and safety. The driver-training program will commence the first year of employment and shall include but not be limited to the following:
  - 1) Defensive driving;
  - 2) Use of all special equipment associated with the job, such as wheelchair lifts, fire extinguishers and two-way communications devices;
  - 3) Operating procedures, including fare collection, vehicle pre-operation checks, use of forms, record keeping, global positioning systems, and dispatch procedures;
  - 4) Familiarization with the service area; passenger assistance techniques; and
  - 5) Relevant policies and procedures contained in an Operator's Manual;

In addition, the driver training shall include at least:

- a) Annual reviews of individual driver's responsibilities and performance;
  - b) Semi-annual observations of the driver's on-the-job performance.
  - c) Maintaining records for all drivers to verify that the training has been received.
- 6) Drivers shall be retrained in Defensive Driving and Passenger Sensitivity every three years. Individual training records shall be available for inspection by Recipient on request.
- C) Drug/Alcohol Testing. All drivers, as well as other safety sensitive positions, shall be subject to Drug/Alcohol Testing for pre-employment, random, post accident and probable cause, as required under Federal Transit Administration (FTA) Regulations. The Contractor shall pay the costs associated with such testing.
- D) English Fluency. All drivers shall be sufficiently skilled in English to carry on necessary conversations with passengers and the dispatcher and to read a vehicle schedule and fill out required reports.

#### **PASSENGER ASSISTANCE**

- A) Drivers shall provide door to door assistance as necessary. "Door to door" is defined as the door (entryway) immediately outside of the Passenger' pick up or drop off location, be it the personal residence, office building, store, etc. If a passenger does not wish assistance, the driver shall visually confirm that the passenger makes it safely inside the building at the Passenger's destination. Drivers shall be instructed to exercise tact at all times to maintain Passenger's dignity and pride.
- B) Unsure Destination. In the event that any confusion occurs about the correct destination to which a passenger is to be taken (e.g. if the passenger says the location is wrong, the building is vacant or the address cannot be located), the driver is required to confer with passenger and obtain instructions from the dispatcher. No passenger shall be picked up or dropped off at any address other than the one originally given to the Contractor without prior approval of the dispatcher.
- C) Waiting for and Notifying Passengers
- 1) Drivers shall wait up to five minutes after parking the vehicle in clear view of the Passenger's residence or other pickup location, or where that is not possible, the driver shall take other reasonable steps to notify the Passenger that the vehicle is waiting.
  - 2) If the Passenger cannot be located, it will be considered a no-show.

#### **MONITORING AND SUPERVISION**

The Contractor shall be responsible for monitoring and supervising service. The Contractor shall be responsible for dispatching or arranging for back-up vehicles, road service calls, towing and other driver supervisory services as needed.



## **PERFORMANCE LOG**

The Contractor shall maintain a log with information on safety concerns, passenger complaints, passenger behavior problems and any other activity reasonably required by Recipient. The Contractor will provide the log to the Recipient's designee upon request.

## **REFUSAL OF SERVICE**

The Contractor shall have the ability to refuse service to a passenger referred by Recipient only if it is believed the passenger cannot be transported safely or the passenger is disruptive, abusive, intoxicated, or if there are other significant health and welfare concerns. All service denials shall be reported to the Recipient's designee within a reasonable time.

## **SERVICE INTERRUPTION**

In cases where service is interrupted because of vehicle breakdown, accident or similar service interruption, the Contractor shall send a relief vehicle and/or driver to resume service as soon as possible.

## **SECTION 6: ACCIDENTS**

If a Passenger requires EMS assistance due to an accident that occurs while the Contractor is providing the transportation service, the Driver will notify Dispatch and Dispatch will notify a family member or emergency contact.

## **SECTION 7: REPORTING**

The Contractor shall provide reports upon request that include:

- A) Information as may be required by Federal Transit Administration, Ohio Department of Transportation and information requested by the Metropolitan Planning Recipient Organization (MPO).
- B) Any specialized reports as may be required by Recipient to fulfill existing funding agreements or regulatory requirements.

## **SECTION 8: SUBCONTRACTING**

A) Subcontracts and joint ventures are allowable, provided the Contractor assumes the following responsibilities:

- 1) Serves as the sole contact responsible party with the Recipient.
- 2) Assumes full responsibility for the performance of all its subcontractors.

B) The Contractor shall provide an affidavit certifying that all subcontractors meet the requirements of the Contract.

#### SECTION 9: COMPLIANCE WITH REGULATIONS

A) The Contractor represents that it is currently and shall continue to be in compliance with all applicable Ohio Department of Transportation Rules and Federal Transit Administration Drug Testing requirements, as well as any and all other state, local and agency, department, commission, association or other pertinent governing, accrediting, or advisory body requirements as applicable to the provision of service under this Contract.

B) The Recipient and Contractor shall observe and comply with all laws, ordinances, rules, regulations, orders, and decrees applicable to them. By entering into this Contract, the parties specifically intend to comply with all applicable state and federal laws, rules, and regulations, including (i) the personal services safe harbor of the federal anti-kickback statute (42 U.S.C. 1320a-7(b)) and in particular, that the services performed under the Contract do not involve the counseling or promotion of a business arrangement or other activity that violates any state or federal law; (ii) the Limitation on Certain Physician Referrals, also referred to as the "Stark Law" (42 U.S.C. 1395nn) and (iii) federal and state privacy laws. Accordingly, no part of any consideration paid hereunder is a prohibited payment for the recommending or arranging for the referral of business or the ordering of items or services; nor are the payments intended to induce illegal referrals of business. In the event that any part of this Contract is determined to violate federal, state, or local laws, rules, or regulations, the parties agree to negotiate in good faith revisions to the provision or provisions which are in violation. In the event the parties are unable to agree to new or modified terms as required to bring the entire Contract into compliance, either party may terminate this Contract on sixty (60) days written notice to the other party. Additionally, each party shall obtain and maintain at its own expense all licenses and permits to conduct business pursuant to this Contract from the federal Government, State of Ohio or municipalities when legally required and maintain same in full force and effect during the term of this Contract.

#### SECTION 10: INSURANCE

A) Vehicle Insurance. The Contractor shall obtain and maintain during the term of this Contract \$1,000,000 primary automobile liability coverage and a \$2,000,000 excess automobile liability coverage. The Contractor shall supply the Recipient with a copy of a certificate of insurance showing such minimum liability insurance coverage prior to the time this Contract is executed and on each renewal date. Said policy shall contain a provision that the Recipient shall be given thirty (30) days written notice of cancellation.

B) General Liability Insurance. Contractor shall obtain Comprehensive General Liability insurance for \$1,000,000 per occurrence. Said coverage shall be "broad form" and shall specifically cover contractual liabilities including the hold harmless provisions of this Contract. Prior to the start of service under this Contract, the Contractor shall provide the Recipient a certificate of insurance, specifying coverage as required in this paragraph., Said policy shall contain a provision that the Recipient shall be given thirty (30) days written notice of cancellation.

#### **SECTION 11: INDEMNIFICATION**

To the fullest extent of the available insurance under Section 10, only, the Contractor will defend, indemnify, and hold Recipient and its employees and agents harmless from and against all claims, liabilities, losses, damages, fines, penalties, payments, costs, and expenses, caused by and resulting from (i) the negligent or intentional misconduct of the Contractor or its employees and agents, or (ii) any violation of applicable laws or regulations by the Contractor or its employees and agents.

TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR ANY CLAIM OR ANY INDEIRECT, WILLFUL, PUNITIVE, INCIDENTAL, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES, FOR LOSS OF GOODWILL, FOR LOSS OF BUSINESS PROFITS, OR DAMAGES FOR LOSS OF BUSINESS, OR LOSS OR INACCURACY OF DATA OF ANY KIND, OR OTHER INDIRECT ECONOMIC DAMAGES, WHETHER BASED ON CONTRACT, NEGLIGENCE, TORT (INCLUDING STRICT LIABILITY) OR ANY OTHER LEGAL THEORY, EVEN IF SUCH PARTY HAS BEEN ADVISED OR HAD REASON TO KNOW OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.

#### **SECTION 12: RECORDS**

The parties shall maintain such financial and other records pertaining to this Contract as may be prescribed by applicable federal and state laws, rules, and regulations. The parties shall retain these records for a period of three (3) years after final payment.

Upon reasonable request, these records shall be made available during the term of the Contract and the subsequent three- year period for examination by the parties.

#### **SECTION 13: TERMINATION**

Either Party may terminate this Contract for any reason or no reason, upon 90 days' advance written notice to the other Party. Further, Recipient acknowledges and agrees that Contractor's operations are dependent upon and funded in substantial part by quasi-governmental entities and private non-profit and philanthropic organizations. Accordingly, in the event of a material decrease in expected funding levels, Contractor reserves the right, upon their thirty (30) days' written notice to Recipient, and in the Contractor's sole discretion, to cancel and terminate this Agreement or to make substantial changes in service levels, as appropriate. Upon such early termination for convenience or due to funding issues, Contractor shall be entitled to payment, in accordance with the payment provisions, for services rendered up to the termination date and the Recipient shall have no other obligations to Contractor. Contractor shall be obligated to continue performance of Contract services, in accordance with this Contract, until the termination date and shall have no further obligation to perform services after the termination date. Upon termination, the Recipient shall be entitled to a refund from Contractor on a pro rata basis of any advance payments made by the Recipient to Contractor.

#### **SECTION 14: LEGAL FEES AND WAIVER**

In the event of legal action brought by either party for breach of this Contract, the prevailing party shall be entitled to reimbursement of all reasonable costs, expenses and legal fees incurred. Failure to enforce the breach of any portion of this Contract by either party shall not constitute a waiver of such right in respect to same or any other breach.

#### **SECTION 15: GOVERNING LAW AND VENUE**

All legal proceedings brought in connection with this Contract shall only be brought in a state or federal court located in the Cuyahoga County. Each party hereby agrees to submit to the personal jurisdiction of these courts for any lawsuits filed there against such party arising under or in connection with this Contract.

All questions concerning the validity, operation, interpretation, construction and enforcement of any terms, covenants or conditions of this Contract shall in all respects be governed by and determined in accordance with the laws of the State of Ohio without giving effect to the choice of law principles thereof and unless otherwise preempted by federal law.

#### **SECTION 16: SEVERABILITY**

If any provision of this Contract shall be declared illegal, void or unenforceable by a court of competent jurisdiction, or in an arbitration proceeding, the other provisions shall not be affected but shall remain in full force and effect.

#### **SECTION 17: FORCE MAJEURE**

The parties will exercise every reasonable effort to meet their respective obligations hereunder, but shall not be liable for delays resulting from force majeure or other causes beyond their reasonable control, including, but not limited to, acts of God, Government acts or omissions, fires, strikes, national disasters, pandemic, wars, riots, weather conditions, transportation/traffic problems and/or any other cause whatsoever beyond reasonable control of the performing party. Any such cause will extend the performance of the delayed obligation to the extent of the delay so incurred.

#### **SECTION 18: PAYMENTS**

As consideration for the Contractor satisfactorily performing the Scope of Services set forth in Section 4 hereof and complying with other terms of this Contract, the Recipient shall pay the Contractor pursuant to the terms set forth in Section 4.

**SECTION 19: NOTICES**

All notices sent pursuant to this Contract shall be sent to the following:

If to the Recipient:      Mayor Matthew Castelli  
   City of Middleburg Heights 15700 Bagley Road  
   Middleburg Heights, Ohio 44130

If to Contractor:          Laura Kleinman  
   Executive Director  
   Senior Transportation Connection  
   4735 W. 150th St., Suite A  
   Cleveland, Ohio 44135

**SECTION 20: ENTIRE CONTRACT**

This Contract constitutes the entire agreement between the parties. There are no understandings or promises related other than those which are expressed herein, and all prior negotiations, agreements, and understandings, whether oral or written, are superseded by this Contract, and it shall not be considered modified, altered, changed or amended in any respect unless in writing and signed by the parties hereto.

[Signature page to follow]

IN WITNESS WHEREOF, the parties have made and executed this Contract, the day and year first above written.

RECIPIENT:

By: *Matthew Castelli*

Name: *Matthew Castelli*

Title: *Mayor*

Dated: *11-20-23*

CONTRACTOR:

By:

Name:

Title:

Dated:

EXHIBIT A  
PROTOCOL

Organization: Middleburg Heights

Provider: Middleburg Heights

Funder: Middleburg Heights

Office Address: 16000 E Bagley Rd,  
Middleburg Hts. OH. 44130

Middleburg Hts. Community Ctr (440) 234-2255

Contact name: Rose Volpe or Jim Herron

Phone:(440) 234-2216

Email: JHerron@Middleburgheights.com

Fax:(440) 239-4906

STC Office Hours: Mon-Fri 7am-5pm

Van/Appt days and hours: Mon-Fri 8am-4pm

Cancellation procedure: STC Policy (before 7am day of trip)

Registration procedure: STC Procedures

Individual bookings: YES

Subscriptions allowed: YES

Fare: \$2.00 cash each way

# Of trips allowed: unlimited

Personal trips allowed

MBHS Rec. Ctr-Purpose is personal. Per Marti D/O no earlier than 8:45am.

Service area: Community, Outside Communities (within reason) and Partner community (N. Olmsted).

Exceptions to service area: Will travel to Berea, North Olmsted, Parma and Strongsville. Nothing passed W. 117th. MEDICAL ONLY will travel to Lakewood and Westlake.

Any routine, repetitive bookings:

1. Group Shopping: Wed: Giant Eagle (6869 Southland Dr.) or Marc's (6849 Southland Dr.)-10:00am to 12:00pm, Fri: Heinen's (15300 E. Bagley Rd.) or Aldi's (18324 Bagley Rd.)-10:00am to 11:30am

\*Can only go these days and times\*

**Exhibit B**

**Policy: Holidays**

The STC recognizes, offices and operations are closed, for the following 9 national holidays:

**New Year's Day**

**Martin Luther King Day**

**Presidents Day**

**Memorial Day**

**Juneteenth**

**Independence Day**

**Labor Day**

**Thanksgiving Day**

**Christmas Day**

If any of the above holidays fall on a Saturday, the preceding Friday shall be celebrated as the holiday. If a holiday falls on a Sunday, the succeeding Monday shall be celebrated as the holiday.



## Exhibit C

### **Policy: Inclement Weather**

#### **Purpose:**

The purpose of this policy is to establish procedures to close or cease operations of the Call Center and transportation services due to hazardous weather conditions and/or local emergency and provide continuity of essential operations during inclement weather.

#### **STC Responsibilities:**

The Executive Director is responsible for determining if transportation services can safely be provided. The STC may consult with local community's law enforcement and safety departments to determine when and if transportation services need to be suspended.

If the decision is made to close the call center and/or cease operations the STC will contact the community representative and inform them of closing. In addition the STC will contact all riders scheduled for that day and advise them of trip cancellations. Every effort will be made to schedule the rider on another day.

All trips that are cancelled due to inclement weather will be recorded as cancelled trips due to inclement weather conditions.

All STC management staff will be required to contact the STC Executive Director once the affected providers and customers are contacted.

#### **Recipient Responsibility:**

The Recipient shall notify STC at 216-265-1489 if a decision is made to close either City services, the local community/senior center, or the Recipient's specific programming, due to inclement weather.

Individuals may need to contact the call center to cancel specific rides during inclement weather.

Note: If Cuyahoga County offices are closed then meal delivery through the Western Reserve Area Agency on Aging (WRAAA) is cancelled, and meals will not be served at the Centers.