

Transportation Services Procedures During Stay at Home Order

Wooster Transportation Program (WTP) passes can be purchased with cash by appointment only. Call 330-264-8677 to order passes and to make an appointment to pay for and pick up passes at Community Action Wayne/Medina.

To purchase WTP passes with a credit or debit card, call 330-264-8677 to order and pay for passes. Passes can be picked up at Community Action Wayne/Medina by appointment only. Passes can also be delivered by either Wooster Express or Gilcrest Transportation. They will be dropped off at your door.

Free Transportation Program and Out of County Medical Transportation Program trips can be arranged by calling Community Action Transportation Specialist, Kim Bagby at 330-317-2206.

Pickup Orders: WTP members can use passes for pick-up service for food and medication. Call either Wooster Express (330-202-9000) or Gilcrest (330-601-0363) to arrange pick up service. Items must be pre-paid or you can speak to the transportation provider about paying by check.

The driver will pick up your passes and write down your WTP ID number prior to completing the service. This will be done at your door with minimal contact. The driver or their company dispatcher will notify you when your items are on the way and will leave them at your door. The driver will knock on the door when the drop off is made.

This service is also available to Free Transportation Program clients and can be arranged by calling Kim Bagby at 330-317-2206.

Picking Up Food at Wooster Hope Center:

WTP members must call Wooster Hope Center and tell them what Transportation Provider is picking up their order and what day the pick up will be. You must give the driver your WTP ID card to be shown at Wooster Hope Center. If a proxy is going to pick up food at Wooster Hope Center, you will need to call Wooster Hope Center and tell them who is picking up your food and on what day. The proxy will need to show their photo id and your WTP ID.

The driver will record the WTP ID number, the p/u and d/o addresses, the pass type and the name of the Proxy, and they will initial each ride.

For the Free Transportation Program, Kim will ask you what day you want the food picked up, and then will call Wooster Hope Center. It is recommended that these orders be picked up on Friday as that day seems less busy. The driver will have to show a copy of your photo ID.

Proxy Riders for WTP:

WTP members can choose someone to ride for you as a proxy. Call either Wooster Express or Gilcrest to set up rides and tell them that you are using a proxy rider and give them the person's name.

The Proxy rider will need to show their photo ID, as well your WTP ID card, and they will need to have ride passes for each leg of the trip.

Proxy Riders for Free Transportation Program: Clients will call in and set up rides with Kim and will tell her the name of the proxy that you are sending. Kim will put that on the ride sheet that she makes up for the rides.

Usually the rider is required to sign a ride sheet every time that they complete a leg of their trip. For this period, Kim will ask client for a verbal order that will allow her to sign the documents on your behalf to approve the rides that she set up. She will write the date and her name on the sheet to document when this teleorder was made.

When the proxy rides, they will need to show the driver their id, and the driver will check to see that this is the same person that you named as your proxy. The driver will take the proxy to the locations that Kim arranged.

Proxies Picking Up Food at Wooster Hope Center:

WTP members must call Wooster Hope Center and tell them that a proxy is going to pick up food and on what day the food is getting picked up. The proxy will need to show their photo id and your WTP ID.

The driver will record the WTP ID number, the p/u and d/o addresses, the pass type and the name of the proxy, and they will initial each ride.

For the Free Transportation Program, for Wooster Hope Center pick ups, Kim will ask you what day you want the food picked up, and then will call Wooster Hope Center. It is recommended that these orders be picked up on Friday as that day seems less busy.