

— WOOD COUNTY —

GETTING AROUND

2024 TRANSIT GUIDE

Information on transportation providers
and assistance, travel training and more



**Getting Around Guide produced in 2023
by Great Lakes Community Action
Partnership Mobility Management
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GLCAP: 800-775-9767 | Ohio Relay: 800-750-0750
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**For more information, contact 1-800-775-9767
or visit glcap.org/mobilitymanagement**

**This guide is available in alternate formats upon request.
This institution is an equal opportunity provider.**

Mobility Management is a transportation resource/referral information service for Crawford, Erie, Huron, Marion, Morrow, Ottawa, Sandusky, Seneca, and Wood counties. Mobility Management services are provided at no charge to individuals including seniors and people with disabilities. Hours of operation are Monday-Thursday, 7:30 a.m.-4:30 p.m. This service is funded by the Ohio Department of Transportation and a Community Services Block Grant.

Regarding concerns or complaints including Title VI, reasonable modification, and ADA: GLCAP/Mobility Management complies with all Civil Rights Laws and operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI, Reasonable Modification, and ADA may file a complaint with Mobility Management, directly to the Ohio Department of Transportation or to the Federal Transit Administration.

For more information on the Mobility Management civil rights program, and the procedures to file a complaint: contact the EEO Coordinator at 419-333-6001 (TTY 800-750-0750); email Adrienne Fausey at comment@glcap.org; visit our administrative office at 127 S. Front Street, Fremont, OH 43420; or visit www.glcap.org/comments. For general information, comments, or complaints, please contact the Director of Senior and Transportation Services at 419-332-2015 or by email at rjrichter@glcap.org.



ABOUT THIS GUIDE

The **Getting Around Wood County Guide** is your reference source for transportation options and resources in Wood County. Everyone has different transportation needs and abilities, so it is important to assess all transportation options to find the best fit for each individual's needs. The guide is organized into the following sections:

- The Basics of Public Transportation
- Travel Training
- Transportation Providers in Wood County
- Transportation Assistance in Wood County
- Bicycling and Walking

Understanding transportation options will increase independence as well as support an active lifestyle. This guide will help you make informed decisions regarding the transportation you choose to use in Wood County.



We create partnerships and opportunities to help individuals, families, and communities thrive.



BASICS OF PUBLIC TRANSPORTATION

Planning & Scheduling


To be successful when riding on public transportation, it is important to understand how transportation providers operate and take the following into consideration:

- Make sure your address and destination address are within the transportation service area.
- Select a transportation provider that provides the best accommodations based on your needs.
- Most transit services allow passenger care attendants and service animals to ride for free. Notify dispatch when scheduling transportation that you have either a passenger care attendant or service animal that will be accompanying you to your destination.
- Make sure the times you need to be transported are within their service hours.

Need help?

Learn about transportation options in your area and more with the help of Mobility Management. Contact us at:

1-800-775-9767 • MOBILITYINFO@GLCAP.ORG
GLCAP.ORG/MOBILITYMANAGEMENT

- 
- Gain an understanding of what the “pick-up” window is.
 - Select a backup plan, document their information, and carry it with you on your trip.
 - Pack identification, fare, and a cell phone for your trip.
 - Keep valuables with you at all times. Do not wear expensive jewelry or flash money around as this may attract unwanted attention.
 - Remember not to give personal information to anyone you do not trust (other than bus drivers and dispatch).
 - Pack necessary medicines. Traveling with oxygen is allowed for most providers, but make sure to ask dispatch for the proper procedure before boarding the bus.
 - Also remember to carry emergency contact numbers (including emergency medical instructions) with you at all times.
 - If you are changing buses, make sure you have connecting route numbers, and arrival and departure times documented and in your hand.

Before you call to schedule a trip, have the following items ready: pen and paper; your starting and ending address; phone number; address of the destination; and appointment time. If you need transportation for dialysis treatment, provide dispatch your arrival, chair, and departure time for treatment.

Rider Conduct

You will be required to conduct yourself in a respectful manner during the duration of your trip. Drivers for these services have the right to remove unruly passengers, and some may contact law enforcement officials if the behavior becomes dangerous or threatening to the driver or other passengers. Each transportation provider has specific rules to follow. It is very important to review the rider's guidelines before using the transportation provider.

Pick-up Windows

If applicable, make sure you understand the transportation provider's "pick-up window" policy. A pick-up window means that since transit trips are typically scheduled with a 30 minute pick-up window, the vehicle is considered "on-time" when it arrives either 15 minutes before, or 15 minutes after the scheduled pick-up time. For example, if your pick-up time is 9 a.m., the bus could arrive between 8:45 and 9:15 a.m. and be considered on time. Along with your travel time, make sure to allow for this additional pick-up window time when scheduling appointments.

Using a Scheduling Form

Transportation providers might use a form such as the example shown below for riders to schedule trips. Be sure to inform your transportation provider of any mobility needs you may have for your ride.

My Name is:			
I need picked up after/ dropped off by (<i>select one</i>)		(Time and Date)	
I need picked up at:	Full street address:		
I need dropped off at:	Full street address:		
I will (need / not need) a return trip (<i>select one</i>)			
I need (picked up after / dropped off by) (<i>select one</i>)		(Time and Date)	
I need picked up at:	Full street address:		
I need dropped off at:	Full street address:		
My confirmation information (Enter times from dispatch below)			
Trip 1 pickup	Between		and
Trip 2 pickup	Between		and

Talking to Dispatch

- Ask for the vehicle color and number if applicable.
- Repeat date and time back to dispatch.
- Ask how much fare you will need.
- Say if you are an older adult or individual with developmental disabilities as some providers offer a discounted fare.
- Make sure to ask other specific requests to accommodate all of your mobility needs.
- Indicate if you have a mobility device.
- Ask for a rider guide. A rider guide will include the specific routes of the transportation provider.

Types of Transit

Demand-response



Transportation service in which a rider calls and schedules an appointment for a ride. Riders may be given a pick-up window, meaning that transportation may arrive several minutes before or after the scheduled appointment.



IMPORTANT POINTS:

- Requires scheduling
- May have pick-up window

Boarding & Exiting

- For demand-response services (in which the passenger calls and schedules a ride), the rider needs to be at the nearest curb stop at the beginning time of the pick up window.
- For fixed-route services (in which a transit provider drives a regular route with regular stops), when the approaching bus shows the route number and destination you want, signal the driver by waving your hand to indicate you would like to board.
- Have fare or pass ready before you board.
- Upon boarding, pay your fare with exact change or swipe your pass.
- Only occupy one seat and rest your bag or briefcase on your lap or under your seat.

Fixed-route



Transportation service in which the transit provider travels a regular route with routine stops, such as a bus or shuttle route that runs in a loop with multiple stops every hour.



IMPORTANT POINTS:

- No scheduling required
- Rider should be at stop before transportation arrives



TRAVEL TRAINING

About Travel Training

Travel Training teaches independent travel with various approaches and on different modes of transportation. If you would like further assistance with travel education please contact **GLCAP Mobility Management** at **800-775-9767** or visit **www.glcap.org/mobilitymanagement**

Travel Training provides essential travel skills such as:

- Understanding a bus schedule
- Knowing where and how to pay your fare
- Boarding and exiting a vehicle
- Staying alert when taking the bus to your destination
- Utilizing good safety tips and precautions when traveling
- Keeping school, home, work, and travel destination emergency contact information
- Making a transfer
- Knowing how to signal the driver to stop or ask for assistance.

Travel Advocates

A travel advocate will do the following:

- Obtain permission from parents/guardians for travel education
- Go to a person's home and perform a screening assessment to gauge their mobility needs.
- Assist the rider with discovering the best transportation option based upon the assessment. Map out the best route to and from the travel destinations, consult with parents/guardians, and refer to the local transportation providers in their area.
- Create an individualized travel plan that will provide the rider a step-by-step plan to assist them during their transportation experience.
- Board and ride on the transportation vehicle with the person to monitor their experience.
- Provide additional assistance if needed at rider's discretion.



Schedule a Training

GLCAP Mobility Management can offer Travel Training in a one-on-one or group setting.

Visit glcap.org/mobilitymanagement or call 800-775-9767 for details.



TRANSPORTATION PROVIDERS

BGSU Shuttle Service

419-372-0236

HOURS: SEE BELOW



SCAN FOR LATEST
ROUTE/FARE INFO:



About — The service provides five fixed curb-to-curb service routes for the general public in Bowling Green. The service operates in accordance with BGSU's academic schedule. Hours are listed as follows:

- **Orange Main Schedule:** Sunday 5 p.m. -1 a.m.; Monday-Wednesday 7:30-1 a.m.; Thursday-Friday 7:30-2:30 a.m.
- **Yellow Falcon Express Schedule:** Monday-Wednesday 8:30 a.m.-10 p.m.; Thursday-Friday 8:30 a.m.- 7 p.m.
- **Off-Campus Schedule Blue South Routes Map:** Monday-Thursday 7:30 a.m.-10 p.m.; Friday 7:30 a.m.- 7 p.m.
- **Off-Campus Schedule Green East Routes Map:** Monday-Thursday 7:30 a.m.-10 p.m.; Friday 7:30 a.m.-7 p.m.
- **Downtown Red Routes Map:** Thursday-Saturday 7 p.m.-2:30 a.m.



Fares — No cost for service.



Reservations — No reservations necessary. Follow route schedule.

B.G. Transit

800-579-4299

HOURS: M-F 6 a.m.-8 p.m., SAT. 10 a.m.-4 p.m.



About — B.G. Transit is a small, rural public transit system operating a curb-to-curb service within the city limits and 1 mile outside of Bowling Green. B.G. Transit contracts the operation of its transportation service to Black & White Transportation.



Fares — The fare for riders ages 4-64 is \$4 within BG city limits and \$4.50 beginning or ending outside BG city limits. The fare for riders with B.G. Transit ID cards who are age 65+, persons with doctor-certified disabilities, and children 4-13 ride for \$2 in city limits and \$2.50 beginning or ending outside of city limits as described above. Applications for B.G. Transit ID cards are available on the city's website, bgohio.org, or in the Community Development Office at 305 N. Main St., Bowling Green. Personal care attendants and passengers needing language interpreters may ride free of charge. Packages or bags that take up seat space are \$2 in town and \$2.25 out of town.



Reservations — To schedule a ride, call at least one hour in advance of the time you want to be picked up. Please hold for the dispatcher to answer. If you want to change your destination after making a reservation, you must cancel the original order one hour in advance. No shows and cancellations are tracked and may result in rider warnings or suspension.

Black & White Cab

419-536-8294

HOURS: 24 HOURS/DAY, 365 DAYS/YEAR



About — Black and White Cab Company is a large private taxi service that offers ADA accessible vehicles upon request and operates a curb-to-curb service in Wood County and the surrounding areas of Toledo.



Fares — Call for pricing.



Reservations — Provides on-demand and scheduled service to the general ambulatory and non-ambulatory public.

Comfort Keepers

419-806-4033

HOURS: M-F, 8 a.m.-5 p.m.



About — Caregivers provide door-to-door transportation services to medical appointments, barbershops, beauty salons, and shopping. Serves Bowling Green and anywhere 25 miles outside of the city.



Fares — Call for pricing.



Reservations — Comfort Keepers requires riders to go through an assessment before being transported. After an assessment is completed, call the number above and schedule trips as needed. Individuals must call 24 hours in advance to schedule a ride.

Community Care-a-Van

419-696-7404

HOURS: M-F 8 a.m.-5 p.m.



About — Provides non-emergency medical transportation to East Toledo, Walbridge, Lake Township, Jerusalem Township, Northwood, and Oregon (those living in Lucas and Wood counties.)



Fares — Donations are accepted.



Reservations — A notice of 24 hours is preferred.

Lynx EMS

877-574-6777 / EMS@LYNX911.COM

HOURS: 24 HOURS/DAY, 7 DAYS/WEEK



About — Lynx EMS is a private ambulance and ambulette service providing emergency and non-emergency services to and from private residences, emergency rooms, and long-term care, skilled nursing, or assisted living facilities, as well as behavioral health transports.



Fares — Call for price information. Can bill insurance or bill privately.



Reservations — No notice is required. Call as needed.

Mercy Life Star

419-245-6220

HOURS: 24 HOURS/DAY, 365 DAYS/YEAR



About — Mercy Life Star provides wheelchair and stretcher door-to-door service in the northwest Ohio area.



Fares — The base rate is \$55 plus \$2.50 per mile.



Reservations — No notice is required. Call as soon as needed.

NET Plus

844-353-6779

HOURS: M-F 8 a.m.-4 p.m.



About — Provides curb-to-curb transportation to non-emergency medical appointments in Wood County residents and will travel to the adjoining counties such as Lucas, Ottawa, Sandusky, Seneca, Hancock, and Henry. Accommodations may include the use of a mobility-related assistive device and/or the use of a personal assistant and/or service animal.



Fares — There is no charge for the individual.



Reservations — Call at least five business days before the scheduled appointment.

Ride Right/Perrysburg Transit

419-872-8430

**HOURS: M-SAT 8:30 a.m.-8:30 p.m., SUN 8:30 a.m.-5 p.m.
SUN 8 a.m.-6 p.m., CLOSED HOLIDAYS**



About — Ride Right Perrysburg Transit provides demand-response, curb-to-curb service in the City of Perrysburg only with connecting points in Maumee and Rossford. Passengers who wish to travel outside of Perrysburg may connect to the TARTA system at two designated locations: Meijer — 10044 Olde US 20, Rossford, or City of Maumee Municipal Building — 109 E. Dudley St., Maumee. To connect to TARTA, inform a Perrysburg Transit dispatcher where you would like to connect. The dispatcher will schedule your pick-up and drop-off times in coordination with the TARTA schedule as closely as possible. Handicap-accessible vehicles are available.



Fares — Cost is \$1 per one-way trip.



Reservations — Accepted Monday through Sunday 8 a.m.-4 p.m. Rides may be scheduled with up to one week in advance. If you cannot make a previously scheduled trip or no longer need a ride, please cancel your trip by calling 419-872-8430. Any customer who has four cancellations or four no-shows within a thirty-day period will be given a thirty-day suspension from using the service.

Seneca Crawford Area Transportation

419-448-7344 / 419-937-2428

HOURS: M-F, 5 a.m.-6 p.m.



About — Seneca Crawford Area Transportation (SCAT) is a demand-response service that provides ADA-accessible vehicles with curb-to-curb service in Seneca and Crawford counties. Limited out-of-county trips are possible with advanced notification.



Fares — Rates for one-way trips are \$2 within city limits, \$3 for trips up to 3 miles, \$4 for trips between 3 and 7 miles, and \$5 for trips longer than 7 miles. Older adults and individuals with developmental disabilities may qualify for a discounted rate from \$1 to \$2.50.



Reservations — SCAT needs a minimum of 48 hours in advance notice to schedule a trip. Riders are required to call in cancellations at least 4 hours in advance. Any person that has made a reservation for a pick up and does not cancel and cannot be located at time of pickup will be considered a no show. Accumulating three no shows will require the rider to pay the regular fare for the no show trips in order to use the service for future trips.

TARTA — Rossford Service

419-243-7433

HOURS: SEE BELOW



About — The Toledo Area Regional Transit Authority (TARTA) is an Urban Transit Authority operating in Lucas County and the community of Rossford in Wood County. Rossford is serviced by Route 10L, which follows Lime City Road, Superior St., and Miami St.; and Route 50, which serves the Owens Community College campus. Route 50 serves downtown Toledo and the Owens campus and is considered an express route with no stops in between. All vehicles are ADA accessible. In addition, TARTA provides Rossford with a demand-response transit service, Rossford Call-A-Ride. All services are curb-to-curb.

The Rossford Call-A-Ride service is available 6 a.m.-11 p.m. Monday through Friday; 7 a.m.-9 p.m. Saturday; and 7 a.m.-6:30 p.m. Sunday. The TARTA fixed route operates 7 a.m.-5 p.m. Monday through Thursday; and 7:30 a.m.-2:15 p.m. Friday. The Owens express route operates 5:30-10:15 p.m. Monday through Thursday; and 2:30-6:15 p.m. Friday.



Fares — All fare rates for the three services have a flat, one-way rate of \$1.25 for adults and students. Seniors and individuals of developmental disabilities can ride for 60¢ per trip.



Reservations — Riders must call the TARTA dispatch one to two hours before the time they wish to use the Call-A-Ride service.

TLC Transportation

419-861-4000

HOURS: M-F 8 a.m.-5 p.m.



About — Provides door-to-door service in northwest Ohio and southeast Michigan with ADA accessible vehicles.



Fares — The cost depends on destination and insurance. TLC accepts Medicaid.



Reservations — Call 24 hours in advance to schedule a ride.

Public Transportation in Ohio



Veterans Administration

419-259-2000

HOURS: M,W,TH,F 7:30 a.m.-4 p.m.

TU 7:30 a.m.-6 p.m., SAT 7:30 a.m.-NOON



About — Provides door-to-door transportation service to the Toledo VA clinic and Ann Arbor hospital for medical appointments only, and has ADA accessible vehicles.



Fares — There is no charge for this service. However, by using the van service you are not eligible to receive travel pay from the VA.



Reservations — Call for information.

Ohio has 68 public transit systems, which includes 27 urban and 41 rural area systems. These systems provide 59 million rides annually, including 2.8 million rides for seniors and people with disabilities.

Source: 2023 ODOT Facts Book

Wood County Committee on Aging

419-353-5661 / 800-367-4935

HOURS: SEE BELOW

WCCOA Medical Transportation



About — Wood County Committee on Aging (WCCOA) provides door-to-door service medical transportation for residents of Wood County ages 60 and over. WCCOA can help take seniors to medical appointments such as seeing a family doctor, dentist, vision specialist, having X-rays or other tests, etc. WCCOA can travel as far south as Findlay and as far north as Toledo/Sylvania.

WCCOA offers this service up to three times per month, 9 a.m. and 2:30 p.m. Monday through Friday.



Fares — Donations accepted.



Reservations — Call two weeks in advance to schedule ride.

WCCOA Grocery Shopping



About — Transports for senior centers in North Baltimore, Pemberville, Rossford, Bowling Green, Northeast (Walbridge), Perrysburg, and Wayne.

Each senior site offers transportation to local grocery stores for Wood County as follows: North Baltimore — Every other Tuesday; Northeast — 2nd & 4th Tuesday; Pemberville — Wednesday; Perrysburg — Call for appointment; Rossford— Every Wednesday; Bowling Green — Every Wednesday; Wayne — Tuesday.



Fares — Donations accepted.



Reservations — Call two weeks in advance to schedule ride.

Stay current!

For up-to-date information on
Wood County transportation
providers and assistance services, visit:

glcap.org/woodcountytransportation





TRANSPORTATION ASSISTANCE

GLCAP Mobility Management

800-775-9767 | [GLCAP.ORG/MOBILITYMANAGEMENT](https://www.glcap.org/mobilitymanagement)



About — Great Lakes Community Action Partnership (GLCAP)'s Mobility Management provides information on local transportation resources, offers travel training for those who are not familiar with using public transportation, and offers other services to help people access transportation.

Salvation Army

419-352-5918



About — The Salvation Army provides transportation expense assistance. Eligibility is income based at 200 percent of poverty level. They provide gasoline assistance for new employees before they receive their first pay check and for medical appointments.

The United Way

211 or 1-800-650-HELP (4357)



About — The United Way's 2-1-1: First Call for Help service provides anonymous information and referral services to Lucas, Wood, Ottawa, and Hancock County residents 24 hours a day, 7 days a week. The United Way maintains an information database of available transportation service providers that is accessible through the internet and by telephone. Two specific sources of transportation assistance noted by the United Way in their referral sources include the following: If anyone has AIDS or HIV-A, the AIDS Resource Center can assist at 3450 Central Ave., Suite 210, Toledo 43606, or call 419-241-9444. In addition, if an individual is diagnosed with breast cancer and in need of transportation, contact the Pathstone Corporation, 2453 County Road V, Liberty Center, OH 43532, or call 419-875-6654. Dial 2-1-1 for other transportation information.

Wood County Department of Job & Family Services

419-352-7566



Wood County Department of Job and Family Services utilizes NET Plus for non-emergency medical transportation.



BICYCLING & WALKING

Bicycling tips

For older adults, a medium-weight mountain bike or a hybrid may be the most suitable. If you have balance trouble, consider an adult three-wheeler.

- Stay hydrated. Make sure to take a bottle of water with you when you ride.
- Carry an ID and cell phone for emergencies.
- Dress according to weather conditions,
- Wear bright clothes for better visibility.
- If you are going far, let someone know where you're going and when you plan on returning.
- Carry a repair kit that includes a spare tube or patch.
- **Always** wear a helmet!

Additional Resources



mapmyride.com
ohio.org/cycling



Since you will be a part of traffic, it is important to follow these traffic rules:

- Obey traffic signs and local laws regarding bicycles.
- Ride on the right, with the flow of traffic and monitor traffic behind you.
- While changing lanes, use hand signals. When approaching a right-turn-only lane, change lanes before the intersection. Before making a left-hand turn, look over your left shoulder.
- If you have to ride on sidewalks, watch for pedestrians, especially near intersections and driveways.
- Always stay at least 3 to 4 feet away from parked cars.
- Make eye contact with motorists, so they acknowledge you're on the road.
- In the morning and at night, use lights on both the front and back of your bike along with reflectors.

Walking safely

Before starting a walking routine, take the following into consideration:

- Consult with your physician before starting your new exercise routine.
- Start slowly, and gradually work your way up to build your strength and endurance, Make sure to warm up and cool down by stretching before and after your walk.
- Carry a cell phone and identification
- Wear comfortable shoes with good support and tread. If necessary, use a walking stick for stability and bring water if you're going far.
- Dress according to weather conditions. Wear layers if it is cold and choose loose, light-colored clothing when it is hot.



Additional Resources

traillink.com
alltrails.com

Whenever you are out walking, it is always important to be aware of your surroundings. To stay safe while walking, please consider the following:

- Use sidewalks and paths when available. If you have to walk on the street, face oncoming traffic so you can see and be seen by motorists.
- Wear bright colors for better visibility. If you walk at night, carry a flash light and do not listen to music.
- Choose safe routes and avoid hazardous intersections.
- Obey traffic signs and signals.



ABOUT MOBILITY MANAGEMENT

With different transportation options available in every community, Mobility Management can help you find the right transportation provider for your needs. Mobility Management works with senior citizens, fixed-income individuals, people with disabilities, and other riders to connect you with transportation that best fits your travel preferences and your life.

We also offer travel trainings to provide education on scheduling rides, boarding and exiting vehicles, using wheelchairs and other mobility devices, understanding fares and rules, and other topics related to accessing transportation. One-on-one and group trainings are available.

Learn more



[glcap.org/
mobilitymanagement](http://glcap.org/mobilitymanagement)



Great Lakes
COMMUNITY ACTION
PARTNERSHIP

GLCAP.ORG/MOBILITYMANAGEMENT
800-775-9767