

—SENECA COUNTY—

# GETTING AROUND

## 2024 TRANSIT GUIDE

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Information on transportation providers  
and assistance, travel training and more



Getting Around Guide produced in 2023  
by Great Lakes Community Action  
Partnership Mobility Management  
2317 Countryside Dr., Fremont, OH 43420  
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](http://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](mailto:comment@glcap.org); visit our administrative office at 127 S. Front Street, Fremont, OH 43420; or visit [www.glcap.org/comments](http://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](mailto:rjrichter@glcap.org).



# ABOUT THIS GUIDE

The **Getting Around Seneca County Guide** is your reference source for transportation options and resources in Seneca 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 Seneca County
- Transportation Assistance in Seneca 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 Seneca 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:

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

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- 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.

<b>My Name is:</b>				
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:			
<b>My confirmation information</b> (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](http://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](http://glcap.org/mobilitymanagement) or call 800-775-9767 for details.



# TRANSPORTATION PROVIDERS

## Bliss Charters

**419-435-7144**

**HOURS: AVAILABLE FOR OVERNIGHT/EXTENDED TRIPS**



**About** — Bliss is a charter service providing ground travel for group or tours, and operates in all of the United States and parts of Canada.



**Fares** — Cost depends on the trip. Call for details.



**Reservations** — Call for trip information.

## 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**

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



**Fares** — Call for fare information.



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

## North Central EMS

**419-499-2515 / 800-589-2515**

**HOURS: 24 HOURS/DAY, 7 DAYS/WEEK**

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**About** — North Central EMS is a non-profit health service corporation that provides emergency, mental health emergency, and non-emergency medical service, ambulette service, and dispatch service covering north central Ohio, including parts of Erie, Huron, Lorain, Ottawa, Sandusky, and Seneca counties. The service also provides transportation to Cleveland, Columbus and Toledo. North Central EMS provides wheelchair and stretcher door-to-door service.



**Fares** — Call for price information.



**Reservations** — Call as needed.

# Seneca County Commission on Aging

**419-447-5792 / 419-435-0436**

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

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**About** — Seneca County Commission on Aging provides curb-to-curb service to Seneca County residents ages 60 and older. Wheelchairs and easy access lifts are provided for clients who need assistance boarding and exiting vehicles.



**Fares** — A donation is suggested.



**Reservations** — For trips in town (i.e. Tiffin and Fostoria) a 24-hour notice is required. Trips out of town require at least one week advance notice.

# Seneca County Opportunity Center

**419-447-7521**

**HOURS: M-F 8:30 a.m.-3 p.m.**

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**About** — Seneca County Opportunity Center provides transportation for Medicaid-eligible individuals to and from Medicaid services, and covers trips within and outside of Seneca County. Services are available for adults and students with developmental disabilities.



**Fares** — Trips are billed to Medicaid.



**Reservations** — Call the Opportunity Center to schedule a trip.

# Seneca Crawford Area Transportation

419-448-7344 / 419-937-2428

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



**SCAN FOR SHELTON SHUTTLE FARES  
AND LATEST ROUTE/FARE INFO :**



**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. The Shelton Shuttle is Tiffin's flex route and includes the Red Line flex route and Blue Line flex route.



**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. The Shelton Shuttle has a general public fare of \$1.



**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.

# Tiffin Service Cab

**419-447-3232**

**HOURS: M-F 9 a.m.-5 p.m.**

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**About** — Service cab is a curb-to-curb service provider and operates within and outside of Seneca County.



**Fares** — Cost is \$10 for one-way rides within city limits. Call for pricing on out-of-county trips.



**Reservations** — Provides general public same day service.

## Stay current!

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

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





# Veterans Administration

**419-447-2885**

**HOURS: SEE BELOW**

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**About** — Provides door-to-door service for veterans to medical appointments only. Transportation to civilian doctor appointments are only provided if scheduled by the VA. Transportation is provided to the Toledo VA clinic and the Ann Arbor Medical Center. Handicap-accessible vehicles are available to transport veterans, however, the veteran must be able to embark and disembark the vehicle on their own.



**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 as soon as an appointment with the VA has been scheduled. The Transportation Coordinator or staff from the Veterans Service Office (VSO) will call 1-2 days before the appointment to set a pick-up time. The service is available for transportation to appointments in the Toledo VA clinic and the Ann Arbor Medical Center, Monday through Friday. Please set appointments between 9 a.m.–1 p.m.



# TRANSPORTATION ASSISTANCE

## GLCAP Mobility Management

800-775-9767 | [GLCAP.ORG/MOBILITYMANAGEMENT](https://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

419-447-2252



**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.

# Seneca County Department of Job & Family Services

**419-447-5011 / 800-825-5011**

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**About** — Call Seneca County Department of Job and Family Services for information on transportation assistance.

## The United Way

**800-650-HELP (4357)**

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**About** — United Way's 2-1-1: First Call for Help service provides anonymous information and referral services for Lucas, Wood, Ottawa, and Hancock County residents 24 hours a day, 7 days a week, including information on available transportation service providers, accessible via internet or telephone. Dial 211 for other transportation information.



# 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!

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

#### Walking

[trailink.com](http://trailink.com)  
[alltrails.com](http://alltrails.com)

#### Bicycling

[mapmyride.com](http://mapmyride.com)  
[ohio.org/cycling](http://ohio.org/cycling)

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)



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