

—OTTAWA 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
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

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 Ottawa County Guide** is your reference source for transportation options and resources in Ottawa 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 Ottawa County
- Transportation Assistance in Ottawa 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 Ottawa 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

A+ Steiney's Cab Co.

419-734-9480

HOURS: 24 HOURS/DAY, 365 DAYS/YEAR



About — Steiney's offers curb-to-curb service for all of Ottawa County as well as airports and other out-of-county destinations. Vehicles are not ADA accessible.



Fares — Call for fares.



Reservations — Provides general public same-day service. Both call-ahead and street pick-up service are available.

After Hours Taxi

419-732-6151

HOURS: 24 HOURS/DAY, 7 DAYS/WEEK



About — After Hours offers curb-to-curb service for all of Ottawa County. Airport pick-up service is also available. Vehicles are not ADA accessible. The service is available for 1-15 passengers.



Fares — Call for fare rates.



Reservations — Provides same-day call-ahead service.

Cancer Services

419-626-4548 / CANCERRESOURCES.ORG

HOURS: M-F 9 a.m.-3 p.m.



About — Transportation assistance is available to and from cancer-related medical appointments through various services, including volunteers and local taxis. This may include reimbursement for travel costs. Patients may qualify based on income for mileage reimbursements to cancer-related medical appointments made using their own vehicles.



Fares — There is no charge for this service.



Reservations — A notice of 48 hours is preferred.

Coop's Cabs

419-285-2667

HOURS: SEASONAL FROM APRIL-SEPT., CALL FOR HOURS



About — Put-in-Bay taxi service.



Fares — Call for fare information.



Reservations — Call for reservations.

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 — Call as needed.

North Central EMS

419-499-2515 / 800-589-2515

HOURS: 24 HOURS/DAY, 7 DAYS/WEEK



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.

Ottawa County Transportation Agency

419-898-RIDE (7433) / 800-898-RIDE

HOURS: M-SAT 6 a.m.-9 p.m., OUT-OF-COUNTY — DAYS AND TIMES VARY, SUN 7 a.m.-5 p.m. IN COUNTY SERVICE ONLY



About — OCTA provides ADA curb-to-curb transportation services within Ottawa County and to neighboring counties. Call OCTA for a schedule for out-of-county service days and times. Door-to-door service is available upon request.



Fares — Passengers must have the correct fare at time of boarding. Tickets may be purchased from any OCTA driver or at the OCTA transportation building. Tickets are \$12 each and include a free ride! In-county rates are \$4 each way. Seniors over age 60 may ride for half-fare. Children 12 and under ride free if accompanied by an adult. Service animals and a passenger care attendant may ride free. Out-of-county rates are \$12 each way for Lucas and Huron counties and the City of Bellevue, and are \$6 each way for Erie, Sandusky, and Wood counties.



Reservations & Cancellations — Call OCTA for out-of-county service days and times. Door-to-door service is available upon request. Trip requests are accepted in the office 7 a.m.-5 p.m. Monday-Friday and are first come, first serve. Out-of-county trips must be scheduled at least one week in advance and are first come, first served. Reservations are limited. If you have a service animal or PCA, or need door-to-door service, notify the dispatcher when the trip is scheduled. Parents must provide a federally approved safety seat for children.

OCTA (cont.)



A scheduled trip may be canceled by calling the OCTA office at least two hours before scheduled pick-up time. Failure to cancel before the two-hour window results in a no-show. If three no-shows occur; the rider will receive a warning letter. If a trip needs to be canceled due to inclement weather, every attempt will be made to contact passengers.

Ottawa County Veterans Services

419-898-2089



About — Provides door-to-door medical transportation to the Toledo Community Based Outpatient Clinic (CBOC), Sandusky CBOC, Parma CBOC, Ann Arbor Veterans Affairs Medical Center (VAMC) and Wade Park VAMC. Also provides transportation to the Sandusky Veterans Home and the Georgetown Veterans Home. This service has ADA-accessible vehicles. There are three pick-up locations available for transportation services:

- The Ottawa County Veterans Service Office, 8460 W. State Route 163, Oak Harbor, OH 43449
- The County City Complex, 1812 E. Perry Street, Port Clinton, OH 43452 (Next to Sutton Center)
- Knoll Crest Plaza, 3036 E. Harbor Rd., Port Clinton, OH 43452 (Bassett's Market Shopping Center).



Fares — There is no charge for this service.



Reservations — Call 419-898-2089 to make transportation arrangements. To be eligible for this service, the veteran must be a resident of Ottawa County for 90 days prior to service.

Turbo Taxi

419-975-0324

**HOURS: SUN-THURS 7 a.m.-10 p.m.,
FRI-SAT 7 a.m. -MIDNIGHT**



About — Turbo Taxi is a locally owned curb-to-curb service that offers wedding, prom, sporting event, airport transportation, group trips, delivery service, shuttle services, medical transportation and more in Lorain, Erie, Ottawa, Sandusky, and Huron County.



Fares — Local trips are a \$10 flat fee. Local seniors receive 20% off. Highway is \$2 per mile.



Reservations — Provides general public same-day service.

Stay current!

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

glcap.org/ottawacountytransportation





TRANSPORTATION ASSISTANCE

GLCAP Mobility Management

800-775-9767 | 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.

Ottawa County Department of Job & Family Services

419-898-3688



About — If you are an Ohio Medicaid recipient and have a medical appointment (e.g. doctor, dentist, etc.) in or out of county, and have no other means of transportation, call 419-898-2089 to schedule non-emergency transportation. Although a four-day notice is recommended, it is best to call the agency to schedule rides as soon as the appointment is made, but no more than two months in advance. A 10-day notice is required for new applicants.



The United Way

800-650-HELP (4357)



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
alltrails.com

Bicycling

mapmyride.com
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)



Great Lakes
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