



# GETTING AROUND

## SANDUSKY COUNTY GUIDE

Taxi Services · Busing · Medical Transportation · Bicycling and Walking Resources · Travel Training and Other County Transportation Resources



*A trade name of WSOS Community Action Commission*

**Mobility Management** is an innovative approach to managing and delivering coordinated transportation services to customers, with a particular focus on transportation-challenged populations including seniors, individuals with disabilities, and low-income riders. Mobility Management seeks to educate and empower the customer and to identify service gaps to improve public transportation in Sandusky County. Instead of looking to a single transportation service or solution to the county's needs, Mobility Management embraces a "family of services" philosophy and offers local and regional solutions to meet the community's needs and visions.

**Guide produced in 2018 by Great Lakes Community Action Partnership Mobility Management.**

**For more information, contact 1-800-775-9767  
or visit [glcap.org/programs/  
transportation/mobility-management](http://glcap.org/programs/transportation/mobility-management)**



## Using This Guide

The **Getting Around Sandusky County Guide** is your reference source for transportation options and resources in Sandusky County. Everyone has different 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
- Learn About Using Transportation with Travel Training
- Get Help Traveling with Passenger Care Attendants
- Sandusky County Transportation Providers
- Walking and Bicycling in Sandusky County
- References

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 Sandusky County.

# The Basics of Public Transportation

## Know Your Options

Being aware of your transportation options and being comfortable using them can help you remain independent in your community.

## Planning your Trip

To be successful when riding on public transportation, it is important to understand how transportation providers operate:

- Make sure your address and destination address is 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.
- Gain an understanding of what the “pick-up” window is (see page 4 for details).
- 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.

## 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.

## Scheduling a Trip

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
- Appointment time
- (Note: If you need transportation for dialysis treatment, provide dispatch your arrival, chair, and departure time for treatment.)

My Name is:				
I need (picked up after / dropped off by) (select one)			(Time)	
I need picked up at:	(full street address please)			
I need dropped off at:	(full street address please)			
On (date):				
<i>If you have any changed mobility issues, we ask that you please make us aware of them at the time of requesting your ride.</i>				
I will (need / not need) a return trip (select one)				
I need (picked up after / dropped off by) (select one)			(Time)	
I need picked up at:	(full street address please)			
I need dropped off at:	(full street address please)			
<b>My confirmation information</b> <i>(enter times from dispatch below)</i>				
Trip 1 pickup	Between		and	
Trip 2 pickup	Between		and	

**Sample Scheduling Form** — The above is an example of a form transportation providers might use for riders to schedule trips.

## What is a 'pick up window'?

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. This means a 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.

## 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.

## Boarding the Vehicle

- 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.

## Exiting the Bus

- For fixed-response: Two blocks prior to your bus stop, tell the bus driver or pull the cord above the window. When the bus comes to a complete stop, exit the bus through the rear door when possible.

# Learn More Through Travel Training

## What is Travel Training?

Travel Training teaches independent travel with various approaches and on different modes of transportation. If you would like further assistance with travel training please contact **GLCAP Mobility Management at 419-333-5081 or check out the website: [www.glcap.org/programs/transportation/mobility-management](http://www.glcap.org/programs/transportation/mobility-management)**

## What do Travel Trainers Do?

A travel trainer will do the following:

- Obtain permission from parents/guardians for travel training.
- Go to 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.



Travel training will provide 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.

# Get Help with Passenger Care Attendants

## About Passenger Care Attendants

Passenger Care Attendants (PCAs) are community volunteers that assist participants who utilize various forms of transit. PCAs help area home-bound residents, disabled individuals, mobility-impaired participants and other passengers travel to access medical care, shopping needs and other vital services that those without mobility difficulties may take for granted. PCAs make a profound difference in the lives of local residents, helping them to stay independent and active in the community.



## What type of help can PCAs offer?

PCAs are responsible for escorting mobility challenged participants to various destinations, helping riders use a variety of transit services, and providing door through door service, in compliance with program requirements.

PCAs provide:

- **Gentle Support:** Opening doors and providing verbal guidance.
- **Physical Support:** Providing physical support for the participant to assist with balance, climbing steps, or performing similar functions. This support may include delivering the participant to an attendant at the destination who then takes over the task of personal support and assistance. This “handoff” function is sometimes called “hand-to-hand” or “chair-to-chair” service.
- **Activity Support:** The PCA stays with the participant and helps with the activity at the destination. For example, the PCA may assist the participant inside a grocery store, or serve as an advocate for the participant’s travel needs.

It is important to remember that the level of support a PCA will offer is dependent upon the needs of the participant.

A PCA’s essential duties and responsibilities include:

- Safely assisting and accompanying participants with limited mobility to various destinations using different forms of transit.
- Helping participants with entering and exiting their homes, destination of their trip or the vehicle used for their trip.
- Providing concierge service by assisting participants with shopping bags, laundry baskets and other items.
- Following procedures effectively.

# Sandusky County Transportation Providers

## Buses

### TRIPS — 419-332-8091 or 1-800-750-0750

**Service Area** — TRIPS serves all of Sandusky County, and also operates up to one mile in adjoining counties. Out-of-county trips are available. Call the TRIPS office for availability and fares.

**Service Type** — TRIPS is a demand-response rural transit system. The system operates curbside service with handicap-accessible vehicles. Rider assistance is available upon request.

**Service Hours** — TRIPS provides public transportation 5 a.m.-7 p.m. Monday through Friday, and 5 a.m.-noon on Saturday. TRIPS is closed on Sunday and holidays.

**Fare** — Rates are \$2 per one-way ride within the city of Fremont (zone 1); \$3 per one-way ride in Ballville and Sandusky townships (zone 2); and \$4 per ride for the remainder of the county (zone 3). For transportation between zones, the higher fee is applied (e.g. the cost of travel from zone 1 to zone 2 is \$3). Fares for out-of-county travel vary. Call the TRIPS office for pricing and availability. Exact fares must be paid when boarding vehicle. Passenger Care Attendants, and children under 7 ride for free. Special fares are available for seniors 60 and older.

**Reservations** — To schedule a ride, call at least 24 hours in advance of the time you want to be picked up. Notify the dispatcher if you have a service animal or care attendant that will accompany you. Please hold for the dispatcher to answer. A scheduled trip must be canceled at least 4 hours before scheduled pick-up time.

No shows/cancellations are tracked on a monthly basis. Three no-shows in a 30 day period will require rider to pay regular fare for the no-show trips in order to use the service in the future.

## Taxi Services

### FIRST CHOICE CAB — 419-307-1352

**Service Area** — Provides cab service in Fremont and Clyde.

**Service Type** — First Choice Cab operates a curb-to-curb service.

**Service Hours** — This service is available to the public 24 hours a day, 365 days a year.

**Fare** — Cost is \$7 per one-way trip. Call for price information on all other destinations.

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

### REMEMBRANCE TAXI — 419-677-6226 or 567-201-1159

**Service Area** — The provider's main area of operation is Sandusky County, but the service is available to other destinations, including out-of-county locations.

**Service Type** — Remembrance Taxi is a locally owned curb-to-curb taxi provider in Fremont. The service does not provide ADA accessible vehicles.

**Service Hours** — This service is available to the public 24 hours a day, 365 days a year.

**Fare** — Cost is \$7 per one-way trip in Fremont. Call provider for fares to other destinations.

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

## RELIABLE RIDES — 419-559-5341

**Service Area** — Reliable Rides' main area of operation is Sandusky County, but the service is available for travel to other destinations.

**Service Type** — Reliable Rides is a locally owned, curb-to-curb service taxi provider in Fremont. The service does not provide ADA accessible vehicles.

**Service Hours** — Service is available 6 a.m.-10 p.m. Monday through Thursday; 6-3 a.m. Friday and Saturday; and closed on Sunday.

**Fare** — Call for pricing

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

## Van Pool/Ride Sharing

### GOHIO COMMUTE — GOHIOCOMMUTE.COM

**Service Area** — Gohio services are for commuters in Fulton, Henry, Lucas, Monroe, Ottawa, Sandusky, Seneca, and Wood counties.

**Service Type** — Gohio is a computerized service that matches car and vanpool partners for the daily commute to work or school.

**Service Hours** — Depends on car and vanpool partners' availability.

**Fare** — Free

**Reservations** — Register online at [gohiocommute.com](http://gohiocommute.com)

## Special Transportation Options

### HART'S AMBULETTE — 419-332-3911

**Service Area** — Hart's Ambulette serves Sandusky County patients.

**Service Type** — The service provides wheelchair and ambulette door-to-door transportation service.

**Service Hours** — The service is provided 8 a.m.-5 p.m., Monday through Friday. Other hours are available on a case-by-case basis.

**Fare** — Cost is \$25 per one-way trip.

**Reservations** — An advance notice of 24 hours is preferred, but can vary on a case-by-case basis.

### NORTH CENTRAL EMS — 419-499-2515 or 1-800-589-2515

**Service Area** — North Central EMS covers north central Ohio, including parts of Sandusky, Huron, Lorain, Ottawa and Seneca counties, and will transport to Cleveland, Columbus and Toledo.

**Service Type** — North Central EMS is a non-profit health service corporation that provides emergency and non-emergency medical service, ambulette service, and dispatch service. North Central EMS provides wheelchair and stretcher door-to-door service.

**Service Hours** — Available 24 hours per day, 7 days per week.

**Fare** — Call for price information.

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

## **SANDUSKY COUNTY CANCER CARE FUND — 419-334-8938**

The Sandusky County Cancer Care Fund provides gas for cancer treatment appointments, mileage reimbursement and information and referrals to residents of Sandusky County under going cancer treatments.

## **SANDUSKY COUNTY VETERANS' SERVICE COMMISSION — 419-334-4421**

**Service Area** — Provides transportation to the Sandusky CBOC, Toledo VA clinic, Louis Stokes VAMC and Ann Arbor VA Hospital.

**Service Type** — Provides door-to-door service to medical appointments only, and has ADA accessible vehicles. This service is only provided for veterans.

**Service Hours** — Call the provider to schedule a ride to your appointment. Make appointments no later than 3 p.m. for Sandusky CBOC and Toledo VA clinic and no later than 2 p.m. for Cleveland VAMC and Ann Arbor VA Hospital.

**Fare** — There is no charge for this service.

**Reservations** — Schedule your ride at least 24 hours in advance. For all trips, veterans meet at the Sandusky County Service Center, 2511 Countryside Dr. in Fremont. Veterans are responsible for their own transportation to and from the center. Notify the office immediately if your appointment is rescheduled or canceled.

## Special Services for Older Adults

### SENIOR EXPRESS — 419-334-8181

**Service Area** — Sandusky County

**Service Type** — Caregivers provide door-to-door transportation services, such as shopping and other needs

**Service Hours** — Operates 1:30-3:30 p.m., Monday-Thursday with the site schedule as follows:

**Monday:** Departs from Gibsonburg Senior Center at Luther Meadow on the first and third Monday of the month, and from Clyde Senior Center at Laurelhurst on the second and fourth Monday of the month.

**Tuesday:** Departs from Fremont Senior Center at Fort Stephenson Apartments.

**Wednesday:** Departs from Commons at Little Bark Creek on the first and third Wednesday of the month, and from Janel Terrace in Fremont on the second and fourth Wednesday of the month.

**Thursday:** Departs from Tanglewood Landings in Woodville on the first and third Thursday of the month and from Rotary Commons and Four County Young at Heart in Bellevue on the second and fourth Thursday of the month.

**Fare** — No cost for seniors.

**Reservations** — Call for availability.

## Transportation Assistance

### SANDUSKY COUNTY DEPARTMENT OF JOB & FAMILY SERVICES — 419-334-3891 or 1-800-883-8283

Call Sandusky County Department of Job and Family Services for information on transportation assistance.

## **THE KIDNEY FOUNDATION OF NORTHWEST OHIO — 419-329-2196**

The Kidney Foundation of Northwest Ohio (KFNWO) is a private, non-profit organization providing financial assistance to qualified low-income individuals to pay for private transportation to and from kidney-related medical appointments including dialysis, medical treatments, doctor visits, and hospital stays. KFNWO does not provide direct transportation to and from their clients' destinations; rather, it pays to have qualified individuals use public or private services to transport their clients to and from their destinations. Qualified individuals must be at or below 150 percent of the poverty level, which is about \$1,400 per month in total income, and have kidney-related medical problems to qualify for transportation assistance.

### **Referral Services**

## **THE UNITED WAY — 1-800-650-HELP (4357)**

First Call for Help is a free and confidential service that helps people in Sandusky County find the local resources they need. Call 419-334-2720 (during office hours) or browse their online directory (click the First Call for Help button) to find the resources you need any time.

## **SANDUSKY COUNTY SHARE & CARE CENTER — 419-334-2832**

Limited gasoline assistance may be available for residents of Sandusky County that are needing to go to medical appointments or are working and need help with gasoline to get to work. Medical appointments are confirmed, so a phone number must be brought in. For work assistance, verification of employment is required. Office hours are 10 a.m.-3 p.m. Tuesdays and Thursdays, and 10 a.m.-3 p.m. on the first and third Saturday of each month

# Walking and Bicycling in Sandusky County

## Benefits of Walking

Health experts recommend that adults should participate in at least 30 minutes of physical activity a day. By choosing to walk, you'll help reduce traffic congestion and air pollution, which benefits the environment, and ultimately everyone.

## Getting Started

Here are some simple steps to follow to safely begin a walking routine:

- 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.

## On the Move

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 flashlight and do not listen to music.
- Choose safe routes and avoid hazardous intersections.
- Obey traffic signs and signals.



## Resources for Walking and Hiking Trails

- [www.trailink.com](http://www.trailink.com)
- [www.alltrails.com](http://www.alltrails.com)
- [www.trekohio.com](http://www.trekohio.com)

## Benefits of Bicycling

Bicycling is a great transportation resource and can also be very beneficial for your heart and lungs. Bicycling can also strengthen the legs and knees, which is important as we age.

## Getting Started

- For older adults, a medium-weight mountain bike or a hybrid may be the most suitable. If you have trouble with your balance, 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. Look back regularly to 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.

## Resources for Bike Riding in Sandusky County

[www.mapmyride.com](http://www.mapmyride.com)

[www.ohiobikeways.net](http://www.ohiobikeways.net)

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[www.northcentralems.com/services.html](http://www.northcentralems.com/services.html)

[www.sanduskycountyvets.com/transportation](http://www.sanduskycountyvets.com/transportation)

[www.uwsandco.net/index.php?page=cancer-care-fund](http://www.uwsandco.net/index.php?page=cancer-care-fund)

[www.uwsandco.net/index.php?page=first-call-for-help](http://www.uwsandco.net/index.php?page=first-call-for-help)

[www.uwsandco.net/index.php?page=safety-and-basic-needs-2](http://www.uwsandco.net/index.php?page=safety-and-basic-needs-2)

[www.wynn-reeth.com/non-medical-transportation](http://www.wynn-reeth.com/non-medical-transportation)

**For more information,  
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