GETTING AROUND
OTTAWA COUNTY GUIDE

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


For more information, contact 1-800-775-9767 or visit www.glcap.org/mobility.
The **Getting Around Ottawa County Guide** is your reference source for transportation options and resources in Ottawa 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
- Ottawa County Transportation Providers
- Walking and Bicycling in Ottawa 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 Ottawa County.
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.)
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. Make sure to allow for this extra time when scheduling your appointments and transportation time.
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 (passenger calls and schedules a ride): Rider needs to be at the nearest curb stop at the beginning time of the pick up window.
- For fixed-route services (a transit provider drives a regular route with regular stops): If 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.
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 419-333-5081 or check out the website: glcap.org/mobility.

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.
The 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.
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, using 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 to enter and exit their homes, the destination of their trip and/or on-board the vehicle used for their trip.
- Providing concierge service by assisting participants with shopping bags, laundry baskets.
- Following procedures effectively.
Service Area — OCTA provides a specialized transportation service within Ottawa County and to neighboring counties. Call OCTA for a schedule for out-of-county service days and times.

Service Type — OCTA provides ADA curb-to-curb transportation services.

Service Hours — OCTA is available 6 a.m.-11 p.m., 7 days per week.

Fare — 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 $10 each. In-county rates are $3.50 each way. Seniors over age 65 and individuals with disabilities are half fare (if application is approved). Children 12 and under ride free if accompanied by an adult. Service animals and one passenger care attendant may ride free. Out-of-county rates are $10.50 each way for Lucas and Huron counties and the City of Bellevue; rates are $5.50 each way for Erie, Sandusky and Wood counties.

Reservations — Trip requests are accepted in the office: 7 a.m.-3 p.m., Monday through Thursday; and 7 a.m.-2 p.m. on Friday. In-county service requires a minimum of 24 hours to schedule. Out-of-county trips must be scheduled at least one week in advance and 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.

**Cancellations** — 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 is suspended from using OCTA for 30 days. If a trip needs to be canceled due to inclement weather, every attempt will be made to contact passengers.

**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/cancellations are tracked on a monthly basis. Three no-shows can result in a 7-day suspension.

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**Taxi Services**

**A+ STEINEY’S CAB CO. — 419-734-9480**

**Service Area** — Steiney’s provides cab service for all of Ottawa County as well as airports and other out-of-county destinations.

**Service Type** — Steiney’s is a local, Ottawa County company that offers curb-to-curb service. Vehicles are not ADA accessible.

**Service Hours** — Steiney’s operates 24 hours a day, 365 days a year.

**Fare** — Call Steiney’s office for fare rates.

**Reservations** — Provides general public same-day service. Both call-ahead and street pick-up service are available.
**AFTER HOURS TAXI — 419-732-6151**

**Service Area** — Taxi service for all of Ottawa County. Airport pick-up service is available.

**Service Type** — After Hours offers curb-to-curb service. Vehicles are not ADA accessible. The service is available for 1-15 passengers.

**Service Hours** — This service is available to the public 24 hours a day, 7 days a week.

**Fare** — Call for fare rates.

**Reservations** — Provides general public, same-day call-ahead service.

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**LINDA’S DEPENDABLE TAXI — 419-734-0995**

**Service Area** — The service is available county-wide, and is also available for airports and other out-of-county destinations.

**Service Type** — Linda’s Dependable Taxi is a local, Ottawa County company offering curb-to-curb service. Vehicles are not ADA accessible.

**Service Hours** — This service is available 6-3 a.m.

**Fare** — Call Linda’s Dependable Taxi for fare rates.

**Reservations** — Provides general public, same-day call-ahead 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

Special Transportation Options

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.

**TLC TRANSPORTATION — 419-476-9350**

**Service Area** — Provides transportation in northwest Ohio and southeast Michigan.

**Service Type** — Door-to-door service with ADA accessible vehicles.

**Service Hours** — Provides service Monday through Friday, 8 a.m.-5 p.m.

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

**Reservations** — Individuals must call 24 hours in advance to schedule a ride.

**OTTAWA COUNTY VETERANS SERVICES — 419-898-2089**

**Service Area** — Provides 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.

**Service Type** — Provides door-to-door service to medical appointments only, and has ADA accessible vehicles.

**Service Hours** — The service is available

**Fare** — There is no charge to veterans 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. 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).

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**Social Services**

**OTTAWA COUNTY DEPARTMENT OF JOB & FAMILY SERVICES — 419-898-3688**

If you are an Ohio Medicaid recipient and have a medical appointment (e.g. doctors, dentists, hospitals, counseling appointment) in or out of county, and have no other means of transportation, call 419-898-2089 to schedule non-emergency transportation (NET). A four-day notice is recommended to ensure transportation availability.

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**Referral Services**

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

The 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. They maintain an information database of available transportation service providers that is accessible through the internet and by telephone. Dial 2-1-1 for other transportation information.
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 flash light 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.traillink.com
- www.alltrails.com
- www.trekohio.com
Benefits of Bicycling

Bicycling can be considered a great transportation resource. Bicycling can also be very beneficial for your heart and lungs, while strengthening 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 Ottawa County**

www.mapmyride.com
www.ohiobikeways.net
References


The Best 10 Transportation in Ottawa County, OH. (n.d.). Retrieved August 27, 2018 from https://www.yelp.com


For more information, contact:

Great Lakes Community Action Partnership
Mobility Management
127 S. Front St.
Fremont, Ohio 43420

1-800-775-9767
www.glcap.org