GETTING AROUND
WOOD COUNTY GUIDE

Taxi Services · Shuttle Transit · Medical Transportation · Busing · Cycling and Walking Resources · Travel Training and Other 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 Wood 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.
The Getting Around Wood County Guide is your reference source for transportation options and resources in Wood 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
• Wood County Transportation Providers
• Walking and Bicycling in Wood 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 Wood 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. 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 a passenger calls and schedules a ride), riders need 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.
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/mobilitymanagement

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.
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 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.
Wood County Transportation Providers

**Service Area** — The Toledo Area Regional Transit Authority (TARTA) is an Urban Transit Authority operating in Lucas and Wood counties in northern Ohio. It covers only the community of Rossford in Wood County.

**Service Type** — Rossford is serviced by one fixed route, Route 10L which follows Lime City Road, Superior St., and Miami St., once per weekday. All vehicles are ADA accessible. In addition, TARTA provides Rossford with a demand-response transit service called Rossford Call-A-Ride. All services are curb-to-curb and takes riders from anywhere in Rossford, to anywhere in Rossford.

**Service Hours** — The Rossford Call-A-Ride service is available 6:50 a.m.-8:40 p.m. Monday through Friday. The TARTA fixed route 10L operates 6:30 a.m.-4 p.m. Monday through Friday.

**Fare** — Fixed route fares have a flat, one-way rate of $1.50 for adults and students. Seniors and individuals with developmental disabilities can ride for 75¢ per trip. Call-A-Ride service is $3.

**Reservations** — Riders must call the TARTA dispatch one to two hours in advance of the time they would like to use the Call-A-Ride service.
Service Area and Type — B.G. Transit is an origin-to-destination rural public transit system serving Bowling Green’s city limits and the area immediately surrounding it. All B.G. Transit vehicles are accessible to persons with a disability.

Service Hours — The service provides public transportation 6 a.m.-8 p.m. Monday through Friday; 10 a.m.-4 p.m. on Saturday; and is closed on Sunday and major holidays.

Fare — The general fare for rides beginning and ending in the city’s limits is $4, but with a B.G. Transit ID card, reduced fares of $2 are available for persons 65 years or older, children ages 4-13, and those with disabilities. For rides originating and/or ending outside of the city’s limits, general fare for rides is $4.50, or $2.25 with a B.G. Transit ID card. Personal care attendants, language interpreters for those with limited English proficiency and children under the age of four ride free. Applications for B.G. Transit ID cards are available at the Grants Administration Office, 304 N. Church St., Bowling Green. Call 419-354-6203 to obtain an application and schedule an appointment for ID card issuance.

Reservations — To schedule a ride, call 1-800-579-4299. Please inform the call taker of any assistive devices such as oxygen. For persons with hearing and/or speech impairments, call via the Ohio Relay Network (1-800-750-0750 [hearing] and 1-877-750-9097 [speech]). To ensure you receive the desired pick-up time, it is recommended the ride reservation be placed at least one hour in advance of the pick-up time. Call 419-354-6203 to request a brochure (containing our Rider’s Guide and various policies) or view/download one at https://www.bgohio.org/departments/municipal-administrator/grants-administration/public-transportation
Service Area — Ride Right Perrysburg Transit provides 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.

Service Type — Ride Right/Perrysburg Transit provides the City of Perrysburg a demand response service along with handicap-accessible vehicles. They operate curb-to-curb service.

Service Hours — The transportation service is available 6 a.m.-9 p.m. Monday through Friday; 8 a.m.-9 p.m. Saturday; and 8 a.m.-6 p.m. Sunday, excluding holidays.

Fare — The cost of a one-way trip is $1 for everyone.

Reservations — To schedule or cancel a ride, please call 419-872-8430. Less than one hour advance notice will result in a no show. Any customer who has four no-shows or cancellations within a 30 day period will be given a 30 day suspension from using the service.
Service Area — SCAT provides transportation only to the City of Fostoria in Wood County, and within the city limits.

Service Type — SCAT is a demand-response service that provides ADA-accessible vehicles with curb-to-curb service.

Service Hours — The transportation service is available 5 a.m.-6 p.m. Monday through Friday.

Fare — Rates for the City of Fostoria range from $3 to $5, depending on distance traveled. Fare rates are $3 for trips up to 3 miles, $4 for trips between 3 and 7 miles, and $5 for trips longer than 7 miles; pricing is for one-way trips only. Older adults and individuals with developmental disabilities qualify for a discounted rate from $1 to $2.50.

Reservations — SCAT needs a minimum of 48 hours in advance notice to schedule an in-county trip and 72 hours notice for out of county trips. Riders are required to call in cancellations at least four 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.
**BLACK AND WHITE CAB — 419-536-8294**

**Service Area** — The transportation service provides taxi, sedan, paratransit and Bowling Green transit services. The company serves riders throughout northwest Ohio.

**Service Type** — Black & White Transportation is a large private taxi, sedan, paratransit and BG transit service that operates a curb-to-curb and door-to-door service.

**Service Hours** — The taxi and paratransit service is available to the public 24 hours a day, 365 days a year.

**Fare** — For taxi, the trip initiation fee is $2 and mileage charge is 23¢ for each 1/10 mile thereafter or $2.30 per full mile. Older adults who have a Golden Buckeye Card or who are 65 years of age or older shall receive a 10% reduction in rate. PT rates for accessible transportation begin at $35.

**SUPERCAB — 419-494-3380**

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

**Service Area** — The service coverage area is mostly limited to the Toledo Metropolitan Area and Wood County.

**Service Type** — Supercab is a small, locally owned curb-to-curb service taxi company operating in Bowling Green. No vehicles are ADA accessible at this time.

**Service Hours** — The service operates 24 hours a day, 365 days a year.

**Fare** — Supercab charges a flat fare rate of $4 per person within city limits and $2 per person plus an additional $2 for every mile outside of Bowling Green.
**Shuttle Services**

**B.G. AIRPORT SHUTTLE — 419-308-5952**

**Service Area** — The shuttle travels to regional airports and bus stations.

**Service Type** — B.G. Airport Shuttle is a private, curb-to-curb transit service based in Bowling Green for the general public. At this time, B.G. Airport Shuttle does not have ADA accessible service.

**Service Hours** — Provides service every day from 6 a.m. to 10 p.m. After-hours service is available at added cost.

**Fare** — The price depends on destination. Additional $40 charge for service from 10 p.m. to 6 a.m.

**Reservations** — Needs a 24 hour advance notice to schedule a trip.

**BGSU SHUTTLE SERVICE — 419-372-0236**

**Service Area** — The BGSU Shuttle Service covers parts of the city of Bowling Green.

**Service Type** — The service provides five fixed curb-to-curb service routes for students at BGSU.

**Service Hours** — Hours are listed as follows:

- **Orange**: 7:30 a.m.-1 a.m. Monday through Wednesday; 7:30 a.m.-2:30 a.m. Thursday through Friday; 7 p.m.-2:30 a.m. Saturday; and 5 p.m.-1 a.m. Sunday.
- **Yellow**: 8:30 a.m.-10 p.m. Monday through Friday.
• **Blue South Off-Campus**: 7:30 a.m.-10 p.m. Monday through Thursday; and 7:30 a.m.-7 p.m. Friday.

• **Green East Off-Campus**: 7:30 a.m.-10 p.m. Monday through Thursday; and 7:30 a.m.-7 p.m. Friday.

• **Downtown Red**: 7 p.m.-2:30 a.m. Thursday through Saturday.

**Fare** — No charge.

**Reservations** — No reservations necessary. Follow route schedule.

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**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
**LIFE STAR — 419-245-6220**

**Service Area** — Life Star covers Northwest Ohio.

**Service Type** — Life Star provides wheelchair and stretcher door-to-door service.

**Service Hours** — The service is available 24 hours a day, 365 days a year.

**Fare** — The base rate is $55 plus $2.50 per mile.

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

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**NET PLUS — 1-844-353-6779**

**Service Area** — Provides transportation to Wood County residents and will travel to the adjoining counties such as Lucas, Ottawa, Sandusky, Seneca, Hancock, and Henry.

**Service Type** — Transports individuals to non-emergency medical, mental health, dental and vision appointments. Net Plus operates a curb-to-curb service. Accommodations may include the use of a mobility-related assistive device and/or the use of a personal assistant and/or service animal.

**Service Hours** — The call center is available 8 a.m.-4 p.m. Monday through Friday to schedule rides. NET Plus services are able to transport clients outside of those hours.

**Fare** — No charge for the individual. Service is available without regard to income or assets.

**Reservations** — You must call the hotline at least five business days before the scheduled appointment. You will be screened for eligibility for one of the Wood County NET Plus funding sources.
Service Area — Available to the northern part of Wood County.

Service Type — Transportation for patients with scheduled testing or treatment at the St. Luke’s Hospital. The courtesy van is a door-to-door service. The shuttle is not available for emergency transportation to St. Luke’s Hospital, but it may be used for any service that is ordered by your physician (schedule permitting).

Service Hours — Provides service 8 a.m.-4 p.m. Monday through Friday for hospital services scheduled 8:30 a.m.-2:30 p.m.

Fare — The costs depend on the individual’s address.

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

Valet Van — St. Luke’s Hospital operates a free valet van service for patients, visitors and employees for transportation between the hospital and their vehicles on regular, established routes for drop-off and pick-up at the visitor entrance and the outpatient center. The service operates 8 a.m.-4:30 p.m. Monday through Friday and is not available on holidays.
COMMUNITY CARE-A-VAN — 419-696-7404

Service Area — Serves East Toledo, Walbridge, Lake Township, Jerusalem Township, Northwood, and Oregon (those living in Lucas and Wood counties.)

Service Type — Non-emergency medical transportation.

Service Hours — Available 8 a.m.-5 p.m. Monday through Friday.

Fare — Donation

Reservations — 24 hour notice is preferred.

TLC TRANSIT, LLC — 419-861-4000

Service Area — Available in northwest Ohio and southeast Michigan.

Service Type — Provides ambulette transportation

Service Hours — Provides service 7 a.m.-6 p.m. Monday through Friday.

Fare — Call for pricing.

Reservations — Individuals must call 24 hours in advance to schedule a ride.
WOOD COUNTY COMMITTEE ON AGING (WCCOA)
— 419-353-5661 OR 1-800-367-4935

FOR MEDICAL TRANSPORTATION

Service Area — WCCOA can travel as far south as Findlay and as far north as Toledo/Sylvania.

Service Type — 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.

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

Fare — Donations are accepted for this service.

Reservations — Call two weeks in advance to schedule ride.

FOR GROCERY SHOPPING

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

Service Type — Each senior site offers transportation to local grocery stores for Wood County.
Service Area — Serves Bowling Green and anywhere 25 miles outside of the city.

Service Type — Caregivers provide door-to-door transportation services, such as medical appointments, barbershops, beauty salons, and shopping.

Service Hours — Available 8 a.m.-5 p.m. Monday through Friday.

Fare — The service costs $24 per hour and there is a three hour minimum.

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.
Reservation — Wood County Department of Job and Family Services utilizes NET Plus for non-emergency medical transportation. Please refer to page 17 for a description of NET Plus services.

What is 211? — United Way 211 is a free, 24/7, 365-day information and referral line that connects residents in Lucas, Wood and Ottawa County to various health and human services.

How 211 works — Much like 911, when 2-1-1 is dialed, calls are routed by the telephone company to a local call center. The 211 center’s community resource advisors then answer incoming calls. These health and human service professionals attentively listen to the caller’s requests and can access a database of resources to match the caller’s needs to available programs. Once a match is found, Community Resource Advisors will then refer the caller directly to an agency or organization who can help.

Contact — Call 211, 1-800-650-HELP, text 898-211, or visit 211nwo.org
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, KFNWO pays to have qualified individuals use public or private services to transport their clients to and from their destinations. Individuals must be at or below 150% of poverty level (about $1,500 per month in total income for a household of one), and have kidney-related medical problems to qualify for transportation assistance.
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 is a great transportation resource and 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 Wood County**

www.mapmyride.com
www.ohiobikeways.net
References


Transportation, B. A. (n.d.). If you have the drive. We have the opportunities. Retrieved January 26, 2017, from www.bwtransportation.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