GETTING AROUND
HURON 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 Huron 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 glcap.org/mobilitymanagement
The **Getting Around Huron County Guide** is your reference source for transportation options and resources in Huron 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
- Huron County Transportation Providers
- Walking and Bicycling in Huron 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 Huron 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 the 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.
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 challenging 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.
Huron County Transit serves all of Huron County and operates up to one mile in adjoining counties. Out-of-county trips are available. Call Huron County Transit for availability and fares.

Huron County Transit is a demand-response, curb-to-curb rural transit system. Handicap-accessible vehicles are available and rider assistance is available upon request.

In-county service is available 7 a.m.-6 p.m. Monday through Friday. Out-of-county service is available 8:30 a.m.-3:30 p.m. Monday through Friday, excluding holidays, and to medical facilities only.

In-county service is $3 per person each way within the county. Out-of-county service is $10 to $30 each way. Please call the transit office for a quote. US 250 Corridor to/from Milan Township — $4 each way; to/from Perkins Township — $5 each way; to/from City Of Sandusky — $6 each way.

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. Cancellations must be made a minimum of two hours before the scheduled pickup time. Three cancellations in a thirty-day period will result in denial of service for 30 days.
GT CAB SERVICE — 419-577-2286

Service Area — GT Cab Service Generally covers a 50 mile radius around Norwalk, but may accommodate other requests.

Service Type — GT Cab Service is a private curb-to-curb taxi service with driver assistance available upon request.

Service Hours — Services are available to the public 24 hours a day, 365 days a year.

Fare — Cost is $10 within Norwalk City limits; $9 for senior citizens over the age of 62; and $2 per extra person for same pickup and same destination. For trips outside of Norwalk, ask for a quote.

Reservations — Provides general public same-day service.

PACO’S TAXI — 419-921-9278

Service Area — Paco’s Taxi serves Huron County.

Service Type — Paco’s Taxi is a private curb-to-curb taxi service.

Service Hours — Services are available 5 a.m.-10 p.m. Monday through Friday; and 9 a.m.-9 p.m. Saturday and Sunday.

Fare — Contact Paco’s taxi for pricing.

Reservations — Provides general public same-day service.
TIJUANA TAXI — 419-577-6178

Service Area — Tijuana Taxi serves Huron County.

Service Type — Tijuana Taxi is a private curb-to-curb taxi service.

Service Hours — Services are available 7 a.m.-10 p.m. Monday through Friday.

Fare — Cost is $8 in Norwalk City limits. For trips outside of Norwalk, ask for a quote.

Reservations — A notice of 48 hours is preferred.
**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 the service is needed.

**CANCER SERVICES — 419-626-4548 or WWW.CANCERRESOURCES.ORG**

**Service Area** — Erie and Northern Huron county residents.

**Service Type** — Transportation/travel assistance is available to qualified applicants who have traveled in order to receive medical care and treatment. This may include reimbursement for travel costs (15¢ per mile) to medical appointments. If you are unable to drive, Cancer Services may also be able to assist with transportation to cancer-related medical appointments courtesy of volunteers.

**Service Hours** — Service is available 9 a.m-3 p.m. Monday through Friday.

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

**Reservations** — A notice of 48 hours is preferred.
HURON COUNTY VETERANS ADMINISTRATION — 419-668-4150

Service Area — Provides transportation to the VA medical facilities of Wade Park, Parma, Sandusky, Lorain and Mansfield.

Service Type — Provides door-to-door service to medical appointments, and has ADA accessible vehicles. Other services are available at the discretion of the Huron County VA.

Service Hours — The service is available 8:30 a.m.-4 p.m. Monday through Friday.

Fare — There is no charge for this service. However, by using the van service you are not eligible to receive travel pay from the VA.

Reservations — A 48-hour notice is preferred.
**NORTH CENTRAL EMS — 419-499-2515 or 1-800-589-2515**

**Service Area** — North Central EMS's main service area is Erie, Huron, Sandusky, and Seneca counties.

**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.

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**Referral Services**

**NORWALK UNITED FUND — 419-668-0269**

The United Fund is local, non-profit 501(c)3 organization dedicated to supporting the needs of the Norwalk area. Services are for people who need short-term, emergency assistance. For assistance visit www.norwalkunitedfund.org or call 419-668-0269.

**AREA AGENCY ON AGING — 419-524-4144 or 1-800-860-5799**

The Ohio District 5 Area Agency on Aging, Inc. provides leadership, collaboration, coordination and services to older adults, people with disabilities, their caregivers and resource networks that support individual choice, independence and dignity.
The Salvation Army provides transportation expense assistance. Eligibility is income based at 200 percent of poverty level. The Salvation Army provide gasoline assistance for new employees before they receive their first pay check and for medical appointments.

**FAMILY & CHILDREN FIRST COUNCIL — 419-744-0121**

Family and Children First (FCF) Council of Huron County coordinates public services for multi-need youths and their families. It consists of the department heads, or their designees, of the child-serving public organizations and other designees in the county. FCF may be reached at 419-744-0121, and is located at 306 S. Norwalk Road West, Norwalk.
EASTER SEALS NORTHERN OHIO — 419-621-7997 or 1-800-708-2716

Provides services to older adults, people with disabilities and their caregivers, as well as resources to those in need.

HURON COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES — 419-668-8126 or 1-800-668-5175

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

KIDNEY FOUNDATION OF OHIO — 216-771-2700

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.
Special Services for Older Adults

SENIOR ENRICHMENT SERVICES — 419-668-8821

Service Area — Senior Enrichment Services provides transportation in Huron County. Out-of-county medical transportation may be available by special arrangement for a fee.

Service Type — Provides door-to-door transportation for residents of Huron County ages 60 and over.
**Service Hours** — Hours of operation are 7 a.m.-4:30 p.m. Monday through Friday; and 8:30 a.m.-2:30 p.m. Saturday. Saturday hours are subsidized by the City of Norwalk, and are limited to travel in Norwalk city limits and is available to Norwalk city residents only.

**Fare** — Donations are accepted for this service.

**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. Cancellations must be made a minimum of two hours before the scheduled pickup time. Three cancellations in a thirty-day period will result in denial of service for 30 days.
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 Huron County**

www.mapmyride.com
www.ohiobikeways.net

www.aaa5ohio.org

www.cancerresources.org/contact

www.easterseals.com/noh/our-programs

www.fcf.ohio.gov/Contact-Us/Local-FCF-Huron

www.gtcabservice.com

www.gohiocommute.com

www.huroncountydjfs.com

www.huroncountytransit.net

www.huroncountyvets.com

www.neo.salvationarmy.org/northeastohio/norwalk

www.norwalk-337.comfortkeepers.com/home/locations/norwalk

www.norwalkunitedfund.org

www.sfaconnection.org/transportation
For more information, contact:

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Mobility Management
127 S. Front St.
Fremont, Ohio 43420

1-800-775-9767
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