GETTING AROUND
SENeca 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 Seneca 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 Seneca County Guide** is your reference source for transportation options and resources in Seneca 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
- Seneca County Transportation Providers
- Walking and Bicycling in Seneca 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 Seneca 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.)
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.
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 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.
Service Area — SCAT serves Seneca and Crawford counties. Limited out-of-county trips are possible with advanced notification.

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

Service Hours — SCAT is available Monday through Friday from 5 a.m. to 6 p.m.

Fare — Rates for one-way trips are $2 within city limits, $3 for trips up to 3 miles, $4 for trips between 3 and 7 miles, and $5 for trips longer than 7 miles. Older adults and individuals with developmental disabilities may qualify for a discounted rate from $1 to $2.50.

Reservations — SCAT needs a minimum of 48 hours in advance notice to schedule a trip. Riders are required to call in cancellations at least 4 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.
**Taxi Services**

**OMLOR ENTERPRISE — 419-448-4490**

**Service Area** — Omlor Enterprise’s main area of operations is the City of Tiffin, but the service is available county-wide. Out of county trips are available with advanced notice.

**Service Type** — Omlor Enterprise is a locally owned, curb-to-curb service taxi provider in Tiffin. The taxi service does offer some ADA-accessible vehicles.

**Service Hours** — The service is available 6:30 a.m.- 2 a.m., 7 days a week.

**Fare** — In Tiffin, service rates are $5 per trip. Out-of-county trips are $20 load fee and $2 per mile. Wheelchair out of county trips are $40 load fee and $2 per mile.

**Reservations** — Omlor Enterprise requires a 48 hour notice, but will try to accommodate last minute trips.

**SERVICE CAB — 419-447-3232**

**Service Area** — Service Cab provides operates in Seneca County and out-of-county.

**Service Type** — Service Cab is a locally owned curb-to-curb service taxi provider in Tiffin.

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

**Fare** — Cost is $6 for one-way within city limits. For information on out-of-county trips, call the Service Cab office.

**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

Shuttles and Charters

BLISS CHARTERS — 419-435-7144

Service Area — All of the United States and parts of Canada.

Service Type — Bliss is a charter service providing ground travel or group or tours.

Service Hours — The service is available for overnight and extended trips as well as weddings.

Fare — Depends on the trip. Call for details.

Reservations — Call for trip information.
Special Transportation Options

MERCY LIFE STAR — 419-245-6220

Service Area — Mercy Life Star covers the northwest Ohio area.

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

Service Hours — Available 24 hours a day, 365 days a year.

Fare — Call for price information.

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

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

Service Area — North Central EMS covers north central Ohio, including 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.
TLC TRANSIT, LLC — 419-861-4000

Service Area — TLC provides transportation in northwest Ohio and southeast Michigan.

Service Type — TLC offers ambulette services.

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

Fare — Call for rates.

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

SENeca COUNTY OPPORTUNITY CENTER — 419-447-7521

Service Area — Seneca County Opportunity Center covers Seneca County and out-of-county trips.

Service Type — Provides transportation for Medicaid-eligible individuals to and from Medicaid services. Services are available for adults and students with developmental disabilities.

Service Hours — Monday through Friday, 8:30 a.m. to 3 p.m.

Fare — Trips are billed to Medicaid.

Reservations — Call the Opportunity Center to schedule a trip.
Service Area — The Veterans Administration provides transportation provided to the Toledo VA clinic and the DVA Medical Center in Ann Arbor, Mich.

Service Type — Provides door-to-door service for veterans to medical appointments only, and has ADA accessible vehicles. Transportation to civilian doctor appointments are only provided if scheduled by the VA.

Service Hours — The service is available for the Toledo VA Clinic Monday through Friday. Clients are asked to have their appointment scheduled between the hours of 9 a.m.-1 p.m. Service to the DVA Medical Center in Ann Arbor is available Wednesdays and Thursdays. Clients are asked to have their appointment scheduled between 9 a.m.-3 p.m.

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 — Call as soon as an appointment with the VA has been scheduled. Staff from the VA will call 1-2 days before the appointment to set a pick up time.
Service Area — The Commission on Aging covers Seneca County.

Service Type — Provides curb-to-curb service to Seneca County residents ages 60 and older. Wheelchairs and easy access lifts are provided for clients who need assistance boarding and unboarding.

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

Fare — A donation is suggested.

Reservations — For trips in town (i.e. Tiffin and Fostoria) a 24-hour notice is required. Trips out of town require at least one week advance notice.
Transportation Assistance

**THE SALVATION ARMY — 419-447-2252**

The Salvation Army provides transportation assistance in the form of gas cards for use for out-of-town doctors’ appointments with a 48-hour notice and fax from the doctor’s office concerning the patient’s appointment.

**SENeca COUNTY DEPARTMENT OF JOB & FAMILY SERVICES — 419-447-5011 or 1-800-825-5011**

Call Seneca County Department of Job and Family Services for information on transportation assistance.
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. Individuals must be at or below 150 percent of the poverty level, which is about $1,500 per month in total income per household of one, and have kidney-related medical problems to qualify for transportation assistance.
Referral Services

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

Tiffin-Seneca United Way’s First Call for Help program is an anonymous information and referral services for Seneca County residents. First Call is open Monday-Friday, 8 a.m.-5 p.m. First Call maintains an information database of available transportation service providers that is accessible through the internet, by telephone, or visiting the United Way office at 201 S. Washington St., Tiffin.
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 Seneca County**

www.mapmyride.com
www.ohiobikeways.net
References


www.advancedlimotiffin.com

www.bliss-charters.com/

www.djfs.co.seneca.oh.us/

www.gohiocommute.com

www.kfnwo.org

www.mercy.com

www.northcentralems.com

www.salvationarmyusa.org/usn/plugins/gdosCenterSearch?query=44883&mode=query_3

www.seneca-coa.org

www.senecacountyveterans.org

www.senecadd.org

www.senecascat.org

www.tiffin-seneca-unitedway.org

www.tlctransit.com
For more information, contact:

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

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