

# –SANDUSKY COUNTY– GETTING AROUND 2024 TRANSIT GUIDE

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Information on transportation providers  
and assistance, travel training and more



Getting Around Guide produced in 2023  
by Great Lakes Community Action  
Partnership Mobility Management  
2317 Countryside Dr., Fremont, OH 43420  
GLCAP: 800-775-9767 | Ohio Relay: 800-750-0750  
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For more information, contact 1-800-775-9767  
or visit [glcap.org/mobilitymanagement](http://glcap.org/mobilitymanagement)

This guide is available in alternate formats upon request.  
This institution is an equal opportunity provider.

Mobility Management is a transportation resource/referral information service for Crawford, Erie, Huron, Marion, Morrow, Ottawa, Sandusky, Seneca, and Wood counties. Mobility Management services are provided at no charge to individuals including seniors and people with disabilities. Hours of operation are Monday-Thursday, 7:30 a.m.-4:30 p.m. This service is funded by the Ohio Department of Transportation and a Community Services Block Grant.

Regarding concerns or complaints including Title VI, reasonable modification, and ADA: GLCAP/Mobility Management complies with all Civil Rights Laws and operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI, Reasonable Modification, and ADA may file a complaint with Mobility Management, directly to the Ohio Department of Transportation or to the Federal Transit Administration.

For more information on the Mobility Management civil rights program, and the procedures to file a complaint: contact the EEO Coordinator at 419-333-6001 (TTY 800-750-0750); email Adrienne Fausey at [comment@glcap.org](mailto:comment@glcap.org); visit our administrative office at 127 S. Front Street, Fremont, OH 43420; or visit [www.glcap.org/comments](http://www.glcap.org/comments). For general information, comments, or complaints, please contact the Director of Senior and Transportation Services at 419-332-2015 or by email at [rjrichter@glcap.org](mailto:rjrichter@glcap.org).



# ABOUT THIS GUIDE

The **Getting Around Sandusky County Guide** is your reference source for transportation options and resources in Sandusky County. Everyone has different transportation 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
- Travel Training
- Transportation Providers in Sandusky County
- Transportation Assistance in Sandusky County
- Bicycling and Walking

Understanding transportation options will increase independence as well as support an active lifestyle. This guide will help you make informed decisions regarding the transportation you choose to use in Sandusky County.



**We create partnerships and opportunities to help individuals, families, and communities thrive.**





# BASICS OF PUBLIC TRANSPORTATION

## Planning & Scheduling

To be successful when riding on public transportation, it is important to understand how transportation providers operate and take the following into consideration:

- Make sure your address and destination address are 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.


### Need help?

Learn about transportation options in your area and more with the help of Mobility Management. Contact us at:

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**1-800-775-9767 • [MOBILITYINFO@GLCAP.ORG](mailto:MOBILITYINFO@GLCAP.ORG)  
[GLCAP.ORG/MOBILITYMANAGEMENT](http://GLCAP.ORG/MOBILITYMANAGEMENT)**



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- Gain an understanding of what the “pick-up” window is.
  - 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.

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; and appointment time. If you need transportation for dialysis treatment, provide dispatch your arrival, chair, and departure time for treatment.

## 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.

## Pick-up Windows

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, the 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.

### Stay current!

For up-to-date information on  
Sandusky County transportation  
providers and assistance services, visit:

[glcap.org/sanduskycountytransportation](http://glcap.org/sanduskycountytransportation)



# Using a Scheduling Form

Transportation providers might use a form such as the example shown below for riders to schedule trips. Be sure to inform your transportation provider of any mobility needs you may have for your ride.

<b>My Name is:</b>				
I need picked up after/ dropped off by ( <i>select one</i> )			(Time and Date)	
I need picked up at:	Full street address:			
I need dropped off at:	Full street address:			
I will (need / not need) a return trip ( <i>select one</i> )				
I need (picked up after / dropped off by) ( <i>select one</i> )			(Time and Date)	
I need picked up at:	Full street address:			
I need dropped off at:	Full street address:			
<b>My confirmation information</b> (Enter times from dispatch below)				
Trip 1 pickup	Between		and	
Trip 2 pickup	Between		and	



# 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.

## Types of Transit

### Demand-response



Transportation service in which a rider calls and schedules an appointment for a ride. Riders may be given a pick-up window, meaning that transportation may arrive several minutes before or after the scheduled appointment.



#### IMPORTANT POINTS:

- Requires scheduling
- May have pick-up window

# Boarding & Exiting

- For demand-response services (in which the passenger calls and schedules a ride), the rider needs to be at the nearest curb stop at the beginning time of the pick up window.
- For fixed-route services (in which a transit provider drives a regular route with regular stops), when the approaching bus shows the route number and destination you want, signal the driver by waving your hand to indicate you would like to board.
- Have fare or pass ready before you board.
- Upon boarding, pay your fare with exact change or swipe your pass.
- Only occupy one seat and rest your bag or briefcase on your lap or under your seat.

## Fixed-route



Transportation service in which the transit provider travels a regular route with routine stops, such as a bus or shuttle route that runs in a loop with multiple stops every hour.



### IMPORTANT POINTS:

- No scheduling required
- Rider should be at stop before transportation arrives



# TRAVEL TRAINING

## About Travel Training

Travel Training teaches independent travel with various approaches and on different modes of transportation. If you would like further assistance with travel education please contact **GLCAP Mobility Management** at **800-775-9767** or visit **[www.glcap.org/mobilitymanagement](http://www.glcap.org/mobilitymanagement)**

Travel Training provides 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.



## Travel Advocates

A travel advocate will do the following:

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



### Schedule a Training

GLCAP Mobility Management can offer Travel Training in a one-on-one or group setting.

Visit [glcap.org/mobilitymanagement](http://glcap.org/mobilitymanagement) or call 800-775-9767 for details.



# TRANSPORTATION PROVIDERS

## First Choice Cab

**419-307-1352**

**HOURS: 24 HOURS/DAY, 365 DAYS/YEAR**



**About** — Provides curb-to-curb cab service in Fremont and Clyde.



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



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

## Hart's Ambulette

**419-332-3911**

**HOURS: CASE-BY-CASE BASIS**



**About** — Hart's Ambulette provides wheelchair and ambulette door-to-door transportation service for Sandusky County patients.



**Fares** — Call for pricing



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

## Lynx EMS

**877-574-6777 | EMS@LYNX911.COM**

**HOURS: 24 HOURS/DAY, 7 DAYS/WEEK**

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**About** — Lynx EMS is a private ambulance and ambulette service providing emergency and non-emergency services to and from private residences, emergency rooms, and long-term care, skilled nursing, or assisted living facilities, as well as behavioral health transports.



**Fares** — Call for price information. Can bill insurance or bill privately.



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

## North Central EMS

**419-499-2515 / 800-589-2515**

**HOURS: 24 HOURS/DAY, 7 DAYS/WEEK**

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**About** — North Central EMS is a non-profit health service corporation that provides emergency and non-emergency medical service, ambulette service, and dispatch service covering north central Ohio, including parts of Erie, Huron, Lorain, Ottawa, Sandusky, and Seneca counties. The service also provides transportation to Cleveland, Columbus and Toledo. North Central EMS provides wheelchair and stretcher door-to-door service.



**Fares** — Call for price information.



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



# Sandusky County Veterans Service Commission

**419-334-4421**

**HOURS: CALL FOR RESERVATIONS**



**About** — The Sandusky County Veterans' Service Commission provides transportation to the Sandusky CBOC, Toledo VA clinic, Louis Stokes VAMC and Ann Arbor VA Hospital. The commission provides door-to-door service to medical appointments only and has ADA accessible vehicles. This service is only provided for veterans.



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



**Reservations** — Schedule at least 24 hours in advance. Meet at the Sandusky County Service Center, 2511 Countryside Drive, Fremont. Veterans are responsible for transportation to and from the center. Notify immediately if appointment is rescheduled or canceled.

## TRIPS

**419-332-8091 / 800-750-0750 | GLCAP.ORG/TRIPS**

**HOURS: ON-DEMAND — M-F 5 a.m.-7 p.m., SAT 5 a.m.-noon**

**FREMONT SHUTTLE — M-F 8 a.m.-6 p.m.**



**SCAN FOR LATEST  
ROUTE/FARE INFO:**



**About** — Curb-to-curb transportation serving Sandusky County and up to one mile into adjoining counties. Out-of-county trips are also available. Call for details. TRIPS Fremont Shuttle is a deviated fixed route service that operates 8 a.m.-6 p.m., Monday-Friday. Shuttles travel in hourly loops

throughout out the city of Fremont and will intersect at Wal-Mart once per hour (at the :10-minute mark) so that passengers may transfer from one route to another. The shuttle can deviate from up to  $\frac{1}{4}$  of a mile from fixed stops.



**Fares** — Exact change required upon boarding. Cost depends on zone of travel: One-way trip at rates of \$2, \$3, or \$4 depending on zone of travel. For deviated fixed route service (Fremont Shuttle), cost is \$1 per ride.



**Reservations** — To schedule a ride, call at least 24 hours in advance of the time you want to be picked up. Notify the dispatcher if you have a service animal or care attendant that will accompany you. Please hold for the dispatcher to answer. A scheduled trip must be canceled at least 4 hours before scheduled pick-up time. No shows/cancellations are tracked on a monthly basis. If a rider is recorded as a no-show for 20% or more of scheduled rides within a 30 day period, the rider's service will be suspended for 10 days.

## Turbo Taxi

**419-975-0324**

**HOURS: SUN-TH 7 a.m.-10 p.m., FRI-SAT 7 a.m.-midnight**



**About** — Turbo Taxi is a locally owned curb-to-curb service that offers wedding, prom, sporting event, airport transportation, group trips, delivery service, shuttle services, medical transportation and more in Lorain, Erie, Ottawa, Sandusky, and Huron County.



**Fares** — Local \$10 flat fee; local seniors receive 20% off; highway \$2 per mile.



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



# TRANSPORTATION ASSISTANCE

## First Call for Help

**419-334-2720 | [REFERWEB.NET/SAND](https://REFERWEB.NET/SAND)**



**About** — First Call for Help is a free and confidential service that helps people in Sandusky County find the local resources they need.

## GLCAP Mobility Management

**800-775-9767 | [GLCAP.ORG/MOBILITYMANAGEMENT](https://GLCAP.ORG/MOBILITYMANAGEMENT)**



**About** — Great Lakes Community Action Partnership (GLCAP)'s Mobility Management provides information on local transportation resources, offers travel training for those who are not familiar with using public transportation, and offers other services to help people access transportation.

## Sandusky County Cancer Care Fund

**419-334-8938**



**About** — The Sandusky County Cancer Care Fund provides gas for cancer treatment appointments, mileage reimbursement and information and referrals to residents of Sandusky County undergoing cancer treatments.



## Sandusky County Department of Job and Family Services

**419-334-3891 / 800-883-8283**

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**About** — Medicaid recipients may call Sandusky County DJFS for information regarding transportation to medical appointments.

## Sandusky County Share & Care

**419-334-2832**

**HOURS: TU/TH 10 a.m.-3 p.m., 1st and 3rd SAT of  
each month 10 a.m.-noon**

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**About** —Provides limited gasoline assistance for Sandusky County residents who need help going to medical appointments or work. Medical appointments are confirmed, so a phone number for verification must be provided. For work assistance, verification of employment is required.



# BICYCLING & WALKING

## Cycle Sandusky County Bike Share Program by the YMCA

**419-332-9622 | [SANDUSKYCOUNTY.ORG/BIKESHARE](https://sanduskycounty.org/bikeshare)**

**HOURS: TU/TH 5 a.m.-9 p.m., FRI 5 a.m.-8 p.m.**

**SAT 7 a.m.-4 p.m., SUN Noon-5 p.m.**



**About** — Cycle Sandusky County Bike Share, generously funded by Sandusky County Public Health's Creating Healthy Communities program, was made possible through a collaboration of local organizations including the YMCA of Sandusky County, TRIPS, Spokelife Cycles and The Sandusky County Visitors Bureau. This "Borrow a Bike" concept is housed at the YMCA of Sandusky County and offers an opportunity for individuals to access bicycles without financial burden. For active transportation and healthier lifestyles, aspiring cyclists can borrow bikes from the YMCA during their normal business hours. The program promotes physical fitness and emphasizes the community's dedication to sustainability and well-being. By making bicycles available at no cost, the program shows the power of collaboration in creating a more vibrant, active, and environmentally conscious community.



**Fares** — Participants borrowing and returning bikes the same day will not be charged for usage, however bikes returned late and/or damaged will be subject to late fees and penalties. A valid ID and credit card is needed to borrow a bike and will only be charged if late or damaged.



**Reservations** — Bicycles are available during YMCA's normal business hours on a first-come, first-served basis.



## Bicycling tips

For older adults, a medium-weight mountain bike or a hybrid may be the most suitable. If you have balance trouble, 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 and 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.

## Walking safely

Before starting a walking routine, take the following into consideration:

- 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.

## Additional Resources



[mapmyride.com](http://mapmyride.com)  
[ohio.org/cycling](http://ohio.org/cycling)



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.



## Additional Resources

[traillink.com](http://traillink.com)  
[alltrails.com](http://alltrails.com)



# ABOUT MOBILITY MANAGEMENT

With different transportation options available in every community, Mobility Management can help you find the right transportation provider for your needs. Mobility Management works with senior citizens, fixed-income individuals, people with disabilities, and other riders to connect you with transportation that best fits your travel preferences and your life.

We also offer travel trainings to provide education on scheduling rides, boarding and exiting vehicles, using wheelchairs and other mobility devices, understanding fares and rules, and other topics related to accessing transportation. One-on-one and group trainings are available.

Learn more



[glcap.org/  
mobilitymanagement](https://glcap.org/mobilitymanagement)



**Great Lakes**  
COMMUNITY ACTION  
P A R T N E R S H I P

**GLCAP.ORG/MOBILITYMANAGEMENT**

**800-775-9767**