



GETTING AROUND ERIE COUNTY GUIDE

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



A trade name of WSOS Community Action Commission

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 Erie 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.

Guide produced in 2018 by Great Lakes Community Action Partnership Mobility Management.

**For more information, contact 1-800-775-9767
or visit [glcap.org/programs/
transportation/mobility-management](http://glcap.org/programs/transportation/mobility-management)**



Using This Guide

The **Getting Around Erie County Guide** is your reference source for transportation options and resources in Erie 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
- Erie County Transportation Providers
- Walking and Bicycling in Erie 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 Erie 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.)

| | | | | |
|--|------------------------------|--|--------|--|
| My Name is: | | | | |
| I need (picked up after / dropped off by) (select one) | | | (Time) | |
| I need picked up at: | (full street address please) | | | |
| I need dropped off at: | (full street address please) | | | |
| On (date): | | | | |
| If you have any changed mobility issues, we ask that you please make us aware of them at the time of requesting your ride. | | | | |
| I will (need / not need) a return trip (select one) | | | | |
| I need (picked up after / dropped off by) (select one) | | | (Time) | |
| I need picked up at: | (full street address please) | | | |
| I need dropped off at: | (full street address please) | | | |
| My confirmation information (enter times from dispatch below) | | | | |
| Trip 1 pickup | Between | | and | |
| Trip 2 pickup | Between | | and | |

Sample Scheduling Form — The above is an example of a form transportation providers might use for riders to schedule trips.

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.

Learn More Through Travel Training

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/programs/transportation/mobility-management**

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.

Get Help with Passenger Care Attendants

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.

Erie County Transportation Providers

Buses

SANDUSKY TRANSIT SYSTEM — 419-627-0740

Service Area — Sandusky Transit System is a public transit system operating within Erie County.

Service Type — Sandusky Transit is a demand-response rural transit system. The system operates Dial-A-Ride, a curb-to-curb service with handicap-accessible vehicles. Sandusky Transit also operates, Sandusky Perkins Area Ride Connection (SPARC), a fixed-route service with in the city of Sandusky.

Service Hours — Dial-A-Ride is available 6 a.m.-9 p.m. Monday through Saturday. SPARC is available 6 a.m.-10 p.m. Monday through Saturday. Both are closed on Sundays.

Fare — The one-way fare for Dial-A-Ride riders is \$5 for all of Erie County, and \$3 to, from or within the City of Vermillion and within a 10-mile radius of Vermillion. Children 5 and under ride for free. Reduced fares are available for persons 65 and older or with a qualifying disability. The fare for SPARC is \$1.50 per ride. Children 10 and under ride for free with an accompanying adult. Paratransit eligible persons ride for free with valid pass. Transfers between SPARC buses are free with a valid transfer pass.

Reservations — To schedule a ride with Dial-A-Ride, call at least 48 hours in advance of the time you want to be picked up. Reservations are taken 8 a.m.-4 p.m. Monday-Friday. Reservations can be taken up to two weeks in advance.

Taxi Services

THE SQUEAKY WHEEL — 419-434-1271

Service Area — Provides service in the Sandusky area.

Service Type — The Squeaky Wheel Shuttle is a private, curb-to-curb taxi service that offers general transportation, airport transportation, and special event transportation.

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

Fare — Trips within the City of Sandusky are \$7 (\$6 for school and work trips within Sandusky). Out-of-city trips are \$2 per mile.

Reservations — Provides general public same day service.

TURBO TAXI — 419-975-0324

Service Area — The provider's areas of operation are the cities of Sandusky, Huron, Norwalk, Vermilion, Castalia, Berlin, Port Clinton, Fremont, and Clyde.

Service Type — Turbo Taxi is a locally owned curb-to curb service taxi provider that offers wedding, prom, sporting event, airport, package delivery, and AmTrak shuttle transportation. Vehicles are wheelchair accessible. Turbo Taxi is MRDD certified.

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

Fare — Trips within the City of Sandusky are \$5 to \$7, depending on destination. Trips outside the City of Sandusky are \$2 per mile.

Reservations — Provides general public same-day service.

Shuttle Services

BEST BET SHUTTLE — 419-656-3647

Service Area — Best Bet Shuttle services Huron, Sandusky, Vermilion, and Norwalk, and offers rides to Jet Express in Port Clinton and the Cleveland Airport.

Service Type — Best Bet is a locally owned taxi/shuttle service.

Service Hours — Best Bet is available 8:30 a.m. to 3 a.m., 7 days a week, The service is closed on Christmas.

Fare — Trips within town are \$7-\$8. Out-of-town trips are \$2 per mile.

Reservations — Reservations can be taken 1 to 2 hours before ride is needed.

Van Pool/Ride Sharing

GOHIO COMMUTE — GOHIOCOMMUTE.COM

Service Area — Gohio services are for commuters in Erie, 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

SHARE A RIDE — 419-241-1919 EXT. 132

Service Area — Share A Ride services are for commuters in Lucas, Wood, Seneca, Erie, Ottawa, Huron and Sandusky counties.

Service Type — Share A Ride is a computerized service that matches car and vanpool partners for daily commutes to work or school.

Service Hours — Depends on car and vanpool partners' availability.

Fare — Free

Reservations — Register by phone or at www.rideshareohio.com.

Special Transportation Options

AMTRAK — AMTRAK.COM

Service Area — AmTrak serves various locations throughout the United States with a hub located at 1200 N. Depot Street in Sandusky.

Service Type — AmTrak is a nation-wide rail transit service.

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

Fare — Cost depends on destination.

Reservations — Trips can be scheduled at www.amtrak.com.

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

Service Area — North Central EMS covers north central Ohio, including parts of Erie, Huron, Lorain, Ottawa and Seneca counties, and will transport to Cleveland, Columbus and Toledo.

Service Type — North Central EMS is a non-profit health service corporation that provides emergency and non-emergency medical service, ambulette service, and dispatch service. North Central EMS provides wheelchair and stretcher door-to-door service.

Service Hours — Available 24 hours per day, 7 days per week.

Fare — Call for price information.

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

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

Fare — There is no charge for this service.

Reservations — A notice of 48 hours is preferred.

VETERANS ADMINISTRATION — 419-627-7579

Service Area — Transportation provided to the Cleveland-area VA Medical Center.

Service Type — Provides door-to-door service to medical appointments only, and has ADA-accessible vehicles. Up to eight passengers can ride in one vehicle.

Service Hours — The service is available 6:30 a.m.-3 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 — Call at least one workday before appointment to schedule a ride.

Special Services for Older Adults

SERVING OUR SENIORS — 419-624-1856

Service Area — Out-of-town transportation to medical centers in Northern and Central Ohio.

Service Type — Serving Our Seniors volunteers take Erie County residents over the age of 60 to medically necessary out-of-town appointments to Cleveland, Columbus, Toledo, etc. For in-town and in-county appointments Serving Our Seniors works with the Sandusky Transit System to provide transportation to its residents.

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

Fare — The rider is not charged a fee. However, suggested donations are accepted.

Reservations — For in-county trips, please schedule as early as possible, but reservations may be taken up to two days in advance of appointment. For out-of-county medical trips, reservations are required two weeks before appointment.

FIRELANDS 55+ CLUB — 419-557-7052

Service Area — Firelands 55+ Club offers free transportation service for patients living in the city of Sandusky and the surrounding townships who need the services of the hospital.

Service Type — Provides door-to-door service to Firelands medical appointments.

Service Hours — Hours are 8 a.m.-3 p.m. Monday through Friday.

Fare — The service is free. Firelands asks that no gratuities be given to their drivers.

Reservations — Schedule trip at least 24 hours in advance of appointment time.

Transportation Assistance

KIDNEY FOUNDATION OF OHIO — 216-771-2700

The Kidney Foundation of Ohio is dedicated to providing a broad-based program of direct assistance to those with kidney disease and promoting and providing educational programming for the general public, renal professionals, and patients and their families. The Kidney Foundation of Ohio provides financial aid to pay for safe, reliable, and affordable transportation to and from dialysis or transplant appointments. The maximum reimbursement is \$50 per month, paid bi-monthly. In emergency situations, bus passes and cab vouchers are issued to patients.

SALVATION ARMY — 419-626-3862

The Salvation Army provides transportation expense assistance. Eligibility is income based at 200 percent of poverty level. They provide gasoline assistance for new employees before they receive their first pay check and for medical appointments.

Referral Services

**UNITED WAY OF ERIE COUNTY — 419-625-4672
or 1-800-698-5613**

The United Way's 2-1-1: First Call for Help service provides anonymous information and referral services to Erie County residents 24 hours a day, 7 days a week. The United Way maintains an information database of available transportation service providers that is accessible through the internet and by telephone. Dial 2-1-1 for transportation information.

Walking and Bicycling in Erie County

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 Erie County

www.mapmyride.com

www.ohiobikeways.net

References

2014 Erie County Coordinated Public Human Services Transportation Plan (WSOS Community Action Commission, Inc., Ed.) [Scholarly project]. In 2014 Coordinated Public Human Services Transportation Plan.

AARP. (2010). The Getting Around Guide [Brochure]. Washington, DC: Author.

The Squeaky Wheel: <http://www.sanduskyshuttleservice.com/>

www.amtrak.com/stations/sky

www.cancerresources.org

www.ci.sandusky.oh.us/residents/sandusky_transit_system/index.php

www.eriecounty.oh.gov/VeteranServices.aspx

www.firelands.com/patients-guests/firelands-55-club

www.gohiocommute.com/#

www.kfnwo.org

neo.salvationarmy.org/northeastohio/sandusky

www.northcentralems.com

www.servingourseniors.org

www.turbotaxisandusky.com

www.uwerieco.org

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