Mission Statement
To provide safe public transportation service to all service area residents in a timely, courteous and cost-effective manner in order to contribute to their quality of life.

Sundusky Transit complies with Title VI of the Civil Rights Act and with all Americans with Disabilities Act standards.

This brochure is available in alternative formats. This can include, but is not limited to: braille, other languages, audio tapes, etc.

STS is funded in part by the City of Sandusky, City of Vermilion, ODOT and the Federal Transit Administration.

RIDER GUIDE & MAP

Accessing Dial-A-Ride & Paratransit Service

- Call 419-627-0740 to schedule your ride up to two weeks in advance.
- Advance reservations are required.
- Inform dispatch of any special needs such as a wheelchair, personal attendant, or a service animal.
- Be ready 15 minutes before and after your scheduled ride. This is a “pick-up” window of time. The driver will wait up to 5 minutes.
- Cancellations must be received no later than two (2) hours before the scheduled pick-up time to avoid a late cancellation charge.
- Riders who do not take a scheduled ride when the vehicle has arrived or is more than 5 minutes late will be charged for a no-show.
- Three or more late cancellations or no-shows in a 30 day period will prompt a review that may result in a suspension of service.

Assistance

Assistance will be provided by the driver when boarding and alighting from the vehicle. The driver will load down wheelchairs, secure packages, and assist with seat belts. If passengers require a mobility-assistance attendant or a service animal, please notify the STS dispatcher at time of reservation. The attendant may ride free.

DIAL-A-RIDE & ADA PARATRANSIT SERVICE

The Sandusky Transit System (STS) Dial-A-Ride is a demand responsive, curb-to-curb, advance reservation, shared ride transportation service that is provided within Erie County. STS is open to the general public and vehicles are wheelchair accessible.

There are no restrictions on the purpose or the number of trips which may be taken. Riders are required to share the vehicle with other riders who are traveling at the same time in the same direction. The number of carry on items is limited to what the rider can comfortably carry.

STS vehicles are handicapped accessible and designed to accommodate wheelchairs, walkers, crutches, canes, service animals or other mobility aids. Lifts and tie-downs accommodate most commonly used wheelchair models. Please contact STS dispatch to see if your wheelchair can be transported safely.

If you have a disability that prevents you from using STS fixed-route service, paratransit service will travel up to 1/4 mile one way distance from an STS line.

Paratransit service is available to qualified individuals who apply, following an assessment made by STS staff and healthcare professionals. The application for paratransit services can be found online at www.ci.sandusky.oh.us.

During Your STS Trip

- Signals that your stop is near by telling the driver or by pulling the cord by the window. The “stop requested” sign will light. Wait until the bus is fully stopped to exit.

Leaving The Bus

- Have your exact fare ready as you board the bus. Insert payment into the top of the glass fare box. Drivers do not carry change. After paying please move promptly to a seat or grab a rail behind the white floor stripe.

Inclement Weather

- STS will make every attempt to contact a rider about a cancelled ride due to inclement weather. Listen to WCPZ (102.7 FM), WLEC (1450 AM) or call STS dispatch if in doubt.