

RIDER COURTESY

- Put your seat belt on as soon as you are seated on the vehicle.
- Do not smoke, eat, or drink on any STS vehicle.
- Be polite and courteous to others.
- If you plan to transport an animal notify the dispatcher when you make your reservation. All animals must be on a leash or in a pet carrier.

Riding privileges can be suspended over ninety (90) day period for the following actions:

- Physically harming or inappropriate contact with any person.
- Verbally threatening with bodily harm any person on a transit vehicle or on the telephone.
- Intentionally damaging a transit vehicle or transit property in any manner.
- Smoking on a transit vehicle.
- Actively eating or drinking on a transit vehicle more than one time.
- Refusing to wear a seatbelt on a transit vehicle more than one time.
- Having three (3) late Cancellations or no-shows within a thirty (30) day period.
- Excessively using profanity or language which is upsetting and disruptive to other passengers or staff.

If trips need to be cancelled by STS due to inclement weather, every attempt will be made to notify the passenger. Listen to WCPZ (102.7 FM), WLEC (1450 AM) or call STS dispatch if in doubt.

CANCELLATIONS must be received no later than two (2) hours before the scheduled pick-up time to avoid being charged as a Late Cancellation.

LATE CANCELTION/ NO-SHOW means the rider cancelled less than two hours before the scheduled ride, did not take a scheduled ride when the vehicle arrived, or is more than 3 minutes late.

VEHICLES used by the Sandusky Transit system are handicapped accessible, designed to accommodate persons using wheelchairs, walkers, crutches, canes, service animals or other mobility aids. The lifts and tie-downs accommodate most commonly utilized wheelchair models. Please contact the STS dispatch office to see if your wheelchair can be transported safely. All vehicles are provided with seat belts, fire extinguishers, and other safety equipment.

TICKETS for the Sandusky Transit System may be purchased at the City Building, Customer Accounting Office, 222 Meigs Street, Sandusky; and through various service agencies within the service area.

ASSISTANCE will be provided by the driver when boarding and alighting from the vehicle. The driver will tie 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.

Door to Door Assistance is available for elderly or disabled passengers. Please notify STS dispatcher at time of reservation or ask your driver.

Children age 12 and under must be accompanied by an adult in order to ride on an STS vehicle.

Sandusky Transit System requires seat belts to be worn at all times when riding, and is not responsible for lost, damaged, or stolen articles.



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

Dial-a-Ride

Rider Guide



419-627-0740

CALL FOR A RIDE TODAY

Toll Free Number:

1-855-612-5176

Ohio Relay Service:

1-800-750-0750

- **SAME-DAY RIDE SERVICE**
- **ADVANCE RESERVATION RECOMMENDED TO ASSURE RIDE**

Sandusky Transit System
1230 N. Depot Street
Sandusky, Ohio 44870

Mranaldson@ci.sandusky.oh.us

Riding the Sandusky Transit System

is a convenient and easy way to get to work, appointments, shopping and more. Here's how to ride:

- Call 419-627-0749 to schedule your ride (s) up to two weeks ahead.
- Inform dispatch of any special needs such as wheelchair, personal attendant, or service animal.
- STS vehicles are handicapped accessible.
- Be ready 15 minutes before and 15 minutes after your scheduled ride. This is the pick-up "window" time.
- The driver will wait up to three (3) minutes.
- STS is a curb to curb service, if you are elderly or disabled, assistance is available door to door. Please ask when you call for a pick up.
- Groups are welcome, call to discuss your particular event.
- If your child needs a car seat, you must provide one for each child.
- Be a courteous rider, seatbelts must be worn.

REMEMBER:

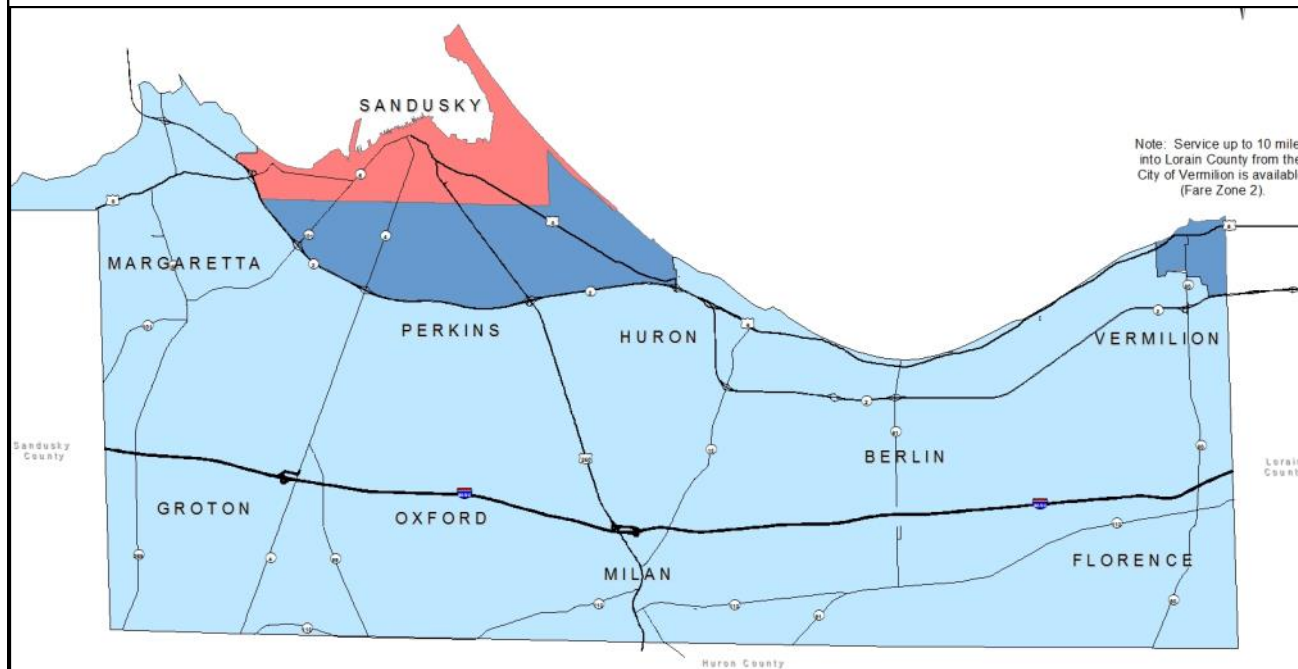
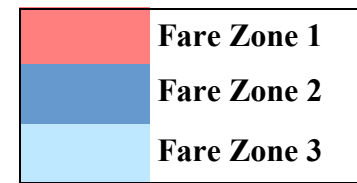
- No eating, drinking, or smoking on vehicles
- STS will make every attempt to accommodate same-day rides, but they cannot be guaranteed. Schedule your trip

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.

Sandusky Transit System

Serving our community Since 1992



SERVICE HOURS

- Monday - Saturday 6:00 am - 10:00 pm (No Sunday service)
- Schedule Appointments = Monday - Friday 8:00 am - 4:00 pm

Schedule appointments up to 2 weeks ahead

FARE PRICES - ONE-WAY TRIPS

- \$2.00 Fare Zone 1 - within City of Sandusky
- \$3.00 Fare Zone 2 - to/from/within Zone 2 -Perkins Twp. North of Rt. 2, City of Vermillion and 10 mile radius of Vermillion

- \$4.00 Fare Zone 3 - to/from/within Zone 3 All of Erie County
- \$1.00 Eligible Seniors (60+) Through Serving our Seniors
- Disabled ride for half-fare
- Children 5 years and under ride free.

Call for details how to apply for reduced fares. Proof of status is required.

**Exact fare required
Drivers do not carry
change!**



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 the City of Sandusky and to a designated fare zone. The Sandusky Transit System is open to the general public including persons with disabilities. In addition, STS vehicles are wheelchair accessible.

There are no restrictions on the purpose or number of trips which may be taken on a time-and-space available basis. 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.

The STS service is funded in part by the City of Sandusky, the Ohio Department of Transportation, and the Federal Transit Administration.

Notices

According to the Americans with Disabilities Act, it is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or the entity or other persons.

COMPLAINTS

*COMPLAINTS (including Title VI) should be directed to the Transit Administrator at 419-621-8462. Questions and complaints will be responded to verbally and/or by written communication within seven (7) days of receipt.