OCTA provides quality, accessible, cost effective, and safe public transportation for Ottawa County.

Public Transit RIDER GUIDE
2018 Fares & Schedules

419-898-RIDE (7433)
or
1-888-898-RIDE (7433)
(Toll-Free Outside Port Clinton Area)

Ohio Relay 1-800-750-0750
System information is available in alternative formats upon request.

www.octapublictransit.org
SERVICES AREA

OCTA provides specialized curb to curb transportation service within Ottawa County and to neighboring counties. Transportation service to neighboring counties will be provided according to the following schedule:

**Sandusky County**
- Clyde: Monday, Wednesday and Friday (9:00 to 2:00)
- Fremont: Monday through Friday (8:00 to 4:00)
- Green Springs: Tuesday only (9:00 to 2:00)
- Woodville: Tuesday and Thursday (9:00 to 2:00)

**Erie County**
- Castalia: Monday through Friday (8:00 to 4:00)
- Huron: Tuesday and Thursday (9:00 to 2:00)
- Milan: Tuesday and Thursday (9:00 to 2:00)
- Sandusky: Monday through Friday (8:00 to 4:00)

**Wood County**
- Northwood: Monday, Wednesday and Friday (8:00 to 4:00)
- Perrysburg: Tuesday and Thursday (9:00 to 2:00)
- Rossford: Tuesday and Thursday (9:00 to 2:00)

**Lucas County**
- Maumee: Monday, Wednesday and Friday (8:00 to 4:00)
- Oregon: Monday, Wednesday and Friday (8:00 to 4:00)
- Toledo: Monday, Wednesday and Friday (8:00 to 4:00)

**Huron County**
- Norwalk: Tuesday and Thursday (9:00 to 2:00)

**Bellevue**
- Monday, Wednesday and Friday (9:00 to 2:00)

Please note that out-of-county trips must be scheduled at least one week in advance.

**FARES**

PASSENGER MUST HAVE THE CORRECT FARE

Tickets can be purchased from any OCTA Driver or in our office for $10.00 each.

**In-County Rates:** $3.50 one-way

Seniors over the age of 65 and people with disabilities are eligible to pay a half fare if their application is approved. See www.octapublictransit.org or contact the OCTA office for an application form.

**Children under the age of 12:** ride free, when accompanied by an adult

**Out-of-County Rates:**
- Lucas & Huron Counties and Bellevue - $10.50 one-way
- Erie/Sandusky/Wood Counties - $5.50 one-way

***Out-of-county service is limited. Please call our office for details***
HOURS OF SERVICE
OCTA offers service:
Daily from 6:00 a.m. to 11:00 p.m.

2018 CALENDAR
OCTA is closed in 2018 on the following days:

- Monday, January 1  New Year’s Day
- Monday, January 15  M.L. King Jr. Day
- Monday, February 19  Presidents’ Day
- Sunday, April 1  Easter Sunday
- Monday, May 28  Memorial Day
- Wednesday, July 4  Independence Day
- Monday, September 3  Labor Day
- Thursday, November 22  Thanksgiving
- Monday, December 24  Christmas Eve
- Tuesday, December 25  Christmas Day

Those who are hearing impaired can contact us through the Ohio Relay Service at 1-800-750-0750.

System Information is available in alternative formats upon request.
RESERVATIONS

OCTA provides transportation to accommodate the needs of hundreds of riders daily upon availability. Our reservationists will do everything possible to schedule trips that work for you and for other OCTA riders and will always attempt to match your trip with similar existing trips.

**Trip requests are accepted in our office:**
Monday through Thursday  7:00 a.m. to 3:00 p.m.
Friday  7:00 a.m. until 2:00 p.m.

Trip requests must be made a minimum of 24 hours in advance for in-county service and one (1) week for out-of-county service. Trip requests can be made up to two (2) weeks in advance. Our office is closed weekends.

When making a reservation, please be prepared to furnish the rider’s name, date of birth, the address and phone numbers of both the pick up point and destination, the need for a personal care attendant (PCA), a telephone number at which you can be reached, and if any special accommodations such as door-to-door service or an accessible vehicle are necessary.

CANCELLATIONS & NO-SHOWS

Trips may be canceled by calling the transportation office no later than 2 hours before the scheduled pick up time. Failure to give at least a 2 hour advanced notice of cancellation is considered a no-show. Because misuse of the service results in fewer passengers receiving service, OCTA reserves the right to deny service to passengers who continually cancel trips and are No-Shows. The first no-show would result in a verbal warning, the second would be a written warning and the third would be a 30 day suspension.

Suspensions still obligate the passenger to pay for past No-Shows to be re-instated. Trip cancellations can also be called in to the office anytime and left on OCTA’s cancel line voicemail.

If trips need to be cancelled by OCTA due to inclement weather, every attempt will be made to notify the passenger and called in to local TV and radio stations.
**PASSENGER ASSISTANCE**

- Curb-to-curb transportation means that drivers will provide assistance from the curb in front of the trip origin to the curb in front of the trip destination.

- If door-to-door service is necessary, arrangements **MUST** be made at time of reservation.

- Passengers should notify our transportation office at time of reservation if they require a mobility assistant or service animal. The mobility assistant or service animal may ride free.

- In no circumstances shall a driver enter a passenger’s home.

- The driver will assist the rider, if necessary, when boarding and alighting from the vehicle and will watch to make sure the passenger is safely within their destination before leaving.

- OCTA requires seatbelts for all passengers and that all mobility devices/wheelchairs are secured. The driver will tie down wheelchairs and assist with seat belts, if necessary.

- Parent must provide Federally approved safety seats for children.

- Children under 12 must be accompanied by an adult.

- Seat belts must be worn at all times when riding in vehicles operated by OCTA.

**CHILD SAFETY**

Ohio law requires children between the ages of four (4) and fifteen (15) to be properly restrained by either a child seat, booster seat, or safety seat any time they are being transported by a motor vehicle. The child must be properly secured in accordance with the manufacturer’s instructions in a child restraint system that meets federal motor vehicle safety standards. Parents must supply the child restraint seat and ensure the child is properly secured.

**Weight and Height Specifics**

- If your child is under one (1) year and under 20 pounds, he must be in a rear-facing child seat.

- If your child is at least one (1) year old and weighs more than 20 pounds, he can ride in a forward-facing seat until he grows out of that seat.

- If your child weighs over 40 pounds, he or she must ride in a booster seat. Boosters properly position the seatbelt. Use a high-back booster if the car’s backseat is below the top of your child’s ears.

- Your child must use a booster seat until he or she is at least eight (8) years old and 4’9” tall.
GENERAL COMMENTS, SUGGESTIONS & COMPLAINTS (Including Title VI Complaints)  

OCTA 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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Ottawa County Transit Board, directly to the Ohio Department of Transportation or to the Federal Transit Administration. Procedures to file a complaint can be obtained by calling 888-898-7433. General comments, suggestions and complaints regarding OCTA’s service can be made by calling the Transit Director at 419-898-7433 or done anonymously on OCTA’s website at http://www.octapublictransit.org.

REQUESTED COURTESIES

At the time of scheduling trips, the reservationist will give the passenger a pick-up window of time. Passengers must be ready during that time window. Please be ready. Passengers should wait where they can observe the vehicle’s arrival and be seen by the driver.

Passengers are requested to limit carry-on packages to five (5). Drivers may assist passengers with packages but are not required to do so.

For comfort, safety and cleanliness of vehicles EATING, DRINKING, and SMOKING are NOT PERMITTED.
FIND OCTA ONLINE
More information, including up-to-date news, information, downloadable forms and documents can be found on OCTA's web site at www.octapublictransit.org.

OCTA is Governed by the OTTAWA COUNTY TRANSIT BOARD
Sue Lohr, Chairman
Stephanie Kowal
Mark Geldien
Jim Widmer
Joseph Majce, Vice Chairman
Chris Malfara
Charlie Scott

And funding for OCTA is provided by:
- The Federal Transit Administration
- The Ohio Department of Transportation
- The Ottawa County Commissioners
- Agency Contracts
- Passenger Fares

OCTA Complies with Title VI and Civil Rights Laws and Regulations.