



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

RIDER GUIDE

2026 Schedules & Fares



419-898-RIDE (7433)

or

1-888-898-RIDE (7433)

(TOLL-FREE OUTSIDE PORT CLINTON AREA)

Ohio Relay Service 1-800-750-0750

System information is available in alternative formats upon request.

OCTA SERVICE HOURS:

Monday - Friday: 5:00am to 9:00pm

Saturday: 6:00am to 9:00pm

Sunday: 7:00am to 5:00pm

Office Hours:

Monday - Friday: 7:00am to 5:00pm

Reservation Lines:

Monday - Friday: 7:00am to 5:00pm

www.octapublictransit.org

SERVICE AREA

OCTA provides specialized curb-to-curb transportation service within Ottawa County and to neighboring counties. All OCTA vehicles are handicapped accessible. Transportation service will be provided according to the following schedule:

Ottawa County

Monday - Friday (5:00am to 9:00pm)

Saturday (6:00am to 9:00pm)

Sunday (7:00am to 5:00pm)

Sandusky County

Clyde Monday, Wednesday and Friday (9:00am to 2:00pm)

Fremont Monday through Friday (6:00am to 4:00pm)

Green Springs Tuesday only (9:00am to 2:00pm)

Woodville Tuesday and Thursday (9:00am to 2:00pm)

Erie County

Castalia Monday through Friday (8:00am to 4:00pm)

Huron Tuesday and Thursday (9:00am to 2:00pm)

Milan Tuesday and Thursday (9:00am to 2:00pm)

Sandusky Monday through Friday (6:00am to 4:00pm)

Wood County

Northwood Monday, Wednesday and Friday (8:00am to 4:00pm)

Perrysburg Tuesday and Thursday (9:00am to 2:00pm)

Rossford Tuesday and Thursday (9:00am to 2:00pm)

Lucas County

Maumee Monday through Friday (8:00am to 4:00pm)

Oregon Monday through Friday (8:00am to 4:00pm)

Toledo Monday through Friday (8:00am to 4:00pm)

Huron County

Norwalk Tuesday and Thursday (9:00am to 2:00pm)

Bellevue

Monday, Wednesday and Friday (9:00am to 2:00pm)

****Please note it is recommended to schedule out-of-county trips 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 \$12.00 each.

IN-COUNTY RATES: \$4.00 one-way

Seniors over the age of 60 and **people with disabilities** are eligible for **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 - \$12.00 one-way

Erie/Sandusky/Wood Counties - \$ 6.00 one-way

*Out-of-county service is limited. Call our office for details.

2026 CALENDAR

OCTA is closed (or limited capacity) on the following days:

Thursday, January 1	New Year's Day	Closed
Monday, January 19	Martin Luther King Jr. Day	Closed
Monday, February 16	Presidents Day	Closed
Sunday, April 5	Easter Sunday	Closed
Monday, May 25	Memorial Day	Closed
Friday, June 19	Juneteenth	Closed
Friday, July 3	Independence Day Observed	Closed
Monday, September 7	Labor Day	Closed
Monday, October 12	Columbus Day	Closed
Wednesday, November 11	Veterans Day	Closed
Thursday, November 26	Thanksgiving	Closed
Friday, November 27		Open
Thursday, December 24	Christmas Eve	Closed
Friday, December 25	Christmas Day	Closed
Thursday, December 31	New Year's Eve	Open

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 in accordance with Ohio law.
- Children under 12 are free but must be accompanied by an adult.
- Seat belts must be worn at all times when riding in vehicles operated by OCTA.

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.

NEW! Trip requests are accepted in our office:

Monday through Friday 7:00 am to 5:00 pm

It is suggested a minimum of 24 hours is requested for in-county service and at least one (1) week for out-of-county service. We will attempt same-day trip requests, but availability is limited and not guaranteed. Trip requests can be made up to three (3) weeks in advance.

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 are needed.

ECOLANE APP FOR TRIPS

Download the free **Ecolane App** in the App Store or Google Play Store to view scheduled trip information, conveniently cancel trips, and get trip status updates.

Ask a reservationist to get signed up for a self-service account - all you need is an email address to get started.

Ask about text message alerts and automated voice reminders for your scheduled rides.



NEXT TRIP
Tue 12/18/2018 11:21 AM
11:06 AM - 11:36 AM
1 Court House | Ottawa County - 315 Madison St
Human Services | Ottawa County - 8043 State
Rte 163

OTHER UPCOMING TRIPS
Tue 12/18/2018 1:06 PM
Pick-up Windsor: 12:51 PM - 1:21 PM
Human Services | Ottawa County - 8043 State
Rte 163
Court House | Ottawa County - 315 Madison St

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 seven (7) 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.

DISRUPTIVE PASSENGER POLICY

The goal is to maintain the safety, security, and comfort of all passengers and employees, while ensuring compliance with the Americans with Disabilities Act (ADA) and Federal Transit Administration (FTA) requirements. Transit service provided by Ottawa County Transportation Agency (OCTA) is available to members of the public and/or specific segments of the population served by this agency, including individuals with disabilities, in accordance with federal and state laws. Passengers are expected to conduct themselves in a manner that does not interfere with the safe operation of the vehicle, the safety of others, or the delivery of transit services. Passengers may be subject to corrective action, up to and including suspension of service, if their behavior is violent, seriously disruptive, or illegal.

Disruptive Behavior as related to this policy includes actions that interfere with the safe and orderly operation of Ottawa County Transportation Agency. These actions include, but are not limited to:

- Physical violence or threats toward passengers or employees.
- Harassment, intimidation, or discriminatory behavior.
- Actions that prevent the driver from safely operating the vehicle.
- Destruction or defacement of transit property.
- Behavior that creates an unsafe or hostile environment.

Passengers must:

- Follow operator instructions at all times.
- Remain seated with a safety belt while the vehicle is in motion.
- Maintain personal hygiene that does not unreasonably interfere with other passengers' use of the service.
- Refrain from using abusive, obscene, or threatening language.
- Avoid loud, unruly, or physically aggressive behavior.

ADA Considerations

Disability-Related Behavior is defined as actions that may be related to a passenger's disability or medical condition. Service will not be refused solely because an individual's disability results in appearance, involuntary behavior, or communication difficulties. If disruptive behavior is the direct result of a disability, the agency will explore reasonable modifications or alternative strategies before considering suspension. ADA guidelines state that service may be denied if an individual poses a "direct threat" to the health or safety of others that cannot be eliminated by a modification of policies, practices, or procedures.

Corrective Actions

Depending on the severity and frequency of the behavior the following actions may be taken:

- Verbal Warning: The operator informs the passenger of the specific behavior and the need to stop.
- Refusal of Service for Trip: If behavior continues and poses safety risks.
- Written Notice / Suspension: For repeated or severe incidents, a suspension of service may be issued, subject to the appeal process.
- Law Enforcement Involvement: For illegal acts, immediate threats, or violence.

DISRUPTIVE POLICY PASSENGER (CONTINUED)

Suspension Process

1. Written Notice: A letter will be provided to the passenger (and, if applicable, their guardian or advocate) describing the specific incident(s) leading to suspension, the duration of suspension, and the passenger's appeal rights.
2. Appeal Rights: Passengers have the right to appeal within 10 business days of the notice. Service will continue during the appeal process unless there is an ongoing direct threat. Written notice of a final decision will be issued.
3. Reinstatement: Passengers may be reinstated earlier if they demonstrate that the disruptive behavior has been addressed.

Note: Suspensions will be established for a "reasonable amount of time" based on the severity of the issue. No warning is required if a passenger's behavior is destructive, violent, or threatens the life of anyone on board the OCTA vehicle.

Operator Responsibilities

Operators are to remain professional and avoid escalating situations. They shall document the incident with time, date, location, passenger name (if known), and details of behavior and report the incident to the Operations Manager and/or Director immediately.

REQUESTED COURTESIES

At the time of scheduling trips, the reservationist will give the passenger a 30-minute pickup window. Passengers must be ready during that window of time. Passengers should wait where they can observe the vehicle's arrival, and be seen by the driver.

When scheduling trips for employment or appointments, please consider the time needed to get from the drop-off point to your destination. We suggest requesting a drop-off at least 15 minutes prior to your appointment or clock-in time. Passengers are requested to limit carry-on packages/bags to five (5), or whatever can be managed comfortably by the passenger. Drivers may assist passengers with packages/bags, but are not required to do so. For the comfort, safety, and cleanliness of vehicles eating, drinking, and smoking are not permitted.

Please be sure driveways and sidewalks are clear of obstructions.

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>. OCTA operates in compliance with the ADA Act and does not discriminate on the basis of a disability. If you feel you have been discriminated against you may file an ADA complaint. To file an ADA Complaint, Contact the Director at 419-898-7433 or visit our office.

OCTA attempts to honor reasonable modification requests, please contact us at 419-898-7433 to request a reasonable modification.

OCTA is Governed by the OTTAWA COUNTY TRANSIT BOARD

Sue Lohr, Chairman	Kristen Gerwin
Stephanie Kowal, Vice Chair	Charlie Scott
Mark Geldien	
Nikki Adams	

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.

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.



275 N. Toussaint South
Oak Harbor, OH 43449

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Ohio Relay Service: **1-800-750-0750**