

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 complies with Title VI of the Civil Rights Act and with all Americans with Disabilities Act (ADA) 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.

Rules of the Ride

- **Put on your seat belt** as soon as you are seated in the vehicle.
- **Smoking, eating, or drinking** is not permitted on any STS vehicle.
- **You may use an audio player** as long as playback is through headphones.
- **If you plan to transport an animal**, please notify dispatch when you make your reservation. All animals must be on a leash or in a pet carrier.
- **Tobacco, alcohol, drugs & unlawful weapons** are prohibited on all STS property (unless allowed by state law).
- **STS buses are community spaces.** Treat everyone around you with kindness and respect.

Complaints

Complaints (including Title VI and ADA) 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.

Contacts & Comments

For comments, complaints (including Title VI & ADA complaints) or suggestions, please contact:

Transit Administrator
Sandusky Transit System
240 Columbus Avenue
Sandusky, OH 44870

Email: info@SanduskyTransit.com
Phone: 419.621.8462
Fax: 419.626.0482



SANDUSKY TRANSIT SYSTEM

RIDER GUIDE & MAP



419.627.0740

Toll Free 1.855.612.5176
Ohio Relay Service 1.800.750.0750

Route information available
on Google Maps and the Transit App



1230 N. Depot Street
Sandusky, OH 44870

sanduskytransit.com
@sanduskytransit



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 3/4 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 sanduskytransit.com.

Car seats are not provided. If your child requires a car seat, you must provide one.

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 for up to 30 days.

Assistance

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.

Tickets

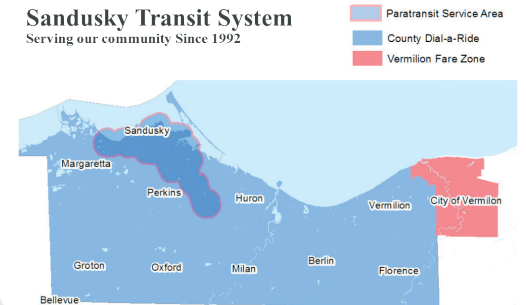
Tickets for Dial-A-Ride/Paratransit may be purchased at:
City of Sandusky
Customer Accounting Office
240 Columbus Avenue
Sandusky, OH 44870

Dial-A-Ride Hours

Monday - Saturday 6:00 a.m. - 10:00 p.m. (No Sunday Service)
Scheduling Trips: Monday - Friday 8:00 a.m. - 4:00 p.m.

ADA Paratransit Service Hours

7 days a week - 5:00 a.m. - 12:00 a.m.
Scheduling Trips: 419.627.0740; Monday - Friday 8:00 a.m. - 4:00 p.m.



STS (FIXED ROUTE)

STS offers a fixed-route bus service. Drivers will only stop at marked bus stops. Please wait for the bus at a sign or a shelter.

During Your STS Trip

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.

Leaving The Bus

Signal 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.

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), follow us on Facebook or Twitter, or call STS dispatch if in doubt.

RIDER MAP

GOOGLE TRANSIT ONLINE
 Go to google.com/transit or download the Google Maps App. Enter your "From" and "To" for bus routes, travel time and cost. It's that easy!

TRANSIT MOBILE APP
 Download this App to enter a destination and find the STS routes closest to you. Follow the bus as it travels so you'll never miss a pickup.

SEE INSET BELOW FOR YELLOW AND ORANGE LINES

