



## Before you ride with us

### WHILE ON THE BUS PLEASE REMEMBER:

- All riders **MUST** wear seat belts.
- Good manners and courtesy are the rule.
- No disruptive behavior or foul language.
- Be considerate to others with your packages (no bulky items).
- Riders must carry their own packages.
- No smoking, eating, and/or drinking on bus.
- Keep valuables secure.
- If any of these are violated, the rider may be suspended.

**HOLIDAYS:** WRS observes all HHWP CAC holidays. A list of upcoming holidays is posted in each bus and is available upon request.

**CHILD TRANSPORTATION:** Children age 8 and under may ride for free with an adult. Child car seats must be provided by the adult.

**SERVICE ANIMAL POLICY:** The ADA defines a service animal as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability. Rider must have direct control of service animal at all times.

## TITLE VI & ADA STATEMENT

Wyandot Ride Service complies with Title VI and Civil Rights Laws and Regulations to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act.

WRS operates in compliance with Title II of the ADA Act and does not discriminate non the basis of disability. For more information on WRS Title VI and ADA procedures or to file any complaint, contact HHWP Transportation Director Jamie Baker at 419-423-7261 or visit our office at 440 Scott Ave., Findlay, OH 45840 during office hours.

## REASONABLE MODIFICATIONS

Individuals needing service accommodation or modification must notify WRS of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact HATS at 419-423-7261. Attempts will be made to honor all reasonable modification requests.



OHIO DEPARTMENT OF  
TRANSPORTATION

WRS is funded in part by the Federal Transit Administration, Ohio Department of Transportation, community partners and contributions.

# WYANDOT RIDE SERVICE

Public Transportation

**419-731-0019**

## Our Mission

To provide safe public transportation services and help Hancock County residents to maintain independence & meet daily needs.

### Service Hours

**Monday through Friday**

**First Pick up: 7:15 a.m.**

**Last drop off: 5 p.m.**

**Closed Saturday & Sunday**

**Office Address: 440 Scott Avenue**

**Findlay, Ohio 45840**

**Phone: (419) 423-7261**

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

**Office Hours: Mon.-Fri. 8 a.m.-4:30 p.m.**

A program operated by the HHWP  
Community Action Commission





# Making a reservation

Please call 419-731-0019 between 8 am - 4:30 pm Monday - Friday.

You can call for same day service or up to two weeks in advance of your trip request based upon availability.

WRS is public transportation and trips are on a first come, first serve basis. Tell the scheduler the pick up location, date, time and destination of your trip.

You will have a 30-minute window for your pick up and your return.

## Voicemail

Please leave your name, phone number, and trip details. Voicemail messages will be returned in the order they are received by the next business day.

## Elderly / Disabled Discount Fares

Riders who qualify with an approved application and are 65 & older or a person of any age with proof of disability may qualify for a discounted fare of half the regular fare, funded by ODOT and HHWP CAC.

Call our office to request an application or download a copy on our website at [hhwpcac.org](http://hhwpcac.org).

## Personal care attendants

Personal care attendants may ride free with passengers. Please let the scheduler know an escort will be riding when making a reservation. Portable oxygen tanks

Passengers requiring portable oxygen tanks are permitted to use the service.

## Other important policies

### Cancellation/ No-show Policy

To cancel your trip and avoid being registered as a no-show, call 419-731-0031 at least two hours before your scheduled pick up. Riders with excessive no shows are subject to suspension from the service. The WRS no show policy is available upon request.

### Weather Cancellations

Cancellations will be announced on our Facebook page @WyandotRides as well as WKXA and WFIN radio stations. If the CAC closes during the workday due to weather, WRS will close and no return trips will be provided. County and contract out of county trips may be canceled if weather conditions are unsafe.

### Service requests

WRS is a curb-to-curb service. Door-to-door service is available upon request when making a reservation.

## Fare Rates

**In City:** \$2 per trip Includes trips with a pick up and/or drop off in the city limits of Upper Sandusky and Carey. An additional \$1 fee will be added to same-day reservations.

**In County:** \$3 per trip Includes trips with a pick up and/or drop off within Wyandot County but outside of the city limits of Upper Sandusky and Carey.

Please note when paying cash for fares you must provide exact change as our drivers cannot make change.

## E-PASSES

Our E-Pass system makes paying and boarding the bus quick and easy. Call our Findlay office at 419-423-7261 for information on purchasing an Epass.

**Contacts:** For comments, complaints (including Title VI, or ADA complaints) and suggestions, or brochure information in an alternate format, contact HHWP Director of Transportation Jamie Baker at 419-423-7261

**Brochure updated: 03-09-23**