

How To Ride The Bus

Plan Your Trip: Decide where you want to go and check Laketrans System Map to see which route(s) travel closest to your origin and destination.

You will want to view or download the individual schedule for a detailed look at the route map and timetable for each route. Schedules are available at local libraries or Great Lakes Mall.

Check the timetable for the bus arrival time at your destination, then work backwards to the time you need to board at your origin or transfer point.

Board the Bus and Pay Your Fare: When boarding Laketrans you should always have your bus fare ready. The fare box will accept cash, coin, tickets and Laketrans Smartcard.

You can use cash of any denomination up to a \$20 dollar bill. Fare boxes do not return change in cash. You will be issued a Change Card that will be used for future fares. Change Cards can be used on all Laketrans routes and Dial-a-Ride.

If you need a transfer, please ask the driver when boarding.

Departing From the Bus: As you approach your stop, gently pull the stop cord or button to alert the driver of your bus stop. Do not leave your seat until the bus comes to a complete stop.

Do not cross the street in front of the bus. Remain on the curb until the bus has departed and find a crosswalk to safely cross the street.

Ride Guides

Along Routes 1-6, you will find Ride Guides attached to many of the bus stops. Ride Guides provide point-of-use information including a color-coded map and timetable, fare information and how to use the on-board bike racks.



Travel Training

Laketrans offers a free self-paced Travel Training program where an individual or small group can learn to ride Laketrans to destinations specific to his/her needs.

Travel Training teaches you how to plan trips, make reservations, transfer routes, pay your fare and understand services for people with disabilities. All trainings include an on-board bus trip accompanied by a Travel Trainer.

Travel Training is ideal for non-drivers, seniors, youth, people with disabilities, health and human service agency staff and anyone looking to save on the cost of transportation.

For more information or to schedule Travel Training, call 440.350.1012 or outreach@laketrans.com.

Fixed Route Fares

Local Fixed Route (Routes 1-6)

Traveling major corridors in Lake County
 Regular Fare\$1.75
 Senior/Disabled\$0.75
 Must show Golden Buckeye, Medicare, ADA, or Reduced Fare Card for Student with Disabilities for discounted fare.
 Children (2 thru 12 years).....\$0.75
 Children under 2 yearsFree
 All strollers must be folded while on-board Laketrans
 TransferFree

Commuter Express (Routes 10-14)

Service to downtown Cleveland Monday-Friday
 Regular Fare\$3.75
 31-Day Ticket\$135.00
 Activates on first day of use; expires 31 days later
 10-Ride Full Fare Ticket.....\$37.50
 10-Ride Cleveland Student Ticket\$15.00
 Valid with any Cleveland-based student ID. CSU students must have current U-Pass sticker
 Transfer (to/from RTA)Free

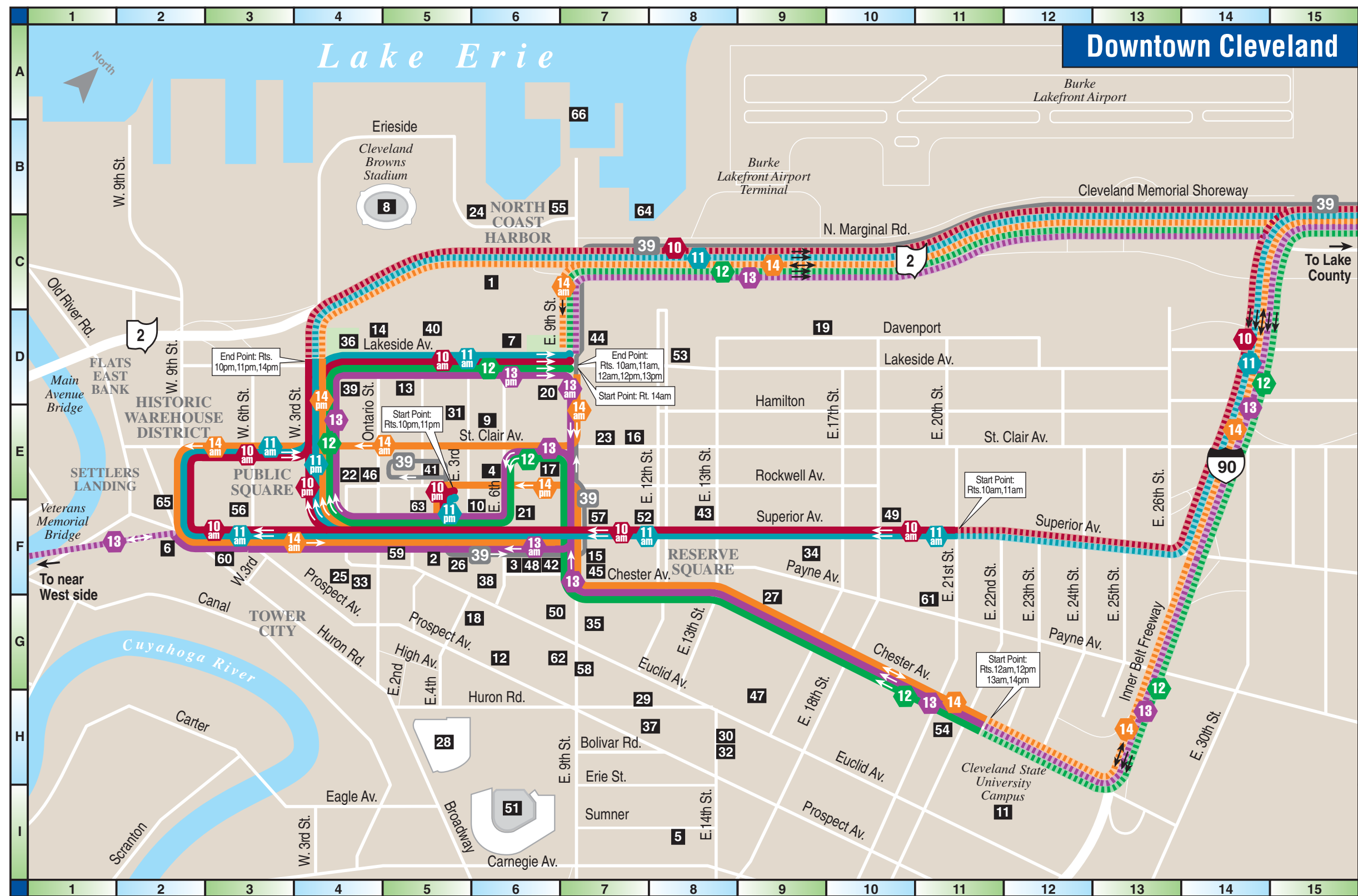


Dial-a-Ride Fares

Door-to-door service by reservation

In-county
 Regular Fare\$10.00
 Senior/Disabled\$2.50
 Must show Golden Buckeye, Medicare, ADA, or Reduced Fare Card for Student with Disabilities for discounted fare
 Children (2 thru 12 years).....\$2.50
 Children under 2 yearsFree

Out-of-County
 Cuyahoga County Medical Service
 Regular Fare\$20.00
 Senior/Disabled\$5.00
 Must show Golden Buckeye, Medicare, ADA, or Reduced Fare Card for Student with Disabilities for discounted fare
 Children (2 thru 12 years).....\$5.00
 Children under 2 yearsFree



Points of Interest					
1	Amtrak StationC-6	36	Huntington ParkD-4
2	B.P. America BuildingF-5	37	Huron Road MallH-8
3	Bank OneF-6	38	Hyatt/ArcadeF-6
4	Board of EducationE-6	39	Justice CenterD-4
5	Capital UniversityI-8	40	Mall CD-5
6	Carl B. Stokes US Federal Courthouse	F-2	41	Marriott Key CenterE-5
7	City HallD-6	42	McDonald BuildingF-6
8	Cleveland Browns StadiumB-5	43	North Coast Ohio AreawideF-8
9	Cleveland Convention CenterE-6	44	Coordinating AgencyF-8
10	Cleveland Public LibraryF-5	45	North PointD-7
11	Cleveland State University CampusI-11	46	Ohio Savings PlazaF-7
12	Colonial ArcadeG-6	47	Old Stone ChurchE-4
13	County Administration BuildingD-5	48	Playhouse Square (Allen, Ohio State, Palace Theaters)H-9
14	County Court HouseD-4	49	Perry-Payne BuildingF-6
15	East Ohio BuildingF-7	50	Plain DealerF-10
16	Eriview BuildingE-7	51	PNCG-6
17	Eriview PlazaE-6	52	Progressive FieldI-6
18	Euclid ArcadeG-6	53	Provident BankF-7
19	FBI BuildingD-9	54	Public Utilities BuildingD-8
20	Federal BuildingD-6	55	Rhodes TowerH-11
21	Federal Reserve BankF-6	56	Rock & Roll Hall of FameB-6
22	55 Public SquareE-4	57	Rockefeller BuildingF-3
23	GalleriaE-7	58	St. John's CathedralF-7
24	Great Lakes Science MuseumB-6	59	Society RotundaG-7
25	GCRTA Rapid Transit to AirportF-4	60	Soldiers & Sailors MonumentF-5
26	GCRTA Customer Service CenterF-5	61	State Office TowerF-3
27	Ground Bus TerminalG-9	62	Third District Police StationG-11
28	Gund ArenaH-5	63	Trans Ohio TowerG-7
29	Halle BuildingH-7	64	U.S. Court HouseF-5
30	Hanna BuildingH-8	65	U.S.S. Coast GuardB-7
31	Hanna Fountains MallE-5	66	Western Reserve BuildingF-2
32	Hanna TheaterH-8		William G. Mather MuseumA-7
33	Higbee BuildingF-4			
34	Human Services BuildingF-9			
35	Huntington BuildingG-7			

Legend					
	Street		Bus Route		Park-n-Ride
	State Highway		Non-Stop Route		Hospital
	U.S. Highway		GCRTA Route		Landmark
	Interstate				Refer to corresponding number in Point of Interest listing for name of landmark

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LAKETRAN
555 Lakeshore Blvd.
Painesville, OH 44077

Effective January 2011 \$2.00

SYSTEM MAP

Madison
Painesville Township
Mentor
Willoughby
Wickliffe
Eastlake
Willoughby Hills

For bus information and schedules call:
1-888-LAKETRAN
Or visit us online at:
www.laketrans.com

Welcome Aboard!

LAKETRAN is ready to serve your transportation needs better than ever before. With our convenient routes and schedules, buses are available minutes from your door in almost any part of the area. With the information in this brochure, you'll be an expert rider in just a short time!



Medicaid Non-Emergency Transportation (NET program)

Transportation for your medical trips on Dial-a-Ride may be paid for if you receive Medicaid. To apply for Medicaid NET, call Lake County Job & Family Services at 440.350.4366. Job & Family Service must approve all Medicaid trips before you can ride for free.

Reservations/Cancellations

Dial-a-Ride reservations are required 2 to 10 business days in advance of your trip.
 Reservations: 440.354.6100
 440.942.1300
 440.428.2460
 1.888.LAKETRAN (525.3872)
 TDD: 800.560.DEAF (3323)

To cancel a reservation, you must call Laketrans at least 2 hours prior to the end of your pick-up window. Call the Cancellation Line at 440.350.1099 or toll free 1.888.585.3872 (1.888.LAKETRAN).

No-Show Policy

A No-Show is a passenger who has a reservation and does not take the ride or cancels less than two hours prior to the end of their pick-up window.
 • In a No-Show situation, the return trip is automatically cancelled.
 • Repeated No-Show incidents may result in the loss of service.

Pre-Paid Fare Options

The fare box will accept cash, coin, tickets and Laketrans Smart Card. To purchase Smart Cards or Laketrans tickets visit www.laketrans.com or order by phone at 440.350.1000 with a VISA or MasterCard. Orders are shipped out via US mail within 1 to 3 business days after receipt of order. Please allow sufficient time for US mail delivery.

Smart Card - Reloadable. Replaceable. Remarkable.

Purchase a Smart Card with a minimum pre-loaded value of \$25. Use it on Fixed Routes, Commuter Express

or Dial-a-Ride - or even on all three! The card stores monetary value so it can be used on multiple services. You can check the balance of your Smart Card anytime on-board.

• Reloadable. To recharge your card, let the driver know you want to add value to your card and insert coins and/or bills in any combination to store up to \$200 on your Smart Card (fare boxes can accept up to a \$20 bill).

• Replaceable. When you initially purchase your card, you can purchase Smart Card Protection for only \$5. This protection registers your card with Laketrans. Should your card become lost or stolen, call Laketrans immediately and we can deactivate the card and replace your Smart Card with the balance it had when reported missing.

• Remarkable. To use the card, simply tap the target face-down to the same image on the fare box. Your fare is automatically deducted!

Value Card

Tickets loaded with \$5 to \$50.
 • Value Cards work like Smart Cards but are not reloadable or replaceable.
 • Value Cards are dipped into the fare box each time you board and the fare is deducted. The remaining balance is printed on the card.

College Services

Lakeland Community College
 Students swipe their valid Lakeland College ID for free unlimited rides on Routes 1-6 and Route 11 when traveling between Madison Park-n-Ride and Lakeland College. Routes 1, 2, 3, and 6 stop at the Laketrans shelter on Clocktower Circle.

Lake Erie College

Students, faculty and staff show a valid Lake Erie College ID with current U-pass sticker for free unlimited rides on Routes 1-6. Route 1 travels directly in front of Lake Erie College along Mentor Avenue.

Bryant & Stratton College - Lake County Campus

Students show a valid Bryant & Stratton ID with the current U-Pass sticker for free unlimited rides on Routes 1-6. Route 6 stops at the Laketrans Transit Center adjacent to the campus at Classic Park.

Cleveland Area Students

Cleveland area students receive a discount on Routes 10-14 with a valid student ID. Students must purchase a discounted 10-Ride Student Commuter Ticket for \$15. CSU students must have a current GCRTA U-Pass sticker.

Americans With Disabilities Act (ADA) Service

ADA service provides complementary door-to-door service for people with disabilities who cannot access fixed route transportation. You may qualify for next day service. To qualify you must request an ADA application at 440.350.1000.

Local Fixed Route Connections

Route 1: Red Line-Mentor Ave. Route 2, 3, 6 At Great Lakes Mall Route 2 To Euclid (E. 276th to RTA) Route 3 To north Mentor and north Willoughby Route 4, 5 At County Admin. Bldg. Route 4 To Madison Route 5 To Fairport Harbor	Route 4: Pink Line-Madison Route 1, 5 At County Admin. Bldg. Route 1 To Great Lakes Mall and Lakeland College Route 2, 3, 6 At Great Lakes Mall
Route 2: Blue Line-Euclid Ave. Route 1, 3, 6 At Great Lakes Mall Route 1 To Painesville Route 1, then 5 To Fairport Harbor Route 1, then 4 To Madison Route 3 At Wickliffe Park-n-Ride Route 2 becomes Route 3, no transfer needed	Route 5: Purple Line-Painesville/Fairport Route 1, 4 At County Admin. Bldg. Route 1 To Great Lakes Mall and Lakeland College Route 2, 3, 6 At Great Lakes Mall
Route 3: Green Line-Lakeshore Blvd. Route 1, 2, 6 At Great Lakes Mall Route 1 To Painesville Route 1, then 5 To Fairport Harbor Route 1, then 4 To Madison Route 2 At Wickliffe Park-n-Ride, Route 3 becomes Route 2, no transfer needed	Route 6: Gold Line-Vine St. Route 1, 2, 3 At Great Lakes Mall Route 3 At Shoregate Route 1 To Painesville Route 1, then 5 To Fairport Harbor Route 1, then 4 To Madison Route 3 To north Mentor and north Willoughby
GCRTA Local Route Connections Route 2 RTA #28 at E. 276th Route 3, 6 RTA #39 at Shoregate, Route 6 RTA #94 at the Shops of Willoughby Hills (just west of Giant Eagle)	

ADA Access

- All Laketrans buses are accessible for most wheelchairs.
- All Dial-a-Ride buses carry wheelchairs to assist when needed.
- All service animals are welcome.
- Laketrans has telecommunications device for the hearing impaired. Dial 1.800.560.DEAF (3323).

Rack-n-Roll

In-county Routes 1-6 are equipped with bike racks. Each rack can hold up to two bicycles. The loading and unloading of the bicycle on and off of the bike rack is the responsibility of the bike rider. Drivers may not assist.

Before Loading Your Bike

- Have your bike ready to load before the bus arrives.
- Remove loose items that might fall off (bottles, locks, pumps).
- Let the driver know you plan to load your bike onto the bus rack.
- For safety reasons, load and unload bikes from the curbside.

To Load Your Bike

- With one hand, hold your bike. Using your other hand, release and pull down the bike rack.
- Lift bike onto the rack. Place front and rear wheels into labeled slots. If rack is empty, use the closest slot.
- Raise support arm and allow it to rest on top of the front tire (not the fender or frame).

To Unload Your Bike

- Prior to your stop, tell the driver you want to unload your bike.
- Raise support arm holding your wheel in place. Move the support arm down and out of the way.

- Lift your bike out of the rack.
- If there is no other bike on the rack, fold up the bike rack.
- Signal to the bus driver that you are finished and clear of the vehicle.

What if the Bike Rack is Full?

All Laketrans buses on in-county fixed routes have bike racks. Only two bikes can be carried at any one time. If the carrier is full customers will have to wait for another bus.

Please Note

The loading and unloading of your bike is your responsibility. Laketrans drivers will not be held liable for any damage due to any accidents or incidents.

Get Involved with Laketrans

Laketrans offers many ways for citizens to be engaged in public transportation and help improve the service provided to Lake County.

Laketrans Ambassadors

Ambassadors are volunteers who promote public transportation in the community by assisting first-time riders or helping at community events.
 Contact: outreach@laketrans.com or 440.350.1012

Laketrans Passenger Advisory Committee (LPAC)

LPAC is a committee of Laketrans riders or those involved in the provision of transportation for seniors or people with disabilities. LPAC provides input on day-to-day service and advocates for public transportation. LPAC meets six to ten times a year.
 Contact: lpac@laketrans.com or 440.350.1012

Visit our website at www.laketrans.com

Transit Partners

Laketrans passengers may transfer to the following transit systems FREE:
Greater Cleveland RTA216-566-5227
www.rideRTA.com

Akron Metro Transit800-227-9905
www.akronmetro.org

Lorain County Transit440-233-7868
www.loraincountyttransit.com

Brunswick Transit330-273-5855
www.brunswick.oh.us/BTA.htm

Medina County Transit330-723-9670
www.ridemedinaco.org

Other transit systems Laketrans connects with are:
Geauga County Transit888-287-7190
www.geaugatransit.org

Ashtabula County Transit800-445-4140
www.co.ashtabula.oh.us/jfs/ACTSINFO.htm

Airport and Amtrak Service
 Have someone drop you off at any of Laketrans' Park-n-Ride lots. Take any of Laketrans' Commuter Express buses to Public Square in Cleveland. Proceed to the lower level of Tower City and transfer to RTA's Red Line to the Airport for free. Vehicles may NOT remain overnight in any Laketrans Park-n-Ride lot without written permission of the Laketrans Management.

Amtrak800-USA-RAIL

Rules of the Road

- We ask that our passengers treat each other and the drivers with courtesy and respect.
- Please keep cell phone conversations to a minimum and speak quietly.
- Several seats in the front of all buses are reserved for seniors and persons with disabilities. These seats MUST be vacated if needed by a senior or disabled person.
- Small children and infants MUST be removed from strollers when on the bus. Strollers must be collapsed and the child(ren) held by the adult traveling with them.
- No smoking
- No eating
- No drinking
- No profane language

All Laketrans buses are equipped with security cameras for the safety of all passengers and the community.