

LAKETRAN DIAL-A-RIDE LAKE COUNTY

Our Mission

Laketrans is committed to providing quality transportation service to all Lake County residents with a special emphasis on meeting the transportation needs of senior citizens and people with disabilities.



Title IV of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin. If you feel that you have been discriminated against, you must file a written complaint with Laketrans within 180 days of the alleged discrimination.



**THINK
LAKETRAN**

888.LAKETRAN WWW.LAKETRAN.COM
P.O. BOX 158 GRAND RIVER, OH 44045



**THINK
LAKETRAN**

Where Dial-a-Ride Can Take You

Dial-a-Ride Fare Schedule

Anywhere in Lake County

- Work
- Libraries
- Shopping centers
- Restaurants
- Local colleges
- Medical facilities
- YMCA or recreation
- Grocery stores
- Parks
- To the home of a friend or family member

Hours of Operation

Monday-Friday

6:00 a.m. to 7:00 p.m.

Reservation call center hours

Monday-Friday

6:30 a.m. to 6:30 p.m.

Reservation phone numbers

440.942.1300

440.354.6100

440.428.2460

or 1-888-LAKETRAN (888.525.3872)

TDD: 1.800.560.3323.

Cancellation phone number

440.350.1099

In Lake County

Standard Fare	\$10.00 each way
Reduced Fare	\$2.50 each way
Children 2-12 years	\$2.50 each way

All fares must be paid in exact change.

Reduced Fare

Seniors and citizens with disabilities may be eligible for a reduced fare if you have a Golden Buckeye or Medicare card. To find a Golden Buckeye application site near you, dial 1.800.422.1976.

Make Life Easier: Use 10-Ride Fare Tickets



Standard Fare Ticket

\$100.00 ticket good for ten (10) standard fare rides.



Reduced Fare Ticket

\$25.00 ticket good for ten (10) reduced fare rides.

How to Order 10-Ride Tickets

- **Online:** www.laketrans.com
Laketrans accepts Mastercard & Visa.
- **By U.S. Mail:** Send a written request & check payable to Laketrans, P.O. Box 158, Grand River, Ohio, 44045.
- **By phone:** Call 440.350.1000 to order by phone with your Mastercard or Visa.



General Guidelines

Make Your Reservation

Driver Assistance

Drivers Do:

- DO assist passengers from their pick-up door to their bus seat and to the door of their destination.
- DO maneuver a wheelchair or walker over one step/curb.
- DO 4-point tie-downs of any size wheelchair including motorized or manual wheelchairs and motorized scooters.
- DO assist with a limited number and size of bags, packages or carry-on items.

Drivers Do Not:

- DO NOT give change for fares.
- DO NOT maneuver a wheelchair up or down more than one step.
- DO NOT assist passengers inside private homes.

Bus Rules

- Fares must be paid when boarding. Exact fare is required.
- No eating, drinking, smoking, profanity, or radios.
- No animals other than service animals.
- Front seats are reserved for elderly and people with disabilities.
- Passengers are encouraged to use seat belts provided on Dial-a-Ride vehicles.
- Passengers must be ready to board upon arrival of the bus. Drivers can not delay more than 5 minutes if a passenger is not ready.

Steps to Make your Reservation

1. Gather the information needed to make a reservation 2-10 business days in advance of your trip.
2. Call Laketran at:
440.942.1300
440.354.6100
440.428.2460
1.888.LAKETRAN (888.525.3872)
Customer Services Representatives are available Monday-Friday from 6:30 a.m. to 6:30 p.m.
3. Write down your pick-up window times given by the Customer Service Representative.
4. Ask your Customer Service Representative to repeat your reservation details back to you.
5. Be ready to board the bus at the beginning of your pick-up window. Drivers may not wait more than 5 minutes for passengers.

Americans with Disabilities Act (ADA)

- You may qualify for 24 hour scheduling and a special next day service. You simply need to fill out an application. ADA applications are available by calling 888.525.3872.
- Laketran has a Telecommunications Device for the hearing impaired.
Dial **1.800.560.DEAF (3323)**.



Information You Need to Make a Reservation

Cancellation Line

Name _____

Home address _____

City _____ Zip _____

Home phone _____

Date(s) of travel _____

Destination address _____

Time you need to arrive _____

How many others will travel with you? _____

Do you have any special needs? _____

For medical appointments

Doctor's name _____

Office Address _____

Room or building number _____

Doctor's phone number _____

Please inform the Customer Service Representative of any discounts you receive through your Golden Buckeye/Medicare card, Medicaid or service agency or if an attendant will be traveling with you.

To cancel a reservation, you must call Laketran 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).

Please leave the following information after the recording:

- The name of the person whose trip is being cancelled
- Date of the trip you want to cancel
- The time(s) of the trip you are cancelling
- A phone number where you can be reached



A cancellation made less than two hours before your pick-up window ends will be counted as a no-show.

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.

The no-show policy for Laketran states the fourth time a passenger is a no-show in a 30 day period, the passenger will lose the use of Dial-a-Ride services for one month. **A passenger will receive a notice by mail before service is suspended. In a no-show situation, the return trip is immediately cancelled.**