

RIDER COURTESY

◆Carroll County Transit *requires* all passengers to put your seat belt on as soon as you are seated.

◆Be polite and courteous to others and respectful of county property and this includes no smoking, eating, or drinking on any CCT vehicle.

◆Drivers will assist as needed, but are required to stay within eyesight of the vehicle at all times for safety and security reasons.

◆Unscheduled pickup times (e.g., return trips from grocery store, beauty shop, etc.) may require longer than 30-minute wait periods. Please call the office for additional assistance.

◆**Ridership privileges** – Based on severity of the offense as determined by the governing board, anything from a written warning to an immediate suspension of riding privileges may be issued if any of the below occur:

1. Physically harming a passenger, driver, service provider and/or staff person.
2. Threatening passengers or staff with bodily harm on a transit vehicle or on the telephone.
3. Intentionally damaging a transit vehicle or transit property in any manner.
4. Smoking, eating or drinking on a transit vehicle.
5. Refusing to wear a seatbelt.
6. Having three (3) no-shows within a thirty (30) day period.
7. Excessively using profanity or language which is upsetting and disruptive to other passengers or staff.

Following a complete investigation of any of the incidents above, further action may be taken, up to and including a permanent loss of riding privileges. The rider may appeal the decision of the service provider and present his/her case to the governing body of the transit system within 10 days of the notification of action”.

FARES

(For a One-Way Trip)

Within Carrollton Village Limits	\$3.50
Within Carroll County	\$5.50
Out-of-County**	\$8.50
Extra Stops	\$1.00

Same day service - \$1.00 additional per one way trip based on availability.

**any trip over 40 miles one-way will be charged an additional \$.35 per mile

**an additional \$10/hour will be charged if the driver is needed to wait longer than one (1) hour and fifteen (15) minutes for passengers. i.e., extended shopping trips etc.

**Rides that originate out of county and transport to Carroll County will be charged \$15/one way

◆Children under 5 ride FREE with adult

◆Payments made upon pick-up, unless prior arrangements have been made with the office

◆Exact change required - overpayment applied to account unless passenger states it is a donation

◆Personal Care Attendants to the elderly/disabled needing assistance - No Charge

Hours of Operation

6:00 a.m. – 6:00 p.m. Monday thru Friday
Voicemail messages may be left after hours for cancellations only.

Except:

New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, July 4th, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day & Day After, Christmas Day.

Carroll County Transit Mission Statement

Carroll County Transit endeavors to provide a safe and efficient method of transportation to anyone desiring to use this service.



Revision date 02/02/2023

CARROLL COUNTY TRANSIT

**2205 Commerce Drive,
P.O. Box 185
Carrollton, Ohio 44615
Dispatch: 330-627-1900
Fax: 330-627-1088**

◆**Carroll County Transit** is a demand responsive, origin to destination, advanced reservations, shared ride transportation service that is provided for Carroll County.

◆**Carroll County Transit** is open to the general public including persons with disabilities.

◆**Carroll County Transit** vehicles are wheelchair accessible.

◆**Carroll County Transit** has no restrictions on the purpose or number of trips which may be taken on a time-and-space available basis. Riders are required to share the vehicle with other riders who are traveling at the same time in the same direction.

◆**Carroll County Transit** service is administered by the Carroll County Commissioners and funded in part by Carroll County, Contract Services, the Ohio Department of Transportation, Federal Transit Administration and complies with Title VI and Civil Rights Laws and Regulations.

➔ **RESERVATIONS** Trip requests are accepted during operating hours between 6:00 am and 6:00 pm on weekdays. Trip requests should be made at least 24 hours in advance. Trips may be scheduled up to 365 days (1 year) in advance. Reservations are not accepted outside regular business hours. To arrange a ride, contact Carroll County Transit dispatch service at **330-627-1900**. Furnish your name, the time of your desired arrival, place you wish to be picked up at, the exact address of your destination, the approximate time of your return trip, and whether you will require special assistance.

➔ **PICKUPS** Passengers should be ready at their scheduled pickup time to avoid delays for other passengers. Passengers must be ready to be picked up fifteen (15) minutes before and after their scheduled pickup time. Passengers should wait where they can observe the vehicle's arrival and be seen by the driver.

➔ **NO-SHOWS** The passenger must be on time to avoid delays to other passengers. If a passenger fails to keep a trip appointment, cancels after the two (2) hour window prior to the scheduled pick-up time on the day of the scheduled pickup time, or is more than five (5) minutes late, he/she will be considered a "no-show" regardless of whether the trip was made or not. No Show Passengers will be required to pay half of the cost of the entire trip prior to their next scheduled trip. Progressive Action will be enforced for No Shows which include the following: 1st No Show within a 30-day period is a verbal warning; 2nd no show within a 30-day period is a written warning; 3rd no show within a 30-day period is 1 ride suspension.

➔ **CANCELLATIONS** Trips may be cancelled any time by contacting the dispatch office at 330-627-1900. Cancellations must be received no later than two (2) hours prior to the scheduled pickup time to avoid being considered a no-show or late cancel. A passenger must pay for his/her no-show/late cancel before another trip can be made with Transit. Progressive Action will be enforced for late cancellations which include the following: 1st late cancel within a 30-day period is a verbal warning; 2nd late cancel within a 30-day period is a written warning; 3rd late cancel within a 30-day period is 1 ride suspension.

➔ **INCLEMENT WEATHER CONDITIONS –** In case of inclement weather conditions causing the Carroll County Transit service to be closed it will be announced on News Channel 8 and also on Radio Station K105 FM.

➔ **TITLE VI -** The Carroll County Commissioners operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act as well as ADA. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Carroll County Commissioners @ 330-627-4869 or directly with FTA by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590 or ODOT, Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223.



➔ **ADA**

Comments, complaints (including ADA complaints), or suggestions, please contact Sonja Trbovich, Director @ 330-627-1900 or complaint forms can be obtained on the web at www.carrollcountyohio.us

Ohio Relay Service for
TTY/TDD users:
1-800-750-0750

➔ **VEHICLES** Carroll County Transit provides wheelchair accessible vehicles. The service is designed to accommodate persons who use canes, walkers, wheelchairs, crutches, guide dogs or other mobility aids. The lifts and tie-downs accommodate most all commonly utilized wheelchair models. Please contact the Carroll County Transit dispatch office to see if your wheelchair can be transported safely. All vehicles are provided with seat belts, fire extinguishers, and other safety equipment.

➔ **ASSISTANCE** Origin to Destination transportation means that Carroll County Transit drivers will provide assistance from the trip origin to the trip destination. This means that the driver will assist the rider (without entering the home) when boarding and alighting from the vehicle and will watch to make sure the passenger is safely at their destination (without entering) before leaving. The driver will tie down wheelchairs, secure packages, and assist with seat belts. Seat belts must be worn at all times when riding the Carroll County Transit system. If elderly/disabled passengers require a Personal Care Attendant, Carroll County Transit dispatch office must be notified that an attendant will be riding with a passenger. Children age 5 and under must be accompanied by an adult in order to ride on a Carroll County Transit vehicle. Infants and children four (4) years old and weighing less than 40 pounds must be secured in an infant car seat. Booster seats are required for children between the ages of 4 and 8 and less than 4'9" tall. These seats are the responsibility of the parent/guardian.

Brochures are available in alternative formats upon request.