

SERVICE/SERVICE AREA

- Demand Response Curb to Curb Service requiring at least 48 Business hours' advance reservation notice. Service is available within Tuscarawas County & Out of County up to 150 miles
- Door-to-door service is available upon request for those needing reasonable assistance beyond the curb. Shared-Ride Service

ACCESSIBILITY

- Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities.
- Vehicles with wheelchair lifts will accommodate standees upon request.
- Access Tusc Transit also transports individuals traveling with portable oxygen tanks. Tanks must be secured for safety.

REASONABLE MODIFICATIONS

- Individuals needing a service accommodation or modification must notify Access Tusc 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 Access Tusc Transit at (234)-801-8007
- Attempts will be made to honor all reasonable modification requests.
- **Access Tusc Transit drivers are trained and responsible for the securement of all wheelchairs and mobility aids.**

SERVICE ANIMALS

- Access Tusc Transit welcomes service animals that are always under the constant control of his/her handler.
- Riders are permitted to bring Non-Service animals on board, however they must be on a lease or in appropriate cage or pet carrier

TITLE VI

Access Tusc Public Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on the civil rights program, or the procedures to file a complaint, contact CEO/Founder at, (234) 801-8010, (TTY 711 or (800) 750-0750); email jessica@accesstusc.org or visit our administrative office at 1458 5th Street NW, New Philadelphia, Ohio 44663. For more information, visit www.accesstusc.org/access-tusc-transit Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

ADA COMPLAINTS

Access Tusc Transit operates in compliance with Title II of the ADA Act. Access Tusc Transit does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of discrimination you may file an ADA discrimination complaint. To file a complaint, contact CEO/Founder @ 234-801-8010, (TTY 711 or (800) 750-0750) email jessica@accesstusc.org or visit our administrative office at 1458 5th Street NW, New Philadelphia, Ohio 44663.

For more information, visit www.accesstusc.org/access-tusc-transit

WEATHER CLOSINGS AND CANCELLATIONS

Safety is our primary concern, during adverse weather conditions. **Access Tusc Transit reserves the right to delay/cancel operations as necessary.** Announcements concerning weather delays or cancellations will be made on WJER 100.9 FM; AM 1450 and WTUZ 99.9 FM as well as Access Tusc Public Transit on face book page and our website at www.accesstusc.org/access-tusc-transit

**THIS BROCHURE IS AVAILABLE IN ALTERNATIVE
FORMAT UPON REQUEST
Interpreter Services Are Available**

SAFETY

- **Seatbelts must be worn at all times and passengers must remain seated while the vehicle is in motion.**
- **All wheelchairs must be secured with a 4-point securement system.**

OTHER RESTRICTIONS

- * Items large enough to block isle way; emergency exits
- * Garbage, recycled material, aluminum cans
- * Flammable materials such as Gasoline, oils, etc.
- * Shopping carts of any kind
- * Lawn mowers, weed eaters, bicycles
- * No profanity / intimidation / fighting
- * No opened food or drink on the buses
- * No illegal drugs or alcohol on any vehicle

Any violation of these rules may result in removal from vehicle due to safety concerns.

Revised September 1, 2025



Mission Statement:
*It is our mission to provide
safe, reliable,
affordable and efficient
public transportation to our
residents in Tuscarawas
County*



Rural Public Transportation Service

Phone (234) 801-8007

**1458 5th Street NW
New Phila, OH 44663**

**[www.accesstusc.org
/access-tusc-transit](http://www.accesstusc.org/access-tusc-transit)**

**SERVICES FUNDED IN PART BY: The
Federal Transit Administration 5311
Program, and the Ohio Department of
Transportation**

SERVICE HOURS

Monday- Friday: 6:00 A.M. – 6:00 P.M.

HOLIDAYS

Access Tusc Transit Service is closed
New Year's Day, Good Friday, Memorial Day,
Independence Day, Labor Day, Thanksgiving Day,
Day After Thanksgiving, Christmas Day

COMMENTS/COMPLAINTS

Access Tusc Transit welcomes comments, please contact the Director of Transportation at 234-801-8007 to provide a comment or complaint.

TRIP RESERVATIONS

- All trips are scheduled in advance on a first come, first serve basis
- All trips are scheduled on a time and space availability basis.
- Trip reservations must be requested at least 48 business hours in advance of requested pick up time.
- To schedule trips, call 234-801-8007
8:00 am - 5:00 p.m. Monday - Friday.
- **Trips cannot be scheduled by telling a driver or leaving voicemail messages.**
- **Same day add-on trips will be accommodated if there are openings on that day's schedule.**
- Hearing impaired persons can call the OHIO Relay Service at 711 or (800) 750-0750 for assistance in scheduling trips.
- Please let us know if you have special needs such as wheelchair, with an attendant, service animal, portable oxygen tank or etc.

WILL CALLS

- Return Trip with no scheduled time for pick up.
- If scheduling a Will Call trip be prepared for a longer than normal wait before you can be picked up or a Transit Vehicle that is heading to your part of the county.

PICK UP WINDOW

- Access Tusc Transit has a 30-minute pick-up window.
- Transit Vehicle can arrive to pick you up anytime from 15 minutes before to 15 minutes after your scheduled pick-up time.
- **If there is no response within 5 minutes of our Transit Vehicle arriving at your home, you will be considered a No Show and charged for ½ fare of your trip.**



FARES

\$6.00 Round Trip within Dover/NP City Limits
\$3.00 One Way Trip within Dover/NP City Limits
Half Priced fares for Approved Elderly & Disabled Riders

\$8.00 Round Trip in Tuscarawas County
\$4.00 One Way Trip in Tuscarawas County
Half Priced fares for Approved Elderly & Disabled Riders

**Fare is required when entering transit vehicle
You must have exact fare or a pass.
DRIVERS DO NOT MAKE CHANGE**

Half Priced Fares

- Contact Access Tusc Transit to obtain an application
- Return application with proof of age or disability
- Once application is approved you will be notified when the half price fare will begin

OUT OF COUNTY TRANSPORTATION

- 0-50 Miles - \$40.00 Round Trip
- 0-50 Miles- \$35.00 one-way
- 51-100 Miles - \$80.00 Round Trip
- 51-100 Miles- \$75.00 one-way
- 101-150 Miles - \$120.00 Round Trip
- 101-150 Miles- \$115.00 one-way

**** Driver wait time charges may apply****

CANCELLATIONS AND NO SHOWS

- **Cancel at least 2 hour prior to your scheduled pickup time.**
- **Cancellations can be left on our voicemail when the office is closed. Please cancel rides scheduled for 6 am to 7 am the night before.**
- If Transit Vehicles arrives & the driver cannot locate you & you failed to cancel 2 hour prior to your scheduled pickup time you will be considered a No Show.
- **No Shows waste time and money, make other passengers late and cause service denials to others.**
- **Due to the cost and inconvenience a no show causes, Access Tusc Transit will be charging ½ of the cost of the trip for all no shows**
- If you are a No Show, your return trip will automatically be canceled.

- If you are recorded as a No Show for 20% or more of your scheduled rides within a 60-day period, your service will be suspended for 10-days.
- You can appeal your suspension by calling Access Tusc Public Transit at 234-801-8007 and asking to speak to the Director of Transportation.

RIDER COURTESY & PROHIBITED ACTIVITIES

- Our service is shared ride. We expect you to be respectful and courteous to others.
- Please do not eat, drink, smoke or chew tobacco, play loud music, engage in loud conversation, curse, or touch or disturb others on the bus.
- Illegal acts, threats or acts of physical violence will not be tolerated.
- Access Tusc Transit will contact law enforcement for assistance in threatening situations.

Any rider who poses a "direct threat" to the health or safety of others will be denied service.

ASSISTANCE

- Our service is provided from the curb at your pick-up point to the curb at your destination.
- The driver may assist you to and from the curb when boarding or leaving the bus but is not permitted to enter a residence or building.
An escort or personal care attendant may accompany you at no charge.
- Access Tusc drivers are trained in passenger assistance and will secure all wheelchairs and assist with seatbelts if needed
- The passenger is responsible or his/her attendant to load and unload bags/packages.
- Drivers are not permitted to help with carry-on-bags
- Riders are requested to limit carry-on bags to what fit on their lap max of 3 bags
- Carry-on bags cannot block aisles or exits.

TRANSPORTATION OF CHILDREN

- Children 16 and older pay regular fare & ride unsupervised
- 8 years and older must wear a seat belt.
- 4-years old/40-lbs or younger must be secured in a car seat.
- 4 and 8-years old and less than 4'9" must use a booster seat.
- Car and booster seats are the responsibility of the parent or guardian.
- Access Tusc Drivers are not responsible for securing.
 - **Access Tusc will not provide car or booster seats. The vehicle will not travel with a child who is not in the required seating**