

## SERVICE/SERVICE AREA

- Demand Response Curb to Curb Service
- 48 Business hours' advance reservation notice
- Public Transportation service 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.

## 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.
- This responsibility is left to the parent/guardian of the child.

## SERVICE ANIMALS

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

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

## FARES

\$6.00 Round Trip in Dover/NP City Limits  
\$3.00 One Way Trip in 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**

## Elderly & Disabled Fares

- Contact Access Tusc to receive an Access Tusc reduced fare application
- Return application with proof of age or disability
- Once application is approved you will receive an approval letter.

## 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

## Half Priced fares for Approved Elderly & Disabled Riders

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

**To inquire about passes please call 234-801-8007**

## 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 Executive Director at, (234) 801-8007, (TTY 711 or (800) 750-0750); email [jessica@accesstusc.org](mailto:jessica@accesstusc.org) or visit our administrative office at 1458 5<sup>th</sup> Street NW, New Philadelphia, Ohio 44663. For more information, visit [www.accesstusc.org/access-tusc-transit](http://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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.



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



## Access Tusc Transit Rural Public Transportation Service

Phone (234) 801-8007

Fax (330)365-9221

**OHIO Relay Service Dial 711 or**

**TTY (800)750-0750**

**(For the Hearing Impaired)**

**1458 5<sup>th</sup> Street NW  
New Phila, OH 44663  
[www.accesstusc.org](http://www.accesstusc.org)**

**December 1, 2023**

## SERVICE HOURS

**Monday- Friday: 6:00 A.M. – 6:00 P.M.**

**Saturday 6:00 A.M. – 2:00 P.M**

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

## TRIP RESERVATIONS

- All trips are scheduled in advance on a first come, first served basis
- All trips are scheduled on a time and space availability basis.
- Trip reservations must be requested 48 business hours in advance of requested pick up time.
- To schedule trips, call 234-801-8007  
8:00 am - 4:00 p.m. Monday - Friday.
- **Trips cannot be scheduled by telling a driver or leaving voice mail messages.**
- Passengers will be asked for the following information when scheduling trips:
  - Name/DOB
  - Telephone #
  - Pick-up/Drop-off addresses
  - Home Address
  - Mobility Devices
  - Care Attendant or Children Riding
  - Service Animal
- **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.

## COMMENTS/COMPLAINTS

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

## 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 our trip to your home.**

## CANCELLATIONS AND NO SHOWS

- Cancel at least 1 hour prior to your scheduled pickup time.
- Cancellations can be left on our voice mail when the office is closed.
- If Transit Vehicles arrives & the driver cannot locate you & you failed to cancel 1 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 shows causes, Access Tusc Transit will be charging the cost of the trip for all no show trips**
- If you are a No Show, please contact our office regarding return trip.
- 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.

## SAFETY

- **Seatbelts must be worn when on the Transit Vehicle**
- **Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.**
- **All wheelchairs must be secured with a 4-point securement system.**

## RIDER COURTESY

- 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.

## PROHIBITED ACTIVITIES

- 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.**

## 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.*

## 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 isles or exits.

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

## 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 the Executive Director @ 234-801-8010, (TTY 711 or (800) 750-0750); email [jessica@accesstusc.org](mailto:jessica@accesstusc.org) or visit our administrative office at 1458 5<sup>th</sup> Street NW, New Philadelphia, Ohio 44663. For more information, visit [www.accesstusc.org/access-tusc-transit](http://www.accesstusc.org/access-tusc-transit)

## 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