

For General Information or Questions:

Access Tusc Transit 234-801-8007

or

Jill Cunningham

Mobility Management

Tuscarawas/Carroll/Harrison Counties

330-204-6524



For Complaints and Suggestions:

Shannon Hursey

Director of Transportation

1458 5th Street NW,
New Phila, Ohio 44663.

Phone: 234.801.8007

Fax: 330.365.9221



Access Tusc Transit

Rural Public Transportation Service

Rider's Guide

December 2023



1458 5th Street NW

New Phila, OH 44663

Phone: 234-801-8007

Fax: 330-365-9221

OHIO Relay Service Dial 711 or

TTY: 800.750.0750

<https://www.accesstusc.org/transportation/>

About Access Tusc

Access Tusc is a non profit agency that is a designated grantee by the Tuscarawas County Board of Commissioners and the Access Tusc Board of Directors.

Funding for Access Tusc comes in part from: Federal Transit Administration, Ohio Department of Transportation Office of Transit, Tuscarawas County Department of Job & Family Services.

Mission Statement

Access Tusc is committed to providing safe, reliable, affordable and efficient public transportation to our residents in Tuscarawas County.

What We Offer

Access Tusc offers Demand Response , curb to curb service with Door to Door service if requested.

48 hour business notice is required for transportation requests. Same day or add on service will be provided if Access Tusc capacity permits.

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 5th Street NW, New Phila, Ohio 44663. For more information, visit \[www.accesstusc/transit.org\]\(http://www.accesstusc/transit.org\) 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

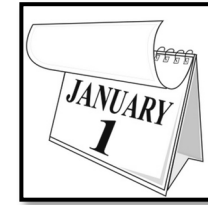
Access Tusc operates in compliance with Title II of the ADA Act. Access Tusc does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of discrimination you may file an ADA discrimination complaint. To file a complaint contact the Executive Director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



Service Days and Hours of Operation

Monday through Friday 6:00am—6:00pm

Saturday 6:00am—2:00pm



Access Tusc service is closed on the following Holidays:

New Year's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day After Thanksgiving

Christmas Day

Inclement Weather

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 face book page and our website at www.accesstusc/transit.com

Wheelchair 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 Public Transit also transports individuals traveling with portable oxygen tanks. For safety reasons, portable oxygen tanks must be able to be secured.



Seatbelts and Car Seats

All passengers, including those in wheelchairs, must properly use and wear a seatbelt at all times while the transit vehicle is moving.

The only exception to this will be passengers who have a seatbelt waiver signed and on file with Access Tusc Transit.

All children over 8 years old must wear a seat belt. Children less than 4-years old or 40-lbs. must be secured in a car seat. Children between the ages of 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 car seats. 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.

Oxygen

Passengers may travel with one (1) portable *oxygen tank*, not to exceed 29 inches in height. Passengers and/or aides are responsible for handling/securing tanks at all times

Personal Belongings and Grocery Bags

We allow our riders to bring groceries and other purchases on board. However, items are limited to what the rider can safely carry on and off the vehicle in one boarding without the assistance of the driver and hold on their lap in the transit vehicle . We reserve the right to limit the number of bags and the size of packages allowed (3) on the vehicle at the discretion of the driver, based on capacity and other criteria.

Riders are not permitted to leave any belongings, including groceries, unattended on the transit vehicle for any length of time.

The driver is not permitted to help you carry groceries or other items on or off the transit vehicle .

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.



Rider Courtesy and Prohibited Activity

Our service is shared ride. We expect riders to be respectful and courteous to others. Please do not eat, drink, smoke or chew tobacco, play loud music, engage in loud conversation, curse, touch or disturb others.

Illegal acts, threats or acts of physical violence will not be tolerated. Access Tusc 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.

How to Schedule a Ride

All trips are scheduled in advance on a first come, first served basis and 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 passengers must call 234-801-8007 between 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

Hearing impaired persons can call the OHIO Relay Service at 711 or (800) 750-0750 for assistance in scheduling trips.

Personal Care Attendant (AKA Escort/Aide)

Each passenger is allowed one (1) Personal Care Attendant (PCA). A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs. This individual will ride at no charge.

The PCA is expected to care for the passenger while en-route to the destination. The PCA must furnish any care over and above routine passenger assistance provided by the Driver. Please inform the scheduler if a PCA will be accompanying you.

Reasonable Modifications

Individuals needing a service accommodation or modification must notify Access Tusc Transit 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 the Director of Transportation at 234-801-8007. Attempts will be made to honor all reasonable modification requests.

Passenger Assistance

The driver will not exit the vehicle except to assist passengers in wheelchairs or those needing help with their mobility devices.

The driver may never leave sight of their vehicle. Drivers do not act in a PCA capacity.

Ride Reminders

You will be notified via an automated telephone call the day prior to your scheduled transportation ride around 5:00 p.m. You will receive the call reminder again 15 minutes prior to your scheduled pick-up time on the day of the scheduled ride. You may opt to receive a text message reminder instead of a phone call if you so choose.

Will Calls

Sometimes it may not be possible to schedule a time for your return trip. If this is the case you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you can be picked up. You may also have to wait for a transit vehicle that is heading to your part of the county. For best service you should only schedule a Will Call as a last resort.

Pick Up Window

Access Tusc Transit has a 30-minute pick-up window. This means that the 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.**

No-Shows and Cancellations

If Access Tusc Transit arrives to pick you up and the driver cannot locate you within 5 minutes the passenger will be marked as a "No Show." The Driver will make reasonable attempts to locate you including a phone call and/or knocking on the door.

Cancellations must be made at least one (1) hour prior to your scheduled pick-up time. Rides cancelled less than 1 hour prior to your scheduled pick-up time will be considered a late cancel and you will be marked as 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

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger will be required to contact Access Tusc Transit office as soon as possible following the missed trip and a driver will be dispatched as soon as possible.

Any passenger who is recorded as a No-Show for 20% or more of their scheduled rides within a 60-day period will be suspended for 10 days.

You can appeal your suspension by contacting the Transportation Director at 234-801-8007.

Fare Structure

Within New Phila/Dover City Limits:

\$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

Within Tuscarawas County:

\$8.00 Round Trip in Tuscarawas County

\$4.00 One Way Trip in Tuscarawas County

Half Priced fares for Approved Elderly & Disabled Riders

Children 16 year and older pay regular fare and ride unsupervised
under 16 ride at no charge

OUT OF COUNTY

- 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

Fare is required when entering transit vehicle

You must have exact fare or a pass.

DRIVERS DO NOT MAKE CHANGE

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

*Elderly & Disabled (E&D) Discounts

Half price reduced fares are available for elderly and disabled persons.

To receive the discounted E&D fare, riders will be required to fill out an E&D Application. Proof of age or disability is required to be submitted with the form.

Once the application is approved an E&D card will be issued.

Passengers will be required to show their E&D card to the driver upon each and every boarding.

The first card and one replacement card will be issued at no cost. All other replacement cards can be purchased for \$1.00.

You can obtain an application by calling Access Tusc office or visiting our website @ www.accesstusc.org/transportation.

Fare Passes

A fare pass has been established to allow passengers to purchase trips in advance reducing the need for exact change. **Access Tusc drivers do not carry change. Any time change is needed the amount of change will be put on a fare pass and no change will be given.**

Drivers will be able to deduct the pass for the amount of each trip upon passenger boarding.