

SERVICE/SERVICE AREA

Access Tusc Transit provides demand response, Curb to Curb 48 hours' advance reservation public transportation service within Tuscarawas County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

All of Access Tusc Transit operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

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 and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

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 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. 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 Transit Operators are not responsible for securing. Access Tusc Transit 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 HOURS

Monday- Friday: 6:00 A.M. – 6:00 P.M.
Saturday 6:00 A.M. – 2:00 P.M

HOLIDAYS

Access Tusc Transit Service is closed on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Day

FARES

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

\$8.00 Round Trip in Tuscarawas County
\$4.00 One Way Trip in Tuscarawas County

You must have exact fare or a pass.
DRIVERS DO NOT MAKE CHANGE

OUT OF COUNTY TRANSPORTATION

- 0-50 Miles - \$20.00 one-way
- 51-100 Miles - \$40.00 one-way
- 101-150 Miles - \$60.00 one-way

Passes are available for purchase at the Transit Office located at Dover, OH

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.

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 Director of Transportation at, (234) 801-8007, (TTY 711 or (800) 750-0750); email transportation@accesstusc.org or visit our administrative office at 865 ½ E Iron Ave, Dover, Ohio 44622. For more information, visit 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.



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



Phone (234) 801-8007

Fax (330)365-9221

OHIO Relay Service Dial 711 or

TTY (800)750-0750

(For the Hearing Impaired)

865 ½ E Iron Ave

Dover, OH 44622

www.accesstusc.org

January 11, 2021

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

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST

Interpreter Services Are Available

TRIP RESERVATIONS

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 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.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

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 bus 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 bus 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 bus arriving at your home, you will be considered a No Show and charged for our trip to your home.**

CANCELLATIONS AND NO SHOWS

It is important that if you don't need your trip that you 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 the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 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 requests payment for no show trips.

If you are reported as a No Show subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule.

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 at all times while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

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.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, Access Tusc Transit requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. Carry-on bags cannot block isles or exits. The following are what carry on are limited to:

Laundry bags / baskets: large basket or 1 bag

Grocery bags: 3 average size bags per person.

COMMENTS/COMPLAINTS

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

WEATHER CLOSINGS AND CANCELLATIONS

All closings and cancellations will be announced 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/transit.com

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 call the Director of Transportation @ 234-801-8007, (TTY 711 or (800) 750-0750); email transportation@accesstusc.org or visit our administrative office at 865 ½ E Iron Ave, Dover, OH 44662. For more information, visit www.accesstusc/transit.org.