

**For General Information or Questions:**

CCCTA 740.622.7139  
or Mobility Management 740.623.2564

**For Complaints and Suggestions:**

Valerie Shaw  
Transportation Director

401 Main Street  
Coshocton, OH 43812

Phone: 740.622.7139  
Fax: 740.623.2591

Email: [transportation@coshoctoncounty.net](mailto:transportation@coshoctoncounty.net)



All CCCTA forms and information can be found at:  
<https://www.coshoctoncounty.net/transportation/>

Information provided in this guide is available in  
alternative formats upon request.



**Coshocton County Coordinated  
Transportation Agency**

**Rider's Guide**  
March 1, 2024



401 Main Street  
Coshocton, OH 43812

Phone: 740.622.7139  
Fax: 740.623.2591  
TTY: 800.750.0750

<https://www.coshoctoncounty.net/transportation/>

## About CCCTA

Coshocton County Coordinated Transportation Agency (CCCTA) is a public transit agency governed by the Coshocton County Board of Commissioners and the CCCTA Advisory Board.

CCCTA partners with many local and State agencies to provide the best, most affordable transportation options to all of Coshocton County! Funding for CCCTA comes in part from: Federal Transit Administration, Ohio Department of Transportation, Coshocton County Department of Job & Family Services, Area Agency on Aging—Region 9, Kno-Ho-Co Community Action Commission, and the Coshocton County Veterans Service Commission.

## What We Offer

CCCTA offers Demand Response public transportation throughout the state of Ohio.

Registration with the CCCTA office and a minimum 48-business hour advance notice is required for demand response door-to-door service.

## Wheelchair Accessibility

CCCTA offers an accessible fleet of vehicles. Please let the scheduler know if you need a lift vehicle to accommodate your wheelchair or mobility device. These vehicles are available upon request.

Drivers will exit the vehicle to assist passengers with their mobility devices and to offer courtesy assistance. Drivers DO NOT act in an aide capacity and cannot cross the threshold into your home.



## Children

Children under the age of 5 (with Adult Fare Purchase) ride for Free (limit of 2 children per one adult fare). Children under the age of 12 must be accompanied by an adult. Children ages 13-17 must have prior parental authorization.

## ADA Complaints

CCCTA operates in compliance with Title II of the ADA Act. CCCTA does not discriminate on the basis of disability. If you feel you have been discriminated against you may file an ADA discrimination complaint by contacting the CCCTA ADA Coordinator at 740.622.1753.

## Title VI



CCCTA operates its program 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 CCCTA Title VI Administrator at 740.622.1753 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.

## 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. CCCTA 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.

## Inclement Weather

In the event that Coshocton County is under a Level II or III weather related emergency please listen to WTNS 99.3 FM or check the Coshocton County Sheriff’s Office Website/Facebook page for weather-related updates.

We will do our best to continue operating and providing rides to the best of our ability, but each trip will be at the driver’s discretion. If your ride is cancelled due to weather, we will call you.

## Reasonable Modifications

Individuals needing a service accommodation or modification must notify CCCTA 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 Transportation Director at 740.622.7139. Attempts will be made to honor all reasonable modification requests.

## Service Days and Hours of Operation

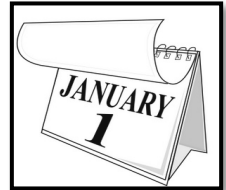
**Monday through Friday**

Office Hours: 6:30 am–3:00pm

Ride Request Line: 6:30am–2:00pm

## General Public Demand Response

Shuttles operate: 6:00am–6:00pm



**CCCTA does not operate on Saturdays or Sundays or on the following Days, Holidays or observed Holidays:**

New Year’s Day—Monday, January 2, 2023

Martin Luther King Day—Monday, January 16, 2023

President’s Day—Monday, February 20, 2023

Memorial Day—Monday, May 29, 2023

Juneteenth—Monday, June 19, 2023

Independence Day—Tuesday, July 4, 2023

Labor Day—Monday, September 4, 2023

Columbus Day—Monday, October 9, 2023

Veteran’s Day—Friday, November 10, 2023

Thanksgiving Day—Thursday, November 23, 2023

Day After Thanksgiving—Friday, November 24, 2023

Christmas Day—Monday, December 25, 2023

## After Hours

If you need assistance beyond office hours please call 740.622.7139, choose option 0 and leave a detailed message. A staff member monitors these messages and, if necessary, will return your call.

## How to Schedule a Ride

Call the CCCTA office at 740.622.7139 and choose option #1 to schedule a ride. A Dispatcher is on staff Monday through Friday until 2pm to assist you. If you call beyond 2pm you will be asked to call back.

What we'll need from you: date of transportation, time you need to be at destination, time you will be finished and ready for pick-up from the destination, name and address of destination (including doctor name and phone number, if applicable).

You must call at least 48 business hours in advance in order for us to get you on the schedule. Seating is limited so the more advance notice you give our scheduling team the more availability we are likely to have.

Trips are scheduled on a first come, first served basis. Due to the shared-ride nature of our service we appreciate your flexibility in helping us accommodate as many requests as possible.



Requests made less than 48 business hours in advance will be accommodated if availability remains.

## Download our App!



Download the 'CTS Rider Portal' app from your smartphone. Once you have called in and registered with our office, you will be able to book rides through the app!

## Service Animals

Service animals are permitted to accompany individuals with disabilities in CCCTA vehicles. The passenger must be in direct control of the service animal at all times.



Please inform the scheduler when scheduling your ride that a service animal will be present.

## 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 in-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.

## 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.

## 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

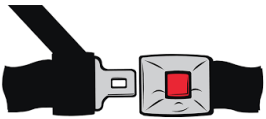
We allow our riders to bring groceries and other purchases on-board. However, items are limited to what the rider can safely carry on and off the vehicle in one boarding trip and hold on their lap in the shuttle. We reserve the right to limit the number of bags and the size of packages allowed on the 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 shuttle for any length of time.

## Seatbelts and Car Seats

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

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



Children under the age of 4 are required by Ohio Law to be in a safety seat and must be properly secured in their child safety seat at all times while the shuttle is in motion. Children are not permitted to be held in the arms of another person or remain unsecured while riding the shuttle. Children less than 8 years old and less than 4'9" in height must use a booster seat and a lap and shoulder belt. Child safety seats are the responsibility of the parent/guardian. Rides will be refused for children without the proper safety seat. CCCTA does not provide nor do drivers secure safety seats.

## Pick-Up Window

Passengers should be ready AT LEAST 15 minutes prior to their scheduled pick-up time. CCCTA has a 30-minute pick-up window, meaning the bus can arrive 15 minutes before to 15 minutes after the scheduled pick-up time.

## No-Shows and Cancellations

If the bus arrives to pick you up and the driver cannot locate you within 3 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 two (2) hours prior to your scheduled pick-up time. Rides cancelled less than 2 hours prior to your scheduled pick-up time will be considered a late cancel and you will be marked a 'No Show.'

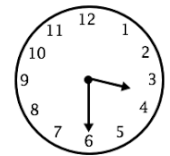
Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger is required to contact the CCCTA office as soon as possible following the missed trip and a driver will be dispatched as soon as possible.

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 Transit Director at 740.622.7139.

## Ride Reminders

You will be notified via an automated telephone call the day prior to your scheduled transportation ride at approximately 2:00 p.m. You will receive the call reminder again when the driver is on their way to pick you up the day of your scheduled ride. You may opt to receive a text message reminder instead of a phone call if you so choose. We do not give out pick-up times.



## Funding Sources

CCCTA partners with many agencies to provide transportation at little to no cost to the individual. Funding sources riders may qualify for include but are not limited to: Area Agency on Aging, Region 9, Inc. and the Ohio Department of Aging, Title III-B (AAA); Medicaid; Medicaid Waiver; TANF; and the Veterans Service Commission as well as many other local agencies.

If you are not covered under a funding source,  
**CCCTA IS FARE FREE!**

## Donations/Contributions

CCCTA gladly accepts donations from passengers. These contributions help provide the local match necessary for many of our Grants and the continuation of providing transportation to our community!

### Suggested Donation Amount:

In-County: \$2.00

Out-of-County Under 50 Miles: \$5.00

Out-of-County Over 50 Miles: \$10.00+

Donation amounts are suggestions only. You are always welcome to give less or more! The inability to donate does not affect your transportation.

Please see your driver or stop in our office to make a donation to the program!

We sincerely appreciate your generosity!

## CCCTA Mission Statement

The Coshocton County Coordinated Transportation Agency is committed to ensuring that its county's residents have access to public transportation for healthcare, employment and daily living needs. Transportation services will be delivered in a cost-effective and safe manner by coordinating county organizations and resources.

## Mobility Management

CCCTA partners with Coshocton County Mobility Management to ensure individuals have access to transportation as well as all other mobility resources.

When calling into the CCCTA office, choosing option #3, will transfer you to our Mobility Manager, Tracy. She can help set you up initially for transportation with CCCTA as well as inform you of all of the policies, procedures and information needed to ride with us!



Tracy also assists with resources beyond transportation if necessary. Call her today at 740.623.2564.