

## Reservations

Ride requests are accepted Monday thru Friday 6:30am-2:00pm. Requests must be made at least 48 business hours in advance. Trips are scheduled on a first come, first served basis. In order to accommodate as many ride requests as possible, wait time may be required.

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

## Pick-Up Window

Passengers should be ready 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 for a pick-up and the driver cannot locate the client within 3 minutes, the passenger will be marked as a “No Show.”

Cancellations must be made at least two (2) hours prior to the scheduled pick-up time. Rides cancelled less than 2 hours prior to the clients scheduled pick-up time will be considered a late cancel and the client will be marked as a “No Show.”

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

Clients with scheduled ride requests will be notified via an automated telephone call (or text if opted for) the day prior at approximately 2:00pm. They will receive the call again when the driver is on their way on the day of the scheduled ride.

## Rider Courtesy & 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.
- ⇒ Any rider who poses a “direct threat” to the health or safety of others will be denied service.

CCCTA is funded in part by: Federal Transit Administration, Ohio Department of Transportation, Coshocton County Department of Job and Family Services, Area Agency on Aging-Region 9, Kno-Ho-Co Community Action Commission, Coshocton County Veterans and many other local agencies.

Brochure is available in alternative formats upon request

To obtain more information or to receive a CCCTA Riders Guide please call the office.



Questions, comments and suggestions can be directed to Transportation Director Valerie Shaw at 740.622.7139

Revised 5/2024

# Coshocton County Coordinated Transportation Agency

**401 Main Street  
Coshocton, OH 43812**

**740.622.7139**

Fax: 740.623.2591

Ohio Relay Service for TTY Users:  
1.800.750.0750

**Service Hours: Weekdays—6:00am-6:00pm**

**Office Hours: Weekdays—6:30am-6:00pm**

*Closed Weekends and Federal Holidays*

Please call for Reservations  
48 Business Hour Notice Required

## MISSION:

The Coshocton County Coordinated Transportation Agency's mission is to enhance the lives of our passengers through access to affordable, efficient, reliable public transportation one ride at a time!

transportation@coshoctoncounty.net

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

**CCCTA Public Transit**

## General Information & Policies

- ⇒ CCCTA is a demand responsive door-to-door, advanced reservations, shared ride, public transportation service. Service is open to the general public, including persons with disabilities. CCCTA vehicles are wheelchair accessible and are able to accommodate individuals with mobility disabilities.
- ⇒ Drivers are not permitted to leave sight of the vehicle or handle personal belongings. Drivers do not act in a Personal Care Attendant capacity.
- ⇒ Please let us know if you have any special needs when scheduling your ride request.
- ⇒ Each passenger is allowed one (1) *Personal Care Attendant (escort or aide)* to accompany the client, if needed, at no charge.
- ⇒ *Service animals* are welcome, but must be under constant control of its handler at all times.
- ⇒ 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.
- ⇒ *Seatbelts* must be worn at all times and passengers must remain seated while the vehicle is in motion.
- ⇒ *Children* less than 4 years old or 40-lbs. must be secured in a car seat. Booster seats are required for children less than 8 years old and less than 4'9". Car and Booster seats, as well as securement, are the responsibility of the parent/guardian.



## Funding Sources

CCCTA partners with many agencies to provide transportation at little to no cost to the individual. If you are not covered under a funding source, CCCTA IS FARE FREE! However, Donations are gladly accepted!



## Donations/Contributions

CCCTA 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!

## Inclement Weather

In the event Coshocton County is under a *Weather Emergency*, CCCTA vehicles will operate at the Director/driver discretion. Please listen to WTNS 99.3 FM or check the Coshocton County Sheriff's Office Website/Facebook page for weather-related updates.

## 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.

## Reasonable Modifications

Individuals needing a service accommodation or modification must notify us 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 Transit Director. Attempts will be made to honor all reasonable modification requests.