

**For General Information or Questions:
740.622.7139**

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



All CPT forms and information can be found at:
coshoctoncounty.net/transportation/



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

Coshocton Public Transit 2026 Rider's Guide



Your Journey. Our Mission.

**401 Main Street
Coshocton, OH 43812**

**Phone: 740.622.7139
Fax: 740.623.2591
TTY: 800.750.0750**

Enhancing the lives of our passengers
through access to safe, affordable,
efficient, reliable public
transportation one ride at a time!

#cptforall

coshoctoncounty.net/transportation/

About CPT

Coshocton Public Transit (CPT) is a public transit agency governed by the Coshocton County Board of Commissioners and the CPT Advisory Board. CPT partners with many local, state and federal agencies to provide the best, most affordable transportation options to all of Coshocton County!

Services We Offer

CPT offers Demand Response, door-to-door public transportation service throughout the state of Ohio, up to 130 miles one way. Coshocton County is our primary area of service. All trips must either start and/or end in Coshocton County. CPT does not offer any fixed or street route service.

Registration with the CPT office and a minimum 48-business hour advance notice is required for all ride requests.

Wheelchair Accessibility

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



If you are able to transfer into a bus seat once loaded onto the vehicle, please let dispatch know. This is much safer for you and our drivers! (please see page 11 for more info on our fleet!)

Courtesy Passenger Assistance

Drivers will exit the vehicle to assist passengers with their wheelchair and/or mobility device and to offer courtesy assistance. Drivers DO NOT act in an aide capacity and are not permitted to assist passengers up or down more than one step/curb. Drivers cannot cross the threshold into homes or certain destinations/facilities.

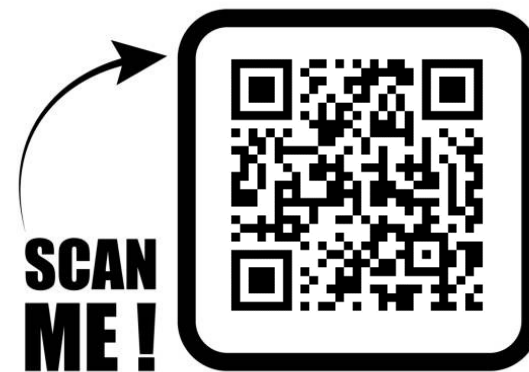
Customer Service Satisfaction Survey



Please take a few minutes to complete our Customer Satisfaction Survey! Your input helps us improve our service as well as gain more funding and new vehicles!

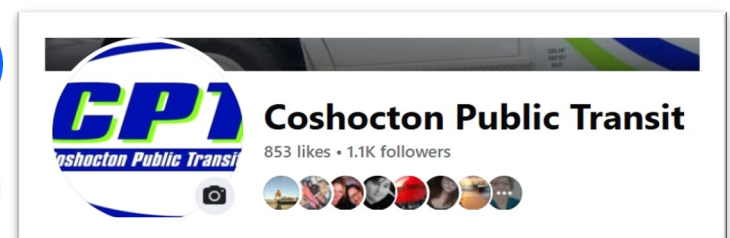
You can take the Survey by utilizing any of the following options:

- ♦ Scan the QR Code with your Camera Phone
- ♦ Ask your Driver for a Paper Survey
- ♦ Visit our CPT Facebook Page or Website
- ♦ Go to the survey website:
<https://www.surveymonkey.com/r/N7X9ZYB>



Social Media

Keep up with the newest information and fun stuff CPT has to offer by following us on Facebook and Instagram!



Community Outreach

Do you have an event, staff members or agency that you would like to learn more about CPT? Call us today to schedule a speaking engagement!

Mobility Ohio Specialist

CPT has a Mobility Ohio Outreach Specialist to help ensure individuals have access to transportation as well as all other mobility resources. When calling the CPT office, choose option 3 to speak with Tracy directly. She can get you set up with transportation as well as inform you of all of our policies, procedures, and information needed to ride with us. Tracy can also help provide mobility resources beyond transportation.



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Forms & Applications

All forms, applications and policies can be found on our website at:

www.coshoctoncounty.net/transportation

Testimonials

Do you have something positive you'd love to share about our service? Maybe one of our drivers went above and beyond or a dispatcher was overly helpful—we love to pass these along to them!! We'd love to hear your feedback! Call or email us to share your experience!



We also mail out New Rider cards monthly. If you receive one, please fill it out and send it back to us!

Service Days and Hours of Operation

Shuttles operate and Dispatchers are on staff **Monday through Friday from 6:00am–6:00pm.**

The office is open Monday through Friday from 6:30am–3:00pm to conduct in-person business.

All business must be conducted during our normal business hours. Next day cancellations may be left on our voicemail by calling 740.622.7139, choosing option 0 and leaving a detailed message. **No ride requests will be accepted via voicemail. No ride requests via email will be responded to outside of normal business hours.**

Voicemails and emails are not monitored on the weekends and any ride requests left/submitted may not be accommodated and/or responded to until after 6am the following business day.

Closures

CPT does not operate on Saturdays, Sundays or on the following days or (observed) Holidays:

- New Year's Day—January 1
- Martin Luther King Day—January 19
- President's Day—February 16
- Staff Development—May 22
- Memorial Day—May 25
- Juneteenth—June 19
- Independence Day—July 3
- Labor Day—September 7
- Staff Development—October 9
- Columbus Day—October 12
- Veteran's Day—November 11
- Thanksgiving Day—November 26
- Day After Thanksgiving—November 27
- Christmas Eve—December 24
- Christmas Day—December 25



Scheduling a Ride

Call the CPT office at 740.622.7139 and choose option #2 to schedule a ride. A dispatcher is on staff Monday through Friday 6:00am to 6:00pm to assist you.

You must call at least 48 business hours in advance for any ride request. Seating is limited so the more advance notice you give our scheduling team the more availability we are likely to have.



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

If your trip time is flexible (grocery, pharmacy, etc) please let your dispatcher know. That often helps us tremendously in fitting your ride into the schedule, especially if we are already taking others to the same destination!

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

What we'll need from you to schedule your trip: 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) and your trip purpose (medical, grocery, employment, etc), as well as any Special Assistancess you may have (please see page 13).

CPT offers out-of-county transportation for medical appointments only.

Our Vehicles

The CPT fleet consists of:

- ♦ LTV & LTN Shuttles with large mechanical lifts to accommodate persons with wheelchairs/mobility devices and has steps for ambulatory persons.
- ♦ Modified Minivans (MMV's) with small, fold out ramps to accommodate one manual wheelchair and/or ambulatory passengers.
- ♦ Transit Van which can accommodate wheelchairs and has one step-up for ambulatory persons.
- ♦ Passenger Van which has no lift and a high step up in.
- ♦ 4 Independent Contractors who drive Minivans or SUV's.

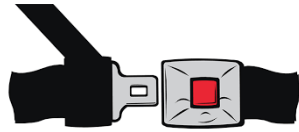


Vehicles are sent based on the daily demands, schedules and passenger assistances and are subject to change.



Seatbelts

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 CPT.



Children

Children under the age of 5 ride for Free (limit of 2 children per one purchased adult fare). Children under the age of 12 must be accompanied by an adult. Children ages 13-17 may ride alone, but must have prior parental authorization/a form on file with the office.

Car Seats

Children under the age of 4 are required by Ohio Law to be in a child safety seat and must be properly secured in the 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 to provide and secure. Rides will be refused for children without the proper safety seat. CPT does not provide child safety seats nor do drivers secure them.

Scheduling Guidelines & Wait Time

For trips within Coshocton County, there will typically be a minimum of at least 15 minutes at each destination, regardless of your scheduled request. CPT does not act as a taxi and cannot always wait for passengers at locations due to accommodating other ride requests.

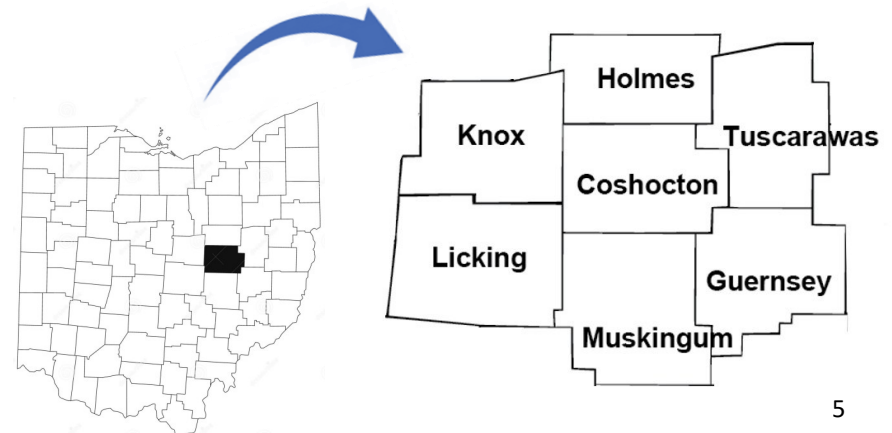


For trips outside of Coshocton County, there will typically be a 1-hour minimum scheduled for all appointments. This means passengers will most likely have wait time due to accommodating other passengers/requests.

Due to our extremely high volume of requested trips on Mondays, Wednesdays and Fridays, we recommend that passengers schedule their out-of-county medical trips to counties that are non-adjacent to Coshocton (trips to Akron, Canton, Cleveland, Columbus, etc) on Tuesdays and Thursdays if possible. This will increase our ability to provide your requested transportation.

We also kindly request that you schedule these out-of-county appointments so that you are finished with your appointment and ready to be picked up and ready to go home no later than 3pm.

Adjacent Counties to Coshocton County



Schedule Online or Use the App!

You can Schedule a Ride, Cancel a Ride and/or let us know You're Ready for Pick-up all from our website! Visit CoshoctonCounty.net/transportation OR you can 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!



Subscription Trips

If you go to the same place at the same time, the same day(s) every week, we can set you up as a 'subscription' trip. This means you don't have to call in and schedule this trip every day. The only time you need to call is when you need to cancel one of the subscription rides!

Pick-Up Window

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

Automated Ride Reminder System

Pick up times are based on all scheduled trips, not yours alone. Therefore, it is possible that your driver will arrive earlier than you anticipate.

You will be notified via an automated telephone call the day prior to your scheduled 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 so please make sure your voicemail box is set up and we have your current phone number on file in order to ensure you always receive your pick up time.



Reasonable Modifications

Individuals needing a service accommodation or modification must notify CPT 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. Reasonable attempts will be made to honor all reasonable modification requests.

ADA Complaints

CPT operates in compliance with Title II of the ADA Act. CPT 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 CPT ADA Coordinator at 740.622.1753.



Title VI

CPT 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 CPT 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

CPT service is shared ride. We expect all riders to be respectful and courteous to all other passengers and especially our drivers. Please do not eat, drink, smoke/chew tobacco, engage in drug activity, play loud music, hold loud conversations with other passengers or on your personal cellphone, curse, touch or disturb others.



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

Those with unruly personal hygiene or known bug issues will be asked to take care of the issue(s) prior to scheduling any additional rides with CPT.

Inclement Weather

In the event Coshocton County is under a Level II or III weather related emergency, or any inclement weather which causes hazardous driving conditions, please listen to WTNS 99.3 FM, check the CPT Facebook page or the Coshocton County Sheriff's Office Website/Facebook page for weather-related updates.



CPT will do its best to continue operating and providing rides to the best of our ability during adverse weather conditions, but each trip will be at the driver's discretion. If your ride is cancelled due to weather, we will call you. If you are not going to keep your requested ride, please call the office ASAP to let us know. Our main priority is always to keep everyone safe.

Cancellations & No-Shows

Due to our shared ride nature, we appreciate if you let us know as soon as possible that you will not be needing a requested ride. This opens the schedule up for other passengers and allows us to serve as many people as possible. Once we have reserved a spot for you in our schedule it often prevents others from being able to be scheduled and potentially causing their trip to be denied. That being said, we kindly ask that you not use our service as a place holder if you have other transportation arrangements already made.



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 any or all of the following: honking the horn, 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 the scheduled pick-up time will be considered a late cancel and you will be marked a ‘No Show.’

To cancel a ride, please call the office and choose option #2 or use our online system.

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

Any passenger who is recorded as a No-Show for 3 or more of their scheduled rides within a 30-day period will be suspended for 30 days. You can appeal your suspension by contacting the Transit Director at 740.622.7139.

Special Assistancess

In order to help assist you better and provide the most efficient service for you and all other passengers, please let dispatch know when scheduling a ride request if any of these special assistances/criteria applies to you:



Blind or Visually Impaired, Cane, Crutches, Deaf or Hearing Impaired, Grocery Cart, Oxygen, Service Animal, Walker and/or Wheelchair, or any other criteria you think may be important for Drivers to know!

Service Animals

Service animals are permitted to accompany individuals with disabilities in CPT 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.



Gas Vouchers

If you cannot utilize public transit due to a medical condition or in the event CPT cannot accommodate your ride request, you may be eligible for a Gas Voucher:

- ♦ Must be a medical appointment
- ♦ Must be scheduled/requested at least 48 business hours prior to appointment
- ♦ Gas vouchers are not issued in place of utilizing public transit
- ♦ Gas vouchers will only be offered if the requested ride cannot be accommodated by CPT and the passenger qualifies
- ♦ CPT Director reserves the right to approve/deny any Gas Voucher request.

Electronic Fare (ParaPass) Cards

Passengers are able to purchase trips in advance by obtaining a ParaPass card in the CPT office. These cards must be loaded/re-loaded in the CPT office during normal business hours.

Discounts are provided as follows: Pass cards are available in any increment amount up to \$100.00. \$1.00 is added per every \$10.00 purchased. (Example: purchase \$100.00, get \$110.00 on your pass).

Lost, stolen, or severely damaged passes will not be replaced. NO refunds or card balances will be given for any reason.

Only cash or check is accepted to load these cards.



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.

If the person riding with you also has an appointment, they need to be registered with CPT and scheduled as a passenger for the trip as well. Please let your dispatcher know if your PCA needs to utilize the vehicle lift.

Personal Belongings & 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.

If a passenger has more than what they can carry onto the vehicle in one boarding, they may be asked to find other transportation home. Drivers do not act in an aide capacity and cannot cross the threshold into any home or store and may never leave sight of their vehicle.

If a passenger cannot carry, load/unload their items, they will be expected to have other assistance to do so for them.

Riders are not permitted to leave any belongings, including groceries, library books, car seats, etc., unattended on the shuttle for any length of time.

Walmart Coshocton

CPT policy requires drivers to pick up and drop off passengers at the designated area located between the grocery side door and the numbered grocery parking spots. Regardless if a passenger is shopping for groceries or has a vision or hair salon appointment, CPT only loads/unloads near the Grocery side door.



Shopping Carts

If you have a collapsible shopping cart you take with you during grocery store trips please be sure to let the dispatcher know when you schedule your trip in order to ensure the driver deploys the lift for you/your cart upon arrival.

Funding

CPT partners with local, state and federal agencies to provide transportation at little to no cost to the individual.

Funding for CPT comes in part from many agencies including but not limited to:

- ◆ Federal Transit Administration
- ◆ Ohio Department of Transportation
- ◆ Coshocton County Department of Job & Family Services
- ◆ Area Agency on Aging—Region 9, Title IIIB
- ◆ Coshocton County Commissioners (in-kind)
- ◆ Coshocton County Board of DD
- ◆ Kno-Ho-Co Community Action Commission
- ◆ Coshocton County Veterans Service Commission
- ◆ Other local grant dollars as applied for and awarded



Not sure what funding you qualify for? No worries! Call us today and a dispatcher will connect you with any eligible funding that you qualify for!



General Public Fares

For those who do not qualify for transportation under an eligible funding source, CPT offers self-pay General Public Fare rates:

Within Coshocton County = Fare Free

Out of County Fare Rates (Medical trips only):

One-Way Mileage	General Public	Elderly/ Disabled*
0-25	\$8.00	\$ 4.00
26-50	\$12.00	\$ 6.00
51-75	\$18.00	\$ 9.00
76-100	\$24.00	\$12.00
101-130	\$30.00	\$15.00

All public fares must be paid in cash (or with ParaPass card—see page 8) at the time of your trip. Passengers must have exact change upon boarding the vehicle for each trip (this means you cannot pay for both legs of your trip upon entering the vehicle on the first pick up. Each time you board the vehicle is a ‘trip’). Drivers do not make change and no change will be given, even if you give the driver more than your fare amount. Any amount given to the driver above the Fare rate will be used as a donation toward the CPT program. Please note: no receipts are given for public fares.

*Elderly and/or Disabled Fares

Half-Priced Elderly & Disabled (E&D) Rates are available for those who qualify. Individual’s age 60 or older and/or those who are considered disabled are eligible with a pre-approved E&D Application and proof of age and/or disability. Once approved you will be issued a customized E&D card and charged the half-priced fare rate on all eligible rides! Please call or stop by the office to obtain an E&D Form.

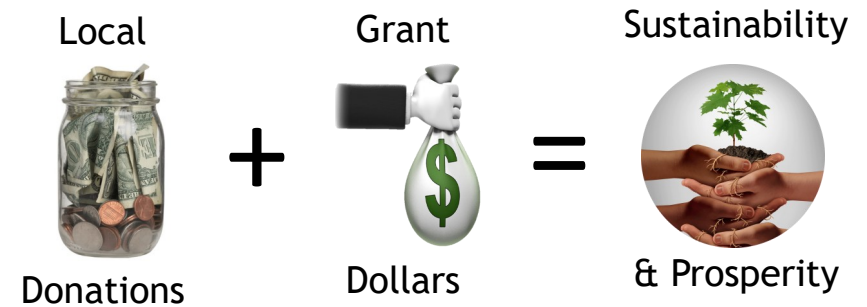
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Donations/Contributions

Even though a transportation trip may have been no cost out-of-pocket to an individual, often times only a portion of the full cost of the trip is covered by federal, state or local dollars.

CPT always gladly accepts donations! These contributions help provide the required local match necessary for many of our grants and the continuation of providing transportation to our community! Every \$1.00 donated locally equals \$1.00 toward federal grant match.

Investment in CPT



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! Please Note: Drivers are not permitted to accept tips.

One-Way Suggested Donation Amounts:

In-County: \$3.00

Out-of-County 0-25 Miles: \$8.00

Out-of-County 26-50 Miles: \$12.00

Out-of-County 51-75 Miles: \$18.00

Out-of-County 76-100 Miles: \$24.00

Out-of-County 101-130 Miles: \$30.00

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