

# Licking County Transit Board Coordinated Services Passenger Guide



December 2010

763 East Main Street  
Newark, Ohio 43055  
(740) 670-5185  
(800) 350-7071

or  
TDD/TTY (Ohio Relay Service)  
(800) 750-0750

[www.lcounty.com](http://www.lcounty.com)

Brochure available in alternative formats upon request.



While riding, your driver is responsible for assuring the safety and comfort of all passengers. Please respect the driver and other passengers. Any passenger who exhibits any of the behavior listed below could lose riding privileges.

## LCTB Passenger Rules

- Remain seated at all times.
- Wear your seatbelt when the vehicle is in motion.
- No pets other than service animals.
- Passengers must use earphones to listen to radios, MP3 players, CD cassette players, etc.
- Carryon items (shopping bags, duffle bags, etc.) are limited to four (4) per passenger and must be controlled by the passenger at all times.
- No eating, drinking, smoking, chewing tobacco, or gum and no open containers on any LCTB vehicles.
- No cursing, swearing or disruptive behavior.

## Ridership privileges will be permanently suspended for the following actions:

- Physically harming a passenger, driver or service provider staff member.
- Threatening passengers or staff with bodily harm while on or near a transit vehicle or on the telephone.
- Intentionally damaging a transit vehicle or transit property in any manner.
- Possessing controlled substances (other than your own current prescriptions.)
- Being intoxicated or under the influence of illegal drugs.
- Possessing anything that is or can be construed as a weapon without a permit. (This may also be subject to criminal prosecution.)

## MISSION STATEMENT

The Licking County Transit Board is dedicated to providing safe transportation to improve the quality of life for the maximum number of Licking County citizens. We recognize that this can best be accomplished by partnering with others in the Licking County community.

The services provided by the Licking County Transit Board are funded, in part, by the Federal Transit Administration, Ohio Department of Transportation, Licking County Board of Commissioners, Licking County Board of Developmental Disabilities, Licking County Board of Development Disabilities, The Licking County Senior Citizens Levy

## PHONE NUMBERS TO REMEMBER

(740) 670-5185 or (800) 350-7071

### Option #1

- To arrange a trip
- Future scheduling changes

### Option #2

- To check your pick-up time
- For last minute changes or cancellations

### Option #3

- For the administrative office

## Licking County Transit Board Coordinated Services Passenger Rules and Responsibilities

### LCTB Coordinated Transit Services

- Open to clients of member social service agencies only.
- Accessible to the disabled. All services comply with Americans with Disabilities Act (ADA) requirements.
- No transportation services are available on New Years Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and Christmas.
- Services hours are 6 AM-6PM Monday – Friday.
- First come, first served.
- Two (2) business days prior notice.
- Origin to destination; driver is NOT PERMITTED to enter the home or office building.
- Operated by First Transit under contract with the LCTB

### To Arrange Coordinated Transportation

- Drivers are not responsible for schedules. Don't give your schedule to the driver.
- Call (740) 670-5185, (800) 350-7071 or TDD/TTY (Ohio Relay Service) (800) 750-0750 by at least 9:00 AM, two (2) business days prior to your trip request.
- You must speak to a scheduler before your transportation can be arranged. If you reach voice mail, leave your full name and number for a return call. If calling during office hours and you do not receive a call within the hour, you will need to call the Licking County Transit office back.
- Be prepared to give the following information when scheduling your transportation:
  - ✓ Date(s) transportation is needed.
  - ✓ Your full name.
  - ✓ Your address.
  - ✓ Your phone number (if you don't have a phone, we must have a phone number where we can get a message to you if needed).
  - ✓ Any mobility aids or restrictions (wheelchair, walker, cane, service animal, personal care attendant, etc.)
  - ✓ Any other passengers' name(s).
  - ✓ Passenger age(s) if they are under 16 years old.
  - ✓ Number of car seats for children under 40 lbs. and 4 years of age – You must provide car seats.
  - ✓ Name and address of any daycare provider(s).
  - ✓ Pick-up address.
  - ✓ Drop-off address.
  - ✓ Appointment time at destination.
  - ✓ Address of any additional stops.
  - ✓ Time you need to be picked up from your appointment (If you don't know, the

exact time, you must give an estimated time.)

- If you need picked up earlier, you may call (740) 5185 or (800) 350-7071 and we will check the schedule and, if possible, pick you up earlier.
- If you are going to be later than expected, you must call and let us know as soon as possible what time you will be ready for your pick up. We will place you on the schedule as close to our requested time as possible.
- You may call (740) 5185 or (800) 350-7071 and chose option #2 after 4 PM the day before or the morning of your trip to ask for your scheduled pick-up time.
- The vehicle may arrive up to 15 minutes before or 15 minutes after your scheduled pick-up time, so you must be ready at least 15 minutes before your scheduled time.
- We will attempt to contact you if your scheduled pick-up time changes, or if the vehicle will be late due to inclement weather, etc.
- Major service disruptions due to weather or other emergencies will be announced on all local radio stations. (You can tune to WCLT FM 100.3 or WNKO 101.7.)
- Out of county medical trip requests must include a telephone number for your destination. Return trip can be no later than 4:00 PM.

### Cancellations and No Show Policy

Six (6) cancellations or three (3) no-shows within a 12-month period will result in you being suspended from using transit for six (6) months *unless waived by your sponsoring agency and missed or cancelled trips costs are addressed.*

**Cancellations** – When you cancel more than 2 hours before your scheduled pick-up time.

**No Show** – When you cancel with less than a 2-hour notice or are not available when the driver arrives to pick you up.

- A charge will be assessed for no shows.
- Be ready. The driver will wait for you at the curb for only two (2) minutes so watch for the vehicle to arrive. If you are not ready and the driver waits more than two (2) minutes or leaves without you, the return trip will be cancelled unless you contact us at (740) 670-5185 or 1-800-350-7071 (Monday – Friday) at least two (2) hours prior to the return time.
- You **MUST** notify us of any last minute cancellations or changes in your schedule.
- If you find another ride to your destination, but need a return trip, you **MUST** contact us and let us know you need to make changes to your transportation arrangements.

### **Title VI Passenger Rights**

No person on the basis of race, color, religion, sex, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits. Please call 740-670-5180 for information regarding the procedures on filing a Title VI complaint.