

CRAWFORD COUNTY
COUNCIL ON AGING
SPECIALIZED TRANSPORTATION

RIDER'S GUIDE



OPERATED BY
**CRAWFORD COUNTY
COUNCIL ON AGING, INC.**

The Council on Aging is a private non-profit 501(c)3 corporation established in 1974 for the purpose of providing services to facilitate the efforts of Crawford County Ohio residents age 60 and older to remain living independently in the community.

200 SOUTH SPRING STREET
P.O. BOX 166
BUCYRUS, OH 44820

419-562-3050 OR 1-800-589-7853

Ohio Relay Service: 1-800-750-0750

Website: www.crawfordcountyaging.com

Facebook: Crawford County Council on Aging

MISSION STATEMENT

It is our mission to provide a safe, reliable and accessible transportation option within Crawford County responsive to consumers' needs.

***All services are contingent on funding availability.**

- Title VI Notices are displayed in Crawford County Council on Aging, Inc. transit vehicles, website, and offices.
- If information is needed in another language, contact 419-562-3050.

FUNDED BY: Ohio Department of Transportation, Ohio Coordination Program, USC 49 Chapter 5310 Grant Program, Title III, Title XX, Senior Service Levy, client and community donations. No one will be denied service based upon race, color, religion, sex, national origin, age, ancestry, disability, or other non-related criteria.

PASSENGER COMPLAINT/COMMENT PROCEDURE

The purpose of the complaint/comment procedure is to provide a method to communicate complaints, compliments, and suggestions. Make all complaints, questions, or comments to the Transportation Director by calling 419-562-3050 or 1-800-589-7853.

Notifying the Public of Rights Under Title VI Crawford County Council on Aging, Inc.

- Crawford County Council on Aging, Inc. operates its programs and services without regard to race, color, and 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 may file a complaint with Crawford County Council on Aging, Inc.
- For more information on Crawford County Council on Aging's civil rights program, and the procedures to file a complaint, contact 419-562-3050, TTY 800-750-0750; email coa@cccoa.org; or visit our administrative office at 200 South Spring St., Bucyrus, Ohio 44820. For more information, visit crawfordcountyaging.com.
- For transportation-related Title VI matters, a complainant may file a complaint directly with the Ohio Department of Transportation by filing a complaint with the Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223.
- For transportation-related Title VI matters, a complainant may file a complaint directly with the Federal Transit Administration 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.
- ODOT and FTA are only to be contacted with Title VI matters relevant to Crawford County Council on Aging, Inc. transportation programs.

This brochure is available in alternative formats upon request. You may request a copy, call 419-562-3050 or 1-800-589-7853, or send a written request to Cassandra (Cassie) Herschler, Executive Director at P.O. Box 166, Bucyrus, OH 44820, or stop at the Council on Aging office at 200 S. Spring St., Bucyrus, OH.

WHO IS ELIGIBLE

Crawford County Council on Aging provides transportation primarily to seniors 60 and older and individuals with disabilities in Crawford County. Rides for general public is provided if seating is available. CCCOA can transport anyone from a location within Crawford County to a destination within Crawford County. Services are provided in a way that does not discriminate against persons with disabilities and to fully comply with the intent of the Americans with Disabilities Act of 1990. Our vehicles are equipped to accommodate persons with disabilities; all vans are labeled as "***Crawford County Transportation-Operated by Council on Aging***" and our drivers are professionally trained and required to wear photo I.D. badges.

SERVICE AREA

CCCOA Transportation serves all of Crawford County. We will not transport persons residing outside of the county line to out-of-county destinations.

SERVICE AVAILABILITY

Service is available from 6:00 am to 5:00 pm, Monday through Friday. The agency is closed and no transportation will be provided on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth-Freedom Day, Fourth of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day.

OUT OF COUNTY MEDICAL APPOINTMENT TRIPS

Transportation is available for passengers 60 years and older to out of county medical appointments as follows:

Marion on Tuesday
Mansfield on Wednesday
Columbus on Thursday

All out-of-county requests require at least one week advance notice.
All cancellations need to be reported to the office no later than 12pm the Thursday before the scheduled trip.

FARES

A fare is collected each time a passenger boards the van. Passengers must have the exact fare. Drivers can not make change. Fares are as follows:

Donation for seniors 60 and older

\$4.00 (one-way) to travel from city to city, within the county

\$3.00 (one-way) within the same city

\$2.00 (one-way) for disabled passengers within the county-
proof of disability is required

Donation for Out-of-County trips

for seniors 60 and older

Marion (round trip) \$25.00

Mansfield (round trip) \$25.00

Columbus (round trip) \$40.00

Passengers 60 years of age and older are encouraged to make a donation. Your transportation contributions are used to expand goods and services for residents of Crawford County. No client 60 years of age and older will be refused services if unable to donate. Children twelve and under accompanied by an adult ride for free, up to two children, and a third child would require to pay a fare.

PERSONAL CARE ATTENDANTS (PCA)

One personal care attendant may ride at no charge. A personal care attendant is someone designated or employed specifically to help the eligible individual meet his or her personal needs. To ensure sufficient seating capacity, the passenger should inform the scheduler when making a reservation that a PCA is required and will be accompanying the passenger. The PCA is expected to care for the passenger while in route to the destination and must furnish any care over and above routine passenger assistance provided by the driver.

Based on information provided by the local law enforcement, the Transportation Director will make the decision if the system will close. It may be necessary to limit service within the city limits or for emergency needs only. Cancellation of service will be announced on radio stations WBCO/ WQEL (92.7), WMFD (106.1) & on our Council on Aging Facebook page.

EXPECTED PASSENGER ACTIVITIES & BEHAVIORS

1. No use of any tobacco products on any vehicle owned or operated by Crawford County Council on Aging.
2. No eating or drinking allowed on vehicles operated by Crawford County Council on Aging. An exception to the eating policy will be made for medical reasons on a case-by-case basis and verified with dispatcher or operation manager.
3. No physical or sexual contact with drivers or other passengers.
4. No objects defined as or intended to be used as a weapon (Ohio's concealed Carry Law will be enforced).
5. No use of obscene, profane, or indecent language.
6. No playing of any audio devices without the use of earphones.
7. No hazardous materials.
8. Do not open windows while heating or air conditioning units are in operation.
9. Refusing to follow reasonable directions given by Crawford County Council on Aging staff, especially those that relate to the safety and security of the passengers and staff.
10. Shirt and shoes must be worn at all times. When a driver observes a passenger exhibiting any of these behaviors he/she will ask the passenger to stop. If the passenger does not stop the driver will stop the vehicle in a safe area and contact the office for further assistance. Any violation may result in a temporary or permanent suspension of riding privileges.

PERSONAL ITEMS

CCCOA is not responsible for items belonging to passengers that are damaged, lost, or left on CCCOA vehicles.

TRANSPORTING CHILDREN

Children twelve (12) years of age and under must be accompanied by an adult (18 years of age or older) when riding. Infants and children who are either or both under the age of four (4) years and/or weigh less than forty (40) pounds must be in an approved, properly used child safety seat while being transported in Crawford County Council on Aging transit provider vehicles. (An approved seat is one that meets federal motor vehicle safety requirements.) **Children who are less than eight years of age, and less than 4 feet 9 inches in height, who are not required to be secured in a child safety seat, must be properly restrained in a booster seat.** The child restraining system must meet federal motor vehicle safety requirements and child safety seat shall be secured in accordance with the manufacturer's instructions. The passenger must furnish the child restraint system and secure the child, excluding the front seat, in the vehicle. Drivers may assist the passenger. The driver will then ensure that the child is appropriately secured before placing the vehicle in motion.

The above notwithstanding, all policies and rules will comply with the laws of the State of Ohio.

SEATBELT POLICY

All passengers are required to wear safety belts. Each passenger must have his/her safety belt securely fastened before the vehicle will be permitted to begin movement. Passengers seated in wheelchairs will be secured via an approved four-point restraint system. Passengers who have a medical release signed by a medical physician will not be required to wear the seatbelt but will not be allowed to ride in the front seat.

PASSENGERS WITH PORTABLE OXYGEN BREATHING AIDS

Passengers should inform the scheduler at time of reservation that a portable oxygen breathing aid will be transported with the passenger. Drivers will secure all oxygen containers during transportation by the most secure means available. Drivers are not permitted to connect hoses, disconnect hoses, or change oxygen tanks.

INCLEMENT WEATHER

Every effort will be made to provide service during inclement weather.

SCHEDULING A TRIP

To request a trip, call 419-562-3050 or 1-800-589-7853, or come to the Council on Aging office at 200 S. Spring St., Bucyrus, OH. You will be asked to give required pertinent personal information and trip information including the exact address of your destination.

MOBILITY AIDS

CCCOA Transportation offers transportation service utilizing lift equipped vans. Every attempt will be made to accommodate wheelchairs, scooters, and other mobility devices, provided that the total weight of the wheelchair/passenger combination does not exceed our lift weight capacity.

ADVANCED RESERVATION ENCOURAGED

Requests for trips can be made no sooner than thirty days in advance. The minimum a trip can be scheduled is at least 48 hours in advance. Your request will be coordinated with others to serve as many persons as possible. We recommend you call as soon as possible to make a reservation. Same day service requests will be based on availability.

TDD SERVICE FOR THE HEARING IMPAIRED

Contact Ohio Relay Service by calling 1-800-750-0750.

POLICY REGARDING PACKAGES ON CCCOA VEHICLES

Drivers are required and willing to assist riders with sacks and packages if needed as long as these items are of reasonable size and weight. There is an 8 bag or 8 item *total* limit with no exceptions. Anything over this amount will require arrangements to be made to transport it. (This includes cartons of pop, dog food, laundry detergent etc.) For safety reasons, we can not transport anything that can not be held on the passengers' lap and/or does not fit in a 14" x 13" x 21 1/2" cart with a 100 lb. capacity or secured in some manner. The CCCOA is not responsible for any items. Passengers are permitted to schedule transportation for shopping as often as needed, in accordance with normal scheduling procedures.

DOOR -TO-DOOR

Drivers are permitted to assist (take the passenger's arm and provide minimal support) passengers from the main entrance door of the trip's

origin to the main entrance door of the destination. Drivers are prohibited from entering the passenger's home or any private residence. Drivers are to maintain a line of sight to the vehicle and stay within a reasonable operating perimeter of the vehicle during the execution of their duties as Council on Aging drivers. Walkways, paths and ramps must be in good repair, free of leaves, ice and snow, to ensure that patrons and drivers are not at risk of injury.

PICK UP TIME

When you make your reservation, the scheduler will give you a time the van will arrive to pick you up. The van may arrive as early as 15 minutes before the scheduled pick up time or as late as 15 minutes after the scheduled pick up time, so please plan your schedule accordingly. The driver will come to the main entrance door and wait no longer than 5 minutes past the scheduled pick up time. If you are not at the main entrance door by five minutes after the scheduled pick up time, the driver will leave.

TO CANCEL TRIP RESERVATION

To cancel a scheduled trip, call 419-562-3050 or 1-800-589-7853 or come to the Council on Aging office at 200 South Spring Street, Bucyrus. **You must call or stop in the office no later than 12:00pm (noon) the business day before the scheduled trip to inform the scheduler that you are canceling your reservation.** When canceling a reservation you must speak with a scheduler who will identify his/herself by name. **The only exception to this rule is if you are canceling a service scheduled for Monday or the day after a holiday, you may leave a message in the General Delivery mailbox.**

ATTENTION: OUT OF COUNTY CANCELLATIONS

All cancellations need to be reported to the office no later than 12pm the Thursday before the scheduled trip.

NO SHOW

Any passenger, who is not available for pick-up of a scheduled trip or cancels a trip after 12:00 p.m. (noon) the business day before, is considered a no show. Passengers not available for pick-up for an **out-of-county** trip or cancels a trip after 12:00 p.m. noon on Friday, the week

before an out-of-county scheduled trip, is considered a no-show. Drivers document on their manifest the time they arrive for pick-up and the time they leave. The driver will leave a paper hanger on the door indicating he/she was there and the passenger is considered a no-show.

Three (3) no-shows in a 12 month period will result in a one-month suspension of the rider's privilege to use the transit system. A notification will be sent after 2 "no-shows". After the first suspension, each new no-show occurrence will result in an additional month of suspended privileges.

The CCCOA reserves the right to determine if the client will or will not be considered a "no-show" in cases of extenuating circumstances.

STANDING ORDERS

A standing order allows passengers to request the same service for several days or weeks without having to call each time to schedule. **Standing orders must be renewed monthly.** This can be done by sending a written request to 200 South Spring Street, Bucyrus, Ohio 44820, attention Central Scheduling or by calling 419-562-3050 or 1-800-589-7853 to speak to a scheduler. Leaving a voice mail message is **not** acceptable; the request **must** be made by speaking directly to a scheduler on or before the 25th of the month. Standing order reservations may be denied upon a second suspension in any consecutive twelve (12) month period. Privileges may be reinstated without guarantee of the original pick up/drop off time request.

TRANSPORTING PETS

Pets will not be transported.

SERVICE ANIMALS

Service animals, defined as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability, are permitted to accompany individuals with disabilities in the vehicles. The passenger must be in direct control of the service animal at all times. It is the responsibility of the passenger to inform the scheduler when scheduling a ride that a service animal will be present.