

CHAMPAIGN TRANSIT SYSTEM FARES

\$2.00 one way anywhere within any city/town of the county.

\$2.00 base charge anywhere in the city of Urbana, CTS then has the County divided into (3) three zones based on distance from Urbana. For your exact fare to and from your residence, please call the CTS office.

Elderly passengers (65 and over) and persons with disabilities can ride at half fare.

Fare assistance under human service TITLE XX and TITLE III is available to those who may qualify. For more information call the transit office.

- Personal Care Assistants for the elderly and disabled needing assistance - no charge
- Children age six (6) and under – 50¢
Children 7 - 17 years of age \$1.00
- **TOKENS AVAILABLE** at cost of \$20.00 for twenty (20) tokens.
- **TICKETS AVAILABLE** at cost of \$20.00 for twenty (20) rides. w/ one free ride.

OUT-OF-COUNTY FARE RATES

(Round Trip from Urbana - Medical Only)

TO:	RATES
Bellefontaine	\$15.00
Columbus	28.50
Dayton	27.00
London	17.00
Marysville	17.00
Piqua	18.00
Sidney	18.00
Springfield	15.00
Troy	18.00
Vandalia	23.00
West Liberty	12.00

All out-of-county rates may be slightly higher from Residences outside of Urbana.

SYSTEM HOLIDAYS

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

*Limited Service NY Eve & Christmas Eve
When a holiday falls on Saturday, it
shall be observed on the preceding Friday.
When a holiday falls on Sunday,
it shall be observed on the following Monday.*

For comments, complaints, and suggestions (including Title VI complaints), please contact or visit:

Transit Director, Champaign Transit System
308 Miami Street, Suite D
Urbana, Ohio 43078
(937)-653-8777
www.co.champaign.oh.us

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This brochure can be made available in alternative formats.

CHAMPAIGN Transit System

CONVENIENT, LOW COST
TRANSPORTATION
FOR THE
ENTIRE GENERAL PUBLIC
OF
CHAMPAIGN COUNTY
REGARDLESS OF
AGE/RACE/INCOME



(937) 653-8747 (TRIP)

Ohio Relay Service 1-800-750-0750

Ask to be connected to 653-8747

Champaign Transit System
is a service of the Board of Commissioners
of Champaign County

This service is funded in part from the Federal Transit Administration, the Ohio Department of Transportation and the Champaign County Board of Commissioners Champaign Transit Complies with Title VI and Civil Rights Laws and Regulations Title VI of the Civil Rights Act of 1964, 42 U.S.C. & 2000d et. seq.

MISSION STATEMENT

The mission of the Champaign Transit is to provide transportation to ALL citizens of Champaign County who are in need of mobility to health care, public services, shopping, jobs and any other transportation needs.

CTS provides demand response service door-to-door. It is offered to the general public of Champaign County regardless of age or income status, including those persons who use wheelchairs or other mobility devices. CTS is not an emergency transportation service. Those customers requesting emergency needs, or those requiring transportation in a reclining position will be referred to the local Emergency Medical Services (EMS).

SERVICE IS AVAILABLE

Monday thru Friday, 8:00 a.m. – 5:00 p.m.
Office Hours: 7:00 a.m. – 5:30 p.m.
The CTS is closed on holidays as shown on back of brochure.

GENERAL SERVICE

General service is limited to the confines of the boundaries of Champaign County. **SPECIAL** medical service within a 50-mile radius of Urbana is available.

TO CALL FOR A RIDE...

Dial 653-8747 a minimum of 24 hours in advance to schedule a trip in county. Limited same-day appointments may be available. For best assurance of scheduling your out-of-county trips (Medical Only) call a minimum of 48-72 hours in advance. Hearing impaired passengers can reach CTS by dialing the Ohio Relay Service at 1-800-750-0750 and asking to be connected with 653-8747.



COST

Cost of your trip will vary because of several factors such as age, disability, or distance. CTS offers reduced rates for elderly and disabled persons. Some trips may be provided for you at no cost through Social Service **TITLE XX** or **TITLE III** entitlement programs for those who may qualify. Contact the transit office for more information. Specific rates may be found elsewhere in this brochure.

PICKUP TIME

Pickup time for CTS operations is a plus or minus 15-minute schedule. A passenger is to be ready at least 15 minutes **AHEAD** of the scheduled pickup time, but our vehicles may arrive 15 minutes **AFTER** the scheduled time. This allows for a 30-minute “operating window”. Passengers should wait where they can observe the vehicle’s arrival.

PASSENGER ASSISTANCE

Door-to-door: demand response service wherein drivers are permitted to assist passengers from the threshold of a structure until boarded and visa versa for exiting. Persons using mobility devices must have ramps clear of hazards (snow - ice) and at an angle not to put drivers at risk. Drivers will not be asked to provide assistance if there is more than one step (curb) to be maneuvered.

MOBILITY AID SECUREMENT/SEATBELTS

CTS’s policy is that all passengers wear seatbelts, unless medical reasons are provided. All wheelchairs/scooters are to be secured with a four-point tie-down, and secured with a seatbelt.

TRANSPORTATION OF CHILDREN

Transportation of children (under the age or 18), must be arranged by the parent or guardian. All children age 10 and under must be accompanied by an adult. Infants and children under four (4) years old or children weighing less than 40 pounds must be secured by the parent or guardian in the proper type of car seat. These seats are the responsibility of the parent/ guardian and are to be supplied by them. Each car seat should be appropriate for the child it will accomodate.

PACKAGES

Packages must be carried by the passenger if physically capable to do so. No more than four (4) items (e.g., grocery bag, container of soda, bag of potatoes, etc.) will be allowed on any one trip. Only small sized packages that are not obstructive to other customers may be transported. Approximate weight of any one item shall not exceed fifteen (15) pounds. Any item over the four (4) items limit will be charged \$1.50 per item. Personal Care attendants are expected to carry items for their friend/family member - not the CTS driver.

ACCIDENTS, ILLNESS or INJURY

In the event of accidents, illness or injury follow the instructions of the CTS driver.

CANCELLATION POLICY

A cancellation is when a client calls the dispatch office at least two (2) hours before their scheduled pick up. Four (4) cancellations in any thirty day period will result in denial of service for thirty (30) days.

NO SHOW POLICY

No shows cause delays and denial of service to other passengers. A **No-Show** is when a passenger does not cancel (2) hours prior to their scheduled pickup time or does not appear at scheduled arrival at the point of pick-up. This is provided our vehicle arrives within our pick-up time service window of fifteen (15) minutes before or after the scheduled pick-up time. CTS charges no-show passengers as if the trip was taken. Two (2) no shows in a thirty (30) day period will result in the denial of service for thirty (30) days. Trips will not be scheduled until ride charges are paid, and an additional \$5.00 no show charge is paid.

PASSENGER BEHAVIOR

Passenger behavior expectations are as follows, and are not all-inclusive. *No smoking, eating, or consuming beverages while inside CTS vehicle * No disorderly conduct * No abusive language to any CTS employees or to other customers * No illegal, violent or seriously disruptive behavior * No willful damage to county property * Transportation of animals is not permitted; however, service animals are allowed.

BAD WEATHER POLICY

In the case of adverse weather conditions, listen to your local radio station WHKO(99.1), or WPKO(98.3), or check their websites for details concerning travel with the Champaign Transit System.

