



ASHTABULA COUNTY TRANSPORTATION SYSTEM

The Ashtabula County Transportation System is funded in part through:

Federal Transit Administration (FTA)
Ohio Department of Transportation (ODOT)
The Ashtabula County Commissioners, Grantee
Ashtabula County Job & Family Services, Administrator



PASSENGER GUIDE

440-992-4411

OR

1-800-445-4140

SERVING THE PEOPLE OF
ASHTABULA COUNTY
FOR OVER 30 YEARS!

2019



Administrative Office:
Ashtabula County Job & Family Services
Patrick J. Arcaro, Executive Director
2924 Donahoe Drive
Ashtabula, Ohio 44004
440-998-1110



ASPIRE. ACHIEVE. ADVANCE.



PREPARE FOR COLLEGE AND CAREER!

Call to learn more about our high school or adult workforce development programs.

**www.atech.edu . 440-576-6015
1565 State Route 167 . Jefferson, OH 44047**

The Ashtabula County Technical & Career Center does not discriminate on the basis of race, color, national origin, sex, disabilities, or age in its programs and activities and provides equal access to the Boy Scouts and other designated youth groups.



Ashtabula County

A proud partner of the American Job Center network

FRAUD COSTS



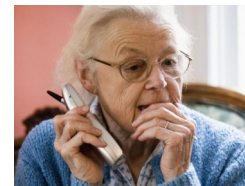
ALL OF US

Report suspected fraud at JFS.Ohio.gov/Fraud or to Ashtabula County Job & Family Services at (440) 998-1110 or (800) 935-0242

To Report Elder Abuse, Neglect or Exploitation, Call the Ashtabula County Job & Family Services Adult Protective Services Hotline at:



440-997-7777





Need Medical Assistance or to Renew?

Dial: 1-800-640-OHIO (6446)

Apply Online at: <https://benefits.ohio.gov>

Apply In-Person at: Job & Family Services Offices
2924 Donahoe Drive, Ashtabula

Our Mission

The Ashtabula County Transportation System’s Mission and Goals are to Provide:

A County-Wide Para Transit Public Transportation service; that is reliable, accessible, affordable and safe for the general public, the elderly, and persons with disabilities.

INTRODUCTION

This guide has been prepared to familiarize you with the Ashtabula County Transportation System (ACTS).

TABLE OF CONTENTS

Phone numbers2
 Service Description3
 Point Deviation on Bus Routes3
 Dial-A-Ride Service (Demand Response)5
 Cancellations & No-Shows6
 Accessibility7
 Emergencies8
 Passenger Responsibilities9
 Fares10
 Tickets & Passes11
 Comments & Suggestions11



PUBLIC TRANSPORTATION IN ASHTABULA COUNTY

SCHEDULING & CANCELLATIONS

(440) 992-4411

Or

1-800-445-4140

Ohio Relay Service for
TTY/TDD users:
1-800-750-0750

ACTS operates and transports all passengers without regard to race, color, national origin, sex, age, income, or disability.

Administrative Office:
Ashtabula County Job & Family Services
Patrick J. Arcaro, Executive Director
2924 Donahoe Drive
Ashtabula, Ohio 44004
440-998-1110

The Ashtabula County Transportation System is funded in part through:

Federal Transit Administration (FTA)
Ohio Department of Transportation (ODOT)
The Ashtabula County Commissioners, Grantee
Ashtabula County Job & Family Services, Administrator

ASHTABULA COUNTY TRANSPORTATION SYSTEM

TICKETS & PASSES

E&D SHORT PASS*	\$20.00
E&D LONG PASS**	\$25.00
GENERAL PASSENGER SHORT PASS*	\$30.00
GENERAL PASSENGER LONG PASS**	\$40.00

*A Short Pass is travel within the city limits of Ashtabula

**A Long Pass is travel outside the city limits of Ashtabula

All **RED** Tickets are \$1.00 One Way

All **BLUE** Tickets are \$.75 One Way

Tickets and passes are available to purchase Monday through Friday 8:00am-4:00pm at the ACTS Operation Center located at 425 W 24th St, Ashtabula, Ohio 44004. For purchasing information, please contact the ACTS Operation Center at 440-992-4411 or 1-800-445-4140.

If you are a regular rider, we have a convenient and economical way to ride. Buy an ACTS pass. You can ride all month for one price. The pass may only be used by the person to whom it is issued and must be shown upon boarding the vehicle.

COMMENTS & COMPLAINTS

ACTS complies with all ADA and Title VI regulations. Passenger comments & suggestions should be made in writing within fourteen (14) days of occurrence or by calling 440-994-2502. Title VI complaints should be directed to the Ashtabula County Board of Commissioners at 440-576-3750 or EEOC Coordinator 25 W. Jefferson Street, Jefferson Ohio 44047.

Mail other correspondence to:
Ashtabula County Transportation System
c/o ACTS Program Manager
2924 Donahoe Drive
Ashtabula, Ohio 44004

All complaints will be responded to within ten business days.

PUBLIC TRANSPORTATION IN ASHTABULA COUNTY

ALL FARES ARE ONE WAY

ADULTS (age 18 and over)	\$2.00
***ELDERLY (Age 65) PASSENGERS WITH A VALID E&D CARD	\$1.00
***DISABLED PASSENGERS WITH A VALID E & D CARD	\$1.00
SENIOR (Age 60) PASSENGERS	\$2.00



SENIORS RIDE FREE WITH VALID
"SUNSHINE" CARD ON THE
ASHTABULA AREA SERVICE BUS
ROUTES MONDAY THROUGH
FRIDAY FROM 10:00 AM TO 2:00 PM AND SATURDAYS FROM
10:00 AM TO 4:00 PM.



PLEASE CALL 440-994-2032 FOR MORE INFORMATION AND TO
APPLY FOR A SUNSHINE CARD

SPONSORED BY THE ASHTABULA COUNTY COMMISSIONERS AND
THE ASHTABULA COUNTY SENIOR LEVY

ALL CHILDREN PASSENGERS ONE-WAY

AGES 3 - 17	\$.75
-------------	--------

CHILDREN UNDER 2 RIDE FREE

***For passengers 65 yrs. of age and older, or passengers with a disability, HALF price fares are available by calling 440-992-4411 or 1-800-445-4140 and requesting an application or you may also request an application from your bus driver.



ASHTABULA COUNTY TRANSPORTATION SYSTEM

SERVICE DESCRIPTION

Ashtabula County Transportation System operates two types of public transit service; a deviated fixed service route within Ashtabula City and surrounding townships and Dial-A-Ride (Demand Response) service covering all of Ashtabula County.

Point Deviation Bus Routes And Dial-A-Ride

The type of transportation available to an individual is determined by the location of the pick-up and drop-off points. If both points are on a bus route or in a deviation zone, the **Bus Routes** are used. A deviation zone is approximately 2 blocks from the designated route.

The **Bus Routes** operate on a regular schedule Monday through Saturday 7:00am-5:00pm with stops at the scheduled point and times, but may go off the "route" between stops to pick up passengers in nearby areas. Passengers can flag the bus to stop anywhere along the service route. If one or both points are not on a bus route or in a deviation zone, **Curb-to-Curb Service** will be scheduled as available.

Curb-to-Curb Service operates on a schedule that is determined by demand and should be scheduled 24 to 48 hours in advance.

POINT DEVIATION BUS ROUTES

Service Area and Hours

Point-deviation service is available in Ashtabula City and surrounding townships, Monday through Saturday 7:00 a.m. to 5:00 p.m.

PUBLIC TRANSPORTATION IN ASHTABULA COUNTY

Continued

ACTS will be closed to observe the following holidays: Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.

To board the bus at a scheduled stop, simply raise your arm to get the driver's attention. If you wish to board anywhere other than stops listed on the schedule, you should call the ACTS Operation Center in advance at 440-992-4411 or 1-800-445-4140.

When you want to get off the bus, please notify the driver before your stop, or pull the stop cord.

Scheduling A Ride

The schedule allows for a limited number of deviations per hour, so be sure to call and schedule your request in advance.

Refer to the bus schedules for times and bus stop locations. Schedules are available on the bus or by phone.

Whether you are boarding at a scheduled stop or a deviation, plan to be waiting and ready to board the bus earlier than the scheduled departure time, **as the bus cannot wait for you!**

Occasionally, traffic conditions, inclement weather, passenger loads, and other unforeseen conditions may cause us to run behind schedule. Please be patient if this occurs.

ASHTABULA COUNTY TRANSPORTATION SYSTEM

PASSENGER RESPONSIBILITIES

For everyone's comfort and convenience, please observe the following rules:

NO smoking or chewing tobacco

NO eating or drinking

NO littering or defacing property

NO profanity or boisterous conduct

NO electronic devices unless used with ear buds or head phones

NO animals with exception of service animals

NO fighting, verbal or physical

NO weapons, i.e.: firearms, knives, or anything that can cause bodily harm

Passengers should not distract the driver with extended conversation.

Failure to exercise proper conduct may result in suspension of service.

ACTS reserves the right to change, edit, or add additional passenger responsibilities at any time deemed appropriate.

Due to limited seat capacity, passengers will be limited to 3 packages or bags.

PUBLIC TRANSPORTATION IN ASHTABULA COUNTY

For Dial-a-Ride service, assistance is available from door to door upon request. Passengers with wheelchairs may be assisted up and down ramps. If you do not have a ramp, the driver will assist you up or down one (1) step. It is your responsibility to make arrangements to be on ground level when the vehicle arrives. Drivers will not enter the residence.

Please be sure your walkways, steps, and ramps are clear of snow, ice and debris.

When transporting passengers in wheelchairs, the wheelchairs must be tied down in the vehicle with safety restraints. Oxygen tanks require securement.

Personal Care Attendant(s) (PCA) are permitted to ride at no charge. Be sure to tell us when you schedule your ride that you will be bringing someone to assist you. In addition, service animals are permitted but the handler is responsible for the care and supervision of his or her animal. If a service animal behaves in an unacceptable way and the person with the disability does not control the animal, ACTS reserves the right to ask the animal to be removed. If the animal disrupts business or poses a threat to the health and safety of others, it can be asked to leave. The animal shall not occupy a seat in any public conveyance.

EMERGENCIES

In the event of an accident, illness, or injury, follow the instructions of the driver or refer to the emergency procedure located in the front of the vehicle.

INCLEMENT WEATHER

Service may be delayed or cancelled due to weather conditions. Please call the operations center for additional information or check your local radio stations.

ASHTABULA COUNTY TRANSPORTATION SYSTEM

DIAL-A-RIDE SERVICE

Provides service to all areas of Ashtabula County not accessible by the deviated bus routes.

Curb-to-Curb service is available Monday through Friday 7:00 a.m. to 5:00 p.m. Door-to-Door is available upon request.

Scheduling A Ride

Trips should be scheduled 24 to 48 hours in advance. When you call, please be ready to tell us:

Where you are starting from.

Where you want to go.

When you need to arrive.

When you need to return.

Seat belts must be worn at all times on Dial-A-Ride. Persons requesting medical exemption must have a medical statement or certificate with them or on file with ACTS Administration.

Upon scheduling a trip with the Dial-A-Ride service, you will be given a 30-minute time range during which you can expect to be picked up. Drivers are directed to wait no longer than five minutes after arriving at your pick-up location.

PUBLIC TRANSPORTATION IN
ASHTABULA COUNTY

CHILD PASSENGERS

It is preferred that children ride accompanied by an adult. Arrangements must be made by a responsible adult. No child under five will be transported alone. All children (less than 40 pounds or 4 years of age) must be secured in a federally approved car seat. It is the responsibility of the parent to supply the car seat and to secure the car seat and the child in the vehicle.

CANCELLATION LINE

To cancel a reservation, you must call the ACTS Cancellation Line at 440-992-4411 or toll free 1-800-445-4140. Please leave the following information after the recording or with the dispatcher.

- The name of the person whose trip is being cancelled.
- Date of the trip you want to cancel.
- The time (s) of the trip you are canceling.
- A phone number where you can be reached.

A cancellation made at least two hours ahead of your pick-up time will not be counted as a no show. ACTS reserves the right to deny trips or remove you from an ongoing schedule due to excessive cancellations. Excessive cancellations are defined as three (3) or more rides that are cancelled within one (1) week.

ASHTABULA COUNTY
TRANSPORTATION SYSTEM

NO-SHOW POLICY

A no-show is a passenger who has a reservation and does not take the ride or cancels less than two (2) hours prior to the pick-up time.

The **no-show policy for ACTS states** “the **THIRD** time a passenger is a no-show in a 30-day period, the passenger will lose the use of Dial-A-Ride services for one month.”

A passenger will receive a notice by mail before service is suspended. In a no-show situation, the return trip is immediately cancelled.

We understand plans change. Don't be a no-show. Please cancel your reservation at least two hours ahead of your pick-up time.

ACCESSIBILITY

To meet requirements of The Americans with Disabilities Act (ADA), ACTS offers lift-equipped service on the bus routes and on the Dial-A-Ride service. Alternative passenger guides are available upon request. For TTY/TDD users wishing to use the Ohio Relay Service, call 1-800-750-0750.