

No Show & Late Cancellation Policy

CTC takes this policy very seriously
read before your ride!

Cancellations

If a passenger needs to call and cancel a ride, they must call CTC at least 2 hours in advance. If a passenger calls under 2 hours in advance, they will receive a **"Late Cancellation"**. If they call under 2 hours a **3rd** time within 30 days, they will receive a **"NO SHOW."** If a passenger does not cancel 2 hours in advance because of an "extreme situation," they must call CTC. Cases will be handled on a case-by-case basis.

No-Shows

A "No-Show" is defined as an event in which a passenger has previously scheduled a ride with CTC and fails to call CTC to cancel their ride or fails to appear for their ride.

Three (3) late cancellations which are under 2 hours of the scheduled time, will be treated as a **"NO SHOW."**

Passengers who fail to call and cancel or fail to appear for their scheduled ride in a timely manner **3 times** within 30 days, will be suspended from riding for a period of no less than 30 days. If the client continues to "no show," the period which they are suspended may be increased. This will be based on an individual evaluation of the riders' history and the circumstances. If the "No-Show" is due to an extreme and/or extenuating circumstance, the passenger must call CTC and each case will be dealt with on a case-by-case basis.

**If you have questions about this policy
please call CTC**

Revised 1-2023

Clermont Transportation Connection
4003 Filager Road
Batavia, OH 45103

FORWARD MOTION



Dial-A-Ride Transportation Service



Phone	1.513.732.7433
Fax	1.513.732.7490
Ohio Relay	1.800.750.0750
Toll Free	1.877.724.7433

www.ctc.clermontcountyohio.gov

Shuttle Service

CTC NOW OFFERS SCHEDULED FIXED ROUTE SERVICE!

Fixed routes require no reservations and work just like a traditional Metro bus route.

Routes

RT 2X New Richmond Express
RT 4X Amelia Express

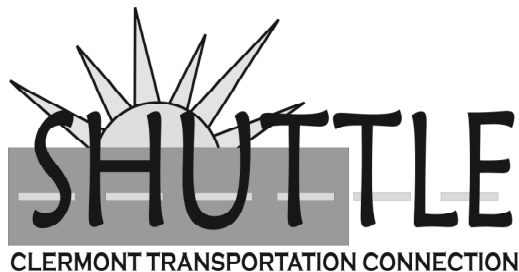
Special brochures are available with route maps, times, and additional information. If you would like a route specific map please call the CTC office and one will be mailed to you or go to CTC's website to download the latest version of the brochure.

Fares

CTC fixed routes have different fares than Dial-A-Ride service. Ask your bus driver, call our office, or go to our website to find out what the fare is for the route you want to ride.

Suggestions - Comments - Complaints

CTC is always looking for ways to provide it's passengers with better service. If you have a suggestion, comment, or complaint please call CTC's Operations Manager at 513.732.7578



www.ctc.clermontcountyohio.gov

Dial-A-Ride Service

Hours

Dial-A-Ride service is available
Monday thru Friday 6:00AM to 6:00PM

Scheduling

To schedule a ride, you can call **UP TO 14 DAYS IN ADVANCE**. Trips are scheduled on a first-come, first-served basis. The scheduling office is open from 5:30 am to 6:30 pm Monday through Friday.

Fares

All fares are for a one way trip

Adult	\$4.75
Student (with a student ID)	\$3.75
Persons with Disabilities*	\$2.35
Seniors*	\$2.35
Children (48" and under)	\$2.35

*To receive this fare you must fill out a discount fare application with CTC. Medicare cards are accepted as proof of half fare eligibility.

EXACT CHANGE IS REQUIRED CTC DOES NOT TAKE PENNIES

Ride certificates may be purchased by calling the CTC office.

Some passengers are eligible for a ride at no cost to the rider, ask your dispatcher if you are eligible when you call to schedule your ride.

Riding CTC's Dial-A-Ride Service

- The bus may arrive 15min before or after the scheduled pick up or drop off time
- The bus will wait 5 min at the pick up location
- Passengers who have a service animal may bring it on the bus
- The driver may help passengers on and off the bus and may help them secure their wheel chair, but under no circumstances will a driver enter a passenger's home
- Passengers may bring up to 4 shopping bags on the bus, additional bags are \$1.00 each

General Information

Passenger Rules

While riding any CTC vehicle, passengers must abide by the following rules:

- Children 17 & under must be accompanied by Parent or Guardian
- No Eating or Drinking or Smoking
- No Profanity
- No Weapons
- No Drugs or Alcohol
- No Disruptive Behavior

CTC bus drivers have the authority to remove a passenger from the bus if they fail to follow these rules. If a rider continues to violate these rules they may lose riding privileges.

**REMEMBER THE DRIVER IS RESPONSIBLE
FOR YOUR SAFETY AND OTHER MOTORISTS
SAFETY**

Days CTC is Closed

CTC does not operate on: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day.

In the event of severe weather CTC may close for safety, if this happens information is submitted to all major broadcasting networks.

Destinations

Passengers can be picked up anywhere in Clermont County and taken to any destination in Clermont County. If a passenger wishes to go outside Clermont County, CTC can drop them off at a METRO bus stop, but CTC will not leave the county.

This brochure is available in an alternative format, for information call 513.732.7433

CTC is funded by a combination of:

Federal Grants
State of Ohio Grants
Local Contracts
The Board of Clermont County Commissioners
Passenger Fares