

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 24 hours in advance. If a passenger fails to call in 24 hours in advance they will receive a warning. If they fail to call with 24 hours a second time within 30 days they will be suspended from riding for a period of no less than 30 days (1 month). If a passenger does not cancel 24 hours in advance because of an "extreme situation" they must call CTC, cases will be handled in 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 and then fails to appear for their ride.

Late cancellations which are within 2 hours of the scheduled time will be treated as a "no show"

Passengers who fail to call and cancel and fail to appear for their scheduled ride in a timely manner will be given one verbal and one written warning. If the client fails to cancel and appear for another ride within 30 days of the warning, they will be suspended from riding for a period of no less than 30 days (1 month). If the client continues to "no show" the period which they are suspended maybe 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 in a case by case basis.

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

Updated 12-22-11

Clermont Transportation Connection
4003 Filager Rd.
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 1 Felicity - Eastgate
- 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 Saturday 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 serve basis. The scheduling office is open from 5:30 to 6:30 Monday thru Friday and 8:00am to 2:00pm on Saturday

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

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:

- No Smoking
- No Eating or Drinking
- 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 loose 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 out side 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

www.ctc.clermontcountyohio.gov