

MEDINA COUNTY PUBLIC TRANSIT

The County Connection



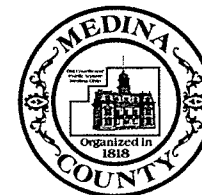
OUR MISSION AT MCPT -

It is our mission to provide safe, reliable, quality public transportation services to all residents of Medina County and to continue our cooperative efforts with our advisory consortium aimed at further development of our system. It is further our mission to continue cooperative efforts with neighboring systems to develop seamless mobility opportunities for all individuals needing to access employment, medical, social service, shopping and recreational activities throughout our region.

Medina County Public Transit (MCPT) is a demand response, curb to curb, advanced reservation, shared ride transportation service that serves all of Medina County. MCPT is open to the general public including individuals with disabilities. All MCPT vehicles are wheelchair accessible. All customers must realize that scheduled pick-up times are subject to change due to road conditions, road closures or vehicle breakdowns.

There are no restrictions on the purpose or number of trips which may be taken on a time-and-space available basis. Passengers are required to share the vehicle with other passengers who are traveling at the same time in the same direction.

Medina County Public Transit is funded in part by the Medina County Board of Commissioners, the Ohio Department of Transportation, and the Federal Transit Administration.



the trip was made or not. Three (3) "no shows" within a thirty (30) day period will result in the loss of service for ninety (90) calendar days.

PICKUPS - The driver will wait up to three (3) minutes for the passengers to board the vehicle. There are times where the MCPT is operating on a forty (40) minute pick-up window. For example if a customer is scheduled for an 11:00 AM pickup the vehicle will be there sometime between 10:40 AM and 11:20 AM. Passengers must be ready to be picked up twenty (20) minutes before their scheduled pickup time to avoid delays for other passengers. Passengers should wait in an area where they can observe the vehicle's arrival and be seen by the driver.

VEHICLES - All MCPT vehicles are wheelchair accessible and are designed to accommodate persons who use wheelchairs, walkers, crutches, canes, service animals or other mobility aids. The lifts and tie downs accommodate most common wheelchair models. The weight limit for the lift equipment is 750 pounds total combined weight of customer and wheelchair or other mobility device. Drivers are not permitted to physically lift a mobility device up or down stairs or curbs. Customers with wheelchairs or other mobility devices must have a ramp, curb cut or be waiting at ground level for their ride. Pathways from a customer's home to the vehicle must be clear and safe at all times. MCPT drivers are not permitted to push customers through snow covered, muddy or otherwise unsafe pathways or across rough terrain. Please contact the MCPT office to inquire if your wheelchair may be transported safely. If needed, a MCPT supervisor will be glad to visit you and make sure your wheelchair is safe to transport. All vehicles are equipped with seat belts, fire extinguishers and other safety equipment. All vehicles are also equipped with two-way communication.

BICYCLES - Bicycles may be transported on MCPT buses if space in the rear of the bus is available. MCPT is not responsible for lost, damaged, or stolen bicycles or any other items.

RESERVATIONS - Trip requests are accepted between 7:00 AM and 2:00 PM on week-days. At the time of your trip request you may make that request for one trip or for a regularly scheduled trip, (routine). These requests must be made at least one day in advance and may be scheduled up to Twenty-one (21) days in advance.

When your request is made please furnish your name, time of your desired arrival, place you wish to be picked up, the approximate time of your return trip and whether you will require a wheelchair tie down. Due to an increase in the number of trip requests not all requests may be accepted. If your initial trip request is denied you may consider adjusting your request to coincide with a less busy day or time.

To arrange a ride, contact MCPT dispatch at 330-723-9670 or use one of our toll-free numbers, in the Brunswick/Hinkley area: 330-225-7100, ext. 9670 or in the Wadsworth area: 330-336-6657, ext. 9670.

Trip requests that are not confirmed at the time of the request will be conditionally accepted until the schedules are finalized. It is the customers' responsibility to contact MCPT the afternoon of the weekday prior to the scheduled trip.

CANCELLATIONS - Trips may be cancelled at any time by contacting the MCPT dispatch office at 330-723-9670. Cancellations will be taken up to two (2) hours before the scheduled pickup time. You must cancel your trip within that time period to avoid being considered a "No Show". A passenger must pay for his/her "No Show" before another trip can be scheduled with MCPT. If a passenger cancels four (4) one-way trips within seven (7) calendar days, that passengers riding privileges will be suspended for a period of thirty (30) calendar days.

NO SHOWS - The passenger must be on time to avoid delays to other passengers. If a passenger fails to keep a trip appointment, cancels less than two (2) hours before the scheduled pickup time, or is more than three minutes late, he/she will be considered a "no show" regardless of whether

MAIN PHONE NUMBER:
330-723-9670

TOLL FREE NUMBERS:
Brunswick/Hinkley:
330-225-7100, extension 9670

Wadsworth Area
330-336-6657, extension 9670

TDD for hearing impaired
Phone Ohio Relay: 1-800-750-0750

Fax: 330-725-9169

SERVICE HOURS:
6:00 A.M. - 6:00 P.M. - Monday - Friday

RESERVATION HOURS:
7:00 A.M.- 2:00 P.M. - Monday - Friday

ASSISTANCE - Curb-to-curb transportation means that MCPT drivers will provide assistance from the curb in front of the trip origin to the curb in front of the destination. This means that the driver will assist the rider when boarding and alighting from the vehicle and will watch to make sure the passenger is safely within their destination. The driver will tie down wheelchairs, secure packages and assist with seat belts. It will be the driver's discretion if their assistance will go beyond boarding and alighting. Seat belts must be worn at all times when riding Medina County Public Transit. If passengers require a Personal Care Attendant (PCA), the attendant may ride for free. A PCA must be a minimum of 16 years of age and MCPT must be notified that an attendant will be riding with a passenger. It is the policy of MCPT to not transport clients within 24 hours of a surgical procedure for which they received an anesthetic. Children age 12 and under must be accompanied by an adult. Children under age 5 and any child under 40 pounds must ride in a child safety seat. Please inform MCPT dispatch when scheduling your trip if you will need a child safety seat and one will be provided for you to use while on the bus. All children under 6 years of age ride free on Medina County Public Transit.

**BRINGING PACKAGES/
GROCERY BAGS ON BOARD -**

Customers may board with as many packages as they are able to carry themselves. If at the grocery store, please request that the grocery clerk tie up the plastic bags so your purchases do not roll out inside the vehicle. All packages must be securely contained and should not take up any additional seating space on the vehicle. If customers anticipate purchasing more than they can carry, they may make arrangements to have someone accompany them.

SERVICE AREA - Medina County Public Transit (MCPT) will provide service to any location within Medina County. MCPT also provides connecting service to the Greater Cleveland RTA and Akron Metro RTA by special arrangement. MCPT has interagency transfer agreements with both these neighboring transit systems to make regional travel more economical for our riders.

ADDITIONAL SERVICES - MCPT also provides scheduled routes to many locations throughout Medina County. These routes run on specific days, on a time schedule. Please contact MCPT to request copies of these schedules.

FARES - Fares for demand response services are based upon a grid system. Public fares are \$2.00 to board and \$.10 for each grid traveled through. Residents over age 65 or individuals with disabilities are eligible for one-half fare assistance. Those rates are \$1.00 to board and \$.05 for each grid traveled through. Fares for scheduled routes are listed on the schedule for that route. Fares must be paid in full when entering the coach. The drivers do not make change.

INCLEMENT WEATHER -

MCPT does not close for inclement weather until the Board of County Commissioners have declared a Level 3 weather emergency (*this means that all nonessential travel within the County is prohibited*). We may at times have to restrict or discontinue travel into an area of the County due to road conditions or emergency situation. If conditions deteriorate and it becomes hazardous for MCPT to travel, we will not leave any passenger stranded away from his/her home. We will make whatever arrangements are necessary to see all passengers safely home.



ANIMALS - Service Animals: All animals that meet the Americans with Disabilities Act's definition of a service animal are welcome on MCPT at no charge. They must be under the control of the passenger at all times while riding. We ask that the customer please advise MCPT dispatch that they will be riding with a service animal when you make your ride reservation. **Pets:** Pets are welcome aboard MCPT vehicles when secured in an animal carrier at no additional cost. Large dogs must be leashed and muzzled and remain under control of the passenger at all times.

ASSISTANCE FROM OTHER AGENCIES -

Individuals 65 years of age and older Individuals 65 years of age and older should contact the Medina County Office for Older Adults (OOA) at 330-723-9514 to be registered for transportation services. The OOA provides subsidy for many trips through the Title III Older Americans Act.

Individuals with Disabilities

Individuals with disabilities should contact the Society for Handicapped Citizens office at 330-722-1900 or the Medina County Achievement Center at 330-725-7751 to be registered for transportation services. These agencies may provide trip subsidy for certain services or essential needs.



Individuals with low income

Individuals with low income should contact Medina County Job and Family Services at 330-722-9283 for information regarding Transit services.

PASSENGERS COURTESY -

- Put your seat belt on as soon as you are seated on the vehicle.
- Do not smoke on any MCPT vehicle.
- Do not eat or drink on any MCPT vehicle.
- Be polite and courteous to others.
- Do not expect excessive driver assistance.
- When your trip request is confirmed, write it down for future reference.

Ridership privileges will be permanently suspended for the following actions:

- Physically harming a passenger or driver
- Threatening passengers or MCPT staff with physical harm on a transit vehicle or on the telephone
- Intentionally damaging a transit vehicle or transit property in any manner.

Ridership privileges will be suspended for a 90 day period for any of the following actions:

- Smoking on any transit vehicle more than one time.
- Actively eating or drinking on any transit vehicle more than one time.
- Refusing to wear a seat belt on a transit vehicle more than one time.
- Having three (3) "No Shows" within a thirty (30) day period.
- Excessively using profanity or language which is upsetting and disruptive to other passengers and staff.

According to the **Americans with Disabilities Act**, it is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. **However**, an entity shall not refuse to provide service to an individual with disabilities solely because of the individual's disability results in the appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.