

ParaTransit

Chillicothe Transit System offers a complementary, shared -ride public transportation service for individuals whose disability prevents them from using the fixed route system.

Application Process

Individuals may call (740) 773-1568 or visit <http://chillicothe.com/transit.html> to obtain a paratransit application.

Appeal Process

Chillicothe Transit System's appeals process applies to individuals who have been denied eligibility or who otherwise have had their paratransit privileges temporarily suspended. Please contact CTS at (740) 773-1568 or visit <http://chillicothe.com/transit.html>

for forms and appeal procedures.

Reservations

Eligible customers may make reservations up to 2 weeks in advance, but all trips must be scheduled at least one day prior to the trip.

No Show Policy

Failure to cancel your trip or not showing for your trip may result in suspension of service. Please see CTS paratransit plan for full details.

July 7, 2016

Visit us on Facebook
Chillicothe Transit System



Funded in part by the
Federal Transit Administration, The Ohio Department of Transportation, and the City of Chillicothe.



U.S. Department of Transportation
Federal Transit Administration

Holiday Closings*

- New Years Day
 - Martin Luther King Day
 - Presidents Day
 - Good Friday
 - Memorial Day
 - July Fourth
 - Labor Day
 - Columbus Day
 - Veteran's Day
 - Thanksgiving Day
 - Christmas Day
- * CTS will operate on Saturday schedule (10a-6p) on the following days; there will be no county service.
- Day after Thanksgiving
 - Christmas Eve
 - New Years Eve

Chillicothe Transit System

ADA Paratransit Riders Guide



Chillicothe Transit System

575 East 7th Street
Chillicothe, Ohio 45601
Phone: 740-773-1569 ext. 108
(After hours answering service)
Fax: 740-773-2817
TDD Relay: 1-800-750-0750
Email: shiftleader@chillicotheoh.gov

Route Maps and schedules for fixed route and ADA Paratransit service are available at the Chillicothe Transit System Building and at the City of Chillicothe website at: www.chillicothe.com/transit.html

**INFORMATION AVAILABLE IN
ALTERNATE FORMAT UPON**

Mission Statement:

To provide safe, clean, reliable and courteous transportation services to the citizens of Chillicothe, Ross Co, and all visitors so as to meet their daily transportation needs as well as addressing quality of life issues.

CTS provides ADA Paratransit service during the same days and same hours as the fixed route bus service.

Monday thru Friday

6:00 a.m.—10:00 p.m.

(First departure @ 6:00 a.m.

Last departure @ 9:00 p.m.)

Saturday

(There is no county service.)

10:00 a.m.—6:00 p.m.

(First departure @ 10:00 a.m.

Last departure @ 5:00 p.m.)

Closed Sundays & Holidays

CTS complies with Americans with Disabilities Act (ADA)

CTS complies with all Federal Title VI and ADA regulations. Title VI and ADA issues or complaints should be directed to **Chillicothe's EEO Officer Tamra Lowe (740) 773-1211**

Fares

The Paratransit fare is \$1.00 per one way trip.

CTS permits a PCA or Service Animal to accompany a rider at **no** charge.

CTS transports portable oxygen tanks.

CTS welcomes service animals on board.

CTS requires exact change for fares, and no change will be given for overpayments. Bus Operators do not carry change.

CTS allows a companion to ride with the rider as long as they board and alight at the same stop as the rider. Fare for the companion is \$1.00 per one way trip.

Service Area

CTS offers Paratransit service throughout the entire 7 square mile fixed route service area. Paratransit service is offered on all county routes that run outside of the city limits of Chillicothe with service to Massieville, Bainbridge, and Frankfort. Paratransit Service on the 3 county routes will deviate up to the 3/4 mile Federal ADA guideline for paratransit service. Fare for the county routes is \$1.50 per one

Non-permitted items:

In the interest of rider safety and security, and cleanliness of our buses, **CTS** does not permit the following on board our buses:

smoking, eating, spitting, drinking, offensive language, offensive behavior, carrying of a concealed weapon(s), music not played through earphones or headphones, and loud telephones.

Any suggestions, commendations, comments or complaints should be directed to:

CTS Transit Director,

575 East 7th Street,

Chillicothe, Ohio, 45601.

In the interest of public safety, **CTS** may cease operations in the event of severe weather conditions. In the event that **CTS** is unable to operate business as usual, it will notify local media of any changes. Vehicles will not run in a Level 3 Snow Emergency. Please call our office for further information at: (740) 773-1569