

Child Safety Seat

Ohio's child passenger safety law requires the following: Children less than 4 years old or 40 pounds must use a **child safety seat** meeting federal motor vehicle safety standards. Children less than 8 years old, unless they are at least 4 feet, 9 inches tall must use a **booster seat**

Child Passenger

An adult must accompany children under the age of six (6). Children age six (6) and under will be allowed to ride free of charge.

Complaint Policy

Written complaints concerning any issues including ADA and Title VI complaints will be received by the CABL Complaint Officer, 218 Putnam Street, Marietta, Ohio 45750. (740) 373-3745. The Complaint Officer will respond within 10 days of receipt of the written complaint. A copy of the complete written complaint policy may be requested at the above address. You may also file a complaint directly with ODOT or FTA.

Title VI

CABL operates without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or for more information or to file a complaint contact CABL Complaint Officer at 740-373-3745. Complaints may be filed directly with FTA Office of Civil Rights: Title VI Program, East Building, 5th Floor-TCR,1200 New Jersey Ave SE, Washington DC 20590.



Prohibited Items

The following items are prohibited: explosive materials, combustible materials, unsealed toxic materials, unsealed vaporous materials, firearms and other weapons, bulky items (heavier than 25 pounds). Where vehicle capacity has been reached, passengers with any large items may be asked to remove their item from the bus to accommodate a disabled passenger. Transport of large items is without guarantee.

No-Show/Cancellations

Any passenger who is unavailable for pick-up of a scheduled trip that has not notified CABL dispatch of cancellation will be considered a no-show. The driver will wait for passengers for five (5) minutes after arrival for pickup. If you are recorded as a No Show for 25% or more of your scheduled rides within a 30-day period, your service may be suspended. You can appeal your suspension by calling CABL at 740-373-7671.

Trip cancellations shall be made at least 1 hour in advance by calling the transit office at (740) 373-7671.

Trip Denial Policy

If a passenger is denied service during the hours of operation because of a lack of equipment or personnel, or if the service is not provided within the 30 minute pickup window, (15 minutes before to 15 minutes after scheduled time) the result is a trip denial. CABL will make a record of all trip denials.

Reasonable Modifications

Individuals needing a service accommodation or modification must notify CABL of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact CABL at 740-373-7671. Attempts will be made to honor all reasonable modification requests.

ADA Complaints

CABL operates in compliance with Title II of the ADA Act and does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of disability you may file an ADA complaint. To file a complaint please contact CABL Complaint Officer at 740-373-3745 or visit administrative office at 218 Putnam Street, Marietta, Ohio.

Public Transit Services are operated by Washington-Morgan Community Action, and funded by the Washington County Commissioners, City of Marietta and Passenger Fares, Ohio Department of Transportation and Federal Transit Administration 5311 Program.

Washington County complies with applicable civil rights laws including the ADA and Title VI of the Civil Rights Act.

Service Animal Policy

CABL will permit one Service Animal to board and accompany a disabled owner. A Service Animal is a trained animal that assists a disabled owner to live a freer and less restrictive lifestyle.

Personal Care Assistant

CABL will permit one Personal Care Assistant (PCA) to accompany a rider at no charge.

Seatbelt

All Agency employees and passengers are required to wear seat belts. Passengers seated in wheelchairs will be secured via an approved four-point restraint system.


No service on Holidays (New Year's Day, Martin Luther King Jr Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

Your Public Transit Provider Since 1970

Community Action Bus Lines

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 <p>Dial-a-Ride One –Way Fares Exact Fare Required No change will be made</p>	
General Public	\$2.00
Child under six years old	Free
Seniors (65+) and disabled persons	\$1.00
Same Day Service Fee	\$2.00

Reduced Fare Eligibility

Senior Citizens and Disabled Riders may be eligible for half-fares.

Riders requesting a reduced fare must present valid identification proving eligibility by age (65 years or older) or disability at the time they board the bus.

Valid identification can be: **CABL GO Card, Golden Buckeye Card, Paratransit Card, Medicare Card** or other publicly recognized Identification. To apply for CABL Go Card, call 740-373-7671.

Dial-a-Ride is a shared ride service, so other passengers may be picked up or dropped off during your trip. Please allow additional time to reach your destination.



Dial-a-Ride Service

CABL offers a Demand Response system with curb to curb service five days a week, Monday-Friday. **All services are open to the General Public.**

CABL will pick you up at your curb and is available to:

- Anyone living in or visiting Washington County who's origin is outside the CABL fixed route territory
- Anyone living within or visiting the City of Marietta whose destination is outside the CABL fixed route territory

For more information about Dial-a-Ride service or to make a reservation, call 740-373-7671.

Reservations must be made for next day service, and will be fulfilled on a first come, first serve basis.

CABL

Mission:
"To provide accessible public transportation for Washington County"

Dial-a-Ride

Hours of Operation
Monday - Friday
9:00 am - 4:00 pm

Revised 5/15/23

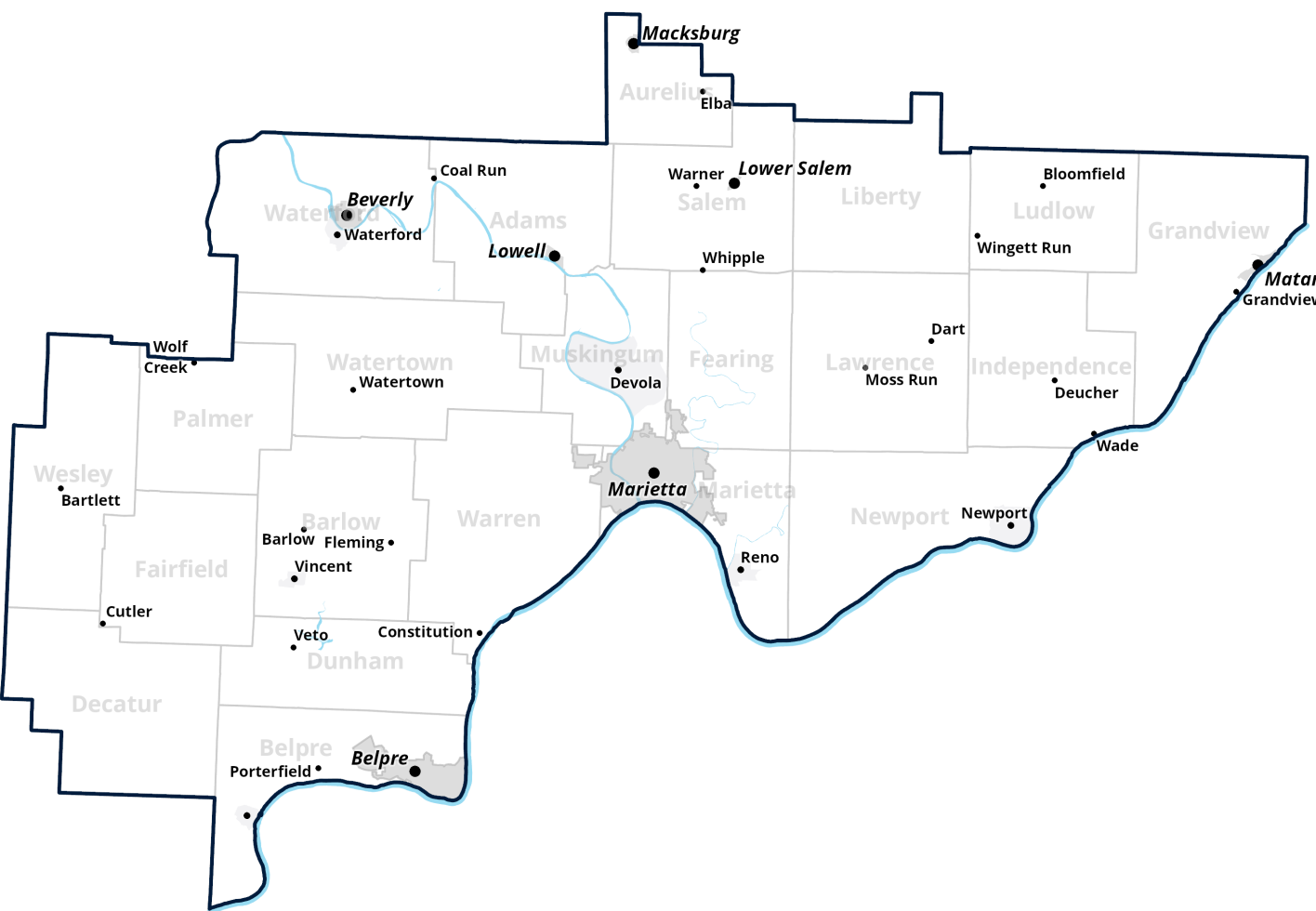
Information: (740) 373-7671
Ohio Relay Service TDD (800) 750-0750

For more information contact:
Director of Transportation
698 Wayne Street, Marietta, Ohio 45750

Brochure Available in other formats upon request

Everyone Welcome!

Washington County



Riding Dial-a-Ride

It is recommended that you make advance reservations for Dial-a-Ride service at least one day in advance. You can call up to 2 weeks ahead of time to schedule your trip.

Same-day reservations will be accepted on a space available basis at an increased cost.

To request a Dial-a-Ride trip, call CABL and be ready to provide the following information:

- Name and the number of riders
- Pick up location and destination
- Call back phone number

Please advise the dispatcher if the pickup location is difficult to access, if you (or the passenger) require assistance, or if you must be at your destination at a specific time.

Appointments for return trips should be made at the time of initial reservation.

The dispatcher will give you an estimated arrival time based on a 30 minute pickup window (15 minutes before to 15 minutes after scheduled pickup time). You should always be ready within that window as the schedule may vary. The driver will wait no longer than 5 minutes at the pickup location.

Dial-a-Ride Availability 9:00 am – 4:00 pm

	Monday	Tuesday	Wednesday	Thursday	Friday
Washington County					

Call 740-373-7671 to schedule a ride!

CABL

Mission:
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Public Transit
Dial-a-Ride
Passenger Guide



Dial-a-Ride service is unavailable on all days CABL offices are closed including the following Holidays: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Accessibility

Transit vehicles are all fully accessible. Our ramps make it easy to board in a wheelchair, scooter or with a walker or stroller.

A passenger with a disability is allowed one attendant. When calling please let the dispatcher know an attendant will be riding.



Passenger Rules

- Smoking, eating and drinking, concealed weapons, offensive language and behavior are prohibited on all CABL vehicles.
- All Passengers are required to wear a seatbelt
- CABL is not responsible for lost, stolen, or damaged articles.
- Drivers do not accept schedule changes or make reservations, please call the transit office.
- Drivers do not make change; please have exact fare in cash.
- Drivers are prohibited from entering passengers homes
- Scheduled pick up times, arrival times and departure times are subject to change due to traffic or weather conditions
- Every effort will be made to maintain operations during adverse weather conditions, however, safety is our primary concern. CABL reserves the right to delay or cancel service. Passengers with appointments will be notified of delays or cancellations.