

HOW DOES CABL TRANSIT WORK?



Connecting the people of Washington County

MARIETTA ON-DEMAND

Available within the City of Marietta On-Demand Service Area. On-Demand service gets customers directly from their homes to their destination. Riders can schedule same-day or pre-book up to 2 weeks in advance.

All rides for On-Demand and Dial-a-Ride accepted on a first come, first served basis.

COUNTY DIAL-A-RIDE

Available to riders whose Origin or Destination falls outside of the City of Marietta On-Demand Service Area. CABL will pick you up at your curb and drop you off at the destination of your choice anywhere in Washington County. Riders can pre-book rides up to 2 weeks in advance; same-day rides accepted if space is available.

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



CABL TRANSIT RIDER GUIDE

Mission
To provide accessible public transportation for Washington County

ON-DEMAND FARES:

PER ONE-WAY RIDE

- General Public **\$1.00**
- Senior (65+) **\$0.50**
- Persons with Disabilities **\$0.50**
- Children under age 6 **Free**

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 FARES:

PER ONE-WAY RIDE

- General Public **\$2.00**
- Senior (65+) **\$1.00**
- Persons with Disabilities **\$1.00**
- Children under age 6 **Free**
- Same Day Fee **\$2.00**

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



ACCESSIBLE VEHICLES

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

For more information contact:
Director of Transportation
698 Wayne Street, Marietta, Ohio 45750
Brochure Available in other formats upon request

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.

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).

Public Transit Services are operated by WMCAP and funded by: Washington County Commissioners, City of Marietta, Passenger Fares, Ohio Department of Transportation and Federal Transit Administration 5311 Program. Washington Morgan Community Action complies with applicable civil rights laws including the ADA and Title VI of the Civil Rights Act

Revised: October 2024

Marietta On-Demand

Hours of Operation
Monday - Friday
7:00 am - 5:00 pm
Saturday
8:00 am - 1:00 pm



Dial-A-Ride

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



www.wmcap.org/transportation

740-373-7671

Ohio Relay TDD 800-750-0750

698 Wayne Street, Marietta, Ohio 45750

Marietta On-Demand

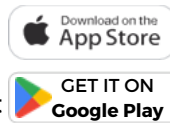


How to Book Your On-Demand Trip

Customers may schedule trips **within Marietta** using the **CTS Rider Portal**, available for smartphones and tablets. Customers can also call CABL Dispatch (740-373-7671) to schedule.

Pre-book or schedule Marietta same-day trips in-app or by calling CABL (740-373-7671).

Same-day Saturday trips must be scheduled in-app as CABL offices will be closed.



Riding Transit

It is recommended that you make reservations for transit service 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.

To request a 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.

Vehicles will arrive within a 30-minute pick-up window (15 minutes before and after your scheduled pick-up time). Please be ready up to 15 minutes before your scheduled trip time. Once a vehicle arrives, it will wait up to five minutes. County Dial-a-Ride trip pickups may extend beyond the 30 minute pickup window.

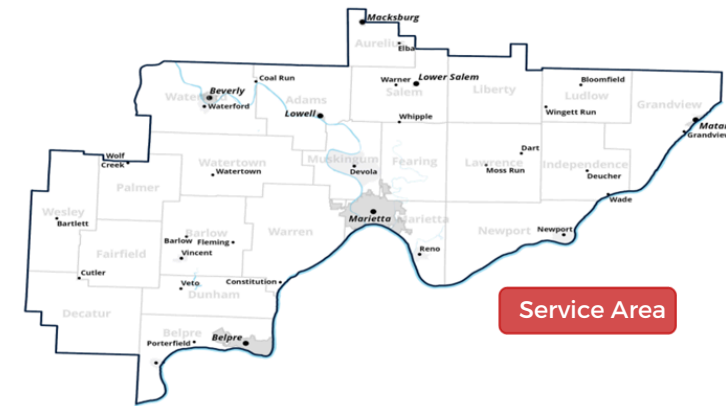
Customers will receive an automated phone call when their vehicle is on its way. Please be ready to meet the vehicle upon receiving the phone call.

Customers should call CABL (740-373-7671) if they will not be ready at their scheduled trip time (i.e., a medical appointment is running longer than anticipated). CABL Dispatch may be able to rebook your trip, depending on vehicle availability.

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.

County Dial-a-Ride



How to Book Your Dial-a-Ride Trip

Customers may schedule trips for Dial-a-Ride Service by **calling** CABL Dispatch at (740-373-7671). In app scheduling NOT available for Dial-a-Ride.

Dial-a-Ride Service will pick you up at your curb and take you anywhere you would like to go in Washington County.

Dial-a-Ride Service is available to:

Anyone living in or visiting Washington County who's origin or destination is outside the Marietta On-Demand Service Area

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 thirteen (13). Children age six (6) and under will be allowed to ride free of charge.

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 a passenger with a disability to have one Personal Care Assistant (PCA) to accompany them at no 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

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.

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.