

CABL

City of Marietta Service



WASHINGTON
COUNTY, OH

WashingtonMorgan
COMMUNITY ACTION

Your guide to CABL's new on-demand service within Marietta



Learn more

wmcap.org/transportation.html

For more information contact

CABL Director of Transportation

698 Wayne Street, Marietta, Ohio 45750

Information: 740-373-7671

Ohio Relay Service TDD: 800-750-0750

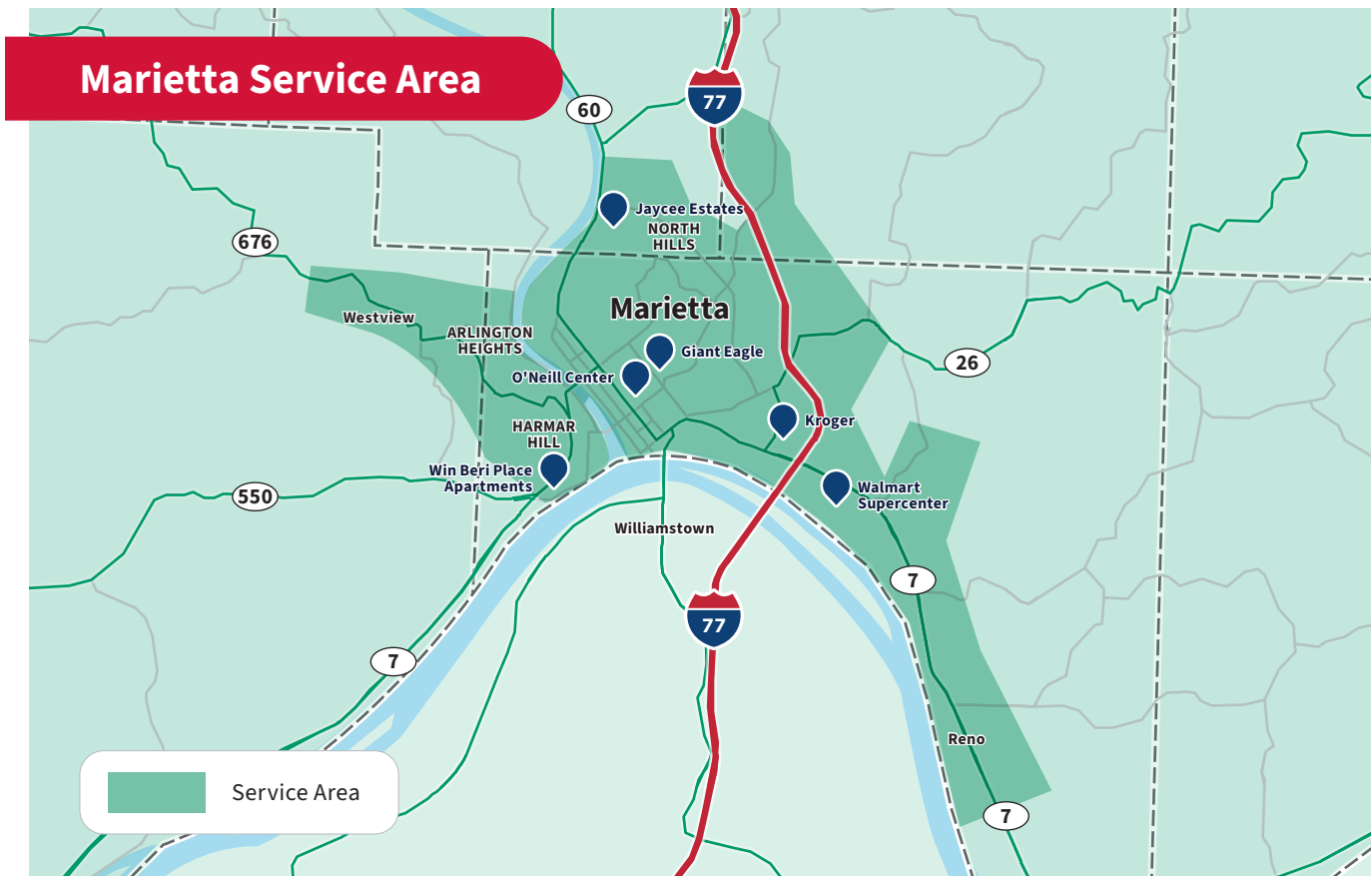


**Department of
Transportation**

Revised 10/1/2024

City of Marietta Service Updates

CABL service will change within the City of Marietta on October 21. Vehicles will no longer operate on a fixed route. Instead, CABL will take you directly to and from your destination. Customers may book a same-day trip or pre-book a trip up to two weeks in advance by calling CABL at 740-373-7671 or scheduling via the CTS Rider Portal app on a smartphone or tablet. CABL recommends scheduling trips in advance.



If a rider is traveling outside of this area, they can call CABL Dispatch at 740-373-7671 to schedule a Dial-A-Ride trip.

CABL Service Schedule

Monday–Friday 7 a.m.–5 p.m. and Saturday 8 a.m.–1 p.m.

Pre-book or schedule 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.

No service on the following holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

What is On-Demand Service?

On-demand service is a shared-ride service in which customers can schedule a same-day trip or pre-book a trip two weeks in advance, either by phone or online via an app. Vehicles will operate curb-to-curb, picking customers up and dropping them off at the curb of the trip's origin and destination.

CABL's goal is to pick customers up within a reasonable timeframe for same-day trips. During the service transition period, CABL recommends scheduling trips in advance.

Why On-Demand Service?

On-demand service gets customers directly from their homes to their destinations faster—on their own timetable. Customers will no longer have to wait at transit stops for a bus to arrive or ride a long route to get where they want to go.

Fares

Fares are per ride in each direction

General public

\$1.00

Children under six years old

Free

Seniors (65+) and disabled persons

\$0.50

Fares subject to change



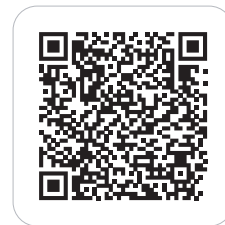
How to Book Your Trip



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.

Customers may schedule the same day or up to two weeks in advance. It is recommended that trips be scheduled in advance while CABL makes this transition.



Scheduling Tips

- 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.
- 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.
- Customers should call CABL Dispatch (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.

Rider Policies

If you need this information in alternate formats, please contact CABL at 740-373-7671.

Reduced Fare Eligibility

Riders requesting a reduced fare must present valid identification proving eligibility by age (65 years or older) or disability when they board the bus. Valid identification can be a CABL GO Card, Golden Buckeye Card, Paratransit Card, Medicare Card, or other publicly recognized identification. To apply for a CABL Go Card, call 740-373-7671.

Passenger Rules

Smoking, eating and drinking, concealed weapons, and 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.

Prohibited Items

The following items are prohibited: Explosive materials, combustible materials, unsealed toxic materials, unsealed vaporous materials, firearms and other weapons and bulky items (heavier than 25 pounds). Where vehicle capacity has been reached, passengers with large items may be asked to remove them from the bus to accommodate a disabled passenger.

Child Safety Seat

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

Child Passengers

Children under 13 must ride with an accompanying adult. Children ages six and under ride free of charge.

Complaint Policy

Mail complaints, including ADA and Title VI complaints, to the CABL Complaint Officer, 218 Putnam Street, Marietta, Ohio 45750. 740-373-3745. The Complaint Officer will respond within 10 business days of receiving 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 the Ohio Department of Transportation (ODOT) Office of Transit or the Federal Transit Administration (FTA).

Title VI

CABL operates without regard to race, color or national origin per 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 the CABL Complaint Officer at 740-373-745.

Complaints may be filed directly with FTA Office of Civil Rights: Title VI Program, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, D.C. 20590.

ADA Complaints

CABL operates in compliance with Title II of the Americans with Disabilities Act (ADA) and does not discriminate based on disability. If you feel you have been discriminated against based on disability, you may file a complaint with the CABL Complaint Officer, either by phone at 740-373-3745, at a scheduled meeting, or by mailing CABL 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, ODOT and the FTA 5311 program. Washington County complies with applicable civil rights laws, including the ADA and Title VI of the Civil Rights Act.

No-Shows/Cancellations

Any passenger who is unavailable for pick-up of a scheduled trip and has not cancelled the trip with CABL Dispatch will be considered a no-show. The driver will wait for passengers for five (5) minutes after arriving 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 one hour in advance by calling CABL Dispatch at 740-373-7671.

Trip Denial Policy

If a demand-response 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 the scheduled time), the result is a trip denial. CABL will record all trip denials.

Reasonable Modifications

Individuals needing a service accommodation or modification must notify CABL of the request when scheduling a trip. Attempts will be made to honor all reasonable modification requests.

For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact CABL at 740-373-7671.

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 in living 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 in an approved four-point restraint system.