

ADA COMPLAINTS

Tuscarawas County Senior Center Transportation operates in compliance with Title III of the ADA Act. Tuscarawas County Senior Center Transportation does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of discrimination you may file an ADA discrimination complaint. To file a complaint contact, Jamie L. Smith, Executive Director at (330) 364-6611, (TTY 800-705-0750); email jsmith@tuscsc.org or visit our administrative office at 425 Prospect St., Dover, OH 44622. For more information, visit www.tuscsc.org.

TITLE VI

Tuscarawas County Senior Center operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on the civil rights program, or the procedures to file a complaint, contact Jamie L. Smith, Executive Director at (330) 364-6611, (TTY 800-705-0750); email jsmith@tuscsc.org or visit our administrative office at 425 Prospect Street, Dover, OH 44622. For more information, visit www.tuscsc.org. Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify TCSC Transportation 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 Cherie Wetzel, Director of Transportation at (330) 364-6688. Attempts will be made to honor all reasonable modification requests.

SERVICE/SERVICE AREA

Tuscarawas County Senior Center Transportation provides demand response; door-to-door, 48 hours advance reservation for residents 60 years of age and older. Transportation services stay within Tuscarawas County.

All of Tuscarawas County Senior Center Transportation operates as shared-ride service so it is common that passengers will ride the van with others who are traveling at the same time and in the same direction.

SERVICE HOURS

Monday-Friday: 8:15 A.M. – 3:45 P.M.
*except holidays

HOLIDAYS

Tuscarawas County Senior Center Transportation will be closed on New Year's Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving and the week of Christmas

WEATHER CLOSINGS AND CANCELLATIONS

All closings and cancellations will be announced on WJER 100.9 FM: AM1450 and WTUZ99.9 FM as well as The Tuscarawas County Senior Center Facebook page.

ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. The Tuscarawas County Senior Transportation is only equipped with modified minivans with Braun ramps that are wheelchair accessible. Tuscarawas County Senior Center Transportation also transports individuals traveling with portable oxygen tanks and must be able to be secured. *For safety reasons, individuals in wheelchair must have a safe passage in and out of their homes, i.e., ramp. Drivers are not able to take wheelchairs up or down steps.

FARES

Seniors 60 and older (Free) *Donations welcome*



Great Times, Great Friends, Great Services

TRANSPORTATION SERVICES

It is our mission to provide a safe, reliable, affordable and efficient senior 60+ public transportation to the residents of Tuscarawas County



Dover (330) 364-6688
Uhrichsville (740) 922-0365

Ohio Relay Service dial 711 or
TTY (800)750-0750
(For the Hearing Impaired)

425 Prospect Street
Dover, OH 44622
www.tuscsc.org

last updated: August 1, 2023

TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis. Trip reservations should be requested 48 hours in advance of requested pick up time.

To schedule trips passengers please call (330) 364-6688 between 8:00 am – 4:30 p.m. Monday - Friday.

*Trips cannot be scheduled by telling a driver.

*Please do not leave trip request on answering/voicemail

First time passengers will be asked for the following information when scheduling trips:

- Name/DOB/ last 4 SS#
- Telephone #
- Pick-up/Drop-off addresses
- Home Address
- Mobility Devices
- Travel Escort

Hearing impaired persons can call the Ohio Relay Service at 711 or (800) 750-0750 for assistance in scheduling trips.

*Same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal or portable oxygen tank, etc.

PICK UP WINDOW

Tuscarawas County Senior Transportation has a 30 minute pick-up window. This means that the van can arrive to pick you up anytime from 15 minutes before to 15 minutes after your scheduled pick-up time.

Please never worry. If you are not sure where your van is please call the office at 330-364-6688. There will be someone that can help you.

SAFETY

Seatbelts must be worn at all times while the van is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the van has come to a complete stop.

RIDER COURTESY

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke or chew tobacco, play loud music, engage in loud conversation, curse, or touch or disturb others on the van.

PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. These actions can result in termination of services.

OTHER RESTRICTIONS

- * Items large enough to block aisle way; emergency exits
- * Garbage, recycled material, aluminum cans
- * Flammable materials such as Gasoline, oils, etc.
- * Any weapon
- * Lawn mowers, weed eaters, bicycles
- * No profanity / intimidation / fighting
- * No opened food or drink on the vans
- * No illegal drugs or alcohol on any vehicle

CANCELLATIONS AND NO SHOWS

If you need to cancel your ride, please call at least 1 hour prior to your scheduled pickup time or as soon as possible.

If the van arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip you will be considered a No Show.

*If you are reported as a No Show subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule.

SERVICES FUNDED IN PART BY: Tuscarawas County Levy Funds, AAA Title III-B, The Federal Transit Administration 5310 Program, and the Ohio Department of Transportation

ASSISTANCE

Our service is provided from the door at your pick-up point to the door at your destination.

The driver may assist you to and from the door when boarding or leaving the van, but is not permitted to enter a residence or building.

An escort or personal care attendant may accompany you.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, it is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

COMMENTS/COMPLAINTS

Tuscarawas County Senior Center Transportation welcomes comments, please contact Cherie Wetzel, Director of Transportation at (330)364-6688 or email: cwetzel@tuscsc.org to provide a comment or complaint.

SERVICE ANIMALS

Tuscarawas County Senior Center Transportation welcomes trained service animals. Service animals must be under the constant control of its handler.

Emotional support animals or “comfort animals” are not service animals within the context of the US DOT ADA regulations.

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST

Interpreter Services Are Available

Tuscarawas County Committee on Aging, Inc., is an EEO