

SERVICE AREA

TCT Transit provides demand response, curb-to-curb 48 hours' advance reservation transportation service within Trumbull County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

All of TCT Transit operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

SERVICE HOURS

Monday-Friday: 6:00 A.M. – 6:00 P.M.

Saturday 7:00-4:00

HOLIDAYS

Transit Service is closed all major holidays

FARES

Seniors 60 and older and disabled clients charged \$2.00 one way

We provide medical and non-medical trips in and out of county transportation (fares based on mileage)

Medical transportation (based on mileage and /or Insurance coverage)

SERVICE ANIMALS

TCT welcomes service animals. Service animals must be under the constant control of its handler.

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 must be requested 48 hours in advance of the requested pick-up time. To schedule trips passengers must call the following vendors between 8:00 am – 3:30 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Non Wheelchair

| | |
|------------------------------|---------------------|
| All American USA Taxi | 330-395-3226 |
| Garwin | 330-534-1335 |

Wheelchair and Non Wheelchair

| | |
|---|---------------------|
| Comfort Care A Van | 330-744-4145 |
| Sunset Transportation | 330-240-3499 |
| Northern Tier of Trumbull County | |
| Country Neighbor | 440-437-6311 |

OTHER RESTRICTIONS

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

Any violation of these rules may result in removal from vehicle due to safety concerns.

ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination. Door to door transportation can be provided as needed.

The driver may assist you to and from the curb when boarding or leaving the bus or from the door at the pickup point and to the door at the drop off point but is not permitted to enter a residence or building.

An escort or personal care attendant may accompany you at no charge.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, TCT requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. Carry-on bags cannot block isles or exits. The following fares will be applied to all passengers and their packages:

Grocery bags: 3 average size bags per person at no additional charge.

TRUMBULL COUNTY TRANSIT

Mission Statement:

It is our mission to provide safe, reliable, affordable and efficient transportation in Trumbull County



Phone (330) 675-2873

Fax 330-675-7865

Ohio Relay Service Dial 711 or

TTY (877)644-6826

(For the Hearing Impaired)

2959 Youngstown Warren Rd SE.

Warren, OH 44484

<https://www.co.trumbull.oh.us/transportation>

March 2025

SERVICES FUNDED IN PART BY: Ohio Department of Transportation 5310 program Trumbull County Commissioners, Senior Levy program and Trumbull County Board of Developmental Disabilities

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST
Interpreter Services are available

WILL CALLS

Sometimes it may not be possible to schedule a time for your return trip. If this is the case, you can schedule a Will Call. With a Will Call, you call when you are ready for your pickup home. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you can be picked up. For best service you should schedule return trip, Use Will Call as a last resort

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. Vehicles with wheelchair lifts will accommodate standees upon request. TCT also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle 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 bus.

PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. TCT Vendors will contact law enforcement for assistance in threatening situations.

Any rider who poses a "direct threat" to the health or safety of others will be denied service.

COMMENTS/COMPLAINTS

TCT welcomes comments, please contact the Transit Administrator at (330)675-2873.

Passengers will be asked for the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address

Hearing impaired persons can call the Ohio Relay Service at (877) 644-6826 for assistance in scheduling trips.

PICK UP WINDOW

TCT Transit has a 30-minute pick-up window. This means that the bus can arrive to pick you up anytime 30 minutes after your scheduled pickup time. **If there is no response within 5 minutes of our bus honking the horn at your home, you will be considered a No Show and charged for our trip to your home.**

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, portable oxygen tank or respirator, etc.

CANCELLATIONS AND NO SHOWS

It is important that if you don't need your trip that you cancel at least 2 hours prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed.

If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 2 hours prior to your scheduled pickup time you will be considered a No Show. No Shows waste time and money, make other passengers late and cause service denials to others. Due to the cost and inconvenience a no shows causes, .

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.

If you are recorded as a No Show for 25% or more of your scheduled rides within a 30-day period you could be suspended Call Transit Administrator 330-675-2873 for the policy. You can appeal your suspension by calling TCT Transit at (330) 675-2873 and asking to speak to the Transportation Administrator.

ADA COMPLAINTS

TCT operates in compliance with Title II of the ADA Act. TCT 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 (330) 675-2873, (TTY 877-644-6826); email [ada complaint at cesalamo@co.trumbull.oh.us](mailto:cesalamo@co.trumbull.oh.us) or visit our administrative office at 106 High Street , Warren, Ohio 44481. For more information:

<https://www.co.trumbull.oh.us/transportation>

REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification should notify TCT 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 Trumbull County Transit Administrator at (330) 675-2873. (TTY 800-409-6503); email cesalamo@co.trumbull.oh.us or visit our administrative office at 106 High Street Warren, Ohio 44481. For more information, visit

<https://www.co.trumbull.oh.us/transportation>

Complaints may be filed. Attempts will be made to honor all reasonable modification requests.

TITLE VI

TCT 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 Transit Administrator at, (330) 675-2873, (TTY 800-409-6503); email cesalamo@co.trumbull.oh.us or visit our administrative office at 106 High Street Warren, Ohio 44481. For more information, visit

<https://www.co.trumbull.oh.us/transportation>

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.

**WEATHER CLOSINGS AND CANCELLATIONS
IF THE COUNTY CLOSSES OR THE WEATHER IS
CONDITIONS ARE BAD CALL THE VENDOR YOU
SCHEDULED YOUR RIDE WITH TO SEE IF THEY
ARE RUNNING.**