



**Medina County Public Transit**

**2021**

# **MEDINA COUNTY PUBLIC TRANSIT**

## **General Information Guide**

*“SERVICING MEDINA COUNTY  
FOR OVER 20 YEARS”*



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**CONTACT INFORMATION:**

**Medina:** 330-723-9670

**Toll Free:** 844-722-3800

Fax: 330-722-7870

**TDD** (*for hearing impaired*)

Ohio Relay: 1-800-750-0750

**[www.medinacountytransit.org](http://www.medinacountytransit.org)**

**OFFICE HOURS**

**7:00 AM - 4:30 PM**

**Monday-Friday**

**SCHEDULING HOURS**

**7:00 AM - 2:00 PM**

**Monday-Friday**

**ADA SCHEDULING HOURS**

**7:00 AM. - 4:30 PM**

**Monday-Friday**

***NO SUNDAY OR HOLIDAY SERVICE***

## **MISSION STATEMENT**

*"It is our mission to provide safe, reliable and quality public transportation services to all residents of Medina County"*

## **OFFICE FOR OLDER ADULTS**

Individuals 60 years of age or older should contact the Medina County Office for Older Adults (OOA) at 330-723-9514 to register for transportation services. The OOA provides a subsidy for many trips through the Title III Older Americans Act.

Anyone 65 years of age or older qualifies for half-price fare assistance. Contact Medina County Public Transit (MCPT) and request an Elderly Program Eligibility Application.

## **MEDINA COUNTY JOB AND FAMILY SERVICES**

Individuals meeting low income requirements should contact Medina County Job and Family Services at 330-722-9300 for information regarding Transit services.

## **ASSISTANCE IS AVAILABLE THROUGH THE FOLLOWING AGENCIES:**

Alternative Paths	330-725-9195
Community Action	330-723-2229
Job & Family	330-722-9300
Office for Older Adults	330-723-9514
Salvation Army	330-722-6488
Veterans Services	330-722-9368



## **INDIVIDUALS WITH DISABILITIES**

MCPT participates in the Disabled Program of the Ohio Department of Transportation and Federal Transit Administration. This program permits transit systems to offer half-priced fares to eligible individuals. Contact MCPT at 330-723-9670 for a Disabled Program Eligibility Application.

According to the Americans with Disabilities Act, it is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in the appearance of an involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

## **PASSENGER COURTESY**

Please wear your seat belts while riding in any Medina County Vehicles.

- Do not smoke on any MCPT vehicle
- Do not eat or drink on any MCPT vehicle
- Be polite and courteous to others
- Do not expect excessive driver assistance
- When your trip request is confirmed, write it down for future reference
- Clients and drivers are not to exchange personal phone numbers or contact one another during business hours to discuss scheduling information or issues pertaining to operational information. It is the responsibility of the client to call the scheduling office to make proper arrangements.

## **MOBILITY DEVICES, RAMPS, CURBS & STEPS**

All MCPT vehicles are ADA accessible and are designed to accommodate persons who use mobility devices and service animals. The lifts accommodate most common mobility devices. The accessible lift platform area for mobility devices is at least 32" wide by 48" long. The weight limit for the lift equipment is 800 pounds total combined client weight and mobility device. All mobility devices must be secured to the vehicle's floor by a four (4) point hook up, along with lap and shoulder belts for the client's safety. All other devices (walkers, canes, oxygen tanks, etc.) must be secured as well. Drivers are not permitted to physically lift a mobility device up or down stairs or curbs. Clients with mobility devices must have a ramp, curb cut, and be waiting at ground level for their ride. Pathways from a client's home to the vehicle must be clear and safe at all times. MCPT drivers are not permitted to push clients through snow covered or muddy ground or otherwise unsafe pathways with rough terrain. Please contact the MCPT scheduling office to inquire if your mobility device may be transported safely. An MCPT Supervisor will visit you to assess your status and view your mobility device to ensure it is safe to transport. All vehicles are equipped with seat belts, fire extinguishers and other safety equipment. All vehicles are also equipped with two-way communication.

## **PASSENGER ASSISTANCE**

Origin to destination transportation means that MCPT drivers will provide assistance upon request from the curb in front of the trip origin to the curb in front of the destination. This means that the driver will assist the rider, upon request, when boarding and exiting the vehicle to make sure the passenger is safely at their destination.

The driver will secure mobility devices and packages and assist with seat belts if needed. It will be at the driver's discretion if assistance will go beyond boarding and exiting, but do not expect excessive driver assistance. Seat belts are required to be worn at all times when riding on a MCPT bus. If passengers require a Personal Care Attendant (PCA), the attendant may ride for free. MCPT must be notified that an attendant will be riding with a client. It is the policy of MCPT to not transport clients within 24 hours of a surgical procedure for which they received an anesthetic.

### **CHILD SAFETY SEAT**

Children age 12 and under must be accompanied by a paying adult. MCPT does not provide child safety seats. Clients must provide their own child safety seats for their child. You may contact, Community Action Wayne/Medina 330-723-2229 for assistance with getting child safety seats. Children under age 5 and under 40 pounds must ride in a safety seat. Some MCPT vehicles have integrated seats at the front of the vehicles, but they are not designed to accommodate infants.

### **BRINGING PACKAGES/GROCERY BAGS ON BOARD**

Customers may board with as many packages as they are able to carry themselves. At the grocery store, please request that the grocery clerk tie up the plastic bags so your purchases do not roll out inside the vehicle. All packages must be securely contained and should not take up any additional seating space on the vehicle. If customers anticipate purchasing more than they can carry, they may make arrangements to have someone accompany them. MCPT can accommodate bicycles on the buses, but only if they can be safely secured in place and there is room for other clients.

## SERVICES PROVIDED

### FIXED ROUTE

MCPT provides Fixed Routes in Medina City, Brunswick City and Wadsworth City. These routes run Monday thru Saturday on a time schedule.

Please contact MCPT to request copies of these schedules or visit the website at [www.medinacountvttransit.org](http://www.medinacountvttransit.org)

### ON-DEMAND

MCPT will provide service to any location within Medina County. MCPT also will provide upon availability a connecting service to Summit County and Cuyahoga County by special arrangement.

### PARATRANSIT

MCPT offers complimentary paratransit within one (1) mile of the fixed route. The trip must begin and end within one (1) mile of a MCPT fixed route line service bus, and the times for a trip must coincide with the times of the fixed route being used.

*\*See Reservations for further information*

### SERVICE ANIMALS

All animals that meet the Americans with Disabilities Act's definition of a service animal are welcome on MCPT at no charge. They must be under the control of the passenger at all times while riding. *We ask that the customer please advise MCPT dispatch that they will be riding with a service animal when making a ride reservation.*



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## PETS

Pets are welcome aboard MCPT vehicles at no additional cost when secured in an animal carrier. Large dogs must be leashed and muzzled and remain under control of the passenger at all times.

## RESERVATIONS

Trip requests are accepted between 7:00 AM and 2:00 PM on weekdays. ADA reservations are between the hours of 7:00 AM and 4:30 PM. At the time of your request for one trip or for a regularly scheduled trip (routines), the request must be made at least one (1) day in advance and can be scheduled up to fourteen (14) days in advance.

When your request is made, please furnish your name, time to be picked **up**, destination and location you want to be picked up from. Please include the requested time of your return trip and whether you will require assistance. Please indicate if you are being accompanied by an escort or child. Due to an increase in the number of trip requests not all requests may be accepted. When calling to scheduling, the MCPT staff will provide a (20) minute pickup window by which passengers must be ready for transport when the bus arrives.

## CANCELLATIONS

Trips may be canceled by contacting the MCPT dispatch office at 330-723-9670 ext. 112. Cancellations will be taken up to one (1) hour before the scheduled pickup time. You must cancel your trip within this time frame to avoid being considered a "No Show". If you need to cancel a trip during non- business hours, please call 330-723-9670 ext. 112 and leave a message.

If a passenger cancels more than thirty percent (30%) of their one-way trips during a one month period after 12:00 PM the day before or the same day of their trip, it is a late cancel and the passenger may have their riding privileges suspended for a period of thirty (30) calendar days.

## **NO SHOWS**

The passenger must be on time to avoid delays to other passengers. If a passenger fails to keep a trip appointment, cancels less than one (1) hour before the scheduled pickup time, or is more than five (5) minutes late, he/she will be considered a "No Show" regardless of whether the trip was made or not. If you "No Show" more than 30% of your monthly scheduled trips you can be suspended for thirty (30) days. Any subsequent trips for that day will be canceled unless otherwise notified by the client.

## **IF ANY OF THE ABOVE RULES ARE VIOLATED, LISTED BELOW ARE THE CONSEQUENCES**

**Ridership privileges may be suspended for up to a 30 day period for any of the following actions:**

- Having thirty percent (30%) of scheduled rides "No Shows" within a one month period, which includes being more than three (5) minutes late for a scheduled pick up is also considered a "No Show"
- Having thirty percent (30%) of scheduled rides late or same day cancels within a one month period

**Ridership privileges can be suspended for up to a 90 day period for any of the following actions:**

- Actively eating or drinking on any transit vehicle

Excessive usage of profanity or language that is upsetting and disruptive to other passengers and staff.

**Ridership privileges can be permanently suspended for any of the following actions:**

- Intentionally damaging a transit vehicle or transit property in any manner
- Theft of other clients and/or drivers personal items
- Physically harming a passenger or driver
- Threatening passengers or MCPT staff with physical harm whether on a transit vehicle, at the transit facility or via phone
- Smoking on any Medina County Vehicles
- No alcoholic beverages (Open containers)

**WEAPONS, CONTRABAND AND HAZARDOUS MATERIALS**

Except for Law Enforcement Officers, no client may carry or transport a concealed weapon or firearm in a County owned vehicle unless they possess a valid conceal carry license.

• **FARES FOR TRANSPORTATION SERVICES**

<b>Fixed Route General Public</b>	<b>\$1.50 one-way or \$4.00 All-Day Pass</b>
<b>Fixed Route General Public</b>	<b>\$46.00 Monthly Fixed Route Pass</b>
<b>Fixed Route Elderly &amp; Disabled</b>	<b>\$.75 one-way or \$2.00 All-Day Pass</b>
<b>Fixed Route Elderly &amp; Disabled</b>	<b>\$23.00 Monthly Fixed Route Pass</b>
<b>Demand Response General Public</b>	<b>\$4.00 one-way trip</b>
<b>Demand Response Elderly &amp; Disabled</b>	<b>\$2.00 one-way trip</b>
<b>Demand Response General Multi-Pass</b>	<b>\$20.00 for six one-way trips</b>
<b>Elderly &amp; Disabled Multi-Pass</b>	<b>\$10.00 for six one-way trips</b>

*\*Children Ages 6 & under ride free if accompanied by a fare-paying adult.*

*\*Government Holidays: No Service provided*

**NO PAY/NO RIDE O.R.C. 2917.41. Misconduct involving a Public Transit System: "No person shall evade the payment of the known fares of a Public**

**Transit System."** Fares must be paid in full when entering the MCPT vehicle. The drivers do not handle cash. All exact cash payments must be placed in the fare box.

**INCLEMENT WEATHER**

MCPT does not close for inclement weather unless the Medina County Sheriff Department has declared a Level 3 weather emergency (this means that all nonessential travel within the County is prohibited). We may have to restrict or discontinue travel into an area of the County due to road conditions or emergency situations. If conditions deteriorate and it becomes hazardous for MCPT to travel, we will not leave any passenger stranded away from his/her home. We will make whatever arrangements are necessary to see that all passengers are safely home.

**PICKUP WINDOWS**

- Passengers should be ready five (5) minutes prior to scheduled pickup window begins
- Drivers will only wait for five (5) minutes at pickup location.
- MCPT operates on a twenty (20) minute pick-up window. Passengers should wait in an area where they can observe the vehicles arrival and be seen by the driver.

Examples:

<b>Scheduled Window Time</b>	<b>Bus Arrival '</b>	<b>Leave Time</b>
11:00 - 11:20	11:05	11:10
3:30 - 3:50	3:45	3:50
5:05 - 5:25	5:05	5:10

Medina County Public Transit (MCPT) offers General Public Fixed Routes in Medina City, Brunswick City and Wadsworth City. MCPT also has origin to destination advanced reservation shared ride transportation service that serves all of Medina County. All MCPT vehicles are ADA accessible. All customers must realize that scheduled pick-up times are subject to change due to road conditions, road closures or vehicle breakdowns.

There are no restrictions on the purpose or number of trips which may be taken on a time-and-space available basis. Passengers are required to share the vehicle with other passengers who are traveling at the same time in the same direction.

MCPT is funded in part by the Medina County Board of Commissioners, the Ohio Department of Transportation, and the Federal Transit Administration

**MEDINA COUNTY PUBLIC TRANSIT COMPLIES WITH ALL CIVIL RIGHTS LAWS, ADA (TITLE VI) AND DBE REGULATIONS.**

Alternative formats of this brochure are available upon request.

*Medina County Public Transit  
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