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.

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.

#### **Complaint Policy**

An adult must accompany children under the age of six (6). Children age six (6) and under will be allowed to ride free of charge.

#### Child Passenger

nse a pooster 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

#### Child Safety Seat



If a Paratransit 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 pickup window, (30 minutes before or 30 minutes after scheduled time) the result is a trip denial.

CABL will make a record of all trip denials.

#### Trip Denial Policy

Trip cancellations shall be made at least 2 hours in advance by calling the transit office at (740) 373-7671.

Any paratransit passenger who is unavailable for pick-up of a scheduled trip that has not notified CABL dispatch of cancelation will be considered a no-show. The driver will wait for passengers for five (5) minutes after the scheduled pick up time. Passengers who have three (3) no-shows in thirty (30) days will be sent verbal warning. An additional no-show within the next thirty (30) days will result in a written warning. An additional no-show in the next 30 days will result in a 3-day suspension. An additional no-show in the next 30 days will result in a 3-day suspension. An additional no-show in the

#### wods-on

CABL provides Paratransit services to eligible disabled riders with a **Paratransit card** during the regular hours of operation of any route. Upon Request, paratransit services are provided within 3/4 of a mile off fixed routes. To first apply for a Paratransit Card and then to schedule a Paratransit ride with next-day service, please call (740) 373-7671. Same-day service will be provided (as possible) with an additional \$2.00 fee.

#### Paratransit Services



Civil Rights Act.

Washington County complies with applicable civil rights laws including the ADA and Title VI of the

Public Transit Services are operated by Washington-Morgan Community Action, and funded by the City of Marietta, Washington County Commissioners, and Passenger Fares, Ohio Department of Transportation and Federal Transit Administration.

Passengers seated in wheelchairs will be secured via an approved four-point restraint system.

All Agency employees and passengers are required to wear seat belts.

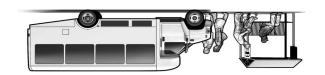
#### Seatbelt

CABL will permit one Personal Care Assistant (PCA) to accompany a disabled rider that has Paratransit card which has identified a need for a PCA.

#### Personal Care Assistant

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.

#### Service Animal Policy



Community Action Bus Lines

Your Public Transit Provider Since 1970

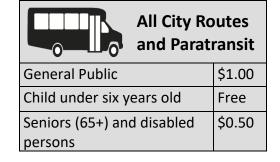
#### **Community Action Bus Lines**

#### **Bus Fares**

FARES ARE PER RIDE IN EACH DIRECTION

FARE IS ALSO PAID TO TRANSFER
BETWEEN ROUTES

Schedules & Fares Subject to Change.



# **Reduced Fare Eligibility**

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.

All buses operate Monday thru Friday, unless noted.

No service Sunday or Holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

#### **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.

#### **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.

### **Tips for Riding the Bus**

- You can catch the bus at any of the stops shown on the schedule.
- You can also flag the bus down by waving at the driver at any intersection along the route where it is safe to stop.
- Please be ready to pay your fare when you board, with exact cash or a ticket.
- Drivers cannot make change for bills larger than \$1.00.

Your Public Transit Provider Since 1970



Mission:

"To provide accessible public transportation for Washington County"

# **Marietta City Routes**

A Route: Monday – Friday 7:00 a.m. – 5:00 p.m. C Route: Monday—Friday 7:00 a.m—5:00 p.m.



A Route



Super C



C East

# Public Transit

### Passenger Guide

Revised 7/8/21

Information: (740) 373-7671 Ohio Relay Service TDD (800) 750-0750

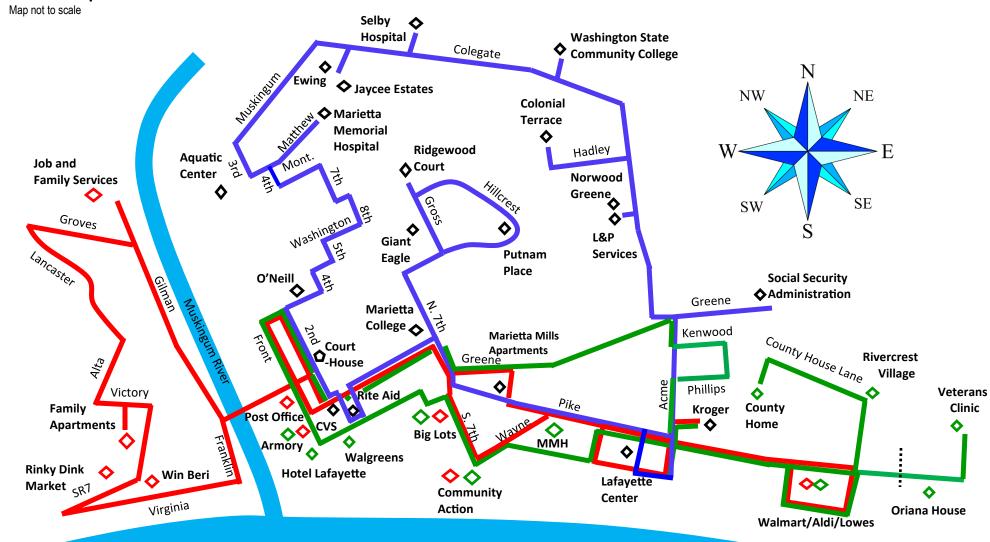
For more information contact:
Director of Transportation
698 Wayne Street, Marietta, Ohio 45750

Brochure Available in other formats upon request

Everyone Welcome!

# **Your Public Transit Provider Since 1970**

# **Transit Maps and Schedules**



Buckley Is.

(Does not	onerate	hetween	11.00	and 12:00)

		•								
A Route		I	AM					PM		
Courthouse *	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00
O'Neill Center	7:01	8:01	9:01	10:01		12:01	1:01	2:01	3:01	4:01
Marietta Memorial Hospital	7:08	8:08	9:08	10:08		12:08	1:08	2:08	3:08	4:08
Aquatic Center (seasonal)	7:10	8:10	9:10	10:10		12:10	1:10	2:10	3:10	4:10
Children Services/ JFS/Elections	7:14	8:14	9:14	10:14		12:14	1:14	2:14	3:14	4:14
WASCO	7:16	8:16	9:16	10:16		12:16	1:16	2:16	3:16	4:16
Jaycee Estates	7:17	8:17	9:17	10:17		12:17	1:17	2:17	3:17	4:17
Ewing School	7:18	8:18	9:18	10:18		12:18	1:18	2:18	3:18	4:18
Selby Hospital	7:20	8:20	9:20	10:20		12:20	1:20	2:20	3:20	4:20
Washington State Community College (Seasonal)	7:21	8:21	9:21	10:21		12:21	1:21	2:21	3:21	4:21
Colonial Terrace (Dawes Circle)	7:23	8:23	9:23	10:23		12:23	1:23	2:23	3:23	4:23
Norwood Greene/ L&P Services (Stops on Colegate)	7:26	8:26	9:26	10:26		12:26	1:26	2:26	3:26	4:26
Social Security Administration	7:30	8:30	9:30	10:30		12:30	1:30	2:30	3:30	4:30
Kroger	7:33	8:33	9:33	10:33		12:33	1:33	2:33	3:33	4:33
Lafayette Center	7:36	8:36	9:36	10:36		12:36	1:36	2:36	3:36	4:36
Giant Eagle	7:40	8:40	9:40	10:40		12:40	1:40	2:40	3:40	4:40
Ridgewood Court	7:42	8:42	9:42	10:42		12:42	1:42	2:42	3:42	4:42
Putnam Place	7:44	8:44	9:44	10:44		12:44	1:44	2:44	3:44	4:44
Marietta College	7:47	8:47	9:47	10:47		12:47	1:47	2:47	3:47	4:47
Rite Aid	7:49	8:49	9:49	10:49		12:49	1:49	2:49	3:49	4:49
Courthouse	7:52	8:52	9:52	10:52		12:52	1:52	2:52	3:52	4:52

<sup>\*</sup> A and C routes connect

(Does not operate between 12:00 and 1:00)								
Super C	А	AM		M				
Courthouse *	8:00	10:00	1:00	3:00				
Job & Family Services	8:05	10:05	1:05	3:05				
Family Apartments	8:12	10:12	1:12	3:12				
Rinky Dink Market	8:14	10:14	1:14	3:14				
Win Beri	8:17	10:17	1:17	3:17				
Armory Square	8:22	10:22	1:22	3:22				
Marietta College (4th and Butler)	8:24	10:24	1:24	3:24				
Big Lots	8:27	10:27	1:27	3:27				
Wayne St. (Community Action)	8:28	10:28	1:28	3:28				
MMH Outpatient (Wayne St.)	8:29	10:29	1:29	3:29				
Lafayette Center	8:30	10:30	1:30	3:30				
Kroger	8:34	10:34	1:34	3:34				
Aldi	8:38	10:38	1:38	3:38				
Walmart	8:39	10:39	1:39	3:39				
Lowe's	8:42	10:42	1:42	3:42				
Marietta Mills	8:48	10:48	1:48	3:48				
Marietta College (7th and Butler)	8:49	10:49	1:49	3:49				

C East	AM			PM		
Courthouse *	7:00	9:00	11:00	2:00	4:00	
Armory Square	7:02	9:02	11:02	2:02	4:02	
Lafayette Hotel	7:03	9:03	11:03	2:03	4:03	
Walgreens	7:04	9:04	11:04	2:04	4:04	
Big Lots	7:06	9:06	11:06	2:06	4:06	
Wayne St. (Community Action)	7:07	9:07	11:07	2:07	4:07	
MMH Outpatient (8th St.)	7:08	9:08	11:08	2:08	4:08	
Lafayette Center	7:10	9:10	11:10	2:10	4:10	
Aldi	7:14	9:14	11:14	2:14	4:14	
Walmart	7:15	9:15	11:15	2:15	4:15	
Lowe's	7:18	9:18	11:18	2:18	4:18	
Oriana House	7:23	9:23	11:23	2:23	4:23	
Veterans Clinic	7:24	9:24	11:24	2:24	4:24	
County House LN. (Rivercrest Village)	7:30	9:30	11:30	2:30	4:30	
County Home	7:32	9:32	11:32	2:32	4:32	
Lowe's	7:36	9:36	11:36	2:36	4:36	
Walmart	7:38	9:38	11:38	2:38	4:38	
Aldi	7:39	9:39	11:39	2:39	4:39	
Kroger	7:42	9:42	11:42	2:42	4:42	
Norwood Loop (Phillips and Acme)	7:44	9:44	11:44	2:44	4:44	
Marietta Mills	7:48	9:48	11:48	2:48	4:48	