

Trumbull County Transit

Rider Information Sheet for Public Clients

Updated January 1st, 2018

Rides are Available

On a First Come, First Served Basis

Monday through Friday from 7:00 am to 6:00 pm

Saturday & Sunday from 8:00 am to 3:00 pm

Holidays from 8:00 am to 3:00 pm

(330) 369-2600

Scheduling Trips

Call the Trumbull County Transit at **(330) 369-2600** between the hours of 8:00 am and 4:00 pm Monday through Friday. All trips can be reserved up to 7 days in advance. Please call in as early as possible to schedule your trip with the date and time, and we will accommodate the trip to the best of our availability.

Fare Structure

Participating Communities: Passengers that reside in the participating communities of Niles, Howland, McDonald, Hubbard City, Girard, the City of Cortland, and the City of Warren are eligible for discounted fares as follows with proper ID:

For travel to all areas in Trumbull County:

- \$1.50 per one-way trip for persons 60 years of age and older, persons with disabilities and youths 2 to 12 years of age.
- \$4.00 per one-way for the General Public

Non-Participating Communities: For passengers that reside in communities that are not subsidizing the cost of transit service as listed above, the following fare structure applies:

For travel to all areas in Trumbull County:

- \$2.00 per one-way trip for persons 60 years of age and older.
- \$4.00 persons with disabilities and youths 2 to 12 years of age.
- \$8.00 per one-way for the General Public

Children under the age of 2 years and Personal Care Attendants -- No charge

Cancellation Policy

Any cancellations of rides necessary for any reason should be requested as soon as possible. However, a minimum of 2 hours prior to the scheduled pickup time is required. Rides cancelled within 2 hours prior to pickup will be deemed a “No Show”. The “No Show” fee application is equal to the scheduled rate for that one-way trip. This fee will be due and payable before the next scheduled ride can occur. This “No Show” fee must be paid to the driver upon arrival for pickup for the next scheduled ride. All rides will be cancelled and future rides cannot be reserved until the “No Show” fee is paid in full.

Fare Collection

- The driver will collect your fare each time you board the vehicle.
- Cash to the driver is accepted but you must have exact change – drivers do not carry change
- Ride vouchers are also available; contact the transit office for more details at (330) 369-2600

Helpful Hints for Scheduling your Ride

Call the Trumbull County Transit at **(330) 369-2600** and be prepared to provide the following information:

- Your name and the community that you reside in
- The address that you wish to be picked up at
- The full address of your destination, including the city and zip
- The time you wish to arrive at your destination
- The time you wish to be picked up from destination
- The address that you wish to return to.
- Your birthdate.
- Your Phone number

ITP: If you require accommodations such as through-the door service or any other extraordinary needs, the Trumbull County Transit office will send a representative to develop an Individual Transportation Plan (ITP) specific for your transportation needs.

Keep in mind: If all representatives are busy assisting other clients, the voicemail system will pick-up your call and take a message. If this occurs, please leave your name; return phone number and the reason for your call. A representative will call you back as soon as they had finished with the client they are working with. . If you are calling to cancel your trip and your message is recorded before the 2-hour deadline, no fee is assessed for your trip.

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