

# **OGEMAW COUNTY PUBLIC TRANSIT**

1383 W. AIRPORT RD

WEST BRANCH, MI 48661

PHONE: (989) 345-5790

FAX: (989) 345-4959

## **Ogemaw County Public Transit Services**

The Ogemaw County Public Transit (OCPT) provides county-wide transportation Monday thru Friday from 7:00 am until 6:00 pm. Appointments can be scheduled anytime, but due to the vast number of people that utilize the transit and the large area we cover, it is strongly encouraged for appointments to be scheduled between the hours of 9:00 am and 4:00 pm. Scheduling appointments during these times will ensure a timely arrival to your appointment. If you live in the outlying areas of Ogemaw County, the best service will be provided with some advanced planning. To avoid lengthy wait times, please contact OCPT dispatch to check expected times in your area prior to making an appointment. Our buses make four trips daily Monday through Friday to each outlying area in our county. The service is spread throughout the day to meet the needs of the greatest number of customers.

### **Demand Response**

The Ogemaw County Transit provides you with door-to-door transportation within Ogemaw County for shopping, medical appointments, a ride to work, visiting and other activities within Ogemaw County. Our buses travel throughout Ogemaw County daily.

### **Reservations**

You can call and schedule the bus for a pickup at an agreed upon time and day requested, without calling the office each time. If you don't plan on riding on one of your scheduled days, you must call the office and cancel the bus for that day.

## **Ogemaw County Public Transit Passenger Policies**

It shall be the policy and practice of the Ogemaw County Public Transit to provide open-door public transportation to all people throughout Ogemaw County; so long as the passenger is able to reasonably cooperate in the safe, peaceful, and comfortable conduct of the public transportation. OCPT will provide equal opportunity to participate and benefit from all transportation services without regard to race, color, religion, sex, national origin, or disability.

### **Requesting Transit Service**

- All OCPT transportation trips must be scheduled through the Transit office at (989) 345-5790. Please provide passenger's name, pick-up location, destination, phone number, and appointment time. The dispatcher will quote you with an estimated pick-up time.
- If you live in the outlying areas of Ogemaw County, the best service will be provided with some advanced planning. To avoid extended wait times, please contact OCPT dispatch to check expected times in your area prior to making an appointment. Our buses make four trips daily Monday through Friday to each outlying area in our county. The service is spread throughout the day to meet the needs of the greatest number of customers.
- Please be ready for the bus's arrival from 15 minutes before until 15 minutes after the scheduled pick-up time. This will avoid delays so that everyone will arrive at their destination on time.
- Transportation is available Monday through Friday from 7:00 am to 6:00 pm. Anytime beyond these hours, scheduling can be accomplished by leaving your trip request on the answering machine.
- Arrival time to the destination may vary. You should always have someone available at the destination for small children or someone that has a mental or physical challenge that will need assistance.

- Cancellations must be made as soon as possible to allow other clients sufficient time to request a ride in your place. Failure to cancel a scheduled ride 30 minutes prior to your scheduled time could result in the rider being charged with a "no show". Riders with 2 or more no shows in any 30-day period may have ridership privileges reduced or suspended.

## **Fares**

- Everyone is required to pay their fare as they board the bus, unless prior arrangements have been made. Fares may be paid with OCPT cash, check, or prepaid at the OCPT office.
- Passengers must have exact fares; drivers do not carry change. The balance from what you pay is not refundable. It will be applied to your account. A no refund policy also applies toward prepaid purchases.

## **General Rules for Passengers**

### **Service Animals**

The Ogemaw County Public Transit accommodates passengers accompanied by service animals. Service animals must always be in control of the rider.

\*ADA regulations define service animals as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. It is discriminatory to require a person with a disability to certify or register a service animal.

\*The Ogemaw County Public Transit has a separate policy that outline the details of service animals. Please review the Service Animal Policy for more information.

### **Seat Belts and Restraints**

- All passengers are requested to wear seat belts while the vehicle is in motion. Passengers must remain seated until the vehicle comes to a complete stop.
- All School aged children are required to wear a seat belt. Schoolchildren riding the bus may be assigned to a particular seat if the need arises.
- Infants are required to ride in a child safety seat while on the bus. The child's safety seat is the responsibility of the parent. Parents are also asked to secure their own children in the child seats.

### **Oxygen Tanks**

- Portable oxygen tanks are permitted on OCPT vehicles. Tanks may not be stored in the vehicle aisle way.
- Respirators are permitted on OCPT vehicles. They may not be stored in the vehicle aisle way.

\*The Ogemaw County Public Transit has a separate policy that outline the details of Oxygen Tanks. Please review the Oxygen Tank Policy for more information.

### **Personal Care Attendant**

- Passengers requiring a personal care attendant to accompany them while being transported by OCPT, may do so. An eligible Personal Care Attendant (PCA) can ride at no charge.

### **Hazardous Materials**

- Guns, knives, explosives, batteries, dangerous liquids, and hand carried parcels that could cause injury to other passengers are banned by law.

### **Bicycles/Carry-On's**

- Bicycles cannot be transported inside any OCPT vehicle due to the inability to properly secure them. All carry-on's must be able to be safely secured.
- Grocery bags must be kept to a minimum, 8 bags, \$0.25 per bag over the limit.

Audio/Video Devices

- Radios, Scanners, portable CD/DVD players, MP3 players, and iPods may be used on the bus only if the sound is transmitted to the user by ear plugs or headphones and the content is not offensive to other passengers.

### **Passenger Conduct and Behavior**

- Verbally or physically abusive behavior with transit staff or other passengers will not be allowed such as: Profanity, outbursts, threatening gestures, threatening words, and any other disruptive behavior.
- No person may assault, threaten, demand, intimidate, perform unlawful acts, or interfere with another passenger or transit staff while in the performance of his duties.

### **Hygiene**

- A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers or transit staff.
- A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of transit staff, that person places existing passengers in extreme discomfort or is considered a health risk for others

### **Proper attire**

- A passenger must wear a shirt and shoes, or they will be denied transportation.