Dial-a-Ride Service

CABL offers a Demand Response system with curb to curb service five days a week, Monday-Friday. All services are open to the General Public.

CABL will pick you up at your curb and is available to:

- Anyone living in or visiting Washington County who’s origin is outside the CABL fixed route territory.
- Anyone living within or visiting the City of Marietta whose destination is outside the CABL fixed route territory.

For more information about Dial-a-Ride service or to make a reservation, call 740-373-7671.

Reservations must be made for next day service, and will be fulfilled on a first come, first served basis.

Reduced Fare Eligibility

Senior Citizens and Disabled Riders may be eligible for half-fares.

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.

Dial-a-Ride is a shared ride service, so other passengers may be picked up or dropped off during your trip. Please allow additional time to reach your destination.

Service Animal Policy

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.

Personal Care Assistant

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.

Seatbelt

All Agency employees and passengers are required to wear seat belts. Passengers seated in wheelchairs will be secured via an approved four-point restraint system.

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.

Washington County complies with applicable civil rights laws including the ADA and Title VI of the Civil Rights Act.

No-Show

Any passenger who is unavailable for pick-up of a scheduled trip that has not notified CABL dispatch of cancellation will be considered a no-show. The driver will wait for passengers for five (5) minutes after arrival within the 30 minute pickup window. 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 7-day suspension.

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

Trip Denial Policy

If a 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.

Complaint Policy

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.

The Complaint Officer will respond within 10 days of the 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.

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.

Transport of large items is without guarantee.

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Your Public Transit Provider Since 1970

Riding Dial-a-Ride

It is recommended that you make advance reservations for Dial-a-Ride service — at least one day in advance. You can call up to 2 weeks ahead of time to schedule your trip. Same-day reservations will be accepted on a space available basis at an increased cost.

To request a Dial-a-Ride trip, call CABL and be ready to provide the following information:

- Name and the number of riders
- Pick up location and destination
- Call back phone number

Please advise the dispatcher if the pickup location is difficult to access, if you (or the passenger) require assistance, or if you must be at your destination at a specific time.

Appointments for return trips should be made at the time of initial reservation.

The dispatcher will give you an estimated arrival time based on a 30 minute pickup window. You should always be ready within that pickup window as the schedule may vary.

The driver will wait no longer than 5 minutes at the pickup location.

Accessibility

Transit vehicles are all fully accessible. Our ramps make it easy to board in a wheelchair, scooter or with a walker or stroller. A passenger with a disability is allowed one attendant. When calling please let the dispatcher know an attendant will be riding.

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.
- Drivers do not accept schedule changes or make reservations, please call the transit office.
- Drivers do not make change; please have exact fare in cash.
- Drivers are prohibited from entering passengers homes
- Scheduled pick up times, arrival times and departure times are subject to change due to traffic or weather conditions
- Every effort will be made to maintain operations during adverse weather conditions, however, safety is our primary concern. CABL reserves the right to delay or cancel service. Passengers with appointments will be notified of delays or cancellations.

Dial-a-Ride service is unavailable on all days CABL offices are closed including the following Holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Call 740-373-7671 to schedule a ride!

CABL

Mission:
“To provide accessible public transportation for Washington County”

Public Transit

Dial-a-Ride

Passenger Guide

www.wmcap.org/transportation • 740-373-7671