



South East Area Transit

TTY 1-800-750-0750

www.seatbus.org

SEAT Administrative Office

375 Fairbanks Street
Zanesville, OH 43701
(740) 454-8574
(833) 297-3732
FAX: (888) 656-1038

SEAT Transit Center

224 Main Street
Zanesville, OH 43701
(740) 454-8573
(833) 297-3732
FAX: (888) 213-4206

SEAT Guernsey Office

61322 Southgate Parkway
Unit #3
Cambridge, OH 43725
(740) 439-3393
(833) 297-3732
FAX: (740) 439-4493

Rider's Guide

October 14, 2019

Mission Statement

South East Area Transit

It is the mission of South East Area Transit - through the efforts of dedicated, well-trained employees - to be the best in providing safe, reliable, courteous public transportation so that all of us may “Ride with Pride.”



***South East Area Transit Moves
People to Provide Hope***



AVC
AVC Communications
Multi-Media Group



@
whiznews.com

SEAT is closed for the following Holidays:

New Year's Eve & New Year's Day

Martin Luther King, Jr Day

Memorial Day

4th of July

Labor Day

Veteran's Day

Thanksgiving & Day After

Christmas Eve & Christmas Day

Please remember these days when scheduling medical appointments.

SEAT

TTY# 1-800-750-0750

SEAT is a public transit agency that is governed by a Board of Trustees for both Muskingum, Guernsey and Noble Counties. Funding for South East Area Transit comes in part from The Federal Transit Administration, The Ohio Department of Transportation, Muskingum and Guernsey Counties, The City of Zanesville, South Zanesville Village and the City of Cambridge.

System brochure information is available in alternative formats including audio tapes or large print.

Demand Response services are scheduled on a first-come first-served basis.

Our drivers do not make change. NO PERSONAL CHECKS are allowed for individual Fare.

www.seatbus.org

SEAT strives to have the best experience for all passengers. Please review the following rules:

- No use of tobacco products or electronic cigarettes on any demand response or street route vehicles.
- No eating or drinking allowed on demand response or street route vehicles. An exception to the eating policy will be made for medical reasons on a case-by-case basis and verified with dispatcher or Operations Director.
- No physical or sexual contact with drivers or other passengers.
- No objects defined as or intended to be used as an illegal weapon.
- No use of obscene, profane, or indecent language.
- No playing of any audio devices without the use of earphones.
- No hazardous materials.
- No passenger is allowed to solicit for any contributions.
- Do not open windows while heating or air conditioning units are in operation.
- Refusing to follow reasonable directions given by SEAT staff, especially those that relate to the safety and security of the passengers and staff.
- Shirt and shoes must be worn at all times.
- Any passenger emanating a body odor which is grossly offensive and is interfering with good order on the SEAT bus, will be denied transportation.
- All service animals must be pre-registered with the office before boarding the bus. Call the office to schedule a time for staff to evaluate the animal.
- SEAT is not responsible for lost or stolen items.
- Drivers have the right to refuse transportation to any passenger not following the rules and/or causing safety issues.

The driver shall make one (1) request for the prohibited behavior to stop. If the behavior does not stop the driver shall stop the vehicle in a safe area and contact the office for further assistance.

For more information on routes and times check out our website at: www.seatbus.org.

SUBJECT: No-Show Policy

DIRECTIVE: To assure that the service is operating in the most efficient manner by correcting the action of habitual abusers of service scheduling.

DEFINITION: No-Show – passengers unavailable for pick-up of a scheduled trip that has not been timely canceled. Trips for passengers not being picked up due to circumstances related to SEAT service are not considered no-shows.

Each driver will wait for passengers for five minutes within their scheduled pick-up window. After five minutes, the dispatcher will notify the driver to pull away. Passengers who do not make themselves available within the five minute window will be considered a "No-Show".

Cancellation of scheduled trips made 60 minutes or more prior to the time of the trip request will not be considered a "No-Show". Any trip cancelled less than 60 minutes prior to the scheduled pick-up time is considered a "Late-Cancel" and treated/recorded as "No-Show".

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger will be required to contact the Dispatch as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible.

In the event a ride is determined to be a "No-Show", the Dispatcher will record the arrival time and departure time. Passengers whose trips result in a no-show will be required to tender the fare, prior to providing the next available trip taken by that passenger.

All no-show results will be recorded and analyzed by the Operations Director, Transportation Supervisor or Road Supervisor as necessary.

All no-show trips will result in an automatic cancellation of a return trip, unless otherwise requested by the rider.

First no-show will result in a courtesy call to explain the current no-show policy and let you know the date and time of your first occurrence.

Second no-shows within a 30 day period will result in a warning letter of suspension.

Third no-shows within a 30 day period will result in a 30 day suspension.

To avoid a no-show write down your 30 minute window, watch for your bus, and/or cancel your trip at least 60 minutes prior to your pick-up time.

Responsibilities: Responsibilities shall be defined as above.

South East Area Transit Title VI Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d). South East Area Transit (SEAT) complies with Title VI and Civil Rights Laws and Regulations to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. For more information on South East Area Transit’s Civil Rights and Title VI procedures or to file a complaint, contact 740-454-8573, TTY 1-800-750-0750, or visit our administration office at 224 Main Street, Zanesville, Ohio 43701 or visit www.seatbus.org. A complaint may be filed directly with the Federal Transit Administration by filing a complaint with the:

Office of Civil Rights,
Attention: Title VI Program Coordinator,
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE,
Washington, DC 20590.

Comments, Complaints, Suggestions

Please send comments, complaints (including Title VI complaints and ADA), or suggestions to:

SEAT Transit Director
375 Fairbanks Street
Zanesville, Ohio 43701
740-454-8574
833-297-3732
Ohio Relay 1-800-750-0750
www.seatbus.org

General Information

South East Area Transit (SEAT) is a government entity that is here to provide service to Muskingum, Guernsey and Noble counties through deviated fixed route as well as demand response, curb to curb service. Our transportation is a safe, economical and a clean way to travel around town. Riding public transportation saves money. You don't have to worry about gas prices, insurances, accidents, and you can meet new people everyday. We offer services on our fixed routes ranging from South Zanesville to Maple Avenue in Muskingum County and travel between Cambridge and Byesville in Guernsey County. There are not fixed route services in Noble County. Hours of operations for fixed route and demand response services range dependent upon the county. Simply check the fixed route in your area for fixed route times or call the office to schedule demand response services.

How to ride the fixed route

SEAT strives to provide service on time. Be sure to watch and arrive at your bus stop 3-5 minutes before your departure time to allow for traffic adjustments.

When boarding the bus, always look at the destination signs located on the top of the bus above the windshield to make sure it is the bus you want. (If you're not sure, just ask the driver.) The destination sign will tell you the route the bus will be operating on. Street route buses will always indicate a specific area (example: Maple, Cambridge, etc.). If the bus sign says, "Have a Nice Day", it is a demand response bus and not street route.

When you see your bus approach, please stand near the bus stop sign or the curb of an intersection on the same side of the street that the bus is traveling. This lets your driver know you want to catch the bus. Remember not everyone is wanting the bus so make sure you hail the bus by a wave of your hand. Passenger should use SEAT designated signs; however, if you are new to the system, you may wave at the bus to flag it down along the route. The driver will stop at the nearest safe location and then inform you where the SEAT designated sign is for your riding convenience.

Enter the bus through the front door. Please be sure to have the EXACT fare ready as you board. Please let the driver know if you will need to transfer to another bus.

One-on-one training is available for those needing additional help in getting to know how to use fixed route services. Please contact the office to schedule this training.

Zanesville Office and Bus Hours

Office Hours Mon-Fri 8:00am – 5:00pm
Sat & Sun CLOSED

Service Hours Monday through Friday
Maple 6:00am – 6:00pm
Brighton/Pine 6:00am – 5:30pm
Putnam 6:30am – 6:00pm
Greenwood 6:00am – 5:30pm
Taylor/Blue 6:30am – 6:00pm

Demand Mon-Fri 6:00am- 6:00pm
Response Sat & Sun CLOSED

*additional times may be available dependent on funding source.

Cambridge Office and Bus Hours

Office Hours Monday 7:00am – 3:00pm

Service Hours Monday through Friday
Cambridge 8:00am – 5:00pm
Byesville 8:00am – 5:00pm

Demand Mon-Fri 8:00am- 5:00pm
Response Sat & Sun CLOSED

No reservations will be honored if left on voicemail.

Fares:

Within the County:

- General Public \$4.00 One-Way
- Elderly & Disabled \$2.00 One-Way

County to County Transportation between Muskingum County and Guernsey County or Guernsey County and Noble County:

- General Public \$6.00 One-Way

Outside the County Transportation for Muskingum and Guernsey County lines: (round trip payment is required, even if the trip is one-way)

- 0-50 miles \$20.00 One-Way
- 51-100 miles \$40.00 One-Way
- 101-150 miles \$60.00 One-Way

Workforce Transformation Transportation Program (WTPP):

- General Public \$3.00 one-way countywide

Low-Income Transportation (200% of Median Income, Application required)

- General Public \$3.00 one-way countywide

E & D Rates available only within Service Area of Muskingum, Guernsey and Noble Counties. In order to qualify for E & D rate, an application must be completed and a ID card showing verification of eligibility, which must be presented to the driver for proof of eligibility. Appointments are scheduled at a first come first serve basis.

County Wide Demand Response

Demand Response Services are available inside SEAT service areas as well as out of county locations within 150 mile radius. SEAT offers door to door assistance for minor assist needs such as opening doors. Any passenger requiring aided services require a personal care attendant. PCA's may ride for free if approved.

All passengers using mobility devices should have smooth, even, accessible areas for the drivers to assist. Passengers may be asked to meet the bus at the curb if designated areas do not meet ADA accessible standards.

All passengers should have the name and address of the location in which they are traveling to at the time of scheduling. All passengers are to be ready one hour prior to their schedule appointment time. Additional time may be required based on location and time of the appointment.

Demand Response services are available to the public and may be for recreation, work, medical or all your other needs.

Additional assistance and training for demand response services are available. Contact SEAT staff to schedule training now.

Fixed Route Service Bus Fares

Cash

Regular Fare	\$1.00 (one-way)
Student Fare Age 6-17	\$.75 (one-way)
E/D Fare	\$.50 (one-way)
Children 6 and under	Free
(Children Under the Age of 14 Must be Accompanied by an Adult)	
Transfers	Free

Passes and Tickets

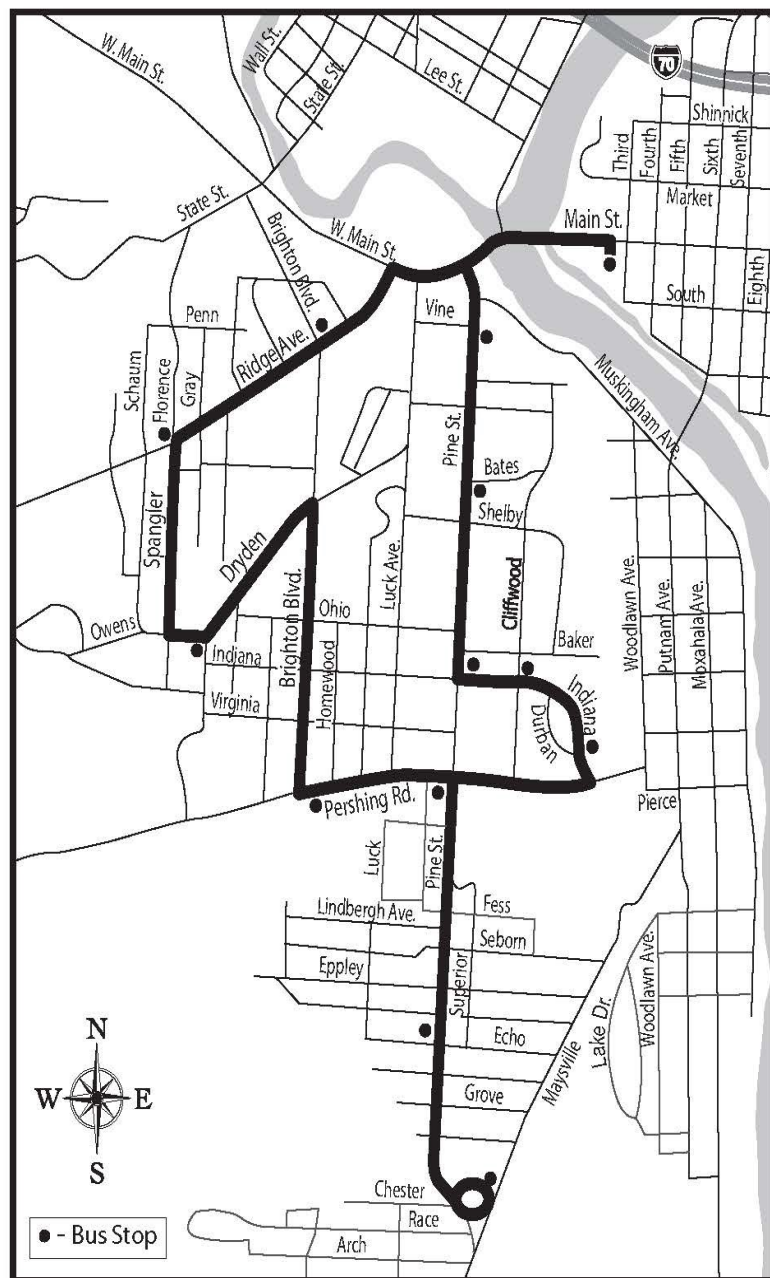
Regular Tickets	\$9.00 (Book of 10)
Student Tickets	\$6.75 (Book of 10)
E/D Tickets	\$4.50 (Book of 10)

Unlimited Monthly Bus Passes (only good for month purchased)

Adult (Full Month)	\$45.00
Adult (After 15th of Month)	\$22.50
Student (Full Month)	\$24.00

In order to qualify for E & D rate, an application must be completed **and a ID card showing verification of eligibility, which must be presented to the driver for proof of eligibility.** Ask our Customer Service Representatives for an application or go to www.seatbus.org and download one!

Brighton-Pine



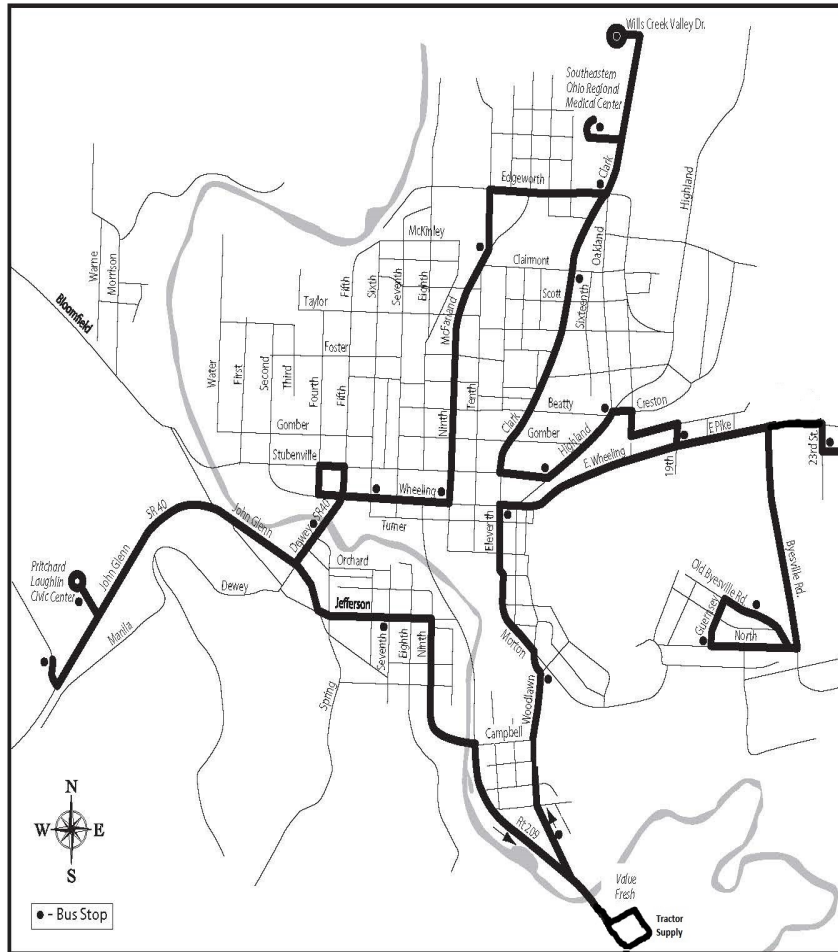
Cambridge Timetable

Route starts at 8:00am

23rd Street	Top of the Hour (:00)
E. Wheeling & 19th St	:03 after the hour
Highland Avenue	:04 after the hour
Steubenville & Clark	:06 after the hour
Clark & Clairmont	:08 after the hour
Wills Creek	:10 after the hour
Clark St.	:12 after the hour
Edgeworth	:13 after the hour
N. 10th Street	:15 after the hour
N. 9th St & Steubenville	:18 after the hour
Wheeling & East 8th	:19 after the hour
Wheeling & N. 6th Street	:20 after the hour
N. 4th & Steubenville	:21 after the hour
Columbia Court	:25 after the hour
Jefferson Avenue	:29 after the hour
S. 9th St.	:32 after the hour
Cambridge Plaza	:35 after the hour
Tractor Supply	:40 after the hour
Woodlawn	:42 after the hour
S. 11th St & Wheeling	:45 after the hour
Old Byesville Rd	:50 after the hour
Guernsey & North	:52 after the hour
S. 23rd Street	:55 after the hour

Route ends at 5:00pm

Cambridge Route



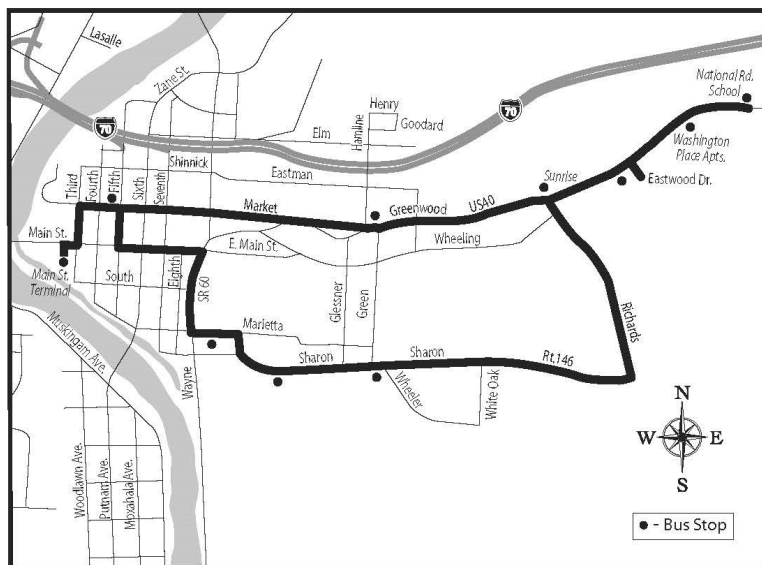
Brighton-Pine Timetable

Route starts at 6:00am

Main St Terminal	Top of the Hour (:00)
Ridge & Brighton	:04 after the hour
Ridge & Spangler	:07 after the hour
Owens & Dryden	:10 after the hour
Fairgrounds	:13 after the hour
Pine & Pershing	:14 after the hour
Echo & Pine	:16 after the hour
Family Dollar	:19 after the hour
Indiana & Durban	:21 after the hour
Indiana & Pine	:24 after the hour
Pine & Bates	:26 after the hour
Pine & Vine	:28 after the hour
Main St. Terminal	Bottom of the hour (:30)

Route ends at 5:30pm

Greenwood Route



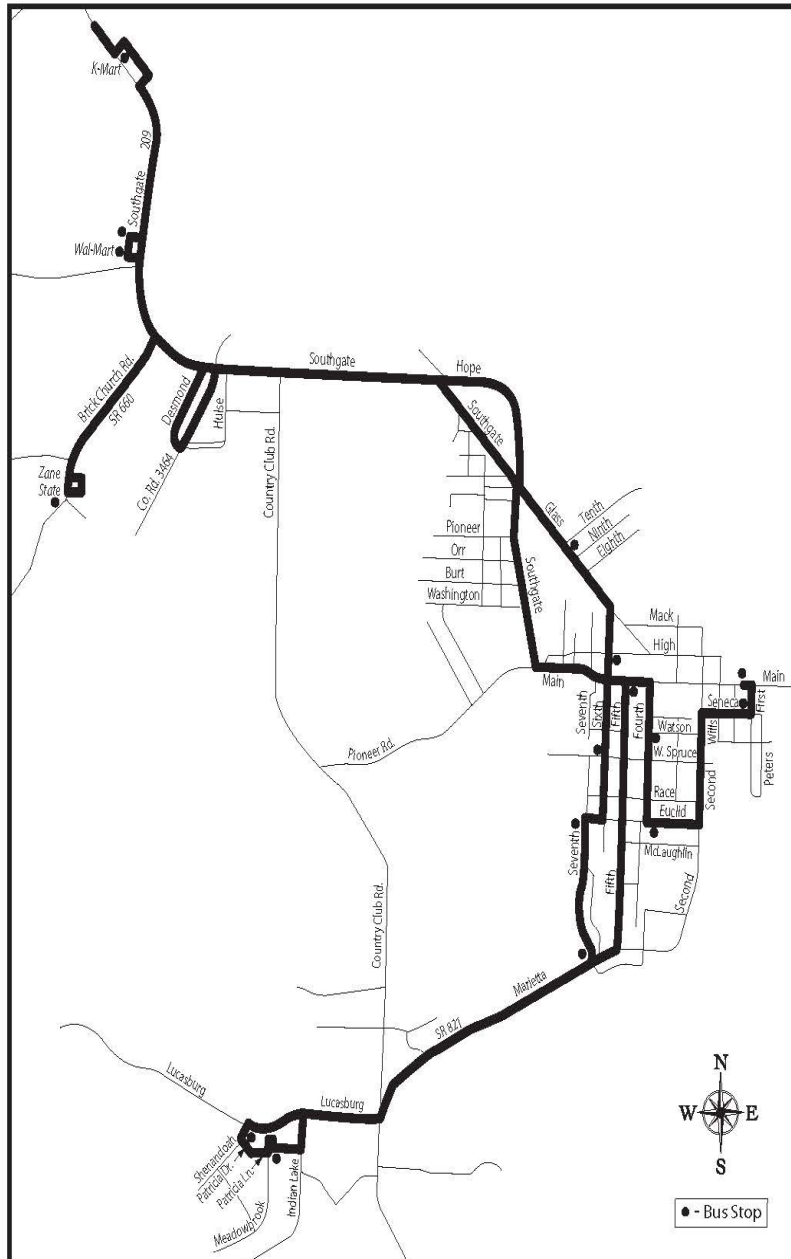
Byesville Timetable

Route starts at 8:00am

Byesville Plaza	Top of the Hour (:00)
Seneca Ave.	:01 after the hour
2nd St. & Euclid	:03 after the hour
S 4th St. & Watson	:04 after the hour
S 6th St & Spruce	:05 after the hour
S 7th St.	:09 after the hour
Meadowbrook Drive	:11 after the hour
S. 5th Street	:13 after the hour
N. 3rd Street	:17 after the hour
High Street & N. 8th	:19 after the hour
St. Rt. 209	:20 after the hour
Brick Church Rd	:24 after the hour
Walmart Drive	:27 after the hour
Southgate Parkway	:32 after the hour
Tractor Supply	:40 after the hour
Walmart Drive	:45 after the hour
Brick Church Rd.	:48 after the hour
Industrial Park	3:50PM Only!!!
Byesville Main Street	:55 after the hour

Route ends at 5:00pm

Byesville Route



Greenwood* Timetable

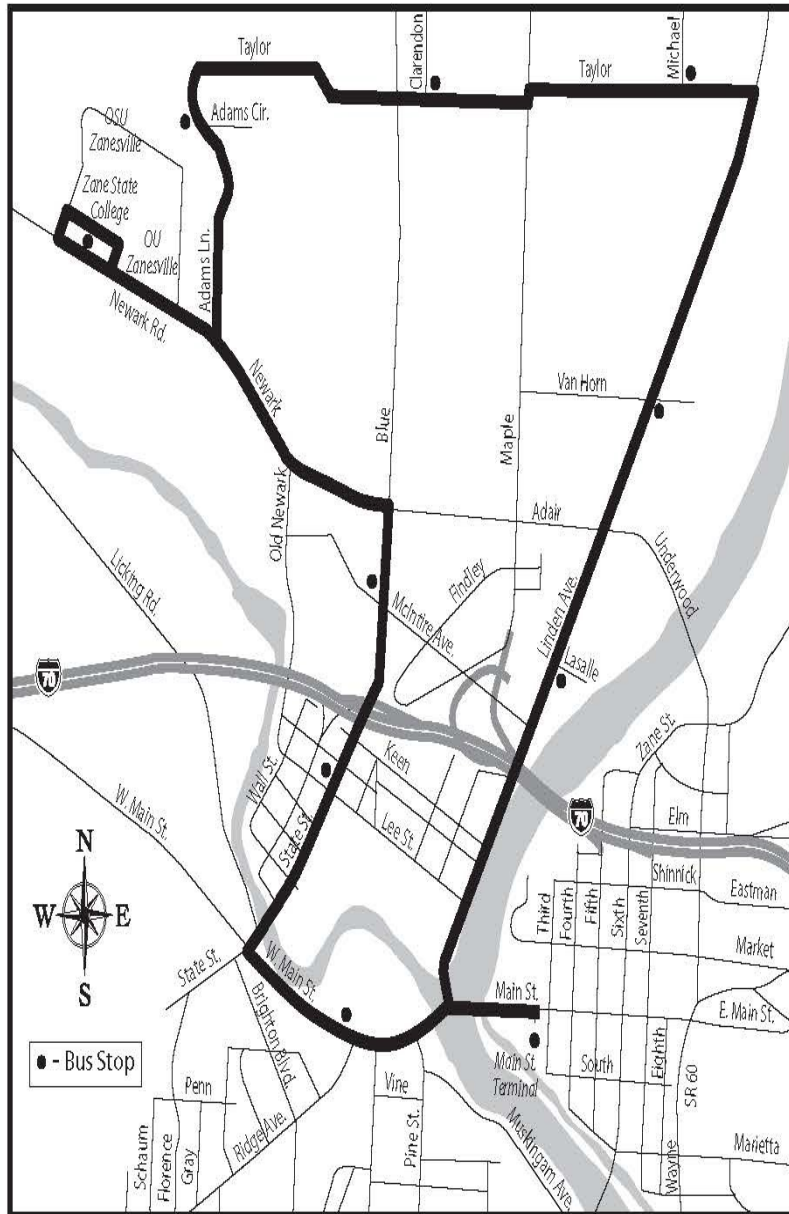
Route starts at 6:00am

Main St Terminal	Top of the Hour (:00)
Market & 5th	:03 after the hour
Marietta & Stilwell	:06 after the hour
Sharon & Wheeler	:08 after the hour
Eastwood Drive	:13 after the hour
Brookside Drive	:16 after the hour
National Rd. Elementary	:19 after the hour
Sunrise	:23 after the hour
Hamline	:26 after the hour
Third St. & Market	:28 after the hour
Main St. Terminal	:30 after the hour

Route ends at 5:30pm

*Greenwood is an On-Call, Deviated Fixed Route

Taylor-Blue Route



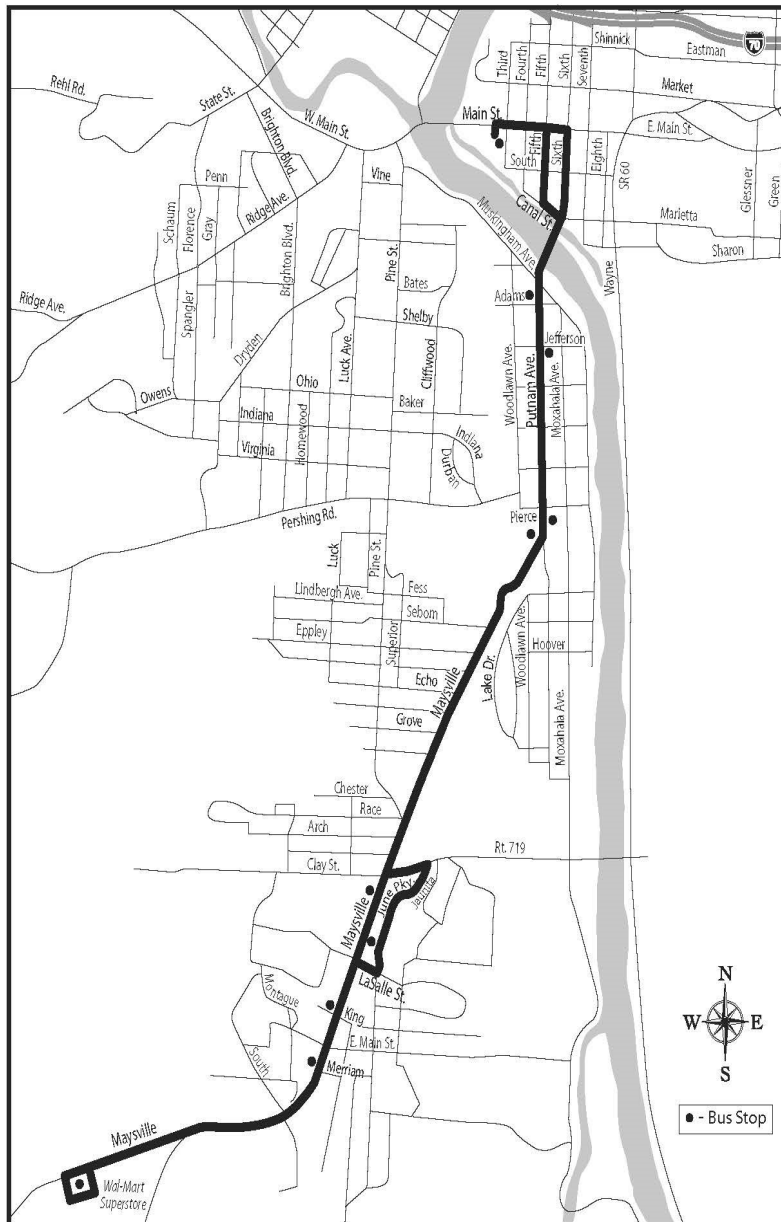
Putnam Route Timetable

Route starts at 6:30am

Main St Terminal	Bottom of the Hour (:30)
Putnam & Adams	:33 after the hour
Maysville & Putnam	:36 after the hour
Maysville & Pine	:39 after the hour
Southpointe Shopping Ctr.	:41 after the hour
Maysville & W. King	:42 after the hour
Wal-Mart	:45 after the hour
Maysville & Merriam	:49 after the hour
Pick N Save	:51 after the hour
Pierce & Putnam	:56 after the hour
Putnam & Jefferson	:57 after the hour
Main St. Terminal	Top of the Hour (:00)

Route ends at 6:00pm

Putnam Route



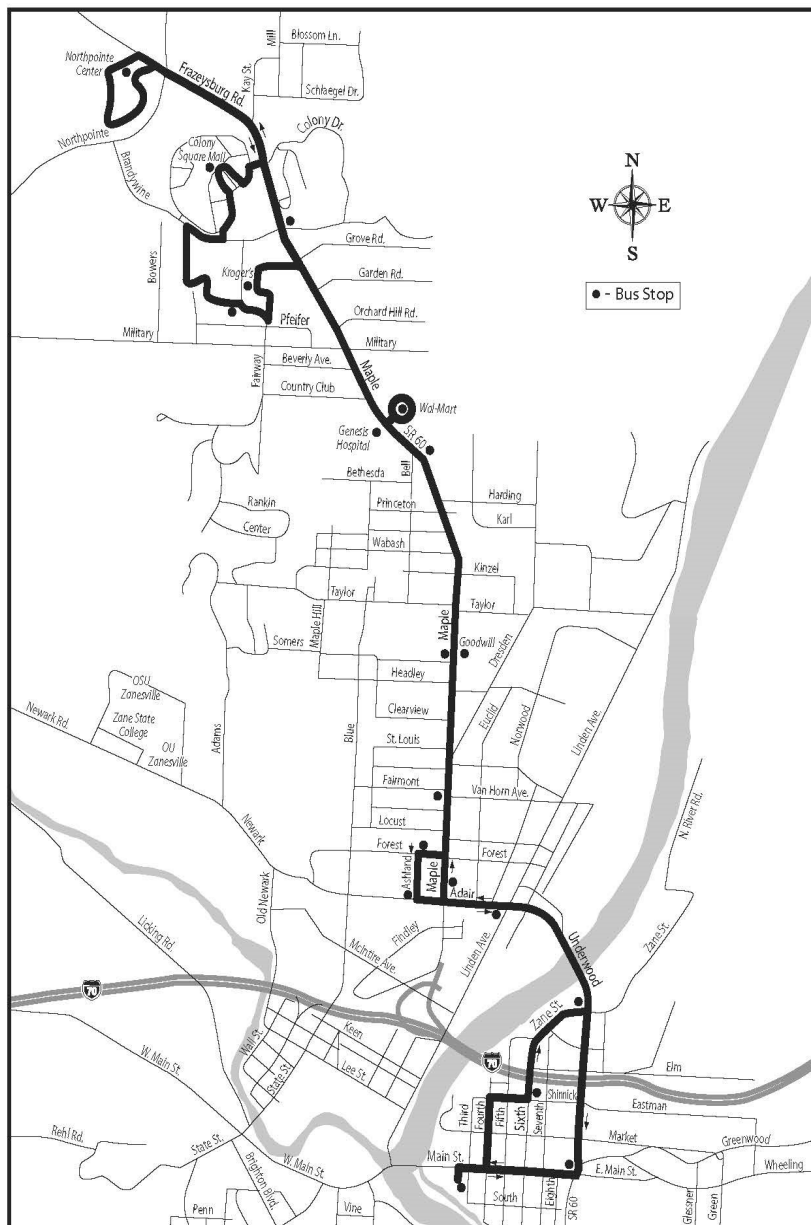
Taylor-Blue Timetable

Route starts at 6:30am

Main St Terminal	Bottom of the Hour (:30)
Linden & LaSalle	:33 after the hour
Linden & Van Horn	:37 after the hour
Taylor & Michael	:41 after the hour
Taylor & Clarendon	:45 after the hour
Adams Lane & Adams Circle	:47 after the hour
Zane State & OUZ	:50 after the hour
Blue & McIntire	:53 after the hour
State & Lee	:55 after the hour
W. Main & Melrose	:57 after the hour
Main St. Terminal	Top of the Hour (:00)

Route ends at 6:00pm

Maple Route



Maple* Route Timetable

Route starts at 6:00am

Main St Terminal	Top of the Hour (:00)
6th & Shinnick	:03 after the hour
Maple & Thurman	:08 after the hour
High Rise	:14 after the hour
Wal-Mart	:16 after the hour
Maple & Brandywine	:20 after the hour
Northpointe Shopping Center	:24 after the hour
Colony Square Mall/Kmart	:28 after the hour
Mapleview & Fairway Lane	:30 after the hour
Krogers	:38 after the hour
Genesis Hospital	:43 after the hour
Maple & Brookover	:47 after the hour
Forest & Ashland	:49 after the hour
Adair & Linden	:51 after the hour
Underwood & Zane	:54 after the hour
9th & Main	:56 after the hour
Courthouse	:58 after the hour
Main St. Terminal	Top of the Hour (:00)

Route ends at 6:00pm

*Maple is an On-Call, Deviated Fixed Route