



# FAQ:

## Frequently Asked Questions regarding the LCBDD's recent changes in Transportation Services

Here we present the answers to the most-frequently-asked questions regarding the Licking County Transit Board (LCTB). If you are in need of further assistance, please contact Donna Flack at (740) 670-5225.

**Q: Who do I call to schedule transportation?**

A: The telephone number for the Licking County Transit Board (LCTB) scheduling office is (740) 670-5185, option 1. Typically, Mike Richards answers the phone and will take care of your request.

**Q: Who do I call to cancel my ride?**

A: Please call the LCTB dispatch -- (740) 670-5185, option 2. Dispatchers Tonya Gordon, Darlene McGuire and Mike Back will handle your cancellation.

**Q: Why do I often get a busy signal or get put on hold when I call the LCTB dispatch?**

A: The LCTB provides public transportation to the larger Licking County community. They get a large number of calls daily. Please patiently wait on hold or leave a message. Someone will return your call as quickly as possible.

**Q: Can I expect a call from the LCTB if my family member is going to be more than 15 minutes late being dropped off or picked up?**

A: Yes.

**Q: How long past my established pickup time will the LCTB driver wait for me/my family member?**

A: Three minutes.

**Q: If my family member attends an adult services program other than LICCO and uses LCTB transportation services, will they have transportation available when LICCO is closed for holidays and LCBDD staff inservice days?**

A: The LCTB will provide transportation consistent with each adult services provider's calendar. Please make sure you have the calendar for your day program.

**Q: Will the LCTB driver assist my family member from the door and onto the vehicle, or from the vehicle back to the door?**

A: Yes, but please make sure that these special needs are requested when scheduling transportation services with the LCTB.

**Q: When will the LCTB not provide transportation due to inclement weather conditions?**

- When the school district you live in is closed.
- When Newark City Schools are closed, no transportation will be provided anywhere in Licking County.

**Q: If I work in the community for a private employer, is there a time when LCTB will not provide transportation?**

A: If you work in the community, the only time the LCTB will not provide transportation to you is when there is a Level 3 snow emergency.