

CCT SERVICES

LOST & FOUND

If you think you may have left an item on our bus, please contact **Customer Service at 770-427-4444** between the hours of 7:00am to 7:00pm Monday through Friday to see if it has been turned in. If you need to pick up an item, the office hours are from 8:00am until 5:00pm, Monday through Friday only.

If you are unable to pick the item up yourself, you may designate someone to pick the item up for you. Please inform our Customer Service personnel of the name of that person. Please also advise your designee they must be prepared to show picture ID when picking up your item.

BUS PASS PURCHASES

If you use a Breeze Card, save time by purchasing your CCT passes from vending machines located inside any MARTA rail station. MARTA attendants are available to assist you if needed.



Marietta Transfer Center (MTC)

CCT bus passes can be purchased at our bus facility or online: www.cobbccct.org **Cobb Community Transit (CCT)**, 463 Commerce Park Dr. Suite 108, Marietta, GA.

Just as a friendly reminder, make sure your Breeze Card has been registered for Balance Protection. This will protect you in the event your card becomes damaged, lost or stolen.

For more information on Balance Protection, contact MARTA at 404-848-5000, press prompt 1, and then prompt 7 to reach the Breeze Card department or view their website at www.breezecard.com.

GENERAL INFORMATION

- Please have your fare ready when boarding the bus.
- Eating, drinking or smoking on the bus is not allowed and will be enforced by the bus operator.
- Profanity is not permitted on any CCT Bus.
- Shirt and shoes must be worn. Do not place your feet on the seats.
- Please lower the volume on your electronic devices.
- Infants must be removed from strollers. Strollers must be folded at time of boarding.
- Strollers and carts cannot block the aisles.

Please consult the CCT website at www.cobbccct.org for updates.

CONTACT US!

Customer Service
770-427-4444

Paratransit
770-427-2222

TDD
711

Cobb County
Administration
770-528-1610

Rebecca Gutowsky
Transit Division
Manager

email address:

rebecca.gutowsky@cobbcounty.org

CCT Transit Division
463 Commerce Park Dr
Suite 112
Marietta, GA 30060

www.cobbccct.org

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Cobb Community Transit (CCT) Rider's Guide

Cobb Community Transit

Rider's Guide



Sign up today at www.CobbCounty.org

- Receive the latest news that affects your commute on your desktop or PDA
- Get timely alerts from Public Safety and Emergency Management
- Be among the first to learn of road closures/detours and any CCT route changes



Bikes on Buses Program

This program is designed to provide more options for the intermodal commuter which ultimately reduces the number of single occupancy vehicles on Cobb's roadways and helps to clean up the air.

Loading procedures - inform the bus operator that you are going to use the bicycle rack, which is located on the front of the bus. Use one hand to support your bike. With the other hand, grasp the silver handle and pull it up to lower the rack. Lower the rack and securely place your bicycle on the rack. Pull the metal support arm out and up over the front wheel of your bike. Completely place the metal arm over the front wheel of your bike. Once your bike is secured, board the bus.

Unloading procedure - exit the front of the bus and tell the bus operator you are going to remove your bike from the bike rack. Cautiously approach the front of the bus and lower the support arm. Lift your bicycle out of the wheel well. If the rack is empty, lift the support arm and restore the rack to its unused position. Move to the curbside and signal the bus driver to proceed.

Bicycle loading and unloading is the responsibility of the passenger. Bus operators may not assist in the loading and unloading of bicycles. Bicycle racks accommodate 2 bikes. If the bicycle rack is full, please wait for the next bus. Also, please note that bicycles are not permitted inside the bus. They are permitted only on bicycle racks on the front of the bus. CCT is not responsible for lost or stolen bikes or bike damage caused by improper loading.

Prompt Departures *means better service*

Arrive Early

Passengers must be at a designated bus stop or designated passenger boarding area at a park and ride lot to board the bus. The bus operator cannot wait for you.

Bus operators are not permitted to board passengers once the bus has departed the bus stop or designated park and ride lot passenger boarding area.

Passengers should arrive at least five minutes prior to the scheduled bus departure time. Passengers not at the bus stop or park and ride lot boarding area prior to departure will not be permitted to board that bus and may wait on the next scheduled bus.

Know the Laws

State and federal laws prohibit any person to interfere with the movement of a transit bus or bus operator. Passengers are reminded that pursuant to Georgia Law, Title 16. Crimes and Offenses. Chapter 12. Offenses Against Public Health and Morals. Article 4. Offenses Against Public Transportation. Part 1. General Provisions. §16-12-120. Conduct in public transit buses, rapid rail cars, and rapid rail or intermodal stations: "A person who commits or attempts to obstruct, hinder, interfere with, or otherwise disrupt or disturb the operation, operator, or passengers of a public transit bus or rapid rail car shall be guilty of a misdemeanor."

Be Considerate

When boarding please take the first available seat. If you have items to be stowed in the overhead bins, please move further to the back to prevent holding up others from boarding while you stow your items.

Be considerate of people with special needs and the elderly; please vacate the seating area designated for them when appropriate.

Please be considerate and refrain from using cell phones during your commute. If you must use your phone, please keep your voice as low as possible. This will allow other passengers to enjoy a quiet and stress-free commute.

Occupy one Seat

Each rider and their belongings can occupy only one seat. If there is no overhead bin on your bus or if you choose not to utilize the overhead bin for your personal belongings, please hold onto them or place them under the seat in front of you. Please do not occupy a second seat with your personal items.

If your bus has reclining seats, when placing your seat in a reclining position, please be mindful of the passenger behind you. As you prepare to depart the bus, please place your seat in an upright position before exiting.



Guaranteed Ride Home Program

The Guaranteed Ride Home (GRH) program provides commuters who carpool, vanpool, walk, bike or take transit to work with up to five free rides home or to their car from work annually. The program is administered under the RideSmart program at the Atlanta Regional Commission. It is open to commuters who use alternative forms of transportation. For more information, go to www.XpressGa.com, click on Rider Info, then click on Guaranteed Ride Home.

No Idling Guideline

Diesel exhaust from idling transit buses poses a health risk to the community at large and wastes fuel and financial resources. Therefore, CCT has adopted a no idling guideline for all CCT buses. This means we are no longer idling buses to warm them up or cool them down prior to putting them into service. This change may cause the interior bus temperature to be cooler in the winter months and warmer in the summer months, particularly on the early morning trips. We apologize in advance for any inconvenience this may cause.