

Stark Area Regional Transit Authority

Resolution # _____, 2025

A Resolution To Authorize The Executive Director/CEO To Implement A Restructure Of Proline Services & Make The Necessary Updates to the Proline Shared Ride Services Guide To Go Into Effect On Monday, February 10, 2025.

WHEREAS, SARTA will implement changes to the above-named service in response to current financial constraints by the next sign-up period beginning Monday, February 10, 2025; and

WHEREAS, SARTA will scale back the Proline curb-to-curb service used to deliver ADA Complementary Paratransit services and will use the standards described in the Americans with Disabilities Act (ADA) through the Federal Transit Administration (FTA), which defines ADA Complementary Paratransit Service with a service area of $\frac{3}{4}$ of a mile surrounding all Fixed Routes; and

WHEREAS, a similar curb-to-curb service, named Proline Plus, has been developed to handle non-ADA trips until capacity has been met where service gaps will be created in areas of the county not covered by Fixed Route; and

WHEREAS, Proline Plus will be made available Monday through Friday from 7am to 7pm as a shared-ride, first come, first served scheduling with trips booked based on availability, origin, destination, time of day, and distance; and

WHEREAS, the Proline Shared Ride Services Guide has been updated to reflect this restructure and will be made available for download on the SARTA website at [Proline ADA Paratransit - Stark Area Regional Transit Authority](#) and in writing, when requested.

NOW, THEREFORE, AFTER DUE CONSIDERATION, BE IT RESOLVED by the Board of Trustees of the Stark Area Regional Transit Authority, that the Executive Director/CEO be authorized to implement a restructure of Proline services & make the necessary updates to the Proline Shared Ride Services Guide to go into effect on Monday, February 10, 2025.

Date

Board President

Secretary-Treasurer



STARK AREA REGIONAL
TRANSIT AUTHORITY

Board of Trustees Meeting

January 8, 2025



STARK AREA REGIONAL
TRANSIT AUTHORITY

Proline Restructure



STARK AREA REGIONAL
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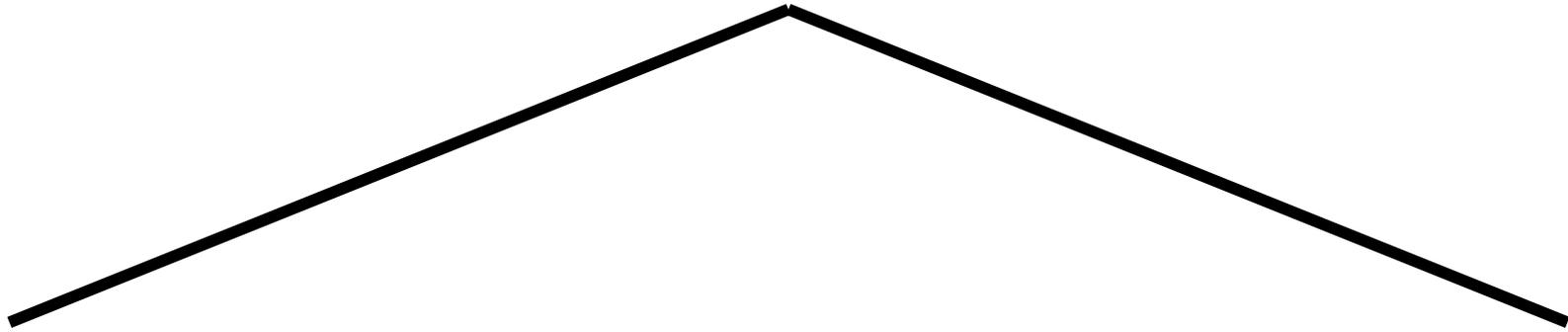
Proline Purpose

- Proline has been open to persons travelling within Stark County who have a documented disability and do not have the ability to access Fixed Route.
- Proline has been delivered at above Federal standards and with no sort of maximum capacity has become an unsustainable service.
- SARTA must begin following the FTA guidance on what ADA Complementary Paratransit Service is to create a new baseline for SARTA's curb-to-curb service by evaluating trips, not passengers, as either being designated an ADA Complementary Paratransit trip, per the guidance, or a non-ADA trip.



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Proline



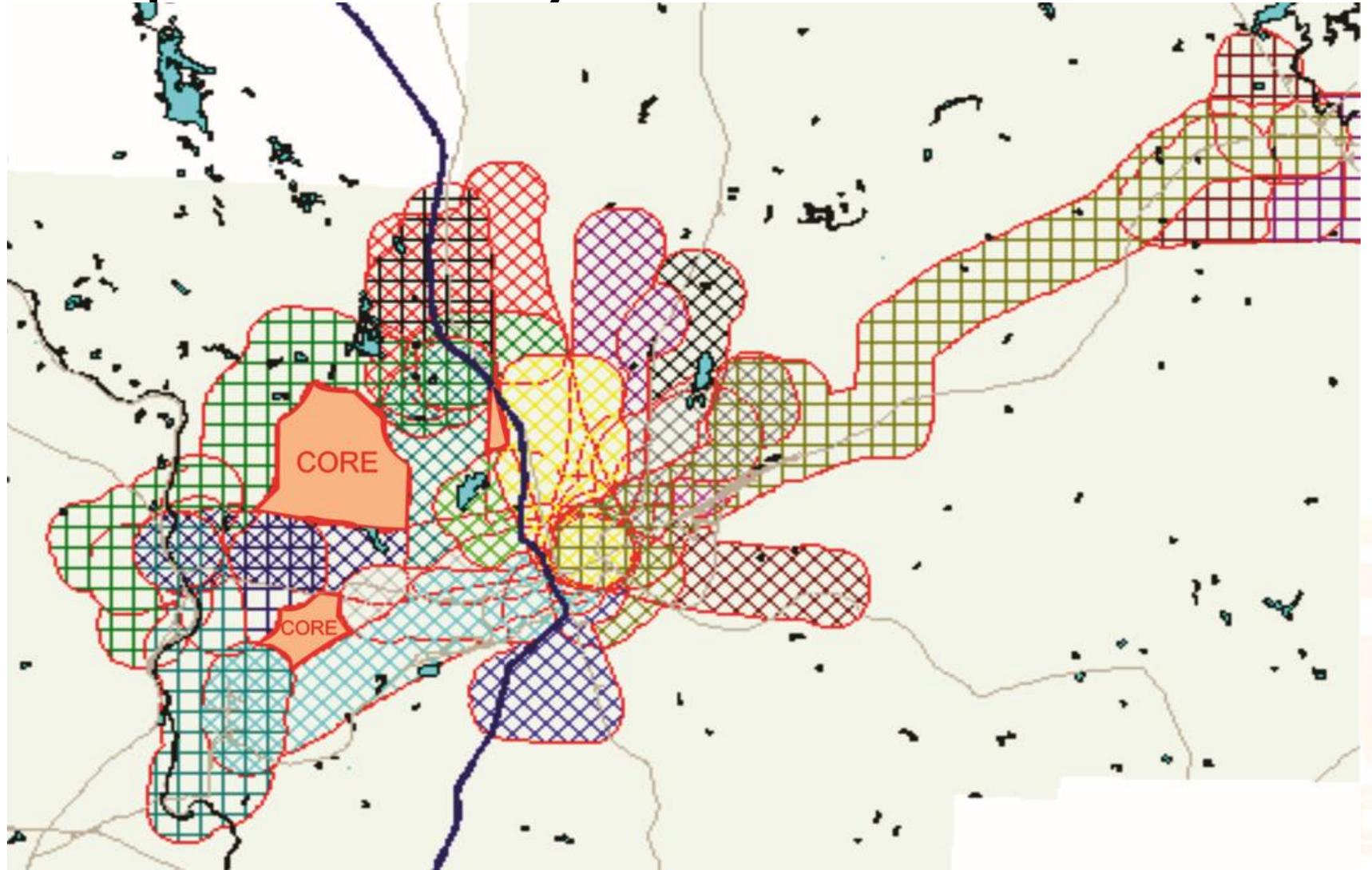
**ADA
Complementary
Paratransit Curb-
to-Curb Service**

**Proline Plus –
non-ADA Curb-
to-Curb Service**



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SARTA ADA Complementary Paratransit Service Area





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ADA & Proline Plus Commonalities

- Proline has been open to **persons** travelling within Stark County who have a documented disability and do not have the ability to access Fixed Route.
- Once applied and approved, the applicant will be issued a Client ID and may begin scheduling rides.
- Rider will work with CSR to get their trip request booked at the time of the call.
- **Trips** will be evaluated based on the origin and destination as one of two types:
 - ADA Complementary Paratransit where the origin **AND** destination fall within $\frac{3}{4}$ mile of a Fixed Route.
 - Proline Plus or non-ADA where the origin **OR** destination fall outside of $\frac{3}{4}$ mile of a Fixed Route.
 - Considerations for non-ADA trips will be time of day, destination, capacity, service days and hours.
- When booked, all trips will still have the following characteristics:
 - A 30-minute window in which a SARTA Operator will arrive.
 - A 5-minute time in which the rider is expected to come out to the vehicle after arrival.
- Should the ride not be needed, SARTA should be notified as soon as possible.
 - Penalties will be assessed to those who do not follow SARTA cancellation procedures.
 - This could help someone else get a ride that needs it.





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ADA Complementary Paratransit Trips

- Origin **AND** Destination are within $\frac{3}{4}$ mile of the Fixed Route Lines.
 - Akron & Cleveland Express Routes are exempt.
- Priority booking with 24-Hour notice – up to 4 days is recommended.
- Trip length is relative to Fixed Route.
- Same hours as Fixed Route.
 - Monday through Saturday 5:30am to 9:40pm.
 - Earliest pick-up window 5:15am to 5:45am, depending on location.
 - Latest pick-up window 8:10pm to 8:50 pm, depending on location.
- Fare is \$2.25 per trip.

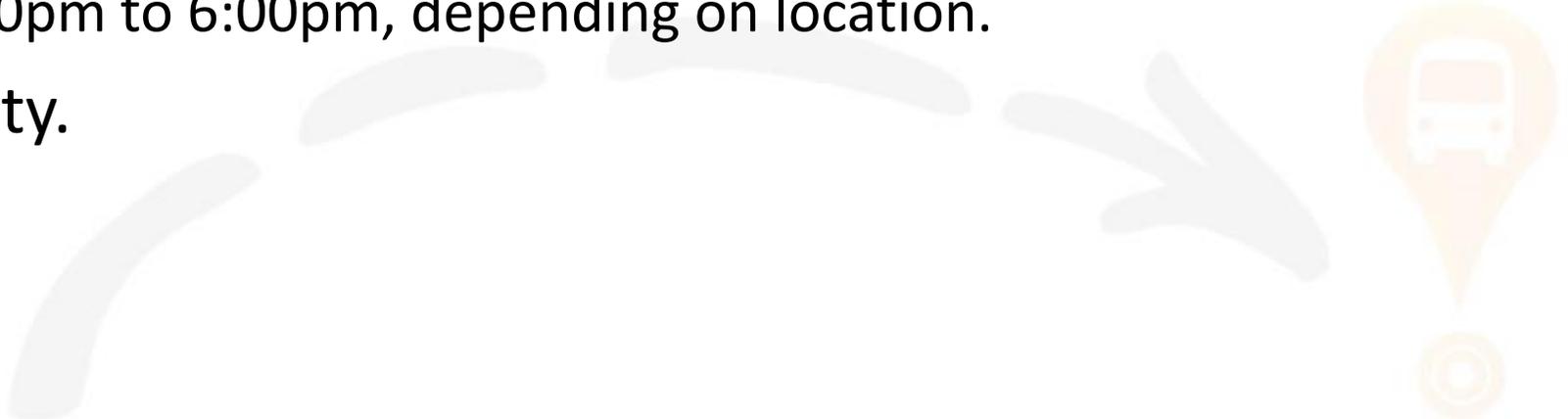




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Proline Plus (Non-ADA Trips)

- Origin **AND/OR** Destination are outside $\frac{3}{4}$ mile of the Fixed Route Lines.
- Trips booked as space allows on a first come, first served basis up to 4-days in advance.
 - Trips could be scheduled with less notice but will only be scheduled if space allows.
- Service Hours 7am – 7pm Monday through Friday.
 - Earliest pick-up window 7:30am to 8:00am, depending on location.
 - Latest pick-up window 5:30pm to 6:00pm, depending on location.
- Service Area is Stark County.
- Fares are \$2.25 per trip.

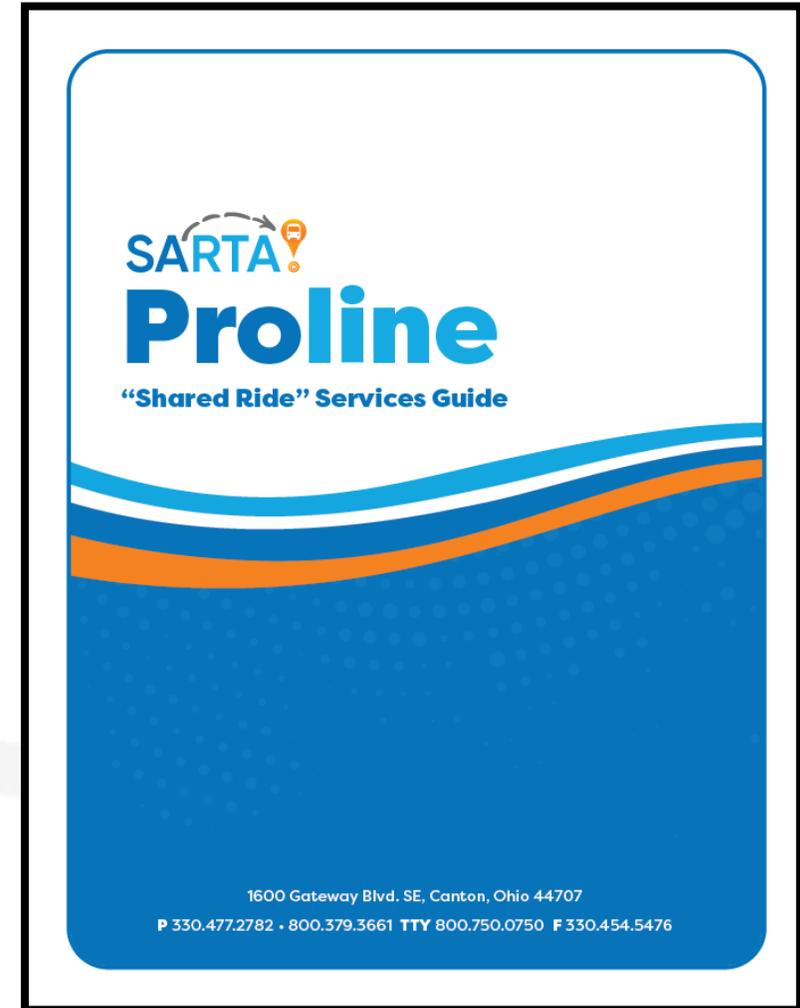




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SARTA Proline Guide

- Updated to reflect this restructure.
- Acting as SARTA's policy and procedure for delivering all Proline services.
- Available for download at: [Proline ADA Paratransit - Stark Area Regional Transit Authority](#) and in writing, when requested.





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Fixed Route Changes – Effective February 10, 2025

- Ending – Approved at the December 8th Board Meeting:
 - 151, 152, & 153 – Late Night Loops
 - 157 – Success Express
 - 158 – Community Circulator
- Time Adjustments:
 - 45 – Belden Village/Stark State
 - 139 – Louisville/Alliance – Ending at 9:07
- Route Adjustments
 - 124 – Massillon/Walnut Hills – Will only service Salvation Army on trips inbound to MTC.
 - 128 – Massillon/Menards – Will service Menards outbound from MTC only.
 - 132 – Alliance/College Plaza – Will not service Alliance Middle School.

Next Steps

- Public Informational Meetings – Week of January 20, 2025.
- All Service Changes Effective – February 10, 2025





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Questions?



Proline

“Shared Ride” Services Guide

1600 Gateway Blvd. SE, Canton, Ohio 44707

P 330.477.2782 • 800.379.3661 TTY 800.750.0750 F 330.454.5476

Rev. February 2025

SARTA's paratransit service (Proline) is a service intended to provide complimentary service within 3/4 mile of SARTA's fixed routes for individuals with disabilities that prevent them from using SARTA's fixed route services.

Since fixed route services can be used for any purpose, so must the complimentary ADA paratransit service. There also can be no prioritization based on trip purpose; for example, medical transportation cannot be given priority over recreational trips. SARTA does not prioritize eligible ADA paratransit trips based on trip type or trip purpose.

Proline services are comparable to the level of service provided to individuals that do not have disabilities. Proline services are countywide "Shared Ride" services which means that most of the time an individual may share his/her ride with other individuals that are scheduled to be picked up or dropped off while they are being transported to their destination.

SARTA's Proline service is available **Monday-Saturday from 5:30 am until 9:40 pm** with the exception of Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day and New Year's Day.

SARTA's Proline PLUS is a curb-to-curb service available outside of 3/4 of a mile of SARTA's fixed routes. Service is available on a first come first serve basis. Once the service has reach capacity no additional trips will be scheduled. SARTA Proline PLUS trips may be denied due to the mileage necessary to perform the trip.

SARTA's Proline PLUS is available Monday - Friday from 7:00am -7:00pm with the exception of Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day and New Year's Day.

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Individuals may be ADA paratransit eligible on the basis of a permanent or temporary disability. Furthermore, an individual may meet the eligibility requirement criteria for some trips but not others, depending on his or her disability. Paratransit complementary service is required to be provided within corridors with a width of three-fourths of a mile on each side of each fixed route.

The Americans with Disabilities Act (ADA) prohibits discriminating against individuals with disabilities in providing transportation services. All “common wheelchairs” and their users must be transported. A “common wheelchair” is defined by the ADA as a mobility device (including three-wheeled scooters) which safely fits on a standard passenger lift, has maximum dimensions of 30” by 48” and a maximum combined weight of 800 pounds of both passenger and common wheelchair.

Passengers wishing to use the ADA paratransit services must be deemed eligible through SARTA’s Proline eligibility process. For further information regarding the eligibility process for passengers with disabilities, please call **330-455-2292** or visit us at **www.sartaonline.com**.

Process for Determining ADA Paratransit Eligibility

The process shall strictly limit ADA paratransit eligibility to individuals specified in ADA section 37.123.

- » All information about the process, materials necessary to apply for eligibility and notices and determinations concerning eligibility shall be made available in accessible formats, upon request.
- » If, by a date 21 days following the submission of a complete application, SARTA has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless the authority denies the application.
- » SARTA’s determination concerning eligibility shall be in writing. If the determination is that the individual is ineligible, the determination shall state the reasons for the finding.
- » SARTA shall provide documentation to each eligible passenger stating that he or she is ADA Paratransit Eligible.
- » SARTA requires recertification of ADA paratransit eligibility at reasonable intervals.

SARTA’s Proline Services are not:

1. A social service-sponsored transportation program.
2. For group trips.
3. Designed to meet the needs of every disabled person; some people may require more service or assistance than SARTA’s Paratransit service can provide.
4. For individuals who can use the regular SARTA fixed route buses but do not want to.
5. A door-to-door service that uses residential driveways. Drivers do not go beyond the curb, but may escort passengers to and from outer doors of a building, upon request. If residential driveway use is requested, a reasonable modification must be approved (see page 8 for more information).
6. Responsible for the custodial care of passengers.
7. Capable of being a mobility aid for a passenger.

Application and Reapplication

It is the sole responsibility of the applicant, or responsible party representing the applicant, to apply or reapply for Proline ADA Paratransit privileges in a sufficient amount of time to complete the application process. Reapplications will be accepted 90 days prior to expiration date. Please remember to allow 30 to 60 days for processing to avoid disruption of service. All forms and assessments must be completed fully. Expiration dates are clearly noted on Eligibility Letters.

Client ID Number

Once the passenger has received their eligibility letter they are registered to use SARTA's Proline services and can schedule rides. Passengers will be issued a Client ID Number that is unique to them. The passenger should have this number available whenever calling to schedule a ride. This number should not be made available to anyone unauthorized to schedule rides on the passenger's behalf. The passenger must ride on all trips that are scheduled using their client id number.

Any misrepresentation or fraudulent use of a passenger's Client ID Number could result in loss of SARTA's Proline services eligibility. Any agency or representative requesting Proline services, on behalf of a client that will not be utilizing the services for the trip(s) scheduled, will no longer be permitted to schedule on that client's behalf. SARTA may no longer permit the agency or representative(s) to schedule any Proline trips for any SARTA Proline client.

Scheduling a Ride

- » **With a Reservationist** - call SARTA at **330-455-2292 (option 2)** anytime between the hours of 7:30 am and 4:30 pm Monday – Friday.
- » **Online** - use the URL **<https://goline.sartaonline.com/#/auth/signinregister>** or click the GoLine logo at www.sartaonline.com Monday – Friday from 7:30 am – 4:30 pm. A passenger will need their Client ID Number and password. Saving these in favorites will make them easy to use.
Some trips may not be able to be scheduled online.

There are two ways to schedule Proline trips: by appointment time or pick up time.

To schedule by appointment time, the passenger should tell the reservationist what time they would like to be at their destination/appointment or select the appointment time box online. The passenger will be given a window that will get them to their destination at or before their appointment. This is most commonly used for going to a location.

- » For example, if a passenger has an appointment at 1:00 pm, they will receive a half hour window to get them there at or before 1:00 pm. The passenger has to be at a location for at least 30 minutes so the earliest the passenger could be picked up from this appointment is 1:30 pm.
- » From Monday – Friday, for Proline ADA Paratransit the earliest appointment a passenger can get is at 6:30 am; on Saturday, the earliest appointment is at 7:00 am.
- » For Proline PLUS, the earliest appointment a passenger can get is 8:00am, depending on location.

To schedule by pick-up time, the passenger should tell the reservationist what time they will be ready and would like to be picked up or select the pick-up time box online. This is most commonly used for return trips.

- » For example, if a passenger wants to be picked up at 12:00 pm, they may receive a window of 12:00 pm - 12:30 pm. The passenger may be on the bus for up to 90 minutes and they are required to be at their location for 30 minutes; therefore, the passenger cannot schedule their next pick-up window until 2:30 pm.
- » The **earliest pickup time** for Proline ADA Paratransit is 5:15 am – 5:45 am Monday – Saturday, depending on location.
- » The **latest pickup time** for Proline ADA Paratransit is between 8:10 pm – 8:40 pm, Monday - Saturday, depending on the location.
- » The **earliest pickup time** for Proline PLUS is 7:30 am – 8:00 am Monday – Friday, depending on location.
- » The **latest pickup time** for Proline PLUS is between 5:30 pm – 6:00 pm, Monday - Friday, depending on the location.

Reservations

Proline reservations should be made at least one (1) business day in advance of the day the trip is needed for better scheduling opportunities.

To increase the opportunities of availability, a passenger should call up to four business days in advance (according to the table) to schedule a ride. The earlier a passenger calls or goes online, the more likely there will be availability.

Note: If availability allows, same day trips and changes to previously scheduled trips are accepted between 7:30 am – 4:30 pm Monday – Friday; a minimum of two (2) hours' notice may be required. The Reservationist will make this determination based on availability.

Call in on:	To schedule trips for:	
	ProLine- ADA Paratransit	ProLine PLUS
Monday	Tuesday – Friday	Tuesday – Friday
Tuesday	Wednesday – Saturday	Wednesday – Friday
Wednesday	Thursday – Monday	Thursday – Monday
Thursday	Friday – Tuesday	Friday – Tuesday
Friday	Saturday – Wednesday	Monday – Wednesday

Checking a Ride

- » **With a Reservationist/Dispatch** - call **SARTA's Priority Care Line at 330-455-2292 (option 1)** anytime between the hours of 5:00 am and 10:00 pm to check on the status of a scheduled ride.
- » **On the phone** - use GoLine ExpressCheck 24 hours a day by calling **330-430-1745**.
- » **Online** - use the URL **<https://goline.sartaonline.com/#!/auth/signinregister>** or click the GoLine logo at www.sartaonline.com. A passenger will need their Client ID Number and password. Saving these in favorites will make them easy to use.

Canceling a Ride

Rides must be canceled at least 60 minutes or 1 hour prior to the start of the pick-up window.

- » **With a Reservationist/Dispatch** - call **SARTA's Priority Care Line at 330-455-2292 (option 1)** anytime between the hours of 5:00 am and 10:00 pm to cancel a scheduled ride. If a reservationist is not available, a passenger may hold or enter their number and the call will be returned in the order it was received.
- » **On the phone** - use GoLine ExpressCheck 24 hours a day by calling **330-430-1745**.
- » **Online** - use the URL <https://goline.sartaonline.com/#/auth/signinregister> or click the GoLine logo at www.sartaonline.com. A passenger will need their Client ID Number and password. Saving these in favorites will make them easy to use.

Ride Cancellation Definitions

- » **Advance Cancel definition** - SARTA prefers that a trip be canceled with as much advance notice as possible. Any trip canceled before the day of the scheduled ride is considered an 'Advance Cancel.'
- » **No-Show definition** - A no-show is any trip scheduled but not taken due to passenger error or circumstance. The passengers need to contact SARTA as soon as possible after a trip is no showed to let them know if they need subsequent scheduled trips for the day.
2 points will be assessed.
 - » A ride will be marked as no-show if the passenger does not utilize the scheduled ride when the Operator arrives within the arrival window time. If the Operator arrives after the arrival window time and the passenger does not utilize the ride it will not be marked as no-show..
- » **Late Cancel definition** - Trips not canceled at least 60 minutes or 1 hour prior to the start of the pick-up window. **1 point will be assessed.**
- » **Cancel at the Door definition** - Trips canceled after the bus has arrived at the pickup point within the 30 minute pick-up window. **2 points will be assessed.**

Passenger Cancellation Policy

SARTA has established an administrative process to assess penalties up to and including suspension, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible passengers who have excessive no-shows, late cancellations and cancels-at-the-door.

No shows or late cancellations by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed/canceled due to Operator error) shall not be counted as no shows, late cancellations or cancels-at-the-door.

Before imposing a penalty, SARTA shall take the following steps:

- » Notify the passenger in writing that SARTA proposes to impose a penalty citing the basis of the proposed penalty;
- » Provide the passenger an opportunity to be heard and to present information and arguments;
- » Provide the passenger with written notification of the decision and the reasons for it.

The appeals process outlined in this guide is available to a passenger to which a penalty has been imposed under the administrative process for ride canceling abuse.

The penalty is stayed pending the outcome of the appeal.

Proline ADA Paratransit eligible passengers who have been using SARTA's Proline services for less than 60 days will be offered travel training in place of a penalty. Successful completion of the travel training will clear all infractions from a new passenger's record.

Schedule for penalties will be based on points assessed during the most recent 180 days:

2 Points	2% of Total Ridership	Educational Letter 1
4 Points	4% of Total Ridership	Educational Letter 2
7 Points	7% of Total Ridership	Warning Letter
10 Points	10% of Total Ridership	5 Consecutive Day Suspension
12 Points	11% of Total Ridership	10 Consecutive Day Suspension
14 Points	12% of Total Ridership	20 Consecutive Day Suspension
16 Points	13% of Total Ridership	30 Consecutive Day Suspension

Appeal Process

A passenger wishing to dispute a decision on eligibility, or a penalty may mail the Appeal Form within sixty (60) calendar days of the date on the letter of notification.

Completion of the form begins the appeal process cited in this guide.

Eligibility Appeal:

- » Formal hearing with 3 SARTA representatives and 2 outside citizens to present info **Proline services**. However, if SARTA has not made a decision within 30 days of the completion of the appeal process, SARTA shall provide **Proline services** from that time until and unless a decision to deny the appeal is issued.

Penalty Appeal:

- » After an administrative review is completed, any penalties not overturned during the review will uphold the suspension or warning letter.
- » If unsatisfied with the administrative review the passenger may request a formal hearing by phone or complete another form as noted above within 14 days of the date on the administrative review notification letter. Additional forms may be sent by request or downloaded from our website: sartaonline.com/proline.
- » While the penalty appeal for cancellation violations is being reviewed, the applicant will continue to receive services, pending the results of the review. All other penalties may be executed during then review process.
- » Suspensions that are upheld or not contested will begin 90 days after the date on the letter of notification.

If the passenger would like to designate an authorized representative to act on their behalf they will need to complete the Authorized Representative section of the Appeal Request Form including the full name, address, phone number and relationship to the passenger.

Appealing ADA Paratransit Eligibility Decision

- » A passenger may appeal eligibility denials. If a passenger wishes to dispute a denial, he/she must submit the formal written appeal within 60 calendar days of the date on the letter of notification or your appeal will not be considered.
- » A passenger must choose one of the following ways to send the appeal request and complete the appeal form which should be signed, dated and contain a contact phone number:
 - By mail
 - In person at the SARTA main office located at
1600 Gateway Blvd. SE, Canton, OH 44707
 - Online on SARTA's website, **sartaonline.com**.
- » The appeal request form will also be included in the decision letter regarding a person's eligibility status.
- » The Authorized Representative section of the Appeal Request, including the full name, address, phone number and relationship to the person, needs to be completed if the person chooses to designate an authorized representative to act on their behalf.

Reasonable Modifications Policy

Reasonable: fair and sensible; not extreme or excessive; possessing sound judgement.

Modification: the act or process of changing parts of something.

Reasonable modification means that "the nature of an individual's disability cannot preclude a public transportation entity from providing full access to the entity's service unless some exception applies." SARTA will make reasonable modifications in policies, practices or procedures when such accommodations are necessary to avoid discrimination on the basis of disability unless the recipient can demonstrate that making the accommodation would fundamentally alter the nature of the service, program or activity or result in undue financial and administrative burden.

In determining whether to grant a requested modification, the Stark County Regional Transit Authority (SARTA) will be guided by the provisions of the United States Department of Transportation regulations and guidance provided in Appendix E of Title 49 CFR Part 37.

- » The reasonable modification policy applies to individuals who are disabled under the ADA.
- » SARTA has designated the following individual to be responsible for handling requests for modification and procedures pertaining to the appeals of such decisions:

Civil Rights Manager
1600 Gateway Blvd SE Canton, OH 44707
330-477-2782 • adacomplaint@sartaonline.com

- » Requests for reasonable modifications will be considered as follows:
 - » A passenger requesting a reasonable modification will be required to describe what the passenger believes is needed in order to use SARTA's transportation service(s). The passenger is not required to use the term "reasonable modification" when making a request. The request for modification can be for any of the transportation services provided by SARTA.
- » Whenever possible, the passenger should make requests for modification and allow SARTA an opportunity to determine whether the request will be granted in advance. Requests do not need to be in writing.
- » Requests made during the ADA eligibility process will have determinations processed along with the eligibility determinations within 21 days for new applicants and with the renewal determination for requests made during the recertification process.
- » Requests may be made by calling customer service at **330-477-2782** or by completing the Request for Reasonable Modification Form available for download on the website or by request. All requests will have a determination made by designated SARTA staff within 7 business days.
- » When requests for reasonable modification cannot be practicably made and determined in advance, a SARTA staff member *will make a timely determination* so long as such actions do not result in a direct threat or fundamental alteration of services.
- » If the request occurs at the time of service, a SARTA staff member may make a determination. Such determinations are made on a non-precedent setting basis based upon the facts and circumstances unique to that request.
- » Requests for modifications of policies and practices can be denied due to one or more of the following reasons:
 - » Granting the request would fundamentally alter the nature of the transportation services, programs or activities;
 - » Granting the request would create a direct threat to the health or safety of others;
 - » Without the requested modification, the passenger with a disability is able to fully use the services, programs or activities for their intended purpose;
 - » Request creates an undue financial and administrative burden.
- » If an initial request for modification is denied, SARTA will, to the fullest extent possible, take any other actions and/or find a suitable alternative to ensure that the passenger with a disability receives the services provided.
- » If a request for reasonable modification is denied, the passenger may file an appeal. SARTA has established a process for investigating and resolving appeals. *A form is available on our website or by request and includes the procedures by which SARTA processes and responds to appeals.*
- » Upon receipt, all appeals will be date-stamped and referenced to the **Civil Rights Manager** for review and consideration. The **Civil Rights Manager** may choose to:
 - » Affirm the determination;
 - » Reverse the determination;
 - » Authorize a specific trip request that was denied;
 - » Refer the appellant for in-person assessment by a consultant;
 - » Schedule the matter for a hearing; or
 - » Cancel or modify the provision of service.

- » Within 10 days after receipt of the appeal, a letter will be sent to the passenger that includes the following:
 - » Acknowledgement that the appeal has been received;
 - » The date by which a response will be sent to the passenger;
 - » Whom to contact if the passenger does not receive a response by that date; and
 - » If a hearing is requested by the passenger, the date, time and location of the hearing.
- » The designated staff member will investigate the appeal and respond with a decision in writing within a reasonable time, not to exceed 30 days from receipt of the appeal (or 30 days from the date of the hearing if one is requested).

Travel Training

SARTA highly recommends its nationally-recognized travel training program for new passengers using fixed route or Proline services. This program will enable any passenger interested in riding SARTA to gain the confidence and knowledge necessary to utilize SARTA services. Participation in this program will help ensure successful navigation of SARTA's Proline system to meet all mobility needs.

The Travel Training Program teaches passengers how to:

- » Use SARTA's fixed route or Proline services
- » Read fixed route schedules and plan a trip on either fixed route or Proline
- » Locate and transfer to other buses
- » Pay fares and purchase tickets and passes

To schedule a training session, call (toll free) **1-855-TT-SARTA**.

Fares

The fare is \$2.25 per trip. Cash may be deposited in the fare box, or tickets may be purchased in any of SARTA's four transit centers. Tickets may also be purchased through the SARTA website (www.sartaonline.com/fares). Tickets may be purchased in single-ride (\$2.25) and 10-ride (\$22.50) denominations.

Exact fare is required. Operators do not carry change. The passenger should let the operators know that they will need a change card prior to inserting any cash into the fare box.

Tickets may also be purchased on EZFare, SARTA's Mobile Ticketing App (Single Ride and 10-Ride tickets are available for purchase).

***Fares are subject to change.*

Any passenger refusing to pay the applicable fare and/or found to have misused a SARTA bus pass may be denied transportation and subject to criminal prosecution for theft of services.

Pick Up Time

SARTA schedules pick-up times in 30-minute windows. SARTA's automated system may send a text message or automated call before their scheduled pick-up window with an estimated pick up time; this does not change the passenger's pick-up window. Regardless of what the text or call says

the passenger is expected to be ready and waiting for their ride at the front door of their house or in the lobby of a complex, apartment building or office, or some other place with a clear view of where the SARTA bus will arrive, at the beginning and throughout their 30-minute pick-up window.

From time to time Operators may arrive prior to the start of the passengers' pick up window. Passengers are not required to come out for their scheduled ride until the start of their pick-up window, but may do so if they so choose.

Pick Up Information

- » The passenger should meet the Operator at the closest accessible area to the SARTA vehicle. The area where being picked up must be cleared of ice, snow and/or debris and properly maintained to allow a safe area for the Operator to assist. If the area is deemed unsafe, assistance for the passenger will not be given and transportation will be denied for that trip.
- » Passengers requiring a ramp or lift shall board first after on-board passengers have exited. Walk-in passengers will then be allowed to board. Passengers needing the ramp/lift should exit last after on-board passengers have exited.
- » Operators will wait five (5) minutes for a passenger after arriving within or after the 30-minute pick-up window.
- » Drivers will not use residential driveways for pick-up.

Passenger Assistance

SARTA Proline services are curb to curb and do not use residential drives. Operators will provide door to door service if requested by the passenger. If residential driveway use is requested a reasonable modification must be approved (see page 8 for more information). **Operator:**

- » shall position the vehicle to make boarding and deboarding as easy as possible for everyone
- » shall be available at the door to provide assistance when boarding or deboarding, as needed
- » does not have to provide services that exceed "door-to-door" service (e.g., go beyond the doorway into a building to assist a passenger)
- » should not leave their vehicles unattended for lengthy periods of time or place the vehicle in an unsafe situation
- » shall at no time enter a residence

Personal Care Attendants (PCAs) and Companions

ADA defines a PCA as someone who provides assistance in activities of daily living for the passenger that he or she is unable to provide for him or herself. One (1) PCA must be allowed to ride at no charge per ADA law. One other passenger in addition to the PCA shall be allowed to ride to accompany the ADA paratransit eligible passenger but must pay the appropriate fare.

A personal care attendant is not responsible for the loading, securement or unloading of the passenger. A PCA will be identified during the ADA certification process.

A PCA will be provided by the Proline client, not SARTA.

Seatbelts Policy

All passengers shall use a lap belt/shoulder harness if one is available. Operators are to inform the passenger that they are going to put on the lap belt/shoulder harness, if necessary. If the passenger refuses to allow the lap strap/shoulder harness the Operator will inform the passenger that it is SARTA's policy to wear one if available. If the passenger still refuses the lap belt/shoulder harness then the Operator must immediately notify dispatch prior to departure of the refusal and include the client name and client number.



Mobility Devices/Aids

Examples of mobility devices are wheelchairs (including manual wheelchairs, power wheelchairs and electric scooters) and manually-powered mobility aids such as walkers, crutches, canes, braces and other similar devices.

No gas powered scooters will be transported on the bus.

Passengers using **walkers** may request to board/deboard using the ramp or lift. As with all passengers using mobility aids, they should board/deboard before other passengers board the bus. A walker meeting the definition of a mobility device may also be secured, if the passenger requests securement. If the passenger does request that the walker be secured, all securement points should be used.

The passenger may request to sit in a bus seat after the walker is secured. However, if the walker has a seat and the passenger does choose to sit on the walker, they may do so.

At the passenger's request, walkers can be left open and kept in close proximity to the passenger, if they do not block the aisle. A passenger must maintain physical control of the walker at all times.

Mobility Devices

As part of our standard application procedure all clients using a mobility device must have the mobility device assessed by SARTA for transportation. All assessments will take place at the clients' home.

Appointments will be scheduled as part of the application process. The assessment will consist of measurements (length, width and weight) of the mobility device with the occupant and time with an outreach specialist. Transportation will be provided free of charge to and from the assessment. If a new Mobility Device is acquired, an assessment of the new device is required.

Transporting Mobility Aids

All mobility aids shall be transported unless the lift and the vehicle cannot accommodate the mobility device or there is a legitimate safety requirement that cannot be met if transported. Legitimate safety requirements include such circumstances as a wheelchair of such size that would block an aisle, or be too large to fully enter the bus, or would interfere with the safe evacuation of passengers in an emergency. Operators will make every attempt to properly secure all mobility devices. Paratransit vehicles may not be able to accommodate mobility aids exceeding 800 pounds when occupied.

- » Reasonable efforts shall be made to transport passengers in oversized mobility aids. However, transportation cannot always be guaranteed to a passenger in an oversized mobility aid and suggestions for alternative transportation shall be provided upon request.
- » Passengers using a mobility device that is not a “common wheelchair” may be denied transport by SARTA vehicles.

Mobility Aid Securement Policy

It is SARTA's policy, as provided by the Americans with Disabilities Act, that mobility devices be secured using the securement system available. If the customer will not allow the Operator to attempt securement, the Operator **shall refuse** service and the passenger **will not be transported**. If such occurs, the Operator will be required to notify dispatch immediately, prior to departing, for further instructions.

- » Mobility Aids must be properly secured whenever possible. If the bus securement system cannot be used properly on a particular common wheelchair, Operators must use their “best efforts” to restrain or confine the common wheelchair to the securement area and advise the common wheelchair passenger of a potential hazard. Service will not be denied because the mobility device cannot be secured to the operator's satisfaction either due to the awkward position of the securement points or the design of the mobility device. A passenger may not be refused service based on an inoperable securement system. In the event the securement system is inoperable the operator will be required to notify dispatch immediately and follow the instructions given.

Operating Mobility Devices

Operators are not permitted to drive or operate a motorized mobility device. Operation of the device is the sole responsibility of the passenger or their designee.

- » If a passenger cannot operate his or her motorized mobility device (or does not have a PCA to do so), transport may be denied on SARTA vehicles.

Mobility Aid Loading

For safety reasons, passengers using mobility aids are encouraged to back onto the lift when boarding; however, passengers are not required to do so. When a ramp is used, the boarding direction is the passenger's decision.

Mobility Aid Brakes

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices. With power chairs and scooters, it is recommended that the power switch be turned to the off position.

- » The application of the brakes and turning the power switch to the off position are not mandatory. However, it is the passenger's responsibility to ensure that the mobility device is not operated while the lift is in motion.

Vehicle Seat

Passengers using mobility devices may transfer to a vehicle seat if one is available. Passengers using a mobility device are not required to move to a vehicle seat due to securement difficulties that raise safety concerns.

Carts

Passengers with disabilities requesting to use the ramp/lift to board the bus may board without having to fold up the cart that they may be using to assist them in carrying their belongings. The passenger should be encouraged to keep the cart as close to them as possible and to keep it out of the way of other passengers needing to use the aisle.

If an overcrowding condition exists that will not allow the passenger any access to a seat with the unfolded cart or if the operator has concerns with transporting a cart the operator will contact dispatch for assistance.

Bags and Packages

Passengers may bring as many bags or packages as they can carry on and off the vehicle by themselves in one trip unassisted. Any passenger not following this rule may be given one (1) letter of warning.

A second occurrence may result in a 30-day suspension of service.

Rider Do's

- » Ensure you are seen at the bus stop so that you are not left behind.
- » Have your fare ready upon boarding the bus.
- » Let those with disabilities or senior citizens have the priority seating in front of the bus.
- » Pull signal string at least one block prior to your desire to exit at the next bus stop.
- » Put bike on bike racks – most SARTA buses have bike racks and can fit up to 2 bikes. Bike racks are available on a first come, first serve basis.
- » Properly secure oxygen supplies; they must not obstruct the aisle.
- » Use a seat if available.
- » Hold on when standing in the aisles, if a seat is not available.
- » Keep belongings with you at all times.
- » Wear clothing that appropriately covers your body, including undergarments and shoes at all times.
- » Have child strapped in a stroller and stroller secured in securement area.
 - » If securement area is not available or stroller cannot be secured:
 - leave small children in carrier/car seat while on bus.
 - Carrier/Car seat must be held securely by adult rider.
- » Use headphones to listen to music. If necessary, remove headphones or lower the volume so you can hear when exiting the bus or at a bus stop.
- » Stay out of the bus lanes and be alert for moving vehicles at the transit centers.
- » Do not use profanity, keep voice low and do not use speakerphone when talking on your cell phone.
- » Ensure health-related open sores and wounds are properly covered.*
- » Ensure potential biohazards are properly secured.*
- » Keep animals secured in a carrier that fits on your lap, with the exception of service animals.
 - » Passengers must keep their animals under control, and the animal must not be disruptive or pose a threat to other passengers. Failure to do so may result in the passenger being requested to exit the vehicle.*

Rider Don'ts

- » Eat or drink on the bus, including alcohol.
- » Get on the vehicle if you are impaired due to the use of alcohol or illicit drugs.
- » Smoke, including E-cigarettes, inside SARTA vehicles, facilities or within 20 feet of any SARTA facility or bus.
- » Bicycles are not allowed inside the bus.
- » Possess and /or consume:
 - » Illegal substances, including the illegal consumption of alcohol.
 - » Flammable, explosive or hazardous materials.
 - » Unauthorized weapons and contraband—concealed or otherwise.
- » Do not litter or leave trash on the bus.
- » Take photos or video that is not for personal use.
- » Talk to, or record/photograph, the driver of the bus for interview purposes.
- » Damage property in, on or around SARTA vehicles or facilities, including graffiti.
- » Do any illegal activities.
- » Harass other passengers, SARTA employees, contractors or representatives.
- » Stand in front of the yellow safety lines while the bus is in motion.
- » Stand in stairwells.
- » Fight.
- » Push.
- » Horseplay.
- » Throw things.
- » Shout or use vulgar language.
- » Wear ski masks or apparel that has obscene language/gestures.
- » Stick any objects or part of your body out of the bus windows.
- » Talk to the bus operator while the bus is in motion, unless absolutely necessary.
- » Bring on more bags or packages than you can carry on and off the vehicle by yourself unassisted.
- » At the Transit Center:
 - » Solicit
 - » Loiter
 - » Gamble
 - » Skateboard
 - » Ride a bike
 - » Roller skate
- » See website for more information.

Any individual that violates these rules may be removed; barred or banned from any SARTA vehicle, property or facility; fined; or imprisoned as outlined in Ohio Revised Code 306.99. These rules shall apply to all SARTA buses and facilities. All SARTA buses and facilities are monitored by video and audio surveillance.

**This policy may be periodically updated. The most up-to-date policy may be found online at sartaonline.com or may be mailed upon request. The Policy stated above will be followed by all services provided by the Stark Area Regional Transit Authority's Proline Department including, but not limited to, all contracted services unless stated otherwise in those contracts. SARTA reserves the right to alter, add to or delete from this policy in order to comply with ADA, federal, state, local or company guidelines at will.*



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