



D2D

“Shared Ride” Service Guide

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Rev. February 2026

Table of Contents

3	D2D Eligibility
3	SARTA'S D2D Service are not
3	Registration and Revalidation
4	Client ID Number
4	Scheduling a Ride by Appointment Time by Pick-Up Time
5	Reservations
5	Checking a Ride
6	Canceling a Ride Ride Cancellation Definitions Passenger Responsibility After Canceling a Ride
6	Passenger Cancellation Policy
7	Penalty Schedule
7	Appeals Process
8	Reasonable Modifications Policy
10	Travel Training
10	Fares/Change Card
11	Pick-Up Information Pick-Up Time Passenger Assistance
11	Personal Care Attendants (PCAs) and Companions
12	Seatbelts Policy
12	Mobility Devices/Aids
13	Transporting Mobility Aids
14	Rider Do's Vehicle Seat Carts Bags and Packages
15	Rider Don'ts
16	Disclaimer

SARTA's D2D service is a curb-to-curb service available outside of $\frac{3}{4}$ of a mile of SARTA's fixed routes.

Service is available on a first come first serve basis. Once the service has reached capacity no additional trips will be scheduled. SARTA D2D trips may be denied due to the mileage necessary to perform the trip.

**SARTA's D2D is available
Monday–Saturday, 5:30am–9:40 pm.**

**EXCEPTIONS:
Memorial Day
July 4
Labor Day
Thanksgiving
Christmas Day
New Year's Day**

D2D Eligibility

Individuals may be D2D eligible based on residence location.

D2D provides trips that have the rider's origin or destination outside of $\frac{3}{4}$ of a mile of SARTA's fixed routes for people that do not qualify for either Proline service.

Passengers wishing to use the D2D service must register using SARTA's D2D registration process. For further information regarding the eligibility process for passengers, please call **330-455-2292** or visit us at **sartaonline.com**.

Process for Registering for D2D

- All information about the process and materials necessary to register shall be made available in accessible formats, upon request.
- Registration forms will be processed in 14 days from receipt.
- SARTA will notify registrant in writing when registration is complete.
- SARTA requires revalidation of D2D registration at reasonable intervals.

SARTA's D2D Service is not:

1. A social service-sponsored transportation program.
2. For group trips.
3. 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 in the D2D Guide for more information).

Registration and Revalidation

It is the sole responsibility of the registrant, or responsible party representing the registrant, to register or revalidate for D2D privileges in a sufficient amount of time to complete the registration process.

Revalidations 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 must be completed fully. Revalidation dates are clearly noted on Registration Letters.

Client ID Number

Once the passenger has received their registration letter they are registered to use SARTA's D2D service 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 D2D services eligibility. Any agency or representative requesting D2D 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 D2D trips for any SARTA D2D client.

Scheduling a Ride

- **With a Reservationist:** call SARTA at **330-455-2292** (option 4) anytime between the hours of 7:30 am and 4:30 pm Monday – Friday.

There are two ways to schedule D2D 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 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 1:00pm, they will receive a half hour window to get there at or before 1:00pm. 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 1:30pm.
- The earliest appointment a passenger can make is 6:30am, 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 12:00pm, they may receive a window of 12:00pm–12:30pm. The passenger may be on the bus for up to 90 minutes and are required to be at their location for 30 minutes; therefore, the passenger cannot schedule their next pick-up window until 2:30pm.
- The **earliest pickup time** is 5:15am–5:45am, Monday–Saturday, depending on location.
- The **latest pickup time** is between 8:10pm–8:40pm, Monday–Saturday, depending on the location.

Reservations

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 but no later than the day before. The earlier a passenger calls, the more likely there will be availability.

Call in on	To schedule trips for:
	D2D
Monday	Tuesday–Friday
Tuesday	Wednesday–Saturday
Wednesday	Thursday–Monday
Thursday	Friday–Tuesday
Friday	Saturday–Wednesday

Checking a Ride

- **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.
- **With a Reservationist/Dispatch:** call **SARTA’s Priority Care Line at 330-455-2292 (option 3)** anytime between the hours of 5:00am and 10:00pm to check on the status of a scheduled ride.
- **On the phone:** use GoLine ExpressCheck 24 hours a day by calling **330-430-1745**.

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 3)** anytime between the hours of 5:00am and 10:00pm 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.

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 passenger needs 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, to D2D clients 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.

D2D eligible passengers who have been using SARTA's D2D service 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.

Penalty Schedule

Schedule for penalties will be based on points assessed and percentage of riders late canceled/no showed 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.

Registration Appeal

Formal hearing with 3 SARTA representatives and 2 outside citizens to present information on D2D service. However, if SARTA has not made a decision within 30 days of the completion of the appeal process, SARTA shall provide D2D service 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 the 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.

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 transportation entity 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 Area 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 D2D 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.
 - 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.
- 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, Proline services or D2D. 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 D2D service to meet all mobility needs.

The Travel Training Program teaches passengers how to:

- Use SARTA's fixed route, Proline services or D2D service
- Read fixed route schedules and plan a trip on either fixed route, Proline or D2D
- 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 \$6.00 per trip. Cash may be deposited in the fare box.

Exact fare is required. Operators do not carry change. No change cards will be given.

Tickets may also be purchased on EZFare, SARTA's Mobile Ticketing App.

****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 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.
- 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 D2D service is curb to curb and does not use residential drives. If residential driveway use is requested a reasonable modification must be approved (see page 8 for more information).

Operators:

- 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.
- 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.

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.

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.

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. D2D 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 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.

Rider Do's

- Ensure you are seen at the bus stop so that you are not left behind. Use a light at night when possible.
- 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. SARTA is not responsible for lost or stolen items.
- Wear clothing that appropriately covers your body and always wear undergarments and shoes.
- Have children strapped in a stroller and stroller secured in securement area.
 - Hold the baby if the stroller doesn't have a car seat that comes apart.
- If securement area is not available or stroller cannot be secured:
 - Leave small children in carrier/car seat while on bus.
 - Adult rider must securely hold carrier/Car seat.
- 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, except for service animals.
- Be at bus loading location at the Transit Center to board the bus before it pulls off.

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.

- Use a safety belt when using a mobility device for safety reasons. (This is encouraged but not required.)
- Check SARTA's website regularly for detours.

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 the bus operators, unless necessary.
 - 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.
- Perform lewd gestures/activities or indecent exposure on SARTA property or at SARTA bus stops.
- Stand in stairwells.
- Fight.
- Push.
- Horseplay.
- Throw things.
- Shout or use vulgar language.
- Use bus shelters for living in, they are intended to be waiting areas for SARTA buses.
- Wear ski masks or apparel that have obscene language/gestures.
- Stick any objects or part of your body out of the bus windows.
- Bring more bags or packages than you can carry on and off the vehicle unassisted by yourself.

At the Transit Center DON'T:

- Attempt to board the bus in any location that is not the predesignated loading area.
- Solicit.
- Loiter.
- Gamble.
- Skateboard.
- Ride a bike.
- Roller skate.

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 apply to all SARTA buses and facilities as well as bus shelters. 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 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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