



*People On The Move.*

Serving Mahoning and Trumbull  
Counties Since 1971

## Rider Guide

Customer Service:

330-744-8431

Monday – Friday

7:00 am – 4:30 pm

[www.wrtaonline.com](http://www.wrtaonline.com)



All WRTA Buses Are  
Wheelchair Accessible



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## **I. GENERAL INFORMATION**

### **SERVICE AREA**

WRTA provides fixed route, EasyGo Curb to Curb and paratransit service to residents of Mahoning County. The paratransit service is a door to door service available to individuals who are certified ADA eligible and for senior citizens 65 years and older. The EasyGo Curb to Curb service is for residents traveling outside of our regular fixed route service area. For information on the service area contact customer service at 330-744-8431.

WRTA operates 28 fixed routes within Youngstown and in some portions of Boardman, Austintown, Liberty, Girard, Campbell, Struthers and Warren. The bus system serves all Youngstown city high schools, Youngstown State University, all area hospitals, and major shopping & employment centers. WRTA serves over 1.6 million riders per year covering nearly 149 square miles.

## **SERVICE HOURS**

### **Fixed Route Service:**

Monday thru Friday: 6:10 am to 7:00 pm

Saturday: 7:10 am to 6:30 pm

### **Night Service:**

Monday thru Friday: 7:15 pm to 12:15 pm

### **Paratransit Service:**

Monday thru Friday: 6:30 am to 11:30 pm

Saturday: 7:00 am to 6:30 pm

### **EasyGo :**

Monday thru Friday: 6:00 am to 6:00 pm

Saturday: 7:00 am to 4:00 pm

For additional information on routes, hours of operation, the night service, or to schedule a trip on paratransit or EasyGo services, contact customer service.

### **Holiday Schedule**

#### **WRTA is closed on:**

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

## TRANSIT FARES

\$1.25	Adults
\$.60	*Reduced
\$.75	Student (with proper ID)
\$2.00	Special Service Transportation
\$.25	Regular Transfer
\$.10	*Reduced Transfer
\$3.50	EasyGo Service
\$2.50	*Reduced EasyGo Service
Free	Children under 6 (with fare paying adult)

## PASSES

\$42.00	Adult 31-Day
\$21.00	*Reduced 31-Day
\$ 3.00	Adult Daily Pass
\$ 1.50	*Reduced Daily Pass
\$ 6.00	*Reduced Multi Ride Pass
\$ 7.50	Multi Ride Student Pass (with proper ID)
\$12.50	Multi Ride Adult Pass

Transfers are only valid for 1 ½ hours, and can only be used to travel in one direction.

\*Reduced for passengers age 62 or older with a WRTA issued Senior/Disabled ID card, registered Paratransit user ADA ID or Medicare Card Holders.

**WRTA will provide a Senior/Disabled ID at Federal Station with proof of age/disability.**

## II. SERVICE GUIDELINES

A full fare must be paid at the time the service is provided or you will not be permitted to ride. Drivers do not give change or carry cash. A Daily pass can be purchased on the bus. A 31-Day Pass and Multi Ride Pass can be purchased at Federal Station located at 340 Federal Plaza West. For additional information, contact customer service during normal business hours.

### **BOARDING THE BUS**

Have your fare ready before boarding the bus. Before depositing money let the Driver know what you want. **There will be no cash refunds.** Deposit the fare into the fare box. WRTA's fare box will take coins and dollar bills up to a twenty dollar bill and issue a change card. If you are using a magnetic fare card, swipe the card (**Remember: Do not fold, wet, or crumble your fare card as the magnetic strip will not work**).

Make sure you are standing in the direction the bus is traveling. Be at the bus stop at least five to ten minutes before your bus is scheduled to arrive. Check the route sign and route number located above the windshield and on the side of the bus. Wait until the exiting passengers exit the bus. If you need directions or would like a driver to stop at a certain location, please notify the driver when you board the bus.

## **EXITING THE BUS**

To exit the bus, press the touch strip located above the seat at least one-half block before your stop to signal the bus driver. Please remain seated until the bus comes to a complete stop to get up and exit the vehicle. If you are unfamiliar with an area, the driver will be happy to assist you with directions. Remember to gather your belongings and exit the bus with caution.

## **CARRY ON ITEMS**

Carry on items cannot exceed a number that a rider, a personal care attendant, or a companion can comfortably handle and secure. **Drivers will not carry parcels, groceries or other items on or off the bus.**

## **PERSONAL CARE ATTENDANT (PCA)**

A Personal Care Attendant (PCA) is a person who specifically helps an ADA eligible individual meet his/her mobility needs. PCAs are identified as a mobility aid in the SST certification process. When traveling with a PCA, both riders must have the same pick up and drop off points. PCAs do not pay a fare.

## **WHEELCHAIR ACCESSIBILITY**

All WRTA buses are wheelchair accessible. WRTA will carry wheelchairs and their occupants as long as they can be accommodated by the lift and vehicle that they wish to ride.



### III. TYPES OF SERVICE

#### **FIXED ROUTE**

WRTA operates a total of 21 routes during the daytime Monday thru Saturday and seven (7) evening routes Monday thru Friday. Each schedule is identified with a route number, a route name and a brief description of where service is provided along the route. All schedules are identified with a detailed map showing the direction of travel and the arrival and departure time at major stops along the route. Scheduled times are subject to traffic, detours and weather conditions beyond WRTA's control. Schedules are available at Federal Station located at 340 Federal Plaza West, on WRTA's website at [www.wrtaonline.com](http://www.wrtaonline.com) or by contacting customer service at 330-744-8431.

#### **TRIP PLANNING/TRAVEL TRAINING**

Anyone wishing to travel within the WRTA service area can request a computer generated travel itinerary. WRTA provides **standard** travel training by appointment only to individuals who want to learn how to ride a bus. Anyone wishing further information can contact customer service at 330-744-8431.

## **PARATRANSIT SERVICE (SST)**

WRTA operates a door to door paratransit service, known as SST. The SST service supplements the fixed route service and is provided to individuals with disabilities and senior citizens 65 years of age and older. Disabled individuals are required to complete Section I and Section II of the SST application. Senior citizens are required to complete Section I of the application and are eligible to ride the service based on the age requirement. The SST is not intended to be a sole comprehensive system of transportation for individuals with disabilities. Disability alone does not qualify a person to ride the SST under the Americans with Disability Act (ADA). Eligibility is determined on an individual basis using the following criteria:

Category I – Persons who are unable to board, ride, or exit a bus even if they are able to get to the bus stop and the bus is accessible.

Category II – Persons who cannot use buses unless they have wheelchair lifts or other accommodations.

Category III – Persons with disabilities who cannot travel to or from a bus stop. A person is eligible in this category if travel is impossible because of architectural and/or environmental barriers that, when combined with the person's disability, prevent that individual from reaching a bus stop.

WRTA has an Administrative Appeals Process for those denied eligibility to the ADA Complementary Paratransit Service. All appeals must be in writing and filed with the Executive Director within 60 days from the date stated on the denial letter. Appeals shall be mailed to:

Western Reserve Transit Authority  
Executive Director  
604 Mahoning Avenue  
Youngstown, OH 44502

For further information on the SST program, please contact customer service.

### **SST RESERVATIONS**

To schedule or cancel an SST trip, call 330-744-8431 Monday thru Friday between 7:00 a.m. – 4:30 p.m. For Sundays only for the next day pickup (Monday), please call 330-744-8433, extension 200 and leave the following information on the recorder: Name, phone #, address of pickup and drop off, time of pickup and return. You will be contacted on Monday morning with a confirmation. Note: leaving this information does not guarantee transportation. Reservations can be made up to seven (7) days in advance and are based on a first come first serve basis.

## **SST NO SHOWS AND LATE CANCELLATIONS**

A No Show and late cancellation is a customer missing a scheduled pickup without giving at least **a two hour advance notice** of cancellation. No Shows do not include trips missed for reasons such as vehicle operational problems, unsafe weather conditions, traffic, and late pickups. Whenever possible, cancel your trip at least **24 hours before your scheduled pick up**. Penalties for excessive no shows and late cancellations are combined and monitored for each registered SST service rider. For copies of the No Show/Late Cancellation Policy, please contact customer service.

## **SST SUBSCRIPTION SERVICE**

Subscription service is for repetitive trips taken each week (i.e. employment trips taken at the same time every day or dialysis trips taken three times a week at the same time). WRTA has the option to charge double the SST fare for subscription trips. Subscription trips are on a first come first serve basis. An individual must notify the SST scheduling office to make changes on subscription trips. There will be a seven (7) day waiting period for changes. Subscription trips will not be put on the schedule for holidays operating a Saturday schedule.

**To cancel an SST or County Wide Service trip outside normal business hours call 330-744-8433, Extension 200. Leave your first name, last name, and the time and date you are cancelling.**

## **EASYGO SERVICE (COUNTY WIDE)**

The EasyGo Curb to Curb Service is a service for the communities in Mahoning County. This is a shared ride service that is flexible and operated with small buses and vans, available to individuals traveling out further than the WRTA regular fixed route service area. The EasyGo hours of operation are 6:00 am to 6:00 pm Monday thru Friday, and 7:00 am to 4:00 pm on Saturday. For further information on the EasyGo Service, please contact customer service 1-877-845-9782.

## **EASYGO RESERVATIONS**

To schedule or cancel an EasyGo trip call 1-877-845-9782, Monday thru Friday, between 7:00 a.m. – 4:30 p.m. Reservations can be made up to seven (7) days in advance and are based on a first come first serve basis.

## **EASYGO NO SHOWS AND LATE CANCELLATIONS**

A No Show and late cancellation is a customer missing a scheduled pickup without giving at least **a two hour advance notice** of cancellation. No Shows do not include trips missed for reasons such as vehicle operational problems, unsafe weather conditions, traffic, and late pickups. Whenever possible, cancel your trip at least **24 hours before your scheduled pick up**. Penalties for excessive no shows and late cancellations are combined and monitored for each registered EasyGo service rider. For copies of the No Show/Late Cancellation Policy, please contact customer service.

#### **IV. CODE OF CONDUCT**

1. Please have fare ready when boarding the bus. Before depositing money, let the Bus Operator know what you want. **There will be no cash refunds.**

2. Strollers must be folded and stored securely. Small children should remain in carrier/car seat while on bus and held securely by an accompanying adult.

3. Let those with disabilities or senior citizens have priority seating in the front of the bus. Please move to another seat, or when seating is not available, stand in the aisle and hold onto grab bars while the bus is in motion.

4. Never stand in front of the yellow safety lines while the bus is in motion. Never stand in stairwells.

5. Refrain from talking to the bus operator while the bus is in motion, unless absolutely necessary.

6. Intoxication, abusive language, harassment and physical contact of other passengers and/or the driver will not be tolerated.

7. Smoking of any type is prohibited inside WRTA vehicles and facilities, including cigarettes, E-cigarettes, Vapor or any other substitute form of cigarettes. **You must be at least 20 feet away from vehicles and facilities to smoke.**

8. No loud music or ringtones permitted. Use headphones to listen to music. If talking on a cell phone, be courteous to others and keep your voice down.

9. No eating or drinking is permitted on the bus.

10. No pets allowed on the bus or facilities, except service animals or those judged to be properly contained.

11. Firearms and weapons are prohibited on public transportation vehicles and property.

12. To protect the health and well being of WRTA passengers and staff, WRTA requires all passengers to maintain an acceptable standard of personal hygiene. WRTA will give a first warning. Failure to conform to this policy will result in probation status and or temporary suspension of service.

WRTA maintains constant surveillance on various equipment and locations. Riding privileges may be suspended if the health and safety of other riders and/or drivers is threatened. Should any passenger disagree with this section, a complaint may be filed under the Comments and Complaints Section described in this handbook.

## **SPECIAL ANNOUNCEMENTS**

Service changes are posted on our Facebook page, on our website [www.wrtaonline.com](http://www.wrtaonline.com), and on **“Just For You”** signs at the Federal Station terminal. Signs will be hung in the information display across from the schedules. Holiday service and hours are posted on all WRTA schedules, and riders are reminded of holiday service by signs on all fare boxes. Please remember that schedule times are subject to traffic, detours, and weather conditions that are beyond WRTA control.

## **COMMENTS AND COMPLAINTS**

All comments and complaints should be **immediately** brought to the attention of:

Western Reserve Transit Authority  
Customer Service Center  
604 Mahoning Avenue  
Youngstown, OH 44502  
330-744-8431

Include as much information as possible so that a complaint can be recorded and adequately investigated. Every effort is made to resolve complaints within five (5) working days.