

2019

Rider's Guide



*Giving The Valley a Lift.*

604 Mahoning Ave.

330-744-8431

877-845-9782

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## **I. GENERAL INFORMATION**

### **SERVICE AREA**

WRTA provides fixed route, County Wide Curb to Curb and ADA All Access paratransit service to residents of Mahoning County. The ADA All Access 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 County Wide 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 a total of 21 routes during the daytime Monday thru Saturday and three (3) curb to curb night routes Monday thru Friday within Youngstown and in some portions of Boardman, Austintown, Liberty, Girard, Campbell, Struthers. 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: 5:10 am to 9:00 pm  
Loop Service: 5:10 am to 9:00 pm  
Saturday: 7:10 am to 6:30 pm

#### **Night Service:**

Monday thru Friday: 9:15 pm to 12:00 am

#### **ADA All Access Service:**

Monday thru Friday: 5:00 am to 9:00 pm  
Saturday: 7:00 am to 6:30 pm

#### **County Wide Service:**

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 ADA All Access paratransit or County Wide services, contact customer service 330-744-8431.

**HOLIDAY SCHEDULES**

**WRTA is closed on:**

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

**II. FARES, TICKETS, AND PASSES**

Fixed Routes	Regular Fare	Discounted Fares	
		Seniors 62+, *Reduced rate	Students (ID required)
One-Way, Adult	\$1.25	\$.60	\$.75
Adult 31-Day Pass	\$42.00	\$21.00	
Multi-Ride Adult Pass	\$12.50	\$6.00	\$7.50
Adult All Day Pass	\$3.00		
*children under 6 Free (with fare paying adult)			
<b>Paratransit</b>			
ADA All Access		\$2.00	
County Wide Service	\$3.50	\$2.50	

Riding with WRTA is an economical way to travel without the hassle and cost of using your own vehicle. Frequent riders can save even more by purchasing passes good for multiple rides.

***\*Drivers do not carry cash. All ticket sales are final; change cards may not be exchanged for cash and no refunds will be issued.***

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

All Transit Fares and passes may be purchased at Federal Station with cash or credit/debit card.

You may purchase 31-Day Adult Pass or Adult Multi-Ride Pass (only) at [www.wrtaonline.com](http://www.wrtaonline.com)

Day Passes and One-way fares can be purchased on vehicles.

Paratransit is a cash only service, unless purchased on the *EZFare App* via credit card.

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

### **REGULAR FARE**

Single one-way trips can be purchased when boarding any vehicle. Let the operator know if you are eligible for a discounted fare before paying. Fareboxes accept cash only in any combination of bills and/or coins. Although exact change is preferred, if larger bills are used the farebox will print a change card with the remaining balance. This change card can be used to pay for future tickets until the balance reaches zero. Bus drivers carry no cash and cannot make change.

### **ALL DAY PASS**

If you know you'll need to make several trips in one day, an all-day pass can be purchased onboard any fixed route vehicle or from the ticket office at Federal Station. When purchasing an all-day pass from the bus operator, let them know before you insert any money into the farebox. You can make a purchase of an all-day pass via cash or credit card from the ticket window at Federal Station. All day passes purchased onboard the bus are validated immediately and are valid for that date only.

### **MULTI-RIDE TICKETS**

A single ticket good for 10 one-way trips can be purchased via cash or credit from the ticket window at Federal Station, this ticket is good for use by a single person.

Please insert the ticket into the farebox upon boarding the vehicle, the farebox will deduct the current ride and print the remaining balance until it reaches zero rides.

### **III. HOW TO RIDE**

#### **WAITING FOR THE BUS**

Make sure you are standing in the direction the bus is traveling. Wait until the exiting passengers exit the bus. Check the destination sign and route number located above the windshield and on the side of the bus before boarding. Be at the bus stop at least five to ten minutes before your bus is scheduled to arrive. When waiting at a bus stop sign or shelter, make sure you stand where the operator can see you as they approach; but be careful not to stand too close to the curb. Be sure NOT to stand in an intersection or in a turning lane. Signal the operator with a wave to let them know you want to ride. If you need directions or would like a driver to stop at a certain location, please notify the driver when you board the bus.

#### **BOARDING THE BUS**

A full fare must be paid at the time the service is provided or you will not be permitted to ride. Have your fare ready before boarding the bus. Riders eligible for discounted fares must have proper identification ready to show the driver. **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**).

After paying your fare, please move to the rear of the bus and take a seat as quickly as possible. This allows the driver to start moving and helps to keep the bus on schedule. When walking on the bus, hold onto the grab rails or seat backs.

Always take a seat if one is available to help you stay safe in the event of an accident or sudden maneuver.

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.

#### **DURING YOUR TRIP**

Strollers are not safe for small children on the bus they must be folded and stored

securely while onboard. Small children should remain in carrier/car seat while on bus and held securely by an accompanying adult. Store packages under the seat or on your lap to keep them from moving around. All objects should be kept out of the aisle to avoid blocking it. Help keep your buses clean by keeping your feet off the seats and placing all trash in the wastebasket at the front of the bus.

For your safety, do not move around on a moving bus and keep all body parts inside. Never stand in front of the yellow safety lines while the bus is in motion, never stand in stairwells. Please refrain from talking to the bus operator while the bus is in motion, unless absolutely necessary. Their job requires them to concentrate fully on driving the bus; try to wait until the bus is stopped at a light or bus stop if you need to ask a question.

Take a look around you and make note of your nearest emergency exit in case you need it.

### **EXITING THE BUS**

To exit the bus, give the driver adequate notice that you want to exit the bus; press the touch strip located above the seat at least one block before your stop to signal the bus driver. Use the rear door to leave the bus (unless you brought a bicycle, then exit from the front door). This allows boarding passengers to use the front door, and the bus can maintain its schedule more easily. After you exit, do not cross the street in front of the bus. Traffic going by the other side of the bus may not be able to see you. Stand back and wait until the bus has left before attempting to cross the street. 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.

### **BICYCLES**

Passengers may use the bike rack at his or her own risk. **WRTA is not responsible for any damage to bicycles.** Children under the age of twelve must be accompanied by parent or guardian. The passenger is responsible for loading and unloading the bike from the rack. All WRTA buses are equipped with convenient, easy to use bicycle racks capable of carrying up to two bicycles. Spaces in these racks are offered on a first come first serve basis. Bicycles are not permitted inside the bus for transportation. There is no additional fare for boarding with a bicycle.

### **How to Load Your Bike**

1. Make sure the bus is at a complete stop and the driver acknowledges you before you step in front of the bus. Never approach a stopped bus from the street side, as you cannot safely determine when a driver is about to leave.
2. Squeeze the handle on the top of the rack (marked #1) and lower it all the way down.
3. Place the front tire into the rack first in line with grooves (marked front wheel) then place the back tire in the rack
4. Pull the hook out and lift it up over the front tire as close to the bike frame as possible and your bike is now locked in. Make sure you remove water bottles and any items that might fall off.

### **How To Unload Your Bike**

1. Make sure you exit thru the front door and let the bus driver know that you are going to take your bike off the rack before you get off and step in front of the bus.
2. Remove your bike and fold up the rack if it is empty.
3. Go to the nearest curbside. Never cross in front of the bus, as passing traffic cannot see you.

**WRTA IS NOT RESPONSIBLE FOR BICYCLES THAT ARE LOST, STOLEN, DAMAGED OR ITEMS THAT MAY FALL OFF.**

### **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 in one trip. **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 ADA All Access 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.

## **IV. TYPES OF SERVICE**

### **FIXED ROUTE**

WRTA operates a total of 21 routes during the daytime Monday thru Saturday and three (3) curb to curb night 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.

### **TRAVEL TRAINING**

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.

### **TRIP PLANNING**

MyStop a free mobile app can be downloaded on Android and iOS devices to track buses in real time, plan trips in advance, and receive text and email notifications about bus arrivals, among other tools. "Track my bus." Video tutorials on using the app also are posted on WRTA's website at [www.wrtaonline.com](http://www.wrtaonline.com)

## **V. ADA ALL ACCESS SERVICE**

WRTA operates a door to door paratransit service, known as the ADA All Access Service. The ADA All Access 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 ADA All Access 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 ADA All Access 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 ADA All Access 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 All Access 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 ADA All Access, please contact customer service.

### **ADA ALL ACCESS RESERVATIONS**

To schedule or cancel an ADA All Access trip, call 330-744-8431 Monday thru Friday between the hours of 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 anywhere from 24 hours and up to seven (7) days in advance and are based on a first come first serve basis.

**To cancel an ADA All Access 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 of the trip you are cancelling.**

### **ADA ALL ACCESS NO SHOWS / 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 ADA All Access Service rider. For copies of the No Show/Late Cancellation Policy, please contact customer service.

### **ADA ALL ACCESS 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). Subscription trips are on a first come first serve basis. An individual must notify the scheduling office to make changes on subscription trips. There will be a seven (7) day waiting period for changes.

### **COUNTY WIDE SERVICE**

The County Wide Curb to Curb 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 County Wide Service hours of operation are 6:00 am to 6:00 pm Monday thru Friday, and 7:00 am to 4:00 pm on Saturday.

### **COUNTY WIDE RESERVATIONS**

To schedule or cancel a County Wide Service trip call 1-877-845-9782, Monday thru Friday, between 7:00 a.m. – 4:30 p.m. Reservations can be made 24 hours up to seven (7) days in advance and are based on a first come first serve basis.

### **COUNTY WIDE NO SHOWS / 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 cancelations are combined and monitored for each registered County Wide service rider. For copies of the No Show/Late Cancellation Policy, please contact customer service.

## VI. CODE OF CONDUCT

1. Intoxication, abusive language, harassment and physical contact of other passengers and/or the driver will not be tolerated.
2. 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.**
3. 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.
4. No eating or drinking is permitted on the bus.
5. No pets allowed on the bus or facilities, except service animals or those judged to be properly contained.
6. Firearms and weapons are prohibited on public transportation vehicles and property.
7. To protect the health and wellbeing 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/Complaints Section described in this handbook.

## VII. SPECIAL ANNOUNCEMENTS

Service changes and detours are posted on Facebook, Twitter, *MyStop* mobile app, [www.wrtaonline.com](http://www.wrtaonline.com) and the Kiosk Board at 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.

## VIII. 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.