

2023

# ADA 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 ADA All Access paratransit service to residents of Mahoning County within  $\frac{3}{4}$  miles of the fixed route service area. 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. For information on the service area contact customer service at 330-744-8431.

### **SERVICE HOURS**

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

For additional information, or to schedule a trip on ADA All Access paratransit 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.

### **FARES**

ADA All Access Service temporarily went to free fares as of 2020 until at least December 31, 2024.

### **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.**

### **NOTIFICATIONS**

WRTA offers text notifications and phone call reminders for trips scheduled for the next day and text/phone call when bus is arriving the day of pick-up. Please call Customer service 330-744-8431 for more information.

## **II. MOBILITY AIDES**

### **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. A PCA does not have to be the same person. When traveling with a PCA, both riders must have the same pick up and drop off points. PCAs do not pay a fare.

### **WHEELCHAIR**

All WRTA buses are wheelchair accessible. WRTA shall transport wheelchairs and their users as long as they can be accommodated by the lift and vehicle that they wish to ride. Where necessary or requested, WRTA personnel will assist the customer with use of the securement system and lift/ramp. Customers who cannot enter a vehicle using the stairs, but who do not use a wheelchair, shall be allowed to use the lift/ramp.

Customers will be allowed to travel on WRTA vehicles with service animals and with life support equipment (including respirators, concentrators and portable oxygen), unless there is a violation of hazardous materials regulations. For the safety of all passengers, WRTA reserves the right to secure, or require the passenger to be in responsible control of, other mobility aids or devices, including but not limited to, walkers, oxygen tanks. Strollers or carts cannot block the center aisle.

## **III. 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 (330)744-8431.

## **A. ADA ALL ACCESS RESERVATIONS/CANCELATIONS**

WRTA provides two convenient ways for reservations/cancelations, by phone and our MyRide web portal.

### **BY PHONE:**

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 the next day 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.

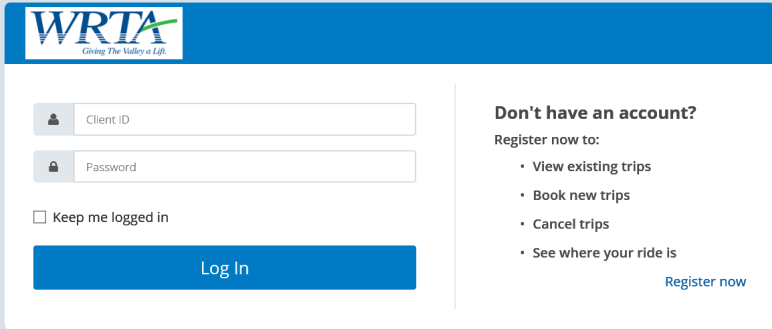
## **B. My Ride Web Portal**

### **Using the Site**

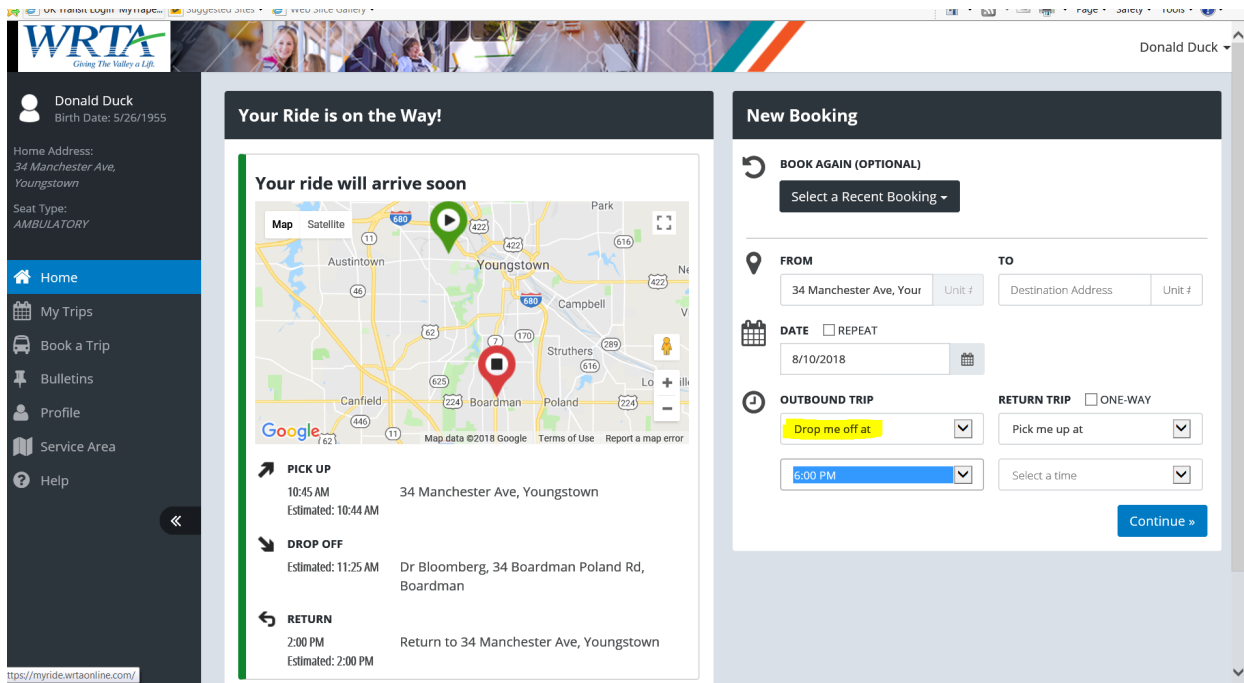
You can access the Booking Portal directly at <https://myride.wrtaonline.com>  
Use the menu down the left side of the screen to navigate your online account. And keep an eye out for the built in help tools. Hover your mouse over the 'I' icons to view field-specific information that might assist with your online experience.

### STEP 1

1. Go to <https://myride.wrtaonline.com>
2. Log in **client ID #**/ If this is your first time click register now
3. Put in your client ID #, check I'm not a robot box then click continue.
4. The next screen will ask for your email address
5. Continue
6. It will send you an email with a confirmation now you are ready to start
3. Your password is your date of birth: month day: example: 0509
4. This is the screen you will see



The screenshot shows the WRTA My Ride Web Portal login page. At the top left is the WRTA logo with the tagline "Giving The Valley a Lift." Below the logo are two input fields: "Client ID" and "Password". There is a checkbox labeled "Keep me logged in" and a blue "Log In" button. To the right of the login fields is a section titled "Don't have an account?" with a "Register now to:" heading and a list of options: "View existing trips", "Book new trips", "Cancel trips", and "See where your ride is". A "Register now" link is located at the bottom right of this section. At the bottom of the page, there is a footer with the text: "Provided by WRTA. Please contact us with questions or concerns or visit us at [wrtaonline.com](http://wrtaonline.com). Copyright © 2018 TripSpark Technologies. All rights reserved. [Privacy Policy](#)"



## Outbound Trip

For best results outbound trip should be set at **Drop me off at**  
 Select time you would like to get dropped off

## Return Trip

Make sure it is on pick me up at  
 Select time you would like to get picked up

When booking trips online please remember your vehicle can arrive 15 minutes before or after the time you selected. Please be ready so we can continue to operate schedules on time.

When schedules go through it will say, “Your trip has been requested”, it will continue to read unscheduled until a booking agent schedules your trip. **Check back shortly to see your scheduled times.**

\*\*

Please take note when booking trips online. All trips are booked on a first call first serve basis. When booked online, you will still need to book the trips one week in advance first thing in the morning in order to ensure you get transportation. For best results, book the trip online 7 days in advance before 6:30am so that it is scheduled before we start answering calls in the morning.

Once a trip is requested, if you go into **View all trips** at bottom of home page, this will show when the trip has actually been scheduled.

On the left you will see a calendar, dates that have scheduled or requested trips will be highlighted in blue. If you click on a date highlighted in blue and look to the right it will show the details of that trip. Under the trip you will see either **scheduled** or **unscheduled**. If a trip remains **unscheduled** it is because there was no availability.

### **C. 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.

### **D. ADA ALL ACCESS SUBSCRIPTION SERVICE**

The 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. WRTA must leave 50% of bookings open for the public to schedule trips. An individual must notify the scheduling office to make changes on subscription trips. There will be a seven (7) day waiting period for subscriptions/changes.

## **IV. REASONABLE MODIFICATION POLICY**

In determining whether to grant a requested modification, the Western Reserve Transit Authority 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.

Requests for reasonable modifications will be considered as follows:

1. A passenger requesting a reasonable modification will be required to describe what the passenger believes is needed in order to use the Western Reserve Transit Authority 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 Western Reserve Transit Authority.

2. The reasonable modification policy applies to individuals who are disabled under the ADA.
3. Western Reserve Transit Authority has designated the following individual to be responsible for handling requests for modification and procedures pertaining to the appeals of such decisions:

John Carlson  
Dispatcher/Road Supervisor  
604 Mahoning Ave Youngstown, Ohio 44502  
330-744-8431  
jcarlson@wrtaonline.com

4. Whenever possible, the passenger should make requests for modification and allow Western Reserve Transit Authority an opportunity to determine whether the request will be granted in advance. Requests do not need to be in writing.
  - a. Requests made during the ADA eligibility process.
    - i. Requests made through eligibility 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.
  - b. Requests may be made by calling customer service at 330-744-8431.
    - i. Designated Western Reserve Transit Authority staff will make such determination within 7 business days.
  - c. Requests may be made by completing the Request for Reasonable Modification Form available for download on the website or by request.
    - i. Designated Western Reserve Transit Authority staff will make such determination within 7 business days.

5. When requests for reasonable modification cannot be practicably made and determined in advance, a Western Reserve Transit Authority staff member will make a timely determination so long as such actions do not result in a direct threat or fundamental alteration of services.
6. If the request occurs at the time of service, Western Reserve Transit Authority and/or a 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.
7. Requests for modifications of policies and practices can be denied due to one or more of the following reasons:
  - a. Granting the request would fundamentally alter the nature of the transportation services, programs or activities.
  - b. Granting the request would create a direct threat to the health or safety of others.
  - c. Without the requested modification, the individual with a disability is able to fully use the services, programs, or activities for their intended purpose.
  - d. Request creates an undue financial and administrative burden.
8. If an initial request for modification is denied, Western Reserve Transit Authority 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.
9. If a request for reasonable modification is denied, the passenger may file an appeal. Western Reserve Transit Authority 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 Western Reserve Transit Authority processes and responds to appeals.
  - a. Upon receipt, all appeals will be date-stamped and referenced to the Dispatcher/Road Supervisor for review and consideration. The Dispatcher/Road Supervisor may choose to:
    - i. Affirm the determination.
    - ii. Reverse the determination.

- iii. Authorize a specific trip request that was denied.
  - iv. Refer the appellant for in-person assessment by a consultant.
  - v. Schedule the matter for a hearing.
  - vi. Cancel or modify the provision of service.
- b. Within 10 days after receipt of the appeal, a letter will be sent to the passenger that includes the following:
- i. Acknowledgement that the appeal has been received.
  - ii. The date by which a response will be sent to the passenger.
  - iii. Whom to contact if the passenger does not receive a response by that date.
  - iv. If a hearing is requested by the passenger, the date, time and location of the hearing.
- c. 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).

## **V. VISITORS**

A visitor is an individual with disabilities who does not reside in the jurisdiction served by WRTA's complementary paratransit service. WRTA will make the service available to a visitor for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period, provided they meet the conditions below.

### **A. Visitors with Eligibility from another Transit Agency**

Individuals that other transit agencies have determined to be ADA paratransit eligible can present documentation of eligibility received from these other agencies. WRTA "will give 'full faith and credit' to the ID card or other documentation from the other transit agency. WRTA will accept a certification by such individuals that they are unable to use fixed route transit"

## **B. Visitors without Eligibility from another Transit Agency**

WRTA will need the documentation of the individual's place of residence. For visitors whose disability is not apparent (e.g., cognitive disability or cardiac condition), WRTA will require documentation of disability, such as a letter from a medical professional or eligibility for other services based on a determination of disability, is permitted.

## **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. Communications and Public Information**

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. Please remember that schedule times are subject to traffic, detours, and weather conditions that are beyond WRTA control. All printed material regarding use of WRTA to include general informational brochures, application forms, and bulletins will be made available in accessible formats, such as large print. Requests for other information or formats will be accommodated by WRTA within a reasonable response time.

## **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  
Or  
[www.info@wrtaonline.com](mailto:www.info@wrtaonline.com)

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.