



Toledo Area Regional Transit Authority

Paratransit Service

ADA RIDER GUIDE

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The Americans with Disabilities Act (ADA) was passed in 1990. This federal law states that the regular transit bus system (fixed route) should serve as a primary means of transportation for everyone, including people with disabilities. The intent was to remove barriers that have prevented people with disabilities from fully participating in life, including barriers to public transportation.

TARTA Move, a shared-ride Paratransit service, is available for those individuals whose disabilities in combination with their functional abilities prevent them from using the regular ADA transit bus system (TARTA fixed-route) for some or all of their transportation needs. Services are provided by both TARTA Move drivers and local contracted transportation providers.

Welcome to TARTA Move, the Paratransit Division of Toledo Area Regional Transit Authority

The information contained in this TARTA Move Rider Guide has been developed to help new and existing riders become acquainted with TARTA Move, and to provide necessary information to use the service efficiently.

This guide is available in alternative formats upon request.

To book a ride or if you need help regarding anything in this guide, please contact a TARTA Move Customer Service Representative at 419-382-9901, 9 a.m. to 5 p.m. every day.

To cancel a ride call 567-202-2090, available 24 hours daily.

All language assistance services for Toledo Area Regional Transit Authority programs and services, including paratransit functional assessments and paratransit eligibility appeals, are provided to the public at no charge.

Call Center Hours of Operation

TARTA Move rides may be scheduled for any time TARTA fixed route bus service is available. These hours are subject to change. A Customer Service Representative (CSR) will know current available service times when you are making a reservation.

TARTA Move Customer Service reservation hours run from 9 a.m. to 5 p.m. every day, including Sundays and holidays.

For assistance during our hours of operation please call 419-382-9901. *Please note: your call will be forwarded to a dispatcher if your call is placed after the Customer Service office is closed.*

TARTA Move Service Area

TARTA Move's primary service area encompasses the communities of Maumee, Oregon, Ottawa Hills, Rossford, Springfield, Sylvania, Sylvania Township and Toledo. However, TARTA Move is available anywhere within $\frac{3}{4}$ of a mile of any active TARTA fixed route, including some areas in Michigan, per Federal ADA regulations.

Please call TARTA Move Customer Service at 419-382-9901 to verify your pick-up and drop-off locations are within the TARTA Move service area.

Fare

To receive service, all riders and their companions must pay a fare upon boarding. Fares for TARTA Move rides are determined by doubling the fixed-route TARTA fare.

Personal Care Attendants (PCA) and children 5 and under are not required to pay a fare. You must pay your fare in exact cash, EZfare electronic pass or rider pass. TARTA Move Operators do not make change.

TARTA Move passes may be purchased through the TARTA Pass Sales Office:

Monday - Sunday, 9:00 AM - 5:00 PM

Located at the TARTA Transit Hub, 612 N. Huron St., Toledo, Ohio 43604. Visit the TARTA website for more information at TARTA.com.

If you are unable to purchase a ticket through the App or in person an order form can be mailed to you, at your request. You will not be allowed to board the vehicle if you don't have the correct fare for your first trip of the day. Riders unable or unwilling to pay for a return trip to their residences will not be denied service. However, all non-payment of fares will be documented and may result in a suspension of service.

Remember to always have your TARTA Move ID card available for the operator when you board the vehicle. Replacement fee for a lost or stolen ID card is \$5. Available to purchase with exact change at TARTA Move office located at 130 Knapp St, Toledo, Ohio 43604.



PARATRANSIT

419-382-9901 / TARTA.COM

TARTA
zero

TARTA movei
Move freely. Go beyond.

THIS VEHICLE STOPS AT
ALL RAILROAD CROSSINGS



PARATRANSIT
TARTA zero
ON THE ROAD TO OUR FUTURE

Scheduling A Ride

To book a ride call 419-382-9901, option 1. A knowledgeable Customer Service Representative will help you schedule your rides. In order to make your reservation as quick and easy as possible, you should always have the following information at hand before making your reservation call:

- Any changes to your contact information.
- A calendar for easy reference.
- Your name.
- Date you need the ride.
- Time you wish to be picked up or time you wish to be at your destination.
- Complete address of your departure and return pickup locations. **Please note: you cannot change your ride destination when you board the vehicle.**
- Number of people traveling with you. You may have up to two (2) people travel with you.
 - Personal Care Attendant (PCA) at no cost
 - One (1) companion
 - Two (2) companions of any age
- Three (3) total riders per reservation
- Companions pay the regular fare; ages 5 and under are free. The rider must tell the CSR when making the reservation who will be accompanying them.

- PCAs and companions must travel to the same origin and destination as the certified rider, and may only ride with a certified rider.

If the rider fails to make the notification at the time of the reservation, additional riders will be accommodated only if there is room on the vehicle. PCAs and companions must travel to the same origin and destination as the certified rider, and may only ride with a certified rider.

- Any mobility devices or equipment you are using.
***See page 17 for car seat requirements.**
- Return trip time. The earliest a return trip can be scheduled is 1 hour and 15 minutes (1-1/4 hrs.) after the initial pickup time. A return trip is not required.
- Any other details you think are important for your ride.

ADA rides may be reserved from one (1) to seven (7) days in advance. Because of a high demand for paratransit services, your exact pickup time may not be available. The CSR will offer alternate times. It is best to book your rides as early as possible.

Shared Ride

ADA Paratransit is a shared ride service. To promote the most efficient service, you may share a ride with others. This may impact the length of time it takes to get to your destination.

Travel Time

Expect your trip to be similar in length to a comparable trip taken on TARTA's fixed route service, to include any walking, waiting, and transfers. Your onboard travel time may also vary depending on the travel distance, traffic, weather, and construction.



IVR Reminder System

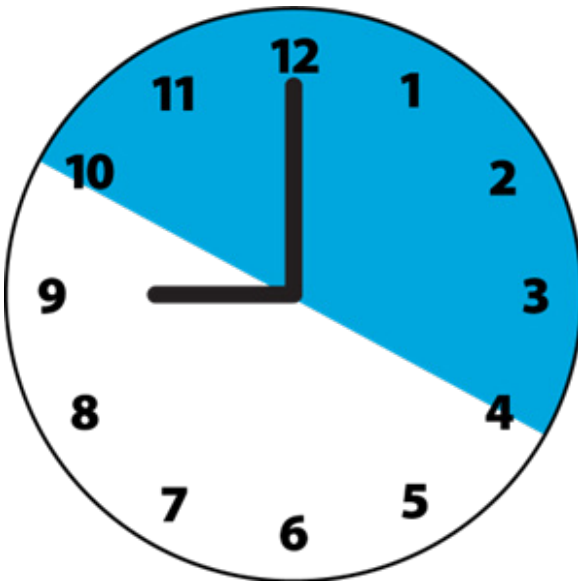
TARTA Move uses an automated calling system. Riders will receive an automated call to the phone number they have provided to TARTA Move after 7:00 p.m. the day before their scheduled trip. They may also receive an automated call on their travel day alerting them shortly before their scheduled pick-up time. If you do not receive an automated call or a call is incorrect, you may contact TARTA Move at 419-382-9901.

On-time Pickup Window

All services are shared ride and therefore exact pickup times may not be possible.

The vehicle will be considered on time if it arrives for passenger boarding any time within a 30-minute window.

- This window is ten (10) minutes before, to twenty (20) minutes after the scheduled pickup time.
- For example, if your scheduled pickup time is 9:00 a.m. you must be ready to board the vehicle between 8:50 a.m. and 9:20 a.m. You have five (5) minutes to board the vehicle once it arrives.





Trip Cancellation

Subscription rides that are not needed or individually scheduled trips must be cancelled no later than two (2) hours before the scheduled pickup time. Trips cancelled less than two (2) hours before the scheduled pickup (late cancellation) will be documented and subject to service suspension rules. One (1) point is given for each late cancellation. Please cancel rides as soon as you know you no longer need the ride. To cancel a ride call 567-202-2090.



No Show/Cancel at the Door

A no-show infraction occurs when the rider does not appear for the ride within the five (5) minute boarding time or when the ride is cancelled at the door. Any of these are reported by the operator and are counted as infractions. One (1) point is given for each no-show/cancel at the door incident.

Three or more no-show or late cancelations in a 30-day period will prompt a review that may result in a suspension of service for up to 30 days.

The TARTA Move rider will receive written notification of the infractions and warning or suspension action. If a suspension of service is given, appeals process information and forms will be included.

Riders who appeal a proposed suspension of this type may continue to schedule and receive rides pending a decision on the appeal. If the appeal is denied, the suspension will be imposed effective the first date of the month following the appeal, or the date agreed upon during the appeal hearing. Notification will be given to the rider once a decision has been made.

Subscription Service

- Subscription service is for repeated trips at the same time and on the same days to and from the same locations. Examples of this kind of travel would be work, school, and on-going medical appointments.
- Subscription service is determined case by case and must be requested by the rider through the customer service representative.
- If you have subscription ride service and do not need a subscription ride for ANY reason, you must call and cancel the unneeded ride. Client should call at least 2 hours before the scheduled appointment to avoid violations that can cause harm to your subscription.
- Subscription service rides may be ended or changed by either the rider or TARTA Move. If TARTA Move were to cancel a subscription, TARTA Move would notify you prior to the trip.
- All subscription trips will automatically be cancelled on holidays. If you need a trip on a holiday, you must call to schedule a ride for that day.

Service/Non-Service Animals

A rider must inform the CSR each time they will be accompanied by a service animal. The Department of Transportation ADA Regulations, Section 37.3, defines a service animal as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. Including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items.

- Service animals do not occupy seats.
- They must be fully under the control of the rider.
- Riders are responsible for the behavior and hygiene needs of service animals.
- Service animals will be denied transport if seriously disruptive.
- **Small non-service animals will be transported when space allows with the following provisions:**
 - The rider must inform the CSR when reserving a trip that they will be bringing a non-service animal.
 - A non-service animal must weigh no more than 25 pounds and be contained in a secure, clean, handheld, and leak-proof animal carrier. The carrier must be small enough to fit on the rider's lap.
 - Riders are responsible for the behavior and hygiene needs of non-service animals. Non-service animals will be denied transport if seriously disruptive.
 - Bringing a non-service animal will limit the number of additional packages you may transport.

Personal Care Attendants (PCA)

At the time of ADA application and certification, a rider must indicate whether they travel with a PCA. PCAs are not required to pay a fare when traveling with a certified rider.

Please note: TARTA Move does not provide a PCA.



Seat Belt/Shoulder Harness Use

For safety purposes, all riders are strongly encouraged to accept the use of all available seat belts and shoulder harnesses, and must buckle in their own car seats for children.

***Client is responsible for children's safety.**

If riders accept the safety devices and require assistance to fasten and unfasten the belt or harness, they are requested to ask the operator for help.

The operator will record all rider refusals to use available safety devices.

Service Requirements and Suspension Criteria

Riders must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise go to people who need service. Examples of misuse include, but are not limited to:

- No shows
- Engaging in disruptive behavior
- Falsifying reasons for a ride
- Failing to pay a fare
- Late cancellation (equal to one (1) point of an infraction)

Violent, Seriously Disruptive, and/or Illegal Conduct

Service will immediately be suspended for up to thirty (30) days or until an appeal hearing is held for passengers who engage in **violent, seriously disruptive or illegal conduct, including harassing behaviors** towards other customers or TARTA staff.

Violation of Code of Conduct

Violation of any of the rules established in the TARTA Code of Conduct Policy can result in the suspension of riding privileges. The full policy can be viewed at the end of the Rider Guide.

Infraction and Suspension Process

To ensure safe, on-time and efficient service, no show/cancel at the door infractions and violations of the Code of Conduct policy may result in suspension of service. The progression of consequences of the infractions and violations will be applied:

- **First offense** will result in a verbal warning.
- **Second offense** will result in a written letter warning.
- **Third offense** will result in a thirty (30)-day suspension.

Further offenses will result in longer suspension of service.

Passenger Responsibilities

Please read and follow these guidelines designed to ensure safety and comfort for all riders and TARTA Move staff.

- Avoid distracting the vehicle operator or disrupting other passengers with inappropriate behaviors. Standing up while the vehicle is moving, fighting, throwing objects, pushing, shouting, spitting, hitting or using abusive language is not allowed.
- **Have someone travel with you (PCA) if you have difficulty or are unable to travel independently, or if you need more assistance than the operator can provide.**
- Maintain acceptable standards of personal hygiene.
- It is recommended to keep walkway and adequate ramps free of snow and ice for escort to/from your pickup location.
- No smoking, eating, drinking, littering or playing of a listening device unless with personal headphones is permitted in the vehicle. (Exceptions for food/drink can be made for medical conditions.)
- You may use your cell phone as long as it does not interfere with the operator's ability to insure all riders' safety.
- Expect to share your ride. Others may be picked up or dropped off before or with you.
- All of your personal belongings must be taken onto and off the vehicle in one trip.
- Please be sure that wheelchairs or other mobility devices are in good working order. You may bring other smaller mobility devices with you without restriction.

Vehicle Operator Responsibilities

TARTA Move Operators are trained to provide needed or requested assistance to riders when getting on and off the TARTA Move vehicle while respecting each rider's independence.

Service is door-to-door for passengers unless they decline the service. Operators are required to stay within the "line of sight" of their vehicle therefore, passenger assistance will be given only to the **outermost door** of the residence or building destination.

Assistance provided by the operator may include the following:

- Ringing the doorbell or knocking at the outermost door of the pickup site and meeting riders there.
- Operator will verbally identify themselves.
- A call from a TARTA Move dispatcher if the rider does not appear.
- Offering a steadying arm or other appropriate guidance/assistance when walking.
- Providing assistance on stairs for ambulatory passengers.
- Assisting wheelchair users by use of ramps to and from the outermost door.
- Assisting riders boarding the vehicle by using a lift or ramp.

- Assisting with a reasonable number of packages, defined as the amount the operator can safely carry in:
 - One(1) trip from the vehicle to the door, two (2) grocery-sized bags or a collapsible rolling shopping cart. ***Collapsible rolling shopping carts must be contained in your seating area. Excessive packages/bags may result in refusal to transport.**
- Lifting and maneuvering mobility devices up or down 3-4 steps. More than 4 steps will be determined on a case-by-case basis with a special accommodations request.
- Assist riders using wheelchairs or other mobility devices up and down ramps to the outermost door, provided the ramps are safe and at a reasonable incline.



Operators may not:

- Enter a rider's residence.
- Perform any personal care assistance for a rider.
- Lift or carry a rider.
- Accept tips or gratitude's.
- Unlock doors.
- Install car seats.

TARTA Rules and Regulations

All TARTA vehicle and rider rules and regulations will apply to TARTA Move unless otherwise specified. Please refer to the full TARTA Code of Conduct on page 32.

Travel Training Program

Visit **TARTA.com** for Travel Training updates. TARTA travel training program can help you learn to use the system.

A TARTA trainer will give you step-by-step instructions to ride the bus. Per your request, your trainer can accompany you on your bus ride initially. You'll get route schedules, a transit guide and informational brochures to get you acquainted with TARTA.

Visitor Services

According to the Americans with Disabilities Act, paratransit services are available for 21 days in a year from date of first use for those visiting in regions outside their home service area. This same service is extended to visitors who come to the TARTA Move service region without eligibility from another system by presenting address information and, if not apparent, documentation of disability.

Please consult the administration of each transit system for details.

Rider Commendations, Complaints, and Customer Service Concerns

We want to hear riders' comments, positive and/or negative. We also want to know about any incidents that occur on the vehicles. A TARTA Move staff member will review all information. Riders may send their comments to TARTA Move at the following:

TARTA Move Administration

130 Knapp Street
Toledo, Ohio 43604

Phone: 419-382-9901

Fax: 419-724-6659

E-mail: move-eligibility@tarta.com

When making your comments and complaints please include the following information:

- Your name, address and telephone number.
- Name or ID number of TARTA employee.
- Date and time of the situation.
- Details of the situation.

Rider confidentiality will be ensured when investigating and resolving comments, complaints and incidents.

Reasonable Modification

The Federal Transit Administration (FTA) has mandated that a public entity providing fixed route or demand response service shall respond to requests by individuals with disabilities for reasonable modification to policies and practices consistent with specific guidelines as outlined in the regulations. In addition, the public entity providing fixed route or demand response service is required to make information available to the public detailing how individuals can contact the public entity to request reasonable modification. In response to these guidelines, the Authority, as a provider of fixed route and demand response service has established the following:

1. Means by which passengers and the public in general are informed that individuals with disabilities may request reasonable modification in order to utilize existing fixed route or demand response service.
2. Process describing how requests for reasonable accommodation are to be accepted, authorized or denied, with an option to appeal the initial determination if desired. To access the Reasonable Accommodation form, go to **TARTA.com**.
3. Recertification process.
4. Procedure for handling requests as needed.
5. Timeline for processing.

Modification Requests by Passengers

Requests for reasonable modifications of policies and practices will be considered as follows:

1. The reasonable modification policy applies to passengers with disabilities for use of TARTA Move transit services.
2. The passenger with disabilities who desires a reasonable modification will be required to describe what they believe is needed to use the transit service.
3. Requests for reasonable modification do not have to be written; however, it is desirable that whenever possible, requests for reasonable modification will be made in advance.
4. The passenger does not need to use the term "reasonable modification."

Requests for reasonable modifications of policies and practices can be denied due to one or more of the following reasons:

- **Granting the request would create a direct threat to the health or safety.**
- **Without the requested modification, the individual 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.**

About TARTA's Fixed Route Services

The Toledo Area Regional Transit Authority (TARTA) serves the communities of Toledo, Sylvania, Sylvania Township, Ottawa Hills, Rossford, Maumee, Oregon, and Springfield.

Visit **TARTA.com** for updated fixed route information.

Riding the TARTA Fixed Route Bus

TARTA encourages you to use the fixed route bus system when you are able.

Some benefits of riding the fixed route bus system are:

- You don't have to make a reservation.
- TARTA buses are 100% wheelchair accessible and are equipped with ramps for easy walk-on boarding.
- Buses can be lowered for easier access to a single step (kneeling buses) for boarding.
- You have more choices and independence to go anywhere the fixed route buses go.
- TARTA Move riders may use their TARTA Move ID card when boarding a fixed route bus enabling them to ride at no cost.

Fares

Fixed Route

Regular (ages 19+).....	\$1.50
(Free transfer tickets to use within 2 hours of paid fare)	
Children (ages 0-5) (limit two)	FREE
Youth Fare (6-18)	\$0.75
Day Pass	\$3.00
(Purchase on the bus, EZfare or at the TARTA Transit Hub)	
<i>TARTA Move-eligible riders may take zero-fare trips on fixed route upon showing their TARTA Move ID.</i>	

Reduced Fare

With Approved Reduced Fare.....	\$0.75
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TARTA Move

TARTA Move 1-trip	\$3.00
TARTA Move 10-trip	\$30.00

TARTA Flex

On-Demand	\$3.00
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Operators do not carry cash.

Customer Experience

Alongside the daily maintenance of TARTA vehicles and facilities, TARTA has also increased sanitation efforts on board vehicles by using a combination of proven disinfecting products to deep clean vehicles to improve the customer experience.

Protect Yourself and Others

- Avoid touching your eyes, nose and mouth.
- Wash your hands regularly – it is best to wash with soap and water for at least 20 seconds.
- If soap and water is not available, use an alcohol-based hand sanitizer with at least 60% alcohol content.



TARTA Flex

What is it?

TARTA Flex is an on-demand service designed to connect suburban and rural areas with TARTA's fixed-line service in Toledo. Customers can book a ride as late as 30-to-60 minutes in advance, or schedule a trip as in advance as the day before.

How do I schedule TARTA Flex?

You can book your Flex ride in one of three ways:

1. TARTA Flex App: Android & Apple
2. Call our Customer Service team at 419-382-9901
3. **TARTA.com/flex**

TARTA Flex Zones

Northwest Zone:

Eugene Kranz Toledo Express Airport; Holland; Ottawa Hills; Springfield Township; Sylvania; Sylvania Township.

Southwest Zone:

Eugene Kranz Toledo Express Airport; Maumee; Monclova Township; Springfield Township; Waterville, Whitehouse.

East Zone:

All points in Rossford and Oregon.

Code of Conduct

Rules to Observe While Riding TARTA

- No illegal or unlawfully possessed firearms and/or any other weapons, explosives or flammable substances.
- No action creating a nuisance for operator or others or engaging in fighting, threatening harm to persons or property, or violent, turbulent or unsafe or criminal action in or around TARTA buses or bus stops.
- No yelling, screaming, singing, playing musical instruments or use of any other sound amplification devices (without headsets) including cell phone ringtones.
- No smoking, eating, drinking, roller skating, skateboarding or bicycling.
- No animals, insects or reptiles, except service animals.
- No profanity, bullying or harassment, sexual/racial slurs or gestures, threatening/offensive language and no public displays of affection.

Nonqualifying passengers must vacate elderly/disabled seating upon request of any TARTA employee.

- No person shall interfere, in any manner, with the safe operation or movement of any TARTA vehicle.
- No person shall hinder or prevent the movement of persons on any TARTA vehicle or any TARTA property so as to interfere with the rights of others.
- No solicitation, panhandling, begging or loitering.
- No use or public display of offensive or pornographic materials or media.
- No person shall use or possess alcohol or illegal drugs on/in a TARTA vehicle or station, except for lawfully possessed and unopened alcoholic beverages.

Violation of any of the rules established in the Code of Conduct Policy will result in the immediate suspension of riding privileges, and will subject the offender to the penalties set forth in Ohio Revised Code 306.99 (B).

*A complete copy of this policy is available at TARTA's administration office or by visiting our website at **TARTA.com**.*



Move freely. Go beyond.

130 Knapp St
Toledo, Ohio 43604

Office: 419-382-9901
Info Line: 419-243-RIDE (7433)
TTY Users: 7-1-1 or 1-800-750-0750

[TARTA.com/services/move](https://www.tarta.com/services/move)

