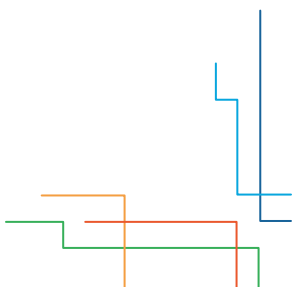


Toledo Area Regional Paratransit Service
A Shared Ride Service

ADA Rider Guide

Winter 2022



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Welcome to TARPS (Toledo Area Regional Paratransit Service)

The information contained in this TARPS Rider Guide has been developed to help new and existing riders become acquainted with TARPS, 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 TARPS Customer Service Representative at 419-382-9901.

To cancel a ride call 419-382-9915, 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

TARPS 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.

TARPS Customer Service Reservation Hours are:

- Every Day 9 a.m.-5 p.m.
- Holidays 10 a.m.-2 p.m.

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.

TARPS Service Area

TARPS primary service area encompasses the communities of Maumee, Ottawa Hills, Rossford, Sylvania, Sylvania Township, Toledo, and Waterville. However, TARPS 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 TARPS Customer Service at 419-382-9901 to verify your pick-up and drop-off locations are within the TARPS service area.

Fare

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

Only Personal Care Attendants (PCA) and qualified children are not required to pay a fare. You must pay your fare in exact cash, tickets, or present a rider pass. TARPS Operators do not make change, nor may they take more than the exact fare for return rides. TARPS tickets or passes may be purchased through the TARTA Pass Sales Office at:

419-245-5204, 612 N. Huron St., Toledo, Ohio 43604. Other locations may be available.

A CSR from TARPS can mail you an order form, 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 TARPS ID card available for the operator when you board the vehicle. Replacement fee for a lost or stolen ID card is \$5.

Scheduling A Ride

To book a ride call 419-382-9901, option 1. A knowledgeable CSR 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:

- 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. This may include a Personal Care Attendant (PCA) at no cost and one (1) companion, or two (2) companions of any age. Companions pay the regular fare unless they are under the age of six (6). Children under the age of six (6) ride for free. The rider must tell the CSR when making the reservation who will be accompanying

them. This allows adequate vehicle space for other scheduled passengers during the shared ride. 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.
- 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, however.
- Any other details you think are important for your ride.

ADA rides may be reserved from one (1) to seven (7) days in advance. Trips which are to the same place, at the same time (such as to work) may be reserved for up to 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.

Same Day Non-ADA, Non-emergency, Medical Appointments

Same day non-emergency medical trip requests will be scheduled if possible. This is NOT an ADA mandated service. Request for this premium service must be made at least two (2) hours before the requested pickup time and a premium fare will be charged. Please ask the CSR for details when requesting this service.

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.

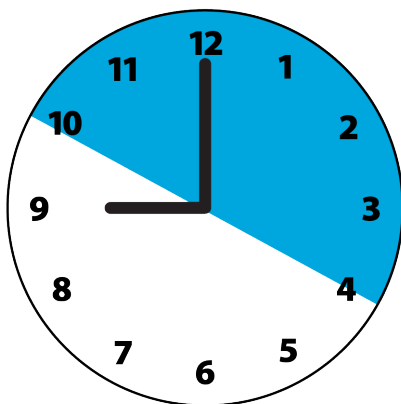
Travel Time

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.

On-time Pickup Window

All service is 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 within the pickup window.



IVR Reminder System

TARPS uses an automated calling system. Riders will receive an automated call to the phone number they have provided to TARPS after 7 p.m. the day before their scheduled trip. They may also receive an automated call on their travel day alerting them shortly before the estimated time their vehicle will arrive. If you do not receive an automated call or a call is incorrect, you may call a CSR at 419-382-9901 for help.

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-half ($\frac{1}{2}$) 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 419-382-9915.

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.

Any rider faces suspension when 10% of his or her scheduled rides and three (3) infraction points occur in a 30-day period.

The TARPS 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.
- If you have subscription ride service and do not need a subscription ride for ANY reason, you must call and cancel the unneeded ride.
- Subscription service rides may be ended or changed by either the rider or TARPS. If TARPS were to cancel a subscription, TARPS 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 boarding a TARPS vehicle with 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: TARPS 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.

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-half 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.

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 on TARTA.com.

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 or written postcard warning.
 - Second offense will result in a written letter warning.
 - Third offense will result in a two (2)-day suspension of service.
 - Fourth offense will result in a seven (7)-day suspension of service.
 - Fifth offense will result in a fourteen (14)-day suspension of service.
 - Sixth offense will result in a twenty one (21)-day suspension of service.
- 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 TARPS vehicle operators.

- Avoid distracting the vehicle operator or annoying 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.
- Keep your walkways free of snow and ice for escort to/from your pick up 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 or 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

TARPS Operators are trained to provide needed or requested assistance to riders when getting on and off the TARPS 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.
- Verbally identify themselves as TARPS operators using their first name.
- A call from a TARPS 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 TARPS vehicle by using a lift.
 - 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 with a reasonable number of bags in the cart. Excessive packages/bags may result in refusal to transport.
 - Transporting additional packages if space is available on the vehicle and the rider and/or the PCA or accompanying companion loads and unloads these packages to/from the TARPS vehicle.
 - Lifting and maneuvering mobility devices up or down steps will be determined on a case-by-case basis.
 - 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 gratuities.

Riding the TARTA Fixed Route Bus

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

Some benefits of riding the regular 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 regular buses go.
- TARPS riders may use their TARPS ID card when boarding a fixed route bus enabling them to ride at no cost.

TARTA Rules and Regulations

All TARTA vehicle and rider rules and regulations will apply to TARPS unless

otherwise specified. Please refer to the full TARTA Code of Conduct at TARTA.com under Rider Information, Rules and Regulations.

Travel Training Program

If you do decide to try TARTA fixed route bus service, the 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. Your trainer will even accompany you on your bus ride initially. You'll get route schedules, a transit guide and informational brochures to get you acquainted with TARTA. Call a CSR for more information.

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 TARPS 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 TARPS staff person will review all information. Riders may send their comments to TARTA at the following:

TARPS Administration
130 Knapp Street
Toledo, Ohio 43604
Phone **419-382-9901**
Fax **419-724-6659**
E-mail **paratransit@tarta.com**

When making your comments please include the following information:

- Your name, address and telephone number (this way we can contact you with our findings).
- Name or ID number of TARTA employee.
- Date and time of the situation (if on a TARPS vehicle it will be recorded).
- Details of the situation.

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

We hope this guide helps you in making your community travel arrangements.

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.
3. Recertification process.

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4. Procedure for handling “ad hoc” requests.
 5. Time line for processing.

Requests for Reasonable Modification 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 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

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

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

419-243-RIDE (7433)

TTY Users: 7-1-1 or 1-800-750-0750

TARTA.com

Follow TARTA on social media



Fares

Adults and children age 6 and over	\$1.50
Children under age 6 with adults (limit two)	FREE
Seniors age 65 and over	75¢
Persons with Disabilities	75¢

TARPS \$3.00

Medicare Cardholders	75¢
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Exact change must be used on all
TARTA routes; drivers do not carry cash.



COVID-19 Rider Safety Guidelines

- All passengers must use a facial covering. TARTA is able to provide these at no cost if needed.
- Fares are not being collected at this time to reduce interaction between riders and drivers.
- The Centers for Disease Control and Prevention (CDC) recommends social distancing in public settings. Therefore, passengers are requested to adhere to social distancing as much as possible while riding in a TARPS vehicle.

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.

- Practice social distancing at all times. The CDC recommends standing at least 6 feet away from others when possible.

What TARPS is Doing in Response to Coronavirus

- Alongside the daily maintenance of TARTA vehicles and facilities, TARTA has also increased sanitation efforts on board coaches by using a combination of proven disinfecting products and external cleaning agencies to deep clean coaches fleetwide.
- Hand sanitizer has been made available on board of TARPS vehicles.
- Plastic curtains are installed around TARPS drivers on all vehicles.
- TARPS has implemented the use of disinfectant fogger technology at all TARPS facilities.
- Personal Protective Equipment (PPE) such as gloves, face shields, facial coverings, disinfecting spray and sanitizing wipes have all been made available to TARPS employees.
- TARPS has taken aggressive measures to ensure the safety of passengers and employees. TARPS has severely limited public access to its facility to minimize the spread of COVID-19.



Toledo Area
Regional Transit Authority
1127 W. Central Ave.
Toledo, Ohio 43610
419-243-RIDE (7433)



Toledo Area
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130 Knapp St
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419-382-9901
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[TARTA.com/services/TARPS](https://www.tarta.com/services/TARPS)