

Wayne County Transit Policies and Procedures

Explanation of Program: The Wayne County Transit (WCT) provides curb-to-curb transportation. This program is funded by an Ohio Transportation Program Partnership grant to Stark Area Regional Transit Authority (SARTA). Community Action Wayne/Medina (CAW/M) manages this service. For questions about this service, call Community Action's Transportation Department at 330-264-8677.

Services are available Monday - Saturday, 6 a.m. to Midnight. The earliest drop off is 6:30am and the latest pick up is midnight. CAW/M office hours are 8 a.m. to 4:30 p.m., Monday through Friday. New riders must contact CAW/M at least one week before first trip is needed to enroll in the program. The riders will then call SARTA to book rides. Wheelchair transportation is available and may require an additional assessment.

This is a shared-ride service in which passengers may ride with others who are traveling in the same general direction and drivers may stop to pick up or drop off passengers during a person's trip. Drivers cannot go inside to get passengers or assist them in getting inside their destination.

Payment

The fare is \$2.50 one-way and is paid on the vehicle. Rider must have exact change or pay with EZFare <https://www.sartaonline.com/ez-fare>.

Client ID

Passengers will be issued a client id number by SARTA that is unique to them. The passenger should have this number available whenever calling to schedule a ride. This number should not be made available to anyone unauthorized to schedule rides on the passenger's behalf. The passenger must ride on all trips that are scheduled using their client id number. Any misrepresentation or fraudulent use of a passenger's client id number could result in loss of service eligibility.

Scheduling a Ride

With a SARTA Reservationist - call SARTA at 833-517-2669 anytime between the hours of 8:30 am and 3:00 pm Monday –Friday.

Reservations

Request for reservations should be received three to four days in advance (according to the table below) of the day the trip is needed.

SARTA Wayne County Transit Scheduling	
	Last day to schedule trips for:
Monday	Thursday
Tuesday	Friday
Wednesday	Saturday
Thursday	Monday
Friday	Tuesday, Wednesday

Pick up time

SARTA schedules pick-up times in 30-minute windows. The passenger is expected to be ready and waiting for their ride at the front door of their house or in the lobby of a complex, apartment building or office, or some other place with a clear view of where the SARTA bus will arrive at the beginning and throughout their 30- minute pick up window. From time to time, operators may arrive prior to the start of the passengers’ pickup window. Passengers are not required to come out for their scheduled ride until the start of their pick-up window, but may do so if they so choose.

Canceling a Ride

Rides must be canceled at least 90 minutes or 1.5 hour prior to the start of the pick-up window. If six rides are cancelled within a 30-day period, the rider can be suspended from the program for 30 days.

Cancel your ride with SARTA Reservationist/Dispatch - call SARTA’s Priority Care Line at 330-455 2292 (option 1) anytime between the hours of 5:00 am and 1:30 am to cancel a scheduled ride. If a reservationist is not available, a passenger may hold or enter their number and the call will be returned in the order it was received.

- o Ride Cancellation Definitions
 - Advance Cancel definition - SARTA prefers that a trip be canceled with as much advance notice as possible. Any trip canceled before the day of the scheduled ride is considered an ‘Advance Cancel’.
 - No-Show definition - A no-show is any trip scheduled but not taken due to passenger error or circumstance. All subsequent trips for that day will be automatically canceled.
 - A ride will be marked as No Showed if the passenger does not utilize the scheduled ride when the Operator arrives within the Arrival Window Time. If the Operator arrives after the Arrival Window Time and the passenger does not utilized the ride it will not be marked as No Showed. However, if the passenger does not properly notify SARTA of his/her intent to utilize any scheduled rides for the remainder of that day all subsequent rides will be cancelled.
 - Late Cancel definition - Trips not canceled at least 90 minutes or 1.5 hour prior to the start of the pick-up window.
 - Cancel at the Door definition - Trips canceled after the bus has arrived at the pickup

point within the 30-minute pick-up window.

Passenger responsibility after canceling a ride

After a no-show, late cancel, cancel-at-the-door or a ride not taken because the operator arrives after the pick-up window, it will be the passenger's responsibility to call SARTA and reschedule any subsequent trips for that day.

Checking a Ride

With a SARTA Reservationist - call SARTA's Priority Care Line at 330-455-2292 (option 1) anytime between the hours of 5:00 am and 1:30 am to check on the status of a scheduled ride.

Pick Up Information

- The passenger should meet the Operator at the closest accessible area to the SARTA vehicle. The area where being picked up must be cleared of ice, snow and/or debris and properly maintained to allow a safe area for the Operator to assist. If the area is deemed unsafe, assistance for the passenger will not be given and transportation will be denied for that trip.
- Passengers requiring a ramp or lift shall board first after on-board passengers have exited. Walk-in passengers will then be allowed to board. Passengers needing the ramp/lift should exit last after on-board passengers have exited.
- Operators will wait five (5) minutes for a passenger after arriving within or after the 30-minute pick-up window.

Rider behavior

Riders are expected to act in a courteous manner towards fellow riders. No form of verbal, physical or sexual harassment, racial slurs or abuse of any form will be tolerated. Riders will speak and behave in a reasonable and courteous manner, cooperate with other riders, and demonstrate good personal hygiene as courtesy to other riders (including use of cologne/perfume in reasonable amounts, offensive odors, etc.). Riders are not permitted to smoke, vape or drink alcohol in or within 25 feet of the vehicle. Riders are asked to report any issues of personal conflict with other riders to CAW/M and attempt to resolve them in a productive manner.

No Show Policy

If a rider No Shows three (3) times within a 30-day period, the rider can be suspended from the program for 30 days.

Same Day Schedule

This service does not allow for same day scheduling. A rider will not be able to change their pick up window on the day of their scheduled trip. The rider will need to arrange and pay for their own transportation as well as cancel their ride with SARTA if they need to be picked up at a different time. Alternative transportation can be arranged with Wooster Express at 330-202-9000, Hallstar Taxi at 330-262-0123 or with Lyft through their online app.

Days Not in Service: Sundays, Thanksgiving, Christmas, New Year's Day, July 4th, Memorial Day and Labor Day.

Withdrawing from the Program: If you chose to withdraw from the program, you will need to notify Community Action Wayne/Medina at 330-264-8677 or at transportation@cawm.org.

SARTA and CAW/M prohibit discrimination on the basis of race, color, or national origin in its programs and activities, as mandated by Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against based on one of these characteristics, you have the right to file a complaint. For more information on your rights or to file a concern, you can Call SARTA Customer Service at 330-477-2782 (opt #2) to verbally start the complaint process.