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A Message from Jim Napier, Director, Operations



The Greater Dayton Regional Transit Authority is committed to providing a quality customer service experience. We accomplish this through knowledgeable education of operators whose focus is on our Core Values which include Safety and Quality Service. All of RTA's buses are 100% accessible. As an agency we are dedicated to having our operators or a pre-recorded message announce major bus stops, intersections and external route announcements at bus stops serving more than one route.

RTA works closely with its Customer Advocacy Group (CAG) to find ways to improve our programs and services. I extend my sincere appreciation for both the time and work the members put into making RTA a better transportation provider.

I believe you, as a customer, make a difference when you:

- Choose our fixed route services, whenever possible (you can ride RTA fixed routes for free when you show your valid Project Mobility ID Card to the operator)
- Are ready to board the Project Mobility vehicle when it arrives
- Make a valid payment each time you board
- Cancel Project Mobility rides that are not needed in a timely manner
- Contact our Call Center with commendations, concerns or comments to help us service you better

Thank you for choosing RTA as your transportation option.

Jim Napier, Director, Operations



Welcome to RTA's Project Mobility Program



Fixed Route Service

All RTA fixed route buses have lifts or low-floor ramps and/or a kneeling feature to serve riders who use wheelchairs or have difficulty walking up and down steps. Every bus is equipped with securements for mobility devices.

Operators are responsible for securement. Automated stop announcements keep people with visual impairments oriented to the bus route.

Project Mobility Service

As a “safety-net” and for eligible riders who have a disability that prevents them from making some or all of their trips on fixed route buses, the RTA offers a shared-ride, door to door (origin-to-destination) service called Project Mobility. Project Mobility service operates in the same areas and during the same days and hours as the fixed route bus.

Who Can Use Project Mobility?

- You must complete the application process and be certified as eligible before scheduling any Project Mobility rides
- Project Mobility service is available to people who have a physical and/or mental disability that prevents them from functionally using RTA fixed route buses for some or all of their rides

- You are not required to live in the service area; however, the trip origin and destination must be within the RTA service area. This means you will need to meet the Project Mobility vehicle inside the service area
- Many RTA Project Mobility riders find that fixed route service is their preferred choice for some rides. This choice does not affect your Project Mobility eligibility
- Visitors with current eligibility status for transportation services through another public transit agency similar to Project Mobility can use up to 21 days of rides a year before being required to become Project Mobility eligible with RTA
- You will be notified when it is time to recertify your eligibility (unless you have temporary eligibility)

When and Where Does Project Mobility Operate?

- Project Mobility is “comparable or similar” to RTA’s fixed route service
- Project Mobility service covers areas that are within a three-fourths of a mile boundary of a fixed bus route
- Project Mobility runs during the same days and hours of the fixed bus route in that area
- Project Mobility vehicles do not go into gated or secured areas. Wright Patterson Air Force Base is an exception
- Project Mobility establishes pick-up and drop-off points for some locations
- Just like fixed route service, Project Mobility operates a reduced schedule on Saturday, Sunday and Holidays
- RTA reserves the right to establish service points if needed based on safety concerns for the operator and rider

How Does Project Mobility Provide Service?

- Small buses, and on some occasions, local cab companies. Whenever a cab comes for you, the driver will collect the usual Project Mobility fare
- Rides are scheduled by advance reservation
- Service is door to door and the operator is required to come to the first point of entry to inform you that they have arrived
- Other riders share the vehicle so vehicles may stop and travel in other directions during your ride
- Travel time will vary depending upon the ride distance and stops made to accommodate other riders during the ride

What Type of Eligibility Do I Have and What Does It Mean?

Your type of eligibility is determined by the RTA Certification Center and is based upon the result of your functional assessment. When you are certified as a Project Mobility customer, you will receive a letter from the Certification Center. The determined eligibility is written on your certification letter. There are three kinds of eligibility possible:

- **Unconditional Eligibility** has no trip restrictions
- **Temporary Eligibility** is given to individuals with short term conditions. Trips are provided for the duration of time during which the individual is unable to use fixed route bus service
- **Conditional Eligibility** limits trips to the specific conditions which prevent an individual from riding fixed route bus service

Please read your certification letter to find your specific eligibility conditions. Several eligibility conditions may be listed and a trip can be scheduled when AT LEAST ONE (1) of those conditions would prevent

you from taking RTA fixed route. If you have questions about your letter, please contact the Certification Center at 937-425-8444.

Certain environmental conditions such as snow and ice may only be scheduled one day ahead of time. The RTA Call Center Representative will inform you at the time the trip is requested if the trip will be allowed under the conditions. Customers who have not scheduled trips on Project Mobility for a particular day due to the conditional eligibility and find that travel conditions have changed will be allowed to schedule same-day service. Project Mobility will make every effort to fill your request in a prompt manner.

How Do I Appeal My Eligibility Decision?

If you have been found to be conditionally eligible or ineligible for Project Mobility, you may appeal the decision. You must file your appeal within sixty (60) days of notification of your eligibility status. If you have questions about the appeal process, please contact the RTA Call Center at 937-425-8300 for assistance.

How Do I Schedule a Trip?

All rides are scheduled through the RTA Call Center. To schedule a ride, contact the Call Center at 937- 425-8300 or Ohio Relay at 800-750-0750 (or 7-1-1). All calls to the Call Center are recorded for quality assurance.

When Can I Call to Schedule a Ride?

You can schedule your rides no later than the day before and up to 7 days in advance. Same day trips cannot be accommodated. Please remember that trips will be provided on a first-come, first-served basis.

A representative will take your ride requests:

- Monday – Friday: 8:00 AM – 5:00 PM
- Saturday, Sunday and Holidays: 8:00 AM – 4:00 PM. On these days we can accept next day reservations only

What Information Do I Need When Calling to Schedule a Ride?

The Call Center will guide you through the process of booking a ride. When calling to schedule a trip, please have the following information available:

- Your first and last name
- The date and day of the week you need a ride
- The exact street address where you need to be picked up from
- The exact street address where you are going including information such as specific building or entrance
- The time you wish to arrive at your destination
- The time you want to return
- The address to be picked up from with any specific building or entrance noted
- Anyone traveling with you

Please specify if you or the person who may be traveling with you will be using any mobility aids, i.e. motorized wheelchairs or scooters, walkers, canes, etc.

At times, a vehicle will not be available at your requested trip time. All transportation providers experience high volume at certain times of the weekday, generally from 7:00 AM to 9:00 AM and again from 2:00 PM to

4:00 PM when people are traveling for work or structured programs. To accommodate you, it may be necessary to offer you a different trip time. The representative can offer you a trip up to an hour before or after your originally preferred time. Or if possible, schedule your appointments at non-peak times to assist us in finding a trip time closer to your request. At the end of the call, the representative will confirm your trip information. You should listen carefully and be ready to make notes about your trip information.

What if I Need to Go to More Than One Place During My Trip?

Operators are permitted to stop only at the location designated in the reservation. Travel arrangements with more than one destination will be scheduled as separate trips and will require a separate fare. Schedules are design to keep vehicles moving from place to place; therefore, we cannot wait on a customer who expects to be at a destination a brief amount of time. You will need to schedule a return trip no less than one hour after arrival at the destination. Remember to allow yourself plenty of time at your destination before your return trip is scheduled.

What is the Pick Up Window?

The representative will give you a scheduled pick up time. All Project Mobility trips are scheduled within a thirty-minute window time frame. This means that the Project Mobility operator could arrive up to ten minutes before or twenty minutes after the quoted scheduled pick up time. For example, if you are quoted a 2:00 PM pick up time, you should expect the vehicle anywhere from 1:50 PM to 2:20 PM. You should be ready 10 minutes before the pick up time and prepared to leave immediately after the vehicle arrives.

How do I Change My Scheduled Ride?

Project Mobility cannot change pick up times or pick up/drop off locations on the same day of your ride. You can change your ride up to 5 PM weekdays and up to 4 PM weekends and holidays on the day before your ride. Tell the representative that you would like to change a ride that has already been scheduled. They will ask you:

- Your first and last name
- The date and time of the ride you are calling to change
- The new time you would like to schedule, or other changes you need to make

Staff will always try to accommodate your needs, but changes to your original ride request may result in adjustment to your pickup times.

How Do I Check on My Ride?

Unexpected delays can happen because of road construction, traffic conditions, bad weather or many other reasons that could impact ser-

vice. If the Project Mobility vehicle has not arrived after your pick up window (20 minutes after your quoted scheduled time), contact the Call Center. The Call Center will contact Dispatch and give you an update on your ride. Stay within sight of the pickup location if at all possible in case the vehicle arrives while you are calling.

How Do I Cancel a Scheduled Ride?

If you have scheduled a ride that you no longer need to take, please call the RTA Call Center as soon as possible to cancel your scheduled ride (see no show policy on page 23). You can cancel all rides up to seven (7) days in advance or put subscription service on hold for longer periods of time (refer to page 10 under “What if I go to the same place...”). You are encouraged not to schedule trips if you are not certain the trip will be needed. Ride cancellations cause RTA service to be less efficient and can inconvenience other customers.

What is a Same Day Cancellation?

A same day cancellation is when you cancel your scheduled Project Mobility ride after midnight the day prior to your ride and up to two (2) hours before your scheduled trip.

What if My Appointment is Running Late?

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance that you will not be ready for your scheduled return ride (or if you have missed the bus), contact the Call Center as soon as possible. Your request will be coordi-



nated with the RTA Dispatch office that stays in radio contact with operators. You will be asked:

- Your name
- The location and the time of your scheduled return pickup

Every effort will be made to adjust your return trip pickup time and assign another vehicle to pick you up. Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your request.

Remember: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the chance of you having to wait until another vehicle is available. If a bus is sent and you are not ready or if you call to change your appointment because you are running late, your record may be given points in accordance with the “No Show Policy” (see page 23)

What If I Go To The Same Place Every Day/Week – Do I Need To Call Each Time?

If you need a ride to the same place, at the same time, at least twice a week, “Subscription Service” may be a good option for you. This service allows you to schedule these rides with one call. Individuals who have schedules that change frequently are not eligible for subscription service. If RTA has space available for your trip, you will then be automatically placed on the schedule each week. Ask the Call Center Representatives about this option.

As capacity allows, subscription reservations may be made for the following trip types:

- Life sustaining medical trips
- Work trips (where employment provides the primary means of support)
- Non-agency school trips

If you are receiving “Subscription Service”, it is important to let us know immediately if you don’t need a ride on a particular day. For example, if you have “Subscription Service” for a ride to work or school each weekday, keep us updated on holiday and vacation times when school is not open or your work is closed. This will help you avoid unnecessary rides, missed connections or No Show penalties.

You can put your subscription on “hold” for up to 60 days. When you are ready to have your subscription taken off “hold”, contact the Call Center 7 days in advance to reinstate the service. If you need to put your rides on “hold” for a longer period, we may ask you to call back and request a new subscription service when you need it again.

When any request is made to change the trip origin, destination or time, the change will be considered a new request. Change requests may require two or more weeks to process. Depending upon demand, it may sometimes be necessary to limit the number of subscription rides that we provide.

How Do I Pay For My Ride?

One-way fare on Project Mobility is \$3.50. Please have exact fare ready when boarding the vehicle. Riders who do not have the fare will not be transported. Fares can be paid in:

- **Cash:** You must have exact change because operators cannot give change
- **Project Mobility Tickets:** They are sold in books of ten (10) and can be purchased from:

Wright Stop Plaza

4 South Main Street

Dayton, Ohio 45402

937-425-8334

RTA Northwest Transit Center

2075 Shiloh Springs Road

Trotwood, Ohio 45426

937-837-1636

Please check our website for other locations: www.i-riderta.org

Tickets can also be purchased by mail. To do so, please send a money order or check (made out to Greater Dayton RTA) along with a self-addressed stamped envelope to:

RTA Accounting Department

4 South Main Street

Dayton, Ohio 45402

Please allow two to four weeks for delivery

Can I Tip the Driver?

No, operators are not permitted to accept tips. If you would like to compliment the operator for service provided, please contact the RTA Call Center.

What Do I Do When the Project Mobility Vehicle Arrives?

The Project Mobility operator will knock at your door to inform you of their arrival and provide you assistance from the outside of your pickup location to the outside door of your destination. Project Mobility operators are not able to assist you inside your pick up or drop off points. Operators are not allowed to enter a private residence. Customers requiring assistance before or after their trip need to make their own arrangements with other appropriate individuals.

Please remember that the vehicle may arrive anytime within the 30 minute pick up window. Please be ready to go when the vehicle arrives so that the operator can stay on schedule for all riders. The operator is not permitted to honk the horn to let you know the vehicle has arrived. Wait in an area where you can see or hear the vehicle arrive or where the operator will be able to see you. If you are not ready, the operator may have to leave to avoid inconveniencing other riders.

Rider Tips: Make sure your address is clearly visible from the street, especially at night. If you are being picked up at a large building, make sure when you schedule your ride to tell the Call Center representative the entrance where you will be waiting. Carry needed medication with you in case we are delayed or your ride takes longer than expected. If you use oxygen, bring an adequate (extra) supply. If you are diabetic or hypoglycemic, please bring a small snack with you in case the ride is longer than planned.

Project Mobility is “shared ride public transportation,” which means that more than one customer may be scheduled with you on the vehicle. A

customer may not refuse to ride with other customers. You must ride in the vehicle sent for you.

Operators cannot assist customers in wheelchairs up or down steps. Operators cannot clear an accessible path to the vehicle obstructed by ice, snow, or other physical barrier. Customers requiring such assistance will need to make their own arrangements with other appropriate individuals.

What is a Personal Attendant?

A Personal Attendant (PA) is someone you may bring to assist you while traveling or with personal care or activities. You must tell us that your PA is traveling with you when you schedule your ride. This ensures that there will be room on the vehicle for you, your PA and the other scheduled riders. You may schedule only one (1) PA and they may ride for free when traveling with you. A PA must get on and off the bus at the same places and times as you. Operators cannot add riders who do not have a reservation, so if you do not make a reservation for your PA, they will not be allowed to ride with you.

To be able to have one PA ride free with you, you must be certified with us as needing a PA. This is done as part of your certification process. If you did not indicate a need for a PA when you applied to be eligible for Project Mobility and now need a PA, you should call the RTA Certification Center at 937-425-8444.

Can I Bring a Companion?

Yes you can. A companion is someone you want to bring along to share the ride. Family members and friends not designated to provide personal assistance to you are considered companions. Companions must pay a fare when accompanying you and must get on and off the vehicle at the same place and time as you.

You will need to tell the Call Center representative when you schedule rides that you will be traveling with a companion. This ensures that there will be room on the vehicle for you, your companion and other scheduled riders.

Other additional individuals accompanying the Project Mobility customer shall be provided service, only if:

- space is available for the person
- and that transportation of additional individuals will not result in a denial of service to other eligible individuals

Do I Need to Bring a Special Seat for My Child?

All child restraining laws apply to children riding Project Mobility vehicles. It is the responsibility of the parent or guardian to comply with all prevailing regulations. Children under 6 years old weighing 40 pounds or less must ride in a child safety seat. The customer must provide the safety seat, secure the seat and secure the child in seat.

Every child*under 8 years old must ride in a booster seat or other appropriate child safety seat unless the child is 4'9" or taller. Follow the seat manufacturer's instructions for weight limits and proper use.**

*Unless there is a life-threatening situation, the parent has an affidavit signed by licensed physician exempting the child from the law due to a physical impairment, or the vehicle is a taxicab, a public safety vehicle, is regulated under Ohio Revised Code 5104.011 or was manufactured without seat belts.

** child safety seats include infant seats, convertible seats, forward facing seats, booster seats or other federally approved safety devices.

Are There Any Size Restrictions for Mobility Devices?

The platform on the Project Mobility vehicle lift measures 48” long and 34” wide. This should accommodate most three or more wheeled devices defined for use by persons with mobility impairments. The device, when occupied by the user, should be no more than a maximum weight of 800 pounds. The mobility device must be fully operational and must be operated solely by the user of the device or their designated personal assistant.

Do I Have to Wear the Safety Belt?

Yes. For your safety and security, it is required that you use a safety belt and that you remain seated while riding on Project Mobility vehicles.

Does My Wheelchair Need to Be Secured?

Yes, it is the operator’s responsibility to ensure that all mobility devices are properly secured. Operators can assist you with fastening and unfastening seat belts. You must have your seat belt fastened before the vehicle leaves.

Customers with wheelchairs and scooters can expect the operator to attach wheelchair securements, lap belt, shoulder harness and set the wheel brakes before the vehicle leaves. When a customer chooses to independently transfer onto a vehicle seat for the trip, the operator must secure the unoccupied wheelchair or scooter.

Do You Transport Respirators and Portable Oxygen Equipment?

Yes. Portable oxygen and respirators equipment are permitted on all RTA vehicles. The operator will assist in securing this equipment on the vehicle. Operators are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring someone with this ability with you.

Can I Bring My Pet?

Animals that are not service animals may ride in Project Mobility vehicles only if they are properly contained during the trip. Pet carriers must be the same type used in commercial transport. For safety reasons, operators are not permitted to handle pet carriers on or off the vehicle. If you need assistance with a pet, please arrange to travel with someone who can help you.



What About Traveling with a Service Animal?

Guide dogs and other assistance animals may accompany you if such a need was discussed and certified during the certification process. If you are traveling with a service animal, be sure to inform the Call Center representative when you are scheduling a trip. This ensures there will be room on the vehicle for you and your service animal, along with other scheduled riders.

If you are planning on riding RTA with a service animal, please follow these guidelines:

- You are responsible to maintain control of your animal while on board
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat
- The animal must not be aggressive towards people or other animals
- You are responsible for any damage or soiling caused by the animal
- The animal must be clean and well groomed

Can I Bring Packages and Personal Items?

Carry-on packages must be comfortably handled by the customer, PA, and/or companion. Operators only help with packages when a customer is getting on or off Project Mobility vehicles. All carry-on items must be taken to and from the vehicle in one trip. If this policy is not followed, your trip will be considered a no show. Operators cannot carry parcels, groceries, or other large and heavy items to your door. Project Mobility will allow one small personal shopping cart, filled to normal capacity, per certified customer. The cart must be secured. Large commercial grocery carts are not permitted on the vehicle.

What If I think I Lost Something on the Vehicle?

Be certain to collect all of your belongings before leaving the vehicle. RTA assumes no responsibility for items left on board. Articles found on the vehicle will be stored at the RTA Lost and Found located at 4 S. Main Street. Articles will be held for seven (7) days. To see if your article was found, please contact the Call Center 937-425-8300.

What If I Lose My Project Mobility ID Card?

If you lose your Project Mobility ID card, please contact the RTA Certification Center 937-425-8444 for a replacement card. There will be a \$5.00 replacement fee.

What Emergency Procedures are in Place in Case Something Happens when I am on the Bus?

In the event of an accident or emergency, please remain calm and follow the operator's instructions.

- Personal Medical Issues – a rider who becomes ill, or notices another rider who may be ill, should immediately inform the operator. Because operators are not trained to provide medical assistance, they are required to notify RTA's dispatch for instruction
- For health and/or safety – if a rider can't be left alone and the person meeting them is not at the location when the operator arrives, the rider will be transported to a safe location. The rider's guardian or caregiver will be notified and required to pick up the rider or to make other transportation arrangements. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified

Will the Bus Still Pick Me Up During Bad Weather?

RTA reserves the right to suspend service during times of bad weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. If you are planning to travel at times when bad weather is predicted, take into consideration the traffic problems we may have in getting to or from an area.

Also, if you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring any medications you may need; if you use oxygen, bring an adequate (extra) supply; if you are diabetic or hypoglycemic, bring a small snack with you in case the ride is longer than expected due to the weather.

Tips for Dialysis Riders and Others Using Project Mobility for Transportation to Medical Treatments

The same rules and procedures apply to all Project Mobility riders. There is no special service for those using Project Mobility to go to medical treatments. Please read through the following tips on how to help make your ride to the clinic go smoothly.

1. *Consider setting up “subscription” service for your trips.*

Those riders using Project Mobility for life sustaining medical trips on a regular basis may want to consider setting up Subscription Service (see page 10). Sometimes the exact appointment time is not available, but we will do our best to set up a schedule that works for you.

2. Know the pick up time for both your trip to treatment and your return trip home.

Project Mobility has a 30-minute pick up window and you must be ready to go at the start of that window. The vehicle might arrive at any time in the 30 minute window. Operators have to follow a schedule because they have other riders to pick up and drop off. They cannot wait for you at your home or at the clinic.

3. Be sure the operator can find you.

Operators cannot enter buildings beyond the first point of entry to look for riders. If your residence or clinic has more than one entrance, make sure that you inform the Call Center representative when making your trip, what entrance you will be using. Wait where the operator can find you without going past the door.

4. Allow ample time for all medical appointments.

Plan for the unexpected. If you need extra recovery time or you have not stopped bleeding, you may miss your scheduled return ride. If you are not ready when the operator comes, you must contact the Call Center to arrange for another ride. Do not ask the operator to return. The operator has a schedule to follow and must proceed on his route. If a bus is sent and you are not ready or if you call to change your appointment because you are running late, your record may be given points in accordance with the “No Show Policy” (see page 23).

Project Mobility cannot transport you if you are bleeding. If you start bleeding while you are boarding the vehicle, the operator will

return you to the clinic. If you start bleeding after departure from the clinic, the operator may request emergency personnel (911) who are equipped to handle medical emergencies.

5. *Pack a Snack.*

Some riders may need to eat soon after their dialysis treatment. If you bring a little food, you will be prepared if your vehicle is delayed or if other riders need to be dropped off first. We do our best to avoid unnecessary delays on return trips; but no rider can be guaranteed a direct trip home. Please note that snacks must be eaten before you board Project Mobility. Eating and drinking are not permitted on the vehicles.

6. *Call us if your ride has not arrived within your 30-minute pick up window.*

If your vehicle has not arrived within your scheduled window, ask the clinic staff to contact the Call Center to check on your ride.

7. *Let us know as soon as possible if your treatment schedule changes.*

If you have a subscription with us and the clinic changes the schedule of your treatments, you must contact the Call Center immediately to let us know. If we send a vehicle for you based upon your old schedule, and you are not available for the ride, you will be considered a “no show”. Also, if you are going to be missing treatments for a few days, (for example while in the hospital), you must call to place your trips on hold (see page 23). If we send a vehicle and you are not there, you may be no-showed multiple times and possibly penalized.

On holidays, your clinic may operate on a different schedule. Check with your clinic staff before a holiday. If the clinic will be operating on a different schedule, the staff may have changed your reservation for trips during the holiday.

How Can I Keep My Records Up-To-Date

By keeping our records as up-to-date as possible, we will be able to provide a better service to our riders in times of emergency. Please remember to keep your telephone number and mailing address up-to-date in our records. If there is a change, be sure to inform the Call Center that you are making a permanent contact information change.

RTA Project Mobility No Show Policy

When someone no shows for a scheduled ride, it is very expensive and takes away the opportunity that a ride could have been scheduled for someone else. There are consequences when riders have a behavior pattern of either not being ready or simply not showing up to take their scheduled ride.

What Is a No Show?

A trip is considered a no show when:

- The customer calls to cancel a trip less than two hours prior to the scheduled pickup time, or
- The customer is not available when the vehicle arrives for pick up within the on time pick up window

Note: It is your responsibility to be at the prearranged pick up point at least ten (10) minutes prior to the time confirmed with the representative.

If you are not available when the operator arrives, the trip will be considered a no show. If the person no shows on the first half of their trip, they will have to contact RTA to cancel their need for the return trip.

No Shows will be tracked on a rolling six (6) month cycle. The first date of a no show occurrence begins the cycle. During the following six (6) months, penalties will incur if the customer has received a no show for over three (3%) percent of their scheduled trips.

Penalties for excessive no shows above three percent (3%) of total scheduled trips in a six (6) month period are as follows:

- | | |
|-------------------|--------------------------------|
| a. First No Show | Courtesy Contact when possible |
| b. Three No Shows | Warning Letter |
| c. Four No Shows | Seven (7) day suspension |
| d. Five No Shows | Fourteen (14) day suspension |

For each no show after five (5), a fourteen (14) day suspension will be imposed. A case-by-case evaluation for continued Project Mobility service will be conducted for customers who display a pattern or practice of no shows. Project Mobility staff will track this information and will notify customers of a warning or suspension in writing.

What if the No Show was RTA's Error or Outside of My Control?

Contact the RTA Call Center immediately to explain what prevented you from taking your scheduled ride. You may be requested to provide documentation that explains what happened. The purpose of the documentation is to provide a fair and consistent policy for all. This may lead to a

possible excused no show. A written copy of the Appeals Process Policy may be obtained by contacting the RTA Call Center.

What if I Disagree with my “No Show” Suspension?

A written copy of the Appeals Process Policy may be obtained by contacting the Call Center. RTA will always give you advance notification of a service suspension. A customer whose service is to be suspended has the right to an administrative appeal. Contact the Call Center immediately upon receipt of your letter. Failure to follow the instructions in your notification letter will result in your no show service suspension.

Does RTA Automatically Cancel my Later Rides if I No Show the Trip?

No. Later trips for that day will not be automatically cancelled when you “no show” for a ride. It is your responsibility to cancel rides that are no longer needed. Failure to do so could result in a no show penalty.

Are There Other Rider Rules That I Need to Know?

For the safety and comfort of all Project Mobility customers and employees, the RTA has established the following definitions and consequences to address inappropriate customer conduct.

Hazardous misconduct is defined as any customer act which creates the potential for injury or death to any customer, vehicle operator or the general public.

Abusive misconduct is defined as any verbal or physical act that is generally offensive, invades the privacy rights of others or involves touching another person in a rude, insolent or angry manner. Hazardous or abusive misconduct may result in a service suspension:

- A first offense may result in a suspension of service of up to sixty (60) days
- A second offense within a one (1) year period may result in a suspension of service for up to one (1) year. At the end of the suspension period, a customer must reapply for eligibility for Project Mobility service

Unintentional misconduct is defined as any act that would qualify as hazardous or abusive misconduct, but is the direct and immediate consequence of the customer's disability.

Consequences of Unintentional Misconduct:

- A customer may be required to ride with a Personal Attendant
- A customer may be subject to any reasonable accommodation that will ensure safety. This accommodation may last for a time period sufficient to allow the customer to learn appropriate behavior, or the accommodation may be permanent if the conduct is beyond the customer's control

A case-by-case evaluation for continued Project Mobility eligibility will be conducted for customers engaging in repeat hazardous, abusive or unintentional misconduct.

Project Mobility staff will track this information and will notify customers of a warning or suspension in writing. A customer whose service is to be suspended has the right of an administrative appeal. A written copy of the Appeals Process Policy may be obtained by contacting the Call Center at 937-425-8300.

What is Available to Help Me Ride Fixed Route?

- Showing your valid Project Mobility ID Card when asked for fare makes you eligible for free fare on fixed route
- Buses are equipped with lifts and/or ramps and two (2) wheelchair securement areas. Customers with wheelchairs can board frontwards or backwards
- Many buses can kneel closer to the ground to help customers use the stairs. If this does not help, customers may request to board by using the ramp or lift. All lifts have hand rails on each side to hold onto when the lift is moving
- Automated stop announcements inform people with visual disabilities about the next bus stop when the bus is approaching. Customers with any disability can request a particular stop to be announced
- The Bus Hailer Kit is designed to assist persons who have difficulty identifying and hailing their bus. The hailer kit is composed of a vinyl pocket sized binder with plastic card inserts
- Stop Assistance Cards help people with communication difficulties tell the operator where they need to get off the bus
- Travel training is available to help customers learn how to use the RTA fixed route service
- These aids are free upon request.

How Do I Reach You with Suggestions and Comments?

We welcome feedback, suggestions and comments on our Project Mobility service. There are several ways to contact us. You may call the RTA Call Center at 937-425-8300 or via the internet at www.i-riderta.org. Please go to the Customer Support tab and then Customer Comments, or write to:

Greater Dayton Regional Transit Authority

ATTN: Customer Service

4 South Main Street

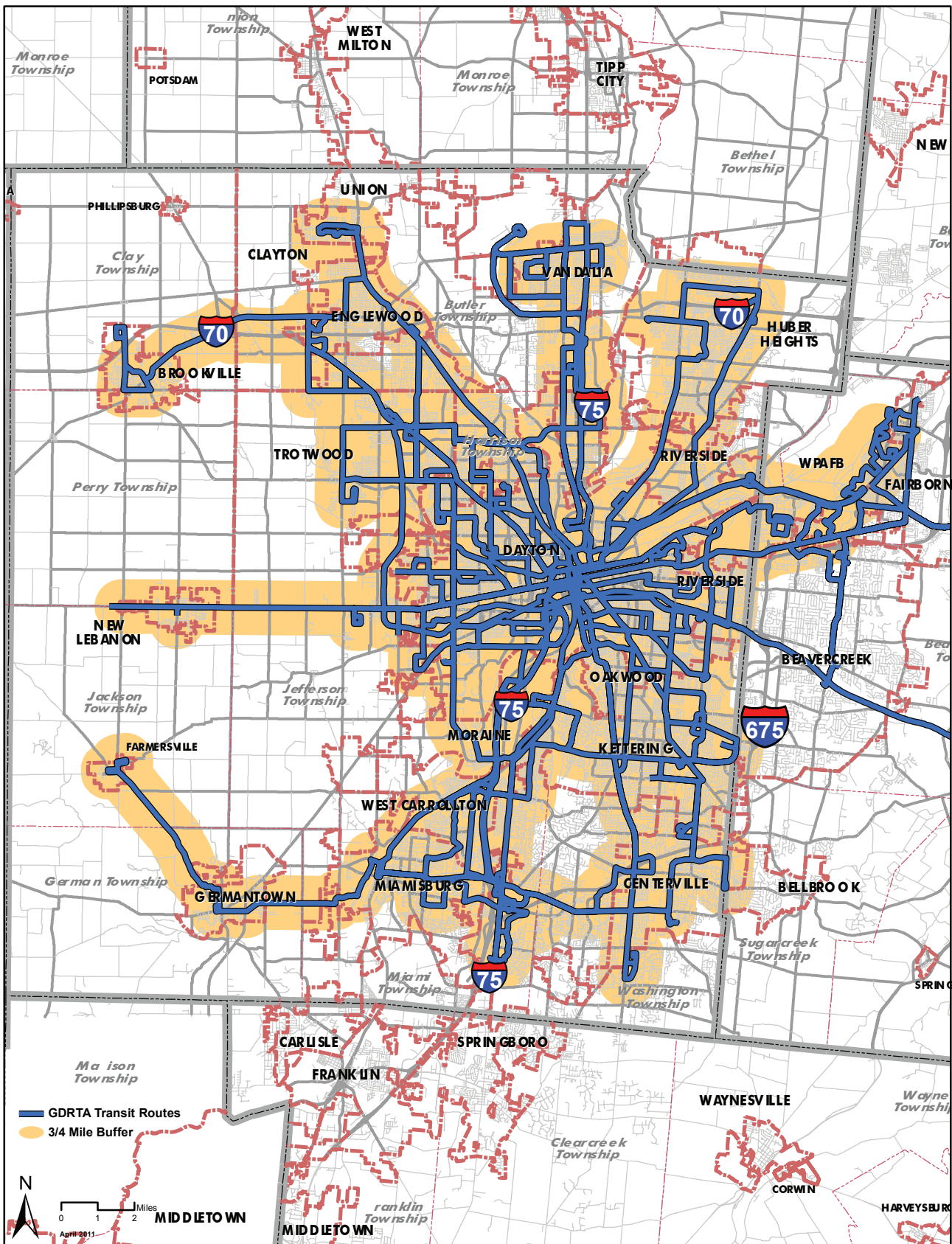
Dayton, Ohio 45402

To allow us to follow up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, address and telephone number
- The date, time and location of the incident
- A detailed explanation of the incident or suggestion

What If I Still Have Questions?

Please contact the RTA Call Center at 937-425-8300. For TDD, use Ohio Relay at 7-1-1.



This is a map of the GDRTA service area. The fixed routes are represented by blue lines. The GDRTA provides paratransit service within a 3/4 mile corridor of our fixed-routes and during the same hours of service as the route in that particular area. This area is shown in orange. Some fixed routes have limited service days/hours and paratransit will only match those selected trips.

PMOB Call Center: 425-8300

TDD us Ohio Relay at 7-1-1

PMOB Certification Center: 425-8444



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www.i-riderta.org

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