

Stark Area Regional Transit Authority (SARTA)

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***** For Immediate Release *****

SARTA BOARD REVIEWS FOUR POLICY CHANGES

SARTA Better Its Operations By Reviewing And Establishing Policies

Canton, Ohio – September 22, 2009 Stark Area Regional Transit Authority (SARTA) is seeking the public’s input on four policy changes that will be considered at the September 30th Board of Trustees meeting. If approved, the policies would go into effect October 12, 2009 after a two consecutive week notice. According to Kirt Conrad, SARTA’s CEO, “These policy updates will allow SARTA to improve our service delivery and provide improved operations of the company. We invite the public to give us their input on how we can improve SARTA.” This will be the first of several areas SARTA will be looking at over the next several months. The four policies cover: Proline Service, Charter Services, Procurement, and Public Notification Process for Fare & Major Service Changes.

Proline Service Policy – This nine-page document has been adapted to better serve the Stark County community while ensuring adherence to state and federal laws for transporting people with disabilities. The SARTA Proline Service is a “shared ride” program that individuals apply for in conjunction with their physician. It operates in all of Stark County by a reservation system that shares rides with other qualified persons traveling in the same area. One example is the process to address issues with no-shows or frequent trip cancellations. Other example address arrival and wait time, group trips, companions, fares, and scheduling guidelines.

Charter Services Policy – This establishes the circumstances under which SARTA shall and shall not provide charter services. The Federal Transit Administration (FTA) limits SARTA’s ability to provide some forms of transportation which may be considered charter services. Under limited exceptions, SARTA may provide community-based charter services.

Procurement – The Procurement Policy identifies the regulations and processes which govern all SARTA personnel involved in the procurement and contract administration process. This policy covers the entire range of procurement activities and its requirements are binding on all SARTA personnel.

Public Notification Process for Fare & Major Service Changes – The purpose of this policy is to provide guidance for the proper notification to the public of any and all proposed fare increases or major service changes for both fixed route and demand response. SARTA will not make any permanent change in fares without first giving public notification of such change, and allowing the public the opportunity to give comments regarding the change.

See the SARTA website (www.SARTAonline.com) for copies of each policy in its entirety, or you can call Customer Service for a copy to be sent to you. If you would like to provide comments on these issues, a comment form is online, or one can be requested from Customer Service at 330-477-2782. All comments should be submitted by September 29th before 4 pm.

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Media outlets can find photos to use for articles at www.SARTAonline.com/press.