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SARTA Proline :: Quick Answers

- (1) [WHAT IS THE PROLINE "CURB-TO-CURB" SERVICE?](#)
- (2) [ARE THE BIG, FIXED-ROUTE BUSES ACCESSIBLE FOR THOSE WITH DISABILITIES?](#)
- (3) [WHO IS ELIGIBLE FOR PROLINE?](#)
- (4) [WHY DO I NEED A CLIENT NUMBER?](#)
- (5) [WHO CAN TRAVEL WITH ME?](#)
- (6) [WHERE CAN THE PROLINE SERVICE TAKE ME?](#)
- (7) [CAN PERSONS WITH PHYSICAL OR COGNITIVE NEEDS RIDE ALONE?](#)
- (8) [WHAT IF A PERSON IS ABLE TO RIDE ALONE, BUT CANNOT BE LEFT UNATTENDED?](#)
- (9) [WHAT ASSISTANCE CAN THE DRIVER GIVE?](#)
- (10) [WHERE CAN I GET AN APPLICATION?](#)
- (11) [HOW IS THE APPLICATION PROCESSED?](#)
- (12) [HOW LONG IS THE APPLICATION ACTIVE?](#)
- (13) [WHERE CAN I GET A COPY OF THE NEW PROCEDURES?](#)
- (14) [CAN YOU EXPLAIN WHAT A NO-SHOW IS?](#)
- (15) [IS THERE A PENALTY FOR CANCELING MY RIDE ON THE SAME DAY AS IT IS SCHEDULED?](#)
- (16) [IS THERE A PENALTY FOR CANCELING MY RIDE MORE THAN A DAY IN ADVANCE?](#)
- (17) [CAN WE TAKE A GROUP TRIP ON PROLINE?](#)
- (18) [WHAT HAPPENS IF I CAN'T PAY THE FARE WHEN THE PROLINE BUS ARRIVES?](#)
- (19) [WHAT ARE THE RULES FOR TRANSPORTING STUDENTS?](#)



SARTA Proline :: Quick Answers

(1) WHAT IS THE PROLINE “CURB-TO-CURB” SERVICE?

- In accordance with the Americans with Disabilities Act (ADA) , Proline “Curb-to Curb” is a shared-ride service for those who cannot access the Fixed Routes due to a disability and who have an up-to-date application on file with us.
- Passengers usually ride with others who are traveling in the same general direction, and drivers may stop to pick up or drop off passengers along the route.

(2) ARE THE BIG, FIXED-ROUTE BUSES ACCESSIBLE FOR THOSE WITH DISABILITIES?

- Transit agencies such as SARTA must take specific steps to make regular bus service accessible to persons with disabilities. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities. All of SARTA’s buses--even the large buses--are common wheelchair and scooter accessible and have designated seating for those with disabilities.
- The ADA also requires “Curb-to-Curb” paratransit service as a ‘safety net’ for persons whose disabilities prevent use of accessible non-commuter, fixed-route bus service.

(3) WHO IS ELIGIBLE FOR PROLINE?

- SARTA offers shared-ride, curb-to-curb service to individuals who cannot access or use our fixed route bus service because of a functional disability (physical or cognitive).
- To use SARTA's paratransit service you must complete an application and have an active client number.

(4) WHY DO I NEED A CLIENT NUMBER?

- In accordance with the Americans with Disabilities Act (ADA), we require a verification of functional disability. The current application has a page that must be completed and signed by a licensed physician. SARTA has 21 days to approve or deny the application. If approved, you will receive a client number you can use to schedule rides.
- Soon, we will begin a more comprehensive functional assessment to determine which applicants might be better suited for the cheaper, more consistent Fixed-route buses.

(5) WHO CAN TRAVEL WITH ME?

- ADA defines a Personal Care Attendants (PCA) as someone who provides assistance in activities of daily living for the passenger that he or she is unable to provide for him or herself. One (1) PCA must be allowed to ride at no charge per ADA law.
- A companion accompanying the ADA paratransit eligible individual shall be provided service at the current rate of the passenger fare provided that space is available for them on the paratransit vehicle carrying the ADA paratransit eligible individual and that transportation of the additional individuals will not result in a denial of service to ADA paratransit eligible individuals. This companion must be made known to the Reservationist at the time the request for transportation is made.

(6) WHERE CAN THE PROLINE SERVICE TAKE ME?

- We only operate in Stark County, Ohio. We can pick up and drop off at any location where there is an address and a safe place to operate our vehicles.
- ADA law only requires that we provide a “mirror service”, up to ¼ of a mile from our fixed-route service. We currently provide this service to all locations in Stark County (as opposed to mirroring the fixed-route buses).
- There are plans to distinguish true ADA trips from other paratransit trips. Classifying these different types of trips will help us serve both segments of our community more efficiently.

(7) CAN PERSONS WITH PHYSICAL OR COGNITIVE NEEDS RIDE ALONE?

- Clients must be able to board and exit the bus without the driver’s assistance; otherwise, a PCA (Personal Care Attendant) is required.
- We cannot go inside a house or other building to get you, and we do not take you inside your destination. We provide transportation service only from “curb to curb”.

(8) WHAT IF A PERSON IS ABLE TO RIDE ALONE, BUT CANNOT BE LEFT UNATTENDED?

- Customers determined as unable to be left unattended (based on age, cognitive limitations or special request of the responsible party, etc.) may schedule rides and ride unattended.
- However, arrangements must be made to have a responsible party meet the paratransit vehicle at each location. A customer or their legal guardian must submit a request for a passenger to be determined as unable to be left unattended. See the Proline Procedure document for more details.

(9) WHAT ASSISTANCE CAN THE DRIVER GIVE?

- Operators will assist passengers from the curb to the bus and from the bus to the curb, as well as on and off the vehicle. At no time shall the Operator enter a residence or other building.
- Upon request, Operators are to assist with elderly and disabled passengers.

(10) WHERE CAN I GET AN APPLICATION?

- You can print a copy from our web site. Or, we can email it to you or send you one via mail.

(11) HOW IS THE APPLICATION PROCESSED?

- SARTA will respond to your completed application within 21 days. Each applicant will be notified of the eligibility determination no later than 21 days after SARTA has received the completed application, including the completed medical assessment.

(12) HOW LONG IS THE APPLICATION ACTIVE?

- The renewal date will be listed in your determination letter. The length of eligibility will vary according to how temporary or permanent the disability.

(13) WHERE CAN I GET A COPY OF THE NEW PROCEDURES?

- We can send you one or you can read or print a copy from our web site. Also, you can ask the bus driver if he or she has a copy. If you'd like a copy emailed to you, we can do that also.

(14) CAN YOU EXPLAIN WHAT A NO-SHOW IS?

- A no-show is any trip scheduled but not taken due to passenger error.

- If the bus arrives and you cancel at the door, it is considered a no-show.
- Trips not canceled at least 60 minutes prior to scheduled pick up time will be considered a no-show.
- For purposes of enforcing penalties for excessive no-shows, no-shows will be tracked and recorded during a rolling twelve month period. The period starts after the first infraction. [\(See Penalty Table\)](#)
- After a no-show or cancel-at-the-door, all subsequent trips for that day will be automatically canceled by SARTA unless otherwise specified by the passenger.

(15) IS THERE A PENALTY FOR CANCELING MY RIDE ON THE SAME DAY AS IT IS SCHEDULED?

- Yes, trips canceled 60 minutes or more on the same day as the scheduled ride are considered a Same-day Cancel. See cancel limits and penalties [in the table below](#).

(16) IS THERE A PENALTY FOR CANCELING MY RIDE MORE THAN A DAY IN ADVANCE?

- No, SARTA prefers that you cancel a trip with as much advance notice as possible. Trips canceled anytime before the same day of the scheduled ride are considered an Advanced Cancel and there is no penalty.

(17) CAN WE TAKE A GROUP TRIP ON PROLINE?

- Proline will make every effort to accommodate group trips, either on Proline service or fixed route service. All passengers in the group must meet ADA qualifications, unless that person is a PCA or a companion.
- These group trips will be accepted on a first come-first served availability basis. Ideally, destinations for group trips should be in close proximity of the groups' original pick up.
- All passengers and companions must pay the designated Proline fare upon entrance of the SARTA vehicle.

(18) WHAT HAPPENS IF I CAN'T PAY THE FARE WHEN THE PROLINE BUS ARRIVES?

- In the unforeseen, rare occasion, that a passenger does not have the proper fare, that ride will be permitted and noted in the passenger's file. The passenger will be required to submit the correct amount for the unpaid ride by check or money order to SARTA Proline Department within five (5) business days. Payment must be mailed to receive credit for the unpaid ride.
- If SARTA does not receive the proper payment for all unpaid rides, then the passenger's status will be changed to inactive and no rides will be scheduled until such time that SARTA receives payment.
- In the event a passenger does not pay the proper fare more than two (2) times within a twelve month period the passenger's file will be updated to notify the driver that proper fare must be paid upon boarding the bus, otherwise the trip will be denied.

(19) WHAT ARE THE RULES FOR TRANSPORTING STUDENTS?

- Federal transit laws and regulations place limitations on the use of Public Transportation to transport students to and from school and school-sponsored activities or trips in competition with private transportation providers.
- Due to Federal Transit Administration law, Proline cannot assist in the provision of this transportation unless the transportation falls under any exceptions as defined by the FTA. Contact us for details.



No-Show Amounts and Penalties

Level 1:

2 no-shows in 30 days: Written warning via letter

Level 2:

4 no-shows within 60 days: 15 day suspension

Level 3:

6 no-shows within 105 days: 30 day suspension

Level 4:

8 no-shows within 225 days: 60 day suspension

Level 5:

Any further no-shows within a one-year period will result in loss of eligibility for an additional 60 days.

Cancel Limits and Penalties

Level 1:

4 cancels in 30 days: Written warning via letter

Level 2:

8 cancels within 60 days: 15 day suspension

Level 3:

12 cancels within 105 days: 30 day suspension

Level 4:

16 cancels within 225 days: 60 day suspension

Level 5:

Any further cancels within a one-year period will result in loss of eligibility for an additional 60 days.

| Client can call on... | To schedule for a trip on... |
|------------------------------|--|
| Monday | <i>Tuesday, Wednesday, Thursday</i> |
| Tuesday | <i>Wednesday, Thursday, Friday</i> |
| Wednesday | <i>Thursday, Friday, Saturday</i> |
| Thursday | <i>Friday, Saturday, Sunday, Monday</i> |
| Friday | <i>Saturday, Sunday, Monday, Tuesday</i> |