

Welcome to SARTA's Wayne County service!

Please read the information below. It also describes how to use the service.

### **Client ID**

Passengers will be issued a client id number 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.

### **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 Proline 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' pick up 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.

## 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.

## Canceling a Ride

Rides must be canceled at least 90 minutes or 1.5 hour prior to the start of the pick-up window.

- **With a 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.

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## 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 utilize 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 Proline 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 closet 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.