



Proposed Dial-A-Ride (DART) Changes

Frequently Asked Questions

1. Why does PARTA need to ask for more money for DART services now?

PARTA has not asked for an increase in fares since the creation of DART in 1998. Like your expenses, ours have increased too. The proposed rates adjust fares to catch up with inflation since 1998.

Over the years, as demand for DART has grown, revenue from contracts and state and federal funding sources has decreased, resulting in increased reliance on countywide sales tax dollars to support the service. Unfortunately, changes to the sales tax base will decrease PARTA's revenue by over 6% beginning in 2019.

2. I noticed that it states that Medicaid fares are free. How can I apply for those?

If you are on Medicaid, there are a couple ways you can get transportation for free:

- Jobs and Family Services: They offer a Non-Emergency Transportation Program (NET) for those individuals who are Medicaid eligible. They provide transportation help for doctor, dental, hearing, and counseling appointments for adults and children. You can request services by calling 330-297-3785. This service is both within and outside of Portage County. They request you call at least 10 days ahead of time for rides. All trips will be booked directly with Portage County JFS and a transportation provider will be selected for you.
- Portage County DD Board: If you are on an I/O or Level One DD Waiver you may be eligible for up to two (2) non-medical transportation trips per day (up to 520 trips) to locations such as employment, adult day support, and vocational support. DD Clients must contact their SSA at 330-297-4100 to choose PARTA as their preferred provider. Once selected, you may start booking trips directly with PARTA at 330-678-7745.

3. How is PARTA able to expand service hours if they need to raise fares?

PARTA is not increasing the number of service hours on the road. Instead, we are reallocating the current operating hours that are available to us to better service our clients' needs. This

way, we can provide earlier and late-night hours along with weekend hours. This has been requested to provide better access to work and medical care.

4. Why is PARTA proposing limiting DART service to individuals outside of its primary fixed route area?

PARTA has invested heavily in building a fixed route service that is simplified, accessible and low cost. Individuals who live and are traveling within .3 miles of this service can access our fixed route service Monday-Saturday during the same hours as PARTA's DART service at a lower cost. Fixed route passengers also have access to our SPOT PARTA service that allows them to track any fixed route in real time.

Individuals who have an ADA recognized disability can register with PARTA and will be offered ADA Complimentary Paratransit trips based on eligibility.

5. I am a current DART user that lives in Kent that relies on PARTA to get me to work Monday-Friday in Streetsboro. Will I still be able to get to work?

Individuals who currently utilize PARTA to get anywhere outside of .3 miles of where fixed route service is available can still utilize DART service to get to work. Streetsboro would be an area that would qualify. The cost for that service will be going up. If you have no disability and are under 65 years of age, your fare will go up from \$4.00 each way to \$6.00 (from \$2.00 to \$3.00 if you have a disability or are over 65 years of age).

6. Is PARTA also proposing changes to its fixed route system?

No, there are no changes being proposed to PARTA's fixed system or its fares.

7. What if you have never used the fixed route system before?

PARTA offers travel training classes that teach you how to:

- Read schedules, plan and book a trip
- Locate and transfer to other buses
- Pay fares and purchase ticket books
- Learn PARTA's SPOT system to locate buses in real time

Group classes and one-on-one sessions are available. Free 10-ride fixed route passes are provided for first time completion of the travel training course. Contact Carlell Howard at 330-678-7745 x 119 or choward22@partaonline.org for more information.