



A step-by-step manual for using CCTA's Paratransit service



PROGRAM OVERVIEW:

CCTA's Paratransit services provide transportation for persons who are unable to use the fixed route bus system due to a disability. These services are provided within three-quarters of a mile on either side of the Chittenden County Transportation Authority (CCTA) fixed route service, during the operating hours of the fixed route.

FOR MORE INFORMATION:

Call: **(802) 864-CCTA** • Go online: **cctaride.org**

HOURS OF OPERATION

Paratransit service operates within the operating hours of CCTA's fixed route service, which vary by route, day and time of year. For specific route and schedule information, call CCTA at 864-0211 or SSTA at 878-1527. The information is also available on the CCTA website (www.cctaride.org) and in the current CCTA Bus Map and Guide.

FARES

The fare for CCTA's Paratransit service is \$2.50 each one-way trip. Round trip fare is \$5.00. You are welcome to have one other person travel with you if they have the same origin and destination as you, though persons traveling with you must also pay the fare. Exceptions are made for Personal Care Attendants (PCA) only. Your PCA will not be charged any fare.

SERVICE AREA

CCTA provides Paratransit service to origins and destinations within three-quarters of a mile from CCTA's fixed route bus service. Please remember that when CCTA makes changes to fixed route bus services, the Paratransit service will also be affected. In this manner, the Paratransit service will always be available during the same hours and days as the fixed route service.

QUESTIONS, COMMENTS/COMPLAINTS

If you have any questions about CCTA's Paratransit service, please call CCTA's Eligibility Coordinator at (802) 864-0211 or use Vermont Relay at 711.

If you have comments or complaints call SSTA at (802) 878-1527 and ask for the Customer Service Executive.

ELIGIBILITY

WHO IS ELIGIBLE FOR PARATRANSIT SERVICES?

Eligibility is predetermined through an application process. Applications are reviewed to determine if the applicant is unable, due to disability, to use public transportation that is available to the general public. The CCTA Eligibility Coordinator will make a written determination of eligibility within 21 days of the date the completed application is received. A person visiting from out of town is eligible for service for up to 30 days if they present either a certification of eligibility from another ADA paratransit public service provider or proof of their disability. Applications are available by calling CCTA at (802) 864-0211.

TYPES OF ELIGIBILITY

Applicants may be granted conditional or unconditional eligibility, based on the nature of the disability. The conditions which make the applicant eligible will be specifically listed in the "Eligibility Notification Letter" provided to the applicant.

ELIGIBILITY NOTIFICATION LETTER

All ADA applicants will receive an "Eligibility Notification Letter" indicating their eligibility type and the specific date this eligibility will expire. Should the applicant wish to access ADA paratransit service on another public transportation provider, the applicant can use a copy of this letter to verify their status as an ADA eligible client.

Contact Information

CCTA offices: 15 Industrial Parkway, Burlington, VT 05401
(802) 864-0211

SSTA offices: 2091 Main Street, Colchester, VT 05446
(802) 878-1527

SCHEDULING TRIPS

After CCTA has determined you are eligible for Paratransit service, you can schedule a ride by calling SSTA @ 878-1527 or by using Vermont Relay at 711. Eligible clients may schedule trips up to 7 days in advance, but no later than 5 pm the day before the trip.

1. Monday through Friday: 8:00 AM – 5:00 PM

Weekday office hours for trip scheduling are 8:00 am - 5:00 pm. Customer service representatives are available during these hours to verify your eligibility and to authorize/schedule the trip.

2. All other times: When the SSTA office is closed, your call will be routed to an answering machine. You will be asked to leave a message requesting your trip. You will need to supply:

- a. your name,
- b. your phone number,
- c. exact address of pick-up,
- d. exact address of destination,
- e. whether one way or round trip,
- f. date of desired trip,
- g. desired time of pick-up and/or drop-off, and
- h. the number of people traveling, including Personal Care Attendants.

3. Trip requests left on this answering machine by 5 pm for service the next day:

- a. For trips before 10:00 AM on the next day:
 - SSTA will authorize and confirm eligible trips, through a phone call to the number provided with the trip request.
- b. For trips after 10:00 AM on the next day:
 - SSTA will authorize and schedule eligible trips on the day the trip is to be taken.
 - And the client should call SSTA the next day to confirm the scheduled pick-up time.

4. All other trip requests left on this answering machine:

- a. For trips before the next Business Day:
 - SSTA will authorize and confirm eligible trips, through a phone call to the number provided with the trip request.
- b. For trips after the next Business Day :
 - SSTA will authorize and schedule eligible trips on the next Business Day
 - And the caller must confirm these requests no later than 5 pm on the Business Day before the requested trip.

RESERVATION POLICY

PURPOSE

Federal regulations require that CCTA provide rides for eligible passengers in response to a request made the previous day. In many cases, eligible passengers can call more than one day ahead to assist in more efficient scheduling, for themselves and the ADA complementary paratransit service provider.

POLICY

Trip reservations can be made up to seven (7) days in advance and not later than 5:00pm the day before the trip. Reservations made on weekends and holidays are subject to the guidelines listed in the *Scheduling Trips* section of this document.

In order to efficiently schedule and accommodate as many eligible passengers as possible, per federal regulations pick up times will be negotiated up to one hour before or after the pick-up time requested by the passenger. The passenger has a right to next day service within plus or minus one hour of his/her requested pick-up time.

CANCELLING TRIPS

To cancel a scheduled trip call SSTA @ 878-1527, Vermont Relay at 711, or the specific provider as soon as possible, but no later than two (2) hours before the scheduled pick-up time.

ADA clients are subject to cancellation and no-show penalties as established by CCTA ADA Complementary Paratransit Service policies provided at the end of this document. Cancellations that occur because of an emergency situation beyond the customer's control are considered "non-chargeable late cancellations", as long as the customer provides an explanation along with requested documentation.

LATE CANCELLATION POLICY

PURPOSE

Early cancellations provide more service opportunities for all customers. If a customer needs to cancel a ride s/he must do so by calling SSTA @ 878-1527, Vermont Relay at 711, or the specific provider as soon as possible, but no later than two (2) hours before the scheduled pick-up time.

POLICY

Cancellations that occur because of an emergency situation beyond the customer's control will be considered "non-chargeable late cancellations," provided the customer provides an explanation with documentation or with a phone call.

Customers may incur penalties for repeated cancellations and cancellations called in less than two hours before the scheduled pick up. The penalties for chargeable cancellations are as follows:

1. First cancellation – warning letter reminding customer of the importance of canceling early.
2. Three (3) chargeable cancellations in a 30 day period - one week suspension of service.
3. Six (6) chargeable cancellations in a 60 day period – two week suspension of service.
4. More than six (6) chargeable cancellations in a 90 day period – six month suspension of service.

NO SHOW POLICY

PURPOSE

The reduction of No Shows provides more service opportunities for all customers. If a customer cannot make a scheduled trip, s/he should make every effort to cancel no later than two (2) hours before the scheduled pick-up time.

POLICY

If a customer fails to board the vehicle within 5 minutes of the arrival of the vehicle, as long as the driver arrives within the 30 minute pick-up window, the customer will be charged with a No Show.

Should a customer be a No Show for a scheduled trip, all subsequent trips for that day will be automatically canceled (to prevent additional No Shows) unless the customer requests, at least two hours before the next trip, that the trip be maintained. No Shows that occur because of an emergency situation beyond the customer's control will be considered "non-chargeable no shows," provided the customer provides an explanation with documentation or with a phone call.

CHARGEABLE NO SHOWS

Scheduling a trip and then failing to use the service without properly canceling causes serious transportation and scheduling problems for the ADA complementary paratransit service provider and for all of our customers.

A chargeable no show violation will be added to your record when:

1. the vehicle arrives on time and you fail to board within the five minute grace period, or
2. you fail to cancel a scheduled trip, or
3. you choose not to ride the vehicle after it arrives on time at the scheduled pick-up location.

PENALTIES FOR CHARGEABLE NO SHOWS

After each occurrence of a No Show, the customer will receive an invoice and a letter recording the No Show with a warning that if there are repeated occurrences his/her ridership will be temporarily suspended as follows:

1. Each No Show: The customer is billed for the full fare for each leg of the trip. Service can be discontinued when the customer is in arrears for No Show billings.
2. Three (3) No Show occurrences in any 90 day period: Two week suspension.
3. Six (6) No Show occurrences in any six month period: Two month suspension.
4. More than six no shows in a six month period: Six month suspension.

APPEALS

Under the Americans with Disabilities Act, before any paratransit customer can be suspended from the service, the individual must have an opportunity to appeal. Appeals must be forwarded in writing to CCTA, 15 Industrial Parkway, Burlington, VT 05401 within 14 days of receipt of a notice of suspension. CCTA will respond to all appeals in writing with seven days of the receipt. If a customer chooses not to appeal, the suspension will become effective 30 days after the postmark of the official notification.

PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) is someone who is traveling as an aide to assist the passenger when she or he requires assistance. There is no charge for a PCA to travel.

IMPORTANT INFORMATION

In order to schedule a ride, you will need the following information:

1. Name and phone number of eligible passenger,
2. Exact street addresses and phone numbers of the locations where you will need to be picked up and dropped off,
3. Special instructions such as: door entrance, exit, store or building where you will be waiting at shopping centers, college campuses, large medical complexes, or other locations with multiple buildings. An appointment time, if applicable.
4. The number of people traveling with you, including Personal Care Attendants.



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