

CCTA POLICY

CCTA ADA Complementary Paratransit Services Reservation Policy

I. 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.

II. POLICY

Trip reservations can be made up to seven (7) days in advance and not later than 4:00pm the day before the trip.

1. Monday through Friday: 8:00 AM – 4:00 PM

Weekday office hours for trip scheduling are 8:00 am – 4:00 pm. Customer service representative are normally available during these hours to verify your eligibility and to authorize/schedule the trip.

2. When customer service representatives are not available:

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 4 PM for service the next day:

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

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

- a. For trips before the next Business Day:
 - The contractor 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:
 - The contractor will authorize and confirm eligible trips on the next Business Day, and
 - The caller must confirm these request no later than 4 pm on the Business Day before the requested trip.

In order to efficiently schedule and accommodate as many eligible passengers as possible, per federal regulations pick up times may be scheduled 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.

Adopted by the CCTA Board of Commissioners on April 23, 2008.

BY:

S. Chapin Spencer

Spencer, Secretary of the Board