



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 ADA Paratransit service is \$2.50 each one-way trip (round trip is \$5.00). You are expected to pay the driver each time you enter the vehicle and the drivers are not prepared to make change.

Ten (10) ride pre-paid punch passes are available through SSTA at:
2091 Main Street
Colchester, VT 05446

You are welcome to have one other person travel you provided they have the same origin and destination as you.

- * Personal Care Attendants (PCA) can travel Fare Free.
- * Travel companions must pay the full fare.

Fare payment is required for service. Please have your fare ready when you board. If there is a pattern of failure to pay the fare, CCTA will send notification of the amount of fare owed and may authorize SSTA to refuse service until the passenger demonstrates a willingness to pay the 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.

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 at 878-1527, or Vermont Relay at 771 scheduled pick-up time.

ADA clients are subject to late cancellation and no-show penalties as established by the CCTA "Failure to Board" Policy, addressed elsewhere on this guide. Failure to Board events that occur because of a situation beyond the customer's control are considered "non-chargeable" as long as the customer provides an explanation.

FAILURE TO BOARD POLICY

PURPOSE

The purpose of this policy is to minimize repeated failure to board incidents in order to make the best use of scarce transportation resources and maintain high quality service.

POLICY

If a passenger schedules a ride with CCTA's contracted Paratransit Service Provider and cannot meet the vehicle, s/he must cancel the scheduled ride at least two (2) hours before the scheduled pick-up time.

If a customer exhibits a pattern or practice of repeated "Failure to Board," that customer will have their travel privileges suspended for an appropriate period of time.

THRESHOLD FOR TRAVEL PRIVILEGE SUSPENSION

For the first occurrence each month, a warning letter will be sent to customer explaining the Failure to Board policy. The first recorded "no show" shall not be a chargeable event.

Following either the fifth (5th) Failure to Board event or the event that constitutes 20% of their scheduled trips during a 30 day period in which the Failure to Board events are recorded, whichever is higher, travel privileges will be suspended for seven (7) days if the customer does not call to explain why any of these events should not be chargeable.

Repeat Suspensions

- Customers who have their travel privileges suspended a second time within the subsequent thirty (30) day period, will incur a 14 day suspension; Customers who have their travel privileges suspended a third time within the next thirty (30) day period, will incur a 21 day suspension.

APPEALS

Before any suspension from the service goes into effect, the customer has the opportunity to appeal. Appeals or request for appeals shall be forwarded in writing to CCTA, Grants Manager, 15 Industrial Parkway, Burlington, VT 05401 within 17 days of the date the notice of suspension is mailed. If the appeal is not submitted in writing, appeals shall be presented in person by appointment made through the CCTA Grants Manager subsequent to a written request for an appeal. Appeals will not be taken over the phone. CCTA will respond to all appeals in writing within seven business days of receipt.

For a full explanation and definitions of what constitutes a Failure to Board, please review the entire Failure to Board policy on the CCTA website at: <http://cctaride.org/resources/documents.html>.

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.

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.



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