



Welcome to CATARIDE!

Program Instruction & Policies

We are happy to assist you with your transportation needs. Below you will find a detailed listing of instructions and policies of which you will need to be aware when using the CATARIDE service.

Please note: Passengers must be physically and medically able to travel. CATARIDE is not designed to function as an ambulance or paramedical service, or to handle medical emergencies. Drivers are not trained to assist passengers in such cases.

CATARIDE Service Area

All trips must have both an origin and destination within the CATARIDE service area. You may call the CATARIDE Reservation Line to determine whether your trip lies within the service area.

In Bellefonte and State College Boroughs, and in Benner, College, Ferguson, Halfmoon, Harris, Patton and Spring Townships, service operates up to 3/4 of a mile in any direction from any CATABUS route (CATABUS routes are subject to change).

CATARIDE Service

Hours & Days

Service currently operates in CATA's member municipalities (State College Borough and College, Ferguson, Harris and Patton Townships) from 4:45 a.m. until 1:00 a.m., Monday through Friday (until 4:00 a.m. Thursday and Friday during the Penn State fall and spring semesters), from 7:45 a.m. until 1:00 a.m. Saturday (until 4:00 a.m. during the Penn State fall and spring semesters), and from 7:45 a.m. until 1:00 a.m. on Sundays. In other municipalities (Bellefonte Borough, Benner, Halfmoon and Spring Townships), service operates at times and on days that CATABUS service operates in those locations.

CATARIDE does not operate on New Year's Day, Memorial Day, Thanksgiving Day, Christmas Day or on any other days when CATABUS fixed-route service does not operate. Service on Christmas Eve ends at 6:30 p.m.

Advance Reservations

CATARIDE Reservation Line:

(814) 238-6100

8:00 a.m. – 7:00 p.m., daily

Advance reservations are required for each one-way trip on CATARIDE, including return trips and each additional stop along the way. Reservations may be made up to 14 days prior to travel (but no later than 7:00 p.m. the day prior to travel).

When calling, please specify the exact location, building entrance, etc., where you wish to be picked up, and provide a telephone number(s) where you can be reached during your travels.

If you travel between the same points at the same time at least one day per week, you may request a standing reservation (if approved, the vehicle will automatically be scheduled for those trips and you do not need to make a reservation for each trip). However, you must notify CATARIDE each time you wish to cancel or change the time of a standing reservation.

Scheduling

Because individual trips will be grouped into shared rides whenever possible, your pick-up time may be scheduled up to 60 minutes earlier or later than your requested time. Please notify the dispatcher if your trip is to get to your job or a medical appointment. You will be notified of the scheduled pick-up time when you make your reservation.

On the day of your trip, the vehicle will arrive as much as 15 minutes before or after the scheduled time. Please be waiting at the door and ready to board whenever the vehicle arrives within this time frame. Once the CATARIDE vehicle arrives, it will wait 5 minutes from its arrival time for you to begin boarding. This is strictly enforced to prevent unnecessary delays for others. (If the vehicle arrives earlier than 15 minutes prior to the scheduled time, you are not required to be ready or to begin boarding ahead of the 15-minute time window unless you wish to do so.)

Change Requests: Requests for changes in destination, origin and pick-up time or requests for additional stops after the deadline for prior day reservations will not be honored. Changes requested prior to the deadline will gladly be accommodated.

If you complete your appointment earlier than expected, or if your appointment runs later than you had expected, you may call the CATARIDE Reservation Line to request an earlier or later pick-up time for your return trip ("no show" rules apply). While every effort will be made to accommodate these changes in schedule, there is no guarantee that the requests can be accommodated.

"No Show" Policy: You will be considered a "no show" if you fail to notify CATARIDE that you will not be available for your reserved trip at least 45 minutes prior to your scheduled pick-up time. (There is no guarantee that your trip will be re-scheduled in such instances.) Whenever you are a "no show," any other trips you have reserved for later that day will remain on the schedule. If you wish to cancel these trips, you must call to do so as required for any other cancellation to avoid additional "no show" occurrences for those later trips. Three occurrences within a six-month period may result in a three-month suspension from service. The frequency with which you use the CATARIDE service will be considered as part of this process. Individual "no show" incidents are removed from your record after six months. For information on the appeals process as it relates to the no-show policy, please see CATA's Appeal Process at www.catabus.com.

Service Limitations

Drivers are only permitted to assist passengers to and from the vehicle at the curb and with packages while getting on or off the vehicle. (Door-to-door assistance is available only to persons with disabilities upon prior request.) Drivers are not permitted to enter residences or other buildings to assist passengers at any time.

Fares

Fares are required for each one-way trip (each stop made is counted as one trip). Please have exact fare ready as drivers do not carry change.

**Fares for Eligible Persons Age 65 and Over and Persons with Disabilities:
\$3.00 per one-way trip**

CATARIDE coupons are also available for purchase for \$3.00 per coupon or \$60.00 for a book of 20. Each coupon is valid for a single one-way trip.

**Full (General Public) Fare:
\$20.00 per one-way trip**

Reduced fares for persons age 65 and over are made possible by the Pennsylvania Lottery Fund.

Accessibility/Vehicles

CATARIDE service is provided through the use of lift-equipped minivans and sedans that make boarding and deboarding easy and convenient. The vehicles can easily accommodate most wheelchairs and scooters; if you have any question as to whether or not the installed lifts can accommodate your mobility device, please contact the CATARIDE Reservation Line for further details and specifications.

Carry-On Policy

All items brought on board by passengers must either be held on the passenger's lap, or sit on the floor at their feet, without blocking the aisle of the bus. In addition, drivers will not load carts or strollers or watch a passenger's packages, and are only permitted to assist with packages while a passenger is getting on or off the vehicle. Packages cannot take up a seat and are limited to what a passenger can hold on their lap.

Service Animals

Service animals are welcome on CATA vehicles at any time. Other animals are permitted to ride with their owner if the animal is in an approved pet carrier or is muzzled.

Escorts & PCAs

Escorts: Each passenger may travel with one companion/escort. (CATARIDE does not provide escorts.) Escorts, regardless of age or disability, pay the same fare as the passenger. Please notify the CATARIDE dispatcher that you will be using an escort when making your reservation.

Personal Care Attendants (PCAs): Passengers with disabilities may travel with a PCA, who pays no fare, if the requirements for a PCA are met and use of a PCA is approved in advance by CATA. To qualify, the eligible passenger must regularly make use of someone designated or employed specifically to assist with daily life activities who actually acts in that capacity.

The need for a PCA, in accordance with the above requirements, must be detailed on the CATARIDE registration application, and you must first receive approval from CATA to travel with a PCA.

Visitors

Visitors with disabilities who have documentation from another transit authority certifying eligibility for paratransit under ADA may use CATARIDE by showing such documentation. Without documentation visitors must notify CATA of their disability and place of residence to obtain approval to use CATARIDE. The service may be used for 21 calendar days from the first date of use of the service, after which visitors must be determined eligible by CATA.

Centre Area
Transportation
Authority



Other CATA Services

CATABUS

Campus Service

Frequent fare-free downtown/campus circulator LOOP and cross-campus LINK service.

Community Service

Fixed-route community bus system connecting all participating municipalities with downtown State College and the Penn State campus. Persons 65 and over ride free at all times when showing a Transit ID Card card (available at CATA's Customer Service Center). Persons with a valid U.S. Medicare Card and persons with a CATA Reduced Fare Identification Card may ride for half fare.

CATACOMMUTE

Family of transportation services that includes RideShare, Vanpool and Emergency Ride Home programs, and other services for long-distance commuters.



Customer Service Center
108 East Beaver Avenue
State College, PA 16801

(814) 238-CATA(2282)
www.catabus.com
realtime.catabus.com

CATARIDE Program Instruction & Policies

Persons age 65 & Over Persons with Disabilities

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(814) 238-6100
8:00 a.m. – 7:00 p.m., daily

**For questions about service and/or
program policies, please contact CATA
at (814) 238-CATA(2282).**

The CATARIDE program is operated under the auspices of the Centre Area Transportation Authority and is managed through a contract with Ride Right LLC.



Customer Service Center
108 East Beaver Avenue
State College, PA 16801

Mailing Address
2081 West Whitehall Road
State College, PA 16801

(814) 238-CATA(2282)
www.catabus.com

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