

ON THE MOVE

CATARIDE Newsletter - Fall 2012

Welcome to On The Move!

CATA and Ride Right are proud to present the first edition of the new quarterly **CATARIDE On The Move** newsletter, which has been designed to keep our **CATARIDE** participants up-to-date and informed of any enhancements made to the program and to provide updates on what's been happening within the program.

To continue to receive this publication quarterly, please contact CATA either by email (cata@catabus.com) or phone signifying your preferred delivery method. And, if there's anything you'd like to see included in an upcoming newsletter or a question you'd like to see answered here, please do not hesitate to contact **CATARIDE** at (814) 238-CATA(2282) ext. 120.

As always, thanks for riding with us!

.....

CATA Mission Statement:

To deliver safe, reliable, accessible and affordable transportation, provided in a courteous and environmentally, fiscally and socially responsible manner

CATA Customer Commitment:

It is our goal that all of CATA's customers, internal and external, are treated with care, respect, sensitivity and integrity, and that we remain knowledgeable, professional and courteous in meeting their needs.

CATARIDE Policy Changes Effective October 15, 2012

Effective October 15, 2012, the **CATARIDE** program will experience several policy changes, each of which is designed to increase efficiency and allow us to provide the best service possible to our passengers. A summary of these policy changes are outlined below.

- **Cancellation Policy** – All cancellations must be made 45 minutes prior to the scheduled pick-up time; those that are not will be labeled as “no-shows.” (This is a change from the existing 30 minute requirement.)
- **Advance Reservations (Seniors)** – **CATARIDE** will implement a “trial run” from October 15 through December 31 that will allow both ADA & Senior **CATARIDE** patrons to make trip reservations up to 14 days prior to, but no later than the day before, the day of travel (until 7:00 p.m.). Please note that this policy does not allow for same-day reservations.
- **Pick-Up Window** – 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 time unless you wish to do so. In such cases, the vehicle will wait until 15 minutes before the scheduled pick up time for your trip and you must be ready to board at that time; the vehicle will only wait 5 minutes before leaving. For example, if you have a scheduled pick up time of 9:00 a.m., you must be ready to board at 8:45 a.m. If the vehicle arrives at 8:30 a.m., you may wait until 8:45 a.m. to board. The vehicle will wait only 5 minutes, until 8:50 a.m., before leaving, as is required for any trip.

Anyone with questions about these new policies is encouraged to contact **CATARIDE** Customer Service at (814) 238-CATA (2282) ext. 120.

Meet Your CATARIDE Staff

Dina Ruggiero, CATA Paratransit Coordinator

Dina Ruggiero is the point of contact for Ride Right, the contractor providing CATARIDE services, and is responsible for all aspects of the CATARIDE program, including the monitoring of performance through hands-on site visits and weekly review of reports. She also oversees and maintains the CATARIDE patron applications and files. Ms. Ruggiero has been employed with CATA for five years.



Andy Burke, Ride Right General Manager

Andy Burke joined Ride Right LLC in February 2012 and serves as the General Manager of the CATARIDE program. He has been employed in the public transportation industry for 6 years. Mr. Burke graduated the University of Massachusetts, Amherst with a Bachelors Degree in Sociology. It was there that Andy was responsible for the Special Transportation department of UMass Transit Services for four years. He oversaw daily operations of a Paratransit service that provided rides for the population of students, faculty, alumni, and visitors of UMass.



Ride Right Dispatchers

Charlene Miller, Steve Patton, Katie Tornatore, and Kerry Miller.

Ride Right Drivers

Billy Baughman, Kevin Black, Andy Biggans, Dave Chard, Steve Faust, Larry Lyons, Skip Overdurf, Lyle Pettenger, Kelly Poorman, Darrell Smucker, and Craig Walker.

Senior and General Public Fares

As a reminder, effective July 1, 2012, the CATARIDE Senior fare increased from \$2.00 per trip to \$2.50 per trip and the General Public fare increased from \$13.35 to \$16.65 per trip. The ADA fare for persons with disabilities remained the same at \$3.00 per trip.

You may pay for your CATARIDE trip with exact change or coupons (Please keep in mind that drivers do NOT provide change). Single coupons or coupon books may be purchased at either CATA office or by mailing a check or money order in the appropriate amount.

- Single CATARIDE Senior fare coupons may be purchased for \$2.50. Books of 20 are available for \$50.00.
- Single CATARIDE ADA (under 65) fare coupons may be purchased for \$3.00. Books of 20 are available for \$60.00

.....

No Show Policy Reminder

As a reminder, passengers will be considered a “no-show” should they fail to notify CATARIDE that they will not be available for a reserved trip, either due to a delay or cancellation, at least 45 minutes prior to the scheduled pick-up time. Three occurrences within a same six month period may result in a three-month suspension from CATARIDE. Please note that if you are a “no-show” for any trip, all other trips reserved for later that day, including standing reservations are automatically be cancelled.

For further clarification of the policy, please refer to the CATA website, www.catabus.com, (click on CATARIDE) or contact CATARIDE Customer Service at (814) 238-CATA (2282) ext. 120.

Understanding Trip Negotiation

Please note that, at busy times, when multiple passengers want to be picked up or dropped off at the same time, the CATARIDE dispatcher has the right to negotiate an alternate trip time. According to the Americans with Disabilities Act (ADA), trip negotiation must be made within an hour prior to or after the requested trip time. In cases of employment or medical trips, the dispatcher will negotiate a time that assures the passenger will get to his or her destination on time.

.....

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 van. 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.

.....

Employee Recognition!

Kudos to driver Dave Chard, who recently demonstrated excellent customer service for a passenger. One of our passengers lost their wallet that contained personal information, credit cards, and about \$80 worth of cash. On his time off from work, Dave delivered the wallet to the client's home. The passenger was very grateful and did us the honor of letting us know of Dave's great deed! Dave has been with us since March and has shown a great deal of enthusiasm working. He has been exceptionally personable with our passengers and we have received several compliments regarding his great attitude, and his always charming personality. Ride Right is very lucky to have employees like Dave - they make us shine and we are incredibly grateful for such wonderful people.

Cold Weather Is Upon Us

It's that time of the year! Fall has come and the beautiful leaves on the trees are already turning colors, and pretty soon we will be making snow angels and snowmen! With the changing seasons we also experience changes in traffic conditions and increase our measures to ensure the safety of our passengers.

We want to get you to your appointments and get you home safely! When the roads get bad and the weather gets worse – be sure to wear warm clothes and be in a place where the van driver can see you. It's very important to stay seated and have your seatbelt on at all times during your trip.

Also, to keep things on schedule, be sure to have your coupon or exact change ready for the driver to collect when you board. Every minute counts in public transportation. With this sort of weather coming our way, it is important to be ready for your rides! With the new policy changes in effect starting October 15 (see page 1 for details), be sure to be ready 15 minutes before your scheduled pick-up time.

.....



Driver Billy Baughman and Mr. Hoffman.

Holiday Schedule & Hours of Operation

CATARIDE is currently available from 4:45 a.m. until 1:00 a.m., Monday through Friday (until 4:00 a.m. Thursday and Friday during Penn State Fall and Spring semesters), from 7:45 a.m. until 1:00 a.m. Saturday (until 2:15 a.m. during Penn State Fall and Spring semesters), and from 7:45 a.m. until 1:00 a.m. Sunday (please note that there is no service between the Centre Region and Bellefonte/Pleasant Gap or within Bellefonte or Pleasant Gap on Sundays, and no service between the Centre Region and Halfmoon Township or within Halfmoon Township on Saturdays or Sundays).

CATARIDE does not run on New Year's Day, Thanksgiving Day, Christmas Day, or on any other days when **CATABUS** fixed-route service does not operate. Service on Christmas Eve runs only until 6:30 p.m. Hours and days of service are subject to change whenever **CATABUS** schedules are revised.

Contacting CATARIDE

CATARIDE Customer Service Hours:
Monday through Friday, 8:00 a.m. – 5:00 p.m.

CATARIDE Customer Service:
(814) 238-CATA (2282) ext. 120

CATARIDE Reservation Line
Monday through Friday, 8:00 a.m. – 7:00 p.m.
(814) 238-6100

Dina Ruggiero, **CATARIDE**
Paratransit Coordinator:
(814) 238-CATA (2282) ext. 122
druggiero@catabus.com

Andy Burke, Ride Right, General Manager:
(814) 238-6120
aburke@ride-right.net



2081 W. Whitehall Road
State College, PA 16801
