

ON THE MOVE

CATARIDE Newsletter - Fall 2013

CATARIDE Driver Reminders

What a great year we've had so far! (Let's hope winter doesn't give us too much trouble!) Here are a couple reminders from drivers and dispatchers to make your rides as smooth as possible.

Keep an eye out for the bus. Waiting indoors is fine, but be sure to be peeking out your window to see when the driver arrives to pick you up. There is a 15 minute pick-up window that allows us to provide service to everyone. When the driver arrives to pick you up, they will wait 5 minutes before marking you as a "no show." We don't want to leave anyone behind, so be aware of your pick-up times.

Done with your errands sooner than expected? Please give dispatch a call (814) 238-6100 to see if we have any buses in the area. We will do our best to get someone out there earlier if we can. If not, we will still pick you up in the promised pick-up window.

Having exact change is a must! Our drivers don't carry change, so we can't break your large bills for you. Please have your coupon or exact fare amount ready when boarding the bus!

And remember – be safe! Always wear your seatbelt, and ask the driver if you need assistance to or from the vehicle.

Andy Burke
Ride Right General Manager

CATARIDE Involvement Meetings: Thank You and Save the Date!

Sincere thanks, on behalf of both CATA and Ride Right, to those CATARIDE participants who attended the program's recent Public Involvement Meeting, held on July 23. These meetings are held bi-annually and provide an opportunity for participants to express their suggestions for improving service, share concerns and ask questions.

The next Public Involvement Meeting is tentatively scheduled for Tuesday, January 21, 2014, at 1:00 p.m., at the CATA Main Office (2081 W. Whitehall Road, State College). Additional information will be available later this fall. Comments and suggestions are of course encouraged throughout the year as well and can be made by contacting Andy Burke, Ride Right General Manager, at (814) 238-6120.

CATARIDE Application Updates

Please take a moment to contact CATA if your contact information or disability status have changed since first registering for the CATARIDE program.

Those passengers originally registered with the program under the Americans With Disabilities Act (ADA) but who have since turned 65 years of age are required to update their existing application as well.

Assistance with any application changes may be obtained by visiting either CATA office (2081 W. Whitehall Road or 108 E. Beaver Avenue, State College) or by contacting CATARIDE Customer Service at (814) 238-CATA (2282).

CATARIDE Fares

Fares are required for each one-way trip (each stop you make is counted as one trip). (Exact fare only; drivers do not carry change.)

**Fares for Eligible Senior Citizens
and Persons with Disabilities:
\$3.00 per one-way trip**

(Please note the change in fares for senior citizens, which took effect on August 1, 2013.)

CATARIDE Coupons are also available for purchase at either CATA office (2081 W. Whitehall Road or 108 E. Beaver Avenue, State College) for \$3.00 per coupon or \$60.00 for a book of 20. Each coupon is valid for one (1) one-way trip. Coupons are non-refundable.

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

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Advance Reservation Requirement

CATARIDE patrons registered as passengers under the Americans with Disabilities Act (ADA) or as senior citizens are permitted to make new trip reservations up to fourteen days prior to, but no later than 7:00 p.m. the day before, the day of travel.

As always, same-day reservation requests are not accepted.

Reservations may be made by calling the CATARIDE reservation line at (814) 238-6100, daily from 8:00 a.m. until 7:00 p.m.

Trip Negotiation Policies

Please note that, at busy times when multiple passengers want to be picked up or dropped off at the same time, the CATARIDE dispatchers may negotiate alternate trip times. A trip negotiation may be made within an hour prior to or an hour 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/her destination on time.

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Early Pick-Up Windows

If a CATARIDE vehicle arrives earlier than 15 minutes prior to a scheduled pick-up time, a passenger is not required to be ready or to begin boarding ahead of time, unless he/she wishes to do so. In such cases when the van does arrive early, the vehicle will wait until 15 minutes before the scheduled pick-up time for the trip and the passenger must be ready to board at that time; the vehicle will wait only 5 minutes before leaving.

For example, if a passenger has a scheduled pick-up time of 9:00 a.m., he/she must be ready to board at 8:45 a.m. If the vehicle arrives at 8:30 a.m., the passenger may wait until 8:45 a.m. to board. The vehicle will wait only 5 minutes, until 8:50 a.m., before leaving, as for any trip.

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“It gives me great pleasure to thank CATARIDE services: from [the] office [staff] to all drivers! Why? Because you extend yourselves, over and beyond duty...We...appreciate all the services extended. It is a wonderful service.”

-Esther

“Jean called to say what a delightful driver she had. She said Kelly helped her throughout the trip, while smiling the whole time!”

“No Show” Policy

As a reminder, passengers will be considered a “no show” if 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.

If a passenger is considered a “no show” for any trip, all other trips reserved for later that day, including standing reservations, are automatically cancelled.

Three occurrences within a six-month period may result in a three-month suspension from service. “No show” incidents are removed from your record after six months. Please note that this policy is enforced and suspensions will be given as a result of not cancelling reservations.

For further clarification of the policy, please contact CATARIDE Customer Service at (814) 238-CATA (2282).

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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. Packages cannot take up a seat.

Drivers are unable to watch a passengers’ packages.

Drivers are available to assist with packages while a passenger is getting on or off the vehicle with one trip from the bus to the passengers’ door with any bags.

It is recommended that passengers bring a hand cart that can be pushed around with them to carry groceries.

Making Reservations and Cancellations After Hours

Ride Right accepts reservations for CATARIDE service through its reservation line at (814) 238-6100, between the hours of 8:00 a.m. and 7:00 p.m. daily.

If there is an urgent need to contact an on-call Dispatcher outside of these hours to make a reservation or cancel an existing reservation, please follow the steps below:

- Dial the reservation line at (814) 238-6100.
- When the automated system lists options, press 4 (for after-hour services).
- When presented with additional options:
Press # to speak with the on-call Dispatcher.
Press * to leave a message.

If calling to cancel a previously scheduled trip, simply press * and leave a message.

Reservations for a next-day trip must be scheduled no later than 7:00 p.m.

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Catch a CATARIDE Employee Giving Great Customer Service?

If you have a great experience with a CATARIDE employee - a Dispatcher, office manager or driver - please take a moment to share your experiences so that we can further show them our appreciation. And, conversely, if you experience any problems, issues or concerns that you’d like to express to CATARIDE staff, please share those as well.

Questions/comments/concerns may be made by contacting either Andy Burke, Ride Right General Manager, by phone at (814) 238-6120 or aburke@ride-right.net, or Dina Ruggiero, CATA Paratransit Coordinator, at (814) 238-2282 ext. 122 or druggiero@catabus.com.

CATARIDE Reservation Line:

Monday through Friday, 8:00 a.m. – 7:00 p.m.

(814) 238-6100

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

CATARIDE Customer Service:

Monday through Friday, 8:00 a.m. – 5:00 p.m.

(814) 238-CATA (2282)

Dina Ruggiero, Paratransit Coordinator:

CATA, 2081 W. Whitehall Road,
State College, PA 16801

(814) 238-CATA (2282) ext. 122

druggiero@catabus.com

Andy Burke, Ride Right, General Manager:

3015 Research Drive, State College, PA 16801

(814) 238-6120, aburke@ride-right.net

CATARIDE Dispatchers:

Charlene Miller

Katie Tornatore

Steve Patton

Craig Walker

CATARIDE Drivers:

Billy Baughman

Bud McCartney

Andy Biggans

Skip Overdurf

Kevin Black

Ray Papale

Dave Chard

Lyle Pettenger

Rick Dillen

Kelly Poorman

Steve Faust

Darrell Smucker

Larry Lyons

Dan Reed



CATA

2081 W. Whitehall Road
State College, PA 16801
