

ON THE MOVE

CATARIDE Newsletter - Spring 2013

It's Been Our Pleasure!

On behalf of the Ride Right staff, Dispatchers and Drivers, it has been a pleasure serving the urbanized areas of Centre County for the past year! We have met a lot of great customers, both on the phones and in person. We pride ourselves on providing safe and comfortable transportation for our riders, and hope to continue doing so for many years to come.

With the weather turning to Spring, we hope to see even more of our registered CATARIDE participants utilizing the service to fully enjoy the outdoors and all there is to do in this great community!

As always, thanks for riding with us!

Andy Burke
Ride Right General Manager

CATARIDE Dispatchers:

Charlene Miller Steve Patton
Kerry Miller Katie Tornatore

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 Craig Walker

CATARIDE Reservation Line:

(814) 238-6100

CATARIDE Public Involvement Meeting 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 January 21, at CATA's Main Office. These meetings are held bi-annually and provide an opportunity for participants to provide their suggestions for improving service, share concerns and ask questions.

The next Public Involvement Meeting is tentatively scheduled for Tuesday, July 23, 2013, at 1:00 p.m., at the CATA Main Office (2081 W. Whitehall Road, State College). Additional information will be available later this Spring. Comments and suggestions are also encouraged throughout the year and can be made by contacting Andy Burke, Ride Right General Manager, at (814) 238-6100.

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CATARIDE Pass Identification Policy

All CATARIDE passengers using the service and registered under the Americans with Disabilities Act (ADA) or Senior Shared Ride program must have completed an appropriate application for the program, received an approval letter from CATA, and have a CATARIDE Pass.

If an individual is visiting the CATARIDE service area and has already received documentation of paratransit eligibility from another transit agency, that documentation may be used to access CATARIDE during the individual's stay.

If an individual does not yet have a CATARIDE Pass, they may use the CATARIDE service as a member of the general public and pay the General Public fare of \$16.65 per trip.

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 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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Advance Reservations

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. Reservations may be made by calling the CATARIDE reservation line at (814) 238-6100. (Same-day reservation requests are not accepted.)

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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.

Cancellation and “No Show” Reminders

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.

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. Please note that this policy will be 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) ext. 120.

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Making CATARIDE 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, Monday through Sunday.

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.

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

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

Carry-On Policy Reminder and Update

Please be reminded that all items brought on board CATARIDE vans by a passenger must either be held on the passenger's lap, or sit on the floor at their feet, without blocking the aisle of the van or taking up a passenger seat.

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. No Driver, under any circumstance, is permitted to enter a passenger's residence.

As a result of the input received at the recent January CATARIDE Public Involvement Meeting and for passenger convenience, the following provision has been added to the existing CATARIDE Carry-On Policy:

Driver assistance with packages may be given to a passenger who notifies CATARIDE, at the time their reservation is made, that assistance with any packages will be needed. In this case, Drivers may assist a passenger, in one trip off the vehicle with bags or boxes as far as the door of the passenger's residence or destination. Drivers may not assist in carrying packages inside a residence or building. Passengers are asked to limit their requests for assistance to off-peak travel times only.

Failure to adhere to this policy may result in a suspension from the CATARIDE program. Questions and requests for further clarification on this policy may be referred to CATARIDE Customer Service at (814) 238-CATA (2282) ext. 120.

CATARIDE Application and Identification Card Updates

Registered CATARIDE participants may be contacted by the CATARIDE offices in the coming weeks to update their program applications and/or CATARIDE Identification Cards.

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

Assistance with any application changes may be obtained by visiting either CATA office (2081 W. Whitehall Road or 108 E. Beaver Avenue, State College) and by contacting CATARIDE Customer Service at (814) 238-CATA (2282) ext. 120.

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Tips For Smooth Riding!

- CATARIDE Drivers *do not* carry change. Please have exact change when paying fares.
- When paying with a CATARIDE coupon, please sign and date the coupon prior to boarding.
- Passengers need to be ready 15 minutes before their scheduled pick-up time. If you know that you are going to be late, please notify CATARIDE staff as soon as possible by contacting the reservation line at (814) 238-6100.

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"Thank you for doing a great job! Everyone is so nice!" -Charlotte R.

"I really appreciate the CATARIDE service. The drivers have a pleasant demeanor and are nice." -Judy P.

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 4:00 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 operate on New Year's Day, Memorial Day, July 4th, 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.

CATARIDE Fares and Contacts

Full Fare (General Public): \$16.65

Eligible Senior Citizens: \$2.50

Eligible ADA Participants: \$3.00

CATARIDE Reservation Line:

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

(814) 238-6100

Andy Burke, Ride Right, General Manager:

3015 Research Drive, State College, PA 16801

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

CATARIDE Customer Service:

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

(814) 238-CATA (2282) ext. 120

Dina Ruggiero, CATARIDE

Paratransit Coordinator:

CATA, 2081 W. Whitehall Road,

State College, PA 16801

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

druggiero@catabus.com



2081 W. Whitehall Road
State College, PA 16801
