



CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY

CARTA BOARD MEETING

November 16, 2016
1:00 PM

Lonnie Hamilton III Public Service Building
4045 Bridgeview Drive, Room B-225
North Charleston, SC 29405

AGENDA

1. Call to Order
2. Consideration of Board Minutes – September 28, 2016 Meeting
3. Financial Status Report – Robin Mitchum
4. Vulcan Signs Contract Amendment – Request for Approval
5. Extension of Davis & Floyd Engineering Contract – Request for Approval
 - a. Ashley Phosphate Road/Dorchester Road Shelter Project
6. Shelter and Bench Designs - Discussion
7. Operating Policies and Procedures – Request for Approval
8. Paratransit Service Riders Guide – Request for Approval
9. Farebox Management System - Discussion
10. Ridership Report – Rainee Kearney
11. Intermodal Facility Project Update – Jeff Burns
12. Executive Director's Report
13. Other Business, If Any
14. Public Comments, If Any
15. Board Comments, If Any
16. Adjournment

*Please note that the next **regularly scheduled** meeting of the CARTA Board will be WEDNESDAY, January 18, 2017 in Room B-225 of the Lonnie Hamilton III Public Service Building, 4045 Bridgeview Drive, North Charleston, SC 29405. Notice, including agenda documentation, will be sent to Board Members in advance of the meeting, as well as posted on www.ridecarta.com.*

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
September 28, 2016

The Charleston Area Regional Transportation Authority (CARTA) Board of Directors met on Wednesday, September 28, 2016, at the Lonnie Hamilton III Public Service Building located at 4045 Bridgeview Drive, Room B-225 in North Charleston, South Carolina.

MEMBERSHIP: Ed Astle; Mary Beth Berry; Marty Bettelli; Michael Brown; Colleen Condon; Alfred Harrison; Will Haynie; James Lewis; Charles Lipuma; Katie McClure; Minnie Newman; Pat O'Neil; Joe Qualey; Gary Santos; Michael Seekings; Elliott Summey; Keith Summey; John Tecklenburg

MEMBERSHIP PRESENT: Ed Astle; Mary Beth Berry; Marty Bettelli; Michael Brown; Colleen Condon; Will Haynie; James Lewis; Katie McClure; Pat O'Neil; Joe Qualey; Gary Santos; Michael Seekings

PROXIES: Dennis Turner for Minnie Newman; Jerry Lahm for Elliott Summey; Ray Anderson for Keith Summey; Michael Mathis for John Tecklenburg

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Jeff Burns; Michelle Emerson; Rainea Kearney; Kristin Burrows; Kim Coleman

OTHERS PRESENT: Amy Jenkins (MGC); Sharon Hollis (Davis & Floyd); Bryan Webb (Davis & Floyd); Daniel Brock (Rawle Murdy Associates); Ginger Stevens (Transdev); David Bonner (Transdev); Latesia Brown (CDG) William Hamilton (Public); Dave Crossley (Public)

1. Call to Order

Chairman Seekings called the CARTA Board Meeting to order at 1:05 p.m. followed by a moment of silence.

2. Consideration of Board Minutes – July 20, 2016 Meeting

Ed Astle made a motion to approve the July 20, 2016 Meeting Notes as presented and Michael Brown seconded the motion. The motion was unanimously approved.

3. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance & Administration, presented the financial status report for the period ending August 31, 2016. Ms. Mitchum reported that the agency revenues and expenditures are in good shape. Excess of revenues over expenditures total \$2,183,157. The Board received the financial status report as information.

4. FY15/16 Budget Revision – Robin Mitchum

Robin Mitchum, Deputy Director of Finance & Administration, presented the FY15/16 Proposed Budget Revision #3 to the Board. Ms. Mitchum noted the revision is approximately 31% or \$9,776,941 decrease over the approved FY15/16 Budget. Revenues and expenditures were discussed in detail. The 3rd and final budget revision for FY15/16 leaves CARTA with an excess of revenue at year-end. The projection is a net increase of \$2,129,438. It is recommended that these funds be restricted for use toward local match requirements for capital expenditures for the upcoming FY16/17.

Ray Anderson made a motion to approve the FY15/16 Budget Revision as presented and Ed Astle seconded the motion. The motion was unanimously approved.

5. FY16/17 Budget – Request for Approval – Robin Mitchum

Robin Mitchum, Deputy Director of Finance & Administration, presented the FY16/17 Budget to the Board. The budget was discussed in detail. Ms. Mitchum announced that all member governments have reviewed and approved the budget and she requested Board approval to move forward with the FY16/17 Budget.

Ed Astle made a motion to approve the FY16/17 Budget as presented and Marty Bettelli seconded the motion. The motion was unanimously approved.

6. Automatic Passenger Counter Request for Proposals – Request for Approval

The Automatic Passenger Counter selection committee met on September 26, 2016 and reviewed four proposals received for the Automatic Passenger Counter RFP. Two additional proposals were received but deemed non-responsive because they did not acknowledge and return one of the required documents in the RFP. The Automatic Passenger Counter selection committee recommends that CARTA negotiate a contract with Clever Devices based on the overall score sheet rankings.

Colleen Condon made a motion to approve the Automatic Passenger Counter Request for Proposal for Clever Devices as presented and Marty Bettelli seconded the motion. The motion was unanimously approved.

7. Management Services Agreement with BCDCOG – Request for Approval

A contract between the BCDCOG and CARTA for Management and Staff Services was presented to the Board. The contract will be effective October 1, 2016 and services will be provided on an as-needed basis. The time of performance will be from the date of the Contract unless either of the two parties provides a written notice of intent to terminate the Contract. Regardless of the date of notice, the termination of the contract will be at fiscal year-end.

Colleen Condon made a motion to approve the Management Services Agreement with BCDCOG as presented and Marty Bettelli seconded the motion. The motion was unanimously approved.

8. SC Works Charleston Lease Agreement with CARTA – Request for Approval

The SC Works Charleston Lease Agreement with CARTA was presented to the Board. The purpose of the Agreement is to define and specify which common costs associated with the SC Works Centers will be a shared responsibility of the designated partners and the BCDCOG, as well as establish the basis and methodology of pooling and sharing those costs. The Agreement also outlines the frequency and process for billing and payment of shared costs.

Joe Qualey made a motion to approve the SC Works Charleston Lease Agreement with CARTA as presented and James Lewis seconded the motion. The motion was unanimously approved.

9. Operating Policies & Procedures – Request for Approval

The Operating Policies & Procedures Manual was distributed to the Board. The Request for Approval was deferred to the next Board Meeting to allow sufficient time for Board Members to thoroughly review the manual. It was requested that Board Members submit any changes prior to the next Board Meeting for inclusion in the next review and discussion.

Ed Astle made a motion to defer the Operating Policies & Procedures Request for Approval to the next Board Meeting and Michael Brown seconded the motion. The motion was unanimously approved.

10. Paratransit Service Riders Guide – Request for Approval

The Paratransit Service Riders Guide was distributed to the Board. The Request for Approval was deferred to the next Board Meeting to allow sufficient time for Board Members to thoroughly review the manual. It was requested that Board Members submit any changes prior to the next Board Meeting for inclusion in the next review and discussion.

Ed Astle made a motion to defer the Paratransit Service Riders Guide Request for Approval to the next Board Meeting and Katie McClure seconded the motion. The motion was unanimously approved.

11. Intermodal Facility Project Update – Jeff Burns

Jeff Burns, Senior Planner, updated the Board on the Intermodal Facility Project. CARTA staff continues to coordinate with FTA to ensure their staff is informed on our progress. Upcoming tasks include completing the design and construction plans, executing the purchase/sale agreement with the City of North Charleston, transferring ownership of the property, commencing permitting and zoning approval and drafting an Invitation for Bids (IFB) to secure a construction contractor. The Board received the Intermodal Facility Project Update as information.

12. Executive Director's Report

Ron Mitchum, Executive Director, highlighted the following matters and respectfully requested that the Board read his full report when time permits:

- We received the news that the application for discretionary funding was approved in the amount of \$6.1 million. The funds will be used to purchase 16 new commuter

express vehicles. The grant requires approximately \$1.5 million in matching funds which have been identified.

- We also received news that we will receive a \$500,000 grant from the SC Parks, Recreation & Tourism Commission. The funds were set aside through the efforts of Senator Marlon Kimpson during the state budget process. The funds will be used to rehabilitate existing shelters, acquire new shelters and add solar lighting to the shelters in downtown Charleston. In addition, the funds will be utilized to hire a consultant to develop a mobile application for our customers.
- The 7 New Flyer Midis were inspected and quite a few issues were identified. As a result, we will not receive them at the end of September as scheduled. However, New Flyer has agreed to cover the cost of a second inspection which will occur mid-October. We are hopeful to receive the New Flyer Midis by early November and have them completely in service prior to the beginning of the year.
- As a result of meeting with a representative of a company that refurbishes/remanufactures transit buses, the majority of CARTA's fleet was found to be in good shape. He indicated that the majority of the 1996 New Flyers could be remanufactured from the frame up for approximately half the cost of a new bus. The life of a remanufactured bus is 6 years or 250,000 miles. In addition, he indicated that our trolleys could be remanufactured and converted into electric vehicles capable of traveling up to 150 miles on a single charge. We will continue to investigate cost effective ways to update the fleet and will consider the inclusion of remanufactured buses in the vehicle replacement plan. The cost of remanufacturing a bus is a federally eligible expense with a match ration of 80/20. He also expressed an interest in purchasing the trolleys if we do not remanufacture them.
- We have completed a 30-day test run of the MV-1 paratransit vehicle. Members of our advisory committee as well as some existing customers participated in the evaluation and found the vehicles to be comfortable. The drivers also responded positively to the vehicle finding it easy to drive and easy to maneuver in some tight spaces. However, there was concern about the potential challenges of transporting two power wheelchairs at the same time. Therefore, we will arrange a similar test period with one of the other paratransit vehicles on state contract. The goal is to identify the desired fleet composition in advance of funds being available so that we can place the order as quickly as possible.

The Board received the Executive Director's report as information.

13. Other Business, If Any

- The Ridership Report is not included in this month's Board Packet due to a glitch in the system. The issue has been corrected and the Ridership Report will be presented at the next Board Meeting.

- Transit Service Options for Downtown Grocery Shuttle: As a result of the closure of the Meeting Street Bi-Lo, CARTA would like to support the City of Charleston in their effort in providing riders access to a grocery store. Staff proposed three options to provide a transportation service on a trial basis for the Board's consideration. The selected service would be a 60-day trial that evaluates ridership and effective transportation service. The options were discussed in detail and it was decided that for the trial period, CARTA would operate the existing Route 20 fare-free. There would be no cost impact to CARTA, only an estimated \$13,500 reduction in revenue. ***Marty Bettelli made a motion to place the Transit Service Options for Downtown Grocery Shuttle on the agenda for discussion and Gary Santos seconded the motion. The motion was unanimously approved.***

After discussion, it was decided that the trial period would be 30-days.

Katie McClure made a motion to revisit the Transit Service Options for Downtown Grocery Shuttle, as amended to a 30-day trial, after staff works with the City of Charleston and the community to explore additional options and a partnership with Food Lion. Will Haynie seconded the amended motion. The motion was not unanimously approved as there was one "no" vote.

There was no other business discussed.

14. Public Comments, If Any

- Two public comments were received regarding community development, sales tax referendum and BRT concerns.

The public comments were noted for the record.

15. Board Comments, If Any

- Chairman Seekings thanked the Board for their service.

There were no additional Board comments.

16. Adjourn

The meeting adjourned at 2:35 p.m.

Respectfully submitted,
Kim Coleman

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2016

Time elapsed:
100%

	<u>3rd Revision FY16 Budget</u>	<u>Actual</u>	<u>% of Budget</u>
<u>Revenues</u>			
Farebox	2,600,000	2,571,127	99%
Passes	593,770	604,699	102%
COC Shuttle	452,580	457,316	101%
MUSC	807,000	798,928	99%
City of Charleston - DASH	978,390	978,380	100%
City of North Charleston	-	-	N/A
NASH	200,000	200,000	100%
Partnerships	-	-	N/A
Federal	9,023,368	7,360,876	82%
State Mass Transit Funds	386,315	386,315	100%
Sales Tax - Charleston County	7,927,250	7,927,250	100%
Charleston County	-	-	N/A
Advertising	723,050	719,146	99%
Interest	230	230	100%
Montague Ave. - Proceeds from Sale	-	-	N/A
Insurance Proceeds	117,136	109,945	94%
Rent	1	1	100%
Miscellaneous	2,239	2,543	114%
Sale of Assets	28,467	28,467	100%
TOTAL REVENUES	<u>23,839,796.00</u>	<u>22,145,223</u>	93%

<u>Expenditures</u>			
Staff Salaries	546,710	503,832	92%
Supplies	27,588	16,244	59%
Printing	64,798	59,398	92%
Marketing	60,000	60,000	100%
Parking (Employee)	10,829	10,957	101%
Accounting (Outside Services & Auditin	22,640	22,640	100%
Postage	2,750	2,625	95%
Dues/Publications	2,000	1,730	87%
Facility Maintenance	24,367	23,215	95%
Training/Travel	14	14	100%
Office Equipment Rental	18,184	18,315	101%
Office Equipment Maintenance	37,430	26,913	72%
Rent	15,737	16,818	107%
Communications	26,719	27,502	103%
Utilities	7,703	7,832	102%
Advertising	7,102	6,528	92%
Public Notices	3,361	3,081	92%
Money Counting	35,143	41,829	119%
Other Professional Service	59,102	56,202	95%

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2016

Time elapsed:
100%

IGA Services	368,771	388,035	105%
Low Income Fare Determination	27,750	27,750	100%
Bus Shelter Cleaning	42,120	42,120	100%
Vehicle Maintenance	352,369	1,795,917	510%
Operating Fees & Licenses	18,728	18,599	99%
Insurance	503,001	502,532	100%
Fuel	1,046,997	1,034,819	99%
Fixed Route	12,277,827	10,726,964	87%
Paratransit	2,130,367	2,139,665	100%
Miscellaneous	10,156	9,545	94%
Intermodal Infrastructure - Construction	-	-	N/A
Rolling Stock	3,803,281	3,745,846	98%
Bus Shelter Construction/Bench Install	-	-	N/A
Security/Cameras	23,738	25,178	106%
Signage	34,083	31,796	93%
Capital (IT, Facility Repairs/Maint)	76,493	92,059	120%
Engineering	-	-	N/A
Engineering - Intermodal	22,500	22,500	100%
Trolley (FTA Payback)	-	-	N/A
Leeds Ave. (FTA Payback)	-	-	N/A
TOTAL EXPENDITURES	<u>21,710,358</u>	<u>21,509,000</u>	99%
 Excess (Deficit) of Revenues Over (Under) Expenditures	 <u>2,129,438</u>	 <u>636,223</u>	

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2016

	Administration	Operating	Capital	TOTAL
EXPENDITURES:				
Salaries & Benefits	290,775	213,057		503,832
Total Direct Personnel	290,775	213,057	-	503,832
Supplies	9,709	6,535		16,244
Printing	10,718	48,680		59,398
Marketing	60,000			60,000
Parking (Employee)	10,957			10,957
Accounting (Outside Services & Auditing)	22,640			22,640
Postage	2,625			2,625
Dues/Publications	1,480	250		1,730
Facility Maintenance		23,215		23,215
Training/Travel	-	14		14
Office Equipment Rental	18,315			18,315
Office Equipment Maintenance	26,913			26,913
Rent	3,318	13,500		16,818
Telephone/Communications	6,076	21,426		27,502
Utilities		7,832		7,832
Advertising	6,528			6,528
Public Notices	1,526	1,555		3,081
Money Counting		41,829		41,829
Other Professional Services	25,222	30,980		56,202
IGA Services		388,035		388,035
Low Income Fare Determination		27,750		27,750
Bus Shelter Cleaning		42,120		42,120
Consultant Fees - Vehicles				-
Vehicle Maintenance		1,795,917		1,795,917
Operating Fees & Licenses		18,599		18,599
Insurance	10,930	491,602		502,532
Fuel		1,034,819		1,034,819
Fixed Route		10,726,964		10,726,964
Paratransit		2,139,665		2,139,665
Miscellaneous	9,545			9,545
Intermodal Infrastructure - Construction			-	-
Rolling Stock			3,745,846	3,745,846
Bus Shelter Construction/Bench Install			-	-
Security Cameras		25,178	-	25,178
Signage		31,796	-	31,796
Capital (IT, Facility Repairs/Maint)	19,720		72,339	92,059
Engineering		22,500	-	22,500
Trolley (FTA Payback)				-
Leeds Ave. (FTA Payback)				-
TOTAL EXPENDITURES	536,997	17,153,818	3,818,185	21,509,000

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2016

	Administration	Operating	Capital	TOTAL
REVENUE				
Farebox		2,571,127		2,571,127
Passes		604,699		604,699
COC Shuttle		457,316		457,316
School District				-
MUSC		798,928		798,928
City of Charleston - DASH		499,380	479,000	978,380
City of North Charleston				-
NASH		200,000		200,000
Partnerships				-
Federal		4,443,065	2,917,811	7,360,876
State Mass Transit Funds			386,315	386,315
Sales Tax - Charleston County	1,170,491	6,721,700	35,059	7,927,250
Charleston County				-
Advertising		719,146		719,146
Interest	230			230
Rent		1		1
Miscellaneous	2,499	44		2,543
Sale of Assets		28,467		28,467
Insurance Proceeds		109,945		109,945
Montague Ave. - Proceeds from Sale				-
TOTAL REVENUES	1,173,220	17,153,818	3,818,185	22,145,223
EXCESS OF REVENUES OVER EXPENDITURES	636,223	-	-	636,223

CARTA
Statement of Revenues & Expenditures
For the Month Ending October 31, 2016

Time elapsed:
8%

	<u>FY17 Budget</u>	<u>Actual</u>	<u>% of Budget</u>
<u>Revenues</u>			
Farebox	2,696,890	163,069	6%
Passes	585,388	29,694	5%
COC Shuttle	452,580	35,938	8%
MUSC	807,000	63,389	8%
City of Charleston - DASH	516,600	41,820	8%
City of North Charleston	1,151,630	-	0%
Federal	18,279,154	419,089	2%
State Mass Transit Funds	661,636	-	0%
Sales Tax - Charleston County	8,147,000	660,604	8%
Charleston County Intermodal	1,241,870	-	0%
Advertising	825,000	61,183	7%
Interest	300	-	0%
Montague Ave. - Proceeds from Sale	-	-	N/A
Insurance Proceeds	-	7,367	N/A
Rent	-	-	N/A
Miscellaneous	-	-	N/A
Sale of Assets	-	-	N/A
TOTAL REVENUES	<u>35,365,048.00</u>	<u>1,482,153</u>	4%
<u>Expenditures</u>			
Staff Salaries	147,327	13,963	9%
Supplies	15,000	1,289	9%
Printing	100,000	5,479	5%
Marketing	70,000	1,516	2%
Automotive	2,880	280	10%
Accounting (Auditing)	20,000	-	0%
Postage	2,500	-	0%
Dues/Publications	1,100	-	0%
Training/Travel	2,000	-	0%
Office Equipment Rental	17,496	1,567	9%
Office Equipment Maintenance	18,000	1,781	10%
Rent	11,963	968	8%
Communications	105,500	4,384	4%
Utilities	10,500	711	7%
Advertising	5,500	-	0%
Public Notices	3,500	-	0%
Money Counting	6,000	236	4%
Professional Services	36,000	196	1%

CARTA
Statement of Revenues & Expenditures
For the Month Ending October 31, 2016

Time elapsed:
8%

Contract Services	850,000	1,966	0%
Paratransit Certification	31,000	-	0%
Vehicle Maintenance	376,000	7,747	2%
Operating Fees & Licenses	17,000	987	6%
Insurance	538,147	(830)	0%
Fuel	1,300,000	77,252	6%
Fixed Route	12,084,000	834,391	7%
Paratransit	2,282,343	162,417	7%
Miscellaneous	12,500	70	1%
Intermodal Infrastructure - Construction	11,467,500	-	0%
Rolling Stock	1,866,627	-	0%
Support Vehicles	250,661	-	0%
Bus Shelter Construction/Bench Install	668,864	-	0%
Security/Cameras	344,084	-	0%
Fareboxes	1,000,000	-	0%
Signage	70,015	-	0%
Automated Vehicle Locator	919,237	-	0%
Capital (IT, Facility Repairs/Maint)	250,000	2,366	1%
Engineering	50,000	-	0%
Leeds Ave. (FTA Payback)	411,804	-	0%
TOTAL EXPENDITURES	<u>35,365,048</u>	<u>1,118,736</u>	3%
 Excess (Deficit) of Revenues Over (Under) Expenditures	 <u>-</u>	 <u>363,417</u>	

CARTA
Statement of Revenues & Expenditures
For the Month Ending October 31, 2016

	Administration	Operating	Capital	TOTAL
EXPENDITURES:				
Salaries & Benefits	6,270	7,693		13,963
Total Direct Personnel	6,270	7,693	-	13,963
Supplies	226	1,063		1,289
Printing	-	5,479		5,479
Marketing	1,516			1,516
Parking (Employee)	280			280
Accounting (Outside Services & Auditing)	-			-
Postage	-			-
Dues/Publications	-	-		-
Training/Travel	-	-		-
Office Equipment Rental	1,567			1,567
Office Equipment Maintenance	1,781			1,781
Rent	468	500		968
Telephone/Communications	1,233	3,151		4,384
Utilities		711		711
Advertising	-			-
Public Notices	-	-		-
Money Counting		236		236
Other Professional Services	196	-		196
Contract Services		1,966		1,966
Paratransit Certification				-
Low Income Fare Determination		-		-
Bus Shelter Cleaning		-		-
Consultant Fees - Vehicles				-
Vehicle Maintenance		7,747		7,747
Operating Fees & Licenses		987		987
Insurance	-	(830)		(830)
Fuel		77,252		77,252
Fixed Route		834,391		834,391
Paratransit		162,417		162,417
Miscellaneous	70			70
Intermodal Infrastructure - Construction			-	-
Rolling Stock				-
Support Vehicles				-
Bus Shelter Construction/Bench Install			-	-
Security Cameras		-	-	-
Fareboxes				-
Signage		-	-	-
Automated Vehicle Locator				-
Capital (IT, Facility Repairs/Maint)	2,366	-		2,366
Engineering		-	-	-
Leeds Ave. (FTA Payback)				-
TOTAL EXPENDITURES	15,973	1,102,763	-	1,118,736

CARTA
Statement of Revenues & Expenditures
For the Month Ending October 31, 2016

	Administration	Operating	Capital	TOTAL
REVENUE				
Farebox		163,069		163,069
Passes		29,694		29,694
COC Shuttle		35,938		35,938
School District				-
MUSC		63,389		63,389
City of Charleston - DASH		41,820		41,820
City of North Charleston				-
Federal		417,196		417,196
Federal SC-90-X0259	1,893			1,893
Federal SC-2016-001-00				-
State Mass Transit Funds				-
Sales Tax - Charleston County	377,497	283,107		660,604
Charleston County				-
Advertising		61,183		61,183
Interest	-			-
Rent				-
Miscellaneous				-
Sale of Assets		-		-
Insurance Proceeds		7,367		7,367
Montague Ave. - Proceeds from Sale				-
TOTAL REVENUES	379,390	1,102,763	-	1,482,153
EXCESS OF REVENUES OVER EXPENDITURES	363,417	-	-	363,417



CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY

MEMORANDUM

DATE: November 9, 2016

TO: CARTA Executive Board

FROM: Jason McGarry, Procurement/Contracts Administrator 

SUBJ: Vulcan Signs Contract Amendment

CARTA is requesting approval to amend the Vulcan Signs contract # 2014-005 for an additional year pursuant to the renewal terms outlined in the contract.

The contract was awarded on December 18, 2013 as a one (1) year contract with four (4) options to annually renew. Amendment 3 will extend the contract from December 18, 2016 – December 17, 2017.

If you have any questions or need additional information, please let me know.



CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY

MEMORANDUM

DATE: November 9, 2016

TO: CARTA Executive Board

FROM: Jason McGarry, Procurement/Contracts Administrator 

SUBJ: Davis & Floyd Contract Amendment

CARTA is requesting approval to amend the Davis & Floyd contract # 2011-004 to allow for completion of the Ashley Phosphate Road/Dorchester Road Shelter Project.

The contract was awarded on November 3, 2011 as a one (1) year contract with four (4) options to annually renew. Upon completion of the project noted above, the contract will be terminated.

If you have any questions or need additional information, please let me know.



CHARLESTON AREA REGIONAL
TRANSPORTATION AUTHORITY

POLICY AND OPERATIONS MANUAL

DRAFT



CHARLESTON AREA REGIONAL
TRANSPORTATION AUTHORITY

POLICY AND OPERATIONS MANUAL

November 2016

DRAFT

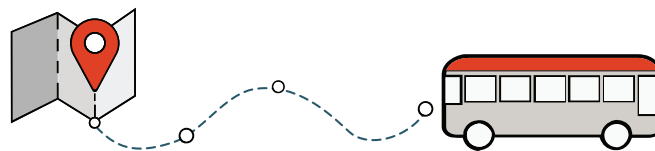
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Charleston Area Regional Transportation Agency
Policy and Procedure Manual

SECTION I: **SYSTEM WIDE POLICIES**



The Charleston Area Regional Transportation Authority (CARTA) provides opportunities for transit industry standard interior and exterior advertising subject to the following guidelines:

STANDARD EXTERIOR BUS ADVERTISING

Bus advertising space is available on the exterior of CARTA buses in the industry standard King (driver's side), Queen (curb side) and Tail areas as noted on the CARTA rate card.

Available types and sizes are specified on the attached rate card. Ads are to be printed on a direct application decal of the appropriate size. The decal's placement must not interfere with necessary access or safety features. Proposed ads must be presented to the Advertising Sales Manager (ASM), who will then approve or disapprove of the ad. The ad may be presented to the Executive Director and/or CARTA Board if there is a question of appropriate content. The advertiser shall at its own expense furnish and deliver the decal ad to the CARTA Contractor, no less than one (1) week prior to the date of display. Exterior ad space is available on vehicles at advertiser's request.

SPECIALTY ADVERTISING OPTION

Specialty ads can cover the various surface areas up to the entire exterior of the bus. If the ad will cover the passenger windows, perforated vinyl must be used in these areas. The advertiser will be responsible for the designing and printing of the vinyl decals and for installation and removal. Proposed ads must be presented to CARTA for approval. The ad may be presented to the Executive Director and/or CARTA Board for review and approval if there is a question of content. CARTA shall retain the right to approve or disapprove of material if we believe the work will not meet our quality standard.

INTERIOR BUS ADVERTISING OPTION

Advertising spaces available in the interior of the buses consist of racks located above the windows and extending the full length of the interior of the coach. Size of ads should have a total printed size of 28" wide x 11" tall for CARTA. Ads must allow ½ inch border on all sides in which no vital information is contained. Proposed ads must be presented to CARTA, who will approve or disapprove of the ad. The ad may be presented to the Executive Director for review and approval if there is a question of content.

AD PLACEMENT

Advertisers may specify the routes or buses on which their ads are placed. The bus that carries the advertisement will be circulated across those routes during the ad contract term, ensuring full exposure throughout the service area. Due to unforeseen conditions this is not a 100% guarantee.

AD SPACE COSTS

Costs of advertising with CARTA are set by the Executive Director and will continually be reviewed in relation to market rates. The Executive Director and CARTA Board will be advised of rate changes at Board meetings. Discount rates can be negotiated between the Advertising Sales Manager (ASM) and the client. Payment for advertising is due immediately following installation of ads. Invoices will be provided on a monthly basis unless there is a request to be billed in full by advertiser. Non-payment of amount due in a timely manner can result in ad removal at advertiser's expense.

As buses are occasionally removed from service for maintenance and repair, make-goods will be provided in the form of campaign extensions, or at advertiser request, may be applied to future campaigns. No refunds will be allowed.



AGENCY REPRESENTATION

CARTA welcomes local and national advertising agencies to represent their clients in the purchase of advertising space. The rates set by CARTA are net, no agency commissions or rebates will be provided from sales. Payment for ads will be the responsibility of the reserving agency unless otherwise indicated.

CHARACTER OF ADVERTISEMENTS

The following types of advertisements are prohibited:

1. Political Advertisements
 - a. Political advertisements are defined as:
 - Any advertising that supports or opposes the election of any candidate or group of candidates for election to any federal, State, or local government office;
 - Any advertising that supports or opposes any referendum conducted by the federal or State government, or by any local government, such as referendum on constitutional amendments, on bond issues, or on local legislation; or
 - Any advertising that features any person whose prominence is based wholly or in part upon his or her past or present activity in political affairs, or that represents or implies any such person's approval or endorsement of the subject matter of the advertising.
2. Advertisements for alcohol, cigars, cigarettes, pipe tobacco, chewing tobacco, and other tobacco products.
3. Advertisements for products or services related to human reproduction or sexuality, including but not limited to contraceptive products or services, other products or services related to sexual hygiene, and counseling with regard to pregnancy, abortion, or other sexual matters.
4. Advertisements for products, services, or entertainment directed to sexual stimulation.
5. Advertisements that in any way denigrates any and all of the member jurisdictions, CARTA or CARTA's operation, or the City of Charleston and/or CARTA's officers, agents, or employees. This prohibition includes advertising copy and illustrations that state or imply, or could reasonably be expected to cause an inference, that any and all of the member jurisdictions and/or CARTA's services or operations are anything but safe, efficient, affordable, and convenient.
6. Advertisements which are derogatory of any person or group because of race, national origin, ethnic background, religion, or gender.
7. Advertisements that would violate any federal or State law or regulation, or any law, regulation, or ordinance of any county or municipality in or through which such vehicles are or may be operated.

Advertisements that use CARTA's name, logo, slogans, or other graphic representations is not categorically prohibited, but is subject to advance approval by CARTA. CARTA will not endorse or imply endorsement of any product or service. CARTA reserves the right to market and promote its own image and services, including co-promotions with for-profit and other non-profit entities. Included in the production rates:

- All advertising, which is torn or otherwise unsightly in appearance, will be promptly replaced or removed at the advertiser's expense.
- Any advertising damaged in an accident will be replaced by CARTA.
- All dated advertising will be removed no later than seven (7) days following the final date of an advertised event or offer (All non-dated advertising will be removed no later than thirty (30) days following the contractual agreement).
- Ad design, printing and installation/removal (exterior) are provided by third-party vendors. CARTA can recommend vendors who are familiar and experienced with the advertising program requirements, but assumes no liability for their performance.
- CARTA is not responsible for the deterioration of signs due to weather, routine bus maintenance, and/or any accidents that may occur.



- *CARTA cannot guarantee the condition of signs after their removal.*
- *The CARTA Executive Director will approve all advertising pursuant to this policy prior to the placement or display of the advertisement on CARTA buses, facilities, or property.*



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Charleston DASH Trolley Advertising

DASH Trolleys provide unmatched, highly visible coverage of Charleston's busy Downtown Area.

TOTAL TROLLEY

Includes: 1 streetside super king, 1 curbside king and 1 tail display

WRAPPED TROLLEY

Includes: 1 streetside super king, 1 curbside king, 1 tail display, 2 additional side panels, and 15 window panels.

Product	Qty	Cost Per Month			Production (1 time fee)
		3 Mo Contract	6 Mo Contract	12 Mo Contract	
CARTA Full Wrap	2		\$5,400	\$5,040	\$6,000 per
	1		\$2,970	\$2,700	
CARTA Full Sides	5		\$5,000	\$4,500	\$2,800 per
	3		\$3,300	\$3,000	
	2		\$2,400	\$2,200	
	1		\$1,300	\$1,200	
CARTA Bus King Kong	10	\$6,000	\$5,400	\$4,800	\$1,700 per
	5	\$3,500	\$3,300	\$3,000	
	1	\$900	\$825	\$750	
CARTA Super Kings	10	\$5,808	\$5,280	\$4,800	*\$600 per
	5	\$3,025	\$2,750	\$2,500	
CARTA Bus Super Tails	10	\$3,640	\$3,380	\$3,120	\$300 per
	5	\$1,990	\$1,840	\$1,690	
CARTA Bus Full Backs	10	\$5,500	\$5,000	\$4,500	\$750 per
	5	\$3,000	\$2,700	\$2,500	
	1	\$750	\$700	\$650	
Bus King	60	\$15,300	\$14,535	\$13,082	\$300 per
	30	\$9,000	\$7,695	\$6,926	
	15	\$4,500	\$4,275	\$4,061	
Bus Queen	60	\$13,330	\$11,990	\$11,220	\$165 per
	30	\$7,060	\$6,690	\$5,940	



Express Commuter Service

Product	Qty	Cost Per Month			Production
		3 Mo Contract	6 Mo Contract	12 Mo Contract	
Express Bus Full Wrap	3		\$8,400	\$8,000	\$6,000 per
	2		\$6,000	\$5,600	
	1		\$3,300	\$3,000	
Express Bus Full Sides	5		\$5,000	\$4,500	\$3,000 per
	3		\$3,300	\$3,000	
	2		\$2,400	\$2,200	
	1		\$1,300	\$1,200	
Express Bus King Kongs	10	\$7,000	\$6,500	\$6,000	\$1,800 per
	5	\$4,000	\$3,600	\$3,300	
	1	\$1,000	\$900	\$800	
Express Bus Super Kings	10	\$6,000	\$5,500	\$5,000	*\$850 per
	5	\$3,630	\$3,300	\$3,000	
	2	\$1,700	\$1,540	\$1,400	
Express Bus Super Tails	10	\$4,520	\$4,170	\$3,820	\$350 per
	5	\$2,480	\$2,290	\$2,090	
	1	\$540	\$500	\$460	
Express Bus Full Backs	10	\$6,000	\$5,400	\$4,900	\$750 per
	5	\$3,300	\$3,000	\$2,700	
	1	\$800	\$750	\$700	

*Extensions not included



	15	\$3,730	\$3,530	\$3,140	
Tel A Ride/Shuttle Tails	1	\$200	\$200	\$150	
CARTA Bus Interiors	20	\$20 per			\$20 per
Express Bus Interiors	20	\$20 per			\$20 per

*Extensions not included

Regular New Flyers

Coverage Highlights Include:

Historic King Street, South Carolina Aquarium, Charleston Museum, Charleston Visitor Center, City Market, College of Charleston, Waterfront Park, Broad Street Shopping District, Museum Mile, Charleston Maritime Center, Gaillard Auditorium, Four Corners of Law and MUSC Medical Complex.

Campaign Investment ~

Total Trolley:	<u>6 Periods</u>	<u>Annual</u>
	\$2,000	\$1,700

One time production fee of \$750 per Trolley

Wrapped Trolley:	<u>6 Periods</u>	<u>Annual</u>
	\$2,200	\$1,800

One time production fee of \$2,400

Rates are per 4 week period

**10% Discount on Second Trolley of Like Term.*

CARTA vehicles can be rented for productions any time, except weekday rush hours (approx 6am-9am & 3pm – 6pm) or where restricted by CARTA. Any rental fees are for production purposes only. CARTA cannot operate charter services at any time.

CARTA buses travel throughout the Charleston and surrounding areas. Rentals start at a minimum of four hours which includes travel time to and from your production location. The Bus Operator's labor cost is included in the rental rate. Supervisory personnel are needed for most productions.

PROPS

We can provide your production with:

- *Bus stop signs*
- *Public information signs*
- *Maps, schedules, brochures and other CARTA publications*
- *Farecard replicas*

SUPPORT CREW

Appropriate personnel is required for support as follows:

- *Supervisory staff to accompany you and/or your crew whenever your project is scheduled*
- *Specialized personnel can be hired as needed: Bus Operators, Customer Assistants, Laborers, etc.*

LOCATIONS

Contact & Request Procedures:

- *Contact CARTA at least two weeks in advance.*
- *Email or fax a Letter of Intent with your script, storyboard or concept detailing how and when you want to use CARTA services. We will contact you within 24 hours of receipt.*
- *A pre-production meeting will be held at CARTA offices with your organization and CARTA staff to discuss your plans and how we can accommodate them in compliance with CARTA's regulations and safety requirements and FTA requirements.*
- *Request made less than two weeks in advance are subject to postponement until adequate CARTA manpower is available.*



- *The general public is permitted to use hand-held cameras to take photographs, capture digital images, and videotape within public areas of CARTA and transit vehicles for personal, non-commercial use.*
- *Large cameras, photos or video equipment or ancillary equipment such as lighting, tripods, cables, etc. are prohibited (except in instances where commercial and professional photographers enter into contractual agreement with CARTA).*
- *All photographers and videographers are prohibited from entering, photographing, or videotaping non-public areas of the CARTA transit system.*
- *All photographers and videographers are prohibited from impeding customer traffic flow, obstructing transit operations, interfering with customers, blocking doors or stairs, and affecting the safety of CARTA, its employees, or customers. All photographers and videographers must fully and immediately comply with any requests, directions, or instructions of CARTA personnel related to safety concerns.*

SAFETY TIPS

- *For everyone's safety, do not use a camera's flash if facing a person who is operating a train or bus.*
- *Be respectful of others – CARTA customers and employees.*
- *Don't stand (or cause others to stand) in the way of stairs, aisles, or doorways.*
- *Be careful! Your safety is very important to us, so stay away from moving vehicles.*
- *Be safe! Don't inch backward with your camera to get a wider view – always look where you're going.*

While on CARTA premises, all photographers and videographers must comply with all applicable rules, including but not limited to, this policy, all applicable laws, ordinances, municipal regulations, standard operating procedures, administrative procedures and other CARTA policies. CARTA personnel may evaluate the actions of a photographer or a videographer, and if a determination is made that the actions of a photographer or videographer are not in compliance with any applicable rule, CARTA personnel may terminate the permission granted by this policy.

CARTA facilities and vehicles are for the exclusive use of the CARTA, its employees, and its customers. Any and all permission granted to photograph and videotape in connection with this policy is subordinate to CARTA's obligations to its customers, employees and to the general public. Loitering at CARTA stations for extended periods for the purpose of taking photographs or video is prohibited.



It shall be the responsibility of every employee of the CARTA and its contractor(s) to treat all customers in a courteous and professional manner, and to respond to all comments or grievances within 72 business hours.

IMPLEMENTING PROCEDURE

All customer comments, whether received via a phone call, voice mail message, written correspondence or other source, shall be processed as follows:

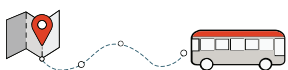
- *The individual receiving the customer comment will enter it into the CARTA Customer Service software known as Listen.*
- *The CARTA Customer Service Manager, a.k.a. CSM, or designee, will respond to all comments with a phone call within 72 hours to acknowledge receipt and to clarify any missing information. If a phone number is not available, the CSM will provide a written response via e-mail at the completion of the investigation.*
- *The CSM, or designee, will forward the comment internally to the appropriate CARTA staff persons via e-mail.*
- *The CSM will then review the comment and, if an investigation is needed, have the appropriate staff person to investigate. (Any commendations will be shared with the employee being commended and filed accordingly.)*
- *Following the investigation, the staff person will forward a written response explaining the corrective action taken to the CSM within 3 working days. The investigation shall take no longer than 3 working days; however, depending on the incident, a longer period may be warranted. The need for an extended investigation period shall be communicated to the CSM and the appropriate manager.*
- *If an extended time period is needed for the investigation, the CSM, or designee, will communicate to the person filing the grievance that the matter is still under investigation.*
- *Once the investigation is complete, the CSM, or designee, will call or email the person filing the grievance indicating the outcome of the investigation.*

The CSM will maintain complete files in CARTA's Customer Service Listen database on all comments received and the action taken.

CUSTOMER SERVICE COMMENT PROCEDURE

For receiving, tracking, and acting on customer comments:

1. Comments will be entered into the Listen System by those individuals receiving the comment. The CSM will follow up within 72 hours of receipt of comment.
2. Comment Sources Include:
 - *Phone Call;*
 - *Voice Mail Message;*
 - *Written Correspondence through E-Mail and Social Media; and*
 - *Any other sources of communication.*
3. Once the CSM has reviewed the comment they will distribute the information. First, to all appropriate CARTA and BCDCOG staff, and then to the appropriate contact for investigation and action.
4. Investigation of comment can take up to three (3) days.
5. Once investigation has been completed the CSM will follow-up with a written statement to the person who submitted the comment.



CARTA is concerned about the security and safety of the traveling public and bus operators. We believe that it is the obligation of each and every member of the traveling public to contribute to the safety of the bus, Tel-A-Ride vehicles, bus shelters, bus stops, the SuperStop, and any bus transit facilities, by refraining from threats, violence or any activities that may provoke violence. To this end, a standard of conduct is expected from every patron of the CARTA system, whether on a transit vehicle or at any transit facility. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using the CARTA system. Safety is everyone's responsibility, and we require anyone that witnesses inappropriate behavior in or around transit facilities to report it to security before boarding or to the transit operator after boarding.

DEFINITIONS

VIOLENCE: Physical force employed so as to violate, damage, abuse, injure, or strike in any manner.

THREAT: An expression or action showing intent to inflict harm. The giving of signs or warnings of violence or the announcement of violence as a possibility.

TRANSIT PROPERTIES: Any capital equipment, buses, designated CARTA stops, personal property, and transportation facilities used in connection with the CARTA system.

INAPPROPRIATE BEHAVIOR: Any conduct that does not demonstrate respect for the rights and dignity of others or that interferes with the orderly provision of transportation services. Following are examples of inappropriate behavior, which will not be tolerated in or around transit facilities. This list is not intended to be all-inclusive. Other behaviors offensive to Transit operators or passengers can be considered inappropriate behavior resulting in temporary or permanent suspension of ridership. The distinction between the various levels of behavioral infractions is one that may not be easily defined. In applying consequences to address specific behavioral issues, two variables must be considered: severity of the behavior and frequency of the behavior.

- *Examples of inappropriate behavior include but are not limited to the following:*

TYPICAL MINOR VIOLATIONS

- *Profanity*
- *Refusal to share seat with another passenger*
- *Body odor or personal hygiene which disturbs the reasonable comfort of other passengers or transit operators*
- *Talking too loudly*
- *Trying to distract driver's attention*
- *Pushing and jostling when getting on the transit vehicle*
- *Changing seats while the transit vehicle is in motion*
- *Crowding to the door before the transit vehicle stops*
- *Eating or drinking on transit vehicle*
- *Loud music*

TYPICAL MAJOR VIOLATIONS

- *Physical Violence, Intimidation and/or Harassment toward another passenger or operator*
- *Discourteous treatment of passengers or transit operators*



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- *Participation in illegal activity (sale, distribution, possession of stolen property or controlled substances such as alcohol, narcotics, etc., in or around transit facilities)*
- *Possession of weapon on or around transit facilities*
- *Sexual touch or comment that is unwanted by the recipient*
- *Touching a sexual part of the body either directly or indirectly via physical contact or force*
- *Filing a complaint against a passenger(s) or transit operator(s) alleging inappropriate or illegal action that is determined after an investigation to have been filed by the complainant because of fraud, corruption, or malice.*
- *Damaging or destroying transit facilities or the personal property of another passenger or transit operator*
- *Drinking alcoholic beverages*
- *Uttering death threats*
- *Language intentionally used to threaten or intimidate another passenger or transit operator*
- *Use of racial slurs, racial/ethnic name calling, displaying racist behaviors*
- *Throwing objects in transit vehicle or out of windows*
- *Use of tobacco or smoking on transit vehicle*
- *Spitting*
- *Failure to obey the transit operator*
- *Public Intoxication*

CONSEQUENCES

A range of consequences or strategies will be used to address violations of this policy. In accordance with 28 CFR Part 36, Subpart B, Section 36.208 Direct Threat of the Americans with Disabilities Act, the determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk. Disruptive or harmful conduct is punishable and considered a misdemeanor which can equal to ninety (90) days in prison or a \$1,000 dollar fine.

BODY ODOR OR PERSONAL HYGIENE

A passenger may not be allowed on a vehicle if his or her body odor or personal hygiene will disturb the reasonable comfort of other passengers or transit operators. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of Transit staff, that person places existing passengers in extreme discomfort or is considered a health risk to others.

VIOLENT BEHAVIOR

If it is determined that a passenger exhibits violent behavior towards him/herself, another passenger or the bus driver, the driver must notify the dispatcher/supervisor immediately. A street supervisor will meet the vehicle and when applicable, with proper law enforcement officials remove the rider from the bus. The operations manager shall immediately contact the CARTA staff. The CARTA staff will make verbal contact with the passenger, parent/guardian, agency officials (when applicable) to notify the passenger of suspension from transportation service until an investigation of the incident is completed.

MINOR VIOLATIONS

MINOR VIOLATIONS (PER RIDE) OF CONDUCT RULES ARE HANDLED AS FOLLOWS:

1. First Offense -Verbal warning by vehicle operator or security to correct behavior.



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2. Second Offense -Warning to offender or offenders that the offender or offenders will be suspended from transit services and will be put off the transit vehicle. If a passenger is put off the transit vehicle, the passenger is suspended from riding privileges on any transit vehicle for twenty-four (24) hours. Any time a passenger is removed from the bus their bus fare shall be forfeited and if the passenger suspended is seen riding another transit vehicle during the suspension period it will be considered trespassing and the local police will be called to handle the situation. An incident report shall be completed.
3. Third and Subsequent Offenses -Same as first major offense.

MAJOR VIOLATIONS

MAJOR VIOLATIONS MAY RESULT IN:

- Police action where a criminal act has occurred;
- Immediate removal from transit vehicle and suspension; or
- Very serious and/or repeat concerns may result in bus riding privileges being permanently terminated

MAJOR VIOLATIONS (PER RIDE) OF CONDUCT RULES ARE HANDLED AS FOLLOWS:

1. First Offense -Riding privileges could be suspended for one to five (5) days. A greater number of days are possible depending on the nature and severity of the offense as decided by CARTA staff. The offender is not allowed to ride any transit vehicle when put off for major violations. Any time a passenger is put off the bus their bus fare shall be forfeited and if the passenger suspended is seen riding another transit vehicle during the suspension period it will be considered trespassing and the local police will be called to handle the situation.
2. Second and Subsequent Offenses – Riding privileges may be suspended for a specified number of days or indefinitely depending on the nature and severity of the offense as decided by CARTA staff.

PROCEDURE

1. **PASSENGER COMPLAINTS:** Passenger complaints should be directed to the customer service manager (CSM) who is responsible for writing up an incident report and correcting inappropriate behavior on transit properties.
2. **INCIDENTS ON-BOARD TRANSIT VEHICLES:** When a passenger exhibits inappropriate behavior on a transit vehicle, the vehicle operator will complete an incident report. The incident report is given to a supervisor and/or the operations manager by the end of the working day.
3. **SUBMISSION OF INCIDENT REPORT:** Completed incident reports will be submitted to both the Operations Supervisor and CARTA staff within 24 hours of the incident. The operations manager will prepare a written letter to CARTA recommending suspension of transit riding privileges by the end of the next working day. The letter should state why the passenger should be suspended, documented history of disruptive behavior, etc.
4. **INVESTIGATION OF INCIDENT:** Within forty-eight hours following receipt of an incident report, CARTA staff will further investigate the matter. This investigation will include conversations with the operations supervisor, driver, security guard, law enforcement, parent/guardian, agency officials, and the allegedly disruptive passenger, as appropriate. On the basis of this investigation, CARTA staff will determine if further action is merited.
5. **NOTIFICATION OF PASSENGER:** If appropriate, CARTA staff will prepare a letter to the allegedly disruptive passenger, informing them of his/her pending suspension and advising them of their right to an investigative hearing date.
6. **INVESTIGATIVE HEARING:** If requested, an investigative hearing will be held by CARTA within ten (10) days of receipt of the passenger's request. Once the incident has been heard by the appropriate staff (CARTA Staff), a decision will be made as to whether or not the passenger is eligible to use the bus service.

CARTA will make the final decision as to the length of suspension or whether permanent termination of transit riding privileges is appropriate. This decision will be communicated verbally to the operations manager, the parent/guardian of the passenger, and agency officials, where applicable. Only the CARTA Executive Director has the authority to suspend a rider from fixed route bus service.



CARTA staff will prepare a letter confirming the passenger's suspension. The letter will be sent to the contract manager, the passenger or passenger's parent/guardian, and agency official (when applicable).

When the suspension has been completed, CARTA staff will inform all interested parties via written communication that the passenger is eligible to resume bus service, but that his/her behavior will be closely monitored for 30 calendar days. If there is another documented incident of disruptive behavior, the passenger will be suspended for a longer time period or indefinitely.

DRIVER CONDUCT

All contract CARTA drivers are to conduct themselves in a professional, courteous, and respectful manner at all times, ensuring safe and comfortable transportation service to members and their attendants and companions.

IMPLEMENTATION PROCEDURE:

- *All drivers are to conduct themselves at all times in a professional manner.*
- *Drivers are to treat all members, their attendants, and companions courteously and respectfully.*
- *Drivers are to provide assistance as necessary or requested to ensure that members can safely board and alight the vehicle.*
- *Drivers should be sensitive to the needs of all riders who may travel infrequently or have anxiety about traveling.*
- *Drivers should help to make these riders feel secure by ensuring assistance to the rider in boarding and alighting the vehicle, allowing adequate time for the rider to get settled in the vehicle.*
- *If drivers are unsure about the level of assistance to provide or offer to the rider, it is often best to ask the rider if assistance is needed.*
- *In instances where multiple vans arrive at a destination simultaneously to pick up TEL-A-RIDE riders, drivers are to enter the facility and announce who they are there to pick up. It is expected that the TEL-A-RIDE riders remain inside until this announcement is made.*
- *Smoking is prohibited while operating any CARTA vehicle.*
- *Drivers are not to eat or drink on board a CARTA vehicle at any time with the exception of bottled water.*
- *Drivers must be out of the seat of the bus to use their cell phones. Cell phones are to be powered off while inside the bus.*



FARE STRUCTURE

Effective October 1, 2015, the fare structure was approved as follows:

ONE WAY FARE

- Adult \$2.00
- Senior (60+ years) \$1.00
- Disability and Medicare-Medicaid Card Holder \$0.75
- Child (6 years and under) Free
- Transfer \$0.50

ONE DAY UNLIMITED RIDE PASS

- Adult \$7.00

10-RIDE PASS

- Adult \$16.00

31-DAY UNLIMITED RIDE PASS

- Adult \$57.00

TEL-A-RIDE PASSES

- One-Way Cash Fare \$4.00 (Within Zone) / \$5.00 (Out of Zone)

FARES: PARATRANSIT RIDER'S FREE USE OF FIXED ROUTE SERVICE

- Any paratransit certified rider with current eligibility may use CARTA's fixed-route service free of charge. The client's use of the fixed-route service will not affect his or her eligibility for paratransit service. In order to ride the fixed-route service without charge the client must present his or her non-transferable, photo identification card to the operator when boarding the bus. In the alternative, a paratransit certified client may ride fixed-route service for free upon presenting their CARTA Identification Card.
- Any client determined by the Operations Manager to have transferred their CARTA issued photo identification card to an ineligible person will not be eligible for free use of the fixed-route service for a period of thirty (30) days, this includes ID Badges for employers with bulk rate programs (for example MUSC).
- Any client determined to have repeatedly violated this policy may have their privilege to ride fixed-route service free of charge permanently revoked.



STUDENT PASS SALES

Six (6) month student passes are available for k-12 students and students attending an accredited higher education institution where the student is enrolled in at least a 6 month semester or a quarterly system equivalent to 6 months. Students are required to show an ID with their name and the schools name as they board the bus or documentation from the school that contains the students name and the schools name as they board the bus.

BULK DISCOUNT POLICY

The intent of this policy is to encourage transit use within an organization. For the purposes of this policy, a pass is an encoded fare media that can be used for multiple trips or for a specified period of time. A ticket shall be defined as a non-encoded fare media that can be exchanged for a single, one-way trip. Tickets are not included in bulk pass sales discount policy and will only be sold to eligible non-profit or governmental agencies. This schedule of discounting would only apply to entities purchasing the passes in bulk directly from CARTA. All such purchases shall be made from CARTA directly. This policy will not apply to outlets selling passes on consignment, who shall sell all pass types. Passes purchased in bulk will be discounted under the following schedule:

BULK PASS SALES DISCOUNT SCHEDULE

PASS VALUE	QUANTITY PURCHASED	DISCOUNT OFFERED	PASSES/TOTAL DISCOUNT		PASSES/TOTAL DISCOUNT	
\$6	500	5%	1 Day	\$150		
	1000	10%	1 Day	\$600		
	1500	15%	1 Day	\$1,350		
\$7-\$20	100	5%	3 Day	\$60	10 Trip	\$70
	200	10%	3 Day	\$240	10 Trip	\$280
	300	15%	3 Day	\$540	10 Trip	\$630
\$21-\$49	50	5%	31 Day	\$125	40 Trip	\$123
	100	10%	31 Day	\$500	40 Trip	\$490
	500	15%	31 Day	\$3,750	40 Trip	\$3,675
\$50 & Above	50	5%	31 Day Express	\$220	Student Pass	\$175
	100	10%	31 Day Express	\$880	Student Pass	\$700
	500	15%	31 Day Express	\$6,600	Student Pass	\$5,250

TICKET SALES

CARTA may only sell fare media defined as tickets (Low Income and Tel-A-Ride tickets) to individuals, Not-For-Profit Agencies and Governmental Agencies. In order to purchase Low Income or Tel-A-Ride tickets, Not-For-Profit Agencies will need to provide CARTA with copy of their 501(c) (3) Certification. Governmental Agencies will need to provide a letter on the Agency's letterhead stating that they are, in fact, a Governmental Agency.



PASS SALE OUTLETS

There are two options to becoming a CARTA pass sale outlet.

STRAIGHT PASS SALE

Business or organization will purchase passes in bulk and receive a bulk discount rate. The outlet can then sell the passes at either the discounted rate and pass the savings on to their customer or staff. The outlet can also sell the pass for the regular amount of the pass in order to incur the discount as sales commission. No CARTA outlet can sell the passes for more than CARTA's advertised rate.

CONSIGNMENT PASS SALE

In this case a business or organization will become a pass outlet with no upfront cost involved once approved by CARTA/BCDCOG Executive Staff/Executive Director. The organization will be set up with a startup supply of predetermined passes and will be responsible for all passes. The passes will be reconciled on a monthly or bi-monthly basis by a CARTA representative. The outlet is liable for all passes that are recorded as sold (the difference in starting monthly amount and the amount that is on hand when the representative reconciles the passes at the end of the month or bi-month period) during the period. No CARTA outlet can sell the passes for more than CARTA's advertised rate. Pass outlets will not replace any customers' card that has been lost, damaged or stolen. The pass outlet will instruct the customer to take their pass to the CARTA facility located at 3664 Leeds Ave. to determine if their pass can be replaced. CARTA does not replace any lost, stolen, or damaged bus passes; however CARTA staff will visibly inspect the pass to determine on a case by case nature if the pass should be replaced due issues that may arise that are no fault of the customer. Payment of sold passes should be made at the time of reconciliation or if pre-arranged, the outlet will be invoiced for the sold passes.

PASS SALES TO EMPLOYEES

CARTA and BCDCOG employees will be able to receive up to one (1) bus pass per month at no charge. CARTA passes will also be made available to staff in order to monitor and observe services and polices.

Passes will be made available to the staff of CARTA's operational contractor for free with badge.



CARTA offers a reduced fare for the elderly (defined as persons 60 years of age or older), persons with disabilities and for persons on both Medicare and Medicaid during off peak hours. Under CARTA's reduced fare program, passengers are required to show proof of eligibility, i.e. a valid Medicare or Medicaid card, along with a government issued photo I.D.. card, in order to be eligible for the reduced fare program.

IMPLEMENTING PROCEDURES

Persons on both the Fixed Route and Tel-A-Ride Paratransit Complimentary services should come to the CARTA office at 1930 Hanahan Road, North Charleston to receive their CARTA issued ID. Photos are taken during the following dates and times:

Monday - Friday from 8:30 AM - 5:00 PM

Persons must be prepared to show proof of eligibility, or a Medicare or Medicaid card, along with a government issued photo I. D. card.

Offices will be closed on the following holidays: Martin Luther King, Jr. Day; Independence Day; Labor Day; Thanksgiving Day; Day after Thanksgiving; Christmas Eve; Christmas Day; Day after Christmas; and New Year's Day (for a information on routes and holiday schedules please refer to policy **2016-16 SERVICE AREA AND HOURS OF OPERATION**).



CARTA does not close for inclement weather. Employees are expected to be available as needed or as scheduled.

IMPLEMENTATION

DURING INCLEMENT WEATHER CONDITIONS, CARTA WILL IMPLEMENT ONE OF THE FOLLOWING PLANS:

1. Continue bus service to major thoroughfares that are passable, but not on impassible neighborhood or side streets that are difficult or dangerous to negotiate during bad weather. (Please note that delays may be expected under these conditions, but bus service will be provided to the fullest extent possible.)
2. When even the main thoroughfares prove too hazardous for safe bus travel, all bus service will be temporarily discontinued.
3. TEL-A-RIDE service will be provided on a limited basis to dialysis clients.
4. When weather conditions require CARTA to suspend buses, TEL-A-RIDE service will also be suspended. However, the Tel-A-Ride Supervisor will insure that all customers receiving service are returned to their point of origin prior to removing the vehicle from service.
5. Upon confirmation of service changes from the Executive Director, public information regarding services is to be disseminated by CARTA staff using all of the following methods:

AVAILABLE SOCIAL MEDIA:

- **TWITTER:** @rideCARTA
- **FACEBOOK:** www.facebook.com/rideCARTA
- **LOCAL TELEVISION MEDIA CLOSING AND DELAYS:** Local news outlets
- **WEBSITES:** Charleston Area Regional Transportation Authority (www.rideCARTA.com)



MAJOR SERVICE CHANGE

A major service change is a change that affects at least 10% of the route (as measured in terms of revenue hours). The process for major service changes are as follows:

- CARTA staff identifies a potential service change.
- CARTA staff investigates the feasibility of the proposed change and its impact on ridership, revenue hours of service, vehicle requirements, and operating cost. Fieldwork is undertaken to identify possible barriers to implementation (for example, there may be no place to turn the bus around). CARTA staff reports its findings to the CARTA Board, which directs staff to continue the process or to place the proposal on hold.
- CARTA conducts one or more public meetings on the proposed change.
- CARTA staff conducts a public hearing to present findings to the CARTA Board and may also offer a recommended course of action. The CARTA Board makes the decision whether to implement the change.

A major service reduction would proceed according to the following principles:

- Every effort would be made to preserve current levels of service on the core routes of the system. These are routes with the highest ridership and productivity that, taken together, constitute over 50 percent of CARTA ridership.
- Service cuts would focus on frequency first, then on days of service, then on span of service, and finally on discontinuation of entire routes. A decision that all service on a particular day or time of day would be discontinued is possible, even for core routes.
- The availability of alternate transit service nearby would be a specific factor in a decision to terminate a route, and neighborhoods currently with bus service would be left without service only if existing ridership and productivity were extremely low.
- Routes funded through alternate sources would not be affected, assuming that appropriate funds continued to be provided for these routes.

MINOR SERVICE CHANGE:

A minor service change is a change that affects less than 10% of the route (as measured in terms of revenue hours). The process for minor service changes are as follows:

- CARTA staff identifies a potential service change.
- CARTA staff investigates the feasibility of the proposed change and its impact on ridership, revenue hours of service, vehicle requirements, and operating cost. Fieldwork is undertaken to identify possible barriers to implementation (for example, there may be no place to turn the bus around). CARTA staff reports its findings to the CARTA Board, which directs staff to continue the process or to place the proposal on hold while CARTA conducts one or more public meetings on the proposed change.
- CARTA staff develops a recommendation and presents it to the CARTA Board as an information item.
- A minor service change may include changes in routing and/or scheduling which are time-sensitive and critical to the daily operations of bus service (e.g., a detour or a road closure).
- This change would eliminate the need for a public meeting. CARTA would implement the changes immediately and inform the Board at the earliest opportunity.



The purpose of the Major Service Change and Fare/Service Equity Policy is to define thresholds for determining major service changes and for determining whether potential fare and major service changes will have: a disparate impact based on race, color, or national origin; or a disproportionate burden on low-income populations.

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, "**Title VI Requirements and Guidelines for Federal Transit Administration Recipients**", which became effective October 1, 2012.

The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

For changes to existing transit fares, the FTA requires CARTA to prepare and submit fare equity analyses for all potential transit fare adjustments. CARTA is required to have established guidelines or thresholds for what it considers a "major" service change to be. For major service changes only, the FTA requires CARTA to prepare and submit an equity analysis which includes an analysis of adverse effects.

SERVICE & FARE EQUITY ANALYSIS GOALS

- Assess the effects of the proposed fare or service changes.
- Assess the alternatives available for people affected by change.
- Determine if proposals would have a disproportionately high and adverse effect on minority and low-income riders.
- Describe the actions proposes to minimize, mitigate, or offset any adverse effects

Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes. As depicted below, when a minority population is present, the correct analysis is a disparate impact analysis.

DEFINITIONS (AS PROVIDED IN THE FTA CIRCULAR 4702.1B)

Adverse Effect: This is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, rerouting, or route elimination.

Disparate Impact: refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where CARTA's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Treatment: refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Disproportionate Burden: refers to a neutral policy or practice that disproportionately affects low-income population's more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.



Low-income Person: means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income Population: refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Persons: include those persons who self-identify as being one more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

Minority Populations: means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Service Area: is the entire area in which CARTA is authorized to provide public transportation service under appropriate local, state, and Federal law.

Service Level: refers to the span of service (hours of operation), days of operation, trips and headways (service frequencies) for a transit route or the regional transit service.

Service Span: is the span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, Saturday, Sunday, or a Holiday.

MAJOR AND MINOR SERVICE CHANGE POLICY

MAJOR SERVICE CHANGE

A major service change is a change that affects at least 10% of the route (as measured in terms of revenue hours). The process for major service changes are as follows:

- CARTA staff identifies a potential service change.
- CARTA staff investigates the feasibility of the proposed change and its impact on ridership, revenue hours of service, vehicle requirements, and operating cost. Fieldwork is undertaken to identify possible barriers to implementation (for example, there may be no place to turn the bus around). CARTA staff reports its findings to the CARTA Board, which directs staff to continue the process or to place the proposal on hold.
- CARTA conducts one or more public meetings on the proposed change.
- CARTA staff conducts a public hearing to present findings to the CARTA Board and may also offer a recommended course of action. The CARTA Board makes the decision whether to implement the change.

A major service reduction would proceed according to the following principles:

- Every effort would be made to preserve current levels of service on the core routes of the system. These are routes with the highest ridership and productivity that, taken together, constitute over 50 percent of CARTA ridership.
- Service cuts would focus on frequency first, then on days of service, then on span of service, and finally on discontinuation of entire routes. A decision that all service on a particular day or time of day would be discontinued is possible, even for core routes.
- The availability of alternate transit service nearby would be a specific factor in a decision to terminate a route, and neighborhoods currently with bus service would be left without service only if existing ridership and productivity were extremely low.
- Routes funded through alternate sources would not be affected, assuming that appropriate funds continued to be provided for these routes.



MINOR SERVICE CHANGE:

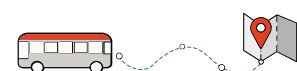
A minor service change is a change that affects less than 10% of the route (as measured in terms of revenue hours). The process for minor service changes are as follows:

- CARTA staff identifies a potential service change.
- CARTA staff investigates the feasibility of the proposed change and its impact on ridership, revenue hours of service, vehicle requirements, and operating cost. Fieldwork is undertaken to identify possible barriers to implementation (for example, there may be no place to turn the bus around). CARTA staff reports its findings to the CARTA Board, which directs staff to continue the process or to place the proposal on hold while CARTA conducts one or more public meetings on the proposed change.
- CARTA staff develops a recommendation and presents it to the CARTA Board as an information item.
- A minor service change may include changes in routing and/or scheduling which are time-sensitive and critical to the daily operations of bus service (e.g., a detour or a road closure).
- This change would eliminate the need for a public meeting. CARTA would implement the changes immediately and inform the Board at the earliest opportunity.

It is the policy of the CARTA Board of Directors that CARTA be responsive to the ever changing transit service needs of the community in the CARTA service area. In striving to meet those changing needs, CARTA will follow the Federal Transit Administration requirements to review and evaluate its service on an ongoing basis. The following table will show what is considered a major or minor service change (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B.

The types of service changes may vary from minor schedule adjustments to total route changes. The Executive Director shall have the authority to approve minor and short-term service changes as noted below. In an effort to provide adequate public notice and an opportunity to comment on major service changes, the following procedures shall be followed:

TYPE OF SERVICE CHANGE	EXECUTIVE DIRECTOR	CARTA BOARD AND NO PUBLIC HEARING	CARTA BOARD WITH PUBLIC HEARING
Percent of revenue vehicle mile for a given route is directly affected by change of service. These are based on daily figures. <i>Note: If there is a cumulative effect of 25% or greater through a series of changes within a calendar year, a public hearing is required.</i>	≤ 10%	> 10% to < 25 %	≥ 25%
Percent of Ridership on a given route is directly affected by change in service. <i>Note: Any such change, however, must be reported to the FTA Regional Office within five (5) days of implementation.</i>	≤ 10%	> 10% to < 25 %	≥ 25%
New Transit Route Establishment	n/a	n/a	ANY
Schedule Changes	ANY	n/a	n/a
Emergency Changes of 90 days or less duration	ANY	n/a	n/a
Demonstration Service changes of 180 days or less. <i>*Note: Unless a public hearing is required by one of the foregoing categories.</i>	n/a	ANY	n/a
Major System-Wide (full or partial) service changes, measured in miles or hours.	1% or less	1 - 5%	5% or more



EXEMPTIONS

The major service change thresholds exclude any changes to service that are caused by the following:

- **Initiation/Discontinuance of Temporary or Demonstration Services:** *The initiation or discontinuance of a temporary transit service or demonstration service that will be/has been in effect for less than one year.*
- **New Transit Service "Break-In" Period:** *An adjustment to service frequencies and/or span of service for new transit routes that have been in revenue service for less than 180 days. "Frequency" is the term used to describe how many scheduled bus trips per hour are present on a particular route, while "span of service" is the term used to describe the number of hours during a day that bus service is present on a particular route.*
- **Natural or Catastrophic Disasters:** *Forces of nature such as earthquakes, wildfires, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.*
- **Auxiliary Transportation Infrastructure Failures:** *Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension transit service.*
- **Seasonal Service and Special Events:** *Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increase service frequencies.*
- **Temporary Route Detours:** *A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.*

TITLE VI: DISPARATE IMPACT & DISPROPORTIONATE BURDEN

DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations. For the purpose of this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the CARTA service area average. As defined in the FTA Title VI Circular, Minority persons include those persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander.

A disparate impact occurs when the *minority percentage* of the population adversely affected by any fare or major service change is greater than the *average minority percentage* of the population of CARTA's service area.

If CARTA finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If CARTA chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are not alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by low-income populations. For the purpose of this policy, low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

A disproportionate burden occurs when the *low income percentage* of the population adversely affected by a fare or major service change is greater than the *average low income percentage* of the population of CARTA's service area.



If CARTA finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated.

If CARTA chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals



In accordance with:

- *City of Charleston Code of Ordinances, Chapter 21, Article V, (Section 17-101, 17-102 and Section 21-108) and Article XI (Section 21-232);*
- *City of North Charleston's Code of Ordinances, Chapter 17, Article 3, Section 17-40*

CARTA does not allow begging or soliciting at the Depot or at any bus stop within the service area. This includes, but is not limited to, petitioning, distribution of literature or leaflets, canvassing or similar types of appeals by members of the public within the Depot facility.

Failure to comply with this policy will result in expulsion from the Depot.

CHARLESTON ORDINANCE CHAPTER 21, ARTICLE V:

SEC. 17-101. - AGGRESSIVE SOLICITATION PROHIBITED.

No person shall solicit in an aggressive manner on the public rights-of-way or other publicly owned property. (Ord. No. 2014-40, § 1, 3-25-14)

SEC. 17-102. - PROHIBITED AREAS FOR SOLICITORS.

1. Peddling and charitable soliciting may take place on all sidewalks, streets or other publicly owned properties in the city except in the following districts:
 - a. The Market District;
 - b. South of Broad District;
 - c. King Street District;
 - d. Waterfront Park District;
 - e. Aquarium District, and,
 - f. Marion Square.
2. Excluding White Point Garden and the Battery, palmetto artisans shall be prohibited from selling palmetto art products in the South of Broad District and the King Street District.
3. There shall be no soliciting in the Visitor Reception and Transportation Center District, or within fifty (50) feet of the perimeter of a(n):
 - a. Automatic teller machine;
 - b. Church grounds, while in session;
 - c. School grounds, while in session;
 - d. Library;
 - e. Hospital;
 - f. Funeral home;
 - g. Bank;
 - h. Hotel;
 - i. Outdoor dining area;
 - j. Entrance or exit of a performance venue; or
 - k. A special event.



4. During times of construction work on the streets, sidewalks and public infrastructure, the city may from time to time temporarily prohibit solicitors in the area near the construction work.

(Ord. No. 2014-40, § 1, 3-25-14)

SEC. 21-108. - LOITERING.

- a. Loitering. No person shall loiter or prowl in a place, at a time or in a manner not usual for law abiding individuals under circumstances that warrant alarm for the safety of persons or property in the vicinity. Among the circumstances which may be considered in determining whether such alarm is warranted is the fact that the actor takes flight upon appearance of a police officer, refuses to identify himself or manifestly endeavors to conceal himself or any object. Unless flight by the actor or other circumstances makes it impracticable, a police officer, prior to any arrest for an offense under this subsection, shall afford the actor an opportunity to dispel any alarm which would otherwise be warranted, by requesting him to identify himself and explain his presence and conduct. No person shall be convicted of violating this subsection if the police officer did not comply with the preceding sentence or if it appears at trial that the explanation given was true and would have dispelled the alarm and disclosed the lawful purpose.

The provisions of the two (2) preceding sentences are applicable to this paragraph (a) and each subsequent paragraphs (b) through (h) herein.

- b. Dwelling areas. No person shall hide, wait or otherwise loiter in the vicinity of any private dwelling house, apartment building or any other place of residence with the unlawful intent to watch, gaze or look upon the occupants therein in a clandestine manner.
- c. Public rest rooms. No person shall loiter in or about any toilet open to the public for the purpose of engaging in or soliciting any lewd or lascivious or any unlawful act.
- d. Schools, parks and public grounds. No person shall loiter in or about any school, park or public place at or near which children or students attend or normally congregate. As used in this subsection, "loiter" means to delay, to linger or to idle in or about any said school, park or public place without a lawful purpose for being present.
- e. Buildings. No person shall loiter or lodge in any building, structure or place, whether public or private, without the permission of the owner or person entitled to possession or in control thereof.
- f. Restaurants, taverns. No person shall loiter in or about a restaurant, tavern or other building open to the public. As used in this subsection, "loiter" means to, without just cause, remain in a restaurant, tavern or public building or to remain upon the property immediately adjacent thereto after being asked to leave by the owner or person entitled to possession or in control thereof.
- g. Parking lots. No person shall loiter in or upon any public parking surface lot or public parking structure, either on foot or in or upon any conveyance being driven or parked thereon, without the permission of the owner or person entitled to possession or in control thereof. As used in this subsection:
1. Public parking structure means a building enclosure or garage above or under the ground, or any portion thereof, in which automobiles or motor vehicles may be parked, stored, housed or kept, and open to public use with or without charge.
 2. Public parking surface lot means five (5) or more ground level parking spaces, or any portion thereof, not located in a structure, upon which automobiles or motor vehicles may be parked, stored, housed or kept, and open to public use with or without charge.
- h. Private or public residential property. No person shall loiter in or on private or public residential property in residential neighborhoods. As used in this subsection, "loiter" means to, without just cause, linger, remain in or on private or public residential property, or to remain upon the property immediately adjacent thereto after being asked to leave by the owner or person entitled to possession or in control thereof, or where "No Loitering" signs are posted.
- i. Requirements of identification. A person being asked for identification pursuant to this section shall provide the police officer with his name and address either verbally or by providing the officer with written evidence of the person's name and address, including but not limited to a driver's license or picture identification.
- j. Penalty; continuing violations. Any person who is convicted of any violation of this section, the court before whom an offender shall be tried may sentence him to pay a fine not exceeding the maximum fine permitted by law or



serve a term not exceeding thirty (30) days in jail, or both. Each day any violation of this ordinance shall continue shall constitute a separate offense.

- k. Court order on jurisdictional limits. In addition to the penalty that may be imposed pursuant to subsection (j) above, any person who is arrested for and/or convicted of violating any provision of this section may be subject to an order of the court which shall impose a jurisdictional limit on said person prohibiting his presence in a specific geographic area of the City of Charleston. Failure to comply with the court order shall constitute a violation of the court order and shall result in the following: (1) in the case of a bond where jurisdictional limits have been imposed, the bond may be revoked and the person shall be incarcerated until trial; and/or (2) in the case of a sentence where jurisdictional limits have been imposed, the suspended sentence may be revoked and the person shall be incarcerated until he has served the original sentence imposed by the court without any portion thereof suspended.

(Code 1975, § 37-24; Ord. No. 2006-429, § 1, 9-26-06)

CHARLESTON ORDINANCE CHAPTER 21, ARTICLE XI:

SEC. 21-232. - SPECIFIC REGULATION OF CONDUCT.

- a. Solicitors shall be prohibited from engaging in the following activities in the City of Charleston:
- b. No solicitor or solicitor business shall make a deceptive or misleading oral or written statement or representation in the course of soliciting or attempting to solicit persons.
- c. No solicitor or solicitor business shall misrepresent the nature of the products they are promoting or the identity of the business that is promoting the products, nor shall any solicitor or solicitor business represent themselves as being affiliated with the City of Charleston.
- d. No solicitor or solicitor business shall solicit, sell, or attempt to solicit or sell any product in an aggressive manner, which shall include but is not limited to:
 - 1. Intentionally touching or causing any physical contact with any persons on the public streets or sidewalks without that person's consent while engaging in, or attempting to engage in, commercial solicitation with that person; or
 - 2. Intentionally blocking or interfering with the safe or free passage of any person by any means, including, but not limited to, unreasonably causing a person to take evasive action to avoid physical contact, while engaging in, or attempting to engage in, commercial solicitation with that person; or
 - 3. Using profane, offensive, abusive or derogatory language, or using violent or threatening gestures toward a person before, during, or after commercial solicitation, or an attempt at commercial solicitation with the person; or
 - 4. Continuing to engage any person as part of any commercial solicitation or attempt at commercial solicitation, including, but not limited to, persisting in closely following or approaching a person, if the person has indicated by words or conduct that such person does not want to be solicited.
- d. No solicitor or solicitor business shall engage in sales or solicitation tactics that cause a gathering of people to form in a public place or otherwise cause congestion or the disruption of free flowing traffic, whether such traffic is pedestrian or vehicular.

NORTH CHARLESTON ORDINANCE CHAPTER 17, ARTICLE III:

SEC. 17-40. - PROHIBITED CONDUCT.

No person or vendor shall engage in street vending or soliciting whether such vending or soliciting is attempted from the roadbed or the sidewalk.

(Ord. No. 2009-23, 5-14-09)

Note— The definition of "vending" and "soliciting" as used herein is as limited by the definitions of "vendor" and "solicitor" as provided in section 17-35.



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Solicit means for a person standing on a sidewalk or roadbed to interact with the occupant of a vehicle located on the roadbed for purpose of (i) engaging in, attempting to engage in, or proposing to engage in, a roughly contemporaneous monetary transaction; or (ii) receiving, attempting to receive, or proposing to receive funds roughly contemporaneous with the interaction between the solicitor and the occupant.

Vendor means any person traveling by foot, wagon, vehicle or any other type of conveyance from street to street carrying, conveying or transporting goods, wares or merchandise and offering and exposing them for roughly contemporaneous sale to the occupant of a vehicle located on the roadbed, or making roughly contemporaneous sales and delivering articles to purchasers occupying a motor vehicle located on the roadbed. A vendor also includes any street vendor, hawker, huckster, itinerant merchant or transient vendor including newspaper vendors if the person's proposed commercial activity is directed towards the occupant(s) of a motor vehicle located in the roadbed. This definition does not include a door-to-door peddler or door to door solicitor.



This policy is prepared for the purpose of obtaining and considering public comments for fare increases and major and minor service changes of CARTA services.

SCOPE OF PARTICIPATION

CARTA shall review and consider all comments from all sources, including but not limited to: affected citizens, private mass transportation service providers and local elected local officials.

PUBLIC HEARING

Notice of a public hearing for proposed fare increases or major service changes will be given by CARTA for publication in a local newspaper of general circulation not less than fourteen (14) days prior to final action being taken. The notification will state the purpose of the hearing to include the location, date and time. The public hearing will be open to the public and held in accordance with local, state and federal law. Any person who wishes to provide comments regarding the proposed fare increases or major service changes may either: (1) attend the public hearing or (2) submit comments in writing to the CARTA offices on or before the scheduled hearing date.

All comments to the proposed fare increases or major service changes, whether presented in writing or in person at the public hearing will be reviewed and considered by the CARTA Board prior to taking final action on the matter.

The CARTA Board will review the Public Transportation staff recommendations at the public hearing, after which the Board may choose to implement the change or place the recommendation on hold for further discussion or information. The final CARTA Board action will be available for public inspection for at least thirty (30) days.

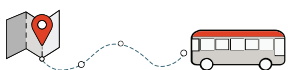


It shall be the mission of the CARTA to provide a safe, friendly, reliable transportation service for all of its passengers.

- *All tel-a-ride passengers are required to wear seat belts including both lap belts and shoulder harnesses on all CARTA vehicles where these devices are provided. Children who weigh over 80 pounds are also required to wear seat belts and shoulder harnesses on all applicable CARTA vehicles. Passengers with a medical or physical condition that prevents appropriate restraint by a seat belt,*
- *Children under the age of 8 years old, and/or children who weigh less than 80 pounds, regardless of his or her age, are required to use a weight-appropriate child restraint device, i.e. a child restraint booster seat; however, if no child-restraint device is available, a child who weighs at least 40 pounds may be restrained by a properly fitted lap belt only. It should be noted, however, that belt-positioning booster seats can only be used with lap and shoulder combination safety belts, and must NEVER be used with just a lap belt.*
- *Children who weigh less than 40 pounds must ride in a weight- appropriate child-restraint device in all CARTA vehicles where seat belts are provided. Riders should notify the reservationist while making their reservation in the event they would be traveling with a child weighing less than 40 pounds so that appropriate seating can be provided if needed. Operators are available to assist any passenger in the safe operation of safety belts upon his or her request.*

IMPLEMENTING PROCEDURE

1. When boarding the tel-a-ride vehicle, the operator will instruct passengers sitting in ambulatory seating area to fasten their seat belt prior to the vehicle moving.
2. The operator will secure passengers who use mobility devices with 4 point tie downs, seat belt and shoulder harness if there are not medical or physical conditions that prevent appropriate restraint.
3. If the mobility device is equipped with a safety belt, the operator will ensure that the belt is fastened and the passenger is secure.
4. If the passenger refuses to use the restraint device offered to him, the operator will politely remind the passenger that the device is for his or her safety; however, if the passenger continues to refuse, the operator will notify the dispatcher that the passenger has opted not to use the restraint device and cite the reason.
5. The dispatcher will complete an incident report and record the reason the passenger chose not to use the restraint device. The report will be provided to the Tel-A-Ride Manager by the next business day.
6. The Tel-A-Ride Manager will note the reasons in the passenger's file, which will be attached to the passenger's electronic file for all future trips.



CARTA does not discriminate against individuals with disabilities. CARTA is committed to employing reasonable measures to ensure that all residents of Charleston may enjoy public transportation. In furtherance of this commitment, CARTA desires to promulgate the following policy regulating the use of service animals on fixed-route buses, paratransit vehicles and all other transportation facilities.

- According to the Code of Federal Regulations Part 37 "Transportation Services for Individuals with Disabilities", Title 49, Volume 1, Section 37.3 - A Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. If any animal meets this definition then it is considered a service animal irrespective of whether the animal has been licensed or certified by a state or local government.
- Pets are prohibited on all CARTA fixed-route buses, tel-a-ride vehicles and transportation facilities. When a patron accompanied by an animal attempts to access a CARTA fixed-route bus, tel-a-ride vehicle or transportation facility a CARTA operator or employee may ask the patron if the animal is a service animal required because of a disability.
- If the patron indicates that the animal is a service animal required because of a disability then the CARTA operator must permit the animal to access the fixed-route bus, paratransit vehicle or transportation facility. If the patron indicates that the animal is not a service animal required because of a disability then the CARTA operator or employee must prohibit the animal from entering upon any fixed-route bus, paratransit vehicle or transportation facility. A CARTA operator or employee may not insist that a patron provides proof that their animal is a service animal.
- A disabled patron employing a service animal must clean and dispose of all animal waste and ensure that the animal is controlled by a leash or bridle at all times. CARTA shall not be required to provide care or food for a service animal or provide a special location for it to relieve itself. A CARTA operator or employee may exclude or remove any service animal if the service animal displays disruptive, vicious or aggressive behavior or constitutes a direct threat to the health or safety of others. In the alternative, a CARTA operator may require any disabled patron who does not comply with this policy to disembark the fixed-route bus, paratransit vehicle or transportation facility, and CARTA shall transport the patron and their service animal to their destination separately.

OPERATING PROCEDURE

1. When a passenger attempts to board the bus with an animal, it is the responsibility of the operator to ask the passenger if the animal they have in their possession is a service animal or what tasks the animal has been trained to perform.
2. The operator cannot ask for special ID cards for the animal or ask about the person's disability.
3. If the passenger identifies the animal as a service animal, the operator must allow the passenger to board the bus without any further communication.
4. All service animals are professionally trained; therefore, the animal should remain with the passenger throughout their trip.
5. If the animal begins to roam the bus, growl or become aggressive at any time, the operator must first ask the passenger to take action to control the animal.



6. If the animal continues to show signs of aggression, the operator shall pull the bus over at the nearest safe location and advise dispatch of the incident.
7. If necessary, the operator will evacuate the bus.
8. The operator will distribute comment cards to the passengers on the bus following such incidents.
9. Dispatch will contact the proper authorities to assist. (Road supervisor, Police Department, Animal Control and Operations Supervisor)
10. The Operations Supervisor will gather all incident reports and provide a detailed report of incidents to the General Manager and designated staff person within 24 hours or the next business day.



SERVICE AREA

The service area for CARTA fixed route and TEL-A-RIDE paratransit services is 3/4th of a mile around all fixed routes.

SERVICE HOURS AND DAYS

The hours and days of CARTA fixed route and TEL-A-RIDE paratransit operation are generally:

Monday – Friday | 5:15 am to 1:00 am

Saturday | 6:00 am to 12:00 am

Sunday | 7:00 am to 9:00 pm

CARTA fixed route riders are advised to check individual route schedules for specific service times.

HOLIDAYS

All routes operate on a Sunday schedule on the following holidays:

Martin Luther King Jr. Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, Day after Christmas, and New Years Day

Exceptions:

- *DASH does not operate on Thanksgiving, Christmas Day, and New Years Day*
- *Express Routes do not operate on the day after Christmas.*

Check the CARTA website for holiday schedules or you can call Customer Service at (843) 724-7420.



Riders on CARTA and TEL-A-RIDE services are limited to bringing on-board no more than four regular shopping bags or other small packages or parcels equivalent in combined number and/or size. They must be able to carry their carry-on items safely onto and off of the CARTA or TEL-A-RIDE vehicle as well as safely control these items during vehicle operations. Packages or parcels may not obstruct the aisle, interfere with the operation of the passenger lift, or prevent seats from being used by other passengers. Personal bags or pocket books that are attached to mobility aids will not be counted towards the limit on carry-on items, as long as they do not impede the securement of that mobility aid and do not require special assistance from the operator. Further, carry-on items must not jeopardize the safety, or disturb the reasonable comfort, of the passengers or transit operator.

No other large carry-on items (with the exception of wheelchairs, shopping/utility carts, strollers, car seats, bicycles, walkers and small luggage that can be safely stowed under the seat, or otherwise controlled by the passenger without obstructing the aisle), will be allowed on the vehicle. In the event the CARTA or TEL-A-RIDE vehicle arrives and the passenger exceeds the allowed number or size of carry-on items, the operator will notify the dispatcher and the dispatcher will advise. All violators of this policy will be subject to disciplinary action under the Charleston Area Regional Transportation Authority's Disruptive Behavior Policy.

IMPLEMENTING PROCEDURE

WHEELCHAIRS:

CARTA vehicles are equipped with sections to accommodate all wheelchairs as defined by ADA guidelines. Mobility devices not meeting ADA guidelines will not be allowed on CARTA vehicles.

SHOPPING/UTILITY CARTS:

Shopping or utility carts with a four bag maximum will be allowed on board the bus, provided that they meet the following guidelines:

- *Items must not block the aisle at anytime.*
- *Items or carts must not restrict passenger movement, or impede the evacuation of the bus in an emergency situation.*
- *All items must be controlled by the passenger.*
- *Packages or bags must not occupy the bus seat at any time if the bus is crowded.*
- *Shopping/utility carts are not allowed within the wheelchair securement area at anytime.*

STROLLERS/CAR SEATS:

For safety purposes, children must be removed from the strollers/car seats prior to boarding the bus. All strollers must be folded and stowed so that they do not block the aisle at anytime.

WALKERS:

Walkers will be allowed onboard. However, the walker should be folded whenever possible and must not block the aisle at anytime.



OTHER WHEELED ITEMS:

Other wheeled items, i.e. skateboards, scooters, or roller blades/skates may be carried aboard. These items should be stowed in their own bag or held in the riders lap. Small luggage that can be stowed safely under the seat, or otherwise controlled by the passenger without obstructing the aisle, may be permitted on a space available basis only. At no time should the items be stowed on the floor of the bus as to avoid them rolling around while the bus is in motion.

At no time will wagons, tricycles, or other wheeled devices that do not qualify as an ADA mobility device, be permitted on CARTA vehicles.



It is the mission of the CARTA to provide a safe, friendly and reliable transportation service. Therefore, infant children may board onto a CARTA TEL-A-RIDE Paratransit or a Fixed Route Vehicle only in the custody of a parent or approved guardian. Neither CARTA employees, nor the Contractor will take custody of the infant child to board the child separately. The Contractor or CARTA employees may assist the parent/guardian in securing the child to the parent/guardian or their mobility devices; however the child shall remain in the custody of the parent/guardian at all times.

PROCEDURE FOR CARTA TEL-A-RIDE PARATRANSIT SERVICE

CLIENT PICK UPS DOOR TO DOOR AND CURB TO CURB

- This procedure shall take place at the door for all riders certified as door –to- door or at the curb for all riders certified as curb-to-curb.
- The passengers seat belt will be removed once the Operator has safely assisted the passenger and child onto the vehicle.
- If the Customer refuses to use the seat belt restraint, the Operator will politely remind the passenger that the belt is for their safety and the safety of their infant child; however, if the passenger continues to refuse, the Operator will notify Dispatch that the passenger has refused the restraint device.
- The Dispatcher will document the refusal on the daily log and the information will be submitted to the Transit Services Specialist the next business day.
- The Transit Services Specialist will follow up with the passenger to confirm the occurrence, document the passengers file and provide the TEL-A-RIDE Operations Manager with the appropriate follow up documentation.

CLIENT DROP-OFFS

- When dropping off a Customer, a seat belt must be placed securely, but comfortably around the passenger and their infant child prior to boarding the lift.
- The seat belt will be removed once the Operator has safely assisted the passenger and their infant child off the vehicle and to the appropriate door if the passenger is certified eligible for door-to-door service or dropped off at the curb for passengers certified as curb-to-curb.

PROCEDURE FOR CARTA FIXED ROUTE SERVICE

CLIENT PICK UPS

- The seat belt will be removed once the Operator has safely assisted the passenger and child onto the fixed route vehicle.
- If the Customer refuses to use the seat belt, the Operator will politely remind the passenger that the belt is for their safety and the safety of their infant child; however, if the passenger continues to refuse, the Operator will notify Dispatch that the passenger has refused the restraint device.
- The Fixed Route Dispatcher will document the refusal on the daily log and make a note of the time and date of when to review the security camera. The information will be submitted to the General Manager and the CARTA CSM the next business day.

CLIENT DROP-OFFS

- When dropping off the Customer, a belt must be placed securely, but comfortably around the passenger and their infant child prior to boarding the lift.



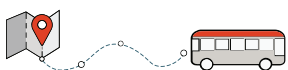
COMPLEMENTARY RIDES ON FIXED ROUTE AND TEL-A-RIDE

A free ride is any ride provided to a passenger on either Fixed Route or TEL-A-RIDE at no charge to the passenger. Free rides may be granted for the following: 1) Community outreach events; 2) Any rider receiving prior approval of the CARTA Board; 3) Any paratransit certified rider with current eligibility may use CARTA's fixed route service free of charge; 4) Any rider being transported to a public meeting or appeal hearing; 5) Any rider being transported for a face-to-face interview for TEL-A-RIDE eligibility; and 6) Any rider being transported for a photo I.D.

This policy does not apply if the rider's trip is a free ride.

COMPLIMENTARY PASSES

- *The Customer Service Manager will provide the rider with a complimentary pass and document the information.*
- *The Customer Service Manager will maintain a complete file of passes issued, and forward the number of passes issued to the Finance Office at the end of the month.*



In accordance with the Americans with Disabilities Act, as amended, it shall be the policy of the CARTA that:

1. All wheelchairs and their users shall be transported in CARTA and TEL-A-RIDE vehicles but will only be permitted to ride in designated securement locations. A "wheelchair" is a three or more-wheeled mobility device as defined by ADA guidelines. CARTA will allow these mobility devices to be transported if the lift and vehicle can both physically and legitimately accommodate the rider and the wheelchair safely. If transporting such vehicles would jeopardize "legitimate safety requirements", i.e. blocking the aisle, or interfering with the safe evacuation of passengers in the event of an emergency, these wheelchairs will not be transported. "Legitimate safety requirements" must be based on actual risks, and not on mere speculation, stereotypes, or generalizations about individuals with disabilities or about the devices they use for mobility purposes.
2. CARTA will provide securement systems to ensure that wheelchairs remain within the securement area. Individuals using a wheelchair must permit his or her wheelchair to be secured;
3. Where necessary or upon request, CARTA and TEL-A-RIDE operators shall assist individuals with disabilities with the use of securement systems and passenger lifts. CARTA Operators will not be required to provide attendant-type service (e.g. carrying personal baggage or luggage); however, boarding and disembarking, including pushing a manual wheelchair up a ramp, will be required. Assisting with lap belts will be at the rider's discretion;
4. CARTA and TEL-A-RIDE shall permit individuals with disabilities who do not use wheelchairs, including standees, to use the vehicle's passenger lift;
5. All operators will ask persons using mobility devices other than wheelchairs if they would like to use the lift.
6. CARTA operators shall announce major bus stops; transfer points to other transit services, other major intersections and destination points, and at intervals along each route;
7. Service animals shall be permitted to accompany individuals with disabilities in CARTA and TEL-A-RIDE vehicles;
8. CARTA and TEL-A-RIDE information materials shall be made available in accessible formats and technologies;
9. CARTA and TEL-A-RIDE shall not refuse to permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if deployed, or temporary conditions at the stop, not under the control of the City of Charleston, preclude the safe use of the stop by all passengers;
10. Individuals with disabilities may travel with a respirator or portable oxygen supply; and
11. Adequate time shall be provided to allow individuals with disabilities to complete boarding or disembarking from the vehicle.



In accordance with Title VI of the Civil Rights Act, as amended, it shall be the policy of the CARTA to ensure equitable distribution of transit amenities across the system without regard to race, color or national origin. Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Installation of transit amenities along bus routes are based upon several factors, i.e. the number of passenger boardings at stops along the routes, transfer activity at designated stops, and proximity to major activity centers. CARTA shall strive to provide adequate amenities to meet the variable needs represented at each stop, and will review changes to activity as expressed by ridership figures and feedback from riders. This policy is not intended to impact funding decisions for transit amenities. Rather, this policy shall apply after CARTA has decided to fund an amenity.



In accordance with Title VI of the Civil Rights Act, as amended, it shall be the policy of CARTA to assign vehicles without regard to race, color or national origin. Vehicle assignment refers to the process by which transit vehicles are placed into service at the depot and on routes throughout the system.

IMPLEMENTING PROCEDURE

FIXED ROUTE

- *All CARTA buses are ADA accessible and equipped with wheel-chair lifts, kneeling capability, bike racks, air-conditioning and destination signage.*
- *Bus assignments take into account the operating characteristics of buses of various lengths, which, for the most part, are matched to the operating characteristics of the route. All buses used on Fixed Routes are rotated from route-to-route periodically.*
- *Buses of appropriate size shall be allocated to each route based on operating conditions such as heavy ridership and street conditions of the routes.*

PARATRANSIT

On the Paratransit service, vehicles are assigned to the morning operators by run. For the P.M. operators, the vehicles are assigned based on when the morning shift vehicles are returned.



SECTION: **SYSTEM WIDE POLICIES**

POLICY: **CARTA TRANSIT RIDER ADVISORY COMMITTEE**

POLICY No.: **2016-23**

APPROVED BY:

DATE INITIATED/REVISED: **11.16.2016**

CARTA has established a Transit Rider Advisory Committee to enhance service delivery and improve communications among fixed route riders. The panel shall meet bi-monthly and consist of riders who reflect a good representation of CARTA's fixed route and Tel-A-Ride area. As an incentive for serving, the members shall receive two (2) 31-day passes for each meeting they attend.



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1. Transfers shall only be issued at the passenger's request when the fare is paid.
2. Transfers shall be good for only two and a half (2.5) hours, or until the arrival of the next available bus.
3. Transfers shall not be used on the same route from which the transfer was issued
4. Transfers shall not be issued to passengers who used a transfer on the prior trip, with the exception of connector routes.
5. Transfers will be accepted at the depot, or at any of the bus stops listed below:
 - *Visitors Center Complex on Meeting Street*
 - *SuperStop on Rivers Avenue*
 - *Mount Pleasant Towne Centre*
 - *Citadel Mall*
 - *K-Mart on Rivers Avenue*
 - *Northwoods Mall*
 - *Mary and Meeting Street*



LATE CANCELLATION AND NO-SHOW

Sanctions shall be assessed to riders who abuse the TEL-A-RIDE system through a pattern or practice of not showing for trips or canceling trips late. A pattern or practice includes intentional, repeated and/or regular incidents. This policy applies to riders with standing-order trips and demand trips.

DEFINITIONS FOR THE POLICY INCLUDE:

1. **NO-SHOW:** A no-show shall be attributed to a rider when vehicle arrives within the pickup window and the rider cannot be located at the specific pick-up location, when a rider refuses a trip once the TEL-A-RIDE vehicle arrives, or if the rider does not have the proper fare.
2. **EXCUSED NO-SHOW:** A no-show shall not be assessed to a rider if the reason is beyond the rider's control, which includes but is not limited to:
 - the rider is sick and unable to travel and there is not adequate time to notify TEL-A-RIDE;
 - the rider's mobility aid failed and the rider is unable to travel;
 - a sudden family emergency caused the rider to change plans and the emergency did not allow the rider time to notify TEL-A-RIDE of this change;
 - the vehicle arrived at the pickup location early and the rider was not ready, the vehicle arrived late and the rider has left to call "Where's my Ride", or the rider made other arrangements after the vehicle arrived outside the pick-up window;
 - missed trips caused by TEL-A-RIDE scheduling errors; or
 - the rider or caretaker has made a reasonable effort to notify TEL-A-RIDE that service would not be needed but experienced an unreasonable delay on the telephone.
3. **LATE CANCELLATION:** A rider or caretaker on behalf of the rider must contact the TEL-A-RIDE office to cancel a trip at least one (1) hour before the scheduled trip pickup time; any cancellation occurring less than one (1) hour prior to the scheduled pickup time is a late cancellation, unless the cancellation was beyond the rider's control as defined by this policy.

IMPLEMENTING PROCEDURES

- When a call is received in dispatch for a late cancellation, the Dispatcher/Phone Clerk will ask for a reason for the late cancellation. The specific reason will be noted in the Trapeze trips booking information.
- When an Operator calls in to cancel-at-the-door or to no-show a trip, the Dispatcher will call the 24-hour contact number prior to the Operator departing.
- If the Dispatcher speaks to the passenger, a note will be placed in the Trapeze trip booking information. If the Dispatcher is unable to reach the passenger by phone at the time of the no-show, a note will be placed in the Trapeze booking information indicating that there was no contact or reason provided for the no-show/late cancellation.
- After all Trapeze data have been validated for the day, a no-show/late cancellation report will be generated by the Director of Paratransit Service or designee.
- All No-Show trips, Cancellations- at-the-door, and Late Cancellations will be checked for non-chargeable or chargeable reasons by the Director of Paratransit Service or designee.
- All chargeable and non-chargeable results will be documented appropriately, the passenger will receive a written notification in accordance with the No-show/Late Cancellation policy.

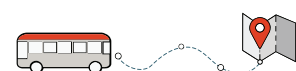


- Within five (5) days of receipt of a notice of violation, the rider or caretaker may request that the violation be purged from the rider's record. Said request should include any available documentation to support the request.
- If a rider is reported as a no-show for their departing trip, the rider will be responsible for calling to cancel any remaining trips for that day. If the return trip is not canceled and should have been, the rider will receive a no-show for the return trip as well.
- The rider or caretaker shall take reasonable efforts to notify TEL-A-RIDE of any changes in their schedule and need for services.
- Sanctions apply when a rider has a pattern or practice of scheduling trips and canceling late or not riding when the bus arrives. Any rider who receives a minimum of (3) "no-shows" or "late cancellations" and "no-shows" or "late cancels" 10% of their total trips in one (1) month will receive sanctions.

Examples: If a rider books (4) trips and no-shows or late cancels (3) of those trips in one (1) month, sanctions will apply.

- If a rider books (30) trips and no-shows or late cancels (3) of those trips in one (1) month, sanctions will apply.
- If a rider books (40) trips and no-shows or late cancels (3) of those trips in one (1) month, sanctions will not apply.
- For purposes of this policy, sanctions are applied in the following manner, based on a six month time period. No-shows, late cancellations, and cancellations at the door are evaluated on a monthly basis.
- **First Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:**
 - TEL-A-RIDE issues a notice of warning.
(All notices and warnings will be issued in writing using accessible formats where necessary. The notice shall state in detail the circumstances causing a no-show/late cancellation to be recorded against them.)
 - **Second Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:**
Rider is suspended from service for 7 calendar days.
 - **Third Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:**
Rider is suspended from service for 14 calendar days.
 - **Fourth and Subsequent Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:**
Rider is suspended from service for 21 calendar days.
- **SPECIAL EXCEPTIONS:** When a suspension would prevent a rider from receiving medical services that are deemed life-sustaining by the rider's medical provider, the Public Transportation Manager may grant an exception to a rider's suspension for the life-sustaining trips. Such special exception medical trips will be provided as demand trips and require individual trip reservations.
- **REQUEST TO EXCUSE NO-SHOW OR LATE CANCEL:** Within five (5) business days of receipt of a notice of violation, the rider or caretaker may request of the TEL-A-RIDE customer service representative that the violation be purged from the rider's record. Said request should include any available documentation to support the request. The Public Transportation Manager or designee shall have the discretion to purge the violation from the rider's record. If the violation is not purged from the rider's record, there is no further appeal unless the rider receives notice of suspension.
- **APPEALS:** The rider or caretaker may appeal any suspension to the Public Transportation Manager within five (5) business days of receipt of the notice of suspension. The suspension shall be stayed until the appeal is decided. A rider or caretaker may appeal the decision of the Public Transportation Manager to the Director, City of Charleston Department of Transportation within 5 business days of the decision from the Public Transportation Manager. If the rider or caretaker wishes to appeal the decision of the CARTA Director, he may do so to the CARTA Board.

Appeal to the CARTA Board will be heard at the next regular meeting of the CARTA Board. The rider or caretaker may attend the CARTA Board meeting, but attendance is not necessary to maintain the appeal. At all



times, the rider shall bear the burden of proving that he or she should not be deemed in violation of this policy and a no-show/late cancellation should not be noted on their record. The decision of the CARTA Board is final and is not capable of further appeal. CARTA reserves the right to challenge the rider if a pattern of abuse or fraud is determined.

PARATRANSIT ELIGIBILITY

DETERMINING TEL-A-RIDE ELIGIBILITY

CARTA certifies as paratransit eligibility those persons whose disability or disabilities prevents use of CARTA's fixed route services, in accordance with the ADA. Eligibility is determined according to a written application, supporting information from the applicant's healthcare professional, and an in-person interview with CARTA eligibility staff.

PROCEDURES

- Applicant must submit to CARTA a completed application with supporting information from the applicant's healthcare professional.
- Applications are available online at the CARTA website, in person at the CARTA office, and by mail upon request.
- Incomplete applications are returned to the applicant with an explanation indicating the missing information.
- Upon receipt of the completed application, the application is date stamped, forwarded via electronic mail to MWR & Associates, and reviewed for eligibility that could take approximately 21 days for a determination status.
- MWR & Associates makes an eligibility determination based on the information provided in the application by the applicant and healthcare professional.
- After a decision is made as to the certification eligibility, the following information will be recorded into Trapeze:
 - Applicant's name, address, date of birth
 - Certification or Recertification date and Expiration date
 - Disability code; physically/visually impaired, use of mobility device, rather the applicant will be traveling with a service animal or a personal care attendant (PCA)
 - Whether the applicant is ambulatory or travels with a mobility device (type)
- Once approved, applicants will be provided with the following determination status via a mailed correspondence:
 - Unconditional Eligibility- A disability or health condition that permanently prevents the use of the fixed route buses and ADA Para Transit services is provided for all trips.
 - Conditional Eligibility- A disability or health condition which prevents the use of the fixed route buses under certain conditions and ADA Para Transit service is provided only when those conditions apply.
 - Temporary Eligibility- A disability or health condition temporarily prevents use of the fixed route buses and ADA Para Transit service is provided only during that time period.
- The certified applicants will be provided a photo ID card to be used when using the Tel-A-Ride services.
- A hard copy file is developed and maintained of all applications received whether approved or denied, and a copy of the determination letters are stored in Trapeze.

PARATRANSIT ELIGIBILITY:

TEL-A-RIDE ELIGIBILITY CERTIFICATION COMMUNICATIONS

CARTA requires applicants for ADA paratransit eligibility to provide complete information through the ADA paratransit application process, including an in-person interview with CARTA staff at the CARTA facility, and CARTA provides timely communication back to ADA paratransit applicants in keeping the ADA requirements.



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PROCEDURES

1. All applicants seeking certification for TEL-A-RIDE must complete a CARTA TEL-A-RIDE application including supporting information from a healthcare professional to be considered.
2. All applicants must contact CARTA to schedule their required in-person interview.
3. CARTA will schedule the in-person interview as well as transportation to and from the interview if the applicant needs such transportation.
4. The completed application and supporting healthcare professional information must be provided to CARTA at the time of, or prior to, the applicant's in-person interview.
5. The applicant will be interviewed by CARTA staff, where staff can explain the various CARTA services, including accessible fixed route, travel training, and the half-fare program for fixed route, and discuss the applicant's mobility and transportation issues.
6. All determinations for TEL-A-RIDE will be processed within 21 calendar days of the in- person interview, as long as the application and supporting healthcare information are completed and provided to CARTA staff.
7. If the applicant's application is not complete at the time of the interview, the applicant will be informed of missing information and will be required to provide that information before the 21 calendar day processing period can begin.
8. Once a completed application is received, it will be checked for accuracy and the following information entered into the TEL-A-RIDE database by the Administrative Assistant:
 - a. Applicant's Name Applicant's Address Home Phone Number
 - b. Emergency Contact and Phone Number Whether or not application is for a new applicant
 - c. Date of In-Person Interview
9. If the applicant indicates on his/her application that he/she is receiving Medicaid benefits, he/she will be directed to contact Charleston County Transportation to determine if he/she is also eligible for transportation under the county's Medicaid transportation program.
10. If, for any reason, an applicant does not meet ADA Eligibility requirements or is granted certification conditionally and the applicant is 60 years of age or over, the County will be notified for possible consideration under Title III.
11. Applicants meeting County approval for Title III will be notified of their eligibility status under Title III by the County.
12. Applicants who are not eligible for ADA paratransit but who are eligible for CARTA's half-fare program for fixed route will be provided information on that program including the application form and instructions for applying.
13. After a decision is made as to certification eligibility, the following information will be recorded into Trapeze:
 - a. Certification or Recertification Date Expiration Date
 - b. Disability Code, i.e. visually impaired, physically impaired, etc. Whether or not applicant travels with a PCA or Companion Whether or not applicant travels with a service animal
 - c. Whether or not applicant is certified as door to door or curb to curb Whether or not applicant is ambulatory or travels with a mobility aid If this is a renewal, enter any applicable changes
14. Once this process is completed, a determination letter will be mailed to the applicant, showing the eligibility status. Those who are certified will also receive a photo ID card to be used when using TEL-A-RIDE.
15. Should the processing of an application not be completed within 21 calendar days of its acceptance by CARTA, the applicant will be granted presumptive eligibility pursuant to the ADA until such time as a final determination is made and communicated to the applicant.



PARATRANSIT ELIGIBILITY: APPEALS

Applicants for ADA paratransit eligibility may appeal CARTA's ADA paratransit eligibility determination, in accordance with the ADA, if:

- The applicant is referred to fixed route service (ineligible for TEL-A-RIDE ADA paratransit services); or
- Conditions are placed on the eligibility.

PROCEDURES

FILING AN APPEAL INVOLVES THE FOLLOWING:

1. All appeals must be filed in writing and addressed to:
*Public Transportation Division Manager
1362 McMillan Avenue - Suite 100
North Charleston, SC 29405*
2. If the applicant is unable to appeal in writing or needs special assistance, the applicant may call the Transit Services Specialist at (843) 529-0400 for assistance in filing an appeal.
3. The Public Transportation Division Manager will make a decision regarding the original eligibility decision.
4. Appeals must be filed within 60 calendar days of receiving notification of the decision.
5. A written decision on the appeal will be provided within 30 calendar days, including reasons for the decision. If the decision is not provided within 30 calendar days, the appellant will be provided paratransit service until such time as the appeal decision is issued.
6. If aggrieved by the decision of the Public Transportation Division Manager, applicants may appeal to the Director of the Charleston Department of Transportation within 30 calendar days of the Manager's decision.
7. Appeals must be sent to:
*Executive Director of Charleston Area Regional Transportation Authority
1362 McMillan Avenue - Suite 100
North Charleston, SC 29405*
8. If still aggrieved by the decision of the Director of CARTA, applicants may appeal to the Transit Eligibility Review Committee within 30 calendar days of the Director's decision.
9. Appeals must be sent to:
*Transit Eligibility Review Committee Charleston Area Regional Transportation Authority
1362 McMillan Avenue - Suite 100
North Charleston, SC 29405*
10. The Transit Eligibility Review Committee shall be comprised of at least five (5) Agency Representatives to be appointed by the CARTA Board.
11. Appellants are encouraged to state in appeal letter the reasons for disagreement with CARTA's decision.
12. After the committee receives the appeal, CARTA transit staff will provide notification to the appellant of the day and time of the appeals hearing. Appellants are encouraged to bring to the hearing another person (agency representative, social worker, family member, etc.) who can provide support and/or additional information relevant to the appeal.
13. The committee will make a decision regarding the original eligibility decision.
14. The appellant will receive notification of the decision within 30 calendar days after the date of the hearing.
15. The decision of the Review Committee shall be final.



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PARATRANSIT ELIGIBILITY: RECERTIFICATION

Individuals determined eligible for ADA paratransit service are required to re-certify prior to their eligibility expiration date, which shall not exceed three years.

PROCEDURES

1. Approximately 60 days prior to the client's expiration date, notification is sent to the clients via mail explaining the need for them to re-certify. An application is sent as well for completion by the client and their healthcare professional.
2. Upon receipt of the completed application, the application is date stamped, forwarded via electronic mail and reviewed for eligibility that could take approximately 21 days for a determination status.
3. An eligibility determination is based on the information provided in the application by the client and healthcare professional.
4. After a decision is made as to the certification eligibility, the following information is updated in Trapeze:
 - Certification or Recertification date and Expiration date
 - Disability code; physically/visually impaired, use of mobility device, rather the applicant will be traveling with a service animal or a personal care attendant (PCA)
 - Whether the applicant is ambulatory or travels with a mobility device (type)
5. Once approved, applicants will be provided with the following determination status via a mailed correspondence:
 - Unconditional Eligibility- A disability or health condition that permanently prevents the use of the fixed route buses and ADA Para Transit services is provided for all trips.
 - Conditional Eligibility- A disability or health condition which prevents the use of the fixed route buses under certain conditions and ADA Para Transit service is provided only when those conditions apply.
 - Temporary Eligibility- A disability or health condition temporarily prevents use of the fixed route buses and ADA Para Transit service is provided only during that time period.
6. The certified applicants will be provided a photo ID card to be used when using the Tel-A-Ride services.

PARATRANSIT RESERVATIONS: DEMAND TRIPS

Pursuant to 49 CFR Part 37, Section 37.131(b) TEL-A-RIDE shall schedule and provide paratransit service to any eligible rider in response to a request made during normal business hours at least one day and up to 7 days prior to the desired day of travel.

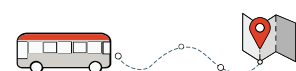
PROCEDURES

SCHEDULING A TEL-A-RIDE TRIP

1. Scheduling A Ride

To schedule a ride, you must call the Tel-A-Ride office at (843) 747-0007 and make a reservation.

 - How to Schedule a Ride
 - To schedule a ride, you must call the Tel-A-Ride office at (843) 747-0007.
 - Return trips **must** be scheduled when you make your initial reservation.
 - You must schedule your Tel-A-Ride rides in advance.
 - CARTA will accept reservations **no less than one (1) day in advance** and **no more than fourteen (14) days ahead**. When you call, schedulers are instructed to give their names at the time they answer. If they do not give their name, make sure to ask for it when making a reservation, cancellation, changes to your scheduled pick up or request for expected arrival times.



- Also, make sure to advise CARTA of your total travel needs so that the schedulers may coordinate services and advise you of your total fare and any other requirements. Let the scheduler know of any special transportation needs you have.
- Your scheduler will offer you the best reservation time possible. However, the exact pick-up time you want may not be available.
- Trips may be scheduled from one day to fourteen (14) days in advance. Early booking helps our scheduling department, as it provides more time to put together a quality schedule. If you book your trip early, you still may be contacted to ask if you are able to adjust your pick-up time to accommodate other riders. Tel-A-Ride is an equal rights service and it is against the law to give priority to one trip over another for any reason.
- **Pick-up Window**
 - At the time you call, you will be given a range of time for pick up. This is referred to as your pick-up window. This 30-minute span is when you can expect your pick-up to occur. You are expected to be ready to board the vehicle within five minutes when the operator arrives at any point with- in the window.
 - In cases where you may not be sure of when to schedule your return trip you may call Tel-A-Ride when you are ready to return home. Please be aware that if you call for a return pick-up that you could wait as long as two or more hours to be picked up if the van is not in the area.

MAKING RESERVATIONS

- Tel-A-Ride accepts reservations up to fourteen (14) days in advance of a scheduled trip. At a minimum, passengers must make their reservations no later than the day before the desired day of travel.
- Due to limited space, it is suggested that reservations be made as soon as possible.
- Reservations can be made by calling the Tel-A-Ride office at (843) 747-0007. Reservation hours are from 8 AM to 5 PM Monday – Sunday.
- A Telecommunications Device for the Deaf (TDD) is available and can also be accessed by dialing: 711
- When calling the reservation line, please be prepared to offer the following information:
 - Your name;
 - The day and date you would like transportation;
 - Your appointment time or preferred pick-up time;
 - Your pick-up address;
 - Your destination address and any scheduled appointment you might have at that location;
 - Your return time and return address;
- CARTA will accept reservations no less than one (1) day in advance and no more than fourteen (14) days ahead. When you call, schedulers are instructed to give their names at the time they answer. If they do not give their name, make sure to ask for it when making a reservation, cancellation, changes to your scheduled pick up or request for expected arrival times. If you book your trip early, you still may be contacted to ask if you are able to adjust your pick-up time to accommodate other riders. Tel-A-Ride is an equal rights service and it is against the law to give priority to one trip over another for any reason.

PARATRANSIT RESERVATIONS: SUBSCRIPTION OR STANDING ORDER TRIPS

Depending upon available trip capacity, TEL-A-RIDE may provide subscription or standing order trips to riders who will be traveling to and from the same origin and destination on the same day of week and at the same time for a minimum period of 90 days for medical, educational, religious or employment purposes. TEL-A-RIDE will also allow for subscription trips to and from a daycare facility for a dependent.



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PROCEDURES

1. REQUESTING A SUBSCRIPTION TRIP

- a. Riders desiring a standing order must submit their request to TEL-A-RIDE through the normal reservations process. Riders may be required to provide documentation and verification to support their claim that the trip is eligible for a standing order.

2. Requesting a Daycare Subscription Trip

- a. Riders requesting a trip for transporting a dependent to a daycare facility must submit their request through the standard reservation process. Request must include the daycare address and its opening and closing times. Trips to and/or from the daycare will be provided as a separate reservation. Riders must schedule a second reservation to reach his final destination, i.e. from the daycare to work. The pick-up time for his subsequent trip will be no more than one hour from the scheduled drop-off time at the daycare. If the TEL-A-RIDE rider finds that he will not be ready for pick-up by TEL-A-RIDE for his subsequent trip, it is his responsibility to communicate this to the reservationist to avoid possibly being considered a no-show. While CARTA makes every effort to adhere to schedules, CARTA will not be responsible for situations that may arise that are beyond its control.

3. Evaluating and Granting a Subscription Trip Request

- a. Once received by TEL-A-RIDE, each subscription request, including the out-bound, return trips, will be assessed to determine if it can be efficiently accommodated in consideration of:

- Existing subscription trips;
- Available trip capacity; and
- The ADA requirement that capacity be maintained for demand trips with no trip denials.

- b. Subscription trip requests may not be granted for up to 14 calendar days to allow for adequate assessment and incorporation into TEL-A-RIDE schedules. During this assessment period the desired trip may be made as a demand trip.

4. Subscription Waiting List

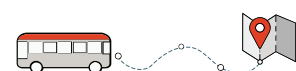
- a. If the requested subscription trip cannot be accommodated, the request will be forwarded to Public Transportation Division management and maintained on a Waiting List for a period of six months, during which time the rider may be making the requested trip as a demand trip. As trip capacity becomes available, for example through cancellation of subscription trips by other riders or addition of service capacity, requests on the waiting list will be reassessed in their order of listing against the available capacity and those able to be served granted a subscription trip.

5. Changing a Subscription Trip

- a. Subscription requests are granted for a specific trip, that is, a specific origin and destination, day (or days) of the week, and trip time. Riders who need to change a trip's origin, destination or time on a particular day will be required to cancel the subscription trip for that day and make a demand reservation for the new trip.

6. Early Closings

- a. It is requested that the Program Director of each agency, or designee, provides CARTA staff with an advance schedule of days for the year the agency will be closing early, to include holidays and staff workdays.
- b. Fourteen business days prior to the early closing, the Program Director, or designee, will send a reminder of the early closing date and time via fax, U.S. Postal Service or electronic mail to the following CARTA personnel: 1) the Director of TEL-A-RIDE Operations, and 2) the Paratransit Planner. These persons will be responsible for informing the appropriate Operations and City staff.
- c. The TEL-A-RIDE Operations Supervisor, or designee, will provide the Program Director with a list of TEL-A-RIDE riders with standing orders who will be impacted by the early closing. Notification shall be provided 14 business days prior to the early closing for verification by the agency.



- d. The Program Director, or designated staff member, should return the list to the TEL-A-RIDE Supervisor, or designee, no later than 8 business days prior to the early closing date to ensure that all passenger trips are scheduled in the most efficient and effective manner. Note that it is not necessary for riders or caregivers to call the TEL-A-RIDE office to cancel their family member's trip due to early closings. All changes will be initiated by the agency.
- e. Once trips are rescheduled, a reservationist will contact the home and/or the 24-hour contact number, to advise the TEL-A-RIDE rider or, if appropriate the caregiver, of the change in trip time.

PARATRANSIT RESERVATIONS: TRIP NEGOTIATION

Pursuant to 49 CFR Part 37 Subpart F, Section 37.131, the CARTA shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day or up to 7 days in advance. Pickup times may be negotiated by CARTA TEL-A-RIDE reservations with the individual; however, CARTA will not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

DEFINITIONS

- **DEMAND RESPONSE TRIP:** A Demand Response trip is any single trip which is non-repetitive in nature, and is made for a particular day during a specified time period.
- **SUBSCRIPTION TRIPS** (also referred to as standing order trips): refer to trips which are repetitive in nature, and are made to and from the same origin and destination over an unlimited period of time. An example would be a trip made for a passenger traveling to work Monday through Friday to be at the office at 8a.m. and leaving at 5 p.m.

OPERATING PROCEDURE

1. The caller, or an advocate on behalf of the caller, will contact TEL-A-RIDE reservations between 1 and 7 days in advance of the requested day of travel.
2. The Caller will be asked to provide an eligible customer name, pick up and drop off address, including any suite numbers, apartment numbers or any other location specific address information that will assist the operator in locating the facility or the customer. Addresses must be within the CARTA approved service area. The caller will also be asked to provide one of the following requested times for service:
3. Standard Trip Request: A requested time for pickup, for which the reservationist may then negotiate a pickup time within one hour before to one hour after the requested time.
4. No-later-than Delivery: A specific appointment time to be at the drop-off address. A pickup time will then be negotiated that will ensure arrival not later than and no more than 30 minutes prior to the requested appointment time.
5. No-earlier-than Delivery: A specified "do-not-drop-off-earlier-than time."

EMERGENCY CLOSINGS

1. Once it is apparent that an agency will need to delay opening or close early due to situations beyond their control, the Program Director, or his or her designee, will contact CARTA Personnel (as noted above) of the emergency situation. An emergency is defined as any situation that will require a change to the destination point or pick up time on the rider's scheduled trip. TEL-A-RIDE will follow the procedure for responding to emergencies (3.C.9), and dispatch the next available vehicle to pick up the riders. TEL-A-RIDE will make every effort to pick up the rider(s) within a reasonable time period. During inclement weather, CARTA will initiate closings and contact the rider's emergency contact number to make them aware. In addition, CARTA will provide notice to agencies via TEL-A-RIDE Connect and the local media.

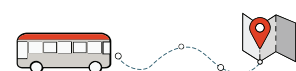


CANCELLATION OF SUBSCRIPTION TRIP FOR LACK OF USE

1. A subscription trip may be placed on hold – that is, the trip may be temporarily suspended while the rider is out of the area, temporarily unable to travel, or does not need the subscription trip – for a period of up to 90 calendar days. A temporary suspension must be requested by the rider by calling the TEL-A-RIDE Reservation Center. At the end of the 90-day hold, the subscription trip must be resumed by the rider or will be canceled by TEL-A-RIDE.
2. If a subscription trip is repeatedly canceled and not taken by a rider for a period of 90 calendar days, that subscription trip will be canceled and the rider will be required to make demand reservations for their travel until such time as a new subscription request is submitted and granted by TEL-A-RIDE and the rider notified.

APPEALING A DENIED SUBSCRIPTION TRIP REQUEST

1. If the request for a standing order is denied, the rider, or caretaker on behalf of the rider, may appeal the denial to the public transportation manager within five (5) business days. The public transportation manager will issue a decision on the appeal within five (5) business days of receipt of rider's appeal. If the rider wishes to appeal the decision of the Public Transportation Division Manager, the rider, or caretaker on behalf of the rider, may do so to the CARTA Executive Director. If the rider wishes to appeal the decision of CARTA's Executive Director, the rider, or caretaker on behalf of the rider, may do so at the next regular meeting of the CARTA Board. The decision of the CARTA Board is final.
2. This is used only if the facility for the requested drop-off address has a specified opening time, such as a Day Program or Care Center, for which the passenger cannot be dropped off prior to opening time.
3. A pickup window will then be scheduled to ensure that the passenger arrives not prior to and up to 30 minutes after the facility is open for service.
4. No-later-than Pick-up: A specified "must-be-picked-up-no-later-than time", which is a time provided if a facility for a requested pickup address has a specified closing time. A pickup window will then be scheduled so that the end of the pickup window will be no later than the specified closing time.
5. No-earlier-than Pick-up: A specified "cannot pick up before or no earlier than" time to accommodate work and class end-times.
6. Caller will also be asked to provide information on possible mobility aides, Personal Care Attendants and/or Companions prior to receiving a pickup window for the requested trip.
7. The Caller can expect that all information will be repeated by the Reservationist for verification once all the booking information has been entered and confirmed, the Reservationist will proceed to schedule the requested trip. Depending on the requested time parameter, the following will take place:
 - a. Standard Trip Request: If a pickup time has been requested, the reservationist may offer one or more pickup windows, based on efficiency of the system and other customer trips already scheduled in the system for the requested service day. The pickup times offered will be within 1 hour before or after the original requested time.
 - b. No-later-than Delivery: If an appointment time has been specified, the reservationist will offer one or more pickup windows that will ensure that the customer arrives within 30 minutes of and not later than the specified appointment time. Depending upon travel distance and other customer trips already scheduled for that service day, the pickup window may begin as much as 90 minutes prior to the specified appointment time in order to ensure that the customer will not be traveling on the TEL-A-RIDE vehicle for more than 1 hour prior to his/her arrival time.
 - c. No-earlier-than Delivery: If the customer is unable to arrive at a location prior to a specified time, the reservationist will offer one or more pickup windows that will ensure that the customer will arrive not before and no more than 30 minutes after the specified early arrival time. Depending upon travel distance and other customer trips already scheduled for that service day, the pickup window may begin as much as 60 minutes prior to the specified opening time in order to ensure that the customer will not be traveling on the TEL-A-RIDE vehicle for more than 1 hour prior to arrival time.



- d. No-later-than Pick-up: If a customer must leave a location no later than a specified time, i.e. a facility closes at 6 p.m., the reservationist will offer one or more pickup windows that will ensure that the customer is picked up not later than and up to 60 minutes prior to the specified closing time.
 - e. No-earlier-than Pick-up: If the Customer has requested not to leave his/her pick up location before a specified time, the reservationist may offer one or more pick up window choices, for which the start of the window is after the specified time. These choices will be based on efficiency of the system and other customer trips already scheduled in the system. The pickup window will begin no more than 60 minutes after the customer's specified available pick up time. A specified "to-be-picked-up-no-earlier-than time" will be provided if the customer has requested not to leave his/her pick up location before a specified time, i.e. from church service no earlier than 12:30 p.m.
8. Once the reservationist has offered, and the customer has accepted, a guaranteed pickup window, the same process will be repeated for the request of any additional trips the customer may wish to make for that day or any other days within the scheduling window.
 9. All trip dates, times and addresses will be confirmed by the reservationist prior to ending the call.

Note: For persons making reservations on-line, any negotiations will take place during the call made to the customer to confirm his/her reservation.

PARATRANSIT SERVICE DELIVERY: PICK-UPS AND DROP-OFFS

TEL-A-RIDE paratransit service is both curb-to-curb and door-to-door. Drivers are to stop their vehicles at the curb in front of or as close as possible to the designated entry of the rider's pick-up or drop-off location. Drivers are to assist riders in boarding and alighting the vehicle as well as to and from the sidewalk, the entry door or other safe waiting area in front of or adjacent to the designated entry of the location.

PROCEDURES

DEFINITIONS

- **CURB-TO-CURB SERVICE:** TEL-A-RIDE paratransit service in which, on both the origin and destination end of the trip, the driver gets out of the vehicle and assists the passenger between the vehicle and a sidewalk or other safe waiting area no more than 15 feet from the vehicle.
- **DOOR-TO-DOOR SERVICE:** TEL-A-RIDE paratransit service in which the driver gets out of the vehicle and meets/escorts the passenger from or to the door threshold of a residence, building or main lobby of a public building. This could occur at the trip's origin and/or destination. Door service is available by request. Door service cannot be provided for those individuals whose pick-up or drop-off locations would cause the driver to lose sight of the vehicle or where the assistance by the driver may harm the individual, the driver or both. An exception may be made for dialysis centers upon approval by dispatch. Drivers may never enter a rider's residence.

1. Curb-to-Curb Pick-Ups
 - a. For curb-to-curb pick-ups, riders are to wait for the vehicle at the sidewalk or other safe waiting area by the curb in front of or adjacent to the main entry of the pick-up location or they need to promptly proceed to the sidewalk or waiting area by the curb where the vehicle is waiting when the vehicle arrives.
2. Door-to-Door Pick-Ups
 - a. For door-to-door pick-ups, riders are to wait inside the facility by the designated entrance. The driver will assist the passenger to the vehicle.
3. Special Pick-Up/Drop-Off Locations Away from Origin/Destination
 - a. At certain pick-up and drop-off locations or facilities, the TEL-A-RIDE Paratransit services dispatcher may need to determine a special location, away from the main entry, for the vehicle to pick-up or drop-off a rider due to particular circumstances at the trip origin or destination. These might include, for example, one-way street patterns, traffic restrictions such as a no stopping zone, a special event or a gated facility. In such cases, the information on the special location for rider pick-up or drop-off is given by TEL-A-RIDE to the rider and is also transmitted to the designated driver.



4. Curb-to-Curb Drop-Offs
 - a. For curb-to-curb drop-offs, TEL-A-RIDE drivers are to stop their vehicles at the curb in front of or as close as possible to the designated entry at the destination location. Drivers are to assist riders in alighting as necessary or requested and getting to the sidewalk or other safe waiting area by the curb location where the driver has pulled up the vehicle. Riders must be able to travel from the sidewalk or safe waiting area by the curb to the door of the final destination. For door-to-door drop-offs, Paratransit drivers will assist the passenger to the door of the facility.
 - b. At large, multi-story and/or multi-building destinations, the driver is to drop off the rider at the sidewalk or other safe waiting area by the curb in front of or adjacent to the main entrance or as the curb in front of or adjacent to the specific building to which the rider is traveling, as long as the rider has given a specific street address for the particular building to which he/she is traveling.
5. Entry onto Private Property
 - a. If a TEL-A-RIDE vehicle cannot safely enter and exit the property for a door-to-door pick-up of a TEL-A-RIDE rider or the rider cannot be safely assisted by the driver between the door of their origin to the vehicle, the City/CARTA shall notify the rider immediately of his/her responsibility to make the necessary changes in their property (to include a ramp, if necessary) in order to receive door-to-door service. Until such time as changes are made for the operator to safely transport the rider to the door or for the TEL-A-RIDE vehicle to safely enter and exit the property, the rider will receive curb-to-curb service. If the rider is eligible for door-to-door service and such service is needed, it shall be the rider's responsibility to obtain a personal care attendant in order to continue to receive TEL-A-RIDE service.

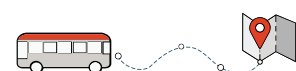
Applicants are to be advised prior to the start of TEL-A-RIDE service of their responsibility to have a personal care attendant if they need assistance making it to the point of pick-up.

PARATRANSIT SERVICE DELIVERY: VEHICLE ARRIVAL

TEL-A-RIDE paratransit services will operate on a thirty (30) minute pick-up window. A vehicle arriving for a pick-up during this window – that is, "on-time"-- will wait up to five (5) minutes for the passenger to make themselves available to begin boarding the TEL-A-RIDE vehicle, during which time the driver will attempt to alert the passenger to the vehicle's arrival.

PROCEDURES

1. **PICK-UP WINDOW**
 - a. TEL-A-RIDE paratransit vehicles have a thirty-minute "window of time" within which they may arrive and still be considered "on-time." This window is defined as 15 minutes prior to the scheduled pick-up time to 15 minutes after the scheduled pick-up time. For example, if the pick-up time for a trip is 8:00am, the van could arrive anytime between 7:45am and 8:15am. A vehicle arriving at any time during this 30-minute window shall be considered "on-time."
2. **DWELL TIME**
 - a. A vehicle arriving for a pick-up during this 30-minute pick-up window – that is, "on-time"-- will wait up to five (5) minutes for the passenger to make themselves available to begin boarding the TEL-A-RIDE vehicle.
 - b. If the driver arrives prior to the beginning of the pick-up window, he/she must wait until the scheduled pick-up window before beginning timing the five-minute wait time. If, in the example above, the TEL-A-RIDE driver arrived for the pick-up at 7:40am
 - c. 5 minutes before the pick-up window opens – the driver must wait until 7:45am to begin the required 5-minute wait time.
 - d. If the rider makes some movement or motion to indicate that he/she is on his/her way traveling to the curb for the trip (e.g., the rider waves at the driver from the window), the driver shall wait for the rider to arrive at the vehicle even if the five- minute wait time has elapsed.
 - e. If the rider takes considerably longer than the five-minute wait time to travel from the pick-up location to the vehicle after signaling to the driver, the driver should note the incident on an Incident Report form.



3. CONTACTING THE RIDER

- a. While the driver is awaiting the appearance of the rider, they will take appropriate actions to alert the rider to the waiting vehicle by any or all of the following means:
- b. Telephoning the rider using the 24-hour notification phone number listed for that rider;
- c. For door-to-door riders, operator will exit the vehicle to approach the rider's door to knock/ring doorbell for rider to answer;
- d. Alerting TEL-A-RIDE dispatch to the non-appearance of the rider and asking for assistance in contacting the rider, a family member or origin agency representative by telephone; and
- e. At a medical facility or office building with a lobby, exiting the vehicle and announcing the vehicle's arrival and the rider's name at the entrance to the origin facility.

4. NO-SHOW PROCEDURE

- a. If no one acknowledges the operator during the 5-minute waiting period, the no-show procedure will be followed:
 - Operator exits the vehicle and approaches the rider's door;
 - Operator knocks/rings doorbell for rider to answer;
- b. **EXCEPTIONS:**
 - Curb-to-curb riders who live in a residence that requires the operator to lose sight of the vehicle will not receive the door hanger; and
 - Operators picking up riders who are in a facility that requires the operator to receive the rider in a lobby setting will leave the approved door hanger with the facility's receptionist or facility staff.
- c. Dispatch will document in system as a no-show and provide comments in the note section;
- d. Operator will be advised by dispatch to proceed to their next scheduled pick-up location.

5. LATE VEHICLE

- a. Riders are asked to call the Paratransit reservation number (843) 747-0007 if a vehicle has not arrived within thirty minutes after the scheduled pick-up time.

PARATRANSIT SERVICE DELIVERY: PERSONAL CARE ATTENDANTS

Pursuant to 49 CFR Part 37, Appendix D, Section 37.123, ADA Paratransit Eligibility – Standards, a personal care attendant (PCA) is someone designated or employed specifically to help the eligible individual to meet his or her personal needs. Personal Care Attendants always may ride with the eligible individual.

The "personal needs" being met by the attendant may or may not involve any aspect of the eligible individual's trip, however, the presence of a personal care attendant shall not relieve the TEL-A-RIDE operator of their responsibility for the rider's safety during transport.

TEL-A-RIDE ELIGIBILITY PROCESS

The TEL-A-RIDE paratransit eligibility process requires that an individual indicate whether he or she travels with a personal care attendant. In granting eligibility, TEL-A-RIDE may indicate any conditions or limitations on the individual's eligibility, including the use of a personal care attendant.

RESERVATIONS

When making a trip reservation, an eligible individual who intends to travel with a personal care attendant will be required to indicate that intention and to reserve space for the PCA. If the rider does not indicate the use of an attendant for a specific trip, an individual accompanying him or her would be regarded simply as a companion and required to pay the same fare as the rider.



FARE

A personal care attendant shall not be charged for complementary paratransit service.

PROCEDURES

CHILDREN AS PCAS

Children may function in the capacity of a PCA for a TEL-A-RIDE rider who is certified as traveling with a Personal Care Attendant so long as the child will be providing for the rider's personal needs in conjunction with the trip being taken.

TEL-A-RIDE-ELIGIBLE RIDER AS PCA FOR ANOTHER

A TEL-A-RIDE-eligible rider may function in the capacity of a PCA for another TEL-A-RIDE- eligible rider who is certified as traveling with a Personal Care Attendant so long as the TEL-A-RIDE-eligible PCA will be providing for the second rider's personal needs in conjunction with the trip being taken. Two TEL-A-RIDE-eligible riders may not act in the capacity of PCA for each other on the same trip; at least one rider must pay a fare on each trip.

PARATRANSIT SERVICE DELIVERY: COMPANIONS

Pursuant to 49 CFR Part 37, Section 37.123(f), TEL-A-RIDE shall provide paratransit service to one person accompanying an ADA paratransit eligible individual, with others served on a space-available basis. "Accompanying" means that the other individuals shall have the same origin and destination as the eligible individual.

- *If the ADA paratransit eligible individual is traveling with a personal care attendant, TEL-A-RIDE shall provide service to one other individual in addition to the PCA. A family member or friend will be regarded as a companion and not as a personal care attendant, unless the family member or friend is acting in the capacity of a personal care attendant.*
- *The one individual who is guaranteed space on the vehicle can be anyone – family member, business associate, friend, date, etc. TEL-A-RIDE cannot limit the eligible individual's choice of type of companion.*

RESERVATIONS

When making a trip reservation, an eligible individual who intends to travel with a companion will be required to indicate that intention and to reserve space for the companion. If the rider does not indicate that they will be accompanied on their trip, the companion will be boarded and provided transportation by TEL-A-RIDE so long as doing so will not preclude the transport of an ADA paratransit eligible individual.

Should the rider desire to be accompanied by more than one (1) companion, the rider will be required to make this request when making their trip reservation, at which time the request will be accommodated so long as doing so will not displace other ADA paratransit eligible individuals.

FARE

A companion or companions provided paratransit service in accordance with the ADA shall pay a fare that is the same as for the ADA paratransit eligible individual they are accompanying.

PARATRANSIT SERVICE DELIVERY: LAP RESTRAINT POLICY AND PROCEDURE

It is the mission of the CARTA to provide a safe, friendly, and reliable transportation service. CARTA Transit Operators will ask each passenger using or traveling with a common wheelchair to allow the operator to use a lap restraint while transporting them to and from the TEL-A-RIDE vehicle to ensure the safety of both the passenger and the operator. The operator will stress that the passenger is under no obligation to allow the operator to use the lap restraint, and they will still be transported to their destination even if they decline to use the lap restraint.



PROCEDURE

1. Door- to- Door or Curb- to- Curb Pick-ups
 - a. While picking up a passenger from either the door or the curb of his location, the operator shall always ask permission to use the lap restraint. If the passenger agrees, the lap restraint will be placed securely, but comfortably around the passenger at the door prior to being transported to the vehicle.
 - b. Once on the vehicle, the operator will ensure that the passenger's safety belt is fastened and secure prior to removing the lap restraint. The Operator will then secure the vehicle lap and/or shoulder restraint for the passenger.
 - c. If the passenger declines use of the lap restraint, the operator will proceed in transporting the passenger to the vehicle with the safety device equipped on the wheelchair unless instructed not to by the passenger.
 - d. The operator will document on the manifest the passenger's refusal to use the lap restraint.
2. Passenger Drop-Offs
 - a. When dropping off a passenger, the operator shall ask permission to use the lap restraint prior to boarding the passenger onto the lift. If the passenger agrees, the lap restraint will be placed securely, but comfortably, around the passenger prior to boarding the lift.
 - b. The lap restraint will be removed once the operator has safely transported the passenger off the vehicle and to the destination door or curb.
 - c. If the passenger declines to use the lap restraint, the operator will proceed in transporting the passenger off of the vehicle and to the destination door or curb, using the safety device equipped on the wheelchair unless instructed not to by the passenger.
 - d. The operator will document on the manifest the passenger's refusal to use the lap restraint.

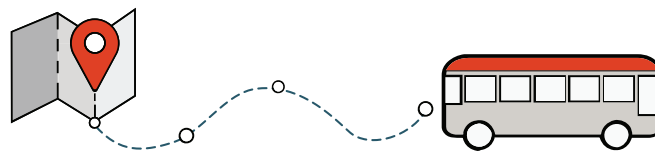




Charleston Area Regional Transportation Agency
Policy and Procedure Manual

SECTION II:

ADMINISTRATIVE PROCEDURES



IMPLEMENTING PROCEDURE

1. Damaged passes, once verified by the CSM, may be replaced by the Customer Service Representative at the depot with one ride passes for the rides remaining on the damaged pass.
2. When a passenger presents a damaged pass to the customer service representative (CSR) at the depot, the CSR will first check the blocked passes list to determine if the pass is valid.
3. Once determined valid, the CSR will contact the CSM to verify whether or not the pass is working in a fare box.
4. Once the damaged pass has been verified, the CSR will issue the passenger a one-ride pass equivalent to any rides remaining on the damaged pass.
5. The CSR will indicate on the exchange form the pass number of the newly issued pass, and staple the damaged pass to the exchange document.
6. The CSR will then include the exchange form with his/her cash bag.



BACKGROUND

To ensure that the demographic maps are updated on a regular basis and reflect the results of the most recent census data, the CARTA will update its demographic maps concurrent with the development of the Charleston Area Metropolitan Planning Organization's Long Range Transportation Plan, which is done every five years.

The Charleston Area Transportation Study (CHATS) manages the transportation planning process required by Federal law. The MPO plans for the area's surface transportation needs, including highways, transit, bicycle, and pedestrian facilities. The MPO's primary tool for assessing and recommending future transportation improvements is through the development of the Long Range Transportation Plan (LRTP).

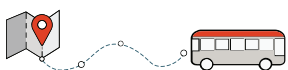
A major component of the LRTP is the environmental analysis of the human and natural environment. The guiding principles for the MPO analysis are drawn from 23 FR 450.316(a)(1)(vii), Title VI of the Civil Rights Act of 1964, and Environmental Justice Executive Order 12898. The MPO's basic procedure for updating the demographic maps used for the environmental justice analysis include:

- *Identifying and mapping low-income populations as well as its four largest minority populations individually: African American, Hispanic, Native American, and Asian.*
- *Identifying and mapping areas within the MPO boundaries that had significant Limited English Proficiency (LEP) populations.*
- *Using the most current available block group census data for identifying the population groups.*

Thematic maps are prepared, graphically depicting concentrations of each population group by block group data. Block groups are shaded to represent concentrations of populations with manual breaks at or near the target percentage.

The thematic mapping is overlaid with completed, existing, and proposed roadway projects Transit routes are also overlaid.

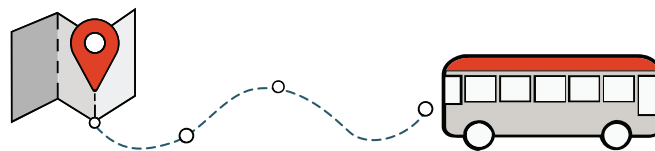
CARTA, a member of the MPO's Policy Committee, will coordinate more closely with the MPO during the LRTP development to ensure consistent mapping. CARTA will also meet with the MPO on a monthly basis to stay abreast of new legislation, discuss major service changes and ensure all demographic maps are updated accordingly.





Charleston Area Regional Transportation Agency
Policy and Procedure Manual

SECTION III: **OPERATING PROCEDURES**



BUS SPOT CHECKS

- Each bus will be checked against the inventory sheet every day to determine if there are any missing schedules or comment cards.
- After the spot check is complete, inventory sheets will be turned into the CARTA Transit Coordinator so that replacements can be made.
- Staff should notify the Transit Coordinator if other on-board communication is required.

DRIVER ACCIDENT

- The contractor shall comply with all accident reporting and investigating procedures established by CARTA or required by Federal, State, and local laws and regulations.
- Contractor shall report to the Transit Coordinator, or designee, all accidents or incidents, regardless of liability, severity or damage in writing twenty four (24) hours of their occurrence. If an accident involves bodily injury to a passenger or major property damage to a vehicle or facility, the contractor shall notify the Executive Director immediately, regardless of time of the day. The contractor shall cooperate with CARTA during any ensuing investigation(s).

LOST AND FOUND

The following procedure will be followed for any items found on a CARTA vehicle.

- Lost and found items are held at the CARTA office located at 3664 Leeds Avenue, N. Charleston, SC 29405.
- If a passenger loses an item they must wait until the bus returns to the base and Customer Service physically obtains the items for it to be verified in order for the customer to pick up the item.
- The Operator will turn in any items found on their vehicle to Customer Service staff at the end of their shift.
- Items may be picked up between the hours of 8 am and 5 pm Monday through Friday.
- When identification is made, the owner should come by the CARTA facility to retrieve the lost item(s). The owner must describe and sign for the lost item.
- Unless prior authorization is given, items will only be released to the owner of said item.
- For items containing proper identification; we will attempt to contact the individual via letter, or phone call.
- Perishable items will be immediately discarded. All other items will be kept in Lost and Found for sixty (60) days from the date it was found.
- Lost valuables, such as money, jewelry, purses or cell phones, will be turned over to the Customer Service Manager for secure storage until the item is retrieved by the owner.
- The police department must be called immediately upon discovery of any weapons, illegal substance or items of contraband, found on any CARTA Vehicle.
- Lost items left unclaimed will be turned in to the local Salvation Army or Goodwill.



FIRST AID KIT PROCEDURE

IMPLEMENTING PROCEDURE

- **FIXED ROUTE**

If the emergency is one requiring EMS, the CARTA personnel receiving the emergency will immediately call 911 for medical assistance. The General Manager, or Operations Manager, and the Transit Coordinator will then be notified of the emergency.

- **CUSTOMER SERVICE**

If the initial contact is with the Customer Service Representative (CSR) and the emergency is not medical, the CSR will collect detailed information regarding the nature of the emergency to include the following: the person's name, gender, approximate age, gender, a description of the emergency, the date and time of day.

The CSR will then notify dispatch, the Road Supervisor and the Customer Service Manager, respectively, of the situation.

If the emergency involves a missing person at the depot, the CSR will make an announcement over the PA system for the missing person to come to the Customer Service office.

If the emergency involves a missing person on the bus, the dispatch will do an "all call" to all of the operators alerting them of the situation.

The operator transporting the missing person will be instructed to meet a Road Supervisor at a specified destination.

- **DISPATCH**

If the initial contact is with dispatch, the dispatcher will gather all of the pertinent information pertaining to the emergency, and based on the severity of the situation, will notify security and the police department of the respective jurisdiction.

If the emergency involves a passenger and warrants an all call, the dispatch will do an "all call" to all operators alerting them of the emergency.

- **OPERATOR**

If the initial contact is with the vehicle operator who is out on his route, the operator will radio dispatch for assistance and, depending on the severity of the incident, will contact either the police department of the respective jurisdiction or EMS.

- **PARATRANSIT**

Dispatch will then notify the Director of TEL-A-RIDE Operations with the rider's name, the requested change of service and the expected impact on service. The Director of TEL-A-RIDE Operations will then notify the Paratransit Planner or Senior Transit Operations Planner (in this order), who will advise how to proceed. The Director of TEL-A-RIDE Operations will then notify dispatch with appropriate directions.

If the rider fails to notify TEL-A-RIDE Operations of his delay prior to the vehicle arriving, and does not board the vehicle within the 5-minute wait time; and if it is further determined that the delay was within the rider's control, the rider will be listed as a no-show/late cancellation. Depending on the nature of the emergency, the operator may be directed by dispatch to depart and continue on his route. If this becomes the case, the operator will request that dispatch place the rider on Will Call notice for a return trip if the rider so desires. (Exception: It should be the responsibility of the dialysis center, and not the rider, to call the TEL-A-RIDE office once it is determined that there will be a delay in the treatment of a TEL-A-RIDE rider on dialysis.



SERVICE LANE TRACKING AND MAINTENANCE PROCEDURE

To establish standard procedures for servicing and tracking vehicles once returned to base.

IMPLEMENTING PROCEDURES

- During full service days, upon returning from their runs, the operators will park in the designated spot and post trip the vehicle.
- The maintenance staff will run all operational vehicles on the lot through the wash lane every week.
- The vehicle will then be fueled.
- Once the vehicle is fueled, it will be so noted on the fuel sheet.
- The fuel sheets will be used to track which vehicles have gone through the service lane.
- During weekends and limited service days, upon returning from their runs, the operators will park in the designated spot and post trip the vehicle.
- The dispatch office will compile a list of vehicles that were used during that day.
- This list will be placed with the DVIR's no later than 4:00 P.M.
- The lead mechanic will gather up the vehicle lists and go over them with the service lane personnel.
- The service lane personnel will use this list to determine which buses will require service.
- Only buses that were used during that day will be run through the service lane.
- The fuel sheets will be used to track which vehicles are serviced.



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BUS SHELTER AND STOP MAINTENANCE

The expected maintenance activities are to be performed at the specified locations. All designated locations and all routes will be inspected on a weekly basis. Cleaning and monitoring of the SuperStop will be performed daily. In the event facilities maintenance staff cannot perform the duties, it must be reported immediately to management staff so that other arrangements can be made. Maintenance services will involve, but will not be limited to: a physical inspection of all locations, litter pickup, emptying of the trash cans, sweeping of the bus stop area, removal of all graffiti, unauthorized signs or posters, washing of bus shelters, benches and areas, grass cutting, trimming and weed control.

A DETAILED DESCRIPTION OF EACH ACTIVITY IS LISTED BELOW:

1. **PHYSICAL INSPECTION** - The inspection will be to check on the condition of the location and to perform any necessary maintenance activities noted.
2. **LITTER PICKUP** - All locations containing fixed bus stop amenities will have the litter picked up and removed at least weekly. For those locations that have a more intensive schedule, pickup will occur as indicated in specifications.
3. **EMPTYING OF TRASH CONTAINERS** - Trash cans located at CARTA bus stop locations will be serviced on a weekly basis. Stops with more frequent loading activity will be serviced on an as needed basis. Facilities Maintenance Staff will remove trash from trash cans that are overflowing.
4. **SWEEPING OF BUS STOP AREA** - Sweeping of these areas will be done during the weekly inspection as required. More frequent sweepings at specific locations will occur as needed.
5. **SIGNS, POSTING AND GRAFFITI REMOVAL** - At every visit to the designated locations, all unauthorized signs or other postings and graffiti will be removed. The only signage allowed is that posted by the CARTA to provide system information for the riders and public.
6. **WASHING OF BUS SHELTERS, BENCHES AND AREA** - All shelters and benches listed will be pressured washed at least once each calendar month, or on an as needed basis.

Cleaning shall mean that all benches, windows, frames and other physical parts of the shelter and the shelter floor shall be cleaned from all dirt, grease, grim and other foreign substances to assure that each location is aesthetically pleasing and free from dirt and litter.
7. **REPAIRS AND REPLACEMENTS** - If during any inspection or service call, any items that need to be repaired or replaced are identified, a written notice will be given to CARTA management, within one (1) business day. Items that can be repaired or replaced must be completed within (1) day. Facilities maintenance staff will be required to assemble and disassemble bus shelters and installed bus stop signs when necessary.
8. **GRASS CUTTING, TRIMMING AND WEED CONTROL** - The immediate area around the designated locations will be checked for control of grass and weeds. The immediate area shall be defined as 6 feet from the bench or concrete slab. Those areas needing service will have the grass cut and weeds trimmed on an as needed basis during the year. Treatment for weed control will be made as necessary.
9. **THE SUPERSTOP** - Facilities Maintenance Staff is responsible for the following activities at the SuperStop: check and empty all outside trash cans, emptying cigarette urns, litter pickup for the entire facility, clean and sweep bus slip area and parking lot. In addition facilities maintenance staff will be responsible for pressure washing the bus slip area and breezeway area in front of depot.
10. **OTHER** - Other maintenance items and responses to specific complaints will be accomplished the same day of notification by management.



END OF LINE

1. If a bus does not follow the same route, both outbound and inbound, the rider may board on either leg of the trip and remain on the bus at the end of the line without paying an additional fare.
2. If a bus does follow the same route, both inbound and outbound, the rider must pay another fare at the end of the line unless the rider is elderly or otherwise needs assistance.
3. The procedure applies to passengers with special needs--- to include, but not be limited to, the disabled, the visually impaired, the elderly, and persons traveling with several small children. Persons meeting these criteria will be permitted to board the closest bus stop in the opposite direction of his/her destination without paying an additional fare at the end of the line. The operator is to use his/her best judgment to determine whether a passenger falls in either of these categories. If in doubt, he is to radio his concern into dispatch for guidance.
4. If there are questions or additional clarification is needed, riders can call the CARTA Customer Service Center at (843) 724-7420.

WHEELCHAIR LIFT FAILURES

1. When an operator calls dispatch advising that he is at a bus stop with a wheelchair passenger and the lift will not operate, the dispatch will get the location, direction of travel, and route of the bus/van. Dispatch will then give the operator an estimated time of arrival of the vehicle coming to transport the customer. The operator is to be reminded not to leave the location of the wheelchair passenger until he has communicated to the passenger that a vehicle will be sent out to transport him and an estimated time of arrival. The operator will also be reminded to write the defect on the Drivers Vehicle Report (DVR), and to log all information onto the dispatch radio log.
2. It is very important that the wheelchair passenger be picked up and transported within the frequency of the route. For example, if the route the passenger was attempting to ride is a half-hour service route, then he/she must be picked up and transported within 30 minutes. If the route is an hour service route, then the passenger must be picked up and transported within the hour. It is CARTA's intention to transport the passenger as quickly as possible.
3. If for some reason the wheelchair passenger is unable to be transported, the supervisor must immediately notify the General Manager or the Director of Fixed Route Operations. The Road Supervisor will check the wheelchair lift of the vehicle that reported the failure. The Road Supervisor will complete an Incident Report on his findings. If the wheelchair lift is found to be operating, the Road Supervisor will counsel the operator and issue a written discipline. If the lift is determined to be inoperable, the Road Supervisor will take the vehicle out of service as soon as possible, or before the beginning of the vehicle's next service day, and ensure that the lift is repaired before the vehicle returns to service.
4. If there is no vehicle to replace the one with the broken lift, and if taking the vehicle out of service would reduce the transportation service available to the general public, CARTA will keep the vehicle in service with an inoperable lift for no more than one (1) days from the day on which the lift is discovered to be inoperative. After this time, vehicles with inoperable lifts may not be kept in service, even if there are no spare vehicles.

FARE BOX COIN BY-PASS PROCEDURE

The fare box coin mechanisms on the fixed route vehicles may malfunction at times due to lint, dust or debris on the coins; or the coins may be bent or counterfeit, causing the fare box to miscount the coins.

IMPLEMENTING PROCEDURE

1. When the fare box becomes inoperable due to a coin jam, the operator will advise the Road Supervisor.
 - *The supervisor will attempt to clear the coin jam.*
 - *If the coin jam does not clear itself in route, the supervisor will meet the bus and change the coin mechanism by replacing it with a new one.*



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2. Maintenance Repair:

- *All inoperable coin mechanisms are placed on the fare box repair table in the maintenance department.*
- *The inoperable coin mechanism will be tagged by the supervisor (with details of the problem).*
- *The mechanic on duty will repair the coin mechanism and store it in the area designated for fare box parts.*
- *If the mechanic on duty cannot repair the coin mechanism, it will be left for major repair by the Fare Box Technician.*
- *All major fare box repairs are completed as soon as possible and no later than five (5) days from when the issue was first reported.*



ACCOMMODATION OF TEL-A-RIDE RIDER WHOSE RETURN TRIP IS ADVERSELY AFFECTED BY THE LATENESS OF THEIR INITIAL TRIP

CARTA is committed to improving safety and mobility, and providing quality services to our community by:

- a. Being customer-focused and team-oriented; Being cost-effective and innovative;
- b. Developing, empowering, and recognizing our employees.

OPERATING PROCEDURE:

- *TEL-A-RIDE riders whose return trip is adversely affected by the lateness of their initial trip will be reasonably accommodated by CARTA using the following procedure.*
- *The driver will document the late trip and indicate the reason the trip is late.*
- *The driver will, in turn, notify the dispatcher whenever there is a late trip, defined as a trip which falls outside of the 30 minute window.*
- *The dispatcher will determine if the return trip will be affected by the late trip (i.e. is less than an hour of drop off), and instruct the reservationist to call the client to make the necessary adjustments to the return trip. The reservationist will negotiate the return trip so as to cause the least amount of disruption to the service. (Note: If the client cannot be contacted by phone, the reservationist will notify dispatch and advise driver of a decision.)*
- *Once the negotiations are complete, the new time is entered into the computer and the driver manifest is updated.*
- *The driver of the return trip is notified of the change to the schedule.*

CRITERIA FOR PLACING TEL-A-RIDE RIDERS ON ROUND-TRIP PAY LIST

TEL-A-RIDE riders are expected to pay the required fare each time they board the TEL-A-RIDE vehicle. Passengers who have extreme physical or mental disabilities that functionally limit their ability to handle cash fare or a punch card will be permitted to pay for their round trip when they first board the vehicle. These disabilities may include, but not be limited to, Down's syndrome, multiple sclerosis, spina bifida and dementia. The Transit Services Specialist, in collaboration with the TEL-A-RIDE Customer Service Representative, will notify the Director of TEL-A-RIDE Operations of persons who meet these criteria.

Additions to the list will be discussed and reported at weekly Service Planning meetings.

PROCEDURE

1. Door-to Door Clients
 - a. Manifest will indicate client as door-to-door for operator verification. Operator calls 24 hour contact number prior to arrival of client pick up.
 - b. When operator arrives at scheduled pick up location, operator will exit the vehicle to approach client's door to knock/ ring door bell for client to answer.
 - c. Operator waits for client to exit location. If no one acknowledges the operator, the no-show procedure will be followed.
 - d. Operator returns to the client's scheduled pick up location and leaves the approved no-show door hanger.
 - e. Dispatch will document in system no-show and provide comments in note section. Operator will return to vehicle to proceed to next scheduled pick-up.



2. Curb-to-Curb Clients

- a. Manifest will indicate client as curb-to-curb for operator verification. Operator calls 24 hour contact number prior to arrival of client pick up.
- b. When operator arrives at scheduled pick up location and there is no sign of client, the operator will contact dispatch to seek advice.
- c. Dispatch will provide a courtesy call to the client's 24-hour contact number.
- d. Once the 5-minute waiting time has been exhausted, the no-show procedure will be followed.
- e. Operator exits vehicle to approach client's door.
- f. Operator knocks and/or rings door bell for client to answer. If no one acknowledges, operator leaves the approved no-show door hanger.
- g. Dispatch will document in system a no-show, and provide comments in the note section.
- h. Operator will be advised by dispatch to proceed to the next scheduled pick-up location.

**Exception: Curb to Curb clients who live in a residence that requires the operator to lose sight of the vehicle will not receive the approved door hanger. Operators picking up clients who are in a facility that requires the operator to receive client in a lobby setting will leave approved door hanger with receptionist of facility or facility staff.*

RESERVATIONS

- *Procedure as presented in the TEL-A-RIDE Brochure*

Because TEL-A-RIDE is a shared-ride service, reservations need to be made one day prior or up to 14 days in advance. Standing order reservations are also accepted. To make a reservation, please call (843) 747-0007. Reservation hours are from 8AM to 5PM Monday – Sunday.

- *Procedure From TEL-A-RIDE Mailed Materials*

When you know you need a ride, call (843) 747-0007 before 5pm the day before your trip. You can schedule rides up to 14 days in advance. To cancel a reservation, call (843) 747-0007 no later than 2 hours before your scheduled pick-up time. (For example, if you have a pick-up time of 3pm, call before 1 pm to cancel.) So that we might better serve you, please try to call in cancellations by 5 pm the day before your trip.

- *Procedure as presented on CARTA's Website "About TEL-A-RIDE" Page*

Reservations must be made by 5pm one day in advance or a client may schedule a trip up to 14 days prior to the desired travel date. For a reservation, call (843) 747-0007.

TELEPHONE COMMUNICATIONS

In answering telephone calls both internally and externally, the following basic principles will apply:

1. QUALITY:
 - a. Quality telephone management shall be the responsibility of each employee. Actions to be taken should be handled promptly. If you are unsure how to respond,
 - b. indicate to the caller that you will call him or her back with the proper response. Take the name and number and call back within the same day.
2. RESPONSIVENESS:
 - a. Answer the telephone as soon as possible, using the script attached (See appendix A).
3. RESPECT:
 - a. Speak in a clear energetic voice at a moderate pace. Keep a pleasant tone of voice at all times, articulate well, and be certain to hold the transmitter directly in front of your mouth.



- b. Give the caller your undivided attention and treat him/her as you would wish to be treated and better than he/she would expect. TEL-A-RIDE riders are often difficult to understand. Listen attentively. If you are having difficulty understanding his/her request, ask if there is someone else available who might help you to better understand his or her concerns. Never eat, drink, chew gum or carry on side conversations in the office while on the telephone.
- c. Always address the caller in a friendly, professional manner, acknowledging his or her title (Mr., Mrs., Sir, Madam) such as Mr. or Mrs. Never address the caller by his/her first name unless you know the caller well.
- d. If the caller is aggressive, use the following techniques to maintain professionalism during the conversation. Remember, you are there to assist the caller.
 - *Remain calm.*
 - *Be patient and do not take comments personally. Respond with a caring attitude.*
 - *Provide assurance that some action will be taken. Always thank the customer for the call.*
 - *Document the call and forward the incident to your supervisor for investigation*
 - *The supervisor will, in turn, notify the TEL-A-RIDE Customer Service Representative for follow-up and respond within 24 hours.*

WHEELCHAIR LIFT FAILURE

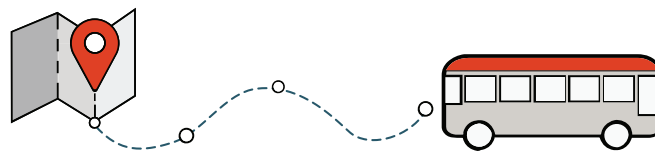
- *When an Operator calls Dispatch advising that he/ she is at a bus stop with a wheelchair customer and the lift will not operate, the dispatch will get the location, direction of travel, and route of the bus/van. Dispatch will then give the Operator an estimated time of arrival of the vehicle coming to transport the customer. The Operator is to be reminded not to leave the location of the wheelchair customer until he/ she has communicated to the wheelchair customer that a vehicle will be sent out to transport him/her and an estimated time of arrival. The Operator will also be reminded to write the defect on the Drivers Vehicle Report (DVR)*
- *Log all information on the Dispatch radio log.*
- *It is very important that the wheelchair customer be picked up and transported within the frequency of the route. For example, if the route the passenger was attempting to ride is a half-hour service route, then he/ she must be picked up and transported within 30 minutes. If the route is an hour service route, then the passenger must be picked up and transported within the hour. IT IS OUR INTENTION TO TRANSPORT THE PASSENGER IMMEDIATELY.*
- *If for some reason the wheelchair customer is unable to be transported, the supervisor must immediately notify the General Manager or Director of Paratransit Operations.*
- *The Road Supervisor will then check the wheelchair -- lift of the bus/van that reported the failure. The Road Supervisor will complete an Incident Report on his/ her findings. If the wheelchair lift is found to be operating, the Road Supervisor is to counsel the Operator and issue a written discipline.*





Charleston Area Regional Transportation Agency
Policy and Procedure Manual

SECTION IV: **TECHNOLOGY SERVICES**



Information Security exists to further the mission of the agency. The agency has evolving needs related to information technology resources and data. This policy establishes a framework for establishing access control and user account management as well as adhering to regulatory and compliance requirements.

This policy applies to all agency employees, contractors, guests, consultants, temporary employees, and any other users who may have access to agency resources containing protected data.

DEFINITIONS:

- *Access Control: To permit or deny access to a particular resource.*
- *System Administrator: An individual who performs network/system administration duties and/or technical support of network/systems that are accessed by other people, systems, or services. Only full-time and permanent part-time employees of the University and/or third party vendors approved by IT may function as system administrators.*
- *Agency: Refers to the BCD Council of Governments as a whole and includes all departments.*
- *User Account Management: Identity life cycle ranging from creating, maintaining, and ultimately decommissioning/deleting user accounts.*
- *Protected Data: Any data governed under Federal or State regulatory or compliance requirements such as HIPAA, as well as data deemed critical to business and agency processes which, if compromised, may cause substantial harm and/or financial loss.*

ACCESS CONTROL:

All individuals who require access to agency information resources containing Protected Data must be appropriately authorized prior to such access being granted. The authorization will be approved on a need-to-know basis by the relevant manager. Access to information systems must be restricted to authorized personnel in order to prevent and detect unauthorized access or abuse. To maintain effective security it is vital for the agency to ensure that data can only be accessed and processed by authorized personnel.

System Administrators must strictly control access to information resources under their direction or ownership. When approving access rights, the respective manager must ensure the following requirements are considered and evaluated prior to approving such access and before forwarding the request to the system administrator:

- *User's need for access;*
- *Potential conflict with segregation of duties;*
- *Any regulatory requirements;*
- *Level of access required (read, update, delete); and,*
- *Access duration.*

USER ACCOUNT MANAGEMENT:

The following requirements regarding User Account Management must be implemented:

- *All users must be assigned their own unique user account with only the privileges needed to perform their job.*
- *There must be a formal registration and de-registration procedure for providing an employee with an agency account requiring authorization from appropriate management, or an authorized delegate.*
- *Identifiers and authentication for accounts must be independent of the employees' internal unique identifiers.*



- Account creation, updates, disabling, suspending, resetting, and re-enabling must be a defined process. All such account activity should be logged in a secure audit trail.
- The number of users/administrators with privileged accounts on servers must be restricted.
- Appropriate managers must specifically authorize privileged accounts.
- Administrators must use unique administrator account allocated per administrator.
- Every unique user ID must correspond to an individual unless there is an operational need to allocate a generic user ID, in which case the appropriate justification must be presented in writing to the IT staff to determine if adequate compensating controls may be implemented to track and monitor use of the account.
- The use of any anonymous accounts (such as the UNIX root or NT Administrator account) or guest accounts must be limited to emergency access or if they are specifically required and must be authorized by appropriate managers.
- Accounts for employees must be immediately disabled upon separation from the agency.
- All other accounts must be automatically disabled after 180 days of inactivity. Inactive accounts will be checked to determine if the staff member is on extended leave.
- Disabled accounts must be deleted after 180 days of being disabled.

EXCEPTIONS:

Any requests for exceptions to this policy must be submitted in writing and will be reviewed on a case by case basis. Exceptions shall be permitted only after written approval from the Executive Director. The list of exceptions shall be reviewed annually and canceled as required.

IMPLEMENTATION:

USERS:

- Responsible for maintaining the confidentiality of their account(s).

SYSTEM ADMINISTRATOR:

- Responsible for following the policy of granting access to agency resources to necessary individuals on a need-to-know basis
- Responsible for communicating any exception requests to the Executive Director.
- Responsible for the provisioning and deprovisioning of accounts within their respective systems.

IT MANAGER:

- Responsible for regular review of this Policy. The review will occur annually or when significant changes occur.
- Responsible for reviewing exceptions yearly.
- Responsible for monitoring the enforcement of the policy.

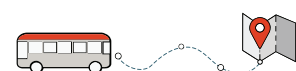
EXECUTIVE DIRECTOR:

- Responsible for reviewing and approving or denying exception requests.

Accounts and network access may be administratively suspended with or without notice by the agency when, in the agency's judgment, continued use of the agency's resources may interfere with the work of others, places the agency or others at risk, violates agency policy, or interferes with disaster recovery efforts.

Violations of the policy will be addressed by disciplinary policies and procedures applicable to the individual.

All known and/or suspected violations, or knowing interference with disaster recovery efforts must be reported to the applicable Systems Administrator, who will report, as appropriate, to the IT Manager. All such allegations of misuse will be investigated by the appropriate staff member.



PENALTIES MAY INCLUDE:

- *Suspension or termination of access to computer and/or network resources;*
- *Suspension or termination of employment, to the extent authorized by other agency published policies and procedures;*
- *Suspension or termination of contract computer and/or network services; or*
- *Criminal and/or civil prosecution.*



Information Security exists to further the mission of the agency. The agency has evolving needs related to information technology resources and data. Information Technology Business Continuity Planning is critical to ensuring that in the event of a significant system interruption, the Agency can effectively recover information technology data and resources that enable business processes. The Business Continuity and Disaster Recovery Policy establishes a framework for developing IT business continuity and disaster recovery plans.

This policy applies to all agency employees, contractors, guests, consultants, temporary employees, and any other users who may have access to agency information technology resources.

POLICY:

Information Technology Comprehensive Business Continuity and Disaster Recovery Plans ("IT Continuity Plans") must be developed that address disruptions to normal business operations. These plans must be consistent with the broader Agency master plan and at a minimum must be reviewed and tested annually to ensure their viability during recovery. The plans must address recovery of information resources, personnel, processes, and applicable IT facilities for all sites. These plans are designed to reduce the disruption to critical business processes and the supporting information resources that may result from natural disasters and other events impacting the confidentiality, integrity and/or availability of such resources. All aspects of potential outages, ranging from human error, equipment failure, utility failure, and natural disasters must be taken into account in a comprehensive planning document. These plans must be a combination of both preventative as well as recovery controls. System administrators must be part of the planning process. The plans must:

- Be updated and tested no later than June 1st of each year with the results of the test documented.
- Remain up-to-date to include any software, hardware or application changes.
- List roles responsibilities and communication strategies in the event of a disaster.
- Be delivered and aggregated centrally to the IT Manager.

EXCEPTIONS:

Any requests for exceptions to this policy must be submitted in writing and will be reviewed on a case by case basis. Exceptions shall be permitted only after written approval from the Executive Director. The list of exceptions shall be reviewed annually and canceled as required.

IMPLEMENTATION:

IT MANAGER:

- Responsible for planning and testing IT business continuity and disaster recovery plans.
- Forwards proposed policies and recommendations for changes in policy as needed to the Executive Director.
- Responsible for regular review of this Policy. The review will occur annually or when significant changes occur.
- Responsible for reviewing exceptions yearly.
- Responsible for monitoring the enforcement of the policy.

EXECUTIVE DIRECTOR:

- Responsible for reviewing and approving or denying exception requests.

Accounts and network access may be administratively suspended with or without notice by the Agency when, in the Agency's judgment, continued use of the Agency's resources may interfere with the work of others, places the Agency or others at risk, or violates Agency policy.



Knowing violations of the policy will be addressed by disciplinary policies and procedures applicable to the individual.

All known and/or suspected violations or knowing interference with disaster recovery efforts must be reported to the applicable Systems Administrator, who will report, as appropriate, to the IT Manager. All such allegations of misuse will be investigated by the appropriate staff member.

PENALTIES MAY INCLUDE:

- *Suspension or termination of access to computer and/or network resources;*
- *Suspension or termination of employment, to the extent authorized by other agency published policies and procedures;*
- *Suspension or termination of contract computer and/or network services; or*
- *Criminal and/or civil prosecution.*



Information Security exists to further the mission of the agency. The agency has evolving needs related to information technology resources and data. This policy establishes the Enterprise Risk Management Policy, for managing risk associated with information assets, information leakage, and network vulnerabilities. The Risk Management Policy and associated plans, augment CARTA's mission, by pro-actively identifying threats and vulnerabilities, which can result in consequences.

The scope of this policy is applicable to all Information Technology (IT) resources owned or operated by CARTA. Any information, not specifically identified as the property of other parties, that is transmitted or stored on CARTA's IT resources (including e-mail, messages and files) is the property of CARTA. All users (CARTA employees, contractors, vendors or others) of IT resources are responsible for adhering to this policy.

The CARTA Information Security policy serves to be consistent with best practices associated with organizational Information Security management. It is the intention of this policy to establish an Information Security Risk Management capability throughout CARTA and its business units for identifying, assessing, and managing cyber security risk which may occur across the enterprise environment.

POLICY:

CARTA has chosen to adopt the Risk Management principles established in NIST SP 800-37 "Guide for Applying the Risk Management Framework to Federal Information Systems," as the official policy for this domain. The following subsections outline the Risk Management standards that constitute CARTA's policy. Each CARTA Business System is then bound to this policy, and must develop or adhere to a program plan which demonstrates compliance with the policy related the standards documented.

- **RA-1 Risk Assessment Procedures:** All CARTA Systems must develop, adopt or adhere to a formal, documented risk assessment procedure that addresses purpose, scope, roles, responsibilities, management commitment, coordination among organizational entities, and compliance.
- **RA-2 Security Categorization:** All CARTA Systems must categorize information and the information asset in accordance with applicable directives, policies, regulations, standards, and guidance. This includes documenting the security categorization results (including supporting rationale) for the system and to ensure the security categorization decision is reviewed and approved by the authorizing official or authorizing official designated representative.
- **RA-3 Risk Assessment:** All CARTA Systems must conduct an assessment of risk, including the likelihood and magnitude of harm, from the unauthorized access, use, disclosure, disruption, modification, or destruction of the information asset and the information it processes, stores, or transmits. This includes:
 - Documenting the risk assessment results in a Risk Assessment report
 - Updating the risk assessment every three years or whenever there are significant changes to the information asset or environment of operation (including the identification of new threats and vulnerabilities), or other conditions that may impact the security state of the system.
- **RA-4 Vulnerability Scanning:** All CARTA Systems are required to conduct network vulnerability scans of their assets including; applications, databases, network or system operating platform, at least quarterly.

EXCEPTIONS:

Any requests for exceptions to this policy must be submitted in writing and will be reviewed on a case by case basis. Exceptions shall be permitted only after written approval from the Executive Director. The list of exceptions shall be reviewed annually and canceled as required.



IMPLEMENTATION:

IT MANAGER:

- *Forwards proposed policies and recommendations for changes in policy as needed to the Executive Director.*
- *Responsible for regular review of this Policy. The review will occur annually or when significant changes occur.*
- *Responsible for reviewing exceptions yearly.*
- *Responsible for monitoring the enforcement of the policy.*

EXECUTIVE DIRECTOR:

- *Responsible for reviewing and approving or denying exception requests.*

Violations of the policy will be addressed by disciplinary policies and procedures applicable to the individual.

All known and/or suspected violations or knowing interference with disaster recovery efforts must be reported to the applicable Systems Administrator, who will report, as appropriate, to the IT Manager. All such allegations of misuse will be investigated by the appropriate staff member.

PENALTIES MAY INCLUDE:

- *Suspension or termination of access to computer and/or network resources;*
- *Suspension or termination of employment, to the extent authorized by other agency published policies and procedures;*
- *Suspension or termination of contract computer and/or network services; or*
- *Criminal and/or civil prosecution.*



Information Security exists to further the mission of the agency. The agency has evolving needs related to information technology resources and data. This policy establishes an agency-wide approach to information security. Information security is intended to foster the business interests of the agency by helping to ensure the confidentiality, integrity, and availability of information resources and data; reduce the risk of information loss by accidental or intentional modification, disclosure, or destructions and preserve the agency's rights and remedies in the event of such a loss by implementing cost effective and appropriate controls.

This policy applies to all agency employees, contractors, guests, consultants, temporary employees, and any other users who may have access to agency information technology resources.

POLICY:

To address information security effectively the following framework has been identified. Agency management may become aware of situations that could place the Agency's facilities, employees, critical business and processes, and intellectual property at risk or harm. These situations include, but are not limited to:

- Knowledge of existing or potential security violations.
- Knowledge of a situation that may potentially place the Agency's critical business and information or intellectual property at risk of being lost, altered, or unavailable.
- Terminated employees or other business representatives who continue to have access to facilities or Information Technology resources once access is no longer warranted.
- Changes to user access needs (e.g., employees who transfer to another department and employee promotions).
- Processes that may place the Agency's information at risk.
- Unsolicited requests for Agency's information from external sources (e.g., questionnaires requesting organization financial and bio-data).
- Physical security or safety concerns.

All departments must establish minimal requirements for the security domains listed below where appropriate. Agency management must ensure that employees are complying with security policies, standards, and guidelines.

PHYSICAL SECURITY:

Physical security measures for controlling access to electronic information resources through physical means, including disaster controls, physical access controls, device and media controls, and procedural controls over financial instruments and maintenance records must be in place.

Access to data network facilities and other sensitive areas must be provided based on the principle of least privilege and the user's responsibilities.

PERSONNEL SECURITY:

The recruitment process must include control measures and security provisions. Appropriate background checks of individuals applying for employment, depending on the position and its associated responsibilities within the organization, must be conducted. Formal policies, procedures and processes must be in place to ensure all personnel who have access to sensitive information have the required authority as well as appropriate clearance. Upon employment all employees must be informed of and agree to the protection of confidential information.



LOGICAL SECURITY:

Access to data network resources must be controlled on the basis of “least privilege” and need to know. Adequate security must be provided to ensure the protection and maintenance of integrity, confidentiality and availability over the systems and information.

COMMUNICATIONS SECURITY:

It is important to establish an efficient flow of information without compromising the integrity and confidentiality of such information. The Agency may share information with employees, contractors, guests, consultants, temporary employees, and partner organizations which have a legitimate role. The Agency may also share information with non-partner organizations as required by law or by court orders/subpoenas. The appropriate information sharing protocol for each case must be established.

SYSTEMS DEVELOPMENT:

All systems developments must comply with the information security policies of the Agency. All systems developments must include security issues in their consideration of new developments or modifications.

RISK MANAGEMENT:

A risk management program must be put in place to identify and mitigate risks to IT systems and to Protected Data throughout Agency systems. Risk assessments must be conducted periodically to identify and reduce possible threats to Agency information security. An assessment of risks must be conducted for each information system to ensure it is secured appropriately in a cost effective manner.

DISASTER RECOVERY AND CONTINGENCY PLANNING:

Disaster Recovery and contingency plans must be developed for dealing with emergency situations in the event of damage, failure, and/or other disabling events that could impact the critical business and processes and the information systems that support such processes.

SECURITY INCIDENT MANAGEMENT:

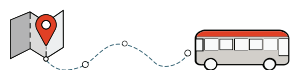
Information Technology security incident response policy and procedures must be developed for dealing with security events that may require the full participation of Information Technology technical personnel as well as leadership to manage the outcome properly.

SECURITY AWARENESS, TRAINING AND EDUCATION:

All information resource users must be made aware of policies regarding access to, and appropriate use of Agency information resources, and especially of the need to guard Protected Data. Department Heads play an important role in fostering an environment in which all members of the Agency are “security aware.” In particular cases, employees may need to receive formal security training. Department Heads should periodically remind their employees to re-read this policy and the other IT security policies applicable to them and to understand the role they play in protecting Agency information resources.

AGENCY GUIDANCE FOR MANAGING THIRD-PARTY ACCESS:

It is important to maintain the security posture of the Agency network infrastructure and only allow third-parties access to what is needed as part of their business relationship with the Agency. Access by third parties should be controlled and should only be granted where there is a business need. In addition, a risk assessment must be conducted to determine if the security controls in place or planned will meet the security requirements of the Agency. If feasible, security controls must be defined clearly in the contract language.



EXCEPTIONS:

Any requests for exceptions to this policy must be submitted in writing and will be reviewed on a case by case basis. Exceptions shall be permitted only after written approval from the Executive Director. The list of exceptions shall be reviewed annually and canceled as required.

IMPLEMENTATION:

IT MANAGER:

- *Forwards proposed policies and recommendations for changes in policy as needed to the Executive Director .*
- *Responsible for regular review of this Policy. The review will occur annually or when significant changes occur.*
- *Responsible for reviewing exceptions yearly.*
- *Responsible for monitoring the enforcement of the policy.*

EXECUTIVE DIRECTOR:

- *Responsible for reviewing and approving or denying exception requests.*

Violations of the policy will be addressed by disciplinary policies and procedures applicable to the individual.

All known and/or suspected violations, or knowing interference with disaster recovery efforts must be reported to the applicable Systems Administrator, who will report, as appropriate, to the IT Manager. All such allegations of misuse will be investigated by the appropriate staff member.

PENALTIES MAY INCLUDE:

- *Suspension or termination of access to computer and/or network resources;*
- *Suspension or termination of employment, to the extent authorized by other agency published policies and procedures;*
- *Suspension or termination of contract computer and/or network services; or*
- *Criminal and/or civil prosecution.*



Information Security exists to further the mission of the agency. The agency has evolving needs related to information technology resources and data. The Remote Access Policy outlines the requirements for connecting to the internal network from a remote location in order to ensure the confidentiality, integrity, and availability of data and electronic resources throughout the Agency.

This policy applies to all agency employees, contractors, guests, consultants, temporary employees, and any other users who may have access to agency information technology resources.

POLICY:

Remote access to Protected Data on the Agency network should be granted on a case-by-case basis only to employees with job functions that make this type of access essential. Remote access requires additional security controls and monitoring due to the increased risk it presents. Users who access information resources remotely are responsible for the physical protection of the resources they use and for the information they access during remote access sessions. Scripted or automated entry of User IDs and passwords is not permitted. These additional guidelines should also be followed:

- Modems are not to be installed on Agency computer resources such as workstations/desktops, with the exception of Agency laptops.
- Modems shall be physically disconnected from any telephone line when not in use.
- Users shall maintain dial-up numbers in a strictly confidential manner.
- IT staff shall ensure that adequate controls are in place for managing and monitoring remote access services (i.e., VPN, wireless).
- Remote workstations should include security software to detect and protect against malicious code such as adware, viruses and application exploits.
- Remote connections must time-out after 15 minutes of inactivity.
- Remote users must close any remote access connections when not in use.
- Remote users shall not employ any mechanisms that would force a connection to stay open automatically. In addition, remote users shall not connect to an Agency network from multiple places at the same time.

EXCEPTIONS:

Any requests for exceptions to this policy must be submitted in writing and will be reviewed on a case by case basis. Exceptions shall be permitted only after written approval from the Executive Director. The list of exceptions shall be reviewed annually and canceled as required.

IMPLEMENTATION:

REMOTE USERS:

- Responsible for following remote access rules outlined within the policy.

IT MANAGER:

- Responsible for reviewing and approving requests for remote access to data and resources.
- Forwards proposed policies and recommendations for changes in policy as needed to the Executive Director.
- Responsible for regular review of this Policy. The review will occur annually or when significant changes occur.
- Responsible for reviewing exceptions yearly.
- Responsible for monitoring the enforcement of the policy.



EXECUTIVE DIRECTOR:

- *Responsible for reviewing and approving or denying exception requests.*

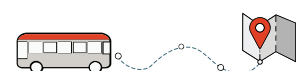
Accounts and network access may be administratively suspended with or without notice by the Agency when, in the Agency's judgment, continued use of the Agency's resources may interfere with the work of others, places the Agency or others at risk, or violates Agency policy.

Knowing violations of the policy will be addressed by disciplinary policies and procedures applicable to the individual.

All known and/or suspected violations or knowing interference with disaster recovery efforts must be reported to the applicable Systems Administrator, who will report, as appropriate, to the IT Manager. All such allegations of misuse will be investigated by the appropriate staff member.

PENALTIES MAY INCLUDE:

- *Suspension or termination of access to computer and/or network resources;*
- *Suspension or termination of employment, to the extent authorized by other agency published policies and procedures;*
- *Suspension or termination of contract computer and/or network services; or*
- *Criminal and/or civil prosecution.*



TEL·A·RIDE

PARATRANSIT SERVICE RIDERS GUIDE



CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY

NOVEMBER 16, 2016



A MESSAGE FROM TEL-A-RIDE



The Charleston Area Regional Transportation Authority (CARTA) and Tel-A-Ride are pleased to present the Tel-A-Ride Rider's Manual. We hope that the information included in this manual will answer any questions you may have about Tel-A-Ride and will provide guidelines to help you better utilize the service.

This manual contains valuable information about Tel-A-Ride policies and procedures as well as other important features of the service.

In our continuing effort to provide a safe, reliable, and efficient paratransit service, it is important to us that our customers be well informed.

If you have any questions or comments concerning Tel-A-Ride, we encourage you to contact us at:

Tel-a-Ride at tel. (843) 747-0007

or

CARTA Administrative Offices at tel. (843) 724-7420



FREQUENTLY ASKED QUESTIONS

THIS SECTION IS A QUICK GUIDE TO THE PARATRANSIT SYSTEM. FOR MORE IN-DEPTH INFORMATION PLEASE REFER TO THE POLICIES AND PROCEDURES SECTION OF THIS GUIDE.

1. WHAT IS TEL-A-RIDE?

Tel-A-Ride is a specialized curb-to-curb transportation service that is available to persons with disabilities who are unable to use the local public bus service. Tel-A-Ride is a shared-ride service, which means that passengers share the vehicle with others traveling in the same direction at the same time. All Tel-A-Ride vehicles are wheelchair lift-equipped.

2. WHO IS ELIGIBLE FOR TEL-A-RIDE?

In order to be eligible for Tel-A-Ride, you must have a specific impairment which restricts your mobility. Persons who cannot use public transit vehicles, person who cannot travel without assistance, and persons with mobility impairments that prevent them from traveling to or from a bus stop are all examples of eligible applicants. Persons interested in applying for Tel-A-Ride service may call, **(843) 747-0007**, to request an application.

3. WHO DECIDES IF I'M ELIGIBLE FOR TEL-A-RIDE?

All Tel-A-Ride applications are reviewed by the ADA Eligibility Specialist manager. The ADA Specialist will determine whether an applicant is eligible for the service, based on guidelines established by the Americans with Disabilities Act, within 21 days of application. For more information, please call (843) 724-7420 .

4. IF AN APPLICANT IS DETERMINED TO BE INELIGIBLE, CAN HE OR SHE APPEAL THE DECISION?

Any individual who has been determined as ineligible for Tel-A-Ride may file an appeal with CARTA within 60 days of notice of ineligibility. Appeals will be heard by at least three members of CARTA's ADA Advisory Committee. Please forward all appeals to: CARTA

1362 McMillan Avenue - Suite 100
North Charleston, SC 29405

5. HOW DO I KNOW IF MY APPLICATION FOR ELIGIBILITY WAS APPROVED?

If you are eligible for Tel-A-Ride, you will receive a letter notifying you that your application has been approved and to come to our office to get your Tel-A-Ride Photo Identification Card. Once you have received your card, you may begin to use the service.*

** The Tel-A-Ride Photo ID card must be shown each and every time the service is used.*

6. HOW DO I SCHEDULE A RIDE ONCE I'M DETERMINED ELIGIBLE?

To schedule a ride, you must call the Tel-A-Ride office at **843-747-0007** and make a reservation. Return trips must be scheduled when you make your initial reservation.

7. WHAT IF I DON'T KNOW WHAT TIME I WILL NEED TO RETURN?

If you are traveling to a medical appointment, you may call Tel-A-Ride when you are ready to return home. If you choose to call for a return, please remember that you could wait as long as two or more hours to be picked up if the van is not in the area.

8. AM I GUARANTEED A TRIP WHEN I REQUEST IT?

If seating is available, Tel-A-Ride will make every possible effort to schedule your trip when you request it. In the event there is no opening at the requested time, a pickup within one hour of your requested time will be provided on a space-available basis.

9. HOW SOON BEFORE I WOULD LIKE TO RIDE SHOULD I MAKE A RESERVATION?

Tel-A-Ride accepts reservations up to 14 days in advance of a scheduled trip. At a minimum, passengers must make their reservations no later than the day before the desired day of travel.

Due to limited space, it is suggested that reservations be made as soon as possible.



10. WHEN CAN I MAKE RESERVATIONS?

Reservations can be made by calling the Tel-A-Ride office at **(843) 747-0007**. Reservation hours are from 8AM to 5PM Monday – Sunday. A Telecommunications Device for the Deaf (TDD) is available and can also be accessed by dialing **711**.

11. CAN I ONLY USE TEL-A-RIDE TO GO TO MEDICAL APPOINTMENTS?

There are no restrictions on trip purposes. You may use Tel-A-Ride to travel anywhere in the service area. Many of our riders use the service to go to the mall, the hairdresser, to visit friends, and so much more!

12. WHAT IS CURB-TO-CURB SERVICE?

Curb-to-curb service means that it is the rider's responsibility to meet the driver at the curb. As a safety precaution, drivers are required to stay with their vehicles and passengers. Drivers may assist you in and out of the vehicle, but they cannot assist into a residence or destination point. In other words, the drivers cannot assist you up and down steps or ramps, and under no circumstances are drivers permitted to enter a passenger's residence.

13. WHAT IS THE TEL-A-RIDE SERVICE AREA?

The Tel-A-Ride service area has been set up to meet the Americans with Disabilities Act (ADA) mandated levels, which is a $\frac{3}{4}$ mile corridor on either side of current fixed-route bus lines. Tel-A-Ride services all of the Charleston Peninsula, as well as portions of James Island, West Ashley, Mt. Pleasant, Sullivan's Island, Isle of Palms, and North Charleston. For more information, please call **(843) 747-0007**.

14. WHAT IS THE FARE FOR TEL-A-RIDE?

The fare for Tel-A-Ride is determined by a Zone structure based off simulated trips on regular fixed route service using the origin and destination points. The fare for Tel-A-Ride is **\$4.00 for each one-way trip** and **\$5.00 if the trip is outside the driving zone**. The fare must be paid when you board the vehicle. Only exact fare will be accepted.

The following is an example of how the Zone structure is determined using the regular fixed route service (*the passenger will remain on one vehicle for the entire one-way trip and will not be required to transfer vehicles*).

Zone determination example: If a trip from origination to destination can be completed using one fixed route within $\frac{3}{4}$ mile of the fixed route, it is considered a **"Zone Trip"** on Tel-A-Ride and is a \$4.00 fare. If, however, a trip from origination to destination would require two or more regular fixed route buses to complete the trip (including the $\frac{3}{4}$ mile distance around the routes), it is considered an **"Out of Zone Trip"** on Tel-A-Ride and is a \$5.00 fare.

Trip tickets are available by mail or can be purchased in person at the Tel-A-Ride office. If you wish to receive your tickets by mail, you will need to send a check or money order plus shipping and handling costs. All tickets will be sent by certified mail requiring a signature. Please call **(843) 747-0007** for more information.

15. WHAT KIND OF TRAINING HAVE THE TEL-A-RIDE DRIVERS HAD?

All Tel-A-Ride drivers have been carefully selected and have undergone extensive training in both vehicle operation and passenger assistance.

16. WHEN DOES TEL-A-RIDE OPERATE?

Tel-A-Ride service is available during the same hours and within a $\frac{3}{4}$ mile corridor of regular fixed-route service. For more specific information regarding service availability, please call **(843) 747-0007**.



17. WHAT IF I NEED A PERSONAL CARE ATTENDANT TO RIDE WITH ME?

If you require the assistance of another person to complete your trip, a personal care attendant may accompany you on Tel-A-Ride at no charge. You must indicate the need for a personal care attendant when you apply for Tel-A-Ride. For scheduling purposes, you must also indicate if you need an assistant and that an attendant will need to travel with you when you make your reservation. Attendants may not travel alone or be picked up or dropped off at any other location than that of the eligible client.

18. CAN SOMEONE OTHER THAN A PERSONAL CARE ATTENDANT RIDE WITH ME?

If you are being accompanied by someone whose presence is not required to complete your trip, that person is considered a companion and he or she must pay the full Tel-A-Ride fare. One companion may travel with you on a space-available basis. You must indicate that a companion will be traveling with you when you call for a reservation. Companions may not travel alone or be picked up or dropped off at any other location than that of the eligible client.

19. HOW EARLY SHOULD I BE READY ON THE DAY I HAVE A TRIP SCHEDULED?

You are responsible for being ready and at the curb 15 minutes before your scheduled pickup time. Tel-A-Ride vans are considered on time if they arrive 15 minutes prior to or 15 minutes after the scheduled pickup time. The Tel-A-Ride van will wait only five minutes after arriving at your pickup location.

20. WHAT HAPPENS IF I MISS A SCHEDULED TRIP?

If you miss a scheduled trip, it will be recorded that you missed your scheduled trip. If you miss a scheduled trip and did not cancel the trip beforehand you are considered a "No-Show." If you cancel your trip on the day you are scheduled to travel, less than 2 hours in advance, you are considered a "Late Cancellation." A pattern or practice of late cancellations may result in a suspension of service.

Canceling a trip when the vehicle is at your door is considered a No-Show. No-Shows and Late Cancellations are a disservice to other Tel-A-Ride patrons and should be avoided. Continued failure to cancel unwanted scheduled trips may result in suspension of service.

Tel-A-Ride may suspend service to any individual who establishes a pattern or practice of No-Shows in accordance with CARTA's Service Suspension Policy. Please refer to the Tel-A-Ride Cancellation Policy.

21. WHAT IF I CHANGE MY MIND ABOUT WHERE I WANT TO GO WHEN I BOARD THE VEHICLE?

You must notify Tel-A-Ride of any change in destination at least 90 minutes before your pickup time, not when you board the vehicle. Unless properly notified, Tel-A-Ride will not transport you to a destination other than the destination that you originally requested. If at all possible, Tel-A-Ride will accommodate the change.

22. WHAT IF I WILL BE USING TEL-A-RIDE TO GO TO WORK OR SCHOOL OR FOR SOME OTHER ROUTINE TRAVEL?

Individuals who have routine travel requirements such as school, work, regular medical appointments, etc., may apply for subscription service. With subscription service, you are not required to call each time to schedule these regular trips unless your travel arrangements change. A limited number of subscription applications will be accepted on a first-come-first served basis.

23. CAN I BRING BAGS OR PACKAGES ON THE VEHICLE WITH ME?

Due to space limitations, Tel-A-Ride passengers are permitted to carry up to four bags or packages on Tel-A-Ride vehicles.



24. ARE CHILDREN ALLOWED TO RIDE ON THE VEHICLES?

A dependent child may travel with a certified Tel-A-Ride patron on a space-available basis. Children age six (6) or under will be permitted to travel with a parent, free of charge. Children over the age of six (6) will be required to pay the \$4.00 or \$5.00 fare. Parents are responsible for providing child restraint seats for children aged three (3) and under. Any child not riding in a car seat must sit on the seat of the vehicle and use a seat belt. Children may not be held on an adult's lap.

(Note: While children may be certified to use Tel-A-Ride, children under the age of ten (10) will not be permitted to travel unaccompanied by an adult. This applies to all trip purposes, except for school trip where a child must demonstrate that they would be able to use public transit independently, if not prevented by their disability.)

25. ARE ANIMALS ALLOWED ON THE TEL-A-RIDE VEHICLES?

Only service animals are permitted to travel with Tel-A-Ride passengers.

26. DO I HAVE TO WEAR A SEAT BELT?

For your safety, passengers are required to use seat belts and wheelchair-restraining devices at all times. The driver will assist passengers with seat belts and will secure wheelchairs using a four-point tie down. The driver will not operate the vehicle unless all passengers are properly secured.

27. WHAT IF I HAVE A COMPLAINT OR COMPLIMENT ABOUT TEL-A-RIDE?

Please forward all complaints and compliments to:

CARTA CUSTOMER SERVICE CENTER

3664 Leeds Avenue

Charleston, SC 29405

Phone: 843-724-7420

TDD: 711

www.ridecarta.com

Please include your name, address, phone number, the date of your trip, and a description of the incident (where applicable).

28. CAN A PERSON WHO IS VISITING CHARLESTON USE TEL-A-RIDE IF HE OR SHE HAS A MOBILITY IMPAIRMENT?

A visitor to the Charleston area may use Tel-A-Ride if he or she is certified by another transit system, or is found to be eligible for the service here in Charleston. Likewise, a Tel-A-Ride patron may be eligible for similar service in other cities. Your Tel-A-Ride identification card will certify your eligibility for paratransit service in Charleston.

29. CAN I SMOKE ON THE VEHICLES?

Smoking, eating, and drinking are not permitted on Tel-A-Ride vehicles.

30. CAN MY TEL-A-RIDE ELIGIBILITY BE SUSPENDED?

Service may be denied to any rider who violates the rights of other passengers using the service. This includes violent, illegal, or disruptive behavior that may threaten the safety of Tel-A-Ride personnel or other passengers. Service may also be suspended if a rider demonstrates a pattern of being a "no-show." Riders will not be penalized for events or circumstances out of their control.



REMINDER

At Tel-A-Ride, your satisfaction is very important to us and we depend on your assistance to keep us informed about the quality of service that you are receiving. Please feel free to call the Tel-A-Ride office at **843-747-0007** or CARTA Customer Service at **(843) 724-7420**, if you have any questions, comments, or suggestions about Tel-A-Ride that will help us improve the service.

THANK YOU FOR YOUR PATRONAGE OF TEL-A-RIDE





POLICIES AND PROCEDURES

THE CHARLESTON AREA REGIONAL TRANSIT AUTHORITY (CARTA) IS COMMITTED TO PROVIDING SAFE, RELIABLE, COURTEOUS, ACCESSIBLE AND USER-FRIENDLY SERVICES TO ITS CUSTOMERS.

TO ENSURE EQUALITY AND FAIRNESS, CARTA IS COMMITTED TO MAKING REASONABLE MODIFICATIONS TO ITS POLICIES, PRACTICES AND PROCEDURES TO AVOID DISCRIMINATION AND ENSURE PROGRAMS AND SERVICES ARE ACCESSIBLE TO INDIVIDUALS WITH DISABILITIES.

REQUESTS FOR MODIFICATIONS CAN BE MADE BY CALLING CARTA TEL-A-RIDE AT (843) 724-0007.

ABOUT ADA PARATRANSIT

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications.

The ADA requires all federally-funded public fixed-route transit operators to provide a special service to eligible disabled individuals whose disabilities prevent them from using lift-equipped public transit. This special service, called "paratransit service," is required by the ADA to complement fixed-route public transit service. For this reason, it operates at similar times and in similar areas as fixed-route transportation (defined by the ADA as a minimum of $\frac{3}{4}$ of a mile on either side of public non-commute fixed-route transit).

The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit services and that there be no trip priorities given (e.g. medical versus recreation).

SERVICE AREA ADA/PREMIUM SERVICE

The Tel-A-Ride service area has been established to meet the Americans with Disabilities Act (ADA) mandated levels, which is a $\frac{3}{4}$ mile corridor on either side of current fixed-route CARTA bus routes. Tel-A-Ride provides services to all of Peninsular Charleston, and portions of James Island, West Ashley, Mt. Pleasant, Sullivan's Island, Isle of Palms, Hanahan, and North Charleston. Please note that as with fixed route service, schedules can change between days of the week and hours of the day due to weather, holidays or other factors. For more information, please call 843-747-0007.

SHARED RIDE

Although Tel-A-Ride provides a wonderful service to those in need, it does not work for every- one in every situation any more than fixed-route works for everyone. Due to the nature of the shared ride system, Tel-A-Ride passengers may be required to wait for pickup or arrive early at their destination. Flexibility is key for you as a transit rider. As it is a shared ride service, you will often have to make several stops en route to your destination. Individuals requiring a direct trip to or from their destination are encouraged to consider other options such as a volunteer driver or taxicab.

TEL-A-RIDE ELIGIBILITY

1. TYPES OF ELIGIBILITY

- UNCONDITIONAL ELIGIBILITY

A disability or health condition permanently prevents use of the fixed route buses and ADA Paratransit service is provided for all trips.

- CONDITIONAL ELIGIBILITY

A disability or health condition which prevents use of the fixed route buses under certain conditions and ADA Paratransit service is provided only when those conditions apply.

- TEMPORARY ELIGIBILITY

A disability or health condition temporarily prevents use of the fixed route buses and ADA Paratransit service is provided only during that time period.

2. PROCESS

- If you wish to submit an application for Tel-A-Ride service, you may do so by calling our office at **(843) 724-0007** between 8 AM and 5 PM Monday - Friday.
- If you are in need of special assistance in completing your application or require an alternate format, please let the staff know when making your request.



- Downloadable applications are available by visiting www.ridecarta.com/riding-carta/accessibility/tel-a-ride

The application must be filled out completely to be considered for approval. The application along with supporting documentation must be provided to CARTA at the time of the initial application.

- You will be notified in writing on whether or not you are eligible for Tel-A-Ride services within 21 days of receiving your **completed** application. If a decision is not made within 21 days service will be provided until a decision is made.

APPEALING THE ELIGIBILITY DECISION

1. APPEALS

- Applicants for CARTA eligibility may appeal the eligibility determination within 60 days of notice of ineligibility in accordance with the ADA, if:
 - *The applicant has been referred to a fixed route service (which is ineligible for CARTA Tel-A-Ride services); or*
 - *Conditions are placed on the eligibility of the Applicant.*
- Appeals should be sent to:
CARTA
1362 McMillan Avenue - Suite 100
North Charleston, SC 29405
- If the applicant is unable to appeal in writing or needs special assistance, the applicant may call the Customer Services Manager at **(843) 724-7420** for assistance in filing an appeal.
- The ADA Advisory Committee will make a decision regarding the original eligibility decision.

2. PROCESS

- *Appeals must be filed within sixty (60) calendar days of receiving notification of the decision. A written decision on the appeal will be provided within thirty (30) calendar days, including reasons for the decision. If the decision is not provided within 30 calendar days, you will be provided Tel-A-Ride service until such time as the appeal decision is issued.*
- *If you disagree with the decision of the ADA Advisory Committee, you may appeal to the Executive Director of the Charleston Area Regional Transportation Authority (CARTA) within 30 calendar days of the Managers decision. This appeal must be sent to:*

*Executive Director of CARTA
CARTA
3664 Leeds Avenue
Charleston, SC 29405*

TEL-A-RIDE RECERTIFICATION

1. RECERTIFICATION

Recertification of eligibility is required every three (3) years (or less with a temporary disability). However, we understand that some conditions do not change over time.

It is very important that you keep your eligibility information up to date to ensure emergency contact and other information is available.



Please contact us if there is a change for any of the following information:

- Your address or telephone number (including cell phone and 24-hour access number);
- Your emergency contact's name or telephone number;
- The type of mobility device you are using;
- Your disability type;
- Your need for a personal care attendant.

SCHEDULING

Once your application has been approved you will also receive a **Tel-A-Ride Identification Card***. Once you have received your card, you may begin to use the service.

*** The Tel-A-Ride ID card must be shown each and every time the service is used.**

1. SCHEDULING A RIDE

To schedule a ride, you must call the Tel-A-Ride office at **(843) 747-0007** and make a reservation.

• How to Schedule a Ride

- To schedule a ride, you must call the Tel-A-Ride office at **(843) 747-0007**.
- Return trips **must** be scheduled when you make your initial reservation.
- You must schedule your Tel-A-Ride rides in advance.

CARTA will accept reservations **no less than one (1) day in advance** and **no more than fourteen (14) days ahead**. When you call, schedulers are instructed to give their names at the time they answer. If they do not give their name, make sure to ask for it when making a reservation, cancellation, changes to your scheduled pick up or request for expected arrival times.

- Also, make sure to advise CARTA of your total travel needs so that the schedulers may coordinate services and advise you of your total fare and any other requirements. Let the scheduler know of any special transportation needs you have.
 - Your scheduler will offer you the best reservation time possible. However, the exact pick-up time you want may not be available.
 - Trips may be scheduled from one day to fourteen (14) days in advance. Early booking helps our scheduling department, as it provides more time to put together a quality schedule. If you book your trip early, you still may be contacted to ask if you are able to adjust your pick-up time to accommodate other riders. Tel-A-Ride is an equal rights service and it is against the law to give priority to one trip over another for any reason.
- #### • Pick-up Window
- At the time you call, you will be given a range of time for pick up. This is referred to as your pick-up window. This 30-minute span is when you can expect your pick-up to occur. You are expected to be ready to board the vehicle within five minutes when the operator arrives at any point within the window.
 - In cases where you may not be sure of when to schedule your return trip you may call Tel-A-Ride when you are ready to return home. Please be aware that if you call for a return pick-up that you could wait as long as two or more hours to be picked up if the van is not in the area.



2. **MAKING RESERVATIONS**

- Tel-A-Ride accepts reservations up to fourteen (14) days in advance of a scheduled trip. At a minimum, passengers must make their reservations no later than the day before the desired day of travel.
- Due to limited space, it is suggested that reservations be made as soon as possible.
- Reservations can be made by calling the Tel-A-Ride office at **(843) 747-0007**. Reservation hours are from 8 AM to 5 PM Monday – Sunday.
- A Telecommunications Device for the Deaf (TDD) is available and can also be accessed by dialing: **711**
- When calling the reservation line, please be prepared to offer the following information:
 - *Your name;*
 - *The day and date you would like transportation;*
 - *Your appointment time or preferred pick-up time;*
 - *Your pick-up address;*
 - *Your destination address and any scheduled appointment you might have at that location;*
 - *Your return time and return address;*
- CARTA will accept reservations no less than one (1) day in advance and no more than fourteen (14) days ahead. When you call, schedulers are instructed to give their names at the time they answer. If they do not give their name, make sure to ask for it when making a reservation, cancellation, changes to your scheduled pick up or request for expected arrival times. If you book your trip early, you still may be contacted to ask if you are able to adjust your pick-up time to accommodate other riders. Tel-A-Ride is an equal rights service and it is against the law to give priority to one trip over another for any reason.

3. **SUBSCRIPTION OR STANDING ORDER TRIPS**

These trips are available for riders who will be traveling to and from the same origin and destination on the same day of week and at the same time for a minimum period of 90 days. Types of qualified trips are: Medical, Educational, Religious or Employment.

Once a standing order has been set up, CARTA will continue to pick you up without the need for you to make an individual reservation for each trip. It is important to remember when you have a standing ride to call and cancel if you will not be able to take your ride. Failing to do so wastes time that could be used to provide this valuable service to others. Missing your ride will result in a no-show. Call the reservations line to request a standing order at **(843) 747-0007**.



TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 POLICY: NOTICE TO THE PUBLIC

The Charleston Area Regional Transportation Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. It is CARTA's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, national origin or disability;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

CARTA is committed to a policy of non-discrimination in the conduct of its business, including adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin or disability may file a Title VI complaint with CARTA.

Any such complaint must be in writing and submitted to the CARTA Title VI Coordinator within 180 days following the date of the alleged discrimination.

A Title VI Civil Rights Complaint Form is available online at www.ridecarta.com or by calling (843) 724-7420.

COMPLAINTS SHOULD BE ADDRESSED TO:

CARTA Title VI Coordinator

Charleston Area Regional Transportation Authority
1362 McMillan Avenue - Suite 100
North Charleston, SC 29405

- (843) 747-0007 | Reservations and Cancellations
- (843) 724-7420 | Customer Service
- (843) 724-0007 | Eligibility



USING CARTA'S TEL-A-RIDE SERVICES

RIDER CODE OF CONDUCT

The following are the rules of riding CARTA's Tel-A-Ride and Fixed Route service which have been established in order to provide the best transportation experience for everyone:

- Treat your fellow passengers kindly - don't abuse, threaten, use obscene language or attempt to engage them in conversation that makes them uncomfortable.
- Respect others - please no soliciting or panhandling.
- Let the operator do his/her job. Don't interfere with the operator's control while the bus is in motion.
- Remain seated with your seatbelt buckled until the vehicle comes to a complete stop.
- Don't behave in any way that will disrupt the service or delay the vehicle.
- Pay your fare.
- It is illegal to smoke on board the bus.
- Do not eat or drink on board the bus*.
- It is illegal to drink alcohol on board the bus.
- It is illegal to carry and/or use illegal substances on board the bus/vehicle.
- Do not abuse or damage property or equipment, including creating graffiti or scratch or vandalizing fixtures.
- Clean up after yourself - Don't litter!
- Listen to music or media devices only with headphones or earphones. Keep cell phone conversations to a minimum.
- Store all items underneath the seat, or on your lap.
- Do not soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene.
- Don't commit violent or illegal actions on board the vehicle or use paratransit as a mode of transportation while in the process of committing a crime.
- Do not fraudulently obtain paratransit service for yourself or for others.
- Don't carry a weapon, firearm, explosive, flammable material, or corrosive liquid on board (small oxygen tanks required for medical purposes are acceptable).
- Do not harass other riders or CARTA staff, including racial, sexual, gender, or age-related harassment.
- Do not participate in distracting, disruptive or dangerous behavior or verbal abuse as defined in the CARTA Disruptive Behavior Policy

VIOLATION OF ANY OF THESE RULES CAN RESULT IN ARREST, FINE, REFUSAL OF SERVICE, AND/OR REMOVAL FROM THE SYSTEM

**Exception: those who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.*



1. **VEHICLE ARRIVAL**

- When your operator arrives for your pick-up during your scheduled window, he/she can wait no more than five minutes for you to begin boarding the vehicle. If you are not ready to leave within five minutes of the vehicle's arrival, the operator will be required to move on to their next pick-up and you will be marked a **"no-show"**.

2. **NO STRAND**

- If the Tel-A-Ride service takes a customer to a destination, the customer won't be left stranded there, even if he/she is a no-show for the scheduled return ride. Return service will be provided as soon as possible, but without a guaranteed on-time window.
- It is CARTA's policy that if we take a customer somewhere, we will make every possible effort to not strand the customer, even if he/she is a no-show. If a customer is a no-show for a trip originating at his/her home, no bus will be sent back for that ride. If a customer is a no-show for a ride originating somewhere other than at home and if Tel-A-Ride took him/her to the location, then Tel-A-Ride will schedule a return ride upon request, and as the schedule permits, but will not guarantee a return time.
- The exception to this policy is that if the customer is a no-show at a specific location and Tel-A-Ride did NOT take the customer to the location, then Tel-A-Ride will not return.

3. **TRIP LENGTH**

- As a shared ride system, travel time can vary depending on the number of rides being accommodated. Rides are scheduled to ensure your time on board is no more than 90 minutes. Usually much less time is required to complete the trip. Sometimes extenuating circumstances do occur, creating exceptions over which CARTA has no control (e.g., traffic conditions, road construction, weather, vehicle breakdown, etc.). Occasionally when this happens, some trips may exceed this standard. Passengers are advised to discuss their travel times with CARTA if they have any concerns. CARTA Customer Service can be reached at **(843) 724-7420**.

4. **IN CASES WHERE YOU OR THE BUS IS LATE**

- If you find yourself running late, call the CARTA **"Where's My Ride"** line as soon as possible at (843) 747-0007. CARTA will try to adjust their schedule to accommodate you.
- CARTA Operators are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle's arrival, the driver may have to leave without you in order to be on time for his/her next passenger. If a second vehicle must be dispatched to pick you up, this becomes a "will call" trip which is subject to availability.
- If the bus has not arrived by the end of your pick-up window, please call the **Where's My Ride** line to ask about the arrival status.

5. **CANCELING/CHANGING RIDES**

Please cancel or change trip reservations at least one day in advance whenever possible. A cancellation made less than two hours prior to the scheduled pick-up will be recorded as a late cancellation unless it was caused by a situation beyond your control.

Examples of these "Excused No-shows" include illness, failure of mobility aid or a sudden family emergency.



DOOR-TO-DOOR OR CURB-TO-CURB

CARTA is considered a door-to-door or curb-to-curb service depending upon your eligibility.

1. **CURB-TO-CURB SERVICE:**

CARTA Tel-A-Ride service in which, on both the origin and destination end of the trip, the driver gets out of the vehicle and assists the passenger between the vehicle and a sidewalk or other safe waiting area no more than 15 feet from the vehicle.

2. **DOOR-TO-DOOR SERVICE:**

CARTA Tel-A-Ride service in which the driver gets out of the vehicle and meets/escorts the passenger from or to the door threshold of a residence, building or main lobby of a public building. This could occur at the trip's origin and/or destination. Door service is available by request. Door service cannot be provided for those individuals whose pick-up or drop-off locations would cause the driver to lose sight of the vehicle or where the assistance by the driver may harm the individual, the driver or both. An exception may be made for dialysis centers upon approval by dispatch.

Drivers may never enter a rider's residence.

Operators are not allowed to cross into interior areas within living accommodations or enter into facilities to search for you. If you require assistance in these areas, it is recommended that you bring a Personal Care Attendant for your trip.

COMPANIONS/PERSONAL CARE ATTENDANTS

- You may bring additional riders along with you on your CARTA ride as long as they are traveling to and from the same locations. These additional passengers do not need to be eligible for the service and are considered "companions."
 - *Fares for companions are the same as for passengers.*
- You may also bring a Personal Care Attendant (PCA) to assist you during your ride.
 - *A PCA is someone designated or employed specifically to help the eligible individual to meet his or her personal needs. PCA's always may ride with the eligible individual at no charge. The "personal needs" being met by the attendant may or may not involve any aspect of the eligible individual's trip, however, the presence of a personal care attendant shall not relieve the CARTA operator of their responsibility for the rider's safety during transport.*

1. **CAREGIVING**

Please understand that Tel-A-Ride operators are not caregivers. Operators are there to safely transport you from your origin to your destination. Behaviors that keep operators from performing this duty may be grounds for removal from the service (for example, moving around the vehicle while in motion, uncontrollable screaming, etc.)

If you need assistance, we highly recommend that you bring a Personal Care Attendant. CARTA can require that you have a PCA travel with you based on your mobility needs.

2. **CAREGIVER RESPONSIBILITY**

- An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off these riders, it can seriously disrupt the driver's schedule.
- If CARTA encounters absences of an attendant or caregiver at pick-up or drop-off, service to the rider may be suspended.



1. PASSENGER SAFETY

- Each CARTA vehicle is fitted with seat belts for every passenger seat and securements for each wheelchair position. CARTA Transit Operators will ask each passenger using or traveling with a common wheelchair to allow the operator to use a lap restraint while transporting them to and from the door or curb of their destination to ensure the safety of both the passenger and the operator. The operator will stress that the passenger is under no obligation to allow the operator to use the lap restraint, and they will still be transported to their destination even if they decline to use the lap restraint.
- If you use a three- or four-wheeled mobility device or scooter, the driver may ask you to transfer to a regular seat. This is done for your safety and protection as these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle (especially in the case of an accident). If you are unable or unwilling to comply with this request, you may decline, and the driver will secure you in your mobility device and continue with your ride.
- Children, eight years of age and under are required by law to use a child safety seat, a booster seat, or other safety restraint system. An adult is responsible for providing such safety equipment and for securing it, and the child, in the Tel-A-Ride vehicle. CARTA is not responsible for the safety of the child safety seat or booster or for its proper securement.

2. DROP-OFF LOCATION SAFETY

- If it is determined that a location you would like to travel to or from is not safe to maneuver in one of our Tel-A-Ride vehicles, we will not be able to serve that location (for example, dangerous double parking, required backing of vehicle, no safe loading area, etc.) Arrangements may be made for an alternative pick-up and drop-off address that is safer.

3. CHILDREN

- Children may ride CARTA independently (as long as their condition allows) and may be certified for Tel-A-Ride.

4. FARES

- The one-way fare for travel within the Tel-A-Ride service area in Charleston is \$4.00 for each one-way trip and \$5.00 if the trip is outside the driving zone and is payable at time of boarding.
- Tickets are available for sale from the operator and from the Tel-A-Ride office. Checks are accepted for fares and ticket purchases. Operators are not able to provide change.
- Children under the age of six are not charged a fare if they are not ADA eligible. Children over the age of six must pay the full fare unless serving in the capacity of a Personal Care Attendant. Be sure to alert your scheduler at the time of booking if you are traveling with children. All rules applying to adult riders also apply to children.

5. OPERATOR TRAINING, UNIFORMS AND IDENTIFICATION

- CARTA provides training to all operators. Training includes defensive driving, behind-the-wheel training and sensitivity training. CARTA operators wear uniforms bearing the name "Transdev" on the shirt, jacket, and/or cap. Operators also wear badges with their name and picture displayed prominently on the front. Operators will greet each passenger and then confirm the passenger's name and destination for each scheduled pick-up.

6. LOST AND FOUND

- CARTA accepts no responsibility for personal items left on a vehicle. Passengers may call CARTA to find out about any personal items they may have left on the vehicle. If recovered, CARTA will hold personal items for 30 days prior to disposal. Perishable items are held for 24 hours before it is disposed of.



7. **LIFE SUPPORT EQUIPMENT**

- You may bring your respirator, portable oxygen, or other life support equipment on the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the Tel-A-Ride vehicle and be managed by you or your Personal Care Attendant.

8. **SERVICE ANIMALS**

- A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are visually impaired, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks.
- Service animals are working animals - not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Be prepared to indicate if the animal is required because of a disability and what task the animal has been trained to perform.
- When scheduling a trip with CARTA, advise the scheduler that a service animal will be riding. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle (it cannot wander around at will, and it will be removed if showing signs of aggression (i.e., growling, snarling, or biting).
- Service Animals should be able to keep from soiling the vehicle with bodily fluids or waste, and should be maintained at an acceptable standard of personal hygiene.

9. **WHEELCHAIR SIZE**

- When purchasing a new wheelchair or scooter, riders should consider if it will fit on CARTA vehicles. A site assessment of the wheelchair or scooter is required to be performed to determine if it can be safely transported on CARTA.

10. **USING THE LIFT**

- Ambulatory passengers who have difficulty navigating stairs may request to board the vehicle on the wheelchair lift.

11. **WHEELCHAIR SECUREMENT**

- If you ride in a wheelchair, your wheelchair will be secured to our vehicle via a four-point tie- down system or a similar device. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport.

12. **MOBILITY DEVICE CONDITION**

- For your safety, please be sure that your wheelchair or other mobility device is properly maintained in accordance with manufacturer's specification. We may refuse to transport any mobility device that is not properly maintained and could pose a hazard of any type to the rider, operator, or to our equipment.

13. **CARRY-ON POLICY**

- Riders on CARTA services are limited to bringing on-board no more than four (4) regular shopping bags or other small packages or parcels equivalent in combined number and/or size. They must be able to carry their carry-on items safely onto and off of the CARTA vehicle as well as safely control these items during vehicle operations.
- Packages or parcels may not obstruct the aisle, interfere with the operation of the passenger lift, or prevent seats from being used by other passengers. Personal bags or pocket books that are attached to mobility aids will not be counted towards the limit on carry-on items, as long as they do not impede the securement of that mobility aid and do not require special assistance from the operator. Further, carry-on items must not jeopardize the safety, or disturb the reasonable comfort, of the passengers or transit operator.



- No other large carry-on items (with the exception of wheelchairs, shopping/utility carts, strollers, car seats, bicycles, walkers and small luggage that can be safely stored under the seat, or otherwise controlled by the passenger without obstructing the aisle), will be allowed on the vehicle. In the event the CARTA vehicle arrives and the passenger exceeds the allowed number or size of carry-on items, the operator will notify the dispatcher and the dispatcher will advise. All violators of this policy will be subject to disciplinary action under the Charleston Area Regional Transportation Authority's Disruptive Behavior Policy

14. **EATING, DRINKING AND SMOKING**

- CARTA requires that passengers refrain from eating, drinking, and smoking while on the vehicle. *Exception: Passengers who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.*

15. **STRONG SCENTS**

- Passengers are requested not to wear strongly scented personal care products while on board. This helps to ensure that vans are accessible for passengers with chemical sensitivity or environmental illness.

16. **INFANT BOARDING POLICY**

- It is the mission of the Charleston Area Regional Transportation Authority to provide a safe, friendly and reliable transportation service. Therefore, infant children may board onto a Charleston Area Regional Transportation Authority Tel-A-Ride or a Fixed Route Vehicle only in the custody of a parent or approved guardian.
- Neither CARTA employees, nor the Contractor will take custody of the infant child to board the child separately.

DISRUPTIVE BEHAVIOR POLICY

1. **DISTRACTIVE/DISRUPTIVE BEHAVIOR**

- To ensure that your ride experience is as enjoyable and safe as possible, please refrain from distracting the operator while he or she is operating the vehicle.
- Disruptive behavior, unless associated with condition, includes activities such as screaming, yelling, or banging on any surface of the vehicle. Loud cell phone conversations are also not acceptable on board a CARTA vehicle.

2. **DANGEROUS BEHAVIOR**

- Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the operator, vehicle or other passenger(s).
- Physical abuse is defined as any action that may cause direct or indirect physical harm to a passenger, operator, or CARTA staff. The penalty for a proven incident of dangerous/unsafe behavior or physical abuse will be determined through consultation and investigation by CARTA staff. The penalty will range from a warning letter to permanent suspension from the CARTA service.

3. **VERBAL ABUSE**

- Verbal abuse is defined as any oral presentation that is offensive to a passenger, operator, or CARTA staff. The penalty for a proven incident of verbal abuse will be determined through consultation and investigation by CARTA staff. The penalty will range from a warning letter to temporary suspension from the CARTA service.



4. **DISCIPLINARY PROCESS**

- Our disciplinary process progresses from warnings to suspension. Typically a rider is first warned by a letter from CARTA. If the behavior or action continues, the rider may be suspended and a hearing established to review the suspension.
- Any step in this process may be bypassed should the behavior warrant doing so. For instance, suspensions can be immediate when the behavior is illegal or potentially compromises the safety of our operator, other riders, or our equipment.

5. **BATHROOM ACCIDENTS**

- Should an accident happen to you on board the vehicle, please discretely notify the operator of the situation so that they can make arrangements to get you home quickly and return the vehicle to a clean state. CARTA vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please make the proper precautions prior to departure to ensure you will be able to make your entire trip without incident.

LATE CANCELLATION AND NO SHOW POLICY

1. **DEFINITIONS FOR THE POLICY INCLUDE:**

- No-show:

A no-show shall be attributed to a rider when vehicle arrives within the pickup window and the rider cannot be located at the specific pick-up location, when a rider refuses a trip once the CARTA vehicle arrives, or if the rider does not have the proper fare.

- Excused No-show:

A no-show shall not be assessed to a rider if the reason is beyond the rider's control, which includes but is not limited to:

- *the rider is sick and unable to travel and there is not adequate time to notify CARTA;*
- *the rider's mobility aid failed and the rider is unable to travel;*
- *a sudden family emergency caused the rider to change plans and the emergency did not allow the rider time to notify CARTA of this change;*
- *the vehicle arrived at the pickup location early and the rider was not ready, the vehicle arrived late and the rider has left to call "Where's my Ride", or the rider made other arrangements after the vehicle arrived outside the pick-up window;*
- *missed trips caused by CARTA scheduling errors; or*
- *the rider or caretaker has made a reasonable effort to notify CARTA that service would not be needed but experienced an unreasonable delay on the telephone.*

2. **LATE CANCELLATION:**

- A rider or caretaker on behalf of the rider must contact the CARTA office to cancel a trip at least two (2) hour before the scheduled trip pickup time; any cancellation occurring less than one (1) hour prior to the scheduled pickup time is a late cancellation, unless the cancellation was beyond the rider's control as defined by this policy.
- When a call is received in dispatch for a late cancellation, the Dispatcher/Phone Clerk will ask for a reason for the late cancellation. The specific reason will be noted in the Trapeze trips booking information.
- When an Operator calls in to cancel-at-the-door or to no-show a trip, the Dispatcher will call the 24-hour contact number prior to the Operator departing.



- If the Dispatcher speaks to the passenger, a note will be placed in the Trapeze booking information. If the Dispatcher is unable to reach the passenger by phone at the time of the no-show, a note will be placed in the Trapeze booking information indicating that there was no contact or reason provided for the no-show/late cancellation.
- For purposes of this policy, no-shows and late cancellations are counted as follows:
 - **No-Show:** is an ADA-eligible person who fails to use his scheduled transportation within the time period scheduled and fails to cancel the appointment for pick-up at least two (2) hours before the scheduled pick-up time.
 - **Late Cancellation:** is defined as an ADA-eligible person who fails to cancel the appointment for pick-up at least two (2) hours before the scheduled pick-up time.
- All No-Show trips, Cancellations- at-the-door, and Late Cancellations will be checked for non-chargeable or chargeable reasons by the Director of Paratransit Service or designee.
- All chargeable and non-chargeable results will be documented appropriately, the passenger will receive a written notification in accordance with the No-show/Late Cancellation policy.
- Within five (5) days of receipt of a notice of violation, the rider or caretaker may request that the violation be purged from the rider's record. Said request should include any available documentation to support the request.
- If a rider is reported as a no-show for their departing trip, the rider will be responsible for calling to cancel any remaining trips for that day. If the return trip is not canceled and should have been, the rider will receive a no-show for the return trip as well.
- The rider or caretaker shall take reasonable efforts to notify CARTA of any changes in their schedule and need for services.

3. NO SHOW POLICY

CARTA monitors missed trips on a monthly basis. This Policy is intended to discourage missed trips and late cancellations.

- CARTA may suspend for a reasonable period of time, provision of tel-a-ride service to an eligible person who has established a pattern or practice of missing scheduled trips.
- A "No-Show" is an ADA eligible person who fails to use his/her scheduled transportation within the time period scheduled and fails to cancel the appointment for pick-up at least twenty-four hours before the scheduled pick-up time.
- Trips missed by an individual for reasons beyond his or her control, including, but not limited to, trips which are missed due to a doctor's office canceling an individual's appointment with less than twenty-four hours notification, shall not be a basis for determining that a pattern or practice of missing scheduled trips exists.
- A Practice of "No Show" is considered when No-Shows total 10% or more of a customer's total trips in a rolling 30-day period, and may result in a penalty. Penalties increase each period that the customer exceeds the No-Show threshold (see table below for example).

TRIPS BOOKED PER ROLLING 30-DAY PERIOD AND NOT CANCELED IN ADVANCE	NUMBER OF NO SHOWS PER PERIOD WHICH EQUAL A VIOLATION
1-15	2
16-30	3
31-40	4
41 or more	5



- Penalties will be assessed when customers exceed the maximum number of No-Shows allowed for their level of service in a 30-day period. Customers should not consider the maximum number of No-Shows as a justification for not calling when a trip is not needed.
- An ongoing Pattern of No Shows that falls below the maximum number indicating a practice of No Shows may also be penalized. For example, a customer with more than 60 one-way trips per month who regularly No Shows every Friday afternoon may not exceed 8 No Shows in a month, but has an obvious pattern and may be penalized.

4. **NO-SHOW NOTIFICATIONS AND PENALTIES**

- A violation occurs when a customer exceeds the No Show threshold in a rolling 30-day period. Once a violation has occurred, a new 30-day period begins the next day. No-Shows may accumulate toward a new violation while a violation is in process or in appeal.
- Customers will be notified for every no-show occurrence according to the following guidelines:
 - **First Occurrence:** CARTA shall call the individual to determine if there was a reason the reserved trip was missed and shall contact the individual to emphasize the lack of consideration to others when cancellations are not made within the proper time period or when passengers fail to show-up for scheduled trips.
 - **Second Occurrence:** Customers will receive a warning after two No-Shows. Customers will receive a No-Show notice in the mail or an e-mail notice for any day they have No-Shows. The notice or e-mail message will list the date, time, and location of the missed or late canceled ride. Excessive No Shows and late cancellations may result in suspension of service, as shown in the table below.

CONSEQUENCES FOR AN ESTABLISHED PATTERN OR PRACTICE OF NO SHOWS		ALTERNATE FINE
1ST VIOLATION	LETTER OF WARNING AND/OR PHONE CONTACT	ADA AVERAGE SYSTEM-WIDE TRIP COST MULTIPLIED BY ONE ROUNDTRIP FOR NUMBER OF DAYS SUSPENDED. ----- OR ----- LOSS OF SUBSCRIPTION SERVICE AFTER THE 4TH VIOLATION.
2ND VIOLATION	2 DAY SUSPENSION	
3RD VIOLATION	5 DAY SUSPENSION	
4TH VIOLATION	10 DAY SUSPENSION AND LOSS OF SUBSCRIPTION SERVICE	
5TH+ VIOLATION	30 DAY SUSPENSION AND LOSS OF SUBSCRIPTION SERVICE	
VIOLATION HISTORY COVERS A 12-MONTH FLOATING PERIOD.		

SPECIAL EXCEPTIONS

When a suspension would prevent a rider from receiving medical services that are deemed life-sustaining by the rider's medical provider, the Public Transportation Manager may grant an exception to a rider's suspension for the life-sustaining trips. Such special exception medical trips will be provided as demand trips and require individual trip reservations.

- Loss of subscription service takes effect with 4 violations in a floating 12-month period, and will not be removed until the customer has 3 consecutive months without any No-Shows or late cancellations.
 - An alternate fine may be paid in lieu of a suspension, which will equal the average ADA system-wide trip cost multiplied by one roundtrip for the number of days to be suspended for one.
- If a customer should exceed the No-Show threshold, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.



- Before suspension of paratransit service, CARTA shall take the following steps:
 - *Notify the individual in writing that CARTA proposes to suspend service, citing with specificity the basis of the proposed suspension and setting for the proposed sanction.*
 - *Provide the individual an opportunity to be heard and to present information and arguments.*
 - *Provide the individual with written notification of the decision and the reasons for it.*
 - *If the individual wishes to appeal then the suspension will be stayed pending the outcome of the appeal.*

5. **REQUEST TO EXCUSE NO-SHOW OR LATE CANCEL**

Within five (5) business days of receipt of a notice of violation, the rider or caretaker may request of the CARTA customer service representative that the violation be purged from the rider's record. Said request should include any available documentation to support the request. The Public Transportation Manager or designee shall have the discretion to purge the violation from the rider's record. If the violation is not purged from the rider's record, there is no further appeal unless the rider receives notice of suspension.

6. **APPEALS**

The rider or caretaker may appeal any suspension to the Public Transportation Manager within five (5) business days of receipt of the notice of suspension. The suspension shall be stayed until the appeal is decided. A rider or caretaker may appeal the decision of the Public Transportation Manager to the Director of CARTA within five (5) business days of the decision from the Public Transportation Manager. If the rider or caretaker wishes to appeal the decision of CARTA's Executive Director, they may do so to the Committee.

Appeals to the Committee will be heard at the next regular meeting. The rider or caretaker may attend the Committee meeting, but attendance is not necessary to maintain the appeal. At all times, the rider shall bear the burden of proving that he or she should not be deemed in violation of this policy and a no-show/late cancellation should not be noted on their record. The decision of the Committee is final and is not capable of further appeal. CARTA reserves the right to challenge the rider if a pattern of abuse or fraud is determined.

BOARDS/COMMITTEES/PUBLIC INVOLVEMENT

Community feedback and recommendations are greatly appreciated. As a rider of the service your perspective and input can help us make CARTA an even better service. If you would like to get involved, you are welcome to attend and participate in any of the boards and committees listed below:

- CARTA Board
- Transit Rider's Advisory Committee



CARTA

Charleston Area Regional Transportation Authority

MEMORANDUM

TO: Ronald E. Mitchum, CARTA Executive Director
FROM: Jeffrey Burns, Senior Planner
DATE: November 8, 2016
SUBJECT: Intermodal Center Project Update
CC: file

Over the last month, the project team continued to work with the CSX Corporation to finalize the purchase/sale agreement. An extension was executed to finalize the negotiations between the CSX Corporation, Amtrak, and the City regarding the platform and improvements thereto before the agreement is executed and the property changes ownership. The property sale is scheduled to close on November 10, 2016. The bid to layout and supply materials for the Amtrak History and Liberty Hill Community Heritage Room is scheduled to be awarded on November 22, 2016. Lease agreements have circulated to each tenant of the Center for their review and execution. Lastly, the request for proposals to construct the facility will be released as soon as the property sale is closed.

The following is a brief overview of accomplishments and milestones.

- 1) Project Timeline
 - a. Overall, the project is tracking about ten months beyond the original schedule as impacted by the progress in negotiating the MOUs
 - b. The property sale is scheduled to close on November 10, 2016
 - c. Circulation of the request for proposals to construct the facility is scheduled for December 2016
- 2) A&E Design
 - a. Building and site work has been completed by Davis & Floyd
 - b. The project team holds biweekly meetings to discuss issues as they arise
 - c. Construction procurement documents have been completed
- 3) Permitting & Zoning: Scheduled to be completed in November 2016
- 4) NEPA/NHPA
 - a. The Draft Environmental Assessment document was approved by FTA.
 - b. A Finding of No Significant Impact (FONSI) was approved by FTA in late January 2016
- 5) Amtrak Coordination
 - a. The project team finalized negotiations with Amtrak

6) Real Estate Process

- a. An appraisal of the Gaynor St. site has been completed. A review appraisal has been completed
- b. A partially executed Purchase & Sale Agreement, along with an escrow payment and an appraised value of the property have been completed. The Due Diligence process currently taking place. FTA has approved the appraisals and suggested offer price to acquire the Gaynor St. site
- c. The property sale is scheduled to close on November 10, 2016

CARTA staff continues to coordinate with FTA to ensure their staff is informed on our progress. FTA staff has been very supportive in moving this project to completion.

Upcoming tasks include execution of the purchase/sale agreement with the CSX Corporation, transferring ownership of the property, finalizing permitting and zoning approval, awarding the bid for the Amtrak History and Liberty Hill Community Heritage Room, and opening an Invitation for Bids (IFB) to secure a construction contractor.

Please feel free to contact me with any questions or for further information.