



carta

TEL-A-RIDE

PARATRANSIT SERVICE RIDER'S MANUAL





A MESSAGE FROM CARTA

The Charleston Area Regional Transportation Authority (CARTA) is 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 our Tel-A-Ride service 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:

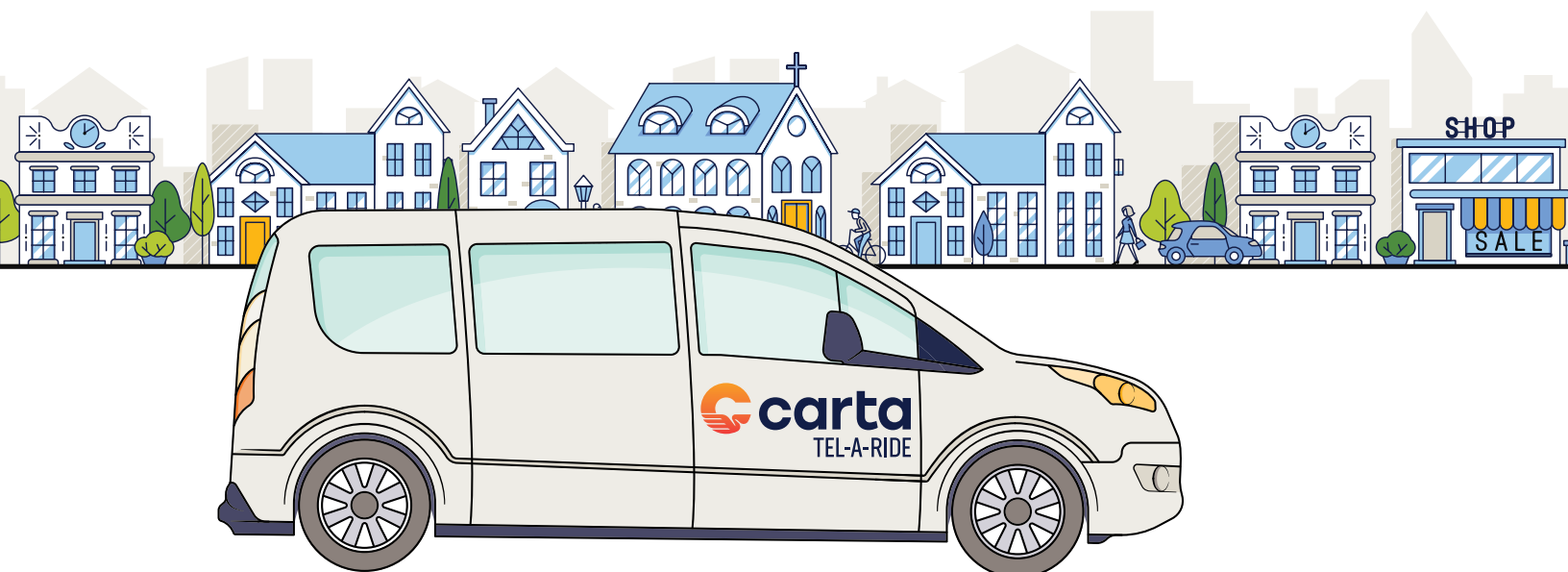
CARTA TEL-A-RIDE (843) 747-0007

or

CARTA Administrative Offices (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?

CARTA's Tel-A-Ride service 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, persons 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 or go to our website at www.ridecarta.com/services/tel-a-ride

***Please Note:** Being medically eligible for Tel-A-Ride Service does not mean that we can provide transportation from your home. The Tel-A-Ride service area is a 3/4 mile corridor on either side of the local fixed-route bus lines. Your origin and destination must be located within this service area. If you are requesting a pick-up at your home, it must be within the 3/4 mile corridor. The ADA Coordinator will be happy to help you determine if your home is within the service area.*

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

All Tel-A-Ride applications are reviewed by the ADA Eligibility Specialist. 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:

Attn: CARTA
5790 Casper Padgett Way
North Charleston, SC 29406

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 obtain 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 8:30 AM to 5:00 PM 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 ¾ 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, Hanahan, and North Charleston. For more information, please call **(843) 747-0007**. Your origin point and destination must be located within this service area. If you are requesting a pick-up at your home, it must be within the ¾ mile corridor. The ADA Coordinator will be happy to help you determine if your home is within the service area.

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

The fare for Tel-A-Ride is \$4.00 for each one-way trip.

Trip tickets can be purchased in person at the Tel-A-Ride office, by mail, or by using Token - our phone-based mobile ticketing application. If you wish to receive your tickets by mail, you will need to send a check or money

order, plus shipping and handling costs, to our office. All tickets will be sent by certified mail requiring a signature. You can call **(843) 747-0007** for our shipping and handling fees. When writing a check please make it payable to: **CARTA**.

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 ¾ mile corridor of regular fixed-route service. For more specific information regarding service availability, please call **(843) 747-0007**. For regular fixed-routes service times and information visit www.ridecarta.com

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, or late cancellations, in accordance with CARTA's Service Suspension Policy. Please refer to the Tel-A-Ride Cancellation Policy.

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.

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. 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 trips 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
5790 Casper Padgett
North Charleston, SC 29406
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?

Visitors with disabilities who cannot use the regular fixed-route system are eligible to utilize the ADA complementary paratransit service. If the visitor has been certified as “ADA paratransit eligible” by a public entity, CARTA will honor the certification and will provide up to 21 days of ADA complementary paratransit service. If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they are entitled to a “presumptive eligibility” and shall be provided with 21 days of paratransit service. Visitors who are not certified by another transit provider and who claim presumptive eligibility may be requested to provide certain documentation such as their place of residence and the nature of their disability to CARTA.

The “21 Days” of service that shall be provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365 day period beginning with the visitor’s first use of service. For example, a person may visit two days a week. Eligibility would be extended in this case over the eleven week period of time within which 21 days of ADA complementary paratransit service would be offered.

Visitors who require more than 21 days of service within a 365 day period shall be required to apply for local eligibility through the CARTA ADA paratransit eligibility process. Visitors with disabilities shall be provided the same level of service as ADA paratransit certified CARTA passengers and are subject to the same service policy requirements.

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.

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. Please refer to the “No Show Policy” on page 31 for more information.

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.

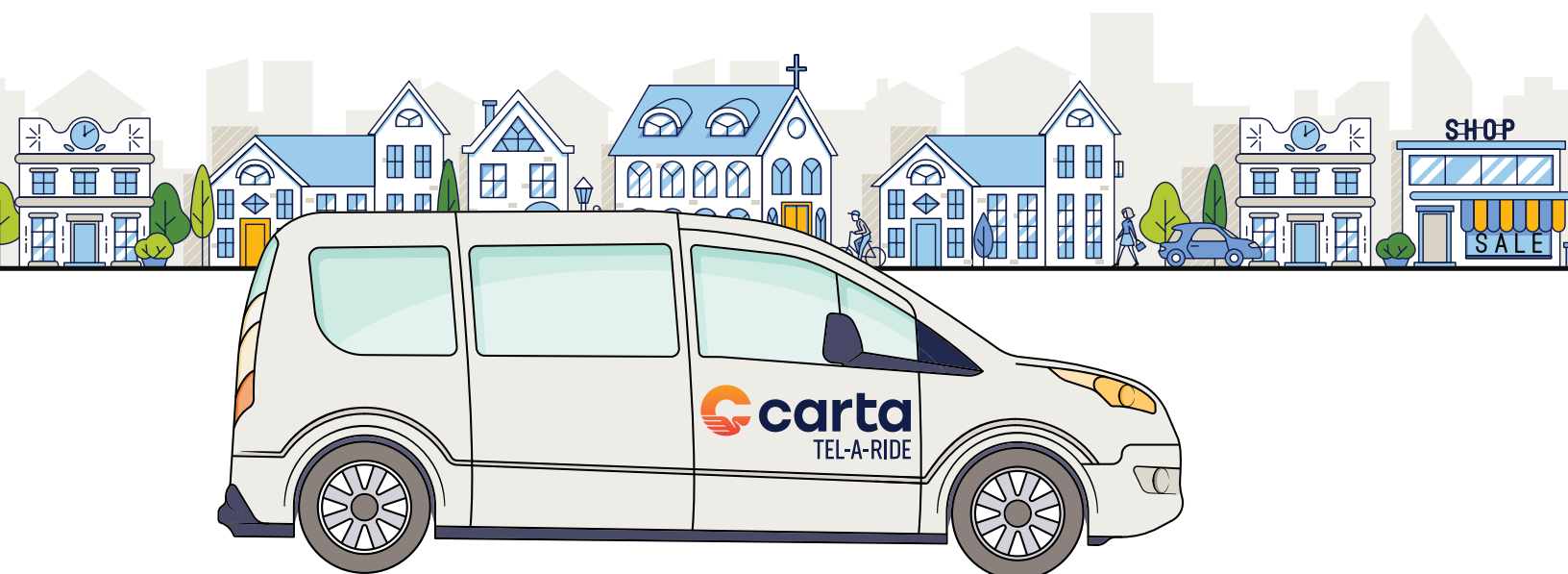
THANK YOU FOR YOUR PATRONAGE OF TEL-A-RIDE

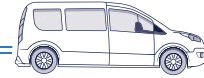
POLICIES AND PROCEDURES

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) 747-0007.





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 service to eligible disabled individuals whose disabilities prevent them from using lift-equipped public transit. This 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 local fixed-route transit).

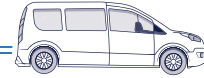
The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit services and that there be no trip priorities given (e.g. medical versus recreation).

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.



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

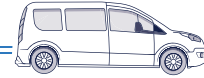
A disability or health condition temporarily prevents use of the fixed route buses and ADA Paratransit service is provided only during that time period.

2. PROCESS

If you wish to submit an application for Tel-A-Ride service, you may do so by calling our office at **(843) 745-4101** between 8:00 AM and 5:00 PM Monday - Friday to request an application.

Applications are also available on our website at www.ridecarta.com/services/tel-a-ride to download

- If you are in need of special assistance in completing your application or require an alternate format, please call **(843) 745-4101** and let staff know.
- 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 has been made.

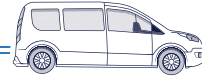


1. APPEALS

- Applicants for Tel-A-Ride eligibility may appeal the determination of eligibility within 60 days of notice of ineligibility, in accordance with the ADA, if:
 - *The applicant has been determined ineligible for CARTA Tel-A-Ride services; or*
 - *Conditions are placed on the eligibility of the Applicant.*
- Appeals should be sent to:
CARTA
5790 Casper Padgett
North Charleston, SC 29406
- 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 determination of eligibility.

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:
Attn: Executive Director of CARTA
5790 Casper Padgett
North Charleston, SC 29406

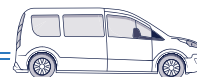


Recertification

- Recertification of eligibility is required every three (3) years (or less with a temporary disability). We understand that some conditions do not change over time, but recertification is important in order to keep your information updated and available for our records.

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.*



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 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.

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.

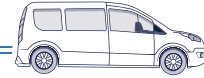
- Reservations can be made by calling the Tel-A-Ride office at **(843) 747-0007**. Reservation hours are from 8:30 AM to 5:00 PM Monday – Sunday.
- A Telecommunications Device for the Deaf (TDD) is available and can also be accessed by dialing: 711
- When calling the reservation line, please be prepared 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, and could lead to a suspension of service if there is a pattern, or practice, of missing trips.

Call the reservations line to request a standing order at **(843) 747-0007**.



- 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:

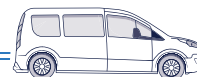
Attn: CARTA Title VI Coordinator

Charleston Area Regional Transportation Authority

5790 Casper Padgett

North Charleston, SC 29406

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



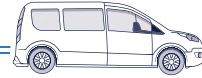
Rider Code of Conduct

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 with the goal of ensuring that your time on board is no more than 90 minutes. A passenger trip is considered excessively long when the trip length is longer than the comparable fixed route time. 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.

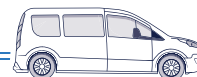
4. IN CASES WHERE YOU OR THE BUS IS LATE

- 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.

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. Please refer to the “No Show Policy” on page 31 for more information.



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:**

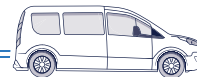
CARTA Tel-A-Ride service in which the driver gets out of the vehicle and meets/escorts the passenger from or to the door threshold of a residence, building or main lobby of a public building. This could occur at the trip's origin and/or destination. Door service is available by request. Door service 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.

Reasonable Modifications

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. Reasonable modifications pertain to both curb to curb and door to door service. Requests for modifications can be made by contacting Tel-A-Ride at **(843) 747-0007** or **(843) 745-4101**.



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, screaming, etc.)

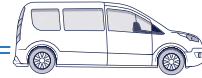
CARTA reserves the right to refuse service to those individuals whose conditions may be disruptive, or harmful, to others during service. If a rider is refused service based on these conditions, a PCA may be required as a condition of service.

If you need assistance, we highly recommend that you bring a Personal Care Attendant.

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 counted as a no show and may lead to suspension.



1. PASSENGER SAFETY

- Each CARTA vehicle is fitted with seat belts for every passenger seat and securement for each wheelchair position. CARTA Transit Operators will ask each passenger using or traveling with a 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 is payable at time of boarding.
- Tickets are available for sale from the Tel-A-Ride office, and on our mobile ticking app Token. Checks are accepted for fares and ticket purchases.
- 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 “WeDriveU” 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 inquire 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

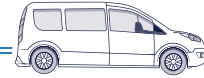
CARTA requires that passengers refrain from eating, drinking, and smoking while on the vehicle. Exception: Passengers who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious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



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.

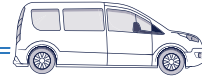
4. **DISCIPLINARY PROCESS**

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.



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.*

1. 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 two (2) hours 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 trips booking information.
- When an Operator calls in to cancel-at-the-door or to no-show a trip, the Dispatcher will attempt to call your 24-hour contact number you provided prior to the Operator departing.
- If the Dispatcher speaks to the passenger, a note will be placed in the 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 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.

2. NO SHOW POLICY

- CARTA monitors missed trips on a monthly basis. This Policy is intended to discourage missed trips and late cancellations. This policy applies to all scheduled trips.
- 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).

• 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.

| 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 |

- 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 eight (8) No Shows in a month, but has an obvious pattern and may be penalized.

3. 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. Suspensions will apply to all scheduled trips.*

| 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.*

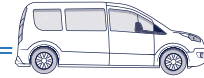
4. REQUEST TO EXCUSE NO-SHOW OR LATE CANCEL

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.

5. 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. For meeting dates and further information you can visit www.ridecarta.com

Boards and Committees:

- CARTA Board
- Transit Rider's Advisory Committee

If you are interested you can contact us via email or telephone.

- Email: askcarta@ridecarta.com
- Call: (843) 529-0400

