

# **TELERIDE POLICY HANDBOOK**

**Approved by the  
CORE MPO Advisory Committee  
on Accessible Transportation  
Effective February 24, 1994**

**Revised  
May 7, 2009**



## **INTRODUCTION**

**This policy handbook is provided to TELERIDE passengers to furnish information regarding passenger rights and responsibilities. Please adhere to the policies outlined in this handbook, so that TELERIDE operations will be more efficient and beneficial for all passengers. A list of contacts for further information is provided at the end of this handbook.**

## **WHAT IS TELERIDE?**

**TELERIDE is a shared ride, door-to-door, advance reservation transportation service that is available to individuals with disabilities who are unable to use fixed-route bus service as defined by the Americans with Disabilities Act (ADA) of 1990.**

## **WHO IS ELIGIBLE FOR THE TELERIDE SERVICE?**

**The ADA explains that there are two categories of eligibility for TELERIDE.**

- **Any individual who, because of his/her disability, cannot independently board, ride, and/or disembark from an accessible CAT bus.**
- **Any individual who, because of his/her disability, cannot get to or from a CAT bus stop.**

**Initially, individuals are functionally defined based upon their inability to use existing fixed route service as previously listed. Eligibility of an individual trip must then be applied to each trip request.**

### **WHO DETERMINES ELIGIBILITY?**

**Applications for eligibility are presented to the TELERIDE General Manager. The TELERIDE General Manager will determine if an individual is ADA eligible within 21 days after the completed application is submitted. If the TELERIDE General Manager does not make this determination within 21 days, then the applicant is assumed eligible and will be provided service until notified of his/her ineligibility by**

**TELERIDE. Applications will be treated as confidential within the scope of existing laws and ADA regulations. Eligibility decisions may be reviewed on a periodic basis to determine that individuals fall within either of the two criteria. These decisions will reflect changes in the individual's condition as well as the overall accessibility of the system.**

**IF MY APPLICATION FOR ELIGIBILITY IS DENIED, CAN I MAKE AN APPEAL?**

**An individual denied eligibility for TELERIDE may make an appeal to the Paratransit Appeals Committee by providing a written request to the CAT Director within 60 days of the date of denial. An individual may also make an appeal if the eligibility of a particular trip has been denied.**

**WHO SERVES ON THE PARATRANSIT APPEALS COMMITTEE?**

**The Paratransit Appeals Committee consists of the Director**

**of CAT, the TELERIDE General Manager, the Chairperson of ACAT and two ACAT appointed users of TELERIDE.**

**WHAT AREAS ARE SERVED BY TELERIDE?**

**TELERIDE service is provided to all areas within a three-quarter mile radius of all CAT fixed bus routes.**

**WHAT IS THE FARE TO RIDE TELERIDE?**

**The current fare is \$1.80 one way and \$3.60 for a round trip.**

**Passengers may pay the regular cash fare or purchase**

**TELERIDE cash advance tickets. Fare and ticket prices are**

**subject to change. Please call TELERIDE for the current fares**

**and ticket outlets at 354-6900.**

**WHAT ARE THE HOURS OF OPERATION?**

**TELERIDE service hours are:**

**Monday through Saturday: 6:00 a.m. to 11:30 p.m.**

**Sunday: 7:00 a.m. to 6:30 p.m.**

**Thanksgiving Day, New Year's Day, and Christmas Day: No**

**Service**

## **WHAT TIMES OF THE DAY CAN I MAKE A RESERVATION?**

**TELERIDE reservation hours are:**

**Monday through Friday: 8:00 a.m. to 4:00 p.m.**

**Saturday, Sunday and Holidays 8:00 a.m. to 4:00 p.m.**

**Thanksgiving Day, New Year's Day, and Christmas Day:**

**Office Closed**

**TELERIDE accepts reservations seven days in advance of a scheduled trip. At a minimum, passengers must schedule trips the day before the desired day of travel during reservation hours.**

## **AM I GUARANTEED A TRIP IF I REQUEST IT?**

**TELERIDE schedules trips during reservation hours from seven days prior to the day before a trip requested by a passenger. Pickup times may be negotiated between**

**TELERIDE and the passenger to provide trips no more than one hour before or one hour after the requested scheduled**

**trip. Example: If you request a pickup time of 9:00 a.m., the negotiated time could be as early as 8:00 a.m. but no later 10 a.m. All passengers will be served on a first come first served basis without giving any type of special priority to trips for any reason.**

### **CAN MY ELIGIBILITY BE SUSPENDED?**

**TELERIDE service can be suspended if a passenger engages in "violent, seriously disruptive, or illegal conduct." Service may also be suspended if a passenger regularly fails to show up for scheduled trips. These trips are called "no-shows." If you have not ridden Teleride in the past six months, call 354-6900 to ensure that your status is active**

### **WHAT HAPPENS AFTER I CALL TO SCHEDULE A TRIP?**

**TELERIDE accepts reservations from seven days to the day prior, of the day of a requested trip. TELERIDE schedules all trip requests in advance and calls all passengers no later**

**than 10 p.m. the day prior to the scheduled trip to confirm pick-up times. Passengers may call Teleride at 354-6900 between 3:00 p.m. and 10:00 p.m. on the day before their scheduled ride to receive a pick up time.**

### **HOW EARLY SHOULD I BE READY FOR MY PICK-UP BY TELERIDE?**

**When TELERIDE confirms your pick up time, you should be ready at that time to exit. TELERIDE will arrive at your scheduled pick up time, or up to 30 minutes after the scheduled pick up time. You will be given a 5 minute grace period which will begin when TELERIDE arrives. As long as TELERIDE arrives within 30 minutes after your scheduled pick up time, TELERIDE is considered to be on time.**

**The goal of TELERIDE is to have you to your appointment between 0 minutes and 30 minutes before your appointment. When checking on a reservation, you may use your name, or the confirmation number TELERIDE gives you when you**

**make your appointment.**

### **HOW DO I CANCEL A SCHEDULED TRIP?**

**You, the passenger or acting advocate for a passenger, are responsible for canceling scheduled trips that you decide not to take. These trips must be canceled at least two hours prior to your reserved time. If you do not cancel at least two hours prior to your reservation, you will be charged for a one way trip and this fare is due the next time you use TELERIDE.**

### **IF I MISS A SCHEDULED TRIP, WHAT HAPPENS?**

**If you have not canceled your trip by providing TELERIDE notice prior to your scheduled trip time, you are considered a "no-show." No-shows are a disservice to other TELERIDE patrons and should be strictly avoided.**

### **WHAT HAPPENS IF I AM A NO-SHOW?**

**Individuals who establish a pattern or practice of missing**

**scheduled trips may have their eligibility for Teleride suspended for a reasonable period of time. If you have three no shows or late cancellations within a 30-day period, you may receive a letter of concern regarding abuse of the system. An individual may appeal the no-show suspension to the Paratransit Appeals Committee by written notice to the CAT Director. Individual no-show decisions may also be appealed to the Paratransit Appeals Committee.**

### **MAY I SCHEDULE TRIPS WITHOUT CALLING TELERIDE EACH TIME?**

**Subscription service provides trips to the same destination at the same pick up and return time on the same day(s) each week. Subscription service riders are not required to call to request each trip. An individual's previous ability to schedule subscription trips is no guarantee of future scheduling of such trips. By law, subscription service must not exceed half of the total trips provided at any time of day, on any given**

**day, unless all non-subscription requests are being met. In order to be considered a subscription rider, your weekly schedule needs to be the same for a minimum of eight weeks. If you are a subscription rider, you are required to cancel your trip any day you will not be riding.**

### **MAY A PERSONAL CARE ATTENDANT RIDE WITH ME?**

**A personal care attendant may accompany the passenger on TELERIDE at no charge. Passengers must indicate the need for a personal care attendant at the time of application to TELERIDE. When making reservations, it is necessary to indicate that you will be accompanied by an attendant to allow for adequate seating.**

### **MAY SOMEONE ELSE RIDE WITH ME ON TELERIDE?**

**One guest is allowed to ride with an eligible TELERIDE passenger. When making reservations, it is necessary to indicate that you will be accompanied by a companion. The**

**guest must pay the regular TELERIDE fare for the trip.**

**Additional guests may ride with an eligible passenger only on a space-available basis. Additional guests must pay the regular TELERIDE fare. Space for additional guests cannot be confirmed until the day of the trip.**

### **DO I HAVE TO WEAR A SEAT BELT?**

**Passengers are required to use a seat belt and wheelchair restraining devices at all times when using TELERIDE.**

**TELERIDE drivers are required to help passengers secure wheelchairs and fasten seat belts. Passengers will not be transported if they refuse to be secured properly.**

### **CAN THE DRIVER HELP ME GET ON A TELERIDE VAN?**

**Drivers may help individuals board and exit from the TELERIDE van. Drivers will not enter an individual's residence to provide assistance. Drivers must be able to see the TELERIDE van at all times. Drivers will assist persons**

**using wheelchairs over a curb or one step, but will not assist wheelchairs over large obstacles, such as stairs.**

### **MAY I BRING GROCERIES ON THE VAN?**

**Passengers are limited to three bags of groceries each.**

**Should the passenger have a personal care attendant, the number of grocery bags is still limited to three as the role of the personal care attendant is to assist the passenger. The driver will not provide assistance with these packages. Upon request, TELERIDE may operate special Saturday service for groups of three or more wanting to go to the grocery store.**

### **WHAT OTHER RESPONSIBILITIES DO PASSENGERS HAVE WHEN USING TELERIDE?**

**TELERIDE expects that passengers will conduct themselves in a safe and responsible manner when using the service.**

**Passengers will follow all TELERIDE policies for use of lifts, wheelchair restraints, etc.**

**DOES TELERIDE HAVE PUBLIC PARTICIPATION IN DETERMINING POLICIES?**

**TELERIDE receives public comments through the Coastal Region Metropolitan Planning Organization (CORE MPO) Advisory Committee on Accessible Transportation (ACAT). Effective January, 2004, ACAT meets four times each year beginning in February. Effective June, 2009, the meetings are held at 1:00 p.m. on the fourth Monday of the month at the Metropolitan Planning Commission, 112 E. State Street. The public is encouraged to attend ACAT meetings. To verify exact dates, times, and locations, please call the Metropolitan Planning Commission (MPC) at 651-1440 or visit their website at [www.thempc.org](http://www.thempc.org).**

**TO WHOM AND WHERE DO I SUBMIT COMMENTS?**

**All comments regarding TELERIDE service should be submitted to:**

**Chatham Area Transit Authority, Post Office Box 9118**

**900 East Gwinnett Street, Savannah, GA 31412-9118**

**Tel: 912-236-2111, Fax: 912-944-6058**

**E-mail: [info@catchacat.org](mailto:info@catchacat.org)**

**You may also call 912-651-6000, Teleride's confidential customer service phone line. Representatives are available between 8:00 a.m. – 8:00 p.m., seven days a week. You may also send an email to: [teleride@laidlawtransit.com](mailto:teleride@laidlawtransit.com)**

## **CONTACTS AND APPEALS INFORMATION**

**TELERIDE General Manager, Chatham Area Transit**

**900 East Gwinnett Street, P.O. 9118, Savannah, GA 31412**

**Telephone: (912) 354-6900 Fax: (912) 447-0271**

## **PARATRANSIT APPEALS COMMITTEE**

**Executive Director, Chatham Area Transit Authority**

**900 East Gwinnett Street, P.O. 9118, Savannah, GA 31412**

**Tel: (912) 233-5767 Fax (912) 944-6058**

**E-mail: [info@catchacat.org](mailto:info@catchacat.org)**

**ADVISORY COMMITTEE ON ACCESSIBLE  
TRANSPORTATION**

**Chatham County-Savannah Metropolitan Planning**

**Commission: Transportation Planner**

**110 East State Street, P.O. 8246, Savannah, GA 31412-8246**

**Tel: (912) 651-1440**

**Handbook revisions: May 14, 2003, August 18, 2004, August  
20, 2008, and October 15, 2008, December 23, 2008, February  
2, 2009, May 7, 2009.**