

Paratransit Ride Guide: 2017 Changes Overview

In ongoing efforts to work with the Paratransit Review Committee and evolving federal regulations, CAT has updated the passenger handbook. Please see the main differences below.

2015 Ride Guide		2017 Ride Guide
Monday–Saturday, 8am-4pm Sunday, 8am-12pm	Reservation Hours	Monday–Sunday, 8am-4pm
<p>Same Day Notice (1 point)</p> <ul style="list-style-type: none"> – Cancelling your ride after 7:00 PM on the day before the scheduled trip but at least two (2) hours before the trip. <p>Late Notice (3 points)</p> <ul style="list-style-type: none"> – Cancelling your ride between two (2) hours and thirty (30) minutes before the scheduled trip. <p>No-Show/Cancel at Door (5 points)</p> <ul style="list-style-type: none"> – Cancelling your ride less than thirty (30) minutes before the scheduled trip. 	No-Show Points System	<p>Instead of a complicated Points System, No-Shows are now counted by occurrences.</p> <p>Clients with 5 No-Show occurrences in a month for any reason will receive a written notification.</p> <p>If a client has 5 No-Show occurrences in a month for any reason AND the number of occurrences represents more than 15% of the client’s booked trips that month, he/she may be suspended for a “pattern and practice” of No-Showing.</p> <ul style="list-style-type: none"> – Percent of No-Show trips is not enough on its own to warrant suspension. There must be 5 occurrences AND 15%.
<p>Service Suspension Period dependent upon points assessed</p> <ul style="list-style-type: none"> – 12 points within 30 days = 1 week service suspension – 24 points within 60 days = 2 week service suspension – 36 points within 90 days = 6 week service suspension – 48 points within 120 days = 10 week service suspension <p>NOTE: Customers will be notified when points are assessed. Points can be appealed. Points can be removed over time.</p>	Suspension of Service	<p>Service Suspension Period is dependent upon occurrences.</p> <ul style="list-style-type: none"> – 5 occurrences within 30 days = written warning – 6 occurrences in 30 days = 5-day suspension – 7 occurrences in 30 days = 10-day suspension – 8 occurrences in 30 days = 15-day suspension and loss of subscription service – 9 occurrences in 30 days = 28-day suspension and loss of subscription service <p>NOTE: Customers will be notified when occurrences are assessed. Occurrences can be appealed. Occurrences can be removed over time.</p>