

Rider Policies

CATA's goal is to provide safe, reliable and affordable transportation to all residents. To that end, it is important to understand some basic policies for using this service.

Pick Up Time

It is CATA's goal to pick up passengers within 15 minutes before or 15 minutes after the scheduled time. It is the rider's responsibility to be ready during this time frame.

Waiting

When CATA arrives to pick you up, the driver will wait a maximum of 10 minutes. If you are going to be late or need to change your trip time, please call us so we can notify the driver.

Door to Door Service

Drivers can, and will, assist in entering or exiting the vehicle upon request of the rider.

Cancellations

A passenger who needs to cancel a scheduled trip must notify CATA at least one hour before the trip. Failure to cancel could result in the rider being charged the full fare for that trip.

Packages

There is no limit to the number of packages and bags you may bring, but a rider cannot bring an excessive amount of bags that will take up additional seats or inconvenience other riders. Drivers will assist carrying bags on and off the vehicle upon the rider's request.

Entering Homes/Buildings

Drivers are not permitted to enter any home or place of residence.

Riding With An Escort

Any person using Shared Ride service can have an escort ride with him/her for free. An escort must get on and off at the same time as the rider. To ride with an escort, you may be asked to complete a short application. You must tell CATA when you schedule your trip if you will be traveling with an escort.

Accessible Access & Assistance

Passengers using mobility aid devices such as wheelchairs, scooters, walkers, etc. must have an accessible path from the door of the residence to the door of the vehicle when parked in the driveway. Wheelchair ramps must be clear of snow and other debris, and driveways must be plowed and/or salted to prevent ice.

Drivers are not authorized to lift a manual wheelchair over more than 1 step, or to push a wheelchair through snow or yards. Under no circumstances will a driver push or lift an electric scooter.

GROUP TRANSPORTATION

In addition to individual Shared Rides, CATA offers several options for group transportation at Shared Ride fares. For more details, please call your county's CATA office.

In **Crawford County**, weekly trips for the general public are scheduled to the neighboring counties of Allegheny, Butler, Clarion, Erie, Forest, Jefferson, Mercer and Warren. Monthly trips are scheduled to the Millcreek Mall area and Grove City Outlets.

In **Venango County**, trips are limited to those sponsored by social service agencies.

Ready to Ride?

When you're ready to use Shared Ride, follow these steps to be on your way!



1. Schedule A Trip

Call before 2:00 PM (Crawford) or 12:00 NOON (Venango) on the business day before your trip.

2. Get Ready to Leave

Be ready between 15 minutes before and after your scheduled pick up time. Since it's a Shared Ride, we can not guarantee an exact pick up time, but we'll do our best.

READY TO GO
15 min ← ⊙ → 15 min

3. Enjoy The Ride

When you board the vehicle, please pay your fare, then sit back and enjoy.

Because every trip matters!

**CRAWFORD AREA
TRANSPORTATION
AUTHORITY**

214 Pine Street
Meadville, PA 16335

LOCAL 814.336.5600
TOLL FREE 855.338.5600

**VENANGO
COUNTY TRANSIT**
powered by CATA

134 Hanger Drive
Franklin, PA 16323

814.432.7255

E-MAIL information@catabus.org

www.catabus.org



Shared Ride Service

EFFECTIVE SEPTEMBER 2016

Door-to-Door Transportation in Crawford County and Venango County

Shared Ride can take you to:

- Work
- Grocery Store
- Shopping
- Recreation
- Medical Appointments
- Social Services
- Senior Center Activities and more!



Recipient of the FTA Administrator's Award
for Outstanding Public Service

Welcome Aboard



CATA's Shared Ride service will pick you up at your door and transport you to your destination. Shared Ride is open to the general public.

Since the service is "Shared Ride," there may be other people on the vehicle besides you, or the driver may need to pick up other passengers prior to dropping you off at your destination.

Many residents may qualify for **free or reduced fare** rides, including:

Senior Citizens

If you're age 65 or over, you qualify thanks to the Pennsylvania Lottery

Persons with Disabilities

PennDOT's Rural Transportation Program qualifies disabled persons

CATA has many other programs that can also qualify you, such as if you have **limited income**.



Registration

All Shared Ride passengers must be registered before using the service.

If you're paying full fare, simply call to register. To ride at a reduced fare, you must come in for an appointment to determine your eligibility.

STEP #1 Schedule an Appointment

CRAWFORD COUNTY

In Crawford County, please call (814) 336-5600 or (855) 338-5600.

VENANGO COUNTY

If you're under age 65 in Venango County, call the Community Support Service at (814) 432-9767. If you're age 65 or over, call Older Adult Services at (814) 432-9711.





STEP #2 Bring to Your Appointment

- Valid Photo ID or Driver License
- Social Security Number & Birthdate for each household member
- Medical Access card for each household member
- Proof of all household income for previous 90 days

STEP #3 Start Riding

After your appointment and your eligibility has been verified, you may begin using CATA's Shared Ride at a reduced fare.

Fares, Hours & Reservations

	Crawford County		Venango County	
	Full Fare RIDES	Reduced Fare RIDES	Full Fare RIDES	Reduced Fare RIDES
 ONE WAY FARES	By Distance (miles traveled) 0-2 MI. \$13.30 3-4 MI. \$15.00 5-6 MI. \$20.00 7-9 MI. \$25.00 10-14 MI. \$26.65 15-24 MI. \$33.35 25+ MI. \$46.65	By Distance (miles traveled) 0-2 MI. \$2.00 3-4 MI. \$2.25 5-6 MI. \$3.00 7-9 MI. \$3.75 10-14 MI. \$4.00 15-24 MI. \$5.00 25+ MI. \$7.00 ADA Paratransit \$2.50	By Distance (miles traveled) 0-2 MI. \$10.00 3-5 MI. \$13.05 6-15 MI. \$20.00 16-25 MI. \$22.00 25+ MI. \$25.00	By Distance (miles traveled) 0-2 MI. \$1.50 3-5 MI. \$1.95 6-15 MI. \$3.00 16-25 MI. \$3.30 25+ MI. \$3.75 ADA Paratransit \$3.00 Senior Citizens call for fares
 HOURS & DAYS OF OPERATION	Meadville area Monday–Friday 6:30 AM–10:00 PM Saturday 7:00 AM–5:00 PM Sunday 8:00 AM–4:00 PM Titusville area Monday–Friday 7:30 AM–5:00 PM (no Saturday service) Sunday 8:00 AM–1:00 PM other areas 1-5 days a week (varies; call for schedule)		Monday–Friday 7:00 AM–5:30 PM (varies; call for schedule)	
 TO SCHEDULE A TRIP	Call (814) 336-5600, (855) 338-5600 toll-free or (814) 775-0228 in Titusville. To cancel a ride after 5 pm: (814) 282-9500		Call (814) 432-7255	
 RESERVATION DEADLINE	2:00 PM on the business day before the trip		12:00 NOON on the business day before the trip	