



Care-A-Van Client Rider Guide

The CARTA Care-A-Van Client / Service policy has been developed with the guidance of the CARTA Care-A-Van Advisory Council for Accessible Transportation. We appreciate your cooperation in helping us provide more efficient transportation by familiarizing yourself with the following policies. If you have any questions, comments or concerns, please contact our office at 423-698-9038.

Clients must have a completed, approved and current CARTA/ADA Eligibility Application as well as a completed Medical Verification form on file at the Care-A-Van office.

Current Fares for Care-A-Van: One-way trips are \$2.50 each, or \$5.00 each for round trips, payable at the time of service. There is no charge for children under six (6) years of age or an approved Personal Care Attendant (PCA). Children between the age of six (6) and sixteen (16) years of age are \$.50 per one way trip. All additional adult non PCA's are required to pay the appropriate fee when transportation is rendered. All children under four (4) years of age, traveling with a client must in a client provided child restraint seat. When booking your trip you must inform Care-A-Van staff if additional passengers meeting the requirements above will be traveling with you.

Payment Policy: All clients are expected to pay their fare at the time of transportation, unless billing arrangements have been made in advance

through the Care-A-Van office. Payment should be received no later than thirty (30) days from the invoice date. If payment has not been received after thirty (30) days, client services may be temporarily suspended until payment is received. Clients paying cash are expected to have exact change, drivers will not provide change.

Scheduling Policy: Clients may schedule transportation the day before and up to fourteen (14) days prior to service. Care-A-Van does not provide same day scheduling. Care-A-Van should never be used for emergency transportation. In case of an emergency, please call 911 immediately. Clients are expected to be ready at the beginning of their pick-up window. Due to volume, Care-A-Van drivers are only permitted to wait five (5) minutes after arriving inside the pick-up window. Drivers and dispatchers will attempt to make contact with the client within the five (5) minute window. If contact with the client is unsuccessful the driver will be released to their next destination. If you are experiencing delays, please contact dispatch at 423-698-9038 to make alternate arrangements. Clients may not alter the scheduled destination on the day of service. Stops between pick up and drop off locations are not permitted unless previously scheduled.

Cancellation Policy: If a client needs to cancel a ride, he/she must do so by calling the Care-A-Van dispatcher at 423-698-9038 at least one (1) hour before the scheduled trip. If the driver arrives at the location before the client calls, the client will be subject to a "NO SHOW." NO Shows cause the service to be slowed, in order for ALL clients to get to their appointments on-time it is extremely important to cancel unwanted rides as far in advance as possible. All phone calls to Care-A-Van are recorded. Please note the time, date and person you spoke with when canceling a ride.

Care-A-Van is an “Origin to Destination” Service, however “Door-To-Door service is available upon request to any client as needed. Please be sure to inform the reservationist that you need Door-To-Door service when booking your trips. Care-A-Van drivers will assist clients to board and alight the vehicle. Drivers may only assist clients in or out of a wheelchair to the extent which allows the client to transfer to a vehicle seat. Drivers are not allowed to enter a client’s residence for any reason. Vehicles will not enter any area (i.e. narrow driveways less than 16ft. wide, steep hills or slopes greater than 8.33% grade – Lift ramps can only be deployed on flat surfaces), without ample space to turn around, no unpaved, rough or soft surfaces, no low overhangs (less than 10’ + top clearance, etc.) where in the drivers and /or safety supervisors opinion, unsafe conditions exist for the client, driver, or damage that may occur to the vehicle while entering or exiting the pick up or drop off location.

Clients must provide their own wheelchairs and/or mobility devices. Each mobility device must be secured in the vehicle with a four (4) point, tie-down and suggested lap/shoulder restraint belt. All Care-A-Van clients are asked to wear a seat belt while aboard the vehicle. Clients are only allowed to stand at their own risk.

Clients are responsible for providing safe and negotiable exterior surfaces for wheelchairs and ambulatory clients. Clients who utilize wheelchairs are responsible for providing safe, sturdy (built according to regulations –1” of fall to 12” of length), non-skid surface ramps.

Family members or friends **MUST** assist clients if no ramp is available.

Drivers are not allowed to lift wheelchairs up or down from level ground due to the risk of injury to the client and/or driver.

Personal Care Attendant (PCA) Policy: If a client requires a Personal Care Attendant (PCA), the client is responsible for providing such PCA. The PCA may ride at no charge, but the PCA must be picked up and dropped off at the same location as the client.

Guest Policy: Clients are allowed to bring guest(s) along for a trip. Guests will be allowed to travel with the client from the client's pick-up location to the client's destination. The guest will be charged the same fare as the client. Clients must notify the reservationist at the time of booking if they will be traveling with a guest(s). There is no limit to the number of guests that can ride with a client as long as there is space available.

Package/Bag Policy: Drivers are not permitted to carry packages, bags or any other of the client's personal belongings. Clients are only allowed those packages, bags or personal belongings that they, their PCA, or guest can carry onto the vehicle in one (1) trip on. Clients that require assistance with groceries or packages MUST have a PCA, or Guest to provide assistance. Travel Luggage is permitted under the same Policy.

Service Animal Policy: A trained service animal (Dog) will be allowed to do work or perform tasks for the benefit of any client as needed.

CODE of CONDUCT

- NO smoking or eating is allowed on the vehicles at any time.
- NO abusive physical or verbal behavior toward the drivers or other passengers will be tolerated. Such occurrences may result in the offending client being removed from the vehicle and suspended from future trips.

- Good Hygiene is required at all times for the health and welfare of all clients and drivers.

CARTA Care-A-Van is a public complimentary paratransit service. Due to heavy volume of clients wishing to ride, it may be necessary to combine your trip along with several other clients trips. Care-A-Van staff will make every effort to accommodate your trip in the timeliest, safest, and most efficient manner possible without subjecting any client to extended travel or wait times.

We ask for your patience and understanding that our vehicles are subject to the same traffic conditions and road hazards which cause delays and detours for private vehicles and may delay our schedules beyond our control.

Contact Information:

- Care-A-Van Office 423-698-9038
- TDD 423-698-8418
- Fax 423-698-8555