

# Paratransit

## Rider's Guide

October 2024   Revision 2



# Table of Contents

<b>Introduction</b>	<b>1</b>
<b>STS Paratransit Service Area</b>	<b>2</b>
<b>Eligibility of Service</b>	<b>3</b>
<b>Bill of Rights</b>	<b>3</b>
<b>Code of Conduct</b>	<b>4</b>
<b>Paratransit Service Details</b>	<b>5</b>
<b>STS+ NEW Mint Hill Service Area</b>	<b>6</b>
<b>Visitors (Non-Residents of Charlotte)</b>	<b>7</b>
<b>Fares</b>	<b>7</b>
<b>Scheduling</b>	<b>8</b>
<b>Subscriptions</b>	<b>10</b>
<b>Cancellations</b>	<b>11</b>
<b>No Shows</b>	<b>12</b>
<b>Will-Call</b>	<b>13</b>
<b>No Strand Policy</b>	<b>13</b>
<b>Assistance</b>	<b>14</b>
<b>Seatbelts</b>	<b>15</b>
<b>Lifts</b>	<b>15</b>
<b>Securements</b>	<b>16</b>
<b>Packages</b>	<b>16</b>
<b>Oxygen and Life Support Equipment</b>	<b>16</b>
<b>Personal Care Attendants, Children &amp; Companions</b>	<b>17</b>
<b>Service Animals</b>	<b>18</b>
<b>No-Shows or Late Cancellations Trip Review</b>	<b>19</b>
<b>Suspensions</b>	<b>19</b>
<b>Appeals</b>	<b>20</b>
<b>Alternative Mobility &amp; Travel Training</b>	<b>21</b>
<b>Feedback</b>	<b>21</b>

# Alternative Mobility & Travel Training

CATS offers other services that can meet your needs if Paratransit options aren't available. Other Services can include:

- Mecklenburg Transportation System (MTS)- 704-336-4547
- Travel Training
  - o CATS Civil Rights Department can schedule you with travel training to learn what CATS has to offer and wayfinding. - CATScivilrights@charlottenc.gov
  - o Disability Rights and Resources- 704-537-0550
- o Metrolina Association for the Blind- 704-372-3870

# Feedback

CATS values your input. You're able to submit commendations, recommendation, or concerns regarding your service with STS Paratransit by contacting CATS customer service at:

- Telephone: 704-336-RIDE (7433)
- then select 0 to connect with a live representative.

E-mail: telltransit@charlottenc.gov



**Violations are broken down to 3 Class levels:**

**Class 1** are most serious safety violations (e.g. striking/spitting on another person or willfully causing damage to property, carrying a weapon onboard a bus, etc.);

**Class 2** are serious safety violations (e.g. getting out of seat in a moving vehicle, biohazard exposure, etc.) and

**Class 3** are non-safety related service disruptions (e.g. No-Shows, delayed boardings/departures, verbal harassment, etc.).

Repeated violations of the Rider Guide policies that occur within the same rolling 12-month period will cause the length of suspensions to increase as follows:

**Appeals**

A customer who receives a Notice of Denial or Suspension and may request an appeal. The applicant will receive a packet mailed through the United States Postal Service which includes a formal letter defining the reasons for the denial of service. The packet also includes an appeal form so the applicant can provide additional information for an appeals committee to consider overturning the decision.

If an appeal is made, CATS will postpone the suspension until a determination is made by the STS Appeal Board. The customer will be invited to attend the STS Appeal Board meeting to present their case. Appeals should be returned within 60 days of receipt of the notice, and can be mailed, faxed or scanned and emailed to one of the following:

Appeal forms can also be obtained by writing to: Special Transportation Service, 901 N. Davidson Street, Charlotte, NC 28206 or by phone, 704-336-5055.

**Mailing Address -  
STS Appeals Coordinator  
901 North Davidson Street  
Charlotte, NC 28206  
Fax: 704.336.5119**

**E-mail: CATSADAEligibility@charlottenc.gov**

If the appeal is upheld (maintained), STS Paratransit will mail a new notice. As necessary, the letter will include any corrected information, and a copy will be placed in your record.



**Introduction**

In accordance with the Americans with Disabilities Act (ADA), CATS offers complementary paratransit services to individuals who, because of a disability (physical, cognitive, or visual), cannot access fixed route buses. CATS Special Transportation Service (STS) operates the complementary paratransit system, which is a pre-scheduled, shared-ride, origin to destination service. STS Paratransit operates the same hours of service as CATS fixed route bus and rail service, from 4:50 AM to last pickup at 2:12 AM. Monday through Saturday and 4:55 AM. to last pickup at 1:30 AM. on Sundays and holidays.

STS Paratransit service operates under the ADA law, which guarantees all trips within the system’s service area. The STS Paratransit service area is defined as the area up to ¾ of a mile on either side of an existing fixed or local bus route. Service is available on the same days and times that the fixed route in the area is operating.

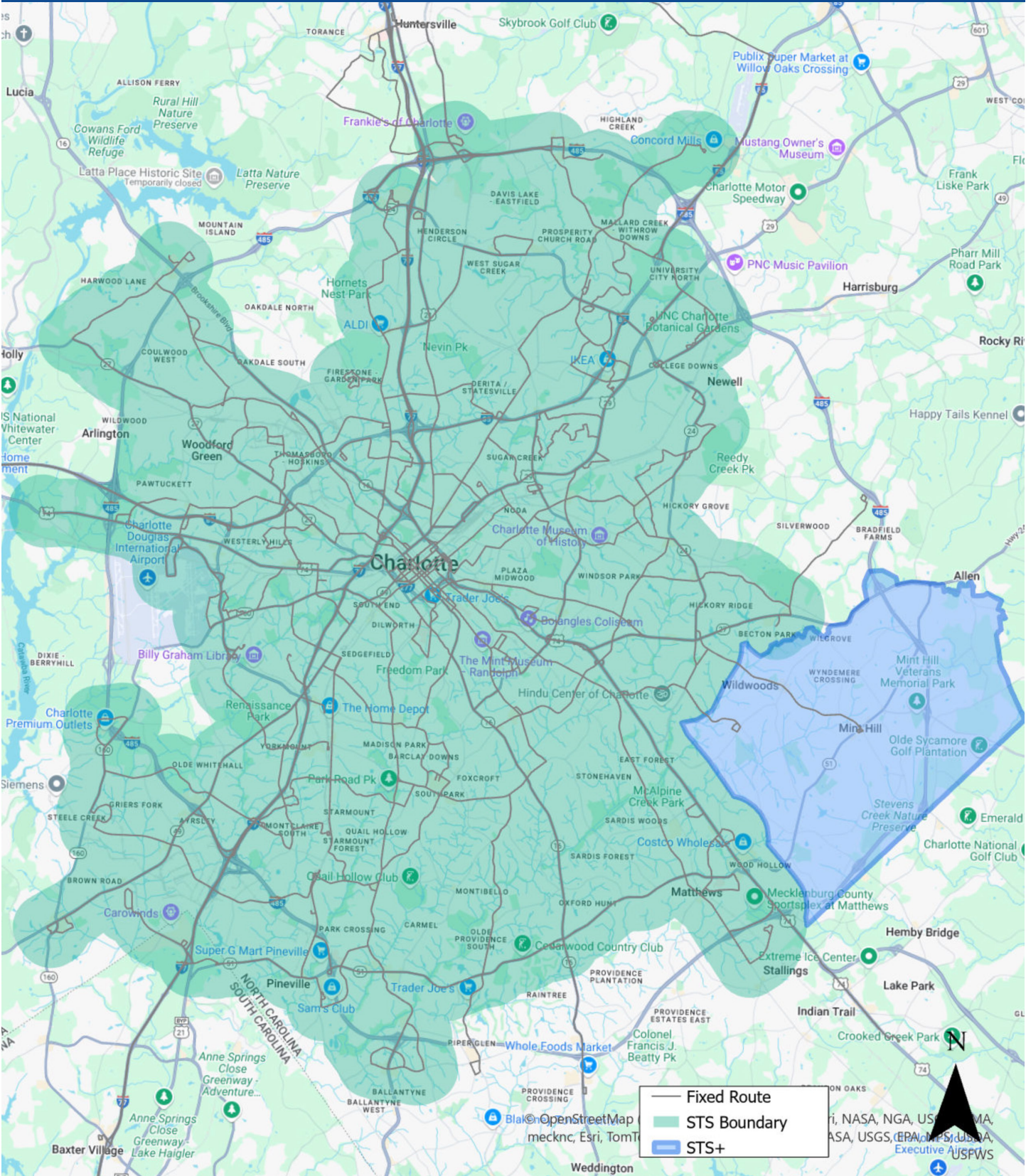
If you have a disability that prevents you from using a fixed route bus, some or all trips may be eligible for STS Paratransit service. You are eligible for STS Paratransit service even if your residence is outside of the service area. Under such circumstances, residents beyond the service area must schedule pick-up or drop-off locations within the ¾ mile service area.

At times, CATS makes changes to the fixed route bus service area which may cause impacts to the ADA ¾ mile service area for STS Paratransit customers. When a fixed route service area changes, the ADA zone also changes. STS Paratransit service to your pick-up or drop-off location might be affected.

CATS is also proud to introduce the NEW Service zone for STS+ in Mint Hill. This new zone serves the population of Mint Hill and can allow all eligible passengers to travel to and from the STS+ service area the CATS Complementary ADA Paratransit service area.



# STS Paratransit Service Area



# No-Shows or Late Cancellations Trip Review

Customers who incur five (5) or more occurrences of No-Shows or Late Cancellations in a rolling month will prompt a review of their trips to determine if a pattern or practice exists. A pattern or practice is defined as the rate of No-Shows or Late Cancellations represent ten percent (10%) or more of the total trips scheduled. Only No Shows and Late Cancellations that are within the customer's control will be counted.

Customers will receive written warning after each No-Show or Late Cancellation. Customers that are found to have a pattern or practice of No-Shows or Late Cancellations will be subject to a suspension of service.

However, it is the customer's responsibility to notify STS Paratransit of circumstances beyond the customer's control by phone or in writing to:

**Telephone: 704.336.5055**  
**E-mail: CATSADAEligibility@charlottenc.gov**

**Mail:**  
**STS Scheduling Manager**  
**901 North Davidson Street**  
**Charlotte, NC 28206**

**Subject Line: "Excused No-Show" or "Excused Late Cancellation"**  
**Body of Letter:**

- Customer name
- Contact information
- Brief description of the No-Show or Late Cancellation reason and why the occurrence should be excused.

# Suspensions

Per CATS STS501 Paratransit No-Show and Disruptive Behaviors policy, Section 7.0

A suspension warning letter will be mailed informing the customer of infractions or patterns that have been identified.

A suspension will begin ten (10) calendar days from the estimated date of receipt of the Notice of Warning/Suspension letter unless the customer appeals the decision.



# Service Animals

Service animals are authorized to ride on all CATS vehicles. The ADA defines a service animal as: Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Service animals must always be under the handler’s control and cannot take up additional seats in the vehicle or block the aisleway. Service animals must have a harness, leash, or other tether unless the handler’s disability prohibits said use or if the animal’s work or tasks would be adversely impacted by a restraint. The use of a service animal cannot be denied based on the objection of another passenger.

**If an animal cannot be controlled by their handler, the animal will be required to exit the vehicle.**

Non-service animals that provide emotional support, crime prevention, or comfort and companionship are not considered service animals because the animal has not been individually trained to perform specific tasks associated with a person’s disability. All non-service animals must be transported in an animal carrier and cannot take up additional seats in the vehicle or block the aisleway. See CATS CivR05 ADA Service Animals for more details.



# Eligibility of Service

**ADA ensures paratransit services to individuals who, because of a disability (physical, cognitive, or visual), cannot access fixed route buses. CATS provides this service to those individuals. Eligibility is determined by three factors:**

- 1. Your ability to get to and from the bus/rail stop
- 2. Your ability to board and exit the bus or rail car
- 3. Your cognitive ability to navigate the fixed route bus/rail system

**Operational issues that are not used to determine STS Paratransit eligibility include:**

- 1. Age
- 2. Distance to and from a bus stop
- 3. Lack of bus service in an area
- 4. Overcrowded buses

**Eligibility will last for up to three (3) years then a new recertification application will be required to continue service.**

**You can fill out an application at ADARide.com or**  
This information can be faxed to (310-410-0239) or emailed to: info@adaride.com.

If you have any questions, please contact the STS Paratransit eligibility and certification office at: (704) 336-5055.

# Bill of Rights

**STS is committed to providing a quality service to all CATS clients. Therefore, our commitment to you is:**

- Safe, prompt, and courteous transportation
- Timely pickup within a 30-minute window
- Clean and well-maintained vehicles and personnel
- Timely response to concerns and a commitment to investigate, address, and resolve concerns in a prompt manner
- Respectful, prompt, and courteously answered calls
- Quality transportation equivalent to the service offered by CATS fixed route and light-rail services.



# Code of Conduct

## General expectations of our customers are as followed:

- Be ready to board within your given negotiated 30-minute pickup window
- Have fare ready to pay at time of boarding
- Don't eat or drink in the vehicle
- No use of any alcohol, tobacco product or vaping device in vehicle
- No listening to music or other audio without the use of headphones
- Treat CATS employees and others with respect

Behavior on CATS vehicles is important, and CATS reserves the right to refuse transportation to customers who are disruptive or pose a threat or danger to themselves or other passengers.

## It is unlawful and/or a violation of CATS Riders' Code of Conduct for any person to commit the following acts on a CATS Paratransit vehicle:

- Threats or fear of physical or verbal abuse.
- Unlawful harassment, including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations.
- Jumping out of a moving vehicle.
- Unauthorized use of equipment on the vehicle or defacing equipment.
- Refusing to remain seated or wear required safety belts.
- Violent behavior, such as hitting another person.
- Striking the vehicle.
- Spitting on an operator or customer.
- Unacceptable sexual conduct (for example, exposing sexual organs or masturbating).
- Use of profane language toward the Operator, other customers, or CATS staff.



## Personal Care Attendants, Children & Companions

- If your Eligibility Application indicates that you have a **Personal Care Attendant (PCA)** to travel, that PCA will qualify for travel without having to pay a fare when serving in the capacity of a PCA. The PCA must be present through the duration of the trip and board at the same pickup and drop-off locations.
- All children twelve (12) and under must be accompanied by an adult (eighteen (18) years or older).
- North Carolina law requires that children who are less than 5 years old and weigh less than 40 pounds must travel in a car seat. Children less than 8 years old and weigh less than 80 pounds must be in a booster seat (STS Paratransit customers must supply their own car or booster seat and must secure the child and car/booster by placing them on the vehicle seat and use the vehicle seat belt to properly restrain them).
- In addition to a PCA, you may also request to add a companion to your reservation/trip (friend or relative).
  - o **Companions are required to pay full fare.**
    - STS Paratransit may limit the number of companions based on seating availability. Companions must be present through the duration of the trip and board at the same pickup and drop-off locations.
    - Customers must disclose the number of companions when scheduling a reservation.



## Securements

CATS STS Paratransit complies with all FTA guidelines including the use of a securement system to secure wheelchairs within the designated securement area. STS Paratransit requires all mobility devices to be secured. STS Paratransit can secure all standard sized wheelchairs and most mobility devices. Devices must meet the weight and size requirements of the lift/ramp and securement area. Customers are permitted to transfer from the mobility device to a seat on the vehicle following securement.

All mobility devices must meet the definition per the CATS CivR02 Mobility Device policy.

Geri chairs, gurneys/beds and platform chairs don't meet the ADA definition of a wheelchairs that can be safely secured in a CATS vehicle. Equipment that cannot be safely secured is not permitted to be transported in a CATS vehicle.

## Packages

You may board the vehicle with groceries or lightweight packages/bags; the bus operator will assist you with lightweight packages – four (4) total, with individual weight no greater than 25lbs and total combined weight no greater than 50lbs. Additional packages/bags beyond four (4) must be handled by the customer, attendant or companion. Packages/bags must be secure and not block the aisleway or interfere in boarding/alighting the vehicle.

STS Paratransit **will not** transport any hazardous chemicals or machinery.

## Oxygen and Life Support Equipment

You may bring medical items and equipment with you, but they must be secured and not block the aisleway or interfere in boarding/alighting the vehicle.

The transportation of walkers/rollators/canes/crutches or any mobility device must be secured and not block the aisleway or interfere in boarding or alighting vehicle.

Operators are not permitted to perform any interventions or operate your medical equipment. The passenger is responsible for the operation of their medical equipment and their Personal Care Assistant.

- Poses a risk of health (Biohazard/Hygiene) and safety, such as customers/PCA/Companion who board the vehicle with visible signs of body fluids or excrement, bedbugs, or fleas crawling, etc. on their body or service animal.
- Voluntarily and repeatedly violating CATS Paratransit Rider Guide's Code of Conduct, including smoking in the vehicle, eating, or drinking without medical indication of need.
- Not ready for their ride during their pickup window or location leading to delayed boardings, No-Shows or Late Cancellations.
- Not ready with their booking information when calling to book their trips or making reservations.
- Other behaviors identified in MTC-04.
- Other behaviors as identified by NC State law, City of Charlotte Ordinance or CATS Regulations.

## Paratransit Service Details

Service Times are complementary to CATS Fixed Route and Rail.

Please be prepared to board on time and have your fare ready for the operator. Due to traffic, weather, and other unforeseen events, STS Paratransit may experience delays. STS Paratransit endeavors to arrive within your negotiated 30-minute pickup window. If service delays are anticipated to exceed more than the negotiated 30 minutes, STS Paratransit will attempt to reach you by the phone number listed in your customer account.

- STS Paratransit provides curb-to-curb, origin to destination service.
- If your pick-up location is a high-rise or multiple building complex, STS Paratransit will meet you in a ground floor lobby during your scheduled pick-up time/negotiated 30-minute window.
- STS Paratransit operators are not authorized to enter a residence and are restricted from assisting with anything inside the residence.





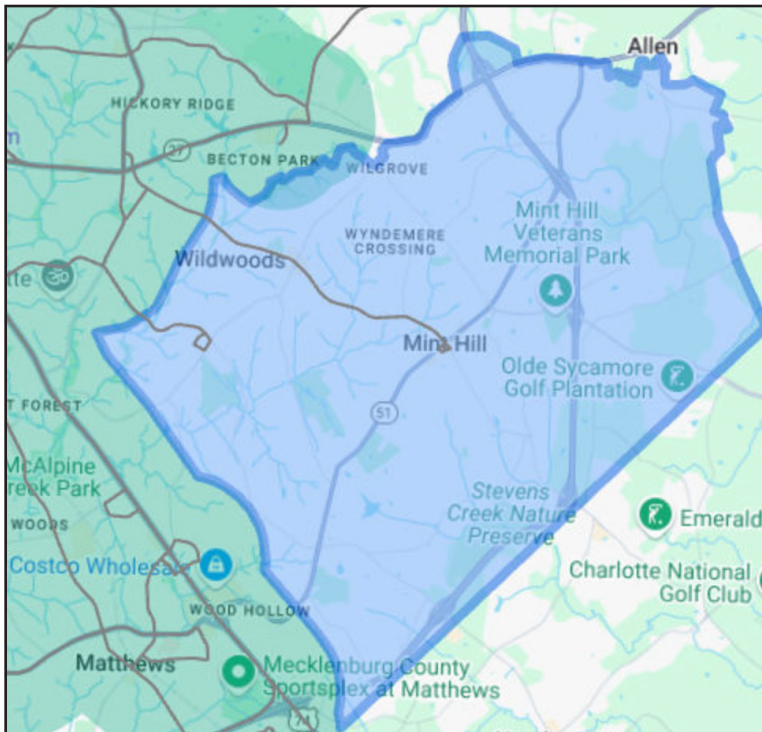
## STS+ NEW Mint Hill Service Area

STS is now offering service in the Mint Hill area. Passengers can travel to or from locations in Mint Hill meeting the same service eligibility guidelines as the rest of the CATS ADA Paratransit service area.

Eligibility, scheduling and fares will work exactly the same as the standard Paratransit service area. Please review those sections of this guide.

The service hours for trips to or from the Mint Hill area are:

- **5:30 AM till 11:00 PM Weekdays**
- **7:00 AM till 11:00 PM Weekends/ Holidays**



## Seatbelts

STS Paratransit Policy requires seatbelts be used by all customers, PCAs and companions. This also applies to anyone who uses wheelchairs and mobility devices or vehicle seats.

- Seatbelts are provided at all seating locations.
- FTA policy prohibits the use of seatbelts in lieu of securing the mobility device, tiedowns are required to secure a mobility device.
- Medical waiver accommodations will be reviewed and approved on an individual basis.
- Refusal to abide by the seatbelt policy can lead to ride denial and program access unless an approved accommodation is made.

## Lifts

The ADA mandates the combined weight of a passenger and mobility device (e.g., manual wheelchair, electric wheelchair, scooter, etc.) **cannot** exceed the lift's capacity. All STS Paratransit lifts are rated for a maximum of 800 lbs. If the combined weight exceeds the 800 lbs. weight limit, you will be offered the opportunity to board and disembark separately from the mobility device. Riders will be transported when the lift can safely accommodate them. CATS may decline to transport if doing so creates a legitimate safety hazard due to equipment load specifications.

Mobility devices must also fit within the lift's platform confines. The device cannot hang over the edges of the lift platform. Devices will also need to fit within the space confines in the securement area to be safely secured.

Operators are not permitted to operate your powered mobility devices. The passenger is required to position these devices on/off lifts and into the securement location or travel with a PCA who is able to assist.





# Assistance

For your safety and security, the STS Paratransit operator will offer to assist you in and out of the vehicle. You are free to decline the offer, but the operator will remain close to assure your safety. If you require extra accommodation, please include special request details at the time of scheduling or with the operator directly.

**NOTE: Accommodation requests that may take the operator away from view of their vehicle or inside buildings, will not be permitted.**

You may contact the eligibility department for extra accommodation requests to be added to your customer file.

The City of Charlotte does not discriminate on the basis of disability. To request a reasonable accommodation please email [CATSADAeligibility@charlottenc.gov](mailto:CATSADAeligibility@charlottenc.gov) or call (704) 336-5055.



# Visitors (Non-Residents of Charlotte)

CATS Special Transportation Service, in accordance with ADA regulations, will provide paratransit service to any Charlotte visitor who has been certified as ADA paratransit eligible with their home agency. If unable to provide their certification, then documentation of residence and disability, if the disability is not readily apparent. Visitor status allows the use of CATS Special Transportation service for up to 21 days within any 365-day period.

This information can be faxed to (704) 336-5119 or emailed to:

**[CATSADAeligibility@charlottenc.gov](mailto:CATSADAeligibility@charlottenc.gov)**

If you have any questions, please contact the STS Paratransit eligibility and certification office at **(704) 336-5055**.

# Fares

A CATS Paratransit ticket is good for one trip per person and costs \$3.50. Tickets are sold in a book of ten one-way tickets for \$35.00. You must have a CATS Paratransit ticket or a Paratransit Monthly Pass to ride. Our operators cannot accept cash or make change.

- You may buy tickets in person at the Charlotte-Mecklenburg Government Center located at 600 East 4th Street or at the Customer Service window or at the Charlotte Transportation Center located at 310 E. Trade Street.
- You may order tickets online at <http://ridetransit.org> or <http://www.RideCATS.com> or by mail, sending a check or money order payable to the City of Charlotte, to: **Uptown Transit Information Center (UTIC) 310 East Trade Street Charlotte, NC 28202**.

If you expect to travel more than 40 trips per month, consider purchasing a **CATS Paratransit Monthly Pass**. The monthly pass provides unlimited trips and costs \$140.00. This Monthly Pass will also allow you to ride on all CATS bus and rail services without an additional charge.

Note, the pass cannot be shared with friends or family. The pass cannot be returned for a refund. You may purchase a monthly pass at UTIC, online, or at participating Harris Teeter, Food Lion and Compare Foods. We recommend you call the location in advance to inquire about availability of the STS Paratransit one-way tickets or monthly pass. A list of participating locations can be found online at [www.ridetransit.org](http://www.ridetransit.org) (under “Fares” then “Pass Sale Locations” or at <https://www.charlottenc.gov/CATS/Fares-Passes/Pass-Sale-Locations>).





## Scheduling

- STS Paratransit Service operation Monday-Saturday begins at 4:50 AM and continues to last pickup at 2:12 AM. Sundays and holidays service begins at 4:55 AM and continues to last pickup at 1:30 AM.
- STS Paratransit trip scheduling office hours are 8:00 AM to 5:00 PM, 7 days a week, 365 days a year. STS Paratransit accepts trip scheduling for the next day or up to five (5) days in ad vance only. No same day requests are accepted.
- Operators cannot schedule, reschedule or alter your trip. You must call STS Paratransit reservations number, 833-656-7699, to reschedule or alter your trip.
- The trip may be scheduled based on the requested pickup time or appointment time/desired arrival time (the time you need to be to your location).
  - o Preferred Pickup Time: the desired time for pickup and a flexible drop off time within +/- negotiated 60 minutes of requested pickup time ( i.e. passenger requests 8 AM pickup the 30-minute pickup window can be scheduled between 7 AM to 9 AM).
  - o Appointment time/desired arrival time: pickup is scheduled based on the desired arrival time, such as for a doctor’s appointment. The scheduling system will generate a pickup time that is appropriate for the trip distance and to arrive on time for a specific appointment time (up to 30-minutes before requested drop off time).
- **NOTE:** Passengers cannot book both pickup and drop off times for appointment time trips. The scheduling system must generate the pickup time contingent on trip distance and specific appointment time.

## Will-Call

‘Will-Call’ pickups are generally not permitted unless for medical appointments or pickups at the airport, where a passenger may not know exactly what time they will be available to return home when booking their trip.

If a passenger cannot make their return pickup window due to no fault of their own, the passenger must call dispatch to cancel their pickup and request to be on ‘will-call’ status for a return pickup trip.

Passengers needing a ‘will-call’ must call dispatch to request a return trip. Vehicle availability is typically during off peak hours between 10 AM and 2 PM or after 6 PM. STS will make every effort to accommodate your request by scheduling the earliest possible return time.

## No Strand Policy

The “No Strand Policy” guarantees a customer taken to a destination will receive a way home, on the day of travel, no matter the situation.





# No Shows

A No Show is defined as a customer failing to appear and board the vehicle for a scheduled pick-up time. The pick-up window is defined as the scheduled pick-up time including a negotiated 30-minute window. Upon arrival, the Operator will wait at least five (5) minutes for the customer to appear for vehicle boarding. Vehicle arrival within the negotiated 30-minute p window is considered an on-time pick-up. As a reminder, a vehicle arriving in the pick-up window will only wait five minutes for the customer to board.

- The STS Paratransit operator will leave a yellow door tag at the customer’s residence for any No-Show trips originating from the customer’s home.
- If a customer has a No-Show or Late Cancellation for one trip and has one or more additional trips scheduled on the same day, STS Paratransit will not automatically cancel the remaining trip(s).
- It is the customer’s responsibility to either proceed with or cancel the remaining trip(s) in a timely manner to avoid being charged with additional No-Shows or Late Cancellations. If the operator arrives later than the scheduled pick-up window and you decide not to ride or can’t be located, you will not be charged for a No-Show.
- If the operator arrives early, you are under no obligation to board before your negotiated 30-minute window or scheduled pick-up time. The 5-minute window will not begin until the start of your negotiated 30-minute window. However, you may board the vehicle early or call us at 833-656-7699, **option to speak to our dispatch**, and we will alert the operator.

CATS will review No-Shows and Late Cancellations routinely to monitor for excessive no-show or late cancellations. STS Paratransit customers are encouraged to promptly notify CATS when they need to cancel a scheduled trip to reduce No-Shows and Late Cancellations.

NOTE: Repeated violation of the no-show policy may result in the customer’s pre-scheduled subscription being suspended or cancelled, and each trip would require scheduling through the reservations department.

- If the arrival is scheduled before the appointment time, please **ensure that your arrival is during the destination’s open hours of operation**. Operators are not permitted to wait for the address to open for business. The drop off may be up to 30 minutes prior to the requested drop off time, causing you to wait outside until the business opens. (i.e., request 8:00 AM drop off time, window may be as early as 7:30-8:00 AM.).

## STS trips can be scheduled by phone

To speak directly with a reservationist and book your ride-  
Please call **833-656-7699** and **press 1** for Special Transportation Service.

- Select **option 2** to schedule or cancel future trips.
- **Note:** Same-day trips cannot be scheduled. Trips must be scheduled 1 to 5 calendar day(s) in advance.

Only certified eligible customers can schedule ADA compliant rides, either with STS Paratransit scheduling representatives or the web scheduler. Once your ride is scheduled, you will receive an automated reminder call the evening before your trip. There is an option to cancel your ride if you should decide not to travel.

Please be ready to board within the scheduled pickup window and have your fare ready to pay at time of boarding. Due to traffic, weather, and other unforeseen events, STS Paratransit may experience delays. STS Paratransit endeavors to arrive within your negotiated 30-minute pickup window; delays anticipated to exceed more than 30 minutes; STS Paratransit will attempt to reach you by the phone number listed in your customer account.

STS Paratransit has a 2-hour window between pickup times to ensure enough travel time and time at the destination for the customer. This is to make sure the passenger does not have a return pickup window before they arrive at their destination.

STS Paratransit provides origin to destination service. If your pick-up location is a high-rise or multiple building complex (e.g., an apartment complex), STS Paratransit will meet you at the ground floor lobby at your scheduled pick-up time. STS Paratransit operators are unable to enter your residence or building and are restricted from assisting with anything inside the residence. Operators are permitted to assist passengers up or down one step to an entry but are prohibited from entering a residence.

If you use a wheelchair and there is not an ADA compliant ramp at your pickup location or home, you must make arrangements for a private person or entity to assist you. STS Paratransit drivers are not permitted to assist with stairs or non-ramp access.





# Subscriptions

A customer that uses the service for the same reason on a predictable schedule like work, medical or school appointments can qualify for a subscription service. If approved for a subscription, a customer will not need to schedule those trips during the subscription period.

- Customers must demonstrate regular travel to the destination over a 30-day period before submitting a subscription service request. That is, customers should have demonstrated travel to the same destination, with similar pick-up and drop-off times, at least once a week, for a 30-day period.
- Once approved, subscription service requests may take up to seven (7) business days before implementation. Until subscription service begins, customers should continue to book trips individually.

- Customers can modify details of their subscription trips once every 30 days, additional modifications due to extenuating circumstances shall be reviewed on a case-by-case basis. Modifications to pick-up time will be negotiated per the regular reservation process.
- If the destination and/or origin address changes, the customers should cancel current subscriptions and submit a new subscription trip request. As with the initial subscription, the customer must demonstrate a regular trip pattern for subscription trip consideration.
- Customers may request a temporary suspension of subscription service for a maximum of 30 days within a rolling 90-day period, additional modifications due to extenuating circumstances shall be reviewed on a case-by-case basis .
- If 25% or more of subscription trips are not taken within a 30-day period, subscription service cancellation may occur.
- Subscriptions that have been inactive for longer than 30 days are subject to cancellation. You will be notified of pending cancellation, via phone call and USPS letter, and customers are responsible for re-booking inactive subscription trips.

**NOTE:** Customer subscription requests that would occur during peak ridership times may be capped. The normal booking process would be required for those time frames if already capped.

# Cancellations

If you are unable to travel at your scheduled time, customers are required to cancel **at least one hour prior to your pickup time to avoid a late cancellation**. A Late Cancellation occurs when a customer cancels a trip less than one (1) hour before the scheduled trip or at the door when the operator arrives.

To cancel a trip, please call 833-656-7699. For special transportation service press option “1”.

- **Same Day** trip cancelations: “STS Dispatch” and press “1”
- **Future/non-same day Trip** cancelations: “schedule a reservation” press “2”

Please be courteous to other customers by canceling in advance. Calling at least one hour prior to your pickup time may allow us to accommodate another customer.





**[www.ridetransit.org](http://www.ridetransit.org)**

**Special Transportation Service  
901 N Davidson St  
Charlotte, NC 28206**

The City of Charlotte does not discriminate on the basis of disability.  
To request a reasonable accommodation please email  
[CATSADAEligibility@charlottenc.gov](mailto:CATSADAEligibility@charlottenc.gov) or call (704) 336-5055.