

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 the 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 5 minutes. If you are going to be late or need to change your trip, please call us so we can notify the driver.

Door-to-Door Service

Drivers may assist the passenger to enter or exit the vehicle upon request if the path from the door to the vehicle is clear. Drivers are not responsible for clearing your sidewalk or driveway. Under no circumstances will a driver enter your home.

Packages

Riders are permitted to carry packages and bags on the CATA bus. Please refrain from purchasing large items or excessive groceries. Package amounts are limited to that which can be carried on in one trip and held on your lap or placed on the floor directly in front of you. No packages can be placed on other seats or in the aisle. A small “personal” shopping cart is permitted. Drivers may assist with putting bags on or off the bus only if the rider requests assistance. Drivers are not responsible for accidental damage to packages or contents.

Entering Homes/Buildings

Drivers can assist you to the exterior door of the home or building but are not permitted to enter under any circumstances.

Rider with an Escort, Aide or Companion

Qualified persons using Shared Ride service may have an escort or companion accompany him/her for free. The Rider must fill out an escort application with CATA prior to scheduling their trip and notify CATA that an escort will be riding with them when scheduling each trip. The escort must get on and off at the same time as the rider.

Accessible Access and Assistance

All CATA vehicles are ADA accessible. Passengers must have an accessible and clear path from the door of the residence to the door of the vehicle. 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. Use of the vehicle ramp or lift is available to any passenger upon request.

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.

Rules of Behavior

Passengers are required to wear shirts and shoes. Proper hygiene must be practiced by all riders.

No food is to be eaten on the bus. Non-Alcoholic beverages in shatter-resistant, re-sealable containers are allowed. Alcoholic beverages must be factory sealed and cannot be consumed on the bus.

The following are not permitted on the bus: Smoking; Loud, vulgar or disruptive language; Radios (unless you are using headphones); Flammable or hazardous materials; Animals, except those designated as “Service Animals”; Weapons; Littering

Drivers have the right to refuse service to anyone exhibiting aggressive or abusive behavior. Anyone appearing to be intoxicated or otherwise under the influence will not be transported.

CATA may suspend riding privileges of persons violating bus rules. Questions pertaining to policy and/or decisions made by CATA should be directed to CATA at 814-336-5600.

Because every trip matters!

CRAWFORD AREA TRANSPORTATION AUTHORITY

214 Pine Street, Meadville, PA 16335
814.336.5600

information@catabus.org

www.catabus.org



CATA is supported by the Pennsylvania Department of Transportation and the Pennsylvania Lottery

SHARED RIDE SERVICE



DOOR-TO-DOOR TRANSPORTATION IN CRAWFORD AND VENANGO COUNTIES

Shared Ride can take you to:

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



CATA is a Two-time Recipient of the F.T.A. Administrator’s Award for Outstanding Public Service

 All Buses are
ADA Accessible

EFFECTIVE JULY 2023

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. The service is called “Shared Ride” because 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 are age 65 or over, you qualify for an 85% discount thanks to the Pennsylvania Lottery. Additional funding assistance may be available to Venango County Seniors. Contact the Venango Office of Aging (814-432-9767) to learn more.

Persons with Disabilities: You may receive an 85% discount thanks to PennDOT’s Rural Transportation Program if you have a proven qualifying disability.

CATA has many other programs that can also qualify you for discounted fares, such as if you have **limited income**. Ask the reservationist when you call to register for service.

Fares may be paid in cash when you board the vehicle. Please have exact fare amount. Drivers cannot provide change. Another option is to pay in advance via a credit or debit card and CATA’s balance deposit feature. Please talk to your reservationist to arrange for pre-payment.

Registration & Scheduling

Step #1 : All Shared Ride passengers must be registered before using the service. Please contact CATA at 814-336-5600 to register and discuss the options that may be available to you and/or to complete necessary applications for free or reduced fares.

Step 2: Schedule your trip. Trips must be scheduled by 2:00pm on the business day prior to the trip date (ADA reservations may be scheduled until 4:30pm the day before). CATA reservationists will confirm your trip and be able to tell you how much the trip will cost.

Step 3: Prepare to ride.

- a. You will be given a half-hour pick up window. Please be ready to go and watch for the bus to pull up during this time.
- b. Please review the policies on packages, animals, additional riders, etc. included in this brochure.
- c. When you board the vehicle, please pay your fare, then sit back and enjoy!





Group Transportation

CATA may provide transportation for qualifying groups of 7 or more persons at Shared Ride Group rates. For more details, please call CATA at 814-336-5600



All CATA Vehicles are ADA accessible

Fares, Hours & Reservations

	Crawford County			Venango County		
	Mileage	Full Fare	Senior/PWD Co-Pay	Mileage	Full Fare	Senior/PWD Co-Pay
 One-Way Fares	0-3 mi.	\$13.30	\$2.00	0-3 mi.	\$11.65	\$1.75
	3-5 mi.	\$15.00	\$2.25	3-6 mi.	\$14.65	\$2.20
	5-7 mi.	\$20.00	\$3.00	6-16 mi.	\$21.65	\$3.25
	7-10 mi.	\$25.00	\$3.75	16-25 mi.	\$23.65	\$3.55
	10-15 mi.	\$26.65	\$4.00	25-50 mi.	\$46.65	\$7.00
	15-25 mi.	\$33.35	\$5.00	50+ mi.	\$75.00	\$11.25
	25-50 mi.	\$46.65	\$7.00			
	50+ mi.	\$75.00	\$11.25			
 Hours and Days of Operation	Meadville Area Monday-Friday 6:00am-10:00pm Saturday 7:00am-4:30pm Sunday 8:00am-1:00pm (limited service area on Saturday & Sunday)			Monday-Friday 6:00am-4:30pm Service area varies, call for schedule		
	Titusville Area Monday-Friday 7:30am-5:00pm NO Saturday Service Sunday 8:00am-1:00pm (limited service area on Saturday & Sunday)			Note for both Counties: Please consider travel time when making appointments with doctors, etc.		
 ADA Paratransit	ADA Service available for qualified riders within the fixed route service area. Fares are 2 times the fixed route fare rate. See www.catabus.org for Fixed Route Service Information. Call 814-336-5600 for application and details.					
 To Schedule a Trip	Call (814)336-5600 before 2:00pm at least one business day before your trip. (ADA qualified riders may call until 4:30pm the business day prior) To cancel a scheduled trip, you must call at least one-hour in advance of your pick up time. Outside of regular business hours, you may call (814)282-9500 (this number is for cancellations/early pick-ups only)					