

**CARTA CARE-A-VAN (CAV) STARTING NEW PARATRANSIT SERVICE IN
EAST RIDGE**

1. SERVICE STARTS ON SEPTEMBER 1, 2017.
2. PLEASE CALL 698-9038 TO BOOK A TRIP.
3. AN APPLICATION IS REQUIRED OF EVERYONE THAT RIDES BEFORE BOOKING A TRIP.
4. IN ORDER TO ACCOMMODATE AS MANY CLIENTS AS POSSIBLE, CLIENTS MAY SCHEDULE RIDES UP TO TWO (2) WEEKS IN ADVANCE. A MINIMUM OF 48 HOURS ADVANCE NOTICE IS REQUIRED FOR SCHEDULING TRIPS.
5. A \$5.00 ROUND TRIP OR \$2.50 EACH WAY PAYMENT MUST BE PAID WHEN BOARDING THE VAN, UNLESS OTHER ARRANGEMENTS HAVE BEEN MADE PRIOR TO PICK UP.
6. DRIVERS ARE NOT PERMITTED TO DO ANY LIFTING OF CLIENTS, WHEELCHAIRS, OR GROCERIES.
7. IF CANCELLING A RIDE, PLEASE DO SO IN ADVANCE. NO-SHOWS MAY BE SUBJECT TO ADDITIONAL COST.
8. ALL SERVICE ANIMALS (DOG) MUST BE TRAINED.
9. CLIENTS MAY GO ANYWHERE WITHIN EAST RIDGE OR THE CHATTANOOGA CITY LIMITS.

IT IS THE CLIENTS RESPONSIBILITY TO READ AND ABIDE BY ALL OF CARTA CAV POLICIES AND PROCEDURES IN IT'S ENTIRETY WHICH WILL BE ATTACHED TO YOUR APPLICATION.