



**star**



**HANDBOOK  
& BOOKING  
GUIDE**

**CDTA**



# WELCOME TO



The Capital District Transportation Authority is committed to providing mobility services for everyone in the Capital Region. We are proud to offer a variety of solutions, in accordance with the Americans with Disabilities Act (ADA), for those who need assistance or special accommodations.

In addition to fixed route service, CDTA offers STAR (Special Transit Available by Request), a paratransit service that provides door-to-door transportation, on an advance reservation basis, for people with disabilities who are not able to ride an accessible fixed-route bus. STAR is available in areas where regular fixed-route service is provided.

We have designed this handbook as a resource for our STAR customers. If you have questions about the service or anything you read here, please visit [www.cdt.org](http://www.cdt.org) or call CDTA's STAR Call Center at (518) 482-2022 (option #3) Monday through Sunday from 9AM-6PM.

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# STAR ELIGIBILITY

In compliance with the Americans with Disabilities Act (ADA), STAR service provides transportation services for individuals who, because of their disability, are unable to travel on the fixed route public transit service operated by CDTA. This service is designed to provide those persons with disabilities equal access to public transportation.

Eligibility for STAR is strictly limited. You may be eligible if, because of a disability:

- You cannot independently travel to/from fixed route bus stops within the service area.
- You could use an accessible fixed route vehicle, but the route that would be used is not accessible.
- You cannot independently navigate the transit system even though you can physically board the bus.

Your STAR eligibility will fall within one of the four categories listed below:

- **Unconditional Eligibility:** If your disability prevents you from traveling on the fixed route public transit service for all trips.
- **Conditional Eligibility:** If your disability prevents you from traveling on the fixed route public transit service for some trips but not others, depending on the circumstances and the nature of the disability.
- **Temporary Eligibility:** Eligibility is granted for a specific period of time depending on the circumstances, nature, and length of the disability.
- **Not Eligible:** If you do not have a disability that prevents you from traveling on the fixed route public transit service or your disability is not to a degree that it prohibits you from traveling on the fixed route bus. **Remember, your STAR certification is based solely on ADA eligibility regulations and guidelines.**

\*\*\*If a determination of eligibility has not been made within 21 days after the submission of an individual's completed eligibility application, the applicant will be treated as eligible, and provided service unless until such time that they are determined ineligible.\*\*\*

# STAR FREQUENTLY ASKED QUESTIONS

## Did you know?

- STAR service operates within 3/4 of a mile of all CDTA fixed route services on the same days and times. For example, if a CDTA route operates Monday - Friday from 6AM - 7PM, STAR is available within 3/4 of a mile on either side of that route during those same days and hours.
- Since STAR service is comparable to fixed route service, we are not able to accommodate trip requests with origins and/or destinations beyond our current route boundaries and/or beyond our service times. STAR can take you as close to an outlying destination as our fixed route would go. If your trip extends beyond fixed route boundaries, you must arrange for transportation for that part of your ride at your own cost.
- STAR is a shared-ride service, meaning we may pickup and drop-off other customers during your ride.
- STAR provides door-to-door service. This means you will have service and assistance from your front door to the front door at your destination.
- STAR service is considered on-time if the vehicle arrives to the pick no more than 25 minutes after the scheduled time.
- Every five (5) years, customers must recertify for STAR. You will receive a recertification packet in the mail about a month or two before the expiration of your STAR certification. You may also print or fill out the online STAR form anytime from our website at [www.cdta.org](http://www.cdta.org) under the Mobility tab.

# HOW TO BOOK A RESERVATION

Reservations are required for all STAR trips. Reservations can be made up to **7 days in advance** and no later than 4 pm the day before.

**For your convenience, reservations can be made in one of five ways:**

**By Telephone** – Call STAR at (518) 482-2022 and choose menu option 3 Monday through Sunday from 9AM-6PM.

**By Email** – Just email your trip request(s) to [starreservations@cdta.org](mailto:starreservations@cdta.org) Monday through Sunday – 24 hours per day.

**By Fax** – Just fax your trip request(s) to (518) 437-8391 Monday through Sunday – 24 hours per day.

**Pass Web** – Customers can book trips 24/7 online including trips the next day up until 4pm. Customers using this feature should log onto the CDTA website at <https://www.cdta.org/star-booking-online>.

**Pass IVR** – CDTA’s STAR Interactive Voice Response (IVR) system now allows customers to confirm, cancel, and schedule trips through our automated phone system. Call (518) 482-2022 (option 2) anytime Monday-Sunday.

If your requested time is not available, we will provide a trip option within one hour of the requested time.

## **Reserving Your STAR Trip**

***By appointment time*** – This is the best way to make a reservation when you must be at a location by a specified time, even if it isn’t an appointment. (e.g., your aide arrives at 5:30PM and you must be there before them). It is also good for reserving work trips and medical appointments or even shopping trips, where you need a certain amount of time.

***By time of departure*** – Making a reservation this way allows you to pick your leave time. Your arrival time may vary depending on how many people are picked up and dropped off in your shared ride. Make sure to tell the representative if you can’t leave before a certain time (e.g., getting off work at 4pm).

## INFORMATION YOU NEED TO PROVIDE

- Your STAR ID Number and full name, and will you be paying with cash, ticket, or STAR debit.
- The date for the reservation you are requesting.
- The reservation appointment time (If there is one). This is the actual time that you need to arrive at your destination, for example a doctor's office for an appointment. Please remember to leave enough time to be able to get from your drop off location to the appointment location. If you are dropped off at the front door of a medical building, it may take you additional time to maneuver through the building to get to the actual office.
- The address that you are going to along with the name of the location. For example, a reservation cannot be made for a trip to Dr. Jones' office without giving a complete address along with the name of the practice.
- The complete address where you would like to be picked up along with information about the location. Is it a home or a business? Is there a specific door that you would like to be picked up at? Does it have any distinguishing features?
- All phone numbers associated with the reservation. Your phone number, phone number for the location you are going to (if possible, Ex: Doctor's Office phone number)
- Information about any mobility aides that you or anyone traveling with you will be using (wheelchair, walker etc)
- Will anyone be joining you on this trip, such as a Personal Care Attendant, children, service animal or others?
- Will you need a return trip or is your reservation only for one way?

# EXAMPLES OF RESERVATIONS

## Complete Reservation Example (not actual locations)

*Hello. This is Linda Stevens, STAR ID 2345. I would like to make a reservation for a trip on October 14th. I have a dentist appointment at 10:00am with Dr. Prima at his office located at 746 Western Avenue in Guilderland. It is located at Cook Plaza next to the Dog Groomer. I need to be picked up at my home, which is 223 Fair Street in Albany. My cell phone is (518) 235-5522. I will be using my electric wheelchair and will be going without my normal PCA. I will not need a return trip as my sister is going to pick me up after my appointment. If you have any questions, please call me. I will wait to hear from someone to confirm my trip. Thank you!*

## Incomplete Reservation Example

*Hello. This is Mark Hewitt and I need to go to Crossgates Mall on Tuesday to meet my son. I told him that I would be there around noon. Please pick me up at my apartment in the Heritage Apartment Complex. I am number 6. I may or may not be using my scooter, it will depend on the weather and how I'm feeling that day. I can be reached on my home phone (518) 223-3323. Thank you.*

### What is missing?

- What is his STAR ID #?
- What is the date of requested service?
- Where at the Mall do you need to be dropped off?
- Where is the Apartment Complex?
- Are there any distinguishing features that can help the driver to find it?
- We need to know now if he will be using the scooter so the right vehicle can be assigned.
- Will anyone be accompanying him?
- Does he need a ride home?

# TRIP CONFIRMATIONS

Reserved pick-up times will be confirmed when the reservation request is made over the phone. STAR will normally not require any other phone calls after that point. STAR will call back only in the following situations:

- In the unlikely event a reserved trip request time has been changed to be outside the originally confirmed pickup timeframe.
- The type of vehicle you were originally assigned has changed.
- To confirm a reservation request received via fax, email, or message STAR before 4PM the day prior to request. A representative will call you back within one (1) hour of receiving your email, fax, or message during regular business hours.
- Confirmations can be done 24 hours per day, seven (7) days a week by using the IVR. You will need your STAR ID # and 6-digit birth date.
- If you use the IVR to cancel a trip, please remember to cancel both the pickup and drop-off so that both will be canceled in our system.
- **Make sure to write down the cancellation number.** This is your protection in case you are marked a No Show. Keep this information for your records.

*\*Please be advised that STAR will not change/modify any reserved trips on the day of service\**

## Emails & Faxes

A STAR representative will call you within an hour of receiving an emailed or faxed request during regular STAR Call Center hours.

Any emails, faxes, or messages received **AFTER 4PM** will be confirmed the next day, and any received **BEFORE 4PM** on **the day prior to the requested trip will be returned for confirmation within one (1) hour.**

When you call to make a reservation for the next day after 1PM, you must always callback after 7PM to confirm your trips. IVR is best to confirm your trips by using your STAR ID# and your six-digit date of birth.

# SUBSCRIPTION SERVICES

## Subscription & Repeat Trips

STAR provides subscription service for trips which are repeated and predictable in order to save clients the trouble of repeatedly reserving the same trip. Making a subscription trip means the trip is automatically recreated on a daily, weekly or monthly basis without requiring the client to make a reservation call.

Subscription trip times need to be verified and confirmed. Confirmations can be done 24 hours per day, seven (7) days a week using the Interactive Voice Response (IVR) system. You will need your STAR ID # and 6-digit birth date (**option # 2**).

**Customers are responsible for canceling any subscription trips not needed.** For example, if you take a day off from work, you must remember to cancel that day's trip. ***If you do not cancel the trip that day, this will count as one or more No Shows.*** Please see our No Show policy.

Subscription rides may be put on hold for a specific period of time. Please notify **STAR** if additional time is needed by calling (518) 482-2022 Monday - Sunday from 9AM-6PM

**\*\* ADA Guidelines allow only 50% of the ridership at a particular time and day to be on subscription trips. If there is no room in your requested time frame, we will place you on a waiting list. \*\***

**Feel free to periodically call to check the status of your pending request.**

# PCA'S, COMPANIONS, AND CHILDREN

## Personal Care Attendant

An aide or Personal Care Attendant (PCA) is a person whose assistance is essential to the customer during the trip or at the destination. The PCA must board and leave the vehicle at the same location as the customer. ***An aide or personal care attendant traveling with a customer does not pay a fare.*** All eligible STAR customers are allowed a PCA, so please confirm if a PCA will be travelling with you when you make your reservation. No child under the age of 12 can be considered a PCA.

## Companions/Children

STAR customers may bring other “companions” as described below:

STAR will allow up to 3 individuals to ride with you on a trip when space is available. You may still bring 1 companion with you even if you bring a PCA or aide. Additional individuals beyond the first companion are carried only on a space available basis. STAR cannot displace other ADA paratransit eligible individuals to accommodate additional companions

Your PCA or aide will not be charged, but your companion will need to pay the normal STAR fare. Per CDTA policy, 3 children under the age of 6 may ride with the customer at no charge, any children under five must be secured in a car seat provided by STAR. It is the responsibility of the parent, guardian or PCA to secure the child in the safety seat.

Companions 6 years old or older are charged the same fare as the customer and will be restrained in the vehicle seat using the onboard safety lap belt.

\*The policy will be enforced at the fare box or designated area using a measure of 46 inches (average height of a 5 year old child).

## Children

- An adult accompanying a child on a STAR vehicle is responsible for the child.
- Operators will not secure a child restraint car seat and are not permitted to carry children or assist with strollers on or off the vehicle. Strollers must be properly folded and secured.
- ***It is the operator's responsibility to ensure that each child is properly secured once they have been placed in the vehicle by accompanying adult.***
- Please advise the representative whether you will be bringing a stroller in the vehicle.

## **Paratransit Eligible Children Policy**

Children under five (5) years of age will be considered for paratransit eligibility based on the ability of both the accompanying adult, and child (as a team) to use fixed route service. When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.

If your child is certified to use STAR and is 5 years of age or younger, an adult PCA must accompany the child. When reserving a trip, please be sure to inform the representative that the child will be traveling with an adult PCA. It is the operator's responsibility to ensure that each child is properly secured.

## **Car Seat Policy**

STAR Paratransit does provide safety seats for children. Children 5 years of age or younger must be secured in a specially designed FMVSS approved car safety seat when traveling on a STAR Paratransit vehicle or they will not be transported. It is the responsibility of the parent or PCA, not the driver, to secure the child in the safety seat.

Please advise the representative at the time of reservation if the child traveling with you is under the age of 5. Please include the child's age, height and weight, so we can have the appropriate car seat in the vehicle.

# CANCELLING A TRIP

## Canceling or Changing Trips

STAR representatives will work with you to get you where you want to go. Please help us provide the best service by informing us, in advance, of trip changes and reason for cancellations.

To change a trip, please call a representative at (518) 482-2022.

**Reminder: STAR will not change/modify any reserved trips on the day of service.**

To cancel a trip, please contact the STAR office at least 2 hours before the confirmed reserved pickup time. You may cancel a trip using the following options:

### Via IVR

You may choose to use the IVR phone system to cancel your trips. When you call, you will be provided with a cancellation confirmation number. You will need your STAR ID# and IVR password (your 6-digit date of birth). Call (518) 482-2022 (use option #2).

### Via Email

You may choose to use the CDTA website ([www.cdta.org](http://www.cdta.org)) to cancel your trip. The representative will process the cancellation request and contact you for confirmation. At that time, you will be provided with a confirmation number.

### Via Fax

You may choose to use a fax machine to cancel your trip. The representative will process the cancellation request and contact you for confirmation. At that time, you will be provided with a confirmation number.

### VIA Pass Web

You may use this feature to cancel your trip by logging onto the CDTA website at <https://www.cdta.org/star-booking-online>.

### Less than 2 hours before pick-up

You must speak with a representative directly to get a confirmation number, you may not use the automated phone system in this situation. A trip canceled within 2 hours of the confirmed reserved pick-up time is considered a Late Cancel and these can jeopardize STAR customer status.

Cancellations made at the door for an “on-time” pickup will be considered a “Cancel at Door.”

- ***Cancellations made at the door on a “late” pickup (see glossary), will be considered a violation.***

## Online STAR Reservations

There are online options for customers who prefer to make or cancel STAR reservations and to receive information on STAR services via computer/tablet. This new option helps to facilitate the use of STAR services for customers who prefer to communicate online.

With this new online program, STAR customers can access the CDTA website and conduct the following business:

- Make, Confirm or Change a Reservation
- Cancel a Reservation
- Apply for STAR
- Alert CDTA to a site closure frequented by STAR customers
- New STAR Orientation class registration

For easy access, customers can visit [www.cdt.org/star](http://www.cdt.org/star)

# TIME

## On Time Performance

- Trips are within the ADA acceptable pickup window time frame if the vehicle arrives within 25 minutes of the reserved pick-up time.
- The trip is considered “significantly late” if the vehicle arrives more than 25-minutes after the scheduled pick-up time.

## Late Vehicle Calls

- If the vehicle is “late”, as defined more than 25 minutes, you may call a representative to request an estimated time of arrival (ETA). Call (518) 482-2022 (option #1).
- Dispatchers are available to respond to calls during regular operating hours:

Weekdays from 4:00AM to 12:00AM  
Saturdays/Sundays from 5:00AM to 11:00PM

## Operator Wait Time

- Operators are required to wait for the client for five (5) minutes after they arrive at the pickup.
- If the operator arrives early, the five (5) minutes do not start counting until the scheduled pickup time. The operator cannot require the client to board before the scheduled time.
- The operator must still wait even if they arrived late.

# NO SHOW/LATE CANCELLATION

## ADA Comparable Paratransit Service No Show/Late Cancellation Policy Purpose

To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. STAR's ADA Paratransit Passenger No Show policy is part of an effort to bring our customers more efficient paratransit service and to be current with Federal Transit Administration findings and best practices.

Sporadic customer no shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, a pattern and practice of "No Shows", late cancellations and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service. No Shows and late cancellations result in wasted trips that could have been scheduled for use by other paratransit customers.

No Shows are recorded each time a paratransit customer makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

***Excessive No Shows may result in suspensions of service.***

### Examples of Cancellations

**No Show** - This is when all of the following criteria are met:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip 2 hours or more before the pick-up window.
- The vehicle arrives at the scheduled pick-up location within the 25-minute pick-up window.
- The driver cannot reasonably see the customer approaching the vehicle within 5 minutes.
- The dispatch office is notified. At this time, dispatch will verify that the operator is at the correct location. If they are, the client will be charged with a No show.
- Clients cannot be charged a No Show if the operator was late to the pickup.

**Cancel at the door** - this is a cancellation that is less than an hour before you scheduled pick up time.

**Cancel late** - this is a cancellation that is less than two hours from the trip pickup time.

In the event of a No-Show at the customer's home, **CDTA is not obligated to dispatch another vehicle to serve that trip.** If the customer calls STAR to inform the representative that they are "stranded" away from home because of the No-Show, CDTA will dispatch a vehicle to bring that customer home, with the understanding that it will be on a first availability basis to pick-up that customer.

## NO SHOW/LATE CANCELLATION (continued...)

If a No-Show occurs during the first leg of a round-trip, or the first part of a multi-destination trip, the remaining trips of the customer's itinerary **will not** be automatically cancelled.

**It is the customer's responsibility to inform STAR if they will be taking the remaining trip(s). If the customer will not be taking these remaining trip(s), additional No-Shows will be charged to the customer unless they cancel the trips.**

- If a customer decides to take only part of a scheduled trip that has multiple destinations, he or she must cancel all other parts of the trip or each trip not canceled will be considered a No-Show.
- When the ride is canceled due to inclement weather, you will not be charged for that cancellation.
- When canceling a trip less than 2 hours before pick-up, you must speak with a Call Center Representative directly.
- When there is good cause for canceling a STAR trip, you will not be charged a No Show. Make sure to let the representative know the reason for the late cancellation or no-show as soon as possible. Customers can not be held responsible for No Shows beyond their control.
- If a customer has any combination of three (3) No Shows, Late Cancellations or Cancels at the Door of his or her rides within thirty (30) days without cause, a written notice will be sent which will indicate:

**That within the next two (2) months, if the customer has a combination of three (3) No Shows, Late Cancellations or Cancels at the Door within thirty (30) consecutive days, the customer's STAR service may be suspended for a period of one week.**

Written appeals should be submitted within sixty (60) days of the written decision. If requested, an in-person hearing will be reserved. Anyone can assist a customer in the appeal process. At the end of the guide, please see a list of organizations that may be able to assist you.

### No Shows beyond Passenger's Control

Trips cancelled for reasons that are beyond the customer's control will not be considered No Shows. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call STAR to cancel in time, or to take the trip as scheduled.

Although No Shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel scheduled trips in a timely manner. **It is the customer's responsibility to provide the reasoning for not canceling a trip earlier.** Contact should be made with STAR as soon as reasonably possible so that No Shows occurring beyond a customer's control can be excused. Lack of any contact will result in a No Show record remaining intact and may lead to warnings/service suspensions detailed below.

# SUSPENSION OF SERVICE

Prior to suspension, the customer will receive written notice that STAR service will be suspended on a specific date along with a copy of the appeals process. If the customer wishes to appeal the suspension, STAR will continue to provide Paratransit service until the decision has been made.

## Consequences for Pattern and Practice of No Shows

<b>1st Violation</b>	Letter of warning and/or phone contact
<b>2nd Violation</b>	2 Day Suspension
<b>3rd Violation</b>	5 Day Suspension
<b>4th Violation</b>	10 Day Suspension and Loss of Subscription Service. Alternate fine - ADA average trip cost multiplied by number of days suspended.
<b>5th Violation</b>	30 Day Suspension and Loss of Subscription Service

### Violation history covers a 12-month floating period.

If a customer has a pattern and practice of No Shows as provided above, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.

Loss of subscription service takes effect with four violations in a floating 12-month period and will not be removed until the customer has three consecutive months without any No Shows ***average ADA trip cost multiplied by the number of days to be suspended.***

# APPEALS PROCESS

An individual who wishes to appeal a decision can do so by law either in person, via written or verbal appeal. The customer has sixty (60) days to notify CDTA in writing for a date/time to have an in-person appeal, make a verbal appeal by phone, or to send in a written appeal.

Please send all written appeals, or request for an in-person or verbal appeal to the CDTA Appeal Officer. Customers can call (518) 437-8300 or send the written appeal to:

**CDTA STAR Appeal Officer  
110 Watervliet Avenue  
Albany, New York 12206**

Within thirty (30) days of the appeal, CDTA's decision shall be issued to the individual in the appropriate accessible format including reasons for the decision.

**Note:** Throughout the appeal process, the appellant may choose someone else to represent them. The representative does not have to be a lawyer and may include any human services personnel, or any one the customer wishes. The individual may request a hearing where they can be heard and present information along with arguments. The written appeal must contain all the details necessary to evaluate the person requesting the appeal and may include professional documentation. CDTA must give the individual any details and information needed about the situation to use at the appeal. The CDTA Appeal Officer will review and hear all appeals concerning denial of STAR service, limited eligibility or suspension of STAR use.

If not satisfied with the appeal determination, a grievance procedure can be found at:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

# STAR FARES

## Fares

The fare for each one-way STAR trip is currently \$2.50. PCA's ride free of charge, while companions are charged the same fare as a STAR customer. Fares must be paid at the time of boarding for each trip. If a contracted service provider is picking you up, please pay the normal STAR fare to the driver.

## Fares may be paid in one of four ways:

- CASH with exact amount (Operators carry no change)
- Dollar bills
- Coins
- STAR Tickets
- Debit

## STAR Tickets

- Order online at [www.cdta.org](http://www.cdta.org) under Fares
- CDTA's Treasury Department. Call (518) 437-8346 for more information
- CDTA Sales Office – 85 Watervliet Avenue, Albany, NY 12207; (518) 437-6876
- Saratoga Springs Train Station - 21 Station Lane, Saratoga Springs NY 12866; (518) 437-6877
- Market 32/Price Chopper Supermarkets – Please visit the customer service desk or call the store closest to you for more information.

## STAR Debit

STAR Debit is a prepaid fare program. STAR customers who participate in the STAR Debit system must deposit \$50.00 to activate an account. This can be paid by check, money order or you can pay over the phone using a credit or debit card. Debit customers will receive a monthly statement. A minimum balance (after original account set up) of \$25.00 is required at all times. Please call (518) 437-5228 for information.

**\*\*The STAR Debit operator cannot make change, accept reservations, or modify pick-up times \*\***

## CDTA Navigator ID Card

All ADA paratransit certified individuals may obtain a CDTA *Navigator* ID Card. It is recommended, but **not** required. If you plan to travel outside CDTA's service area, the CDTA *Navigator* ID Card allows you to reserve paratransit trips with transit agencies throughout the United States.

A CDTA *Navigator* ID Card allows customers to ride CDTA's accessible fixed route at a half fare all day long, seven days a week. Please call (518) 482-8822 or visit [www.cdta.org/navigator](http://www.cdta.org/navigator) for more information.

# STAR CUSTOMER GUIDELINES

## Orientation

To familiarize customers with STAR service, CDTA offers an orientation. The orientation may be done in person or over the telephone. STAR orientation includes issues specific to the customers' needs. The invitation is also extended to personal care attendants and mobility instructors. Various topics may include:

- obtaining STAR Navigator photo IDs
- how to get from drop-off point to desired location (e.g., Empire State Plaza turn around and Corning Tower offices)
- making reservations
- using the IVR

For more information or to sign up for the orientation, please call (518) 482-2022 (press option #4).

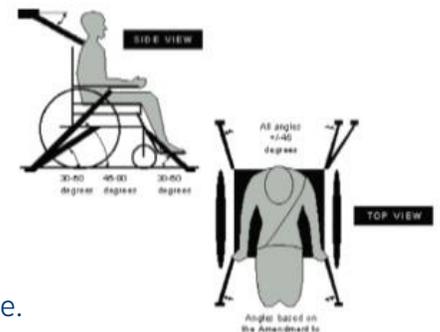
All customers must remain seated while the STAR vehicle is moving.

## STAR Riding Guidelines

STAR provides shared-ride, door-to-door transportation. Operators will go to the ground level exterior door of the building. Operators will identify themselves to all passengers and announce the name(s) of the passenger(s) being picked up. STAR customers are expected to treat the driver and other passengers with respect and consideration. Every effort will be made to make your ride comfortable and pleasant. Customers may use electronic devices to listen to music, talk on the phone or watch videos while on the bus, but they should be accompanied by headphones. By requiring this it will minimize the potential disruption to other passengers. All customers must remain seated while the STAR vehicle is moving.

## Wheelchair Securement

- STAR buses use a 4-point securement system for wheelchairs and scooters.
- All wheelchairs must be transported in a forward-facing position
- Buses are equipped with lifts to assist customers exiting and/or entering the vehicle.
- Buses are equipped with handrails to aid customers in entering and/or exiting the vehicle.
- Operators may offer verbal assistance or a simple guiding of the hands.
- A seatbelt is required for all STAR customers
- Operators can assist in placing your walker or cane into the vehicle.
- Operators also will secure rollators, anything that can be secured while the bus is in motion.



It is the operator's responsibility to ensure all mobility devices are properly secured while in the vehicle, whether occupied or not. For your safety, please follow the instructions of your operator.

Mobility devices cannot move more than two inches while on the lift platform or in the securement area. Operators are instructed not to transport devices that can move more than two inches.

## **WHEELCHAIRS**

STAR vehicles are equipped with a lift to accommodate wheelchairs. Some oversized wheelchairs may exceed the lift capacity and cannot be accommodated. If you have concerns about your wheelchair's size or weight fitting on our vehicles, please contact the STAR office and we will make arrangements to have a supervisor inspect your wheelchair.

Customers must wait for the operator's instruction for boarding the lifts and positioning the wheelchair for proper securement in the vehicle. Please apply your brakes and turn off controls while riding on the lift and while the wheelchair is in the securement position.

## **SCOOTERS**

Scoters are electrically powered devices with a central post supporting the seat. Some scooter manufacturers provide a written disclaimer to the owner that the device should not be used as a seat on a moving vehicle. You may ride your scooter on the lift. Please apply your brakes and turn off controls while riding on the lift and while the scooter is in the securement position. STAR strongly recommends you transfer to a fixed seat, but it is your choice. If you remain in the scooter while being transported, the driver will secure your scooter and assist you in securing your seat belt.

## **OTHER DEVICES**

Advancing technology has resulted in new and improved mobility devices continuously being developed. If you travel with a device or aid not listed here, please contact us. STAR will work with you to make your travel both pleasant and safe.

### **Portable Oxygen Use:**

The ADA requires transportation service provided to customers who need to bring an oxygen tank. For safety reasons, it is required that the customer can maintain control of their oxygen tank at all times.

Oxygen tanks may be taken on a STAR vehicle; however, they cannot reduce seating capacity, nor can they create a safety hazard. Customers may travel with respirators, portable oxygen, and other life-support equipment, provided they do not violate laws or rules related to transportation of hazardous materials.

## **STAR CUSTOMER GUIDELINES (continued...)**

Customers traveling with respirators, portable oxygen and other life-support equipment must follow safety procedures to ensure the protection of all passengers and transit employees.

- The portable oxygen tank may not exceed 15 lbs. in total weight; 29 inches in height; and 4.38 inches in diameter
- If the customer cannot pull an oxygen tank cart or carry/maintain control of the tank by themselves, then the rider shall provide a PCA to perform those functions.
- Portable oxygen tanks must be turned off when not in use; the oxygen mask/nasal cannula must be secured to the customer's face when in operation.
- The customer may board the vehicle with as many portable oxygen tanks as they or their PCA can carry themselves, provided all tanks carried by the passenger are under the passenger's/PCA's control.

### **Open Sores and Wounds**

For the safety of all passengers and CDTA employees, we cannot transport customers with open wounds or sores. An open sore or wound may include, but is not limited to: a medically related opening which creates leaking or discharge of bodily fluid or an injury that causes an external break in body tissue. Wounds include abrasions, incisions, lacerations, punctures and avulsions.

Wounds must be properly dressed, and leakage/discharge must be controlled to prevent transmission of biohazards to transit personnel and other customers, while also preventing infection of the wound. If the wound is not properly dressed, customers may be refused entry. In some cases, passengers may be required to exit the vehicle to address biohazard concerns.

CDTA personnel are not allowed to assist passengers in dressing wounds and controlling bodily fluid leakage / discharge.

### **Reasonable Assistance**

The STAR operator will help customers on and off the vehicle and offer reasonable assistance to/from the entrance. Operators cannot escort customers in and out of buildings. They can, however, hold the door open if needed. Customers **MUST** be able to carry and properly secure their own packages. If packages cannot be secured in your lap or down by your feet, the operator will immediately contact STAR Dispatch for further instructions. Customers who require additional assistance should arrange for a PCA or companion to assist with packages or luggage.

### **Shopping Bags/Carts**

Customers **MUST** be able to carry and properly secure their own packages. If packages cannot be secured in your lap or down by your feet, the operator will immediately contact STAR Dispatch for further instructions.

Example: Grocery shopping bags are limited to **5-6 bags** of which the STAR customer must carry and secure within the seat they are sitting in on the bus. Grocery bags cannot take up other seats on the bus. If bus arrives and a customer has a full grocery cart of groceries, they will not be transported and will have to find other means of transportation back home.

Shopping carts are allowed and must be secured in the appropriate area. **They cannot create a safety hazard or reduce capacity on a vehicle.** Please advise the representative at the time of reservation that you are bringing a cart.

### **Travel Training**

Travel Training is available for customers who need assistance using the CDTA transit system. Training is provided by professional instructors at no cost and is tailored to the individual customer's needs. With Travel Training instruction, some disabled customers may be able to use fixed-route accessible buses. While the customer will no longer be eligible for STAR services for that specific route in normal weather conditions, the freedom gained being able to go out when desired is often worth it.

**Please call the Disability Certification Manager for more information about Travel Training at (518) 437-8378.**

### **Contracted Services & Dedicated Vehicles**

STAR Taxis follow the same rules as STAR buses. The vehicle arrives at the scheduled pick-up location within the 25-minute window. They must be there on time, wait 5 minutes, and bring you to-and-from your main door.



All vehicles are installed with live GPS and will be monitored in real time by A-Plus Medi-Trans, Suburban Taxi and STAR Dispatchers.

### **Showing Appreciation, Customer Comments and Commendations**

STAR personnel are not allowed to accept tips, but they appreciate your praise. If you would like to commend personnel for the service provided, call our Customer Service Center at (518) 482-8822.

### **STAR Town Hall Meeting**

STAR holds an annual town hall meeting where you can come and meet CDTA management and STAR staff. You can ask questions and address any issues. It's a great time to get together to provide input to STAR on how we are doing. Transportation to and from this meeting is free of charge.

# SERVICE ANIMALS

A service animal is an animal specifically trained to do work or perform tasks for the benefit of an individual with a disability. Your service animal is welcome on board our STAR buses and vehicles.

If you are utilizing the help of a service animal, you must inform us at the time of your trip request so that we can ensure that there is adequate space for the animal and that the operator is aware.

Customers are responsible for their service animal's grooming and behavior. A service animal is not allowed to occupy a seat but can sit in your lap if you choose. Larger animals should stay seated on the floor next to you and should not interact with other passengers except with their permission. You must always have control of your service animal, either by voice command or touch.

If you use the wheelchair lift and have a service animal, please be aware that your service animal cannot accompany you on the lift. You may guide and command the service animal to enter the vehicle using the stairs and put the animal in a stay position while you board. As an option, you may also board the vehicle and call the service animal to enter the vehicle using the stairs.

## A Word About Pets

STAR cannot transport pets unless they are in a carrier and you are able to carry and hold the carrier. This is for their safety. Please keep in mind that not all people enjoy being around animals, and some have health conditions that are aggravated by exposure to fur, hair, dander, etc. If you plan to travel with a pet in a carrier, please inform us at the time of your trip request.

# SEVERE WEATHER GUIDELINES

In case of an accumulation of snow or ice, CDTA will follow these procedures:

- If weather conditions and/or snow/ice accumulations do not allow for the STAR vehicle lifts to be safely deployed, the operator will not pickup. In this event, the operator is instructed to notify representatives, who in turn, will notify the customer that the trip cannot be provided. A supervisor will determine if STAR can accommodate the trip requested from another nearby location.
- Please make sure that STAR has all appropriate phone numbers related to your trips so that you can be contacted in the event of severe weather or another logistical issue.
- If the lift can be safely deployed, but the sidewalk or driveway to/from the STAR vehicle does not allow for safe passage, the operator will notify dispatch. The Transportation Dispatcher will then attempt to notify the customer of the condition and postpone pick up until conditions improve. We will only pick up the customer when the sidewalk or driveway is sufficiently clear of snow or ice.
- If the pathway at your residence is impassable, you must notify STAR to cancel the reserved pick-up.
- When the ride is canceled due to the inclement weather, you will not be charged.
- If a residence is blocked, STAR will make every effort to get you home.

# RESOURCES

The following is a list of resources that may assist you with an appeal or STAR issue/complaint:

## **Capital District Coalition for Accessible Transportation**

15-17 3rd St.  
Troy, NY 12180  
Phone: 518-273-1110  
Web: [www.cdcat.org](http://www.cdcat.org)  
Email: [advocate@mobilityfreedom.org](mailto:advocate@mobilityfreedom.org)

## **Catholic Charities Disabilities Services**

1 Park Place, Suite 200  
Albany, New York 12205  
Phone: 518 - 783-1111  
Web: [www.ccdservices.org](http://www.ccdservices.org)

## **Self-Advocacy Association of NYS**

500 Balltown Road  
Bldg. 5  
Schenectady, NY 12304  
Phone: (518) 382-1454  
Web: [www.sanys.org](http://www.sanys.org)

## **Epilepsy Foundation Northeastern New York**

3 Washington Square  
Albany, NY, 12205  
Phone: (518) 456-7501  
Web: [www.epilepsyfoundation.org/local/efneny/index.cfm](http://www.epilepsyfoundation.org/local/efneny/index.cfm)

## **Independent Living Center of the Hudson Valley (ILCHV)**

15-17 3rd St.  
Troy, N.Y 12180  
Phone: 518-274-0701  
Web: [www.ilchv.org](http://www.ilchv.org)  
Center for Independence (CDCI)  
1716 Central Ave  
Albany, New York 12205  
Phone: 518-459-6422  
Web: [www.cdciweb.com](http://www.cdciweb.com)

**Belvedere Brain Injury Program**

1 Van Tromp Street

Albany, New York 12207

Phone: 518-694-9400

Web: [www.belvedere-online.com](http://www.belvedere-online.com)

**Epilepsy Foundation Northeastern New York**

3 Washington Square

Albany, NY, 12205

Phone: (518) 456-7501

Web: [www.epilepsyfoundation.org/local/efneny/index.cfm](http://www.epilepsyfoundation.org/local/efneny/index.cfm)

**Disability Advocates, Inc.**

5 Clinton Square, 3rd Floor

Albany, NY 12207

(518) 432-7861 (voice and TTY)

# GLOSSARY OF TERMS

## **ADA – Americans with Disabilities Act**

The Americans with Disabilities Act (ADA) was signed into law under President George H.W. Bush in 1990. It applies to all private and state-run businesses, employment agencies and unions with more than fifteen (15) employees. The goal of the ADA is to make sure that no qualified person with any kind of disability is turned down for a job or promotion or refused entry to a public area.

## **ADA Transportation Regulations**

These Federal regulations cover fixed route and paratransit buses as well as other transportation. The parts pertaining to transportation are 49 C.F.R. § 37.129(a) and 49 C.F.R. Part 37, App. D, § 37.129, available at: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/ada-regulations>

## **Federal Transportation Administration Office of Civil Rights Rider Complaint Form**

This form is available if you have a complaint or appeal that has not been resolved to your satisfaction by CDTA/STAR. It is available at: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>

## **Comparable/Complementary Service**

Paratransit service must be comparable to service that you would have if you used a fixed route bus.

## **Representative and Transportation Dispatcher**

The direct person taking reservation requests, confirming trip information and same day service inquiries

## **Fixed Route Service**

Service operating along a planned route stopping only at designated bus stops, such as CDTA's 905 route or the 22.

## **Late Cancellation**

A cancellation that is less than 2 hours from the trip pickup time. Three (3) late cancellations are equal to one No Show.

## **Cancel at the Door**

A cancellation that is less than an hour before your scheduled pick up time. Three cancellations at the door are equal to one No Show.

## **No Show**

When a customer does not show up for a pick-up which they did not cancel, and which was not "significantly late."

### **Paratransit, ADA paratransit**

Service for people with disabilities that are unable to use the fixed route system. ADA paratransit is the minimum level of paratransit service allowed by the Federal Government.

### **STAR**

**Special Transit Available by Request.** STAR is CDTA's Paratransit service. STAR service is a shared ride, meaning others may be picked up and dropped off during your ride.



Welcome to the new STAR Traveler program that offers you the ability to book and cancel your trips online, over the phone and to receive accurate and detailed notifications about your reservation.

Traveler offers STAR customers more choices as to access information about their trips. You will be able to see the details of your account and trips - anywhere, anytime. STAR customers will have more accurate planning options with real-time updates on arrival times.

CDTA is excited to offer this new solution that enables customers to access up to the minute information on the web and through the IVR system, while easily connecting with a call center agent when they require assistance.

Below is quick overview of the details you will find in the STAR booking guide:

### **Online Booking**

STAR customers can now plan trips and access schedules, bus arrival predictions and reminders on web-enabled devices, including PC's, cell phones and PDAs.

### **Automated Telephone Solutions**

STAR customers will have more options for accessing information through our enhanced interactive voice response (IVR) technology. Customer transit information is now accessible over the phone 24 hours a day.

### **Real Time Information**

STAR customers will know exactly when their bus is scheduled to arrive, whether they are waiting at their stop, surfing the web, or using their cell phone.

### **Customer Experience**

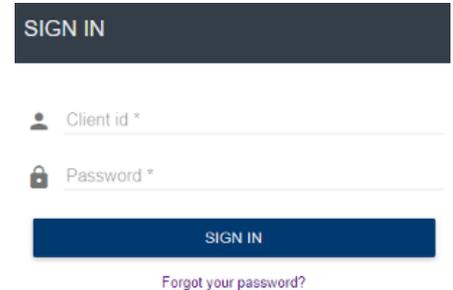
STAR Traveler web services provide convenient, 24/7 access to better information, which allows CDTA to provide a better quality of service to STAR customers.

# PASS WEB

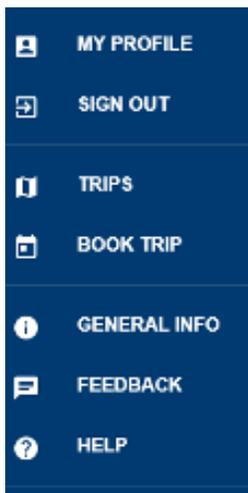
Customers can book trips 24/7 online including trips the next day up until 4pm. Customers looking to use this new feature should log onto the CDTA website at <https://www.cdtatransit.org/star-booking-online>.

## Follow these steps to book a trip through the CDTA website:

- Step 1: Enter your Client ID Number in the Client ID Box
- Step 2: Enter your 6-digit Password in the Password Box (MM/DD/YY)
- Step 3: Click the Sign-In Button



After logging in, you'll see the home page which will allow you to do the following actions:



**My Profile** – Review your profile information

**Sign Out** – Logs you out of the site

**Trips** – View already booked trips in a calendar format

**Book Trip** – This is where you will create a new booking

**General Info** – This is where you can get information on STAR service

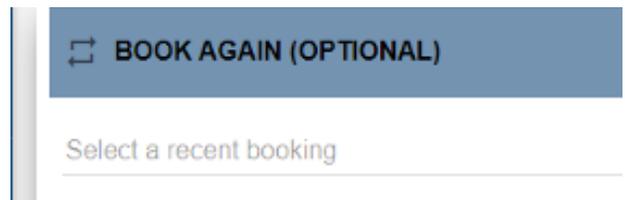
**Feedback** – This form is to provide general feedback to STAR and is not intended for trip planning or address changes.

**Help** – Provides customers with definitions for commonly used terms

# BOOKING A TRIP

## STEP 1

If you want to book a trip that you have recently taken, you can select the address from the drop-down menu under “Book Again”



Click on one of the presented options as seen below and then select it.



## STEP 2

If you do not select from the “Book Again” option, you must select your pickup address under “Pick Up Details”

You can either click the “Pick Up Address” box and select an option from the drop-down menu or type in the pickup address manually.



### STEP 3

Under “Drop Off Details” you must enter your destination address

You can either click the “Drop Off Address” box and select an option from the drop-down menu or type the drop off address manually.

#### DROPOFF DETAILS

Dropoff address \*

### STEP 4

Click on the “Trip Date” box and select the date of travel from the drop-down list

**NOTE:** You cannot book same day trips online as the current date will not be available. If you do not have an appointment time, ensure that “Pick me up at” is selected under “Trip Type” option. Then enter the time of pick up requested under the “Pick a time” drop-down menu.

If you do have an appointment, click on the “Trip Type” button and select “Drop me off at”. Then enter the time of your appointment under the “Pick a time” drop-down menu.

*\*Please note, your scheduled time already includes a 25 minute pick up window grace period.*

#### DATE AND TIME

Trip date \*  
Tue, Oct 1

Trip type  
Pick me up at

#### DATE AND TIME

Trip date \*  
Tue, Oct 1

Trip type  
Drop me off at

### STEP 5

Select the trip purpose by selecting from the Booking Purpose menu

Booking purpose \*

## STEP 6

Select Trip Options.

If you are shopping and bringing a shopping cart, select shopping cart under “I will be bringing”



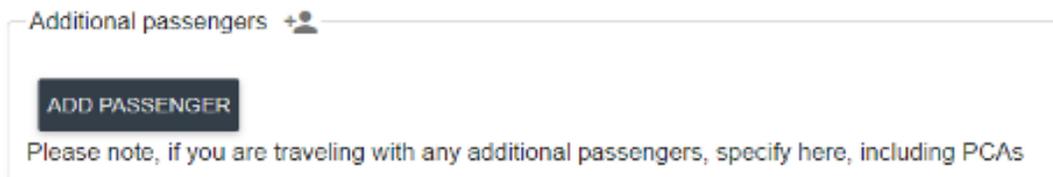
I will be bringing

SHOPPING CART

## STEP 7

If you are traveling with any additional passengers select the Add Passenger button.

**NOTE:** If you are riding with a PCA you will need to add them as an additional passenger here



Additional passengers +

ADD PASSENGER

Please note, if you are traveling with any additional passengers, specify here, including PCAs

Select the type of passenger and the type of space they will need from the Add Passenger pop-up

Click Add Passenger.

Then Click “Book Trip”.



Add passenger

What kind of passenger? \*

COMPANION

Will they have special equipment? \*

WHEELCHAIR

CANCEL ADD PASSENGER

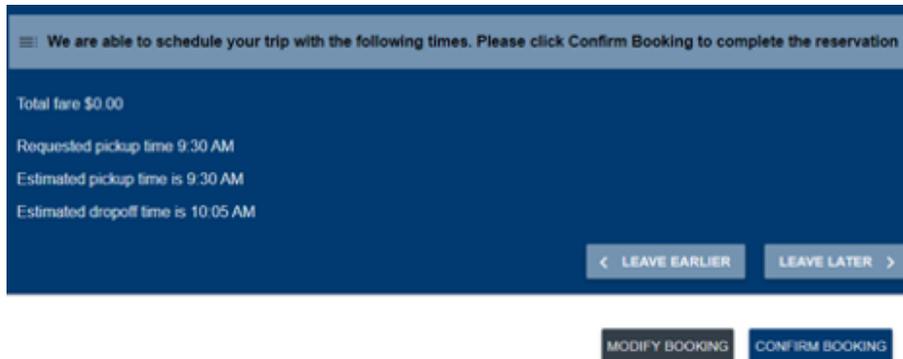
## STEP 8

On the Confirm Booking screen, please verify that all your information under 'trip details' is correct.

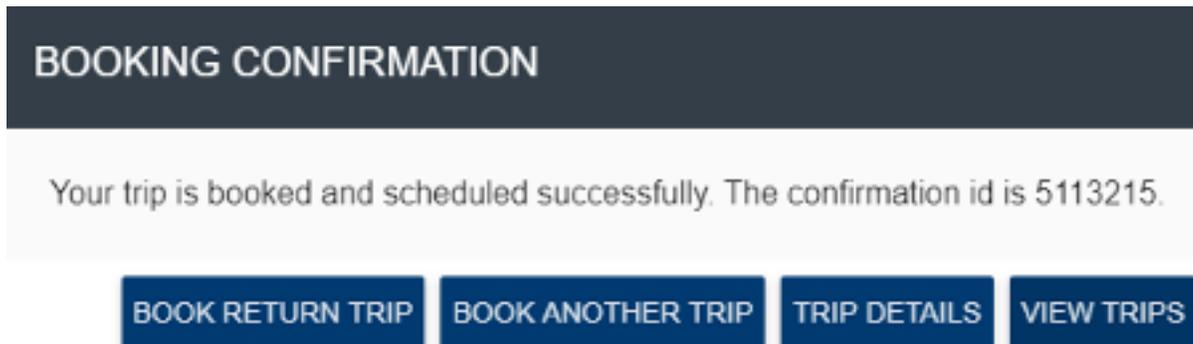
A message box will appear to provide your scheduled trip information. Click on "CONFIRM BOOKING" to accept the trip times.

You can modify your trip times by selecting "LEAVE EARLIER" OR "LEAVE LATER"

You must click on "CONFIRM BOOKING" when completed.



After you click "CONFIRM BOOKING", the Booking Confirmation box will appear to confirm if your trip is booked and scheduled successfully. **Please copy down the confirmation ID as it can be used to when speaking with a representative about the trip.**



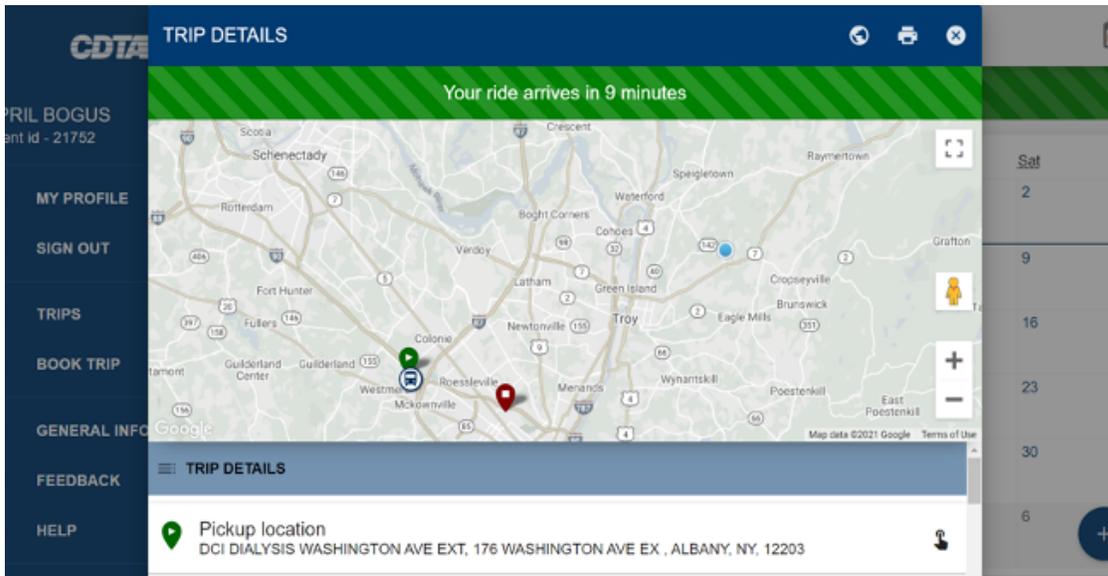
## STEP 9

From here you can select 'Book Return' trip to book this trip in reverse. Once you click the Book Return Trip button you will just need to enter the Pickup or Drop off times.

## PASS WEB TRIP DETAILS

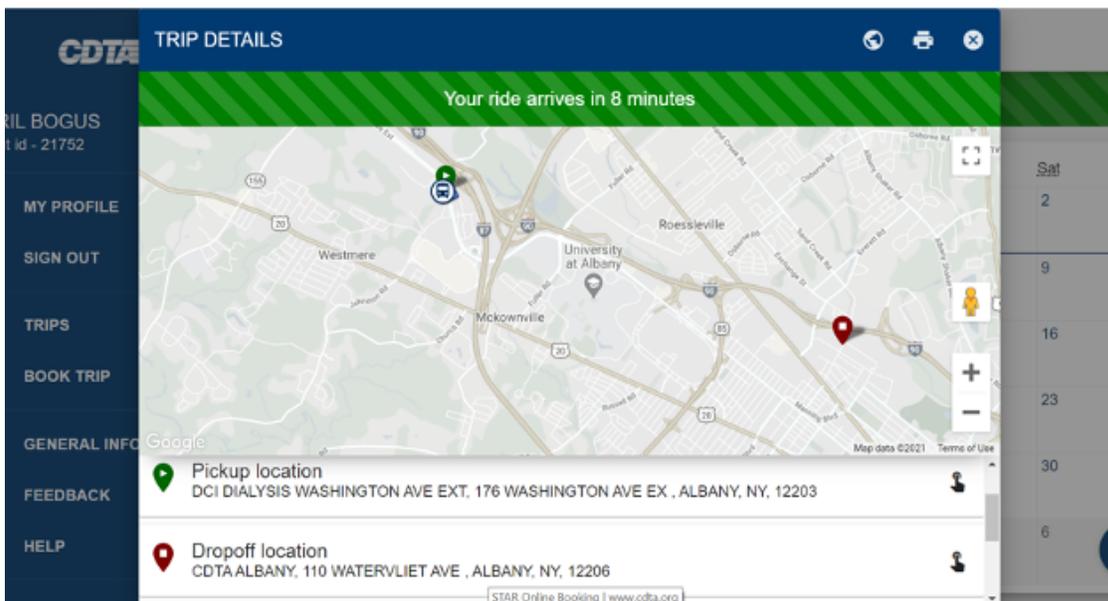
Under the STAR booking home page you will be able to get the most up to date live information. Click on trip details; which will show estimated time of arrival based on real time data. In this screenshot, you can see your ride arrives in 9 minutes. As the vehicle gets closer to your pick up location, it will continue to count down; street by street and turn by turn and minute by minute.

For example:

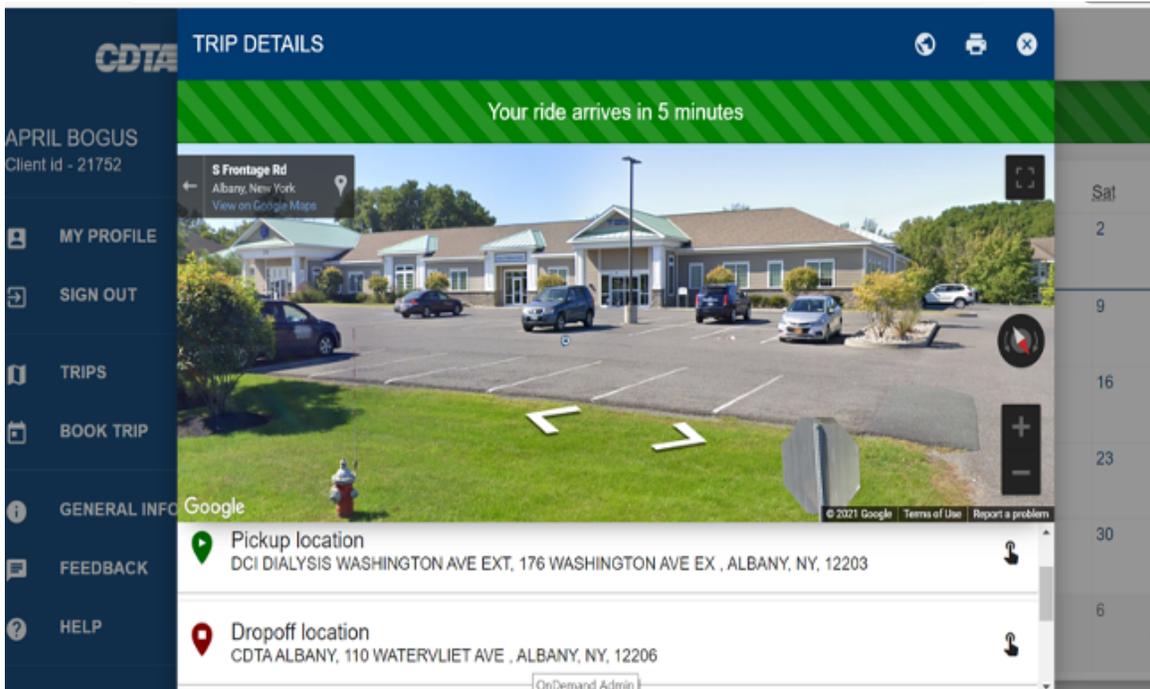


The green arrow is the pickup location, the bus icon is the vehicle headed to you, and the maroon balloon icon is the scheduled destination for this trip.

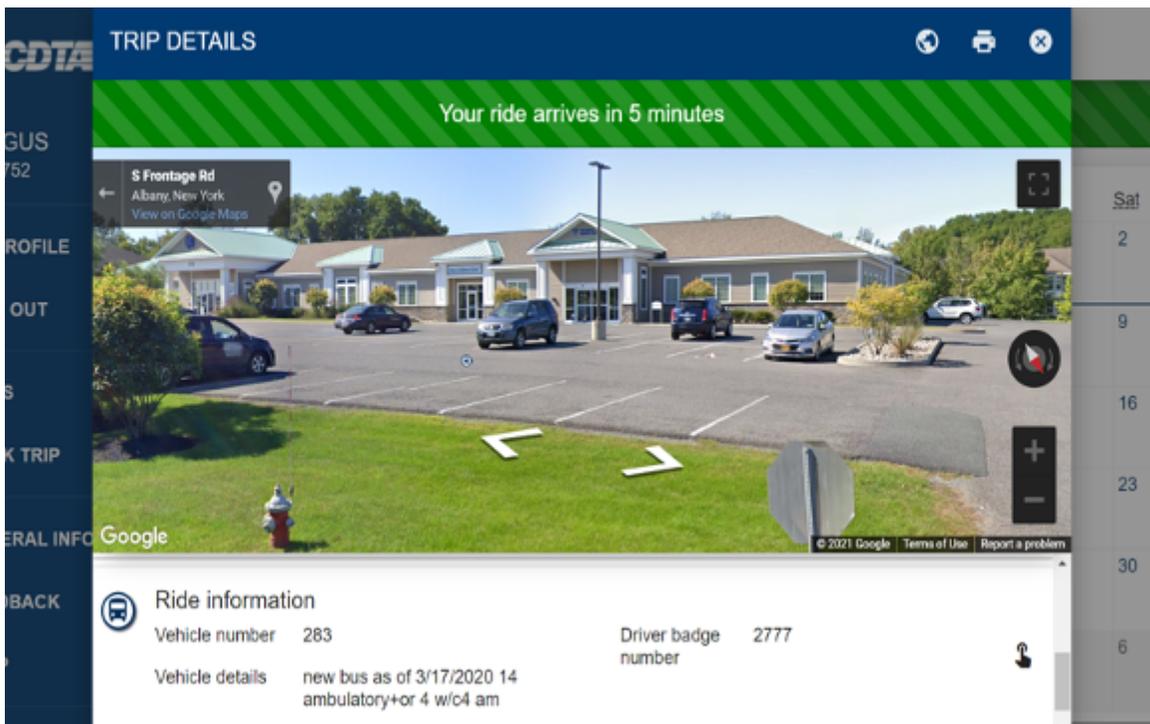
The bottom of the page gives you the address of the pick-up location and the drop off location.



On the right you will see a little yellow Pegman; he can be moved onto the map to enable street view. You can access street view by dragging the yellow man to a destination on the map; of either your pick up location or the destination.



Once the vehicle arrives, you will see ride information including the drivers badge number and vehicle number.



## PASS WEB

# CANCELLING A TRIP

### STEP 1

Select the trip from the Calendar. Then click the Trips link on the left side of the page.

### STEP 2

From the Trip Details page, select the Cancel button.



The screenshot shows the 'TRIP DETAILS' page. At the top right, there are two buttons: 'CANCEL' and 'REPEAT'. The 'CANCEL' button is highlighted with a red rectangular box. Below the buttons, the trip details are displayed in a table format:

Date	Fri, Oct 4	Total Fare	\$0.00
Status	<span style="color: green;">●</span> Scheduled	Additional passengers	1. PERSONAL CARE ATTENDANT - WALKING
Comments	CLIENT IS ALLERGIC TO DOGS!	I will be bringing	1. ARM CAST

### STEP 3

Enter a Cancellation Reason and then click Yes:

**Be sure to cancel the return trip booking associated with this booking as well or this may create a no-show or cancel-at-door situation**



The screenshot shows a dialog box for cancellation. It contains the following text:

Cancellation reason \*  
Canceled Appointment

Are you sure you want to cancel?

At the bottom, there are two buttons: 'NO' (light gray) and 'YES' (orange).

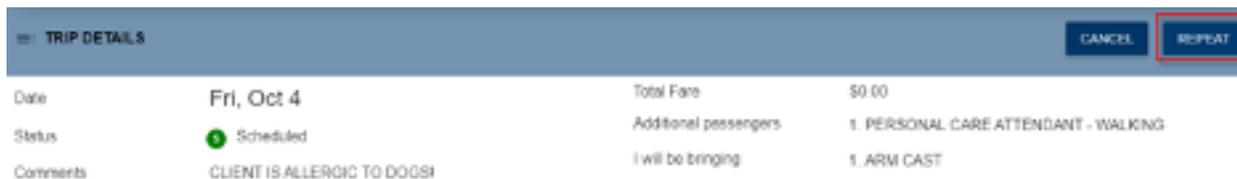
Please note the Cancel Confirmation Number



The screenshot shows the 'TRIP DETAILS' page after cancellation. The status is now 'Cancelled in advance' with a red 'ca' icon. A new field, 'Cancel confirmation number', is highlighted with a red box and contains the value 'C004DFE0F'. The other details remain the same:

Date	Fri, Oct 4	Total Fare	\$0.00
Status	<span style="color: red;">ca</span> Cancelled in advance	Additional passengers	1. PERSONAL CARE ATTENDANT - WALKING
Comments	CLIENT IS ALLERGIC TO DOGS!	I will be bringing	1. ARM CAST
Cancel confirmation number	C004DFE0F		

**NOTE:** You can also book this trip again at a different time by selecting the Repeat button.



The screenshot shows the 'TRIP DETAILS' page with the status 'Scheduled' (green dot). At the top right, the 'REPEAT' button is highlighted with a red rectangular box. The trip details are the same as in the previous screenshots:

Date	Fri, Oct 4	Total Fare	\$0.00
Status	<span style="color: green;">●</span> Scheduled	Additional passengers	1. PERSONAL CARE ATTENDANT - WALKING
Comments	CLIENT IS ALLERGIC TO DOGS!	I will be bringing	1. ARM CAST

# PASS IVR

**Note: You will need to opt-in to be able to book trips through the IVR by calling STAR Customer Service.**

CDTA's STAR Interactive Voice Response (IVR) system now allows customers to confirm, cancel, and schedule trips through our automated phone system. **Customers can log in using their client ID and 6-digit birthdate in the format of mm/dd/yy.**

Please follow these steps to use the new STAR IVR features:

1. Dial (518) 482-2022 to contact STAR
2. Select option 2 to connect to the STAR IVR
3. Log in using client ID and 6-digit birthdate in the format of mm/dd/yy.
4. Choose one of the following options:
  - a. PRESS 1 to confirm your trips
  - b. PRESS 2 to cancel a trip
  - c. PRESS 3 to schedule a new trip
5. Continue following the IVR Prompts

## Some notes about scheduling trips through the IVR:

- The addresses for pick-up or drop-offs will be pre-defined. These addresses include any addresses on file with STAR such as client home or client doctor. STAR can also include frequently used addresses to be made available through the IVR. If you would like other addresses added so that they are available through the IVR, please contact STAR to have your file updated.
- Any recently used addresses will also be available for pick-up or drop-off addresses.
- You can only schedule trips up to 7 days in advance and you cannot schedule same day trips.
- Next day trips can only be scheduled up until 4pm on the previous day.
- You are limited to scheduling three additional passengers per trip through the IVR. If you need to schedule more than three additional passengers, you will need to call STAR Customer Service at (518) 482-2022.

# WEB/IVR SYSTEM NOTIFICATIONS

**NOTE:** You will need to opt-in to receive notifications from STAR automatic notification system.

Once you have opted-in, you will be able to receive Direct Automated Notifications about your trips that can be sent via Phone, Email, and/or Text Message.

The following notifications are available:

- **Imminent Arrival:** You will receive notification 20 minutes prior to your vehicle arriving.
- **No Show:** You will receive notification if your trip has been marked as a No Show.
- **'Reminder' in Advance:** This will provide trip confirmation for next day's trips. These notifications will go out starting at 7:30pm on the day prior to your scheduled trip.
- **Trip Booking Confirmation:** You will receive confirmation whenever you book a trip.
- **Trip Cancel Confirmation:** You will receive confirmation whenever you cancel a trip.
- **Trip Update:** You will be notified anytime changes are made to your trip (Times, location)

## Text 'STAR' for Trip Confirmations

Text 25370 with the subject of "STAR <clientid>:<password>" to receive a text about any upcoming trips you have booked for the next 3 days.





—●—●—●—●— (518) 482-8822 | [CDTA.ORG](http://CDTA.ORG)