

What is the CTC program?

The Tallahassee/Leon County Community Transportation Coordinator (CTC) program is a curb-to-curb, advanced reservation, shared ride program for residents who have no other means of transportation.

Who can access the CTC program?

To be eligible for the CTC program, you must be transportation disadvantaged, which is defined as unable to transport themselves or purchase needed transportation because of physical or mental disability, income status or age.

How do I schedule a ride with CTC?

Call the StarMetro Office at **850.891.5199** to schedule a trip (TDD users dial **1.800.955.8771**). Advanced registration may be made up to 14 days in advance but must be called in by 2 p.m. the day before the ride is needed. Trip requests for Saturday, Sunday and Monday should be reserved the preceding Friday. When scheduling your ride, allow at least 15 minutes to get from the vehicle to your appointment location.

How do I register with CTC?

Call the StarMetro Office at **850.891.5199** Monday through Saturday from 6 a.m. to 10 p.m. and Sunday from 11 a.m. to 7 p.m. to request a CTC application package, or you can download the application from StarMetro's website at **Talgov.com/StarMetro**.

You will be notified of your eligibility within 10 business days of receipt of your completed application. Recertification is required every three years. You can fax your application and supporting documents to **850.891.5143** or mail to:

CTC Office

555 Appleyard Drive
Tallahassee, FL 32304

How do I prepare for my CTC ride?

Be ready an hour to an hour and a half before your appointment. CTC is not an emergency transportation provider. If a life-threatening event occurs, call **911**.

Community Transportation Coordinator Program

StarMetro CTC Office
850.891.5199
Talgov.com/StarMetro

Revised: April 23, 2018



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Guidelines for Riding CTC

A \$2.50 co-pay is required for each ride or one-way trip, and exact change is required as drivers do not carry cash. A Personal Care Attendant may travel free with a certified rider when medically necessary; companion riders pay the full \$2.50 fare. A working service animal may accompany you at all times. Seat belts and mobility tie downs should remain secure until the vehicle has come to a complete stop.

Cancellations, Limitations

If you need to change plans, please call as soon as possible. Cancellations must be made at least one hour in advance of the scheduled pick-up time or it will be considered a “No Show.” Excessive “No Shows” may result in suspension of your service. Same-day requests for transportation or alternate pickup times may not be accommodated.

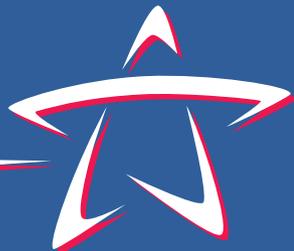
CALL US TODAY

RESERVATIONS:

850.891.5199

TDD USERS:

1.800.955.8771



Personal Belongings

Personal belongings (i.e. groceries, luggage, etc.) are the sole responsibility of the passenger. Transportation providers are not responsible for, nor expected to assist riders with, packages and are not responsible for belongings left on the vehicle.

Title VI / Nondiscrimination

StarMetro assures the Federal Transit Administration and the Florida Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Florida Civil Rights Act of 1992, as well as other applicable Federal statutes, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.



Suggestions and Comments

Please direct your suggestions and comments to the CTC office at **850.891.5199** or the Transportation Disadvantaged Hotline at **1.800.983.2435**.



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The City of Tallahassee/Leon County manages all Community Transportation Coordinator (CTC) services through StarMetro.

CTC offices are located at:

StarMetro

555 Appleyard Drive
Tallahassee, FL 32304

the
power
of
independence

