

Carry-On Rules

- You can carry on as many bags as you can safely handle at one time without assistance and that you can secure in your seat.
- Drivers **cannot assist** with any carry-on items. If assistance is needed due to age or disability, prior arrangements must be obtained from the Greene CATS scheduling office.
- Bikes must be secured to bike racks available on all vehicles.

Other Rules and Regulations

Any of the following actions will keep you from boarding the bus and being marked as no-show for the trip;

- violation of Carry-On Rules
- refusal to share all or part of your trip with other passengers
- anyone under 14 years of age not being accompanied by an adult
- failure to remain seated and wear your seat belt when the vehicle is in motion
- requesting to make unscheduled stops
- requesting the driver lift passenger and/or wheelchair up or down steps
- failure to have walkways clear of snow and ice if door-to-door service has been pre-arranged.
- bringing pets, other than service animals on the vehicle. Passengers **MUST** be in control of their service animal at all times. Animal **MUST** be leashed and seated on the floor next to the passenger

Any of the following actions will result in you being given a no-show for the current trip;

- Talking loudly on your cellphone or listening to music without headphones or earbuds
- eating, drinking, smoking (including vaping with e-cigarettes), chewing tobacco products, or chewing gum

Other Rules and Regulations (Continued)

Ridership privileges will be suspended for 12 months for the following actions;

- impolite and discourteous behavior to schedulers, dispatchers, the driver or other passengers

Ridership privileges will be permanently suspended for the following actions;

- physically harming a passenger, driver or service provider staff person
- threatening passengers or staff with bodily harm while on or near a transit vehicle or on the telephone
- intentionally damaging a transit vehicle or transit property in any manner
- possessing controlled substances (other than your own current prescriptions)
- being intoxicated or under the influence of illegal drugs
- possessing anything that is or can be construed as a weapon

Miscellaneous

- If you want to appeal an action taken by Greene CATS, please contact the Executive Director at (937) 708-8322.
- If you have any questions in regards to the information in the Passenger Guide please contact us at (937)708-8322 or (877)227-2287.

Phone Numbers to Remember

Call (937) 708-8322 or (877) 227-2287 to:

- **schedule a trip**
- **make comments or complaints**

Call (937) 374-6402 or (800) 980-6402 to:

- **check on your pick up times**
- **cancel a same day trip**
- **check on your ride**

Passenger Guide

Effective
January 1, 2017

**Providing
Safe - Reliable - Accessible
Public Transportation**



We're Going Your Way!

Greene County Transit Board
Administrative Offices
2380 Bellbrook Ave., Xenia, Ohio 45385
www.co.greene.oh.us/greencats
Office Hours: Monday-Friday 8:00 AM—4:00 PM

Telephone

937-708-8322

1-877-227-2287

≡ Passenger Guide

Service Overview

- Scheduled Rides: Picks up and drops off riders at specific locations. Reservation required. Service hours 6am – 9pm Monday-Sunday.
- Flex Route Services: Defined routes with scheduled time points that do not require reservations. Service Hours Monday-Friday, 5:30am-7:30pm.
- Flex Route Deviations up to 1/2 mile are available upon request. Reservations required.
- All services are open to the general public.
- Rides are available to and from any destination in Greene County with limited service to Montgomery County.
- All vehicles are ADA accessible.
- Children age 13 and younger must be accompanied by an adult age 18+.
- Scheduling hours are Monday-Friday, 8am-3pm.
- Dispatch hours are Monday—Sunday, 5:30am - 9pm.
- No service is provided on Thanksgiving, Christmas, & New Year's Day. Limited service on other major holidays.

The Greene County Transit Board (Greene CATS) operates all services, routes, and accommodations without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Greene CATS of Xenia, Ohio and/or the Federal Transit Administration. For more information on the Greene CATS civil rights program, and the procedures to file a complaint, contact (937) 708-8322, or visit our administrative office at 2380 Bellbrook Ave., Xenia, Ohio 45385

To Arrange Transportation

- Call Scheduling at (937) 708-8322 or (877) 227-2287 between 8 am and 3 pm at least two business days before your trip date to request your ride. Requests for trips may be made up to one month in advance.
- For trips two business days in advance, you must call Scheduling by noon for a reservation.
- When making a trip request be ready to provide the following information:
 - your full name, address and phone number.
 - date(s) transportation is needed.
 - addresses of pick-up and drop-off locations.
 - your appointment time and the time you need to be picked up.
 - any mobility aids or restrictions (wheelchair, walker, cane, walk slow, service animal, personal care attendant, oxygen, etc.)
 - any other passenger name(s), passenger age(s) if they are age 13 or younger.
 - number of car or booster seats needed for children less than 8 years of age (Greene CATS will provide car seats).
- Based on availability you will either be given a reservation or have the option to be placed on the waiting list.

The Day Before Your Trip

- Call Dispatch at (937) 374-6402 or (800) 980-6402 to ask for your exact pick up time or if you have been scheduled a ride off the waiting list.

Funding for Greene CATS Public Transit Services comes from the following sources: Federal Transit Administration, Ohio Department of Transportation, matching grants, passenger fares, and purchased service agreements with Greene County Board of Developmental Disabilities, Greene County Department of Job and Family Service, and other agencies.

The Day of Your Trip

- The vehicle may arrive up to 10 minutes before or 5 minutes after your scheduled pick-up time.
- Be ready and watch for the vehicle to arrive. **The driver will pull up to the curb and wait for up to 5 minutes after your scheduled pick up time before pulling away.**
- If you no-show for the first leg of a round trip, the return trip will be cancelled unless you contact the dispatcher at least 1 hour prior to the return time.
- You **MUST** notify Greene CATS Dispatch of any last minute cancellations or changes in your schedule. Cancellations less than 1 hour prior to a scheduled pick up will be considered a no-show.
- Major service disruptions will be announced on all local television stations and our website: www.co.greene.oh.us/greenecats.

The Cost of a One Way Trip

- Scheduled Rides: \$3.00 (\$.75 for children 13 and under) per passenger each way within Greene County, \$6.00 per passenger each way for trips into Montgomery County, (\$.75 for children age 13 and under).
- Flex Routes: \$1.50 (\$.75, age 13 and under, elderly, and disabled) each way per person.
- Flex Route Monthly Passes \$40/\$20
- Free one way transfers between Flex Routes.
- Be prepared to pay the exact fare (cash or tokens). Drivers do not provide change.
- If your trip is being funded by an agency, the agency needs to contact the scheduling office directly for information on agency rates and scheduling procedures.
- There is no fare for personal care attendants.