

Greene CATS

Public Transit System

Passenger

Rules and Responsibilities:

The Greene CATS Public Transit System Overview

- open to the general public
- Individuals under 14 years of age must be accompanied by an adult (over 18 years of age)
- 1 business day prior notice, demand responsive, not fixed route
- curb to curb; if door-to-door service is necessary, arrangements **MUST** be made at the time of reservation; driver is **NOT PERMITTED** to enter the home or office building
- ADA accessible to the disabled
- Service Hours 6am – 6pm Mon.-Sun.
- Scheduling Office Hours M-Th 830am-4pm and Fri. 830am-3pm
- Dispatch Hours M-F 5am - 7pm
- no transit service on Thanksgiving, Christmas, & New Year's Day; limited service on other major holidays
- to and from any destination in Greene County & limited service into Montgomery County.
- operated by First Transit, under contract to Greene CATS

To Arrange Transportation

- ❖ Call the Greene CATS Assistant Transit Scheduler, (937) 562-6523 or (877) 227-2287 or TDD/TTY (Ohio Relay Service) (800)

750-0750 by at least **noon the business day prior**. We are in the office M-Th 830am-4pm and Fri. 830a-3pm, but you may leave a message at any time. **DON'T** give your schedule to the driver.

- ❖ The earliest we can accept a transportation request is two weeks prior.
- ❖ Contact the Scheduling Office for information in regards to on-going transportation requests.
- ❖ Give the following information:
 - your full name, address and phone number (if you don't have a phone, we must have a phone number where we can get a message to you if needed)
 - date(s) transportation is needed
 - exact addresses of any pick-up and drop-off locations.
 - time you need to be at your appointment and time you need to be picked up from your appointment (If you don't know the exact time you need your return trip, you need to give an estimated return time. If you finish earlier than expected you may call (937)374-6402 or (800)980-6402 when you are ready for your return & we will try to get to you sooner, if possible. If you are going to be later than expected, please call the numbers above and let the dispatcher know what time you will be ready for your return & the dispatcher will get you on the schedule as close to that time as possible. Check back in 15 min. for your pick up time.)
 - any mobility aids or restrictions (wheelchair, walker, cane, service animal, personal care attendant, oxygen, etc.)

- any other passenger name(s), passenger age(s) if they are under 14 yrs.
- number of car seats needed for children under 40lbs **and** 4 years of age (Greene CATS will provide car seats)
- ❖ You need to call the dispatcher at (937) 374-6402 or (800)-980-6402 after 12pm the day before or the morning of your trip to ask for your scheduled pick-up time.
- ❖ The vehicle may arrive up to 10 minutes before or 5 minutes after your scheduled pick-up time, so you must be ready at least 15 minutes before your scheduled pick-up time.
- ❖ Major service disruptions due to weather or other emergencies will be announced on all local radio or television stations (You may want to tune to WHIO Channel 7 TV or WING FM 102.9 Radio.)

The Cost of a One Way Trip

- ❖ **\$1 per passenger each way within Greene County.**
- ❖ **\$5 per passenger each way; \$10 limit per family with children riding with their parent(s), for trips into Montgomery County.**
- ❖ You must have **exact change** when you board the vehicle or you **WILL NOT** be permitted to ride (no credit/debit cards).
- ❖ 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.

No Shows on Transit

- ❖ 3 no-shows within a 3-month period will result in being suspended from transit. 1st suspension 3-months, 2nd suspension 6-months, 3rd or more suspensions 12-months.

- ❖ 'No-show' - when you cancel with less than a 1-hour notice before your scheduled pick-up time, are not there when the vehicle arrives to pick you up, or if you violate any of the rules/regulations listed on the following page.
- ❖ You must be ready when the vehicle arrives. The driver will wait for you at the curb, so you will need to watch for the vehicle to arrive. **(The driver will wait no longer than 5 minutes after your scheduled pick up time!)** If you no-show for the first leg of a round trip, the return trip will be cancelled unless you contact the dispatcher at (937)374-6402 or (800)980-6402 (Monday-Sunday) at least 1 hour prior to the return time.
- ❖ You **MUST** notify Greene CATS Public Transit System of any last minute cancellations or changes in your schedule.
- ❖ All passengers who notify Greene CATS scheduling or dispatch staff of a cancellation will be given a cancellation confirmation number.

Carry-On Rules

😊 Drivers **cannot assist** with any carry-on items! If assistance is needed due to age or disability, prior approval must be obtained from the Greene CATS scheduling office.

😊 You can take as many bags as you can carry on safely at one time without assistance, and where bags are secure and will not spill their contents.

😊 You need prior approval from scheduling office to transport a bike. Bikes must be able to be secured.

Other Rules and Regulations on Transit

- ❖ Any of the following actions will result in you not being able to take the current trip and being given a no-show for the trip;
 - Violation of Carry-On Rules
 - refusal to share all or part of your trip with other passengers for schedule efficiency

- 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
- insisting on making unscheduled special trips or stops such as pharmacy stops after medical appointments or banking, grocery, fast food, etc.
- requesting that the driver lift or move the wheelchair &/or passenger up or down steps. If door-to-door service has been pre-arranged walks, steps, & ramps must be clear of ice & snow
- 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;
 - Not using earphones to listen to radios or CD/cassette players
 - eating, drinking, smoking, chewing tobacco products, or chewing gum
- ❖ Ridership privileges will be suspended for 12 months for the following actions:
 - impolite and discourteous behavior to the driver & 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 (This may also be subject to criminal prosecution.)

Miscellaneous

- ❖ If you have a comment, compliment, suggestion, or complaint regarding the Greene CATS Public Transit service please call us at (937)562-6523 or (877)227-2287.
- ❖ If you want to appeal an action taken by Greene CATS Public Transit, please contact Rich Schultze, Executive Director, at (937) 562-6522 to begin the appeals process.
- ❖ If you have any questions in regards to the information in the Passenger Guide please contact us at (937)562-6523 or (877)227-2287.

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

PHONE NUMBERS TO REMEMBER

- ✓ To arrange a trip: (937) 562-6523 or (877)-227-CATS before noon the business day prior.
- ✓ **Where's my ride? CALL DISPATCH AT (937) 374-6402 or (800) 980-6402**
- ✓ **To check your pick-up time: (937)374-6402 or (800)980-6402 after 12pm the business day (business days are Monday thru Friday) prior**
- ✓ **For last minute cancellations: Monday-Sunday Call (937) 374-6402 or (800) 980-6402**
- ✓ For comments, complaints, or suggestions: (937) 562-6523
- ✓ For appeals: (937) 562-6522

The mission of Greene CATS is to provide safe, reliable, convenient, accessible, practical and cost-effective public transit service for all of Greene County's population, with special attention to the needs of the County's transportation disadvantaged population, and with close coordination with the County's social services agencies, businesses and local decision-makers.

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(Effective 09/01/2006)



245 Valley Road
Xenia, OH 45385
(937) 562-6523
or

(877) 227-2287
TDD/TTY (Ohio Relay Svc.) (800) 750-0750
(937) 562-6511 fax

Brochure available in alternative formats upon request