

PHONE NUMBERS TO REMEMBER

To arrange a trip: (937) 562-6523 or (937) 562-6466 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) 562-6463

Check us out online:

www.co.greene.oh.us/greenecats

Facebook

Just search Greene CATS

Twitter

<http://twitter.com/GreeneCATS>

Email us at GreeneCATS@co.greene.oh.us

Greene CATS

Public Transit System

Passenger Guide



Main Office

571 Ledbetter Road
Xenia, Ohio 45385

www.co.greene.oh.us/greenecats

(Updated 07/16/2010)

Brochure is available in accessible
formats upon request

Welcome

Welcome to the Greene County Transit Board (Greene CATS) public transit system. Greene CATS provides public transportation for Greene County. Greene CATS currently has 34 wheelchair accessible light transit vehicles. It is our privilege to serve you in any transportation needs that you have.

This guide is designed to help you better understand the services provided by Greene CATS. In addition, this guide will outline your rights and responsibilities. Please take the time to become familiar with this booklet, and let us know if you have any questions or concerns.

Richard Schultze, Executive Director
(937) 562-6463

Greene CATS Mission Statement

The Greene County Transit Board's mission 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.

Greene CATS shall ensure that no person, on the grounds of race, color, national origin, sex, age, sexual preference, religion, political affiliation, handicap or veterans status, shall be excluded from participation in, be denied the benefits of, or be subject to discrimination under any Greene CATS services, projects, programs or activities. For more information about this policy, or if you think you have been excluded, denied or discriminated against Greene CATS, contact the Greene CATS Executive Director at 937-562-6463, 877-227-2287 (toll free), or GreeneCATS@co.greene.oh.us

Funding

Greene CATS Public Transit System funding comes from the following sources:

- Federal Transit Administration
- Ohio Department of Transportation
- Passenger Fares

Also purchased service agreements:

- Greene County Board of Developmental Disabilities
- Greene County Department of Job and Family Services
- Other agencies

Comments, Compliments, Suggestions, or Complaints

If you have a comment, compliment, suggestion, or complaint regarding the Greene CATS Public Transit service please call the Scheduling office.

If you have a complaint, please ask for a copy of the official complaint and appeals process when calling and scheduling will send you a copy.

If you want to appeal an action taken by Greene CATS Public Transit service, please contact Executive Director at (937) 562-6463 to begin the appeals process.

If you have any questions in regard to the information in the Passenger Guide please contact the Scheduling office.

You can also e-mail us at GreeneCATS@co.greene.oh.us

- If door-to-door service has been pre-arranged walks, steps, and ramps must be clear of ice and snow
- Bringing pets other than service animals on the vehicle

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

- Not using ear-phones to listen to radios, CDs, or media players
- Eating, drinking, smoking, chewing tobacco products, or chewing gum

Ridership privileges will be **suspended for 12 months** for the following actions:

- Repeated intentional disruptive, impolite and discourteous behavior to the driver and other passengers

Suspensions shall be determined by the Executive Director and shall be immediate. Suspensions may be appealed in the manner listed in the policies and procedures dealing with complaints, input and comments from consumers and general public on service and fares, policies and procedures. Consumers that are suspended shall not be allowed to ride during the appeals process.

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)

System Overview

- Open to the general public (*Anyone in can ride*)
- Individuals under 14 years of age must be accompanied by an adult (over 18 years of age)
- Curb-to-curb is provided; if door-to-door service is necessary, arrangements **must** be made at the time of reservation; drivers are **not permitted** to enter the home or office building
- ADA accessible to the disabled
- No transit service is available on Thanksgiving, Christmas, and New Year's Day; limited service on other major holidays
- Service is operated by First Transit under contract to Greene CATS

Office Hours and Numbers

Scheduling Office:

Monday through Friday, 8:30AM – 3PM

(leave a message at anytime for a reservation)

(937)562-6523 **or** (937) 562-6466 **or** (877) 227-2287

TDD/TTY (Ohio Relay Service) (800) 750-0750

Fairborn residents, (937) 426-1179 ext 6466

Dispatch Office:

Monday through Friday, 5AM – 7PM

(call for same day trip requests and cancellations)

(937) 374-6402 **or** (800) 980-6402

Service Hours and Area

Greene CATS operates two types of service

- Demand Responsive
- Flex-Service

Traditional Demand Responsive service operates seven days a week, **Monday through Sunday, 6AM to 6PM**. Traditional Demand Responsive service operates anywhere within Greene County and limited transportation to Montgomery County.

Reservations can be taken two weeks in advance, but no later than 12PM the business day before your trip. Reservations can be made by calling our scheduling office. *It is best to call two weeks in advance to schedule a trip-- we fill up fast!*

Flex-Service operates **Monday through Friday, 6AM to 6PM**, not including major holidays. The flex-service will deviate up to $\frac{3}{4}$ of a mile. A deviation request must be called into the scheduling office by noon the business day prior to the trip. These routes run every 90 minutes.

For a copy of our brochures on of Flex-Service, please call the scheduling office and we will send you a copy.

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.

If you are scheduling a trip, please let the Scheduling office know that you need to transport a bike.

Definitions

Elderly: is any passenger 65 years of age or older

Disabled: is any passenger who by reason of illness, injury, age, or congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), cannot use effectively, without special facilities, planning or design, mass transportation service or a mass transportation facility.

Self-declare: in order to pay the off-peak $\frac{1}{2}$ fare, a passenger shall do one of the following upon boarding the bus:

- Self-declare that he/she is elderly or disabled, with no further documentation required; or,
- Show his/her valid Medicare card

Rules and Regulations

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 (over 18 years of age)
- 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, banking, grocery, fast food, etc.
- Requesting that the driver lift or move the wheelchair and/or passenger up or down steps

No-Shows and/or Cancellations

“No-show” is when you cancel your trip with less than one 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 and regulations of the transit system.

3 no-shows within a 3-month period will result in you being suspended from transit:

- 1st suspension = 3-month suspension
- 2nd suspension = 6-month suspension
- 3rd suspension or more = 12-month suspension

No-shows shall be processed and appealed according to the policies and procedures included in the letter provided by Greene CATS when you have received a no-show.

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 you 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 least one hour prior to the return time.

You must notify Greene CATS dispatcher 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 if requested.

Fares (exact change only)

Traditional Demand Responsive:

Greene County (within)

\$1.50 each way per passenger
\$3 each way maximum for family

Montgomery County (to & from)

\$6 each way per passenger
\$12 each way maximum family

Flex-Service:

Greene County (within)

\$0.50 each way per passenger
\$0.25 each way for elderly or disabled or riders showing a valid Medicare card or self-declare, off-peak
(*off-peak: 6AM – 7AM; 9AM – 2:30PM; 4:30 – close*)
\$1 each way maximum for family

Montgomery County (to & from)

\$1.50 each way per passenger
\$0.75 each way for elderly or disabled or riders showing a valid Medicare card or self-declare, off-peak
(*off-peak: 6AM – 7AM; 9AM – 2:30PM; 4:30 – close*)
\$1 each way maximum for family

A personal assistance may accompany you free of charge.

Tokens are available at the Greene CATS office for purchase

No extra charge to drop-off or pick-up a child at daycare while using Greene CATS to go to or from somewhere else.

No extra charge when transferring between any Greene CATS services.

Making a Reservation / Deviation

Traditional Demand Responsive Service or Scheduling a Flex-Service Deviation

- Call the Scheduling office, you can leave a message at anytime
- The earliest we can accept a transportation request is two weeks prior or noon the business day prior, it is best to call two weeks in advance if possible
- Don't give your schedule to the driver
- Trips requests are not prioritized by trip purpose

When calling to schedule a trip, please have the following information available:

- Your name, address and phone number (if you do not have a phone number, we must have a phone number where we can leave a message for you if needed)
- Date of birth
- Your exact pick-up address and drop-off address
- The date(s) of your requested trip
- The time that you need to be at your destination
- The requested time of return
- If you or the person who will be traveling with you will be using any mobility aids, i.e. wheelchairs, walkers, oxygen, or canes
- Please confirm/specify if you will be traveling with a personal care attendant and/or companion and their name and/or service animal
- Number of car seats needed for children under 40 lbs **and** 4 years of age (we will provide the car seats)

Same Day Trip Request

Same Day trip requests can be made by calling dispatch. Same Day trips are taken to fill in cancellations and no shows in the schedule. You are not guaranteed a trip, but dispatch will work with you to schedule a trip if the space is available.

If you do not know the exact time you need to be picked up from your appointment (common for medical appointments), you need to give an estimated return time. If you finish earlier than expected you may call the dispatch office, when you are ready for your return and we will try to get to you sooner, if possible. If you are going to be later than expected, please call the dispatch office and let the dispatcher know what time you will be ready for your return and the dispatcher will get to you on the schedule as close to that time as possible. Check back in 15 minutes for your pick-up time.

You will be either given a ride or put on the waiting list for all trip requests:

A Ride: If you are given a reservation, **you have to call dispatch** the day before your appointment after 1PM to get the exact time that the bus will be at your house to pick you up and the time that they will pick you up from your appointment and bring you home.

Wait List: If you are told that you will be put on the waiting list, then Greene CATS will give you a call the day before your appointment and let you know if they can give you a ride. Greene CATS will attempt to call you one time. If they do not get a hold of you or cannot leave a message, it is your responsibility to check if you have a trip.

The vehicle may arrive up to 15 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.

Service animals are welcome on the vehicle. Passengers must be in control of their service animal at all times.

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)