



Columbus

Area

Transit

Office Hours: M-F 8:00-4:00

Call: 402-564-9293

Or

Call: 402-910-8725

1058 28 Avenue

Hours of Operations

Monday – Friday

8:00 a.m. to 4:00 p.m. (Office Hours)

8:30 a.m. to 3:15 p.m. (Pick-Up)

1. **WHO CAN RIDE THE CAT?** Service is available to the general public regardless of their race, ethnicity, age, sex, or disability within the city limits of Columbus. Individuals are to complete registration and acquire a bus pass before a trip occurs.

All children between the age of six to sixteen will be registered, hold their own bus pass, and be accompanied by an adult.

Children five years old or less will be registered and be accompanied by an adult and must be secured with an appropriate child seat provided by the parent or guardian.

2. **DAYS & TIME OF OPERATION:** CAT services run Monday through Friday starting at 8:30 a.m. to 3:15 p.m. Calls for weekday reservations may be made from 8:00 a.m. to 4:00 p.m. Monday through Friday by calling 402-564-9293. When the office is closed, ride cancellations may be left on the messaging system.

CAT holiday observance (no service available) include: New Year's Day, President Day, Easter Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, & Christmas Day, and as posted &

published by Columbus Telegram and announced on KLIR Radio – 101.1 FM.

3. **SCHEDULING RIDES/MAKING CHANGES:**

Reservations are made Monday through Friday from 8:00 a.m. to 4:00 p.m. To assure a ride it is advisable to book your ride as far ahead as possible.

Due to the limited number of available rides:
riders could be limited to **4** rides per day.

DUE to CAT SCHEDULE DESIGN please do not ask driver to CHANGE your BOOKED DESTINATION upon boarding the vehicle.

Riders CAN BOARD WITH WHAT THEY CAN CARRY onto the vehicle & securely place at their feet or below the seat not interfering with other passengers.

DRIVERS ARE NOT RESPONSIBLE for loading/unloading & carrying groceries/packages on/off the bus.

RIDERS WILL NOT BE PERMITTED to leave packages on the vehicle when making multiple stops.

If you need help with your packages, you can have an attendant ride along for no charge, but the attendant must first have a registration form filled out and on file. When you schedule a ride make sure and tell who will be your attendant so the driver knows that they are the attendant.

Ride Tip: Often, schedules fill quickly. Consider this when making transportation reservations: Public Transportation is subject to variables beyond CAT controls, traffic, tardy passengers, difficult transfers, etc.

4. **SUBSCRIPTION RIDES:** A subscription trip is a ride that is reserved on a regular basis by the same individual, at the same time, to the same destination, daily, weekly, or monthly. For instance, a ride might be from an individual's residence to work and back again five days a week; or it might be on the same day once a week to a regular-scheduled meeting; or it could be daily trips to/from a meal site. CAT will schedule subscription trips as possible, made on a first come first served basis, without prioritization. Requests need to be for a specific

time/day/destination. Schedule return trips in the same way, as needed.

5. **PICKUP TIMES/WAIT POLICY:** Riders need to be ready 15 minutes prior scheduled pick up time. The driver will do its best to be on time so wait at least 15 minutes after the scheduled pick up time before calling the office.

The driver will observe a five-minute window upon arrival, after that the driver will proceed to next destination and you will be marked as a **no-show**. First offence of a no show will result in a verbal warning, second offence you will get a written warning, third offence your riding privileges will be suspended for 2 weeks, fourth offence your riding privileges will be suspended for 4 weeks, fifth offence your riding privileges will be suspended for 6 month, on sixth offence you will lose your riding privileges.

No-shows include not showing up when scheduled or a call in less than 30 minutes before pick up.

6. **WHEELCHAIR PROCEDURES:** Drivers will assist persons in wheel/power chairs with safety foremost in mind. Riders are required to operate their own equipment. Wheel/power chairs will be secured properly before the vehicle is put in motion.

Due to liability issues CAT Staff is not to operate consumer's equipment. A person whose weight and wheel/power chair combination is over 500 pounds, special arrangement needs to be made with the CAT office.

7. **DELAYS:** Due to the nature of public transportation, it is not always possible for buses to run precisely on schedule. It is important for you to allow ample time to insure transportations to appointments.

8. **PERSONAL ASSISTANCE TO RIDERS:**
Drivers are responsible for passengers entering & exiting the bus safely. **We are a CURB to CURB service.** If you need assistance past the bus door, to carry your packages, or if you need assistance while riding the public transit, you may have an attendant ride with you at no charge but attendant needs to complete registration.

-
Riders can board with what they can carry onto the vehicle & securely place at their feet or below the seat not interfering with other passengers.

Drivers are not responsible for loading/unloading & carrying groceries/packages to the door. Riders will not be permitted to leave packages on the vehicle when making multiple stops.

If you need help with your packages, you can have an attendant ride along for no charge, but the attendant must first have a registration form filled out and on file. When you schedule a ride make sure and tell who will be your attendant so the driver knows that they are the attendant.

9. **FARES & PASSES:** All riders are to have a bus pass at each boarding. For the customer's convenience, CAT passes are available in several punch card combinations upon completion of required paperwork. **NO CHARGING Rides.** Contact the office at 402-564-9293 for passes.
10. **AREA OF SERVICE:** Services are available throughout the city limits of Columbus.
11. **CONDUCT & HYGIENE:** Inappropriate conduct, especially behaviors which present a danger to driver and other riders will not be tolerated. These include but not limited to: intoxication; fighting; arguing; threatening the driver or fellow passengers; use of foul language;

and sexual harassment. Individuals who have offensively poor hygiene will be denied bus service. At the driver's discretion, a rider who engages in persistent inappropriate and/or dangerous behavior can be required to vacate the vehicle. Drivers will notify dispatch upon putting a rider off the bus. **No food, drink, tobacco, or alcohol will be consumed on the bus.**

12. **Drive-Thru:** No going through a Drive-Thru. Passenger must get out of the vehicle and do their own errands. The drivers are not allowed to drive-thru banks, fast food businesses, ect.

13. **Service Animals:** The ADA defines service animals in the following way: **Any animal that is individually trained to do work or perform tasks for the benefit of an individual with disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.**

Transit systems may ask **two questions** to determine whether an animal qualifies as a service animal. You may **ask if the animal is required because of a disability or what work or task the animal has been trained to perform.**

Service animals provide assistance in a number of ways. Examples include, but are not limited to,

assisting individuals with navigation; alerting individuals to the presence of people or sound; non-violent protection or rescue work; pulling a wheelchair; assisting during a seizure; physical support with balance and stability with mobility; helping with psychiatric and neurological disabilities.

The provision of emotional support, well-being, comfort, or companionship do not constitute work or task.

Service animals are socialized and trained to interact appropriately with other animals or people. Service animals could be provoked and become aggressive. You may exclude a service animal when the behavior poses a direct threat of health or safety of others. You may not make assumptions on past experiences.

Keep in mind the control of the service animal is the responsibility of the animal's owner. If an incident occurs while transporting a service animal, the accountability for damages or injuries should remain with the person responsible for the animal.

14. **FUNDING:** Columbus Area Transit is funded by Department of Transportation, Nebraska

Department of Roads, and The City of Columbus.
CAT is curb to curb transportation service
extended to the public by the City of Columbus,
directed by the Columbus City Council.

15. **BAD WEATHER POLICY:** If management of CAT determines the weather is so severe it is unsafe to operate, then operations will cease.