



COLUMBUS

AREA

TRANSIT

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

Call: 402-564-9293

After 4:00 P.M. & weekends

Call: 402-910-8725

City Of Columbus

Hours of Operations

Monday – Friday

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

8:30 a.m. to 5:00 p.m. (Pick-Up)

Saturday

10:30 a.m. to 6:30 p.m. (Pick-Up)

Sunday

12:30 p.m. to 4:30 p.m. (Pick-Up)

1. **WHO CAN RIDE THE CAT?** Service is available to the general public. 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 5:00 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. On-demand service is available by calling 402-910-8725 beginning on weekdays after 4 p.m., Saturday 10:30 a.m. to 6:30 p.m., and Sunday 12:30 to 4:30 p.m. 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. For trips needed after 4 and/or on weekends call 402-910-8725.

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, or HHS orders to ride. 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, etc.

13. **FUNDING:** Columbus Area Transit is funded by Department of Transportation, Nebraska Department of Roads, The City of Columbus, & Columbus Area United Way. It is a public transportation curb to curb service extended to area citizens by the City of Columbus, directed by the Columbus City Council.

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