

A FEW REMINDERS TO MAKE CATS A MORE EFFICIENT SERVICE FOR YOU:

- 1) You must call the dispatch office 2 days in advance in order to reserve a trip. You will make arrangements for both destination and return trips at that time. This means you must request your trip no later than 4:00 p.m., two days preceding the trip. For example, if you are requesting a trip for 8:30 a.m. Wednesday, call no later than the preceding Monday by 4:00 p.m.
- 2) 48-hour reservation calls will be accepted from 9:30 a.m. to 4:00 p.m. Arrangements for all other calls must be made with the dispatch office between the hours of 8:00 a.m. to 4:00 p.m.
- 3) CATS is asking each rider to donate at least \$1.00 per trip. Donation boxes are placed in each vehicle to receive your donations. Your contributions are needed to enable the CATS service to maintain its current operation. The Out-of-County medical transportation donation request is \$5.00 per round trip.
- 4) If you schedule a ride and then need to make a change or decide to cancel (or find other means of travel), you must notify CATS immediately or as soon as possible. This will save precious time and help CATS run according to schedule. Always remember to cancel your trip if you will not be riding as you requested.
- 5) If you have questions or concerns regarding CATS operations, feel free to call the CATS Project Office at **691-9331** or the Administration Office of the Cumberland County Office on Aging & Disabled at **453-2220**. Passenger feedback questionnaires are available on the buses if you would like to communicate your concerns to the County Office on Aging & Disabled.
- 6) Handicapped or frail riders may need hands-on assistance or someone to accompany them in order to be able to ride the bus. This is permissible in all cases; however, the helper must be a registered rider with CATS.
- 7) Whenever groups or agencies wish to utilize CATS for special trips outside of regular working hours, they may write a letter of request to Dale Finch, Executive Director, at least 10 days in advance stating the details of the trip (date, sponsor, event, times, etc.) Upon approval of request, the group or agency should call the CATS Office at **691-7799** for all information regarding special trips.
- 8) Remember that buses occasionally break down or need attention. Should there be a road failure, please be patient or assist by finding an alternate means of travel.

The Cumberland Area Transit System is a service of the
Cumberland County Office on Aging & Disabled, 800 E. Commerce Street,
Bridgeton, N.J. 08302

**A SERVICE SPONSORED BY THE
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