

SUGGESTIONS THAT MAY MAKE YOUR CAT PWD (People with Disabilities) EXPERIENCE EVEN BETTER...



GENERAL SUGGESTIONS

- ◆ If you are in a mobility device, the driver will adjust your seat belt. Do not adjust it yourself. A seat belt that is too loose might unfasten during sudden stops.
- ◆ If you are injured on a bus, please report what happened immediately to CAT to ensure it can be reviewed on video.
- ◆ When filing a grievance, please provide contact information along with as much specific information regarding the incident as possible. This information will help CAT to resolve your grievance quickly and effectively.
- ◆ Any grievances, comments or concerns you may have with CAT should be entered on the web site if possible. Click on Customer Service and submit a ticket. Once submitted, a confirmation number will be assigned. Please retain this number for future use.

FIXED-ROUTE SUGGESTIONS

- ◆ If you are using a fixed-route bus, be at the bus stop or at an area large enough for the ramp to extend if you are using a mobility device.
- ◆ Remember that a bus is allowed 6 minutes before being considered late.
- ◆ All buses are supposed to announce designated stops. If they don't, please notify CAT.

SHARED-RIDE SUGGESTIONS

- ◆ Before you call reservations, be prepared to give full addresses, date and times of where you want to be picked up and your destination. After completing your reservation, ask to have the addresses, date and times repeated back to you for accuracy.
- ◆ Be sure to wait for your return trip at the same entrance where you were dropped off unless otherwise instructed.
- ◆ You can address your issue or concern to Share-A-Ride by calling (717) 232-6100. Please call and help CAT improve their service.
- ◆ No-shows are costly. They waste gas, cause drivers to make unnecessary trips, waste the time of fellow passengers and affect on-time pick-ups. Please be courteous and call if canceling.