

# ≡ Passenger Guide

## Services Provided

- **Scheduled Rides** pick up and drop off riders at any location within Greene County with limited service to neighboring counties. Reservation required; operates weekdays only.
- **Flex Route Services** are defined routes with scheduled time points that circulate and link the Greene County communities of Beavercreek, Fairborn, Xenia, and Yellow Springs; operating weekdays only. A flex express route that connects Xenia to downtown Dayton is also available.
- **Flex Route Deviations** up to 1/2 mile are available upon request. Reservation required.
- All services are open to the public and follow ADA accessibility guidelines.
- No service is provided on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Limited service on other holidays.
- Major service disruptions will be announced on all local television stations and on website: [www.greenecountyohio.gov/GreeneCATS](http://www.greenecountyohio.gov/GreeneCATS)
- Sign up for Notification Alerts to come directly to your cellphone and/or email at: [www.greenecountyohio.gov/list.aspx](http://www.greenecountyohio.gov/list.aspx)

## Travel Training

- Contact the Greene County Mobility Manager at (937) 708-8316 if you need assistance or want to learn more about your mobility options.

Greene CATS Public Transit makes every effort to ensure individuals with disabilities have access to, and benefit from, all services. In compliance with the ADA and FTA requirements, requests for reasonable modifications for customers with disabilities are welcomed. Requests can be made by contacting the Administrative Office by email: [info@greenecats.org](mailto:info@greenecats.org) or call (937) 708-8322 and choosing option 0, Ohio Relay at (800) 750-0750 (or 7-1-1).

## Scheduling a Ride

- Call Scheduling at (937) 708-8322 or toll free (877) 227-2287 Monday-Friday, between 8am-4pm, to schedule your ride or flex route deviation.
- Make reservations two business days before your trip date (by noon) - up to one month in advance.
- Based on availability, you will either be given a reservation or have the option to be placed on the waiting list. Trips are provided on a space-available basis.
- When making a reservation be ready to provide the following information:
  - your full name, address and phone number.
  - date(s) transportation is needed.
  - addresses of pick-up and drop-off locations.
  - your appointment time and the time you need a return pick-up.
  - any mobility aids or restrictions (wheelchair, walker, cane, walk slow, service animal, personal care attendant, oxygen, etc.).
  - number of car or booster seats needed for children less than 8 years of age (Greene CATS will provide car seats).
  - need door-to-door assistance or need assistance with any carry-on items.

The Greene County Transit Board (Greene CATS) operates all programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under these Acts may file a complaint with the Executive Director at 2380 Bellbrook Ave., Suite A, Xenia, Ohio 45385, or call (937) 708-8322, or email: [info@greenecats.org](mailto:info@greenecats.org). For more information on the Greene County Transit Board civil rights program and the procedures to file a complaint, or request information in another language, call (937) 708-8322 or visit website: [www.greenecountyohio.gov/GreeneCATS](http://www.greenecountyohio.gov/GreeneCATS)

## Cancellations/No Shows

- To cancel your ride, two or more days in advance of your trip date, call Scheduling at (937) 708-8322 or toll free (877) 227-2287. Scheduling hours are Monday-Friday, 8am-4pm.
- To cancel your ride the same day or day before your trip date, call Dispatch at (937) 374-6402 or toll free (800) 980-6402. Dispatch hours are Monday-Friday, 5:30am - 9pm.
- Cancellations less than 1 hour prior to a scheduled pick-up will be considered a no-show.
- If you no-show for the first leg of a round trip, the return trip will be automatically cancelled.

## Fare Information

- Check website for current fare rates.
- There is no fare for personal care attendants.
- Be prepared to pay the exact fare (cash or tokens). Drivers do not provide change.
- Tokens and Flex Route monthly passes are available for purchase at Administrative Office. Office accepts cash, check, or money order as methods of payment.
- To obtain a Half Fare Assistance card you must provide proof of age (65+) or permanent disability to Administrative Office.
- Contact Scheduling directly to check on eligibility for trips funded by social service agencies.

Funding for Greene CATS Public Transit Services comes from the following sources: Federal Transit Administration, Ohio Department of Transportation, matching grants, passenger fares, and purchased service agreements with Greene County Board of Developmental Disabilities, Greene County Department of Job and Family Services, and other agencies.

## Passenger Rules and Guidelines

- Be polite and courteous toward the driver, other Greene CATS staff, and other passengers
- Use of earbuds to listen to cellphones or other electronic devices is required when riding
- No eating, drinking, smoking (including vaping with e-cigarettes), chewing tobacco products, or chewing gum
- Carry-on bags are limited to as many bags as you can safely handle at one time without assistance and that you can secure in your seat; however, small wheeled baskets and strollers are allowed
- Passengers must be willing to share rides with other passengers
- Passengers must be seated and wear a seat-belt when the vehicle is in motion
- Passengers younger than 14 must be accompanied by an adult, age 18+
- Bikes must be secured to bike rack on outside of vehicle by passenger
- Only service animals are permitted. Passengers must be in control of their service animal at all times and the animal must be leashed on the floor next to the passenger
- Drivers are not permitted to lift passengers or wheelchairs nor enter a passenger's home
- Passengers should not board vehicles if they suspect that they have, or are exhibiting, any symptoms of a contagious disease
- Passengers should not ask to make unscheduled stops other than flag stops on the flex routes
- Passengers should have walkways clear of snow and ice if door-to-door service has been scheduled

**Violating any of the above passenger behaviors can keep a passenger from boarding, continuing to ride a vehicle, or may result in a no-show violation and/or suspension.**

## Rules and Guidelines (Continued)

**Ridership privileges will be suspended for a minimum of one month for the following actions:**

- Repeated intentional disruptive, impolite, or discourteous behavior toward the driver, other Greene CATS staff, or other passengers
- physically harming a passenger, driver, or service provider staff person
- threatening passengers or staff with bodily harm
- intentionally damaging a transit vehicle or transit property in any manner
- possessing controlled substances (other than passenger's own current prescriptions)
- being intoxicated or under the influence of illegal drugs
- possessing anything that is or can be used as a weapon unless permitted by law

## Contact Information

- Call Dispatch at (937) 374-6402 or (800) 980-6402 to check on your ride or request your scheduled pick-up time
- Call Administrative Office at (937) 708-8322 or (877) 227-2287 to make a comment or complaint
- Call the Executive Director at (937) 708-8322 if you want to appeal an action taken by Greene County Transit Board (Greene CATS Public Transit)

## Miscellaneous

- Please be aware that there is video and audio recording on all vehicles
- You can find PDF versions of Flex Route maps and schedules on the Greene CATS website:
  - ⇒ [www.greenecountyohio.gov/GreeneCATS](http://www.greenecountyohio.gov/GreeneCATS)
- To view an interactive guide to Greene County's Flex Route System, visit:
  - ⇒ [gis.greenecountyohio.gov/greenecats](http://gis.greenecountyohio.gov/greenecats)

# Passenger Guide

Effective  
July 1, 2022

**Providing  
Safe - Reliable - Accessible  
Public Transportation**



***We're Going Your Way!***

**Greene County Transit Board**  
Administrative and Scheduling Office  
2380 Bellbrook Ave., Suite A, Xenia, Ohio 45385  
Office Hours: Monday-Friday 8:00 AM—4:00 PM

Website: [www.greenecountyohio.gov/GreeneCATS](http://www.greenecountyohio.gov/GreeneCATS)  
[www.facebook.com/greenecats](http://www.facebook.com/greenecats)

Telephone  
**(937) 708-8322**  
**Toll Free (877) 227-2287**