

CATS FAQ

1. How do I schedule a ride with CATS?

Contact your local DSS (336-694-4141) or Senior Center (336-694-7447) to see if you are eligible for transportation through one of these programs. If you are not eligible to ride CATS under one of these programs call CATS directly at 336-694-1424 Ext 1 or TDD/TTY 1-800-735-2962 and we can schedule your ride. All calls for transportation must be made by 5:00 PM three days before the request to schedule transportation in order to ensure services.

2. Is there a fee to ride the CATS vans?

If you are eligible for services through another agency there is no cost but if you are not eligible under one of these programs you can still ride with CATS for a reasonable fee.

3. What services does CATS offer?

CATS provides transportation in and out of the county. We provide local medical transportation five days a week. We provide medical transportation services to Danville, Roxboro, Reidsville, Burlington, Greensboro, Eden, Winston-Salem and Prospect Hill. We have set days that we go to these destinations. Please refer to CATS' transportation schedule. **We are not able to provide one on one service.** We must have several passengers interested in a new service before we can offer it.

4. What time can I expect to be picked up for my appointment?

CATS requests that passengers be ready one hour in advance for local appointments. Actual pick-up time will be adjusted based on the system needs. Passengers traveling out of the county are to be ready for pick-up two to three hours before their appointment time. This agency is committed to honoring passenger's schedule needs in a cost-effective fashion. When CATS goes out of the county, for example Chapel Hill, we take all of the passengers at one time and return when everyone is finished with their appointments. It is always best to make your appointments in the morning to mid-morning so that everyone can return at a reasonable time. So far, we do return to the county at a reasonable time. Drivers will not wait more than 5 minutes beyond scheduled pick-up time at an individual client's pick-up location.

5. Can I eat and drink on the van?

No. If you are a diabetic or have other health problems we suggest that you bring a snack with you. During the wait time before the van picks you up you will have an opportunity to eat before you board the van. If you are going out of the county you may like to pack a bag lunch or snack. Most hospitals have a cafeteria or a snack bar/machine.

6. What if I can't get a morning appointment?

Most medical facilities will work with you on your appointment date and time if you let them know that you are riding public transportation. However, if your doctor is only able

to see you in the afternoon you will need to discuss this with your social worker or provider and if it is approved CATS can provide transportation. Local, in county, appointments must be made between 8:00 AM – 3:00 PM. Out of county appointments must be made between 9:00 AM – 1:00 PM but remember a morning appointment is better because when we go out of the county we do not return until the entire group is ready to come back to the county. **This is why we encourage morning appointments to cut back on the wait time for passengers.**

7. Why should I ride with CATS?

CATS is a cost effective means of transportation that allows you to remain independent. CATS will pick you up at your home and drop you off at the entrance of your destination. There is no parking fee and it is cheaper than driving your own vehicle.

8. Is there a No-Show Policy?

Yes. Failure to cancel an appointment in a timely manner on 3 occasions will result in suspension of service. Excessive no-shows can result in final termination of all riding privileges.

9. What if I can not keep my appointment and need to cancel transportation?

It is your responsibility to notify CATS and your social worker or provider that you need to cancel your appointment before the van goes out to pick you up or this is considered a no show.

10. Does CATS operate during inclement weather and holidays?

No transportation will be provided on icy or snowy days or when unsafe road conditions exist. We do try to provide transportation for dialysis patients depending on the road conditions. No transportation will be provided for standard holidays unless other wise stated.

11. Can my child ride without an adult to a medical appointment?

No. This agency does not transport children unaccompanied under the age of 16 to medical appointments.

12. What else should I let CATS know if I am riding with them?

You need to let CATS or your provider know if you are in a wheelchair, have children riding (if a carseat is needed), your address, the address to your appointment and if you are having a medical procedure or surgery. CATS is not responsible for passengers after surgery and drivers are not allowed into a residence. If you are having surgery or a medical procedure you need to make arrangements for someone to go with you.

13. Do I have to wear a seatbelt?

Yes. All passengers must wear seatbelts to insure the safety of all individuals in the vehicle. Passengers will be denied services if they choose not to abide by the seatbelt policy because this is a North Carolina State Law. All children under the age of 8 or 80

pounds must be in a carseat.

CATS looks forward to serving you!