

Introducing:

The Clovis Area Transit System is the general public transportation service for the City of Clovis. At this time the service provided is still curb-to-curb only within the city limits. We continue to seek funding to expand our service area, to implement some fixed-route service, and to increase our capacity. This service is subsidized by the City of Clovis and a Federal Transit Administration Grant through the NMDOT Transit & Rail Division.

Demand Response Service

We offer service anywhere within the city limits of Clovis, but unless you have a physical limitation, you may not schedule transportation for anything less than 5 blocks. Buses run daily (30 minute intervals), Monday through Thursday, 6:30 am to 8:00 pm and Friday 6:30 am to 6:30 pm. We also offer minimal Saturday service from 8:00 am to 5:00. Office hours are Mon-Sat 8:00 am to 5:00 pm. **Reservations for following day service are not taken after 4:00 pm.**

Accessible Service

The service is accessible to persons with disabilities. Please inform the reservation clerk of the type of assistance needed (i.e.; wheelchair lift, service animal, boarding assistance, etc.). We do not provide any type of medical or certified aide service; but if required, your aide may travel with you, fare-free. When requested, drivers

will assist passengers with boarding and alighting. Door-to-door assistance will be provided if it is requested, needed and safe to do so, but through-the-door service will not be provided. For the safety of all concerned:

- a. Passengers will be requested to properly fasten their safety belts.
- b. Scooters cannot be safely secured, so if you are travelling in a scooter or the like; you will be requested to transfer to a seat during transport.
- c. Passengers will be requested to allow their mobility devices to be secured.
- d. Lifts have a maximum weight restriction of 800 lbs, please inform the reservation clerk if your wheelchair is larger (wider, heavier) than a standard wheelchair.

To enable drivers to get passengers to their destinations in a timely manner, their waiting period is only 3 minutes. Drivers cannot leave their vehicle to look for you, so please watch and listen for your bus. Please be prepared to board 10 minutes prior to your scheduled pick up time.

Fare

The cost per person per trip is \$.75. The cost is the same for all passengers, regardless of age. You may pay \$.75 upon boarding or bus passes may be purchased at the office: \$5 = 10 rides. Remember, drivers **are not allowed to make change - you must have the correct fare to board.**

Placing Your Reservation

All reservations must be made a minimum of 1 day and maximum of 2 weeks in

advance. This is a “shared-ride” system & reservations are grouped for maximum efficiency so schedule early to make sure you get the time you want. When scheduling your trips, plan all your stops for the day; including your return trip and allow 30-minutes travel time. Call-ins for the return ride are only allowed for health appointments. These patrons are allowed to call-in for the next available bus to be dispatched.

After-School Transport:

We begin taking reservations for after-school transport July 1 and are normally booked up by the time school starts. Staffing limitations prohibit us from serving every school. Reservations are made for the entire school year & we do not transport children to school. These reservations can only be taken from those ineligible to utilize the public school bus system.

Changes/Cancellations

If you schedule a ride and later find you no longer need our service, please call the office and cancel at least 15 minutes prior to your scheduled pick-up time.

If you need to change your reservation please do so as early as possible to ensure that your driver will get the changes you want and prevent any confusion. When scheduling a change, please inform the reservation clerk; otherwise your previously scheduled ride may not be canceled. Remember, we do have a no-show policy.

If CATS is forced to cancel trips due to inclement weather, all radio stations will be notified.

POLICIES

All passengers must use available safety belts.

All children under 5 (school age) must be accompanied by an adult. We recommend child safety seats.

No eating, smoking, drinking, cursing, or firearms aboard the vehicles.

Space is limited - please only two bags per passenger.
(Remember drivers do not always have time to assist you to your doorstep with your groceries.)

Drivers' schedules do not allow for waiting longer than 3 minutes.
(Prompt boarding assures all passengers of timely arrival at their destinations.)

Drivers are not allowed to make change –
(You must have the correct fare- if you give the driver \$1 that is what your fare will be).

You must remain seated until the vehicle has come to a complete stop.

No Show Policy - If you forget to cancel your ride at least 15 minutes prior to your appointment; you will be credited with a no-show. Three no-shows within a 3-month period will result in suspension for 30 days.

Not responsible for items left aboard the vehicles, so please check before you exit.

Multiple stops can be scheduled but a fare will be collected each time you board.

You must be ready to board 10 minutes prior to your scheduled pick up time.
(If your bus has not arrived within 15 minutes of your scheduled pick up time, please call the office)

Unless there is a medical limitation reservations cannot be taken for transport of less than 5 blocks. (Adherence to this policy allows us to serve a greater number of passengers)

Catch A CAT

Striving To Meet All Your Transportation Needs

Mission

*To provide safe, reliable, efficient,
transportation service to the Clovis
Community*



A Member of CTAA, SWTA & NMPTA
(Community Transportation Association of
America, SouthWest Transit Association &
New Mexico Transit Association)

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Service Policy



Clovis Area Transit System

This agency does not discriminate on the basis of race, color, religion, sexual preference, age, disability or national origin. Any complaint can be addressed to Nancye Clements at the City of Clovis Human Resource Department (575) 763-9652.