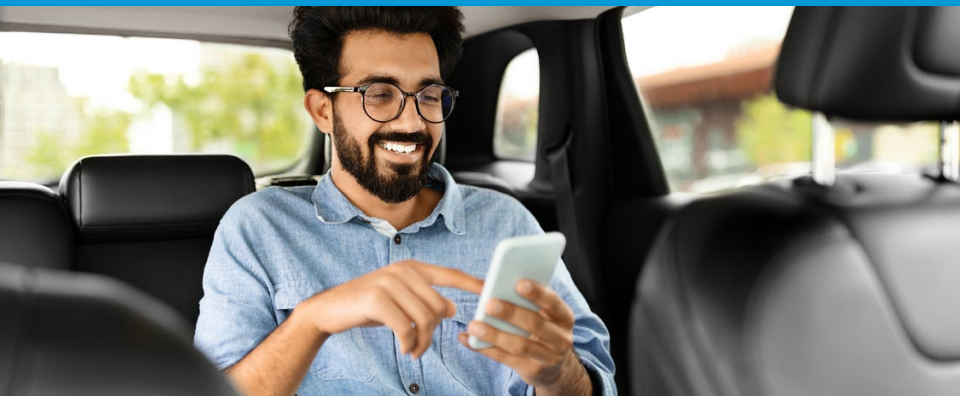
# Rider's Guide



# Introduction

## Welcome to CATS Micro!

CATS Micro is an on-demand, shared-ride service that gets you where you need to go, for the same fare as a local bus or rail trip. CATS Micro operates point-to-point within designated zone serving Northern Mecklenburg County and West Boulevard/Airport. The service utilizes CATS Micro branded vehicles, pictured below. This Rider's Guide outlines how to use the CATS Micro service, along with established policies and procedures for using CATS Micro.

# INTRODUCTION AND OVERVIEW

"On-demand trips" mean you can access service when needed, within the hours of service listed below. The wait time after booking is intended to be no more than 30 minutes from the time of reservation to the time of pickup from your requested location within the service zone. Traffic delays and increased demands for service may impact these times and we urge you to check your CATS-Pass app throughout your experience for the most up to date information.

All CATS Micro trips must be scheduled through the CATS-Pass app or arranged by calling the CATS Customer Service, on the day of service. Customers will not be able to hail a CATS Micro vehicle from the curb, like they are a cab. More information about the service, including answers to frequently asked questions, are outlined as part of this guide.

## Hours of Service

**CATS Micro operates on a daily basis, as follows:**

| North Meck Zone: | West Boulevard/Airport Zone: |
|---|---|
| Weekdays:<br>6:00 a.m. – 9:00 p.m.<br>Weekends:<br>7:00 a.m. – 9:00 p.m. | Everyday:<br>6:00 a.m. – 9:00 a.m.<br>Weekends:<br>7:00 a.m. – 9:00 p.m. |

## Holiday Schedule

On Thanksgiving Day and Christmas Day, CATS will operate on a Sunday schedule.

On New Year's Day, Martin Luther King's Birthday, Memorial Day, Independence Day, Labor Day, the day after Thanksgiving Day, and Christmas Eve, CATS will operate on a Saturday schedule.

## How to Contact Us

Please note you may only book your ride through the CATS-Pass app or CATS Customer Service, phone number provided below.

- **Phone:** 704-336-7433 (RIDE)
  - Customer service representatives are available between the following hours:
    - Monday through Friday: 6:00 a.m. – 9:00 p.m.
    - Saturday and Sunday: 7:00 a.m. – 9:00 p.m.
- **Via email:** telltransit@charlottenc.gov
- **Directly through our app:** CATS-Pass app
- **Via our website:** ridetransit.org

**CLICK/TAP HERE TO SEE SERVICE ZONE MAPS**

## Service Zone

CATS Micro currently operates in North Mecklenburg County and West Boulevard. The North Mecklenburg zone serves areas north of I-485, including the towns of Huntersville, Davidson, and Cornelius. The West Boulevard zone services West Charlotte neighborhoods around Wilkinson Boulevard, Freedom Drive and Billy Graham Parkway between I-77 and I-85. Visit ridetransit.org or the CATS-Pass app and use our trip planner to find out if your trip is within the CATS Micro service zone.

## Fares & Payment

The fare is $2.20 each way for each passenger. There are several accepted ways to pay for this service:

- Using the CATS-Pass App:
  - All passes previously purchased in the app are accepted.
  - If you don't have an account already, you can set up a payment account in the CATS-Pass app and pay by credit card or reloadable cash products, such as the Cash App or Venmo debit card, at the time of booking.
- Monthly and Weekly paper passes are also accepted. Please note: Paper Day passes, 10-Ride passes and Punch passes are not.
- All-Access Passes are only accepted through the CATS-Pass app.
- **Cash is NOT accepted on any CATS Micro vehicles.**

**Scan the QR code** to Learn more about **CATS-Pass app or**
Use the link below to go to the CATS website for the CATS-Pass app.

**CATS-Pass Link**

**DISCLAIMER:**

Please keep in mind when transferring to the Express Bus and Express Plus there will be an additional charge to cover the difference between the two fares. Express Bus one-way fares are an additional $.80 to transfer from CATS Micro. Express Plus would be an additional $2.20 to transfer from CATS Micro.

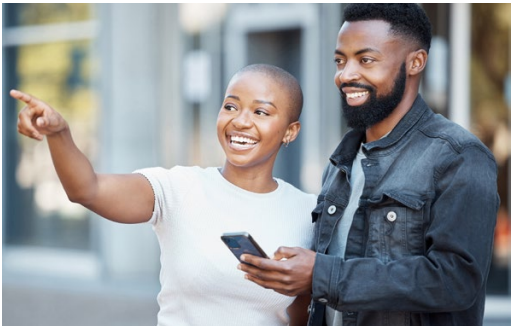
## How to Book/Schedule a Ride

Using CATS Micro is simple. You can easily plan and book your trip through the CATS-Pass app, or you can call 704-336-7433 (RIDE). To book on the app:

1. Download the CATS-Pass app and log in.
2. Select “Plan” within the app and enter your pickup location and destination. If CATS Micro is available for your trip, it will show as an option in your planning results.
3. Choose “Start Booking” to proceed with your booking. Enjoy the ride!

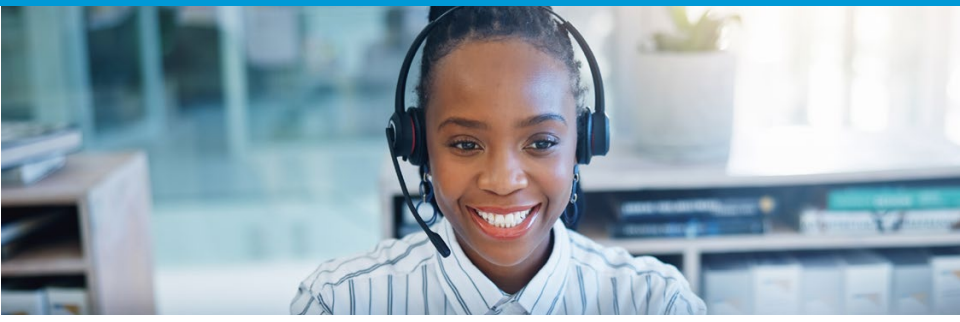
## Meeting Your Vehicle

Our vehicles pick up and drop off customers within the service zone at any point where it is safe to do so. When booking your ride, you will confirm the address or name of the locations you would like to be picked up and dropped off. The driver will stop at the nearest safe location for the vehicle and for allowing passengers in and out of the vehicle. Be sure to reference your app for that exact location point!



## Children

Customers aged 13 and older may ride CATS Micro independently. However, children 12 and under must be accompanied by an adult. Please keep in mind that booster or child seats are not provided by the CATS Micro service. Per North Carolina law, children under the age of 8 must be secured in a child restraint system, such as a car seat or booster seat. Therefore, users must bring and install their own appropriate booster or child seat when using the service.



## What if I don't have a smartphone?

Please call 704-336-7433 (RIDE) to book with a representative.

## How will I know exactly where to meet my driver?

When you schedule a trip, you will confirm the address or name of the locations where you would like to be picked up and dropped off. The app will then assign you a safe "pickup point" where you'll meet the vehicle, either at the location you identified or a nearby corner or no more than about a block away from your current location. Check the app for walking directions and follow your driver's progress in real-time so you know exactly when to head to your pickup point.

If using the customer service line to book your trip, please note there may be difficulty in confirming exact pickup location and it is recommended to use the CATS-Pass app when possible.

Once you finish booking your ride, you will be provided with an approximate pickup time. Please be ready at your confirmed pickup location by the specified time.

## How long will my driver wait for me?

You will receive a notification when your vehicle has arrived to pick you up. As a courtesy to other customers, the driver will only wait for up to one minute. To stay on schedule, the vehicle will depart if you do not show up within the 1-minute waiting period.

## How do I cancel or change a scheduled ride?

Once your trip is confirmed, you cannot change the pickup location or destination. To modify your destination, you must cancel the current trip and rebook a new one. If for some reason you are no longer able to make your ride, please cancel as soon as possible. Cancellations must be made before your driver arrives, or you will be considered a no-show and your ride will not be refunded. Please note that if you cancel two consecutive trips, you will be temporarily blocked from booking new trips for two hours.

## I scheduled a trip, then something came up and I forgot to cancel it. Will I be penalized?

CATS Micro is a specialized service with limited capacity. Failure to cancel your trip prior to your driver's arrival may impact other customers. If you do not cancel before your driver arrives, you will be considered a no-show, and your fare will not be refunded. Additionally, you may incur extra fees. For more information, please contact CATS.

## Can I book a trip for someone else on my account if I'm not traveling with them?

Sorry, you can only book trips for others if you are traveling with them. If they are traveling alone, they need to create their own account. Fare for all seats must be paid at the time of booking.

## What type of seats can I book, and can I bring someone with me?

When booking, you are booking one seat. Fare for one seat in the CATS Micro is $2.20. At the time of booking, you will have the option to add additional companion(s), however this will require an additional fare. Note you will need to make this request if speaking directly with a CATS customer service representative via 704-336-7433 (RIDE).

## Can I reserve rides in advance?

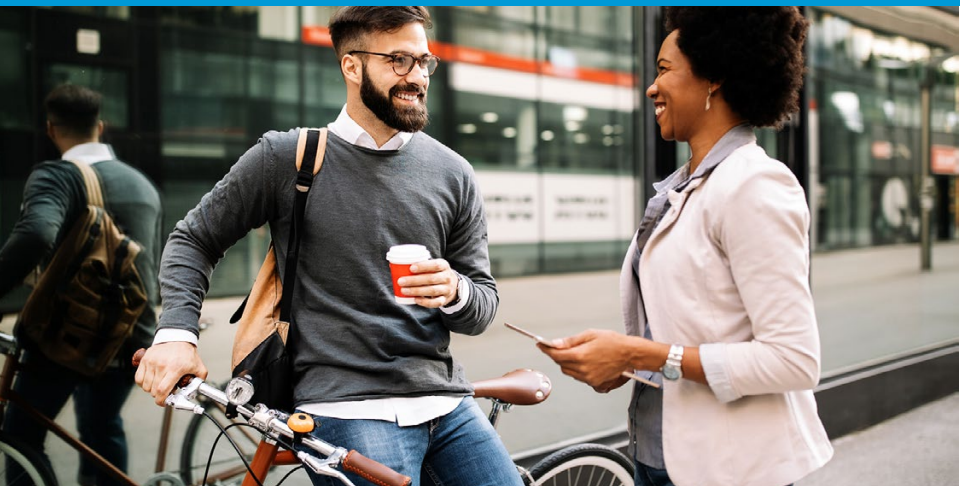
CATS Micro is an on-demand service. You cannot book rides for the future. Instead, book a ride when you are closer to your desired departure time.

## Why can't I request a ride?

Sometimes, if we are experiencing high demand in your zone, there may not be vehicles or drivers currently available to service your ride. If your travel plans are flexible, you can try requesting the ride again after a few minutes. Please note, calling will not increase your ability to book a ride as our agents have the same ability as you do book in the app.

## What if I use a wheelchair or other mobility aide, can I still use CATS Micro?

Yes! When booking on the CATS-Pass app please select the appropriate accessory on the booking page of the app to ensure that the vehicle coming to pick you up meets your needs. If booking your trip through the call center, please make sure to share your request with the representative.



## Can I bring a bike with me on my ride?

CATS Micro vehicles are equipped with bicycle racks.

## What if I am traveling with a service animal or pet?

Service animals are always welcome, as required by law. At this time, CATS Micro cannot accommodate non service and emotional support-related pets. When booking on the CATS-Pass app, please select service animal to ensure there is room on the vehicle for the service animal. Or, if you are booking a trip through the call center, please make sure to share this information with your call center representative.

## If I see a CATS Micro vehicle sitting outside, can I just board it like a CATS bus?

While CATS Micro is completely open to the public, you must book a trip beforehand. Trips can be booked via the CATS-Pass app, or by calling 704-336-7433 (RIDE).

## Can I get picked up or dropped off outside the CATS Micro service zone?

Sorry, all trips on CATS Micro must start and end inside the service zone.

## Will I share my ride with other people not in my party?

Depending on other ride requests and the location of the vehicle, your ride may be grouped with riders headed to similar destinations.

## Do I tip my driver?

CATS Micro operators are not permitted to accept tips.

## How can I provide feedback on my trip?

At the conclusion of your trip, the CATS-Pass app will prompt you to rate your trip. All feedback is reviewed to ensure the CATS Micro meets expectations. You can also contact CATS customer service at 704-336-7433 (RIDE) or send an email to telltransit@charlottenc.gov

## Can I book in another language besides English?

Yes, the app is available in Spanish, French, German, Chinese, Russian, Portuguese, Japanese, Vietnamese, Arabic, and Korean. The default language of the CATS-Pass app will match that used in your mobile device.

## What information do you need from me?

After you set up your account, we'll need your pickup and drop-off address (the app will default to the closest address), how many people are traveling, and whether you need space for a wheelchair. Your trip information will be used to plan future CATS Micro expansion and to evaluate service performance. We may disclose your personal information if we are required to do so by law or a court order.

## Seatbelt Usage and Requirements

For your safety and that of your fellow passengers, it is recommended that all passengers wear both the lap belt and shoulder belts while riding CATS Micro, in compliance with applicable state laws.

## Lost and Found

If you believe you have lost or misplaced an item during a CATS Micro trip, please call CATS Lost and Found at 704.336.7433 (RIDE). You may also visit the CATS customer service office, located in Pavilion A at the Charlotte Transportation Center, from 8:00 a.m – 5:00 p.m., Monday – Friday.

## Groceries and Shopping Bags

Shopping bags are allowed on CATS Micro; however, bags and packages may not take up a seat and operators are not permitted to assist customers with packages, so you must be able to manage any bags and packages on your own. Should your bags take up an additional seat, you may be charged for that seat.

# IMPORTANT INFORMATION

## Travel Training

Travel training is a free service provided by Charlotte Area Transit System (CATS) to educate individuals on how to ride the various modes of transportation offered through CATS, including CATS Micro. You can request Travel Training through The CATS website or scan the QR code to take you directly to the request form.

Travel Training Here

## Customer Courtesy and Rules of Conduct

Anyone using a CATS service is asked to adhere to CATS's Code of Conduct, which can be found on our website.

## Americans with Disabilities Act (ADA)

The Americans with Disabilities Act is a federal civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

**704-336-7433 (RIDE)** **ridetransit.org**

Scan the QR code or use the button below to learn more about CATS Micro.

**CATS Micro Site**

Please note that this Rider's Guide is available in alternate formats upon request and is also available for download on the CATS website, ridetransit.org

For additional information visit the CATS website at www.ridetransit.org or contact Customer Service at 704-336-7433 (RIDE).

If you require accommodations under the Americans with Disabilities Act or translation services (free of charge), contact CATS Customer Service at 704-336-7433 (RIDE)