

Weather Closures

In case of inclement weather the Transit system may change or eliminate routes or stops for the safety of all passengers, Call the Transportation Hub (931)372-8000 for route details

Bikes on the Bus

As an added feature, buses are equipped with bike racks so passengers can take their bikes with them. The racks hold up to two bikes and are available first-come, first-served basis. The racks are easy to use and are designed for riders to load and unload bikes independently. Assistance is available to first time users where it is safe for the driver to exit the bus.

Wheelchair Access

All buses are wheelchair accessible. Special transportation is available for persons with disabilities who are unable to use the deviated fixed route bus system. Please contact UCHRA's Public Transit System for door to door service at 931-372-8000 for more information.

Lost and Found

If you find any item on a bus, please turn it in to the bus operator. All items left on the buses are turned in at the end of the day and kept for 60 days at the HUB; (UCHRA Office) located at 586 South Jefferson Ave Suite P, Cookeville TN 38501. If you have lost any item on the bus, call 931-372-8000.

Passenger Rules

Cookeville Area Transit System (CATS) has the utmost concern for passenger safety. Please be considerate of the driver and your fellow passengers. Please refrain from unnecessary conversation with the driver while the bus is in motion.

- *Please wait until other passengers have exited the bus before you board.*
- *Be careful when entering and exiting the bus, especially during inclement weather.*
- *Remain seated while the bus is in motion.*
- *Drinks are allowed in a container with a lid.*
- *No eating, smoking or alcoholic beverages.*
- *Audio equipment may be used with headphones or earphones.*
- *Roller skates, skateboards, and roller blades must be carried onboard.*
- *Strollers and other large items must be kept out of the aisles; aisles must be clear at all times.*
- *Please have a destination in mind when riding.*
- *Passengers may not continuously ride one route.*
- *Threatening or any other unacceptable behaviors including the use of vulgar language is not allowed.*
- *For your safety the following items are prohibited: Gasoline, car batteries, fireworks, explosive materials, firearms or weapons of any kind.*

CATS



Cookeville Area Transit System Deviated Fixed Route



UCHRA

www.uchra.com

<http://www.uchra.com/cats/index.html>

*TDD/TTY (Telecommunication Device for the Deaf) LEP
(Limited English Service Available)*

TTD Users Call 1-800-848-0298

*Project Funded Under An Agreement With The Tennessee Department
Of Transportation*



We want to make your ride with CATS as smooth and purrrfect as possible. Therefore, we have developed an eight step guide to help you learn how to use CATS. Riding the bus could not get much easier!

1. Cookeville Area Transit

Whether you're a first time rider, a loyal patron or even a veteran, Upper Cumberland Human Resource Agency's Cookeville Area Transit System welcomes you. CATS want to make riding the bus an easy and enjoyable experience. Cookeville Area Transit System remains dedicated to providing you with fast, easy, professional, and inexpensive transportation around the city of Cookeville and across the Tennessee Technological University campus.

2. Getting Started

We'll help you get from your starting point to your destination and back, letting you know the exact times and routes the bus runs, as well as, where you need to catch the bus. Simply call a member of our staff at 931-372-8000 or visit our schedule page. Cookeville Area Transit System provides comprehensive accessibility for all riders. The deviated fixed-route bus fleet is fully handicapped accessible. Riders who are challenged and unable to use the bus service may take advantage of UCHRA's Paratransit Service.

3. Reading the Schedule

Bus schedules provide specific information including the route name, major stops along the route, and easy-to-read, start and stop times, which varies with weekday, evening and weekend service. Schedules are free and available on any bus, and can be picked up from the UCHRA Putnam County Office. Cookeville Area Transit System does not provide service: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

4. Riding the Bus

Be sure to get to the bus stop a few minutes early because schedule times may vary slightly due to inclement weather and traffic conditions. Patrons must wait at the designated bus stop area. Before getting on the bus, take a look at the lit display sign over the front windshield to confirm the bus route and final destination. If in doubt, just ask the driver.

5. Paying for Your Trip

Riding the bus is inexpensive. Cost for adults is \$1.00 per trip, \$3.00 for a day pass, \$25 for a 30 trip pass, or \$10.00 for a 10 trip pass; children 5 years and under ride free. (Tennessee Technological University students are free with student identification cards.) A ride ticket and all passes can be purchased at the UCHRA Transportation Hub.

Go Green – Go Transit!

6. Loading the Bus

As you get on the bus at the front door, you will need to drop your money or ticket into the fare box next to the driver. If you have any questions about your fare and/or destination, ask the driver BEFORE depositing your money. Patrons will need the EXACT FARE in either coins or dollar bills because the fare box does not make change and the drivers do not have change.

7. Getting Off the Bus

Before the bus approaches the destination, ring the bell by simply pulling the cord. Drivers will announce all major stops. While patrons are still seated, please be sure to gather all belongings. Patrons need to wait for the bus to come to a complete stop before exiting. Remember that surrounding traffic is not required to stop like it is for public school buses, make sure to look before crossing the street.

8. Serving Everyone

We're Your Bus line. And, as such, we're here to serve you. If you have comments, complaints and/or suggestions, whether good or bad, we welcome your feedback via phone, 931-372-8000 or email uscomment4cats@uchra.com. UCHRA Cookeville Area Transit System and employment opportunities are available without regard to race, color, sex, age, religion, national origin, political affiliation, or disability.

Need assistance in booking your trip with CATS or our other transit services call (931) 372-8000 or 1-800-968-2472 or email comment4cats@uchra.com to book your trip today.

Pickup for CATS that is "off the route" from designated stops up to ¾ mile

If you are needing pickup for CATS that is "off the route" from designated stops between 7:00am and 5:00pm Monday thru Friday CALL the Transportation Hub at (931) 372-8000, 1-hour before the scheduled stop time.

Between 5:00pm and 10:00pm on Friday or 10:00am to 10:00pm on Saturday, please CALL 931-261-6846 between 5:00pm and 9:00pm for Fridays or 9:00 am to 9:00pm for Saturdays and leave message for driver.

Reasonable Modification

UCHRA Public Transit will provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities. Drivers can make some reasonable accommodations. Contact UCHRA Mobility Coordinator at customerservice@uchra.com or 931-520-9589 for Reasonable Modification of your trip, if required.