



CAT CONNECT RIDER'S GUIDE

March 2020

Phone: 239-252-7272

Toll Free: 1-800-3921418

Fax: 239-252-4464

8300 Radio Rd Naples FL 34104

www.rideCAT.com

CATConnect@colliercountyfl.gov



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I. Welcome

This Rider's Guide is designed to help customers understand the CAT CONNECT Program. In this guide you will find information that is pertinent to making a trip as convenient and hassle-free as possible including the policy and procedures. It is important that you take the time to read this guide completely to avoid any misunderstanding about the services offered by this program. This guide is also available in Spanish and online at www.ridecat.com. If you have any questions please call **(239) 252-7272, (239) 252-7777 or 1(855) 392-1418.**

II. Introduction

The CAT CONNECT program, also known as Paratransit, started in February of 2001 under the name of Collier Community Transportation or CCT. It is a shared-ride door-to-door transportation service provided for individuals who do not have access to any other means of transportation, including the Collier Area Transit (CAT) bus service (fixed route). The CAT CONNECT program provides transportation service for eligible individuals through several funding programs, including the Florida Department of Transportation, Agency for persons with Disabilities and Florida Commissions for the Transportation Disadvantaged. CAT CONNECT can be used for medical appointments, work, school and other trips depending on the funding program the individual qualifies under. Cooperation and flexibility from customers will allow CAT CONNECT to better serve its customers.

Travel Training: Travel Training is a FREE service that CAT CONNECT offers to create opportunities for community access by teaching you how to use Fixed Route public transportation. The Travel Trainer will work with you in either an individual or small group setting to teach you the travel skills needed to get to your destination safely and independently. The Travel Trainer will work with you until you are capable and confident to travel your route on your own. For more information, please call (239) 252-7777.

III. Contact Information

To obtain an application, schedule a trip or any other questions please contact CAT CONNECT Monday through Friday between 8:00 a.m. and 5:00 p.m.; call (239) 252-7272, 239-252-7777 or 1(855) 392-1418. You may also visit the centers at:

**Collier Area Transit
CAT CONNECT Customer Service
8300 Radio Road
Naples, FL 34104**

**Collier Area Transit
Intermodal Transfer Station - Government Center
3355 East Tamiami Trail
Naples, FL 34112**

If you experience a problem with any aspect of the service, you may call, send written correspondence to CAT CONNECT or go to our website www.ridecat.com, go to Paratransit and you will find Complaint Form. When sending a written complaint please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by going to our website: www.ridecat.com Paratransit, then grievance, or by contacting the Manager of Operations and requesting a copy of our adopted Grievance Procedure or calling the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line at **1-800-983-2435**.

For Florida Relay for ASCII callers call 1(800) 955-1339.

IV. Eligibility

Individuals who are interested in using the CAT CONNECT services must apply through a written application process. The eligibility process can take up to twenty-one (21) calendar days to complete. A functional assessment/ interview may be required as part of the eligibility process. If CAT has not made a determination of eligibility by the 21st day following the submission of a complete application, the applicant shall be treated as eligible and provided service until

and unless the applicant has been deemed ineligible. After qualifying for service, all approved individuals are subject to recertification every three years. If there is a change in address or health condition prior to the three year period, the applicant must notify CAT CONNECT to update this information. To receive an application please visit our website at www.ridecat.com, visit the office or call the center. CAT CONNECT is intended to serve a limited group of people, specifically those who have no other means of transportation and qualify under the following sponsored programs:

Americans with Disabilities Act (ADA): Individuals whose physical or mental impairment prevent use of the CAT bus service (fixed route). In addition, the individual's origin and destination must be within the ADA corridor, which is defined as a service corridor that extends three-quarters ($\frac{3}{4}$) of a mile on either side of CAT bus service (fixed route).

Visitors who are unable to utilize CAT bus service (fixed route) may be eligible to utilize paratransit services. Visitors will be required to provide proof of their visitor status, proof of their disability if it is not apparent, and certify that they are unable to use fixed route service. For more information please contact our Customer Service Department at 239-252-7272. For service beyond the 21 days, an application will be required.

Transportation Disadvantaged (TD): Individuals who because of a mental or physical disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent

upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled, or high risk or at risk (as defined in § [411.202](#)). In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.

Agencies: Individuals whose trips are funded under a negotiated agency contract.

V. Destination and Hours of Operation

CAT CONNECT services the entire Collier County including **City of Naples, North Naples, East Trails, Marco Island, Golden Gate City, Golden Gate Estates and Immokalee**. In accordance with federal and/or state regulations, certain restrictions may apply to the trips provided related to the times of travel or destinations based upon the program eligibility.

ADA recipients may only schedule trips that begin and end within the ADA Corridor which is three-quarters ($\frac{3}{4}$) of a mile of an established CAT bus service (fixed route). Hours of operation for ADA are the same as the CAT published bus schedule. While you may be certified to ride CAT CONNECT, all destinations in Collier County may not be within the ADA corridor. If the origin or destination of a trip is outside of the ADA corridor, the trip will be considered ineligible for the ADA Program and will be classified as a TD trip.

Transportation Disadvantaged recipients are permitted to travel countywide Monday through Sunday. Saturdays & Sundays are reserved for

medical trips only; other types of trips will be provided as funding allows. The pickup time may be as early as 4:00 AM and the latest pickup time may be as late as 6:00 PM. In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.

Agency sponsored trips must be prearranged by the particular agency sponsoring the trip.

Please keep in mind that CAT CONNECT operates on the public roads and highways and occasionally our vehicles will run behind schedule during periods of peak demand such as special events, rush hour, or inclement weather. To lessen trip delays, try to avoid peak travel periods.

The CAT CONNECT Program **does not operate** on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

VI. Reservations

All trips require prior reservation; please contact CAT CONNECT Monday through Saturday between 8:00 a.m. and 5:00 p.m. to make your reservations. For weekend service, please contact CAT CONNECT, leave your name and trip information on the voicemail, someone will return your call to confirm your reservation. Trips may be scheduled up to two (2) weeks in advance. For NEXT DAY service, reservations must be scheduled by 5:00 p.m. **Same day service is not available.**

When making a reservation for service, please keep in mind that travel time for your trips will vary based on the distance of the trip. Travel times are as follow:

- 9 miles or less- up to a 60-minutes travel time.
- 9 miles to 18 miles - up to a 75-minutes travel time
- 18 miles or longer - up to a 120-minutes.

When making a reservation, please have the following information ready:

- Pick up location - name, phone number, address including building and apartment number, town or city and zip code.
- Destination - Name of Facility if applicable or Doctor's Name, phone number and Street address (including: suite number, town or city & zip code).
- Exact appointment Time
- Whether a personal care attendant (PCA) and/or Guest will be traveling.
- Whether the customer or the PCA/Guest uses a wheelchair or other mobility device.
- Whether the customer has a service animal.
- Whether there are any other special considerations for the customer to travel.

Return trip information - please provide same information as the destination above. The Return trip **MUST** be scheduled at the time of reservation or they will not be accepted.

Subscription Service

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two or more times a week) at the same times. You will save time by submitting a standing order. However, you must contact the reservation department immediately if your plans change to avoid being charged as a no-show. Frequent cancellations could result in termination of a subscription.

Negotiated Trip Times

Occasionally, the exact time you wish to travel may not be available. In that case, Customer Service may offer you other choices that may be up to one hour earlier or one hour later than the time you wish to travel. If you need to arrive at your destination by a specific time, tell the Customer Service Representative they will attempt to give you a pick-up time that will get you to your destination on time. If your travel time is more flexible, please let the Customer Service Representative know and they will suggest a time.

Example

- Caller requests a trip to get to work by 9:30 a.m. If there is no availability for the exact time

requested, the Customer Service Representative may offer a dropp-off time option based on vehicle availability and the distance of the trip anywhere from 8:30 a.m. to 10:30 a.m. If the negotiated scheduled time is 8:30 a.m., the passenger MUST be ready to board the vehicle between 8:30 a.m. to 9:00 a.m.

- Caller requests a 5:00 p.m. pick-up. If there is no availability for the exact time requested, the Customer Service Representative may offer a pick-up time option based on vehicle availability anywhere from 4:00 p.m. to 6:00 p.m. The passenger must be ready to board the vehicle upon arrival. The vehicle is considered on time if it arrives 30 minutes or less from the scheduled pick up time.

VII. Fares, Multiple Destinations & Refusal to Pay/No Pay

All trips require a fare. The passenger will be informed about their required fare at the time of approval for the Paratransit service. A passenger may:

- Pay the fare with exact change on each ride.
- Pay the fare for both ways on their first ride.
- Purchase tickets for the value of the passenger's co-pay in advance from office or drivers

Tickets equal to the amount of your individual trip fare may be purchased in advance at the following locations:

**Collier Area Transit
CAT CONNECT Customer Service
8300 Radio Road
Naples, FL 34104**

**Collier Area Transit
Intermodal Transfer Station - Government Center
3355 East Tamiami Trail
Naples, FL 34112**

Payment of proper fare is required upon boarding the vehicle. The driver will collect the fare/ticket from you when you board the vehicle. You must have the **exact change**; drivers do not carry money. Change will only be provided in the form of a ticket. Failure to pay the appropriate fare will result in your trip being denied. Fares will depend upon your sponsorship or funding source, see details below. **Effective November 4, 2018 the fares are as follows:**

Americans with Disabilities Act (ADA): The fare for this service is \$3.00 for a one-way trip. Guests are required to pay \$3.00 for a one-way trip.

Transportation Disadvantaged (TD): The fare for TD trips is on an income scale and varies from \$1.00, \$3.00 or \$4.00 per one-way trip. This program does not allow/transport guests.

Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately, and the rider must pay a fare for each ride.

Refusal to Pay or No Pays

- In an effort to ensure consistent and fair transportation services to all of our passengers, everyone is expected to pay the proper fare upon boarding the CAT CONNECT vehicle.
- To emphasize the importance of limiting No Pays, CAT CONNECT has adopted the following, zero tolerance of refusal to pay policy:
- If the passenger does not have the appropriate amount to pay for his or her co-pay, transportation will not be provided.
- If the passenger refuses to pay for a return trip the passenger will not be eligible to reserve a future trip until payment of the co-pay has been fulfilled.

VIII. Travel Assistance

Many of our customers require assistance during their travel. While drivers are able to provide assistance to and from the vehicle, some customers may require more personalized care. This section of the Guide

addresses customer's needs that extend beyond the responsibility of the driver. Customers needing additional assistance upon reaching their destination are required to travel with an attendant. All guests or Personal Care Attendants (PCA) traveling with the customer must be picked up and dropped off at the same address.

Personal Care Attendant (PCA)

A PCA travels with the customer to assist with life-functions and to facilitate travel. A PCA request must be approved on the initial application in order to be eligible to travel with a customer. The information provided must state the functional limitations that require you to have additional assistance. Medical documentation stating the reason an attendant is needed will be required. Only one PCA may ride free of charge per customer.

The following are required to have a PCA:

- Children under the age of 5 and/or under the weight of 45 lbs. will be required to use a child restraint device that must be provided by the accompanying adult or attendant.

If you now require a PCA, yet your application approval does not include a PCA, please submit a letter from your physician or other qualified medical professional stating that your needs now require a PCA.

A parent or guardian assisting an under-age child may not bring additional children unless the other children

have a scheduled reservation and will be receiving a service.

Guest for ADA passengers

- ADA passengers may be accompanied by a single guest.
- Guests are required to pay the same fare as the ADA passenger.

Service Animals

Service animals ride for free with a Paratransit passenger.

IX. Ready Early, Will Call, Cancellations or No-Show

The Transportation Disadvantaged Local Coordinating Board (LCB) approved a No Show/Cancellation Policy to identify those who habitually cancel or who are a no-show for a scheduled trip. The goal of the LCB is to educate the customers of the policy to reduce the incidences of cancellations and/or no-shows. The customer has the option to appeal any action taken to enforce this policy.

Ready Early

Customers who are ready prior to their scheduled pick-up time should contact CAT CONNECT customer service. *Customers will be picked up as a vehicle becomes available.*

Will Call

If the customer is not ready to make the return trip when the service vehicle arrives, the customer is placed into “will call” status. This means customers “will call” CAT CONNECT customer service when ready. Customer will be picked up as a vehicle becomes available.

Cancellations

All cancellations need to be made preferably before 2:00 p.m. of the day prior to the reservation date. All scheduled trips (reservations) must be cancelled at least 2 hours prior to the scheduled trip pick-up time in order to avoid being deemed a “No Show”. A cancellation made at the door (a refusal to board a vehicle that has arrived within the pick-up window) is also considered a late cancellation/no show. Passengers are not responsible for “no-shows” resulting from their sudden illness, family or personal emergency, transit connection or appointment delays, extreme weather conditions, operator error, or other unforeseen reasons for which it’s not timely to call to cancel or take the trip as scheduled.

No-Show

Passengers that do not timely cancel trips cost the service time and money and is an inconvenience to other passengers. Repeated no-shows may result in suspension of service. A no-show is defined as the failure of a passenger to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives

at the prescribed pick-up location within the pick-up time and the passenger is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time.

Disciplinary Suspension of Service

CAT CONNECT reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a passenger's account. Each verified no-show or late cancellation consistent with the above definitions counts as 1 penalty point. Passengers will be subject to suspension after the meet all of the following conditions:

- Accumulate 3 penalty points in a six (6) calendar month period (January to June & June to December)
- Have "no-showed" or "late cancelled" at least 5 percent of the passenger's booked trips for the month.

A passenger will be subject to suspension only if both the number of penalty points is reached and percentage of trips deemed no-show is met. CAT CONNECT will notify passengers by telephone after they have accumulated 1 penalty point and advised that they are subject to suspension should they accumulate 2 additional penalty points with the six (6) month period consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, and grievance/appeal policy which details how to appeal suspensions.

- **First No-Show:** The passenger will receive a warning phone call.
- **Second No-Show:** The passenger will receive a warning letter to review the No-Show & Late Cancellation policy and phone call.
- **Third No-Show:** The passenger will receive a phone call and written letter noting suspension of service for 7 calendar days. Suspension will begin 5 days following the No Show determination to ensure receipt of notification. Suspensions will be held in abeyance if the passenger timely files an appeal of the suspension. If there is no appeal the suspension will begin following the notification grace period and continue for 7 calendar days.
- **Fourth No-Show:** The passenger will receive a phone call and written letter of a suspension of service for 14 calendar days. Suspension will begin 5 days following the No Show determination and continue for 14 calendar days unless a timely appeal is filed.
- **Fifth and Greater No-Shows:** The passenger will receive a phone call and written letter of a suspension of service for 30 calendar days. Suspension will begin 5 days following the No Show determination and continue for 30 calendar days unless a timely appeal is filed.

X. Drivers

CAT CONNECT has contracted with a private transportation carrier to provide door-to-door Paratransit transportation services. The carrier uses minivans and lift equipped vehicles to transport passengers. All vehicles are plainly marked with the name of the company in a prominent location (CAT CONNECT / or the Carrier information).

Drivers are trained to help those who require assistance to and from the vehicle. We do not enter a person's home or a person's room at a living facility. In addition, we do not go above the first floor of a multi – level building.

Drivers do not accept tips. Please notify CAT CONNECT if any driver asks for or accepts a tip.

Drivers are expected to:

- Be properly uniformed and carry picture identification badges.
- Be courteous.
- Drive safely.
- Wear a seat belt.
- Securely tie down wheelchairs.
- Make a good faith effort to find a client (horn honking to notify a customer of arrival is not acceptable)

If a driver or passenger acts in an unreasonable manner (or contrary to company policies and procedures) it should be reported immediately by calling (239) 252-7272.

XI. Rights and Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for the customers of CAT CONNECT transportation services.

Customers have the right to:

Safety

- Trips in air-conditioned and heated vehicles;
- Safe, clean, properly equipped and smoke-free vehicles;
- Properly fastened seatbelts and/or mobility device tie-downs;
- Vehicle transfer points that are sheltered, secure and safe;
- A properly identified driver;
- Adequate seating, to include ample space for service animals;
- Assistance in maneuvering mobility devices up and down a maximum of one step;

Courtesy

- Professional, courteous and properly trained drivers;
- Assistance while getting in and out of the vehicle and to the seat; and
- Assistance with a maximum of 4 bags would be allowed at a time by the customer in one trip.

Complaints

- File complaints without fear of retaliation at 239-252-5840 or email us at goCATbus@colliercountyfl.gov.
- Prompt investigations and effective resolutions; and
- Current and complete program information.

Service

- Pick-ups within the established pick-up window;
- Expect the driver to wait up to five minutes at the time of arrival within the pick-up window;
- Toll-free accessibility to the CTC;
- Be delivered to an appointment on time;
- The CTC's policy on standing orders/subscription service; and
- The CTC's policy on no-shows.

Customers are responsible for:

Safety

- Be ready and waiting for the vehicle in a safe location prior to the pickup window for your scheduled appointment time;
- Keep seat belts and mobility device tie-downs secure until the vehicle stops;
- Remain seated until the vehicle comes to a complete stop at place of destination;
- Report any safety hazards;
- Keep wheelchairs or other mobility aids in good condition;
- Do not tamper with or operate vehicle equipment;
- Child restraint device must be provided by the accompanying adult or attendant;
- Make CTC aware of customer's physical and/or mental conditions/limitations prior to transport; and
- Adhere to policy for violent and/or disruptive behavior.

Courtesy

- Call in trip cancellations (refer to cancellation section pg. 6);
- Inform CTC of all pertinent information regarding the trip;

- Present the correct fare;
- Be ready at the time of pick-up;
- Ensure personal hygiene; and
- Be courteous to drivers and fellow passengers/customers.

Complaints

File complaints in a timely manner, providing the CTC with pertinent information. (Refer to complaint section on Page 18)

Service

- Advise the reservationist of appointment times;
- Advise the reservationist of the intent to utilize a guest, personal care attendant or service animal.
- Accept a shared-ride service on vehicles provided;
- Schedule trip requests at least one day in advance; and
- Provide own wheelchair / car seat, and/or escort.

Florida State law has determined that all customers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A customer who refuses to remain seated with the seat belt in place will be denied service. If you have medical documentation stating that the use of seat belts may be detrimental to your health, the seat belt regulation

will be waived. Please inform the reservationist of your situation when you schedule your first trip, you will be required to provide CAT CONNECT with written documentation to have the seat belt requirement waived.

Inappropriate Behavior

Customers may not eat, drink, smoke or spit in/on the bus. Eating on the bus will be permitted on a case by case basis based on medical need. Customers are responsible for being considerate of other customers in sharing rides, to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out the windows, lewd behavior and speech, etc. This behavior will not be tolerated and customers that behave in such a manner may be subject to suspension.

In accordance with CAT CONNECT Policy, service may be terminated due to threats, violent or abusive treatment toward the provider or other customers. Service may be refused if a customer engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other customers or employees.

When it has been determined by the Manager of Operations that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Customer or Parent/Guardian of the Customer with a copy to the appropriate agency (if applicable).

XII. Other Considerations

Wheelchair Service

When making a reservation please be sure to mention if the customer uses a mobility device or wheelchair. A wheelchair is defined as a three or more wheeled device and it must be provided by the customer. Customer must be waiting on the ground floor in the lobby or at the main entrance no more than one (1) step from the ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer. Our vehicles are equipped to transport mobility devices. CAT CONNECT will transport passengers and their mobility devices as long as the lift and vehicle can physically accommodate the device and legitimate safety requirements can be met. Drivers are not responsible for charging, connecting or disconnecting any equipment used by a customer. Customers must ensure all equipment is functioning properly and independently prior to starting your trip.

In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces.

Oxygen Transport

Travel with oxygen equipment is permitted providing that the safety and use of it is the sole responsibility of the customer and can be stowed when the vehicle is en-route. Drivers are not permitted to supply, connect or disconnect oxygen.

Personal Belongings

Customer property that can be carried by the customer and/or the guest/attendant in one trip and can be safely stored in the vehicle shall be allowed. Items that block the aisles or are not able to be secured in the vehicles will not be allowed.

Reasonable Modification Request

A Reasonable Modification Request is a request that is out of the ordinary to the current service, which would result in a modification to our policies, practices, and/or procedures to allow program accessibility. A request can be made electronically through Collier Area Transit's website at www.ridecat.com or mailed to our offices

Collier Area Transit Title VI Notice

Collier Area Transit (CAT) hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. CAT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin. Any person who believes that

they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a complaint with CAT.

For more information visit our website at www.ridecat.com or contact CAT at 8300 Radio Road, Naples, Florida 34104 or 239-252-5840.

XIII. Customer Feedback

What if I'm not satisfied with the services provided?

If you experience a problem with any aspect of the service, you may call or write to CAT CONNECT Customer Service Department. To send your complaint in writing, direct your correspondence to:

**CAT CONNECT
CUSTOMER SERVICE DEPARTMENT
CAT Operations Center
8300 Radio Road
Naples, FL 34104**

OR

CALL 239-252-7272 /239-252-7777/855-392-1418

Please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Superintendent of Paratransit Operations and requesting a copy of our adopted Grievance Procedure.

OR

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line:

1-800-983-2435.

Acknowledgement of Receipt Form

CAT CONNECT

The information provided in this guide is an important factor in helping you understand your transportation options. We encourage you to read it completely and to contact the CAT CONNECT staff if you have any questions regarding the information contained within this booklet.

It's important for CAT CONNECT staff to know that you have received this Rider Guide. Please sign your name below, detach this page, and return it to CAT CONNECT.

Customer Signature

Date

Printed Name

CAT CONNECT strives to provide the highest level of quality service.

We appreciate and welcome suggestions, and comments from the community.

Thank you.

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This Rider's Guide has been put together by:
Collier County Board of County Commissioners'
Public Transit and Neighborhood Enhancement
Division