

RESERVATIONS

CALL

(575) 769-7910

Rides must be at least 5 blocks, unless for medical exceptions

CANCELLATION POLICY

To **CANCEL**, call at least **ONE HOUR** in advance.

To **CHANGE** destination, call at least **ONE DAY** in advance.

NO SHOW POLICY

Three consecutive no-shows will result in a 7-day suspension.

CONTACT US

401 EAST 7TH STREET
CLOVIS, NM 88101
(575) 769-7910
CATCHACATS.COM

NON-DISCRIMINATION POLICY

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 the City of Clovis Human Resources Department at (575) 763-9652.

CLOVIS AREA TRANSIT SYSTEM

MONDAY-FRIDAY

6:30 A.M. - 5:00 P.M.

SATURDAY

8:00 A.M. - 5:00 P.M.



ABOUT US

CATS provides curb-to-curb service to citizens in the Clovis area. We operate as a shared-ride service within the Clovis City Limits on a reservation basis, and passengers pay an out-of-pocket fare of 75¢ per ride.

75¢ FARE PER RIDE

OUR MISSION

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



PASSENGER RULES

- Be ready to board 10 minutes before your pick up time
- Drivers cannot wait longer than 3 minutes
- Drivers are not allowed to enter your residence
- Door-to-door assistance is available if requested
- Multiple stops may be scheduled, but fare will be collected at each stop
- Attendants when assisting their clients may ride free
- All children under 5 must be accompanied by an adult
- Two bag limit per passenger (not responsible for items left aboard)
- Passengers must wear safety belts, including those in wheelchairs, and remain seated
- No eating, smoking, drinking, cursing, or firearms aboard vehicles
- Lift weight restriction is 800 lbs.
- Portable oxygen devices are allowed but must not obstruct the aisle

CUSTOMER POLICY

1. All passengers must comply with the driver
2. In emergencies, all passengers must comply with the driver's instructions
3. Passengers are expected to pay a fare each time they board
4. Passengers must maintain control of their possessions during the ride
5. Passengers must act in a courteous manner
6. All vehicles are tobacco-free
7. Any use of profanity is prohibited, and passengers may be asked to exit the vehicle
8. Weapons are not allowed on any vehicle at any time
9. Passengers are asked to maintain good personal hygiene
10. Service animals are allowed, but no other animals are permitted unless in a small pet taxi

For more information regarding passenger guidelines, accessibility, and our Title VI Notice, please visit www.catchacats.com