

Catoosa Trans-Aid Operations Policy 2019

Medical Appointments are top priority for Catoosa Trans-aid. Employment is next priority. All other transportation needs will be based on availability. Guidelines are as follows:

1. All passengers must be residents of Catoosa County. We reserve the right to ask for proof of residency.
2. Hours of operation are Monday thru Friday 8:00am to 4:30pm.
3. All appointments require at least 24-hour notice and are subject to availability.
4. All transportation must remain in Catoosa County except for the following:
 - Medical trips to the Chattanooga area surrounding the major hospitals only.
 - These trips are scheduled between the hours of 9:00am and 2:30pm
5. Appointments are taken only 30 days in advance. Passengers that ride on a regular scheduled basis should call in their schedule at the end of every month.
6. Catoosa Trans-Aid is a curb to curb transportation. We will pick you up from your residence and will drop you at the front entrance of your doctors building but we cannot go inside the building with you. If you need further assistance someone needs to accompany you to your appt.
7. Passengers must be ready for pickup 1 ½ hours before appt time.
8. Passengers that require transportation to work must work in Catoosa County.
9. We have a shopping trip that goes to Wal-Mart every Tuesday so that passengers can get groceries, prescriptions, etc... Because space is limited on the bus each passenger is limited to only 2 shopping bags per person.
10. Catoosa Trans-Aid has a 3 "No-Show" rule. If you fail to cancel your appt before we come and pick you up and you don't go we consider that one "No-Show". When you receive 3 "No-Show's" you will be put on a 30 day suspension from riding transit. We do not offer unlimited transportation to residents that continually make appointments and fail to show up.

11. In case of inclement weather Catoosa Trans-aid will not operate if Catoosa County schools are closed.