CAT Black History Month campaign featured on Fox & Friends

CAT’s Black History Month campaign was broadcast nationally on Wednesday, Feb. 24, on the Fox & Friends morning show. During the segment, Fox’s Lawrence Jones and CAT’s Chief Communications Officer, Nikki Frenney, took a CAT bus to some of the historic sites highlighted in a landmark map CAT created as part of the campaign, including the First African Baptist Church and The Beach Institute. If you missed it, the news segment can be viewed online at bit.ly/2O0Xe0k.

Safety Spotlight by Chief Safety Officer Charles Hall

Safety begins before the first passenger boards the bus. In fact, safety begins before you, the operator even enters the bus.

Visual inspections while approaching the bus are very important (but watch out for tripping hazards while approaching your bus). Those visual inspections may reveal unreported property damage, leaking fluids, under-inflated tires, or unadjusted mirrors— all of which can pose significant safety hazards. The pre-trip bus inspection is vital to the safety of operators, passengers as well as the general public; therefore, please continue to make this the most important part of your work day.

Remember, operators must complete the Transit Bus Driver’s Pre-Trip Daily Vehicle Inspection every time a bus is operated. It is the operator’s responsibility to report any defects or damage to the bus to the proper authority. Whether it’s a dim headlight, a missing fire extinguisher, a damaged fare box, or passenger seats that are in disrepair, this needs to be properly documented, addressed and repaired. Buses having significant safety concerns noted in the Pre-trip Daily Vehicle Inspection should not be removed from the yard. Instead, the problem should be documented and reported to a mechanic immediately. In the event the problem cannot be rectified on the spot, another bus should be used for servicing that route.

Pre-trip inspections should ensure that Covid-19 precautions and protocols are in place. Make sure that operator enclosures are clean and in good repair. Take a few moments to make sure seating is properly social distanced with appropriate signage or availability. There are also masks and disinfectant to use while on routes. And remember, your safety is paramount. Make sure your temperature is taken daily, you wear your mask, social distance and wash your hands often.

We are in this together, united by safety.
CAT Anniversaries

We would like to give a huge thanks and congratulations to bus operator Jackie Sumpter, who celebrated his 29th CAT anniversary on Feb. 17. In addition, we would like to recognize and congratulate Hostler Seth Hallett, who celebrated his 27th CAT anniversary on Feb. 19. Thank you Mr. Sumpter and Mr. Hallett for your nearly three decades of commitment and service to CAT!

Mobile Ticketing frequently asked questions and answers

CAT is preparing to launch the Token Transit Mobile Ticketing service on March 1, which will allow customers to purchase digital tickets on their phones. To help prepare for the launch, we are posting common questions and answers about the service. The questions are geared more towards customers, but employees can also benefit from the information.

Token Transit FAQs

Will customers still be able to use cash to purchase passes? Yes. Current methods for purchasing passes will remain in place. The mobile ticketing service will simply be an additional option.

How much do mobile passes cost? Passes purchased using the Token Transit app cost the same as regular passes.

Can customers request a refund? Passes are not transferable or replaceable. All sales are final. However, if they experience technical issues, they contact Token Transit at https://support.tokentransit.com/.

When do customers need an internet connection? An internet connection is required in order to purchase a pass. An internet connection is also required to use a pass for the first time, and at the beginning of each day on multi-day passes.

Which CAT passes are available on Token Transit? All passes are available.

Can I buy transfers on Token Transit? No. Customers will still have to request a paper transfer ticket, if needed.

How do customers know if a pass is active? Once activated, passengers and operators will see the CAT logo with a pulsating circle around it and the current time.

Is there a record of expired passes? Yes, customers can view a log of their past actions by going to their Account Settings and selecting ‘History’. There will be a new entry every time they use a pass.

Can customers get a receipt for their pass purchase? Yes, but they will need to include their email address when they register their account. Receipts will be sent by Token Transit to the email address associated with their account.

What if a customer’s battery dies while their pass is active? Customers are responsible for keeping their phone charged while using their pass. Refunds will not be issued if their phone’s battery dies while their pass is active.

What happens to a customer’s account if they lose their phone? Their passes and payment information are linked to the account associated with their phone number. They are not linked to their physical phone. Logging in with their phone number on a new device will restore their previous pass and payment information.

Is a customer’s credit card information secure? All personal and credit card information is securely stored, using Token Transit’s encrypted Payment Card Industry Data Security Standard (PCI DSS) compliant server.

Who can help customers with the app? For technical issues with the app, customers should contact Token Transit at support.tokentransit.com.