Anonymous ethics and compliance hotline in place

CAT is committed to the highest possible standards of ethical, moral and legal business conduct.

In conjunction with this commitment, CAT aims to provide an avenue for employees to raise concerns without fear of reprisals or victimization for whistleblowing in good faith.

With this in mind, CAT has engaged Lighthouse Services, Inc. to provide all CAT employees with access to a third party anonymous hotline for reporting possible violations. This service is accessible 24 hours a day, 7 days a week.

Reports may cover, but are not limited to: ethical violations; unsafe working conditions; quality of service; sexual harassment; discrimination; alcohol and substance abuse; fraud; conflict of interest; theft and embezzlement; violation of the law; falsification of contract; reports or records; wrongful discharge; internal controls; vandalism and sabotage; theft; conduct violations; threats; bribery and kickbacks; improper conduct; violation of company policy; and misuse of company property.

Ethics and Compliance Hotline
Website: www.lighthouse-services.com/catchacat
Toll-Free Telephone:
- English speaking USA and Canada: 833-222-3243
- Spanish speaking USA and Canada: 800-216-1288
- Spanish speaking Mexico: 01-800-681-5340
E-mail: reports@lighthouse-services.com
Fax: (215) 689-3885 *must include company name with report*
Anonymous Reporting App: Keyword: catchacat. To download the anonymous reporting app, scan the QR code with your phone’s camera or go to the Apple App Store or the Google Play store and search for “Anonymous Reporting”.

For Iphone For Android

A COVID-19 vaccine clinic will be set up at CAT Central on Thursday for employees and family members. The two-shot Pfizer vaccine will be given from 1 p.m. to 3 p.m. in the multipurpose room. Employees and their family members must register in order to get their shots. The second vaccine shots are scheduled to be given on May 6.

Scan the QR code to the right with your phone’s camera to register to get your vaccination shot this Thursday.

Congratulations to the March CATtitude Employees of the Month

We want to congratulate mechanic Donald McCoy and bus operator Renee Rhodes, who were selected as March’s CATtitude Employee of the Month. Thank you both for what you do! Winners are selected every month and nominations are now being accepted for April. So if you know a coworker who deserves the recognition, be sure to nominate them. (Remote workers are also encouraged to participate in the process). Nomination forms can be picked up in the breakrooms or from a department head. Just fill them out and submit them in the entry box set up in the breakrooms. You can also give them to a department head or email them too cattitude@catchcat.org. Winners are selected by a committee and the chosen employees will be announced on the last Friday of the month.

Name: Donald McCoy
Years with CAT: 2
Title: Mechanic
Nominator comment: Saved a kitten from an engine bay of a bus.

Name: Renee Rhodes
Years at CAT: 14
Title: Bus Operator
Nominator Comments: Exhibits a positive and supportive attitude, exemplifies outstanding service to co-workers, shows team effort.

CAT has a new internal text notification system!

Text SCORE to 81411 for notifications about:
- Meetings & Events
- Emergency Alerts
- Career Opportunities
- New Policies

Message Frequency may vary. Message and data rates may apply. Text STOP to cancel. Terms and privacy policy: 81411.com/privacy

Want the electronic version of the CAT Inbound? Let us know by emailing marketing@catchcat.org
As CAT’s new lead wellness screener, Latonya Orange helps assist the wellness screeners as needed, while working flexible hours to ensure that everyone is following CAT’s safety protocols such as wearing a mask and practicing social distancing.

Latonya can be seen at CAT Central or the IFC providing each screening station with an adequate supply of masks, hand sanitizer and other PPE to protect everyone during this pandemic.

If you know any qualified candidates looking to join the CAT, we are currently seeking applicants for some positions. The positions include:
- part-time water ferry captain
- senior planner
- executive assistant to the COO
- para-transit dispatcher
- hostler

Details about the positions can be found on our website at www.catchacat.org. Just go to the “About CAT” menu on the home page and click on “CAT Careers” in the drop-down menu.

Cat Boarding calendar

All of the March meetings will be held remotely due to the COVID-19 pandemic. The virtual meetings can be viewed live or anytime afterwards on CAT’s YouTube page at: YouTube.com/ChathamAreaTransit.

CAT Board Committee Meetings
Date: April 13
Strategic and Operational Planning: 10:30 a.m.
Performance Monitoring/Audit: 1 p.m.
External Stakeholder Relations: 2:30 p.m.

CAT Governance Committee
Date: April 20
Time: 11 a.m.

CAT Board Regular Meeting
Date: April 27
Time: 10 a.m.

Mobile tickets: If it isn’t pulsing, they’re not paying

Secure Visual Validation is as easy as 1-2-3

Since the service was launched in March, customers’ interest in mobile ticketing continues to grow. We see that in gross sales and downloads of the Token Transit app. The Marketing and Communications team has also appreciated hearing from supervisors, trainers and drivers about their experiences with the app.

Recently, we have heard from some drivers that the mobile tickets they’ve seen on some phones don’t look like the tickets in the training video and may be displaying screen shots instead. Essentially, some customers are trying to “hack” a bus ticket. With that in mind, we wanted to send out a reminder to check for the pulsing green dot, the correct time of day and the type of ticket being used. This will help you ensure the ticket is valid.

Also, please remember to push button “A” on the farebox to help with tracking usage of the app. We want to know how many customers are embracing the use of this new service and your assistance is greatly appreciated!