



Rider's Alert

**ALL ROUTES
EFFECTIVE
APRIL 15 – JUNE 7**

CATS will continue to conduct on-board surveys. Surveyors wearing vests will approach customers at random.

- If you have 5 minutes, you will be asked questions about your transit trip and important information about you and your household. If your survey is completed on the vehicle, the surveyor will provide you with a pass, while supplies last.
- If you **DO NOT** have 5 minutes, you will be asked where you boarded, where you will exit, any transfers you will make and your phone number. A call center will call you within 72 hours to complete your survey. You will **NOT** be eligible to receive a pass.

All personal information will be kept confidential. This survey will help CATS plan better for your transit needs. Thank you for your participation in this survey!



For more information, call **704-336-RIDE** or **866-779-CATS** or visit www.ridetransit.org. To sign up for rider alert Email service, visit www.ridetransit.org



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