

CAT meeting with stakeholders after decision to postpone changes



Caption(L-R): Savannah Area Chamber of Commerce Director of Governmental Affairs Jared Downs, Georgia Restaurant Association Board member Cathy Colasanto, CAT Board member Clinton Edminster, County Commissioner/CAT Board member Helen Stone, CAT CEO Bacarra Mauldin, CAT Board President Deidrick Cody, and Tourism Leadership Council President and CEO Michael Owens participated in the Oct. 30, 2020 press conference to announce the postponement of planned service changes.

CAT officials are expected to meet with various community stakeholders, such as the Tourism leadership Council (TLC), Savannah Area Chamber of Commerce and Georgia Restaurant Association, to discuss how they can work collaboratively to support CAT services.

In an effort to lessen the burden on essential workers who support Savannah's tourism and service industry, CAT postponed November's planned schedule changes, including the suspension of Sunday operations.

The decision to reevaluate the changes came after obtaining community feedback, which included responses to a recent survey conducted by the TLC to determine the plan's impact on local employers and their staff.

The service changes will be postponed until at least February to allow CAT to engage in more conversations with community leaders about working collaboratively to support CAT services, said CEO Bacarra S. Mauldin.

"I am excited that there are leaders in our community who recognize the tremendous benefits CAT provides in our communities and just how much of an economic impact

the agency has in Chatham County," Mauldin said. "I am equally pleased that these same leaders are eager to come to the table and talk about what CAT needs to operate efficiently."

Mauldin and other CAT officials were joined by representatives from the TLC, Savannah Area Chamber of Commerce and Georgia Restaurant Association during a press conference on Oct. 30, when the postponement of the service changes and plan to work together was announced.

December meeting calendar

CAT Board Work Session & Meeting

What: Financial and compliance audit presentation and special called meeting.
Date: Dec. 1
Time: 11 a.m.

CAT Governance Committee

Date: Dec. 8
Time: 11 a.m.

CAT Board Regular Meeting

Date: Dec. 15
Time: 10 a.m.

All of CAT's public meetings can be viewed live or afterwards on CAT's YouTube page.



CAT Outbound

CHATHAM AREA TRANSIT Community Newsletter

December 2020 edition

Happy Holidays and welcome to the first edition of the CAT Outbound



The New Year is almost upon us. This is the time that we reflect on the highs and low of the past year and usher in the season of change. To jump start those efforts here at Chatham Area Transit, I am proud to introduce the first issue of our new community newsletter, the CAT Outbound. We are experiencing a new beginning at CAT as we work to improve services for our customers, while also becoming a more engaged community partner. I joined the CAT family in late June and consider it an honor to serve CAT's board members, employees, customers and greater Chatham County community.

In the spirit of giving, we are thrilled to provide this additional resource as the holidays approach. There are a lot of great things happening with CAT, along with many challenges to overcome, and we look forward to sharing our story with our customers and the public in general.

We are excited to share the latest updates about our services, while also providing an inside look at who we are and how we do what we do. In this issue, we provide information about safety measures we have implemented since the pandemic began; the resumption of fare collection; our new text notification service; and plans to work collaboratively with key community stakeholders to support CAT services. We hope you find this publication informative, enlightening and encouraging following what has been a challenging year for many. As we head into 2021, we are grateful that we will be moving forward together.

Happy Holidays, CEO Bacarra S. Mauldin

CAT resumes fare collection, front-door boarding

On Dec. 1, CAT resumed collecting fares for fixed-route and paratransit services, after fare collection was temporarily suspended due to the COVID-19 pandemic.

In addition to the implementation of other safety measures, safety shields have since been installed on buses and paratransit vehicles to help prevent exposure between drivers and passengers. Buses also continue to run at reduced capacity to provide more room for passengers to spread out. Customers are also strongly encouraged to wear masks while riding.



CAT launches first phase of text notification service

CAT recently launched a notification service that allows customers to get CAT-related news texted directly to their cell phones.

The texts include notifications of major service alerts that impact services for a day or longer, including schedule adjustments, bus stop closures and route changes. In addition, subscribers will be notified of public meetings and events.

Those who want to sign up for the service simply text **RIDECAT** to **41411**.

Staff established the service to provide another way to quickly disseminate important information to customers.

“The COVID-19 pandemic has escalated the importance of keeping the public informed, as we continuously implement new safety measures and service adjustments to protect employees and customers,” said CEO Bacarra S. Mauldin. “The text notification service helps us accomplish that goal.”

The launch marks the beginning of the first phase of the text alert service. CAT is in the process of having a new Intelligent Transportation System installed throughout its computer networks, facilities and vehicles. Among many other service enhancements, the



KEEP UP WITH CAT
CHATHAM AREA TRANSIT

GET CAT NEWS SENT DIRECTLY TO YOUR PHONE!
Text to phone# 41411
Msg: RIDECAT

Message frequency may vary. Message and data rates may apply. Text STOP to cancel. Terms and privacy policy: smstc.us/privacy-tm.

new system will allow riders to receive real-time notifications showing the locations of buses, as well as notifications of service changes of a shorter duration. The system-wide installation is expected to be completed in late 2021.

Plan 2040 Survey: Help determine the future of local transportation



OUR SURVEY HAS LAUNCHED

www.surveymonkey.com/r/MPCPlan2040

The Metropolitan Planning Commission is seeking the public’s input on the future of transportation and other needs within Chatham County, as part of a 20-year comprehensive plan.

The recently launched Plan 2040 Survey is a chance for the public to share feedback for the plan that will guide short and long-term growth in unincorporated Chatham County, Savannah, Garden City and Pooler. In addition to transportation, the questions cover housing, land use, quality of life, natural resources and economic development. You can find a link to the survey at thempc.org.

Proud to make the pledge: CAT Participating in national safety program



CAT is a proud participant in the American Public Transportation Association’s “Health and Safety Commitments Program,” which is the industry’s pledge to passengers that public transit systems are taking all the necessary measures to operate safely during the COVID-19 pandemic.

By signing on to APTA’s program with more than 100 public transit systems, CAT and the public transit industry are actively working to show that we are committed to protecting customers’ health and safety.

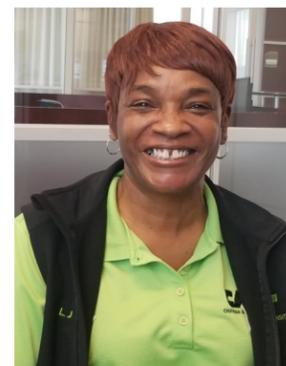
CAT pledged to meet the program’s commitments by creating specific policies that are effective for the system, riders and community.

Safety measures CAT has implemented include:

- **Health screenings of all employees**
- **Masks required at CAT facilities**
- **Operator safety shields on buses and paratransit vehicles**
- **Reduced vehicle capacity levels for social distancing**
- **Enhanced cleaning of buses and facilities in accordance with CDC guidelines**

We hope these measures help show our commitment to employee and customer safety during the continuing pandemic.

Bus Operator Linda Jones: future reality show star?



It is not uncommon for our bus operators to have to react to a passenger’s health emergency. They are trained for such scenarios.

Most of the time, these incidents don’t garner much attention outside their department. That’s not the case with the recent actions of CAT operator Linda Jones, who may soon be on television screens across the country.

Jones’ quick thinking in response to a passenger who was having a seizure recently coincided with a reality show that was embedded with the Savannah Fire department. Noting her proximity to

the downtown fire station, Jones pulled over and ran to the facility, where she alerted some firefighters about the situation. The firefighters then rushed over and provided medical services to the passenger before an EMT arrived and transported the passenger to the hospital.

A reality show, Live Rescue, happened to be embedded with the department and a producer says they may feature a segment about the incident on the show. If it does end up making it on air, the segment is expected to feature a brief interview with Jones describing the experience. We welcome the recognition of Jones’ actions, while also recognizing our other fantastic employees. While there may not be cameras around, we at CAT know that our employees perform heroic acts on a consistent basis, especially during the ongoing pandemic, and we would like to thank them for what they do.