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.

CAT Board meeting calendar

All of the February 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: Feb. 9
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: Feb. 16
Time: 11 a.m.

CAT Board Regular Meeting
Date: Feb. 23
Time: 10 a.m.
CAT to suspend 100X Airport Express shuttle service in March

Chatham Area Transit will suspend the 100X Airport Express shuttle service starting on March 8. The Airport Express provides transportation to and from the Savannah/Hilton Head International Airport, while also serving some downtown hotel locations on the return trip. It costs passengers $5 for one-way trips or $8 for roundtrip tickets.

The service is expected to be suspended for six to 12 months so that staff can evaluate ways to improve the route. Averaging about 170 passengers a month at a cost amounting to about $80 per passenger, the service is one of CAT’s least used and most expensive. Potential changes include using a smaller vehicle for the service or possibly altering the route and adding stops to increase usage.

The suspension is in line with CAT’s mission to provide transportation to residents and visitors in the most effective way possible, said interim CEO Valerie Ragland.

“While we know change can be difficult for some, it is important that we continuously pursue ways to optimize our services to best meet the evolving needs of our customers,” Ragland said.

Safety Spotlight by Chief Safety Officer Charles Hall

Safety is as safety does!

Please pay special attention to safety when providing service to our wheelchair clientele. While the process of securing wheelchairs can be cumbersome, take a few moments to properly secure both the wheelchair and the passenger to the bus. This include making sure all four straps are properly secured to the floor and the metal framing of the wheelchair.

Ensure that the straps are applied evenly to prevent the wheelchair from tipping over. The straps should be secured tight enough to make sure the chair does shift in traffic. It is also important to properly secure the passenger with the harness. The lap belt must be applied once the chair has been secured. The shoulder portion of the harness should also be used to secure the passenger in the chair. However, the passenger can decline the shoulder harness. Best practices suggest that the passenger declining the harness should be captured on video.

Refresher training in securing wheelchairs is always available. And, please report any missing or inoperable pieces of equipment. Remember, let’s continue to SCORE by creating a culture safety and security at CAT!

CAT’s Black History Month campaign attracts national media attention

A production crew for Fox & Friends was in town this week to film a segment about CAT’s Black History Month campaign. The production crew visited sites highlighted in a Black History Landmark Tour Map that CAT created for the campaign as a way to promote education and the exploration of the many contributions African-Americans have made in the city.

The six locations featured on the map are the First African Baptist Church, the Laurel Grove Cemetery, the King-Tisdell Cottage, the Beach Institute, the Savannah African Art Museum and the Owens-Thomas House and Slave Quarters.

Fox’s Lawrence Jones also interviewed representatives of the historical sites and Chief Communications Officer Nikki Frenney for the popular morning show. The Fox & Friends segment is expected to be broadcasted nationally next week.

Sweet treats spotted at the ITC during customer appreciation event

On Feb. 12, the Communications team gave out Valentines day treats as part of a “Fun Friday” customer appreciation day at the transit center as. In addition, customers were provided with the latest edition of the CAT Outbound community newsletter.

Employee Engagement Manager Taundra Scott prepared about 200 valentines for customers for the event.

Chief Communications Officer Nikki Frenney gives out candy to some children as an early Valentines Day treat on Feb. 12.