Mobile ticketing frequently asked questions

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

When do I need an internet connection? An internet connection is required 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 I 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.

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

What if my 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 my account if I lose my phone? Your pass and payment information is linked to the account associated with your phone number. The information is not linked to your physical phone. Logging in with your phone number on a new device will restore your previous pass and payment information.

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

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available in both Apple and Google Play stores. The digital tickets are not activated until the customer taps the fare on their phone. Once activated, passengers and operators will see the CAT logo with a pulsating circle around it and the current time. The pulsating circle indicates to the bus operator that the pass is valid. When a pass has expired it will be noted on the phone and the pulsating circle will stop and change to grey. Customers should not activate the pass until they are ready to board the vehicle for the first time.

CAT customers can still use cash to purchase tickets on the bus and at the Joe Murray Rivers, Jr. Intermodal Transit Center. In addition, customers still have the option to purchase tickets online at catchacat.org and have them mailed to their homes.

No Cash. No Cards. No Contact.

Download the Token Transit App

Scan the QR code with your phone’s camera to see a video showing how to use the Token Transit app. The video is aimed at training bus operators, but also contains helpful information for customers.

CAT now offering mobile ticketing

We are pleased to announce that Chatham Area Transit riders now have the option to purchase digital bus tickets and passes on their smart phones, giving customers the ability to go cashless and reduce contact when boarding CAT buses. CAT has partnered with Token Transit to launch the mobile ticketing app. To ride, the customer simply shows the bus operator the ticket displayed on their smart phone instead of sticking a pass or cash into the fare box.

CAT is excited to provide this new service, especially in the COVID-19 era, said interim CEO Valerie Ragland.

"Not only will this option be a benefit to many of our customers in terms of convenience, there is also an added safety element, since the service helps reduce cash handling and physical contact with the fare box," Ragland said.

In addition to providing another option for purchasing a pass, the mobile ticketing app is expected to help reduce service delays that sometimes result from multiple customers inserting cash or paper passes into the fare boxes. The Token Transit app is free and is 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.

Send an email to marketing@catchacat.org to subscribe to our weekly electronic newsletter, the CAT Express
CAT celebrates Women’s History Month

Clara King Taylor (1876–1952) founded St. Mary’s School in Savannah and gained her freedom from slavery at the age of 16. She contributed to Civil War efforts by serving as a nurse to the black soldiers and by teaching them to read and write. She opened one of Savannah’s first schools for African-American children. CAT dedicated a ferry to her in 2009.

Mary Maggert (1700–1755), a Native American, served as an interpreter for General Oglethorpe during the founding of Savannah. She played a crucial role in negotiations with Timucuan and the Creek Indians, convincing them to peacefully accept the new colonists in that territory. CAT dedicated a ferry to her in 2012.

All of CAT’s Savannah Belles Ferry boats are named for local women who played an important role in Savannah’s history. As part of Women’s History Month, CAT is celebrating these women and other historical figures throughout March by sharing their stories in our newsletters and across our social media pages. And if you have never taken a ride on our ferries, we certainly encourage you to do so! The Savannah Belles Ferry system provides free passage across the Savannah River between downtown’s Riverwalk and Hutchinson Island, home of the Savannah Convention Center and Westin Savannah Harbor Golf Resort & Spa. The ADA compliant ferry boats operate from 7 a.m. to 10 p.m., seven days a week.

Reminder: The CDC is now requiring masks to be worn on buses

Chatham Area Transit is now requiring customers to wear masks while using CAT’s bus, paratransit and ferry services. The mask requirement was mandated by the Centers for Disease Control and Prevention (CDC) to help prevent the spread of COVID-19. The order exempts children under 2 years old and people with a disability that makes it unsafe to wear a mask.

Customers who do not comply with the CDC’s mask mandate will be subject to suspension of CAT services. CAT operators will have masks available to hand out to any customer who needs one.

The mask requirement is the latest safety measure implemented by CAT since the start of the pandemic to protect customers and employees. Additional measures include the installation of operator safety shields, reduced vehicle capacity levels, daily employee health screenings and enhanced cleaning of vehicles and facilities. Due to the reduced capacity, customers are encouraged to use CAT services only for essential trips, such as getting to work, medical appointments or grocery shopping.

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Odell re-appointed to CAT Board; Liakakis recognized for service

Liakakis, who had served on the CAT Authority since 2005, including about eight years as chairman between 2005 and 2013. In addition, the commission designated Liakakis a CAT Board “Member Emeritus,” an honorary title, in recognition of his years of service.

CAT Board meeting calendar
All of the March meetings will be held remotely due to the COVID-19 pandemic. The virtual meetings can be viewed live on CAT’s YouTube page at: https://www.youtube.com/ChathamAreaTransit.

CAT Board Committee Meetings
Date: March 9
Strategic and Operational Planning: 10:30 a.m.
Performance Monitoring/Audit: 1 p.m.
External Stakeholder Relations: 2:30 p.m.

CAT Board Governance Committee
Date: March 16
Time: 11 a.m.

CAT Board Regular Meeting
Date: March 23
Time: 10 a.m.

Tabitha Odell
Pete Liakakis
The Chatham County Commission on Feb. 12 re-appointed former County Commissioner Tabitha Odell to the Chatham Area Transit Board of Directors.

Odell, a former CAT Board member, was re-appointed to serve the remainder of CAT board member Pete Liakakis’ term, which expires on June 30.

“I will use my past service to this board and experience guiding our transit agency to help right the ship and instill confidence in Chatham Area Transit,” Odell said.

County Commissioners also approved a resolution honoring

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