

CAT Mobility online reservation service now available



Reservations can be made online at www.catchacat.org. CAT Mobility customers can also continue to schedule or reschedule an appointment by calling (912) 233-5767 from 8 a.m. to 4 p.m., seven days a week.

Key points:

- Customers must already be certified in CAT's paratransit program to request a reservation
- Reservations can be submitted online 1-7 days in advance of the planned trip.
- Customers will receive a response immediately from CAT's website indicating receipt of the reservation request.
- A separate confirmation will be sent via email and made by phone once the schedule is completed.
- CAT is currently not allowing CAT Mobility customers to have companions during their trip due to the Covid-19 pandemic, but Personal Care Attendants and service animals are still permitted.
- Customers can call (912) 236-5767 for more information.

CAT meeting calendar

All of the January meetings will be held remotely due to the COVID-19 pandemic. The virtual meetings can be viewed live on CAT's YouTube page at: [YouTube.com/ChathamAreaTransit](https://www.youtube.com/ChathamAreaTransit).

CAT Board Committee Meetings

Date: Jan. 12
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: Jan. 19
Time: 11 a.m.

CAT Board Regular Meeting

Date: Jan. 26
Time: 10 a.m.

Chatham Area Transit is pleased to announce that customers of the CAT Mobility paratransit service can now make their reservation requests online.

The CAT Mobility paratransit service is comprised of a fleet of ADA accessible vans for people with disabilities who are unable to use the fixed-route buses for some or all of their transportation needs.



GET CAT NEWS SENT DIRECTLY TO YOUR PHONE!

Text to phone# 41411
Msg: RIDE CAT

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



January 2021 edition

Goodbye 2020; Hello 2021: A message from the CEO



I'm sure many of you feel the same when I say good riddance to 2020. While we know we will continue to face challenges, not the least of which is the continuing pandemic, I would like to highlight some of the positive things we anticipate for 2021.

It is with great relief to announce that thanks to additional federal COVID-19 relief funding, we do not anticipate moving forward with planned service reduc-

tions, such as the elimination of Sunday operations, for the rest of the fiscal year. However, we are looking at ridership trends and do plan on our evolving our routes to ensure we have the right amount of service in the right places, while providing equal access.

In addition, we are excited that the Savannah Area Chamber of Commerce will be supporting two CAT funding priorities during the 2021 state legislative session. The priorities include support for allowing individual counties, by referendum, to use a Transit Special Purpose Local Option Sales Tax to fund transit costs. The voter-approved funding would help make CAT a model agency for transit systems across the country. In addition, the Chamber's legislative agenda supports CAT's request for state funding to enhance our ferry services.

We also look forward to implementing mobile ticketing during the first quarter of the year, which we expect to make public transit more user-friendly and safe. The app will allow CAT customers to buy tickets with their smart phones, which can then be used as electronic passes to board buses. In addition to speeding up the boarding process, the mobile service

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CAT supports fight against Human Trafficking

January is National Slavery and Human Trafficking Prevention Month and CAT supports the national effort to raise awareness about this horrible practice.

Human trafficking involves the use of force, fraud, or coercion to obtain labor or commercial sex. Every year, millions are trafficked in countries around the world, including the US. Recognizing indicators can help alert to a possible incidence of trafficking. When you see indicators, report your tip, as it could change someone's life.

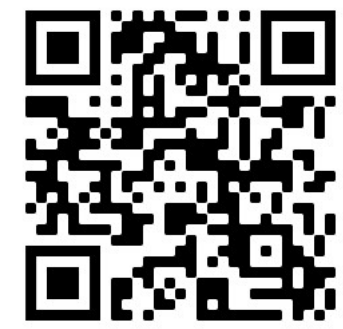
If you suspect human trafficking, please contact the National Human Trafficking Resource Center at (888) 373-7888. You can also text BEFREE (233733) to report a tip or request help. Hearing and speech-impaired individuals can contact the hotline by dialing 711. For more info, go to humantraffickinghotline.org.

INDICATORS OF HUMAN TRAFFICKING

PUT THE HUMAN BRAKES ON TRAFFICKING

Get CAT Outbound online

Open this edition of CAT Outbound on your phone by scanning the QR code to the right with your phone's camera.



CEO (Continued from page 1)

vice is expected to help prevent potential COVID-19 exposure by decreasing cash handling at the fare box.

At CAT, we embrace our role in helping to reduce the amount of harmful gasses emitted into the atmosphere. To increase our impact we will begin incorporating emissions-free vehicles into our fleet, with the expected arrival of our first three electric buses in the second quarter of the year. We will also be getting some new CAT Mobility vehicles so that we can continue to provide an accessible transportation service to those residents with disabilities who may not be able to use our fixed-route buses. And for those paratransit customers who may be interested in expanding their options, we also plan to implement a training program to eligible customers who would like to learn to ride CAT's fixed-route buses.

Near the end of the year we expect to have our new Intelligent Transportation System in place. The system will allow for improvements such as real-time bus tracking, vehicle-health monitoring, texted service alerts and computer-aided dispatch.

We are also looking forward to increased outreach reach efforts via public meetings, advocacy committees, text notifications, social media and electronic and printed publications such as this newsletter.

These are just some of the plans we have for CAT in 2021. While there may be some bumps in the road, CAT is heading in the right direction. Thanks for joining us for the ride.

- CEO Bacarra S. Mauldin

CAT installing infrastructure ahead of first electric buses' arrival

Construction work is ongoing on at CAT Central in preparation of the arrival of our first electric buses. The charging stations being installed are expected to be completed by the end of February and we expect the delivery of our first three 35-foot electric buses in April. Another three 40-foot buses will follow in the months after. The buses are expected to have their first test runs in April and be put into service in mid-May. In addition to being emission free, the electric buses are expected to cut maintenance costs by 60 percent throughout their useful life expectancy.



CAT Board members appointed



We are pleased to announce that the Chatham County Commission recently appointed two new members to the CAT Board. Kenneth Adams was newly elected to the county commission in November, while Commissioner Bobby Lockett was re-elected to a second term. Commissioner Helen Stone was also re-appointed to the board during the meeting. When they take their CAT Board seats this month, Lockett and Adams will replace outgoing Commissioners James "Jay" Jones and Tabitha Odell, who were recently recognized by CAT and county officials for their years of public service.

CEO Bacarra Mauldin said that she appreciated everything Jones and Odell did for CAT customers and Chatham County.

"We look forward to our new board continuing their efforts to make CAT a model transit provider for agencies across the country," Mauldin said.

CAT People: CAT Operator Joseph Garrett



Joseph Garrett has been transporting customers to their destination since becoming a CAT bus operator almost six years ago.

The job was a childhood dream of his

since he was six years old, growing up riding the bus with his late grandmother, Garrett said.

"I love so many things about my job, but the number one thing is my passengers," Garrett said.

Not to say that there are not challenges. Dealing with the COVID-19 crisis has been very difficult for both customers and employees, Garrett said.

In January, Garrett took on some new responsibilities when he became the

vice chairman of the local transit labor union, ATU 1324, which represents CAT operators and maintenance staff. Garrett said he ran for the position so that he could share his union knowledge and he was blown away with the vision of President Courtney Wingster, who was also newly elected to the position. (You can read a short online profile of Wingster published on Feb. 17 by going to our newsletter archives at www.catchacat.org/media/eneews/.)

"I love, live and breathe union," Garrett said.

However, Garrett does have interests outside the world of CAT. One thing people may not know about him is that he loves to play the piano.

The profiles on this page are part of a regular series meant to introduce CAT customers and employees to the public. If you would like to be featured in a future issue or know someone who you think should be, please let us know by emailing us at marketing@catchacat.org.

CAT Mobility Customer/Broadway Enthusiast Tiffany Daniel



Caption: CAT Mobility Operator David Willis picks up long-time customer Tiffany Daniel on Dec. 28, 2020

Tiffany Daniel has been using CAT's paratransit service to get around town since 2003, back when it was known as Teleride. Now branded CAT Mobility, the service provides reservation-based accessible transportation for residents with disabilities who may not always be able to use the fixed-route bus. Daniel, a department store sales associate who has cerebral palsy, regularly uses the service for getting back and forth to work.

"I've made some great friends who are drivers," Daniel

said. "We are like family."

As a longtime customer, Daniel said she is always offering up suggestions for improving CAT services and she is looking forward to using CAT's new online reservation service, which allows CAT Mobility customers to submit reservation requests at any time using CAT's website. She said she likes that she will be able to submit the requests after work without having to worry about calling when the phone reservation line is still operating.

One thing that she said people may not know about her is that she is a huge Broadway musical fan. And while she hasn't made it to a live performance yet, she was thrilled when Disney began airing the Broadway hit Hamilton on the company's streaming channel. Taking a trip to catch a live performance when the pandemic is over would be excellent, she said.

When asked who inspires her, Daniel said it was her mother, who raised her and her sister as a single parent. "She inspired me to keep to keep going when things are tough," she said. "She taught me to be independent despite my disability and not let anyone stop me."