

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 they 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.

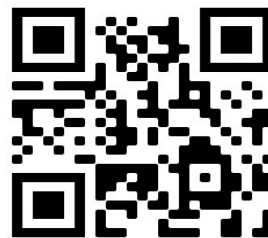
What if my battery dies while their pass is active? Customers are responsible for keeping their phone charged while using their pass. Refunds will not be issued if their phone's battery

dies while your 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.

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.



No Cash. No Cards. No Contact.

 Download the
Token Transit App



Mobile continued from page one

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.

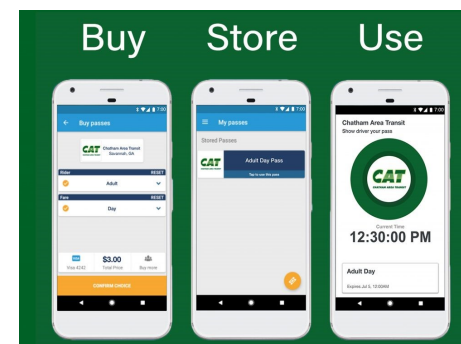


Outbound

Community Newsletter

March 2021 edition

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 cus-

tomers 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.

Mobile ticketing allows customers to purchase any of CAT's passes, including half-fare discounted passes and CAT Mobility paratransit tickets. (Qualification requirements still apply). Customers can also purchase and text passes to their friends and family members. In addition, a fare capping feature ensures that the app's user never pay more than what is in their best interest. For instance, if a customer takes two rides in one day, that customer won't be charged any more that day because the customer already paid the equivalent of a day pass. The same feature would apply to weekly and monthly passes. (With one-way passes, customers will still have to request a paper transfer ticket, if needed.)

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

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Scan the QR code with your phone's camera to download the Token Transit mobile ticketing app.



CAT to suspend Airport Express shuttle service in March



CAT 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.

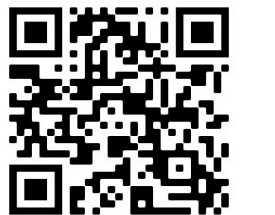
The service is expected to be suspended for six to 12 months so that staff can evaluate ways to improve the route. Averaging about 170 passengers a month at a cost amounting to approximately \$80 per passenger, the service is one of CAT's least

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.

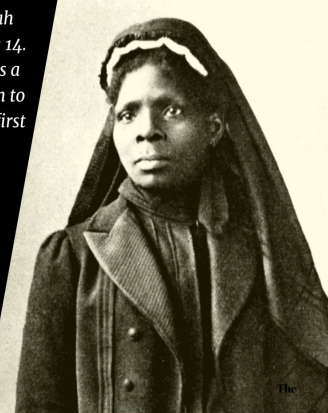
"While we know change can be difficult for some, it is important that we continuously pursue ways to optimize our services to best meet the evolving needs of our customers," Ragland said.

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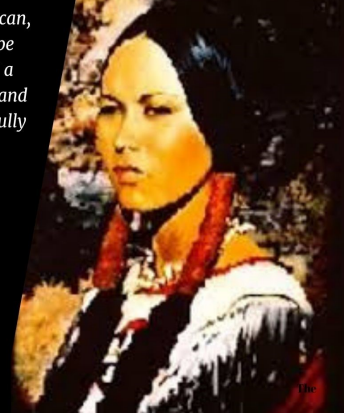


CAT celebrates Women's History Month

Susie King Taylor (1848-1912) lived in Savannah and gained her freedom from slavery at the age 14. 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 2003.



Mary Musgrove (1700-1765), a Native American, served as an interpreter for General Oglethorpe during the founding of Savannah. She played a crucial role in negotiations with Tomochichi and the Creek Indians, convincing them to peacefully accept the new colony in their territory. CAT dedicated a ferry to her in 2012.

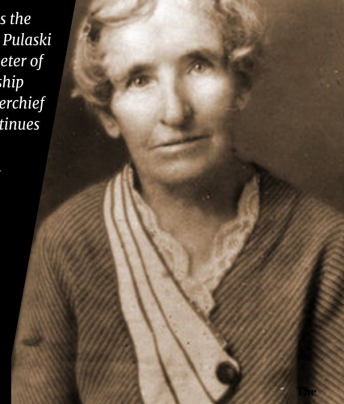


All of CAT's Savannah Belles Ferry boats are named for local women who played an important role in Savannah's history. As part of Women's History Month, CAT is celebrating these women and other historical figures throughout March by sharing their stories in our newsletters and across our social media 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.

Juliette Gordon Low (1860-1927) founded the first American Girl Scout troops in 1912 in her hometown of Savannah. The Girl Scouts are committed to promoting strong leadership and decision-making skills among young women. CAT dedicated a ferry to her in 2003.



Florence Martus (1868-1943), known in Savannah as the 'Waving Girl,' was the daughter of a sergeant at Fort Pulaski who took it upon herself to become the unofficial greeter of ships into Savannah. Legend has it that not a single ship came in to port without her waving her white handkerchief or lantern at it during a 44 year span. Her statue continues to greet visitors to the port from Morrell Park on the riverfront. CAT placed the vessel into service in 2004.



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.

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



Tabitha Odell

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



Pete Liakakis

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: [YouTube.com/ChathamAreaTransit](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.

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