

## Paratransit Corner: Service animals

A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric or mental disability. Tasks can include pulling a wheelchair, retrieving dropped items, alerting a person to sound, reminding a person to take medication, or pressing an elevator button.

Emotional support animals, comfort animals and therapy dogs are not classified as service animals by the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either. The work or task performed by a service animal must be directly related to the individual's disability. A doctor's note does not turn an animal into a service animal.

### Handler's Responsibilities:

The handler is responsible for the care and supervision of his or her service animal. If a service animal behaves in an unacceptable way and the person with a disability does not control the animal, a business or other entity does not have to allow the

animal onto its premises. This applies to CAT buses as well. Uncontrolled barking, jumping on people, or running from the handler are examples of unacceptable behavior. The ADA requires the animal to be under the handler's control. This can occur using a harness, leash, or other tether. The animal must be house broken and vaccinated.



### Public Facilities and Accommodations

The ADA makes clear that service animals are allowed in public facilities such as the downtown transit center. A service animal must be allowed to accompany the handler to any place in the building where members of the public, program participants, customers, or clients are allowed. Even if

the business of a public program has a "no pets" policy, it may not deny entry to a person with a service animal. When a person with a service animal enters a public facility or place of public accommodation, the person cannot be asked about the nature or extent of his disability.

Only two questions may be asked:

Is the animal required because of a disability?

What work or task has the animal been trained to perform?

A public accommodation or facility is not allowed to ask for documentation or proof that the animal has been certified, trained or licensed as a service animal. A place of public accommodation or public entity may not ask an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees.

### Transportation

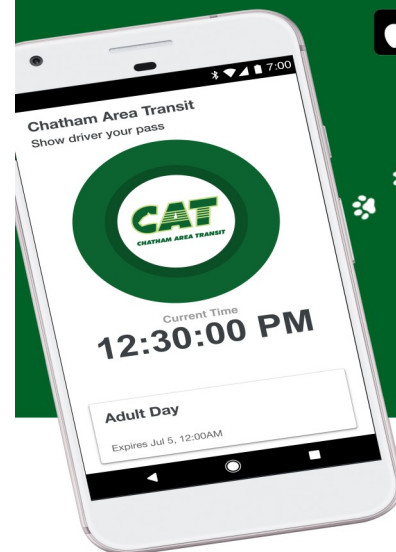
A person traveling with a service animal cannot be denied access to transportation such as a CAT bus, even if there is a "no pet" policy. In addition, the person cannot be forced to sit in a particular spot; no additional fees can be charged, and the customer does not have to provide advance notice that she/he will be traveling with a service animal. The laws apply to both public and private transportation providers.

**No Cash.  
No Cards.  
No Contact.**

Download the  
**Token Transit App**

Download on the  
**App Store**

ANDROID APP ON  
**Google play**



**VETERAN HALF-FARE**

To honor their service, CAT is offering half-fares to all veterans.

To get the discount, veterans must present one of the following: Veteran ID Card, Discharge Documents, Driver's License with Veteran Designation, Proof of Membership with a Veterans' Organization or obtain a Half-Fare ID card.

For more information, visit [catchacat.org](http://catchacat.org)



## May 2021 edition

### CAT hires former city manager as chief financial officer



Chatham Area Transit officials are pleased to announce the hiring of former Savannah City Manager Stephanie Cutter as CAT's Chief Financial Officer.

As an established and active member of the Savannah community, Cutter brings a wide range of experience and knowledge to CAT, said interim CAT CEO Valerie Ragland.

"We are fortunate and excited about Mrs. Cutter's arrival," Ragland said. "She shares my vision of stabilizing and sustaining the operations of CAT and we look forward to her effectively working with our staff to positively move the organization forward."

Cutter joins CAT after a 29-year career with the city of Savannah,

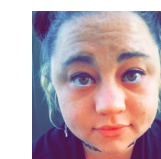
where she started as a budget analyst before rising through the ranks to become the city manager in 2013. Her professional background includes research and analysis, budgeting, accounting, and program and financial management. Upon her retirement from the city in 2016, Cutter was credited with helping to transition the city out of a challenging period that had resulted in the previous city manager's resignation.

Cutter has also served the Savannah community by working with numerous boards and non-profit organizations, including the Tremont Temple Pre-School Learning Center Board, the Parent University Board of Directors, and the Ralph Mark Gilbert Civil Rights Museum Advisory Board.

Cutter's first day with CAT was April 19. As CFO, Cutter is charged with overseeing CAT's finance department, delivering a balanced annual budget and ensuring the agency's financial compliance with state and federal regulations.

### Chatham Area Transit customers embrace mobile ticketing

Since CAT launched the Token Transit mobile ticketing service in March, more than 200 customers have taken advantage of the many benefits the app provides. CAT riders, who have so far purchased more than 500 tickets using the app, have praised mobile ticketing for being convenient and easy to use.



Daily rider Megan Franklin said she downloaded the app as soon as she learned about it.

"I love being able to get on the bus where I am instead of having to get cash out at an ATM or finding a way to the bus station first," Franklin said.

Fixed-route customers are not the only ones who have good things to say about mobile ticketing.



Tiffany Daniels said she has been using the Token Transit app to purchase passes for CAT Mobility paratransit services. And not having to go to the bank to get cash has been a tremendous help, Daniels said.

"I tell everybody about the app," she said. "It's great."

Another popular feature is fare capping, which limits how much riders pay by upgrading passes when your fares add up to a certain amount. 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 applies to weekly and monthly passes.

If you would like to try out mobile ticketing and see the benefits yourself, just download the Token Transit app in the Apple App Store or the Google Play Store. You can also scan the QR code below with your cell phone's camera to go directly to the app store.

Scan the QR code with your phone's camera to download the Token Transit mobile ticketing app and start saving today!



## CAT Board adopts new budget reserve policy

Chatham Area Transit recently took an additional step towards ensuring long-range financial stability, with the CAT Board's approval of an operating reserve fund policy.

The policy adopted by the CAT Board on April 27 requires CAT to develop and maintain a level of unrestricted fund balance equivalent to at least three months of budgeted expenses or a minimum of 30% of budgeted expenses as set by the CAT Board. The policy goes beyond the Government Finance Officers Association's recommendation that governments maintain an unrestricted budgetary balance of at least two months of operating expenses.

It is in CAT's best interest to maintain a higher level of fund balance to mitigate the current and future risks of the agency, said interim CEO Valerie Ragland.

"I'm so excited that the Board has committed to become more fiscally responsible by setting this policy that will promote stability and financial sustainability," Ragland said. "The support of the Board, as I've served in this position, has been an invaluable asset to me in my service to the agency."

The policy's adoption comes as CAT finalizes the budget for the coming 2022 fiscal year, which begins July 1. The CAT Board is expected to adopt the budget on June 22.



**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.

## Upcoming meetings and budget hearings

### CAT Budget Hearing Notice

Budget hearings will be held on the fiscal-year 2022 proposed Chatham Area Transit Authority budget for all interested citizens of Chatham County who wish to provide comments. Starting May 20, the proposed budget may be examined online at [www.catchacat.org/about-cat/transparency/](http://www.catchacat.org/about-cat/transparency/).

The public hearings will be held as follows:

- 10 a.m., May 25,
- 1 p.m. and 6 p.m., June 8
- 10 a.m., June 22

The public can access the hearings via Zoom by going online to <https://us02web.zoom.us/j/85839896020>. The hearing can also be accessed by phone by calling (929) 205-6099 and then entering the Meeting ID: 858 3989 6020.

All interested citizens will have the opportunity to give written and oral comments. The fiscal-year 2022 budget is scheduled for adoption at the CAT Board meeting on June 22, 2021.

### CAT Board May meeting calendar

All of the May CAT Board/Committee 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: May 11  
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: May 18  
Time: 11 a.m.

### CAT Board Regular Meeting

Date: May 25  
Time: 10 a.m.

## CAT discontinuing test stop along 3 West Chatham route



In June, Chatham Area Transit will remove a bus stop meant to serve FedEx Ground and other employers at the Morgan Lakes Industrial Park off the Jimmy DeLoach Parkway. The decision to remove the stop was made after the stop along the 3 West Chatham route received minimal use during a six-month trial period.

CAT will cease serving the stop on June 7. As a result, the 3 West route will resume operating under the previous schedule. The change means that on weekdays the bus will depart and arrive 10 minutes earlier at some locations. Customers are encouraged to check the adjusted schedule online at [catchacat.org](http://catchacat.org).

The upcoming schedules (effective June 7) are also posted to the right of this article.

## Join the team: CAT is hiring



Looking your next career opportunity? CAT is hiring operators for our fixed-route and paratransit services. These employees, which we consider "ambassadors of goodwill", help residents and visitors meet their daily needs by getting them to work, school, health appointments and grocery stores.

Interested? Find info about the openings and other opportunities at [www.catchacat.org/about-cat/cat-careers/](http://www.catchacat.org/about-cat/cat-careers/).

Scan the QR code with your smartphone's camera to learn about the career opportunities at Chatham Area Transit



### DOWNTOWN TO HIGHLANDS

	1 Joe Murray Rivers, Jr. Intermodal Transit Center	2 W. Bay at Albion	3 Brampton at Main	4 Jimmy DeLoach at Hwy 21	5 Highlands at Benton
<b>MONDAY - FRIDAY</b>					
AM	5:00	5:09	5:17	5:26	5:59
	6:00	6:09	6:17	6:26	6:59
	6:30	6:39	6:47	6:56	7:29
	7:00	7:09	7:17	7:26	7:59
	8:00	8:09	8:17	8:26	8:59
	9:00	9:09	9:17	9:26	9:59
	10:00	10:09	10:17	10:26	10:59
	11:00	11:09	11:17	11:26	11:59
PM	12:00	12:09	12:17	12:26	12:59
	1:00	1:09	1:17	1:26	1:59
	2:00	2:09	2:17	2:26	2:59
	3:00	3:09	3:17	3:26	3:59
	4:00	4:09	4:17	4:26	4:59
	5:00	5:09	5:17	5:26	5:59
	6:00	6:09	6:17	6:26	6:59
	7:00	7:09	7:17	7:26	7:59
	8:00	8:09	8:17	—	—
	9:00	9:09	9:17	—	—

### HIGHLANDS TO DOWNTOWN

	5 Highlands at Benton	6 Gulfstream Rd	7 Bourne at Davidson	8 Augusta at Brampton	2 W. Bay at Albion	1 Joe Murray Rivers, Jr. Intermodal Transit Center
<b>MONDAY - FRIDAY</b>						
AM	6:00am	6:15	6:21	6:31	6:40	6:55
	7:00	7:15	7:21	7:31	7:40	7:55
	7:30	7:45	7:51	8:01	8:10	8:25
	8:00	8:15	8:21	8:31	8:40	8:55
	9:00	9:15	9:21	9:31	9:40	9:55
	10:00	10:15	10:21	10:31	10:40	10:55
	11:00	11:15	11:21	11:31	11:40	11:55
PM	12:00pm	12:15	12:21	12:31	12:40	12:55
	1:00	1:15	1:21	1:31	1:40	1:55
	2:00	2:15	2:21	2:31	2:40	2:55
	3:00	3:15	3:21	3:31	3:40	3:55
	4:00	4:15	4:21	4:31	4:40	4:55
	5:00	5:15	5:21	5:31	5:40	5:55
	6:00	6:15	6:21	6:31	6:40	6:55
	7:00	7:15	7:21	7:31	7:40	7:55
	—	—	—	8:18	8:25	8:41
	8:00	8:15	8:21	8:31	8:40	8:55
	—	—	—	9:18	9:25	9:41

## New route brochures available



Need help figuring out how to get to your destination? Pick up one of our new pocket-sized route brochures, which not only show you where are buses go, but also provide helpful information about our services.

The route brochures are available at the Joe Murray Rivers, Jr. Intermodal Transit Center, 610 W. Oglethorpe Avenue or online at [catchacat.org](http://catchacat.org).