Phase One
Public Input Summary
MARCH 2019

For Chatham Area Transit

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1 Introduction
What is Phase One about?

This public input summary concludes the first phase of the *Let’s Go!* CAT System Redesign.

Phase One was focused on two things:

- The *Transit Choices Report*, which describes existing conditions and trade-offs that arise in the Chatham County transit network.
- A set of choices facing CAT as it decides how to spend its limited service budget in the future. These choices were brought to the public, through different channels.

Public input about these choices is summarized later in this report. In brief, the major choices are:

- Should CAT focus its investments in the places with the most people and jobs, to increase the number of people who use the service? Or should CAT spread service around so that many areas have access to a little bit of service, but fewer people ride?
- Where CAT runs parallel bus routes close together today, walks to a bus stop are short, but waits for a bus are long and some routes stop running early. Should CAT concentrate service into fewer routes, in order to offer a higher level of service on each route? Or continue offering shorter walks but low levels of service on each route?
- What aspects of service are the community’s highest priority for additional investments in the future?

To understand more about these choices, please read the *Transit Choices Report* or watch the *Phase One webinar*.

**Timeline**

The CAT *Let’s Go!* System Redesign will involve at least three phases of public input.

- **Phase One**: Public input on key choices.
- **Phase Two**: Public input in response to Network Concepts.
- **Phase Three**: Public input in response to a Draft Redesigned Network.

Input received from the public during this first phase was used in the design of the Network Concepts that will be shared during Phase Two. Input from Phase One will also inform the design of the Draft Redesigned Network.
How was input gathered?

Public, rider and stakeholder input was gathered through in-person events; through a survey available online and on paper; and through a Stakeholder Advisory Committee.

In-person events

Let’s Go! Community Open House
The Let’s Go! Community Open House, held on January 15th at the Coastal Georgia Center, provided an opportunity for the community to learn more about the transit redesign initiative and to weigh in on the key choices.

The meeting was held in an open house format with a presentation and Q&A session halfway through.

Over 40 people attended, in addition to CAT staff and Board members and members of the Savannah City Council.

Neighborhood Meetings
Let’s Go! was highlighted at two neighborhood association meetings in Phase I – at the West Savannah Neighborhood meeting (January 22, 2019) and the Twickenham neighborhood meeting (February 25, 2019).

The informative boards that were displayed at the Community Open House were also brought to these meetings.

Approximately 50 people attended between the two meetings.

Coastal Georgia Indicators Coalition (CGIC) Steering Committee
The CGIC describes itself as a group of “community members and advocates working together through a comprehensive, coordinated approach for planning and accountability and serves as a resource for agencies addressing overall health and well-being while leveraging resources for community initiatives.”

The CGIC Steering Committee meets bi-monthly, so this meeting provided an excellent opportunity to reach a broad audience, particularly as many of the agencies represent those most in need of transit services.

Approximately 50 individuals were in attendance for the Let’s Go! presentation at the Steering Committee’s February 5th meeting.

After this meeting, some members of the CGIC Steering Committee requested that the survey be kept open for a longer period of time, so that they could promote it to their networks. The Let’s Go! project team extended the survey by two weeks in response to the request.

Career Education Advisory Council
The Career Education Advisory Council is an executive advisory council made up of members within the business community for the Savannah Chatham County Public School System’s Technical and Agricultural Education program. Their mission is to engage area employers and the educational system in a collaborative effort to advise and support system-wide career educational initiatives to build a talented and competitive workforce.

Let’s Go! was presented at their February 7th meeting, which was attended by approximately 35 business and education leaders.

Step Up Family Meeting
The project team gave a presentation at the February 6th Step Up Family Meeting. Similar to the CGIC meeting, attendees at this meeting included representatives from many different organizations, primarily with a focus on providing services to low-income individuals and families. Approximately 35 people were in attendance.
National Associates of Women in Construction
The NAWIC’s monthly meeting includes owners, principals, and project managers from contractors, design firms, banking, and related fields.

Approximately 20 business leaders were in attendance and learned more about Let’s Go! at the January 22nd meeting.

CAT Safety Meetings
In an effort to update all CAT bus operators and supervisors on the System Redesign initiative, CAT’s System Development staff provided a high-level overview of the project at the monthly Safety Meetings that took place from November 27-30. Feedback was overwhelmingly positive as many operators were eager to share their concerns about the existing transit network and their ideas for a better network.

Bus Operator Open House
CAT’s planning team organized a Let’s Go! Open House with bus operators to solicit feedback on existing routes and schedules. A booth was staffed in the operator break room from 4 a.m. until 9 p.m. to ensure that early shift and late shift operators were given an opportunity to weigh-in. More than 100 comments were received during the three-day Open House.
Stakeholder Advisory Committee

The Let’s Go! Stakeholder Advisory Committee is comprised of representatives from a diverse cross-section of organizations. Over 40 individuals attended the Committee’s first meeting. The organizations they represented are listed on page 53.

The Committee was asked for input on some of the key choices at this first meeting, which is summarized in the next chapter. They also were asked to promote the Phase One survey more broadly to their communities, and to point out opportunities for further outreach by the Let’s Go! project team.

During the first meeting of the Stakeholder Advisory Committee on January 14, 2019, participants were given ample training in transit planning. They were able to experience the challenges of designing a transit system, first-hand.

One training exercise challenged participants to design a transit system in a fictional city. They were given bus routes of different frequencies, which they could place anywhere in this fictional city they chose. Most participants observed at the end of the exercise that there simply wasn’t enough transit service for them to provide high frequencies in the busiest places and also cover the entire city with at least minimal service.
After that initial training, Jarrett Walker + Associates provided a presentation to share data about the current CAT system and the areas it serves.

Following this presentation, the meeting participants were invited to design a second transit network, but this time, here in Chatham County. The budget for bus routes supplied to each group was roughly equivalent to CAT’s existing funding. The final maps were as varied as the workshop participants, though some themes emerged, such as 15-minute frequency on Abercorn on multiple groups’ network maps.

Web and paper surveys
A survey was made available online and in paper form, from January 14 through February 24.

Paper copies of the survey were mounted in the waiting room at the JMR Transit Centers, with a box for submissions. Paper copies of the survey also were available at many of the in-person events described above.

Of the survey responses, 524 came through the online tool and 87 came on paper. The online survey was available in English and in Spanish.

The survey was promoted as the way for people to give input into this process. At the Open House, the in-person presentations, the Stakeholder Advisory Committee meeting, the Transit Center and in the webinar, the survey was heavily promoted. (Some of the people who gave input at the Open House or as part of the Committee surely also gave input through the survey.)

A total of 609 responses were collected through the web and print surveys. Of these respondents:

- 29% said they had ridden a CAT bus more than 15 days the previous month.
- Another 21% said that they had ridden a CAT bus between 1 and 15 days the previous month.
- No fewer than 30 people responded from each CAT route. However, certain routes were disproportionately represented among respondents, relative to their ridership.
- Among respondents who reported their race, 48% described themselves and white, 40% described themselves as African-American, and 3% described themselves as Hispanic or Latino.
- Among respondents who reported their household income, 38% said that their household earns less than $25,000 per year.

More detailed information on the demographics of respondents, as well as responses to the key choices examined within demographic groups, is shown starting on page 26.
Other outreach

Webinar
On January 23, 2019, project staff replicated the presentation provided at the Community Open House in a live webinar. The webinar included a visual presentation and an oral explanation. The webinar was only lightly attended at the time of broadcast, but the recorded video was posted on the project website and it had been viewed 50 times (as of March 11).

Chatham County Connection
Let’s Go! was also highlighted in the Chatham County Connection, a newsletter published by Chatham County and distributed as an insert in the Savannah Morning News.

Transit Centers
The project team spent over ten hours over multiple days and at different times on the platform at the downtown JMR Transit Center, and a number of hours at the Oglethorpe Mall super-stop on a Saturday.

Although the primary purpose of this outreach was to engage riders with the Phase One survey, this also provided a great opportunity for conversation with current CAT riders. A summary of anecdotal input received this way is included in the next chapter.
2 Summary by Topic
Serve more riders or cover more areas?

In this chapter, public input from all sources is summarized by topic.

People were asked in many different settings how they thought CAT should balance the competing goals of high ridership and wide coverage.

Most people want their transit agency to provide useful service that attracts high ridership and they want their transit agency cover the entire service area so everyone has access to at least minimal service. Few people realize that the more an agency does of one, the less it can afford to do of the other.

The conflict between these two goals is unavoidable, and all transit agencies must choose a balance between them, explicitly or implicitly. It is a policy-level choice that will ultimately be made by the CAT Board of Directors in consideration of public input.

This abstract trade-off will become much more concrete in Phase Two, when future Network Concepts illustrating extremes of the two goals are presented. One Concept will show what it would be like if CAT focused all of its service budget into the highest ridership routes, and in the places with the greatest number of people and jobs. The other Concept will show how CAT could redesign the network while still covering as much of its service area as it does today. The same people who gave input on this question in the abstract, in Phase One, will be encouraged to weigh-in again after thinking about the Network Concepts.
Serve more riders or cover more areas?

Community Open House

The board shown at right invited people to weigh-in on how CAT should balance competing goals for the transit network. On the left, an imaginary network is designed with very high frequencies, close to the most people and jobs, so that it maximizes ridership. On the right, an imaginary transit network spreads service out so that everyone has a little service nearby, but frequencies are poor and ridership is low.

Fourteen people placed their stickers on the right half of the spectrum, indicating some degree of preference for a coverage goal. Twenty-six people placed their stickers on the left half, indicating some degree of preference for a ridership goal, with most of those stickers clustered far to the extreme end. (One person put their sticker smack dab in the middle.)

Figure 1: People at the Open House were also invited to place a sticker on a spectrum between an imaginary high-ridership (high-frequency) network, at left, and an imaginary high coverage (low frequency) network, at right.
Serve more riders or cover more areas?

Web and print surveys
In the surveys, people were not asked about ridership and coverage goals per se, but rather about the network design strategies that are key to achieve each type of goal.

“Would you prefer more routes covering more places, or frequency and span investments that make existing routes more useful?”

People were given a slider or spectrum on which to answer, with “More routes to more places” at one end and “More frequent service and longer hours on existing routes” at the other.

Many people chose the very middle, expressing equanimity, uncertainty or satisfaction with the way these goals are balanced today. Those neutral responses can be set aside, to see whether all other respondents expressed, on average, a desire for CAT to change the current balance between these competing goals.

All respondents
The graph at right shows the results from print and web surveys on which people expressed a preference for one of these outcomes. (290 respondents expressed such a preference.)

57% of respondents moved the slider one or two steps towards “More frequent service...”, while 43% moved it towards “More routes to more places.”

Figure 2: On average, people who responded to the web and print surveys showed a modest preference for making existing routes more useful, rather than adding more routes covering more places. A total of 57% of people who moved a slider one direction or the other moved it towards “More frequent service...”, while 43% moved it towards “More routes to more places.”
Serve more riders or cover more areas?

African-American respondents
There was a difference between the total responses to this question (shown on the previous page) and responses African-Americans (above at right).

Among the 95 African-American people who expressed an interest in shifting in one direction or the other, they were more likely to value coverage than were white respondents. As a group, they expressed a slightly stronger preference for increasing coverage than for increasing frequency and span.

If we look only at the 63 responses from people who described themselves as African-American and as regular CAT riders (riding at least 5 days per month), their average response and the distribution of their responses is nearly the same as those from all African-American respondents.

Approximately 80% of the people riding existing CAT routes are African-American, but of the respondents who told us their race (some people did not), only 40% are African-American. It will be important to weight responses from African-American people strongly given

1 African-American respondents were much more likely than white respondents to either skip this question or leave the “slider” in the very middle of the spectrum, with the default response of “Both equally.”

Figure 3: Among those respondents who told us their race, about 40% described themselves as African-American. This group answered this question differently, on average, than did the rest of respondents. They were more likely to prefer more routes covering more areas rather than improvements in frequency or span. Among African-Americans who also reported riding CAT buses at least 5 times per month, the balance of opinions was similar.
Serve more riders or cover more areas?

their under-representation.

Respondents who ride CAT often
People who reported riding CAT buses at least 5 days in the previous month did not differ, on average, from the general population in response to this question, but their responses were more clustered at the ends of the spectrum.

"Would you prefer more routes covering more places, or frequency and span investments that make existing routes more useful?"
Respondents who rode CAT buses at least 5 days last month

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>More routes to more places</td>
<td>30%</td>
</tr>
<tr>
<td>Somewhat more routes</td>
<td>11%</td>
</tr>
<tr>
<td>Somewhat more frequency</td>
<td>22%</td>
</tr>
<tr>
<td>More frequent service and longer hours on existing routes</td>
<td>37%</td>
</tr>
</tbody>
</table>

119 responses

Figure 4: Among people (of many races) who reported riding CAT buses at least 5 times per month, there was greater support for improvements to frequency and span than for adding more routes to more places.
Serve more riders or cover more areas?

Stakeholder Advisory Committee

After a presentation and discussion about how a transit agency might attract higher ridership, Committee members were polled on their interest in CAT shifting towards more ridership or more coverage.

Slightly more people said they would support a shift towards higher ridership than a shift towards higher coverage, but a majority of the Committee did not support such a shift.

The Committee will be presented with the contrasting Concepts in Spring 2019, illustrating what the CAT network would actually be like if it were designed for High Ridership or for continued High Coverage. At that time the Committee will have an opportunity to revisit this policy question.

Figure 5: Members of the Stakeholder Advisory Committee were asked how they thought CAT should balance coverage and ridership goals in the future. Half of the people polled said they would support a shift towards higher ridership; the other half were split between shifting towards higher coverage or maintaining the status quo.
A shorter walk or a shorter wait?

People also were asked about their own individual preferences for shorter walks vs. shorter waits.

The two illustrations at right were used to explain this choice on the boards at in-person events and in the web survey.

Figure 6: These illustrations were used at in-person events and in the surveys to explain how an agency can offer either shorter walks or shorter waits, when running parallel service through a neighborhood.
A shorter walk or a shorter wait?

The walking/waiting trade-off is related to the ridership/coverage trade-off.

A high ridership network would be designed to offer the fastest travel times, and frequency is a huge determinant of travel time. Offering high frequencies and short waits requires focusing service into fewer routes, and thereby asking people to walk a little farther to service.

A network designed for high ridership in a dense gridded area (such as midtown Savannah, shown at right) would have parallel frequent routes spaced just widely enough that most people are within a 1/4 mile walk of a downtown-bound route, but few people would be within 1/4 mile of two downtown-bound routes.

This question is about individual preferences, rather than transit system policy. A person may prefer longer walks and short waits for themselves. Yet they may want everyone to have lifeline service nearby, no matter where they live, and they support a high-coverage low-ridership system for that reason.

Figure 7: This map shows the area just south of downtown (which is off the map to the right). Many routes run parallel to one another in this area, which means that many people have a short walk to at least one if not two routes to downtown. However, most routes are infrequent and some have short spans of service each day and week.
A shorter walk or a shorter wait?

Community Open House
One of the boards at this event asked about walking versus waiting, and is shown at right.

Twenty-nine people placed their stickers to the right of center, indicating a preference for longer walks if it gets them a shorter wait for the bus.

Five people placed their stickers to the left of center, indicating a preference for longer waits, if it means they have a shorter walk to the bus stop.

Notice that people who participated in the two questions – walking vs. waiting and ridership vs. coverage – had a higher level of consensus about walking vs. waiting, and were more divided in their opinions about ridership vs. coverage. This is understandable, because the first question is about a person’s individual preference, whereas the second is about broader policy affecting many people.

A person may say that they personally prefer to walk farther, to get a shorter wait. Yet they may also believe the transit network should cover a large area and providing service for people who cannot (or prefer not) to walk, no matter where they live.

Figure 8: At the Community Open House, people were invited to place a sticker on this spectrum to express their preference for longer waits (to the left) or longer walks (to the right), which trade-off against one another in the design of a transit network. 29 of the 34 people placed their stickers on the “longer walks” side of the spectrum.
A shorter walk or a shorter wait?

Web and print surveys
In the survey, people were asked their preferences for walking vs. waiting in two ways.

First, they were shown the illustrations on page 17 and asked very simply which scenario they would prefer. Their responses to this simple choice are shown at right.

Among the 509 respondents who answered this question, 75% said they would prefer the scenario in which they have a longer walk to service (9 minutes instead of 3 minutes) but a shorter wait.

Additional graphs illustrating how respondents with different demographic characteristics answered this question are shown starting on page 33.

Figure 9: Given a simplified choice between a shorter walk or a shorter wait, illustrated by fictional scenarios, most survey respondents chose the scenario with the longer walk and the shorter wait.

Figure 10: Among African-American respondents, a majority also preferred a shorter wait over a shorter walk (as shown in the graph at right). The same is true among frequent CAT bus riders (as shown below, right) and among respondents over the age of 65 (below).
A shorter walk or a shorter wait?

A second survey question asked again about walking and waiting, giving people a range of possible responses.

Responses to this question are summarized in the chart at right. Three of the possible answers indicate a preference for walking over waiting: “I usually prefer shorter waits,” “I definitely prefer shorter waits,” and “I will do whatever gets me to my destination soonest...” 76% of people who answered this question picked one of those three answers.

The mix of responses is very similar among subsets of respondents divided based on race, income and even age.

More charts illustrating how different subsets of people responded to both of the walking vs. waiting questions are shown starting on page 35.

Figure 11: Given a spectrum of responses with which to describe their walking and waiting preferences, 77% of survey respondents said they “usually prefer short waits,” “definitely prefer short waits,” or “will do whatever gets me to my destination soonest even if it means a long walk.”
Investment priorities

In all venues, people were asked to show CAT how they would invest any new funding for transit.

Community Open House

People who attended the Open House were invited to rank the types of investment that CAT could make, were the agency to raise additional funding in the future. They were given four stickers to apply to the board at right. They were given the option of spreading their stickers around or spending them all on one type of improvement, as they preferred.

The input given on this board is summed and reported in the chart on the next page.

“Making service more reliable” and “Higher frequency service” were by far the most-supported type of investment. Overall, the results are similar to the results from the web and print surveys, with respect to the low priority most people placed on nighttime, Saturday and Sunday service.

This question was not meant to be about the expansion of CAT’s service area county-wide, which is currently being contemplated by Chatham County. However, some people who voted for “Covering areas that don’t have service” may very well have been thinking of places that are

Figure 12: In addition to the boards describing trade-offs (shown on the previous two pages, people at the Open House were invited to vote for their top priority service investments if CAT were to raise additional funding in the future.
outside of CAT’s existing service area.
The graph at right contains the sum of sticker votes shown in the photo on the following page.

Figure 13: This graph shows a tally of the sticker votes shown in the photo on the previous page. Reliability and frequency improvements were by far the highest priority for the group of people who attended the Community Open House.
Investment priorities

Web and print surveys
Among people who took the survey, 523 ranked at least one type of service investment. The average ranking of each type of investment is reported in the graph at right, with lower numbers reflecting higher priority.

The highest priority investment among this group was “Higher frequency service,” followed by “Making service more reliable.”

Like the people who attended the Open House, the people who answered this survey question ranked night, Saturday and Sunday service of the lowest priorities. However, we should note that night, Saturday and Sunday service are known to be important elements of a long-term high ridership strategy. Only when households can depend on transit running whenever they need it are they able to give up a car, and giving up a car causes them to become repeat transit customers.

Thus, if CAT decides to pursue higher ridership, consistent with public input received so far, providing all-day and all-week service may be essential to achieving that goal.

Survey respondents cannot be expected to know that night and weekend service is a proven part of a high ridership strategy, given that they are not transit experts. However, their input surely reflects not just their own personal preferences but also their sense of what would be most valuable to their entire community.

Splitting responses to this question based on race and transit experience show only slightly different priorities. African-American respondents, on average, placed a slightly higher priority on Sunday service. Rather than ranking it last, they ranked it second-to-last (with Saturday service last). People who reported riding CAT buses frequently ranked night and Sunday service much higher – as the third and fourth highest priority investments.

Graphs showing responses split by race or transit experience are shown starting on page 37.

Figure 14: Print and web survey responses were invited to prioritize potential future service investments.
Investment priorities

Stakeholder Advisory Committee

The Stakeholder Advisory Committee was polled on a similar question about their priorities for any new CAT investments. The results of this poll are shown at right.

Their highest-ranked priority, by far, was “Higher frequencies.” Like others consulted in other venues, they placed the lowest priority on night and weekend service.

Figure 15: At the end of their training workshop, members of the Stakeholder Advisory Committee were asked to rank their top three priorities for any new service investments. “Higher frequencies” was ranked nearly twice as high as the next most valued investments, bus stop amenities and service reliability.

1 They were asked to rank their top 3 priorities: their first choice was given three points, their second two points, and their third one point.
3 Who Took the Surveys?
The web and print surveys garnered 609 responses in total. The vast majority came through the web survey.

Paper surveys were submitted at public events, to CAT offices and through the drop-box at the JMR Transit Center, and these results are included with the web survey results in this report.

Charts in this section describe what we know about the demographics of survey respondents. People were permitted to skip any question, and some people did not tell us their demographic information.

**Transit use**

The two charts at right show the answers to a question about transit use. Of the people who answered this question, 38% reported riding CAT 5 or more days in the previous month.

Respondents were also asked about their recent use of CAT Mobility (paratransit), the SSU shuttle, the Ferry and the senior circulator. At least 8% of respondents reported having used paratransit in the past month, and 20% having used one of those other specialized services.
Transit routes represented

Survey respondents were asked which (if any) CAT routes they had ridden in the past month.

All routes were represented among respondents, with no fewer than 30 survey responses per route.

However, some routes were vastly better-represented among survey respondents than others. The response rates relative to each routes’ annual total ridership are shown at right.

People who ride Routes 20 or 11 responded at nearly three times the rate as people who ride Routes 10, 17, 3, 29, 14 or 25.

However, when the results of substantive survey questions are split based on which route(s) the respondents indicated they ride, there were not major differences from the total population of respondents. For example, among respondents who reported riding the busiest routes (14, 25, 27, 28 and 31) between 70% and 76% of them chose a longer walk over a longer wait, which is a similar response as for the overall population.

3 WHO TOOK THE SURVEYS?

<table>
<thead>
<tr>
<th>Route</th>
<th>Respondents who reported using this bus route</th>
<th>Annual boardings (2018)</th>
<th>Survey responses per 1,000 annual boardings</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 Skidaway Island / Coffee Bluff</td>
<td>20</td>
<td>6,614</td>
<td>3.0</td>
</tr>
<tr>
<td>11 Candler</td>
<td>41</td>
<td>13,712</td>
<td>3.0</td>
</tr>
<tr>
<td>100 Airport Express</td>
<td>33</td>
<td>14,739</td>
<td>2.2</td>
</tr>
<tr>
<td>28 Waters</td>
<td>139</td>
<td>204,933</td>
<td>0.7</td>
</tr>
<tr>
<td>4 Barnard</td>
<td>72</td>
<td>107,891</td>
<td>0.7</td>
</tr>
<tr>
<td>27 Waters</td>
<td>146</td>
<td>261,100</td>
<td>0.6</td>
</tr>
<tr>
<td>6 Cross Town</td>
<td>54</td>
<td>105,956</td>
<td>0.5</td>
</tr>
<tr>
<td>12 Henry</td>
<td>64</td>
<td>137,981</td>
<td>0.5</td>
</tr>
<tr>
<td>31 Skidaway / Sandfly</td>
<td>116</td>
<td>265,728</td>
<td>0.4</td>
</tr>
<tr>
<td>3B Augusta Ave / Garden City / Hudson Hill</td>
<td>54</td>
<td>146,057</td>
<td>0.4</td>
</tr>
<tr>
<td>10 East Savannah</td>
<td>66</td>
<td>197,487</td>
<td>0.3</td>
</tr>
<tr>
<td>17 Silk Hope</td>
<td>69</td>
<td>207,026</td>
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</tr>
<tr>
<td>3 West Chatham</td>
<td>56</td>
<td>177,924</td>
<td>0.3</td>
</tr>
<tr>
<td>29 W. Gwinnett / Cloverdale</td>
<td>30</td>
<td>101,924</td>
<td>0.3</td>
</tr>
<tr>
<td>14 Abercorn Local</td>
<td>220</td>
<td>756,311</td>
<td>0.3</td>
</tr>
<tr>
<td>25 MLK Jr. Blvd / Westlake Apts</td>
<td>85</td>
<td>305,895</td>
<td>0.3</td>
</tr>
</tbody>
</table>
Race or ethnicity

The graph at right summarizes responses to a question about race or ethnicity.

Of the 609 completed surveys, 87 did not include any response to this question. The percentages shown at right are calculated based on the number of respondents who did answer this question, and are therefore a minimum.
Household income

The chart at right reports survey responses to a question about annual household income. Ninety-eight people skipped the question entirely, and 83 said they preferred not to answer.

About 38% of people who gave a substantive answer to this question reported household incomes of less than $25,000 per year.

Eliminating people under the age of 25 from that group (as they may be college students and only temporarily living on low incomes), 33% of all respondents who told us their household income are over the age of 25 and make less than $25,000 per year.
Residential zip code

The chart and map on this page show the residential zip codes for the 509 respondents who answered this question.

Information about where respondents work, study or visit was not collected.

Figure 16: Most respondents were concentrated within CAT’s service area (outlined in black in the map at right), but some came from West Chatham and outside of Chatham County.
In this section, we present some of the results summarized in the previous chapter, split by demographic information about respondents.

We are including graphs that either show a major difference between the response of the sub-group and that of the general population of respondents, or that show little difference but answer natural questions that people may have about who took this survey and how demographics might affect people’s choices.

Serve more riders or cover more areas?
Because African-Americans make up roughly 80% of existing CAT riders, but only 40% of respondents to this survey (at least, 40% of those who told us their race), it is essential that we look closely at their responses split apart from those of other races.

It is also important to look at responses from existing riders separately from those of people who do not currently ride.

All three of the graphs on this page were shown and discussed starting on page 13. They are repeated here for the ease of side-by-side comparison.
A shorter walk or a shorter wait?

Graphs on this and the next page show how little difference there was among respondents with different demographic characteristics, in their preferences of walking over waiting.1

Respondents at every age and every income and of every reported race preferred, on average, a longer walk and a shorter wait for service. However, there is a difference in the degree to which African-American respondents preferred walking over waiting, compared to the rest of the population. 65% of African-American respondents said they would choose the longer-walk scenario, compared to 84% of white respondents.

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1 The charts in this section only show responses from people who answered each demographic question. Some people skipped some or all of the demographic questions, but answered the substantive survey questions.
Let's Go! CAT System Redesign
Phase One Public Input Summary

### 3 Who Took the Surveys?

#### Walking vs. waiting split by age

- Prefer not to answer
- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 and over

#### Walking vs. waiting split by household income

- Prefer not to answer
- Under $15,000
- $15,000 - $24,999
- $25,000 - $34,999
- $35,000 - $49,999
- $50,000 - $74,999
- $75,000 - $99,999
- $100,000 or more
The charts on this and the following page show responses to the question about walking vs. waiting that allowed people to choose a point on a spectrum. The total of all responses is shown in the chart at right.

The charts on the following page show responses to this same question, among sub-groups of respondents who are:

- Over the age of 55, or
- Living in households making less than $25,000 per year, or
- African-American.
Let’s Go! CAT System Redesign
Phase One Public Input Summary

3 WHO TOOK THE SURVEYS?

Walking vs. waiting:
Older respondents only
(ages 55 and up)

<table>
<thead>
<tr>
<th>Preference</th>
<th>0%</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
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<tbody>
<tr>
<td>I definitely prefer shorter walks!</td>
<td>9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I usually prefer short walks</td>
<td>15%</td>
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<td></td>
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<tr>
<td>I’m not sure/no preference</td>
<td>5%</td>
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<tr>
<td>I usually prefer short waits</td>
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<tr>
<td>I definitely prefer shorter waits!</td>
<td></td>
<td></td>
<td></td>
<td>38%</td>
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I will do whatever gets me to my destination soonest, even if it means a long walk.

164 responses

Walking vs. waiting:
Low income respondents only
(less than $25,000 household income)

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<tr>
<th>Preference</th>
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<tbody>
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<td>I definitely prefer shorter walks!</td>
<td>11%</td>
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<td>I usually prefer short waits</td>
<td>13%</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>I definitely prefer shorter waits!</td>
<td></td>
<td></td>
<td></td>
<td>36%</td>
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</tbody>
</table>

I will do whatever gets me to my destination soonest, even if it means a long walk.

164 responses

Walking vs. waiting:
African-American respondents only

<table>
<thead>
<tr>
<th>Preference</th>
<th>0%</th>
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<th>20%</th>
<th>30%</th>
<th>40%</th>
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</thead>
<tbody>
<tr>
<td>I definitely prefer shorter walks!</td>
<td>13%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I usually prefer short walks</td>
<td>12%</td>
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<td>I usually prefer short walks</td>
<td>14%</td>
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<tr>
<td>I definitely prefer shorter walks!</td>
<td></td>
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<td></td>
<td>37%</td>
<td></td>
</tr>
</tbody>
</table>

I will do whatever gets me to my destination soonest, even if it means a long walk.

198 responses
How should CAT prioritize investments?

The chart at right shows the average ranking of each potential investment, ranked by the total population that took the survey.

On the next two pages, the same information is shown for the sub-group of survey respondents who ride CAT buses very often, and the sub-group who are African-American.

On the last page in this section a graph shows all responses to this question split by the reported household income of the respondent. Lower-household-income respondents’ answers are shown in shades of light and dark green. Lower-income respondents, on average, ranked service at night and on Sundays slightly higher than other service improvements, compared to higher-income respondents.1

Among the lowest-income respondents, “More service on Sunday” attained the third-highest average ranking, compared to being ranked seventh among all respondents.

Among respondents in the second-lowest income bracket, “More service at night” was ranked third, compared to being ranked fifth among all respondents.

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1 The average rankings of each improvement by higher-income respondents are uniformly higher than the averages by other respondents because higher-income respondents were more likely to rank all 7 items. Lower-income respondents were more likely to rank just one or a few, or to skip the question entirely. For this reason, it is essential to look at the relative importance of the service improvements within each income sub-group.
"If CAT had additional money, what would you spend it on first?"
Respondents riding CAT buses more than 15 days last month
Lower number means higher priority.

- Higher frequency service: 3.0
- Making service more reliable: 3.5
- Covering places that don’t currently have service: 3.9
- More shelters, benches and amenities: 4.2
- More service at night: 3.8
- More service on Saturdays: 4.3
- More service on Sundays: 3.8

170 responses

Frequent riders placed less importance on more service at night and Sundays, and more importance on reliability and coverage, than the average respondent.
"If CAT had additional money, what would you spend it on first?"
African-American respondents only
Lower number means higher priority.

- Higher frequency service: 3.1
- Making service more reliable: 3.2
- Covering places that don’t currently have service: 3.5
- More shelters, benches and amenities: 4.0
- More service at night: 4.0
- More service on Saturdays: 4.6
- More service on Sundays: 4.3

198 responses

Average Priority Ranking - Lower numbers mean higher priority

Only difference from ranking by all respondents is slightly higher priority placed on Sunday service.
To read this chart, compare the pattern of rankings within each color. (Do not compare bars of different colors to one another.) For example, lower-income respondents ranked Sunday service high relative to night service, while high-income respondents ranked Sunday service very low relative to night service. Higher-income bars are longer, overall, than others because higher-income respondents were more likely to rank all items in this question. Comparison between colors for a single type of improvement is therefore not meaningful.
4 Free-form Comments and Anecdotes
People who took the web and print survey were given the opportunity to submit a free-form comment, and many did. Those comments are quoted, roughly organized by theme, on the next page.

In addition, project staff attending public events had many conversations with people about their desires, needs and concerns, and received written and oral comments in those settings.

Aside from the more general questions about trade-offs and priorities, the project team also heard:

- Most people expressed gratitude for the opportunity to provide their input as a part of this process.
- People asked for more service at night and on weekends. People said they can ride CAT to work, but because they are in the service industry, CAT is no longer running when their shifts end, so they take an Uber (expensive) or walk.
- People expressed support and need for the bike racks on buses.
- One person told a moving story that expresses both the value of coverage and the value of frequency: He had a good-paying job in Pooler, but his car broke down and Uber was too expensive, so he had to change jobs. He is now working construction to make ends meet while trying to go back to school, but the bus schedule doesn’t provide the needed frequency to work and go to school at the same time.
- Some riders expressed very specific needs, such as getting to and from church on Sundays.
- Some people were not necessarily regular transit riders, but their car had broken down, they had just moved to town, or they were visiting and accustomed to using transit at home. They were glad that transit was available.
These comments and questions were submitted through the web and paper survey. They are organized roughly by major topic.

Appreciation or interest
Thanks for your service, it’s greatly appreciated.

I am not a rider of CAT services, however I do have family and friends that use your services. I am an interested advocate.

I have just returned to Savannah. Would intend to ride 5-15 days per month on average.

I love public transit.
Thank you for focusing on a much needed upgrade.

Our transit system is doing what is best for the public and I appreciate the job they are doing overall!

I’m lucky enough to have a family member provide transportation for me while I try to get my license. I’m not sure how well my answers help the majority that use the buses out of necessity, but I appreciate that it is available to me if needed.

Very Happy with CAT
Good bus service

I’m not a rider but interested in transit issues.

I love CAT the most reliable means of transport for the community and upcoming generation.

Thanks for providing this survey. I’m excited to see some much needed improvements.

Bicycling
Please keep bicycle carry as a priority.

I want to ride my bicycle.

I would ride my bike to get to the bus to then cover distance - but I have no safe route from Isle of Hope through Sandfly to the bus stop at Walmart. Or I would even ride all the way to downtown - saving transportation dollars - if I could do so safely. Its FLAT. Its WARM. Safe bike routes are overdue.

My interest would be to better combine my bicycle commute with downtown bus service

Bus size
Smaller buses down town, larger on south and east sides. Never see more than 10 passengers in historic district.

I live on Bonaventure Rd. The buses are too large for this narrow road. The buses are never full and need to be smaller for this road. Cars run off the road to avoid the bus.

CAT app
Frustrating when CAT app displays incorrect info. Nice to use CAT to leave downtown after work later at night.

Please add GPS tracking of buses so an app on the phone can track the buses to make the bus arrival time.

Can you set up a LED board at each stop that shows how long is it going to take for the next ride? Or have a app that does that?

If the CAT app can predict waiting time it would be better. I don’t know if the app is available right now cuz last year when I searched in App Store I could not find it.

Please correct the message on the top screen inside bus to “browser” not “brower”. Also, please create a GPS app on the phone for tracking purposes

The CAT bus route maps are very inefficient and do not show enough information especially if transferring is involved in getting across town. The app is horrible
and simply has PDFs of the paper routes, and is not user friendly especially if multiple bus routes are needed. As far as I was able to tell there is not even a detailed map showing all routes at the CAT hub. And there is no comprehensive map on the app.

There also need to be bus routes to the employers along Highway 80 near the industrial park and Dean Forrest Rd.

It seems that cities and college campuses have amazing apps and systems in place and I feel the Chatham County is very behind on this important infrastructure for our community.

**Cleanliness**

I am told safety is an issue and also the buses are not clean. I used to use public transit in my old city, but not here. Still, I think it is essential in a community for those without a vehicle and it should be a source of pride to say you ride rather than drive.

Too many buses with dirty seats. Why not stop use fabric and instead use hard plastic for seats? It would be far more sanitary.

Buses seem to be clean and well kept.

Trash and shopping carts are often issues at my local stop (36th and Pennsylvania Ave) -- consider devoting some resources to maintaining stops, addressing trash and debris, etc. on a more frequent basis.

**Customer service, operators**

1. I will like if the CAT drivers can be a little more nice and use some PR.
2. When the drivers return to the transit center before they let anyone on the bus, they should pick up the trash on the floor and seats.

Hire less female bus drivers or ones with a better attitude. Have the 14 Abercorn coming inbound at 6:30 to go inside St. Joseph Hospital and not have customers to walk from Abercorn to the hospital.

Make sure the bus and seats are clean periodically, it’s dusty and disgusting. Better bus drivers who have a better attitudes, we don’t need to know or see you having a bad day.

Need more drivers like Freddie.

Friendlier bus drivers, better attitudes.

The drivers to be more nice and informative.

Tell the drivers they work for the people.

Some of the drivers need to be sent to charm school, especially when it comes to dealing with first time riders.

Better customer service from the operators. And when asked a question from people, thoroughly explain in a professional manner. Should never argue with an angry rider. Know how to ease them.

Better Customer Service.

Customer service skills from CAT drivers and transit station associates.

Work on customer service.

**Disability need**

My adult trike is too big to fit existing CAT cycle carriers. It is my main mobility item once on the ground, so I would like take-with capability, or to lock-up on one end and borrow a ride on the other.

Make waiting spaces SAFER for the elderly.

Some stops does not allow wheelchairs to use them safely.

**Add service in all ways**

CAT should have more and more frequent services on Sat. and Sun. They should have more routes to different places in Savannah. Even they should operate to Richmond Hill though Richmond Hill is in
different county. There is no transportation to Richmond Hill.

Focus on the high-performance routes (Route 14, etc.) 1st. Advertise for the airport shuttle to increase usage. Please consider Park and Ride when re-designing the routes. Expand to the westside community (Pooler, Garden City, etc.) where jobs are located to provide Job Access and Reverse Commute. If this means cutting service to the rich areas (Skidaway Island, etc.), so be it.

No buses around squares or Broughton. High frequency fixed routes in high-ridership areas. On-demand curb-to-fixed route in low-ridership areas.

**DOT shuttles**

Please expand the DOT to go to 37th St./Starland District.

The DOT service is excellent! A real improvement for seniors and visitors.

Would like to see the DOT shuttle extended all the way to Victory Drive.

**Fares**

Half fares should be offered for patients in recovery.

Keep the $3.00 all day passes.

Transfer tickets should be 2 hours instead of 1.5. Some routes have very limited time to transfer if coming from the end of the line. I had many expire and had to repay due to this.

Transfers need to be 2 hours instead of 1.5 hours. On the Abercorn bus, there are times that it literally takes 1.5 hours to get from the Savannah mall to downtown which voids the transfer. Having to repay for a ride is unacceptable when it was not the rider’s fault.

Cards should be accepted as a form of payment on buses.

You have to spend money, to make money. Customer Service comes first...I am from Boston, Ma. Should offer discounts to businesses, to cut down on rush hour traffic. No one wants to wait 30 minutes in the heat or cold. Once you become more efficient, you’ll get more riders. After, small increase in fare won’t be so bad...but not for poor service.

It would save me some money if the half fare program accepted Medicaid cards as a form of verification for disabilities.

Can we bring back the use of using transfers on the same bus we receive the transfer? For example mostly like when riding the #12 bus going to Savannah State I get off and go to Krogers. I usually come out the store in time to get back on bus #12 to head back west of Savannah with 90 minute transfer. Now I have to use a day pass for a less than 90 minute outing.

**Frequency**

I tried to ride the bus when I first got to Savannah (I live in East Savannah) but an hour ride, plus wait downtown, was not worth it. I got a bike instead. I would like to have the option to ride the bus especially on rainy days, but the service would need to be more frequent and quicker to get to downtown.

Add 1 or 2 more routes on the 31 so I don’t have to worry about getting home. Signed, a full-time employee turned part-time due to the buses.

Yea they need to change the hours of the 17 Silk Hope on Sunday from running every two hours!!!

I used to ride the 10 East Savannah to work downtown, but its frequency made it a 3rd choice alternative. Now my job is in Chatham Pkwy and transferring buses will make the 16 minute ride take 4 times as long. But I ride the bus downtown for...
fun still and avoid parking. If it ran every 15 minutes so you wouldn’t need to know the schedule, you just would know you’d be on your way on a bus within 15 minutes.

Increase frequency or otherwise adjust timing on popular routes during rush hour and worker shift times.

Want to see the full length of Abercorn St more buses, more frequently, covered waiting areas.

Don’t throw historic routes out just for sake of “modernizing.” Over time CAT has spread out service at expense of frequency. Not a good choice.

I would really like to see the core routes strengthened in terms of frequency.

We required more frequency of buses with less waiting time on the bus stop every day as well as Sat & Sun. There should be a bus every fifteen minutes.

Sounds like you’re mainly asking whether to provide meager service to as many places as possible, or a higher level of service in focused area. I would prefer the higher service in more limited areas to promote transit oriented development.

I do not use the CAT service but I observe and if I had to, I would NOT want to have to wait as long as people to do get a ride. I would definitely consider CAT Monday through Friday for work - if it didn’t add over an hour each way.

Georgetown needs better service! The 6 only comes once an hour.

Need more buses times for Skidaway Island.

**Low ridership**
Way too often buses seem very empty.

(Two comments above about bus size also noted empty buses.)

**Need**
I depend on CAT to get me to work Monday through Friday because I don’t have my own car.

I use the 31 almost every day to get to and from work.

Our city can do better when it comes to public transportation. You can’t have areas that offer jobs to people, but not have public transportation available to get there. No wonder poverty levels are so steep in Savannah.

**Paratransit**
Paratransit costs more money, far less reliable, won’t give disabled time to get outside. Missed pain management appts etc. No accountability for outright leaving very disabled whites!

Would use paratransit more often if it were more reliable. Same day service would be helpful for emergencies (non medical).

**Project timing**
When will final decisions be made?

(The timeline on the project website shows that final decisions may be made as soon as Winter 2019/2020.)

**Reliability**
Remove slow drivers.

Bus drivers need to arrive at the stops on time and not pass people by. Need to be on time.

Bus running ?? E Field supervisor needs to talk to people at stop.

The 31 bus is horrible on time never.

Your second 14 (leaves at 6:41 am) going southside EVERY SINGLE morning is late to the stop at the Oglethorpe Mall. Also
the guy that drives the 1st one the one that leaves that stop at 6:10 am drives SO SLOW well below the speed limit just to stop from being ahead of schedule. People riding the buses that early are either trying to get home or to work. Drive the speed limit and get us where we are going and stop lagging.

Just more reliable service be on time. Do not need a service that says the bus will be there at 8:30 but instead comes 8:20. I miss the bus because they are early. Now I have to wait any where between 30-45 min for the next bus. Also all stops should provide some cover due to rain, sun or just general hospitality for bus riders.

The buses need to run on time. I also don’t really care so much about benches and stuff but would appreciate the sidewalk to be usable (not cracked or uneven). It would also be helpful if the stops weren’t placed behind giant trees or where cars park so that the rider is always seen.

Reliability is key. It doesn’t matter what the schedule says or what the routes are if the buses don’t show up or leave on time.

I do not use the bus system, but I would if it had a more reliable reputation.

YES! Get rid of some of the tour buses which congest the #14 route between the downtown transit and Savannah Mall and STOP having so many festivals, etc. RIGHT DOWNTOWN so the buses have to be re-routed. St. Patrick’s Day I waited at Oglethorpe mall almost 5 hours to get a #14 southbound just to get back home. That’s insane!

**Safety of city**

Security isn’t being taken into account. It isn’t simply transit time and frequency, Savannah is not a city that feels safe, and for that reason to walk long distance at night or through dangerous areas, it’s unthinkable.

**Service area/Coverage**

Buses to Port Wentworth, Pooler, Tybee.

We don’t have service!

I would really like to see the service extended to Pooler.

Can CAT buses come into The Highlands?

I’d use CAT more in order to cut down on my own commute, but I am not in an area with service that meets my needs.

Bus service that routes near grocery stores (Publix, Neighborhood Walmart, and Kroger) and senior centers (Generation One, Windsor Forest, Smart Seniors etc.) on the South side will assist seniors who don’t drive.

Add an express bus from somewhere on the south side like the Savannah Mall with stops near Forsyth and one in downtown with none in between. Advertise the heck out of it and run it maybe 3 or 4 times during the evening so we can get in and enjoy the nightlife and not have to drive.

Express bus from Islands to downtown needed.

Need bus services to Tanger Outlets.

It would be nice if there was bus stops to Savannah in Pooler.

Garden City has a huge stretch between the few stops we have, particularly on Augusta. Several businesses that have employees that could use more stops so they don’t have to walk for ages on the side of a busy road.

Please provide bus service to the town of Port Wentworth nearest stop is Parkers on 21, too long to walk in the rain.

Need bus routes to Pooler, GA.

We need more bus routes for Port
Wentworth, Pooler and Bloomingdale.
We need more frequent routes in Pooler, Ga. Pooler, Ga., is CHATHAM COUNTY.
Need buses in Port Wentworth & Rincon!
Add bus service to downtown Port Wentworth and the new warehouse on Crossgate.
Have an express Islands to downtown bus.
CAT also needs a bus that travels on Dean Forrest Road also instead of suggesting someone to catch a Uber.

**Shelters**
The shelters that were taken down on 37th & Water were never replaced. Why?
Need more seating at stops, especially on MLK.
More shelters overhead, Gwinnett bus in particular.
There is a bus stop on the 300 block of Price Street that desperately needs some kind of shelter from the rain, wind, and heat. It is very odd that there is no shelter there at all. I have made a habit of allowing regular passengers to stand on my porch in the rain because there is no where else to go.

I used to ride the Abercorn bus to work every day. Standing in the rain and mud by stops discouraged my use of the bus more than anything else. I had to wait in nearby stores and dash to the bus when I saw it coming. Savannah has some torrential weather.

**Span**
Don’t take away 11 Candler. Give us the old weekend route back. I would use it more for Walmart run.

It would be beneficial to maintain 11 Candler. The bus route is needed for people leaving for downtown earlier coming from the far area of Skidaway. It would also be nice to have it run on the weekends again. If you could set a schedule and keep it for more than a year you would see ridership go up. I’ve ridden that bus for 15 years. The bus used to be so full days and weekends, but you kept changing it. Bring back weekends.

People work late, the bus should accommodate that. Free DOT runs longer than the paying CAT.

For people who get home late, they should, if they can, extend the bus’s time, it will be greatly appreciated.

I work weekend schedule (2 - 10 pm) would be nice to get a bus at 10 pm on Sundays.

The most important thing is just extending hours for the weekend is a must. I don’t like spending extra money on weekends on Lyft or Uber when $3 day could ride me out until the night.

Early morning service from Wilmington Island so I can ride the bus to work.

I would like to see more service at night for people to get home from work and school.

Shorter walks, longer service at night, more service on Sundays. Buses should run every 30-minutes especially 14, 27, 31, 25 and 3B. 3B should be extended to more areas. A bus needs to run to Port Wentworth and further into Pooler. There should be a late night weekend shuttle to downtown. Routes 20, 100 and 6 should all be discontinued - pointless routes!

I live in Georgetown and like to take the bus downtown on Friday or Saturday nights, but would like later hours on the weekends. Maybe even if there was a shuttle or later night service from Georgia Southern or Mall area to downtown on the weekends you would get more riders. It costs $20 one way for ride sharing sites like Uber or Lyft.
#17 needs to run another couple of hours on Fridays and Saturday nights (especially when big events are happening downtown) so people can safely get back home or to hotels, camp grounds etc, after a few drinks at Festivals, river-street events etc.

There is a need for a bus like #11 to better service the hospitals especially those who get off at night.

The Sunday and night schedules need to be expanded.

I wish y'all would have two more buses for Sunday.

That the #20 bus would run on Sundays. Anderson to Ferguson Ave. I go to church at Ferguson Baptist Church.

Put the 4 Barnard back on Sunday route.

Put Route 4 Barnard back on Sunday.

Bring back Route 4 Sunday service.

I wish all bus routes on Sundays would start earlier and run later because a lot of people work on Sundays just like any other day of the week.

We need more Sunday Service of in order to get to church.

Longer service on Sunday to accommodate workers, please!

I would like to see more service on Sunday.

I use the Airport Express 100 any time I fly out. Saves on parking! I am very concerned if the route were to be cut. However, I noticed that Route 3 stops ‘close’ to the Airport, within only 1,000 feet or so. But you can’t walk on that road from the terminal. Why not combine Route 3 and the Airport Express? Definitely we should do that, if 100 were to be cut, then 3 would need to add the Airport as a stop. Do we want a city without bus service to its own airport? That and make 17 run more frequently especially later into the evenings on the weekends.

Specific route request

Be able to pick up the airport express bus in places other than the intermodal center, e.g. at hotels.

Need more local CAT routes to Georgia Southern Univ. the same as services to Savannah State Univ. at a discount for students.

#10 should run later especially on Sundays like it used to in 2013 - #6 should run further into Georgetown or discontinue route - #11 & #20 should be discontinued or go further with more frequencies - #12, #4, #100, and #29 should go further to extend the routes - Need a bus that goes to Port Wentworth and into Pooler - Need a bus that goes to the warehouses in Port Wentworth.

I would never take the bus to work, which is two miles away, because the closest bus stop to my house only goes part of the way and then turns off in the wrong direction, or I can get on going the other way from the initial stop and have to change at the Mall. I could walk to work significantly faster than take the bus.

Please consider adding Candler Hospital back to the 14 route as to have a second bus route to cover that hospital.

Keep the 10 bus on Pennsylvania Ave to downtown.

Get the 17 in route!

I would like for you all to keep number 11 Candler bus on route. I ride this bus every morning. My bus driver is very faithful, reliable, and ON TIME.

I ride the Candler bus to work every day at 6:00 A.M. and I was told that y'all are doing away with the Candler bus. How will I get to work. I was told there will be a 31 but will it come at 6:00 A.M. headed downtown.
It is about 5 people at my bus stop just about every morning. Thank you, Jacquelyn Edwards.

Bus stop Sallie Mood and Eisenhower Dr.

Bus traffic on roads with squares on them is destroying the historic district. MLK and E. Broad are perfect north-south streets for downtown service.

Route for Sweetwater and Grove Hill near Georgetown.

Buses should avoid Bonaventure Road altogether. The road is too narrow, making the wide bus a danger to oncoming traffic. This is especially true where the bus makes too wide of a turn when making a right off of Georgia Ave.

Stop locations
I wish there was bus stop closer to apartment on King George Blvd. The stops are very spread out.

Closer stops.

CAT buses should not block cars from exiting a street adjacent to a bus stop. The driver should not stop in front of the bench if the bus will block traffic from exiting a side street onto a main street, e.g. the stop at 38th and Bee Rd. Cars travelling west cannot turn north or south onto Bee Rd. when a bus is at the stop. It’s very annoying, especially when you do not have time to wait!

Survey/outreach feedback
While I am not currently a CAT user it is hard to determine the priority to focus in #3 & #4 with out some user figures. Is the population of potential users great enough to focus on extended routes rather than the population that needs or wants extended hours. Out of that population how many are weekly users for work or as a means of main transport as opposed to those who have another means of transportation or would be one time users. To me the main focus would be for those who are using the CAT for work and medical or school vs. those using for leisure as they first group would be more consistent in their usage vs. leisure. As I am not a CAT user I appreciate the opportunity to have a say due to tax dollars being spent but it seems like a valid question to have on your survey whether it is leisure or need causing the population’s usage.

In 2012-2013, I rode the bus multiple days a week - Rt 14 with pickup at 54th. I had a deployed husband and no other means of transportation. I feel to get the best results you need to have someone “on the ground” talking to the people who actually ride the bus frequently but may not have access to internet.

The waiting and walking from the first question seemed to infer when you catch the bus from your home - what about how close the final stop is to the destination and distance you have to walk to get to work (or doctors) etc?

Who did you have in mind when you created this survey? I wonder if you actually know your ridership.

Ticket vending
Yes. The CAT vending card pass should be at Walmart on Abercorn Street or Skidaway, Hwy 17 rather than the Mall.

Ticket vending machine doesn’t work.

Those CAT vending machines should be at a Walmart location to buy CAT passes. Instead at the mall.

Wifi
Need Wifi on EVERY bus!

Yes we need WiFi on all buses again.

Happy to see a good change, possible to
add bus times again at each stop, and get Wi-Fi going properly...?
A Appendix


Stakeholder Advisory Committee members

The Let’s Go! Stakeholder Advisory Committee is comprised of representatives from a diverse cross-section of organizations.

Over 40 individuals attended the first meeting in January 2019, including representatives from the following organizations:

- Bike Walk Savannah
- CAT Board of Directors
- Center for a Sustainable Coast
- Chatham Apprentice Program / Step Up
- Chatham County
- Chatham County-Savannah Metropolitan Planning Commission
- Chatham-Savannah Citizen Advocacy
- Citizen Advocates
- City of Savannah, Human Services
- City of Savannah, Office of Parking and Mobility
- City of Savannah, Office of Planning and Urban Design
- Coastal Regional Commission
- CORE MPO
- Costal Georgia Indicators Coalition
- Deep Center
- Disability Council
- East Savannah Gateway
- Emmaus House
- EmployAbility
- Georgia Port Authority
- Georgia Southern University
- Gulfstream
- Healthy Savannah
- Hispanic Chamber
- Housing Authority of Savannah
- LIFE
- Live Oak Public Libraries
- Savannah Airport Commission
- Savannah Chamber of Commerce
- Savannah Downtown Business Association
- Savannah Technical College
- Savannah-Chatham County Public School System
- SCAD (Savannah College of Art and Design)
- St. Joseph’s / Candler Hospital
- YMCA of Coastal Georgia

This Advisory Committee will meet twice more in 2019 to give input on the CAT System Redesign.