Phase Two
Public Input Summary

JUNE 2019

For Chatham Area Transit

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1 Introduction
What was the purpose of Phase Two?

This summary describes what we learned from public input in the second phase of the Let’s Go! CAT System Redesign.

In Phase One, people were asked fairly simple questions about their own preferences and priorities for transit service.

Engaging in Phase Two required more time and thought because people were asked to think about the goals of the entire transit system, and to look at Network Concepts illustrating competing goals.

Transit’s Competing Goals

Most people want their transit agency to provide useful service that attracts high ridership and they want their transit agency to 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. All transit agencies must choose a balance between them, explicitly or implicitly. This is a policy-level choice that is ultimately made by the CAT Board of Directors, with public input.

In the High Frequency Concept about 90% of the budget would be spent getting frequent service close to the most people and jobs. Just 10% of the budget would be left to cover areas from which few people would ride; yet, some of those people have severe needs for transit.

High Coverage Concept

The other Concept showed how CAT could redesign the network to make some small reliability improvements while still covering as much of its service area as it does today.

In the High Coverage Concept, 50% of the budget would be spent in places where large numbers of people would ride, and the other 50% would be spent covering areas where few people would ride, but there is a need for transit.

Neither Concept assumed any additional funding for transit. Both Concepts were limited to CAT’s existing budget.

These two Concepts are explained in detail in the Network Concepts Report posted on the Let’s Go! project website.
High Frequency Concept

The High Frequency Concept would increase by 47% the number of jobs the average Chatham County resident could reach on transit within 45 minutes.

This Concept is very different from the existing network. Service is concentrated into the areas where the most people live, work, and study. Running fewer routes means that each route can be more frequent, with long hours of service, and a bus is likely to be coming when someone needs it. Large numbers of people would have the option of a reasonably short transit trip as a result. All routes would be scheduled for better reliability than they have today.

Concentrating service into fewer routes means less can be spread widely. Some areas that are close to service today would be a longer walk to and from service. Some areas would lose all access to service.

- shorter waits
- more hours and days of service
- better job access in reasonable travel times
- quicker transfers
- higher total ridership

Figure 1: The High Frequency Concept illustrated what the CAT network would be like if attracting high ridership was CAT’s top priority. Service would be concentrated into fewer routes where the most people are traveling with high frequencies and long hours of service so that transit is a competitive option for many people.
High Coverage Concept

The High Coverage Concept would be similar to the existing network. Most areas with a route nearby today would still have service nearby. This Concept would only increase by 2% the number of jobs the average Chatham County resident could reach on transit within 45 minutes.

Some transfers between infrequent routes at the JMR Transit Center would become faster in this Concept, and all routes would be scheduled for better reliability than they have today. However, because this Concept is designed to keep all existing coverage, it would not be possible to increase frequencies or lengthen hours of service on any routes. In fact, frequencies to two west side neighborhoods would have to be cut in order to offer reliable service, maintain all existing coverage and stay within budget.

Figure 2: The High Coverage Concept illustrated how CAT could maintain all of its existing coverage while making small updates to routes, and improving reliability. No routes would get improved frequencies or spans. In fact, frequency would have to be reduced on two routes in order to maintain all existing coverage, offer reliable service and stay within budget.
What happens next?

Timeline
The CAT Let’s Go! System Redesign involves at least three phases of public input.

Phase One: Public input on key choices was gathered in winter 2019.

Phase Two: Public input in response to Network Concepts was gathered in spring 2019 and is summarized here.

Phase Three: Public input in response to a Draft Redesigned Network will likely be gathered in fall 2019.

Input received from the public during the first phase was used in the design of the Network Concepts.

Public input from both Phase One and Phase Two, as well as Board guidance, will be considered by staff and consultants as they create the Draft Redesigned Network in the Fall of 2019.

Figure 3: Conversations in the lobby after the “Network Concepts Unveiling” event that kicked off this second phase of public engagement.
How was input gathered?

CAT staff and consultants gathered public input by conducting intensive outreach over a six-week period in the spring of 2019. Diverse venues and media were used to engage transit riders, non-riders and key stakeholders. People of different ages, incomes and ethnicities, living and working in many different parts of the county took part in Phase Two.

Engagement tools and events included:

- A print survey distributed and collected at the Transit Center and Oglethorpe Mall.
- A web survey promoted widely utilizing local media, on-board bus flyers, email announcements and social networks.
- Staffed surveying at the Transit Center.
- A live event unveiling the two network Concepts, with a presentation, Q&A and interactive displays.
- Staffed pop-up events at community destinations around the CAT service area.
- Displays at all Live Oak Public Libraries in the service area.
- A Stakeholder Advisory Committee meeting and poll.

- Meetings with Chatham County and City of Savannah elected officials and their constituents.
- Meetings with CAT operations staff.

Local TV and print media such as the Beacon, Savannah Morning News, Connect Savannah, WJCL 22 and WTOC 11 reported on these events and promoted the survey to the public.

Web and paper surveys

The major question for the public during Phase Two was **How should CAT balance the competing goals of providing wide coverage across its service area and providing high frequency service that is used by large numbers of people?** The Network Concepts survey focused peoples’ attention on this question, and used the two Concepts to illustrate the trade-off.

The survey was made available both online and in paper form (April 8th to May 19th).

As mentioned earlier, paper copies of the survey were provided at the JMR Transit Center with a box for submissions. Paper copies also were available at most of the live outreach events. In addition, the online survey was promoted in media, on-board buses, through emails and social media,

and through members of the Stakeholder Advisory Committee. The surveys were provided in both English and Spanish.

Overall, respondents to the survey expressed support for CAT shifting some of its spending from services that provide coverage to providing higher-frequency routes near large numbers of people.
Live Events

Let’s Go! Network Concepts unveiling
The Let’s Go! Network Concepts unveiling, held on April 11th at the Coastal Georgia Center, introduced the Concepts to community members, promoted the survey and gave people an opportunity to give input in person. Attendees were encouraged to put a sticker on a board to show where on the spectrum between the two Concepts they thought CAT should be. Input from that group was heavily in favor of a higher ridership network (as shown at right).

Webinar
On April 17th, the Let’s Go! team hosted a webinar version of the Network Concepts unveiling event introducing the Concepts and taking questions from attendees. The webinar was recorded and posted on the Let’s Go! website where it was subsequently watched more than 50 times.

Community meetings and events
Staff introduced the Concepts, answered questions, promoted the survey and collected paper surveys at numerous events around the community. The Let’s Go! team engaged people as they were going...
about their daily lives. The purpose of this outreach was to reach a larger, more diverse group of people than would otherwise engage in transit planning. Staff and consultants did such outreach at these locations:

- Savannah State University (4/17)
- Savannah Technical College (4/30)
- The Moses Jackson Advancement Center (4/18)
- The W.W. Law Regional Center (4/29)
- The Thomas Square neighborhood association (4/16)
- The Chatham County Youth Commission meeting (4/17)
- Kroger on Gwinnett Street (4/18)
- The Earth Day Festival in Daffin Park (4/20)
- Southwest Chatham Library (5/2)
- Williams and Sisters Courts

Figure 5: CAT staff and consultants attended numerous community events, engaging people where they were living their daily lives, rather than asking people to come to us.
City Council and County Commission meetings

The project team presented the Network Concepts to the Chatham County Commission and the Savannah City Council on April 12th and 11th, respectively.

Information about the Concepts and surveys also was shared at Town Hall meetings hosted by Chatham County Commissioner Jay Jones (May 14th and 21st) and City of Savannah Alderman Bill Durrence (April 9th), both of whom are members of the CAT Board of Directors.

Transit Center outreach

A large display at the JMR Transit Center illustrated the Concepts and encouraged people to give their input through the web or paper surveys. Paper surveys were provided as was a drop-box for easy submission of surveys. Staff spent three days talking with people individually on the transit center platform, answering questions and collecting surveys (May 3rd, 7th and 9th) at varying hours to reach different people on each day (as shown in the photos at right).

Figure 6: The Let’s Go! team presented and introduced the Concepts at events around the county including two Town Hall meetings such as the one above hosted by County Commissioner Jay Jones.

Figure 7: Displays and a trail of paw prints invited people at the JMR Transit Center to engage.
Staff also spent time talking to people at the Oglethorpe Mall’s major transit stop to promote the web surveys and to distribute and collect paper surveys.

Thanks to this intensive outreach, existing transit riders had a big voice in Phase Two, making up the majority of respondents.

**Internal CAT communication**

The *Let’s Go!* project team updated and briefed about 100 CAT bus operators and supervisors on the Concepts at a series of safety meetings in late April. Staff also put up displays in the break room and answered questions at lunch time.

The project team also briefed customer service personnel, preparing them to answer questions about the Concepts and to promote the web and print surveys.

Individual meetings with the project team were offered to all CAT Board members.

Figure 8: A large display at the JMR Transit Center gave people without computers or smartphones and data plans a way to explore the two Concepts. Transit customers could either take the online survey at their leisure later or complete a paper copy on the platform and drop it into the survey collection box. CAT staff spent three days speaking with people at the Transit Center and at the Oglethorpe Mall.
Stakeholder Advisory Committee
The Let’s Go! Stakeholder Advisory Committee gathered for a second meeting to review the Network Concepts. The group asked many questions, expressed their initial reactions, enthusiasms and concerns, and debated the merits of each Concept.

Many people expressed frustration that CAT’s small transit budget, relative to its large service area, forces such a painful and stark choice between providing decent frequencies and maintaining existing coverage.

Committee members also were provided with links to the web survey to promote within their own networks and communities.

Library displays
In order to promote the Network Concepts survey and to help people without home computers understand the Concepts, the consulting team placed large informative displays at all of the Live Oak Public Libraries in CAT’s service district:

• Bull Street
• Carnegie
• Forest City
• Islands
• Oglethorpe Mall
• Port City
• Southwest Chatham
• W.W. Law
• West Broad

The displays (photos at right) included maps, descriptions of frequencies and hours of service, summaries of the differences between the Concepts, and an explanation of the choice people were being asked to consider.

Figure 9: Displays at libraries gave people a way to look closely at the Concept maps and schedules before taking the survey if they didn’t have access to a home computer or smartphone.
2 Survey Results
Overview of survey respondents

The survey received 338 responses, of which 197 were submitted online and 141 were submitted on paper.

Among survey respondents:

- 59% said they had ridden a CAT bus more than 5 days the previous month, and 46% said they had ridden a CAT bus more than 15 days the previous month.

- Riders of all routes were represented.

- Among respondents who reported their race, 58% described themselves as African-American, 33% described themselves as white and 2% described themselves as Hispanic or Latino.

- Among respondents who reported their household income, 63% said their household earns less than $30,000 per year.

More information on the demographics of respondents is reported starting on page 23.
High Frequency, High Coverage Spectrum

All Respondents

The major substantive question asked in the Phase Two survey was how each respondent would make the trade-off between high frequencies and high coverage, illustrated by the two Concepts and the spectrum between them. People could pick one of five “positions” on the spectrum.

When all 338 surveys (both paper and web) are considered:

- 40% of all respondents would have CAT spend 90% of its budget on frequent, high-ridership services, and 10% on wide coverage. This balance was illustrated by the High Frequency Concept.

- 26% of all respondents favored a 50%-50% balance between spending on frequent, high-ridership service and spending on wide coverage. This balance was illustrated by the High Coverage Concept, which was very similar to the existing network.

- 74% of respondents chose points on the spectrum that represent some reductions in coverage and increases in frequency and span relative to the existing network.

Figure 10: We asked all respondents to consider five points on the Frequency-Coverage spectrum, with the ends illustrated by the two Concepts. Somewhat more people preferred the High Frequency Concept than the High Coverage Concept. The majority selected points on the spectrum that have higher frequency and less coverage than the existing network.
High Frequency motivations

For respondents who chose the 90%-10% or 80%-20% points on the spectrum, points that were closer to the High Frequency Concept, a follow-up question asked them why. Three potential motivations were offered as choices, each relating to a different scale of impact: to the respondent, to people the respondent knows, or to “people” in general.

Among people who preferred a higher-frequency network, personal usefulness was a slightly less important motivation, whereas usefulness to “people I know” and “people” in general were slightly more important.

![Figure 11: People who preferred higher frequencies were slightly more likely to be motivated by their thoughts about “people I know” or “people” in general than by their personal situation and needs.](image)
High Coverage motivations

For respondents who chose the 60%–40% or 50%–50% points on the spectrum, points that were closer to the High Coverage Concept, a follow-up question asked them why.

Among people who preferred a higher coverage network, personal usefulness was a more important motivation, whereas usefulness to “people I know” and “people” in general were less important.

Figure 12: People who preferred higher coverage were more likely to be motivated by their personal situation and needs than by thoughts about “people I know” or “people” in general.
African American respondents

Of those respondents who told us their race, 58% were African American. Their responses to how CAT should balance its resources between High Frequency and High Coverage were similar to the responses of other racial groups.

African Americans as a group showed more support for the High Frequency Concept than for the High Coverage Concept, by the same margin as among other racial groups. Approximately 70% of African American respondents chose a point on the spectrum that represents some loss of coverage and increase in frequencies and spans, relative to the existing network.

The major difference in responses among racial groups was that African Americans were slightly more likely to pick one of the ends of the spectrum, and slightly less likely to pick a point in the middle of the spectrum.

Figure 13: Responses from African Americans resemble responses from other racial groups. As among other groups, somewhat more people preferred the High Frequency Concept over the High Coverage Concept. Approximately 70% selected a point on the spectrum that would represent a loss of coverage and a gain of frequency and span relative to the existing network.
Regular transit riders

People who used CAT at least five days in the prior month (regular riders) accounted for about half of all respondents. Among this group the High Frequency Concept (with the 90%-10% balance) was selected by 49% of people.

Approximately 68% of these regular transit riders chose a point on the spectrum that represents less coverage than CAT offers today.

Regular transit riders were more likely to choose personal usefulness as a motivation in their evaluation of the Concepts than were other respondents.

Figure 14: Regular transit riders’ preferences were similar to those of the larger group. More people liked the High Frequency Concept than the High Coverage Concept, and 68% chose a point on the spectrum that represents a reduction in coverage, but higher frequencies and longer spans relative to the existing network.
Respondents aged 65 or older

When only looking at respondents aged 65 years or older, there was much more support for the High Frequency Concept and for a shift towards higher frequencies than was expressed by other respondents. 47% of older respondents liked the High Frequency Concept best and 78% of them chose a point on the spectrum that represents a reduction in coverage and an increase in frequencies and spans.

Figure 15: Older survey respondents showed a stronger preference for high frequencies and greater willingness to give up coverage than other people.
**Lower income respondents**

Respondents with household incomes under $30,000 per year were evenly split in their preference for the High Frequency and High Coverage Concepts. They were slightly more likely to prefer the High Coverage Concept than other respondents.

However, 66% of low-income respondents still chose a point on the spectrum that indicates a reduction in coverage, in order to increase frequencies and spans, relative to the existing network.

Lower income respondents were much more likely to cite their own needs and situation as a motivation for evaluating the Concepts than were other respondents.

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**Figure 16:** Lower-income respondents were a little more likely to prefer the High Coverage Concept than other respondents. However, the majority of them (66%) selected points on the spectrum that represent a reduction in existing coverage, in order to increase frequencies and spans, relative to the existing network.
3 Who Took the Survey?
The web and print surveys garnered 338 responses in total. Just over half (197) were submitted online and the rest (141) were submitted on paper.

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, 58% reported riding CAT at least five days in the previous month.

Respondents also were asked about their recent use of CAT Mobility (paratransit), the SSU shuttle, the Savannah Belles Ferry and the senior circulator. At least 7% of respondents reported having used paratransit in the past month, and 24% having used one of the other 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. Only two routes had under 30 survey responses.

Some routes were vastly better-represented than others given their ridership. The response rates relative to each routes’ annual total ridership are shown at right.

People who ride bus routes 20 or 11 (see route names listed at right) responded at ten times the rate as people who ride routes 14 or 25, and four times the rate of people who ride routes 27 or 28.

However, when the survey results are split based on which route(s) the respondents ride, there are no major differences from the total population of respondents. For example, among respondents who reported riding the busiest routes (14, 25, 27, 28 and 31) slightly more of them preferred the High Frequency Concept than the High Coverage Concept, to the same degree as did all other respondents. Riders from the most over-represented routes (11 and 20) were more likely than others to prefer High Coverage. However, despite their over-representation, their numbers are small so this bias had only a small effect on the total responses.

<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>11 Candler</td>
<td>30</td>
<td>13,712</td>
<td>2.2</td>
</tr>
<tr>
<td>20 Skidaway Island / Coffee Bluff</td>
<td>13</td>
<td>6,614</td>
<td>2.0</td>
</tr>
<tr>
<td>100 Airport Express</td>
<td>23</td>
<td>14,739</td>
<td>1.6</td>
</tr>
<tr>
<td>4 Barnard</td>
<td>69</td>
<td>107,891</td>
<td>0.6</td>
</tr>
<tr>
<td>38 Augusta Ave / Garden City / Hudson Hill</td>
<td>87</td>
<td>146,057</td>
<td>0.6</td>
</tr>
<tr>
<td>28 Waters</td>
<td>117</td>
<td>204,933</td>
<td>0.6</td>
</tr>
<tr>
<td>27 Waters</td>
<td>121</td>
<td>261,100</td>
<td>0.5</td>
</tr>
<tr>
<td>6 Cross Town</td>
<td>40</td>
<td>105,956</td>
<td>0.4</td>
</tr>
<tr>
<td>12 Henry</td>
<td>47</td>
<td>137,981</td>
<td>0.3</td>
</tr>
<tr>
<td>29 W. Gwinnett / Cloverdale</td>
<td>34</td>
<td>101,924</td>
<td>0.3</td>
</tr>
<tr>
<td>3 West Chatham</td>
<td>58</td>
<td>177,924</td>
<td>0.3</td>
</tr>
<tr>
<td>31 Skidaway / Sandfly</td>
<td>84</td>
<td>265,728</td>
<td>0.3</td>
</tr>
<tr>
<td>10 East Savannah</td>
<td>54</td>
<td>197,487</td>
<td>0.3</td>
</tr>
<tr>
<td>17 Silk Hope</td>
<td>46</td>
<td>207,026</td>
<td>0.2</td>
</tr>
<tr>
<td>25 MLK Jr. Blvd / Westlake Apts</td>
<td>60</td>
<td>305,895</td>
<td>0.2</td>
</tr>
<tr>
<td>14 Abercorn Local</td>
<td>139</td>
<td>756,311</td>
<td>0.2</td>
</tr>
</tbody>
</table>
Race or ethnicity
The graph at right summarizes responses to a question about race or ethnicity. Forty-two people 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.

<table>
<thead>
<tr>
<th>Race/ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American / Black</td>
<td>58%</td>
</tr>
<tr>
<td>White</td>
<td>33%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Hispanic / Latino</td>
<td>2%</td>
</tr>
<tr>
<td>Asian / Pacific Islander</td>
<td>2%</td>
</tr>
<tr>
<td>Native American</td>
<td>1%</td>
</tr>
</tbody>
</table>

296 responses
Household income

The chart at right reports survey responses to a question about annual household income. Forty people skipped the question entirely, and 58 said they preferred not to answer.

About 40% of people who answered this question reported household incomes of less than $15,000 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), 34% of all respondents who told us their household income are over the age of 25 and make less than $15,000 per year.
Residential zip codes

The chart and map on this page show the residential zip codes for the 244 respondents who answered this question.

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

Figure 17: Most respondents were concentrated within CAT’s service area (outlined in black in the map at left), but some came from West Chatham and outside of Chatham County.
4 Free-form Comments and Anecdotes
People who took the web survey were given the opportunity to comment on ideas they liked and disliked in the High Frequency Concept and the High Coverage Concept.

These comments are organized by Concept, by whether they express a like or a dislike, and roughly organized by theme. They are quoted directly with only minimal editing for clarity.

Word-clouds on this page and the next page illustrate the words that were most-frequently used in these open-ended comments.

A few common themes emerge:

**High Frequency Concept**

**“Liked”**

- Certain routes running at higher frequencies: on Abercorn and Augusta, in particular.
- Longer weeknight and weekend spans.
- Increased frequencies providing shorter waiting times.
- Increased transit access to jobs and services.

**“Disliked”**

- Loss of coverage to outlying areas.
- Impact on disadvantaged populations.
- Total loss of coverage to a specific route or area.
High Coverage Concept

“Liked”
- Minimal service provided to maximum number of people and places.
- At least minimal service provided to disadvantaged populations.
- Coverage to specific places or neighborhoods, particularly to the airport.
- Wider coverage to areas and neighborhoods outside of Savannah city core.

“Disliked”
- Short spans of service and lower weekend service levels.
- Loss of 30 minute frequency to West Savannah (Augusta Road).
- Loss of service to other specific areas and neighborhoods.
- Longer wait times due to lower frequencies.

High Coverage Concept:
Words used in “like” comments
- go
- really
- service
- areas
- need
- large
- buses
- airport
- job
- areas
- Routes
- bus
- great
- shorter
- walks
- county
- yes
- waits
- service
- stop
- coverage
- islands
- better
- ride
- access
everything
need
people

High Coverage Concept:
Words used in “dislike” comments
- run
- walk
- long
- wait
- times
downtown
- stops
- wilmington,
equal
need
large
people
need
large
buses
route
- oatland
- whitmarsh
- wilmington,
etc
- wait
- times
- Rider
ship
Yes
- whitmarsh
- wilmington,
etc
need
areas
know
nothing
far
service
West
Savannah
- frequency
- half
- hour
service
less
- hour
service
West
Rider
ship
low
bus
- Islands
- oatland
- whitmarsh
- need
- people
use
high
bus
will
- times
- buses
frequent
- times
minutes
- small
will
- frequent
times
Rider
long
- large
buses
frequent
bus
stops
All “Liked” and “Disliked” Ideas
These free-form comments are organized first by Concept and second roughly by major topic.

LIKE: “Do you see any route or service ideas you like in the High Frequency Concept?”

• Frequent Transit Network
  › 14,27 routes more frequently
  › 15 minute frequencies
  › 15 minutes or better
  › The 15 minute headway- it’s not quite as close as the MTA, but if you want solid urban core growth, the convenience of service has to surpass the advantages of driving and parking--- and that only happens in the urban areas.
  • Abercorn route
    › 15 minute time frame for Abercorn St. or the 204
    › 15 minutes Abercorn route
    › Abercorn is mostly wide enough for 15 minute stops
    › I like the 15 minute frequency of the Abercorn route.
  › I mainly use #14 so this would make that commute easier
  › The Abercorn
• Spans of service and weekend service
  › I like the idea for more coverage and longer service hours, especially weekends.
  › I LOVE THE IDEA OF 24 HOUR BUSES
  › Like the idea of longer hours
  › Long -all day service
  › More hours
  › More hours
  › More hours of service
  › MORE busses
  › More buses
  › More buses to Memorial
  › More consistently in travel time
  › More frequently in high traffic areas
  › The coverage and time.
  › To have bus run later on Sunday
  › Yes as long as the buses keep running longer
  • Transit access to jobs
    › Access to more low-income riders
  › Focus more on higher density area, more trips
  › I like that residents don’t have to sit for up to an hour for service, timely job accessibility and hours saved on travel.
  › I like that the majority of service provided will work for the majority of people in Savannah.
  › It helps more people. At a high level it is a nod towards new urbanism, and I support urban, less car-bound infrastructure and lifestyles.
  › Job access & residents near service are BOTH improved
  › Low-income people living and working downtown don’t have to fight for parking to get to work.
  › More people are included. There are more opportunities for quicker rides for downtowners to go to Midtown or the Southside.
  › More transportation to more people!
• Increased route frequencies
  › Few places where the wait is longer than 30 minutes
  › Good to see short time for most bus stops that do not have seating or shade for riders
  › Half-hour service I like
LIKE: “Do you see any route or service ideas you like in the High Frequency Concept?” (continued)

- I have been wishing certain popular buses would run more often. Every 30 minutes or every hour is not useful for most people.
- I like the less wait times and walk times seems to be about the same
- Less wait
- Less wait time
- Less wait times
- Less waiting time for people that have a route accessible to them
- Short wait times in most areas
- Shorter headways incentivize more people to use transit.
- Shorter wait
- Shorter wait time
- Shorter wait times.
- Shorter waits
- Shorter waits, more hours and days of service, quicker transfers
- Shorter walks
- Quicker transfer
- Quicker, more reliable but not worth losing coverage
- The decreased wait times would encourage more to ride the bus decreasing traffic and decreasing environmental impact of traffic.
- The High Frequency concept works pretty well for me because I live closer to downtown and honestly don’t need to venture out far to get things I need. I like that I could get to places faster.
- You don’t run on schedule because of traffic. The rush hour is the worse. More frequent buses, the better it is for me.
- The time of bus arrival time.

- **30 minute routes**
  - Keep half-hour service  
  - Keep half-hour service in West Savannah  
  - Keep our half-hour service in West Savannah  
  - Keep the half-hour service west Savannah helps other get to work on time  
  - Need to keep half-hour services  
  - Please keep the half-hour service in West Savannah  
  - Keep half-hour service in west Savannah
- Keep half-hour service in west Savannah because of working conditions, schools, etc.
- Yes! I would like higher frequency AND bus running later out on 17 Silk Hope, outbound from city until midnight, so you can hang out in city and ride the bus back on Friday or weekends! :)  

- **Other**
  - Being able to catch a bus without knowing the schedule
  - Eliminate the number of runs on island buses.
  - Walmart 17
  - Waters Ave
  - More route 31 coverage, once an hour is not enough Better base to build from.
  - Free rides for all, not just bus drivers’ “peeps”
  - I always like the all day passes and the all month passes when I ride any route I know.
LIKE: “Do you see any route or service ideas you like in the High Frequency Concept?” (continued)

- I like the high frequency concept. I think that more people will begin to ride if they can depend on the buses more frequently and shorter times. We would like to have the #11 Candler to return to Walmart it is the only bus from the Eastside to go that way. Bus stops can use more seats and closer together.
- I live off Chatham Parkway, numbers are low but the wait is terrible, there are a lot of seniors that would catch transit, but the walk is far and the wait too long.
- I ride frequently, never downtown, what purpose would this serve us if there are only downtown routes?
- I think taking care of the core transit-dependent users is the most important.
- I’m disabled but bus stop is perfect distance for me.
- Just please keep the bus routes
- Modern
- Not really. Everything is basically centered on the downtown and a little beyond.
- Provides for denser development areas where riders could be enticed to ride more often.
- The share of low-income access, and the more proportionate balance between 15-30-60 intervals.
- This is a small town, people. “Get with the program!!!”
- We need zoning that supports dense mixed-use nodes if we’re going to go in this direction
- With limited funds, probably best use.
- Yes, if there is more benches and coverage
- Yes
- Yes, it makes sure you at least have a bus that you can walk to

DISLIKE: “Do you see any route or service ideas you dislike in the High Frequency Concept?”

- Service to specific areas or neighborhoods
  - A route through Ardlesy Park
  - Does not include the islands
- I’m concerned that there a people in the southeast corner of the county and on Wilmington Island who are not being served at all.
- I’d add coverage to certain areas outside the zone, on shifts, like out to Port Wentworth warehouses, with regard to work shifts. Those businesses will have a hard time filling the hundreds of jobs that are coming.
- Little to Jo park and ride services to downtown for working people
- My neighborhood (Avondale) is still is listed as having 30 minutes wait times. If people are going to be waiting, we need better waiting facilities at stops, and better maintenance of them.
- No access to the islands or airport
- No bus access to Whitmarsh or Wilmington Islands. 30 and 60 minute waits, IF on time, isn’t too long. Maybe see if there are any routes, that feed into A, that could become 15 minute routes.
- Not including Bull Street south of the park
- Not needed on Islands buses.
- West Savannah routes should be included in 15 min.
- Specific routes or locations
  - 60 minute wait to catch a bus off 37th and go downtown.
**DISLIKE: “Do you see any route or service ideas you dislike in the High Frequency Concept?” (continued)**

- Buses on Waters Ave should run every 15 minutes like the Abercorn St. route.
- Eliminating coverage of Middleground Road
- I would like to see an east/west line also running at 15 minutes or better.
- It could be more bus stops, it could be more buses on Barnard 4, and on Sunday it really needs to be like the whole week.
- No buses on Bonaventure Road. Road is too narrow!
- No service at King George/no service at Gateway
- There is no airport service
- They eliminate the route that I take
- Yes, the time change down Augusta Ave
- The time change down Augusta Ave

**Disadvantaged populations**

- People have to live further out because of a lack of housing. This misses too many low-income folks.
- If you do this I wouldn’t be able to access things for urgent matters
- Limited or no coverage for some areas further limits services for disabled
- Potential to disproportionately impact low-income and minority communities. Denial of service to those who may need but live in less dense area.
- Reduced coverage may cut off poor people
- That routes will be taken away from people that need it the most.

**Coverage**

- Cover more area
- Does not cover enough distance
- High Coverage
- I NEED MORE COVERAGE
- Less coverage
- Many bus routes will be eliminated. And Cat won’t cover as much ground as before.
- Many residents in outlying areas get no coverage.
- Not everyone will have access
- Only a small area/select few people benefit
- Outlying areas not being served
- Who benefits? We need mass-transit county-wide, not just in the downtown area.

**Funding**

- I dislike the lack of coverage. Hopefully, next budget season this can be addressed.
- Just that the coverage is limited. We need to bring in more funds
- The last routes that means less money for you if there is more routes there is more money

**Span of service**

- Need more service Saturday/Sunday
- Routes are only shown for week days people and the families would like to go out on weekend and holidays to the various functions and be able to return home

**Other**

- Savannah State does not need a bus on campus
- 10% for those without jobs
- Higher ridership. The reason why is because too many people who will slow the process
- I just hope the prices don’t go up too much
DISLIKE: “Do you see any route or service ideas you dislike in the High Frequency Concept?” (continued)

- I’m fine with it personally but it’s because I mostly stay in town.
- It’s so, so limited. I think a little more leeway towards coverage would be helpful. I’m also confused about what is and is not in CAT service area. On the map you should I section on Hwy 8- that is outside CAT service area but Route E goes through it. I also am curious if all of Route A needs to be that frequent or is there a way to split it up. I also would hate to lose transportation to the airport.
- Well, during the morning on every route, there should be more buses back to back, in case you miss the bus
- Need more high frequency routes.
- No.
- No, just need the CAT
- Not that I know of so far.
- Not enough routes
- On the high frequency concept, I feel as though every route wouldn’t leave the transit center and go a far distance, limiting service and not taking full advantage of the system. We need a little balance of “both worlds”.
- Some routes will be cut out
- The area of coverage.
- Wish you could mesh both Concepts

LIKE: “Do you see any route or service ideas you like in the High Coverage Concept?”

- Specific areas or neighborhoods
  - Access to more areas
  - Access to more riders on the outskirts of Savannah (Hwy 17, Georgetown, Chatham Pkwy, and, Whitmarsh and Wilmington Islands)
  - Airport service
  - Going by the airport
  - Access to airport and Islands
  - Coverage to all Hospitals
  - Covers the Islands so that employees can get to and from work and those that live on the Islands can get to and from services they need such as shopping, medical, financial, etc.
- I constantly need help to get to the Island
- I like being able to still get to the airport and I like that there is more access to jobs for people in the community and an increased opportunity for people downtown to go out and people from further out to come back in.
- I like high coverage areas that includes airport
- It goes down Middleground Road.
- More buses in all areas especially Waters
- More residents get service
- More service in more areas
- More service in the ‘burbs
- More service to more people especially in unincorporated areas
- Request a Ride for Airport
- Routes that connect riders to VA health clinic
- Service at King George and at Gateway

FREE-FORM COMMENTS AND ANECDOTES
LIKE: “Do you see any route or service ideas you like in the High Coverage Concept?” (continued)

- The places where people spend time there and going to get a ride, getting to places that they need to go, Pooler, Richmond Hill
- Transportation to the airport

- Minimal service to disadvantaged populations
  - At least minimal of service
  - Can we provide demand response service to outlying areas?
  - I like the idea of casting the net wide to provide service to more residents of Chatham County
  - Lots of coverage county-wide
  - Meeting needs of the minimally serviced.
  - More areas of the county are provided access to services
  - More bus routes more area
  - More service to more people especially in unincorporated areas
  - Reaching more people who needs transportation to live better.

- The possibility of transit access for those in the urban ‘hinterland’ can be a game changer. This isn’t much but at least it’s something.

- Specific routes
  - Bus stop in front of my door right now
  - Current coverage includes stop by my house
  - Waters
  - Yes, I love Augusta Avenue route, Abercorn, Waters. Really all the bus routes.

- Transit access to jobs
  - Better job access
  - More opportunities (education, medical, recreation, job)
  - More people can actually get to their job at a low cost

- Span of service
  - Better times
  - Less waiting time
  - More service on all nights
  - Morning until afternoons and evening, should be more in the morning
  - Yes to run to Brandlewood on Sat and Sunday

- Abercorn route
  - The 14
  - The number 14 bus route pace is great

- Other
  - A better base to build
  - All
  - All of the above
  - Better service
  - Better training of drivers
  - Do not need large buses
  - Every 30 minutes
  - Everything
  - Good to see more stop options
  - Great concept
  - Greater coverage.
  - High Coverage
  - I like the more frequency because no one likes to wait for a bus
  - I like to see all the future route expansions for the entire county and Richmond Hill.
  - I wish the DOT would go around longer and please bring it back to the bus station
  - I don’t see anything yet.
LIKE: “Do you see any route or service ideas you like in the High Coverage Concept?” (continued)

- If drivers are going to let “some people” ride free, then all should ride free.
- In my opinion, not much changed on the high coverage concept, except servicing more warehouses on the Jimmy Deloach side.
- It will mainly focus on areas where residents typically do not use CAT.
- Many stops could be combined an safer.
- Might be better to have small, on-demand shuttle similar to Uber?
- More buses
- N/A
- N/A
- No
- No one is left out
- No sure
- None of it
- Nope.
- Not Really
- Not really
- More coverage
- Popular Routes are great
- Service in more areas
- Shorter waits
- Shorter waits.
- Shorter walk
- Shorter walks
- Should be MORE busses
- Simple, universal, easy to use
- The area of coverage.
- The coverage.
- To me everything is good
- Wide coverage
- Yes all of them cover the area that I would ride the bus and friends/family.
- Yes if there is more benches and coverage
- Yes midtown where the walkers are need, maybe it’ll make things safer.

DISLIKE: “Do you see any route or service ideas you dislike in the High Coverage Concept?”

- Abercorn route
  - Route 14 is busy in Midtown from Oglethorpe Mall. Need more service on Skidaway Rd. and Waters Ave.
  - I dislike to 30 minute interval on the Abercorn route. This route should run every 15 minutes.
  - The 14 remaining every 30 minutes. We need more 14 buses running. If it ran every 10 minutes, then a lot more people would use it!
  - I wish the route 14 ran down Kingsridge Court.
- Lower gain in access.
  - It is much lower job access. Keep the buses full and frequent and more access to more jobs.
  - Not useful for economic development and job growth
- Span of service
  - Less hours
  - The high coverage concept, we need to see at least a few routes with 15 minute headways especially between the 2:30-5:30 area and expanded Sunday service.
  - I love high coverage, but what does that matter if you have limited service time?
- Service to a specific area or neighborhood
  - Can’t see if it’s covering Port Wentworth.
DISLIKE: “Do you see any route or service ideas you dislike in the High Coverage Concept?” (continued)

- Doesn’t serve high employment areas out highway 80 and 21.
- I think more buses should frequent White Bluff and Coffee Bluff.
- Islands (Oatland, Whitmarsh, Wilmington, etc.) Do not need large buses are frequent times. Rider ship is very low.
- More stops on Augusta would like in W. Chatham.
- One thing I dislike about this is it doesn’t go out far enough there are people who live as far as Joyner’s corner better too old to walk that far and they don’t have the money to use coastal regional coaches or cat curb.

**Specific route or location**

- Route 31 moves too slow for me.
- 60 minute wait to catch a bus off 37th and go to downtown.
- Dislike changing no 3B bus down Augusta to every 60 minutes, it should stay every 30 minutes.
- It’s not helpful to me. I rely on the bus to get back and forth from Oglethorpe Mall area to downtown.

- No buses on Bonaventure Road. Rd. too narrow!
- Q route is questionable, confusing, looks like spaghetti.
- The Walmart run takes too long!
- There will be no or small change in Waters or Henry bus route.
- Right now, to shop at Walmart on Abercorn the bus lets me off at their front door, to come home I have to take a Left, Uber, or Taxi to go back up Shawnee St.

**Frequency of routes**

- 30 and 60 minutes isn’t too long to wait for a bus, if you know what time the bus will be at your stop AND it runs on time! The number of 15 minute routes is too small!
- Reduced frequency.
- The bus’s need to come a little faster for people who work in town.

**Disadvantaged populations**

- Does not make sense to reduce service where it is clearly needed in order to expand service to where few people would use it.
- No, cause a lot of people don’t have vehicles.
- The share of low-income access, and the disproportionate balance between 15-30-60 intervals.

**Ridership or cost outcomes**

- Make sense to use public transit to serve low density suburban sprawl.
- Expensive to provide service where few would ride.
- Farther out areas will probably have low ridership.
- Fewer destination spots for outer areas of Chatham County.
- From what I know high coverage is not going to increase ridership.
- Less people will use with less frequency - my thoughts.
- Longer wait times bringing inferior service for everyone. Providing half the annual budget to service far less than half of riders.
- Near-empty busses going around (high cost per passenger mile).
- None specifically, but transit service with infrequent service is not useful.
- Resources go to areas with low ridership.
- Resources spread too thin and not efficient.
- Service in low-density areas in lieu of less frequency.
DISLIKE: “Do you see any route or service ideas you dislike in the High Coverage Concept?” (continued)

- We incentivize development of affordable housing in our least accessible locations by providing transit in this manner.
- Long walks or wait times
  - I don’t want to wait as long. I will but I’d appreciate more bus stops where I had better protection from the sun or rain.
  - Long wait times
  - Long walk to the bus stop
  - Longer wait times
  - Take too long to get to destination
  - The longer waits and farther apart stops
  - The wait
  - Wait times.
  - Wait times are prohibitive. I think people just wouldn’t use it.
  - Waiting long times in high crime areas (fix it with higher security at stops)
- Waiting more than 30 minutes for a bus is UNACCEPTABLE. Might as well not have the route. Also, need to create park and ride areas. Bus schedules MUST be reliable. An app must be developed so that a rider knows within 5 minutes when a bus will arrive.
  - The bus that goes to Pooler, the bus stops are too far to walk to
- Loss of 30 minute routes
  - Half-hour services
    - half-hour service in west savannah
    - half-hour service west savannah
    - no half-hour service in West Savannah
    - no half-hour service in West Savannah
    - No 30 minute service in west savannah.
    - No 30 minute service in Savannah.
    - No 30 minute service in West Savannah.
    - No half-hour service west Savannah.
- Funding
  - I dislike the lack of frequency. Hopefully, next budget season CAT can implement a larger budget for this purpose.
  - I wish it was wider, but I understand that takes a lot of time and money.
  - Not enough coverage there needs to be a bigger budget
- Other
  - 90% spent for those with jobs.
  - Almost nothing really changes.
  - don’t know
  - Frequency in areas of high traffic
  - High Coverage
  - Higher frequency
  - I now only try to wait on all route expansions.
  - Less availability in more remote areas
  - Little to no park and ride services to downtown for working people
  - Longer travel times likely higher prices
  - Missing area that people work or live.
  - More busses needed
  - N/A
  - N/A
  - no
  - No
  - None at all

Waiting more than 30 minutes for a bus is UNACCEPTABLE. Might as well not have the route. Also, need to create park and ride areas. Bus schedules MUST be reliable. An app must be developed so that a rider knows within 5 minutes when a bus will arrive.
DISLIKE: “Do you see any route or service ideas you dislike in the High Coverage Concept?” (continued)

- nothing
- nothing? high concept but I wish the buses will ? more
- nothing really
- Really just the delays, and not far enough into county
- Savannah State gets free busses that could be utilized elsewhere. The campus is small enough for them to walk they don’t need a bus on campus.
- the buses should be on time
- The DOT is the only 10 minute wait route which is what we have now.
- There are such limited places for increased 15 Minutes or better frequency. I don’t understand what you all mean by “Reserve a Ride.” Is that like uber or a service CAT would provide?
- They should illuminate these bus stops so patrons can be seen at night
- We need more sidewalks in outlying areas to support the routes.

- Where it says where people who need a ride to get somewhere can’t get there.
- Seems like the system we have now...