



PRESS RELEASE
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CARTA Launches Community Survey to Shape the Future of Transit in Chattanooga

Chattanooga, TN — The Chattanooga Area Regional Transportation Authority (CARTA) is inviting residents to share their experiences and ideas about getting around the city through a new community survey. The results will guide efforts to improve Chattanooga’s transportation system, making it more efficient, equitable, and sustainable for all.

The survey will collect feedback on how residents currently travel, what challenges they face, and what improvements they would like to see. This community input will play a central role in shaping neighborhood mobility zones—areas defined by common travel patterns that connect fixed-route bus lines with new options like on-demand microtransit, car shares, and bike shares.

Residents can take the survey here:

https://cornell.ca1.qualtrics.com/jfe/form/SV_38xjArulflUDTYW

“We are encouraged to be working with leading universities and the Department of Energy on this important project,” said Scott Wilson, Chief of Staff at CARTA and principal investigator for the initiative. “But the most important voices belong to Chattanoogaans. By filling out this survey, you will help us design a transit system that reflects the real needs of our community and builds the future of mobility in Chattanooga.”

This initiative is part of a three-year research project led by CARTA in collaboration with Vanderbilt University, Pennsylvania State University, Cornell University, and Spark the Firm, with support from the U.S. Department of Energy. Together, the team brings expertise in transit planning, artificial intelligence, and community engagement to develop solutions that can be applied not only in Chattanooga but also in mid-sized cities across the country. The project builds on CARTA’s history of innovation and its commitment to

connecting communities, fueling economic growth, and ensuring equitable access to opportunity.

About CARTA

The Chattanooga Area Regional Transportation Authority (CARTA) is Chattanooga's public transit system, founded in 1973. As the driving force behind the city's mobility, CARTA connects communities and empowers lives through a comprehensive range of services, including fixed-route buses, paratransit services (Care-a-van), microtransit (CARTA Go), the iconic Lookout Mountain Incline Railway, and the free downtown electric shuttle system. CARTA is also responsible for managing the Chattanooga Parking Authority, overseeing a network of garages, parking lots, and on-street parking. By shaping the future of mobility, CARTA fuels Chattanooga's economic growth, enhances accessibility, and drives the city's progress forward.

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