

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday December 8, 2011**

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PRESENT: Rick Sanderson, Charlotte  
Terry Lansdell, Charlotte  
Dee Evans, Charlotte  
Marvis Holliday, Van Pool  
George Schaeffer, Charlotte  
Anthony Wesley, Charlotte  
Rob Cornwell, Davidson  
Michael Warner, Charlotte  
Chris McKillop, Charlotte  
CHRISTINE BRYANT, HUNTERSVILLE

STAFF: PAULUS FORD, Duretta Weicken, Theron Barrino, Pamela White, Ramond  
Robinson, Darryl Frierson, Shannon Dabney, Mike Warren

MEETING TIME: 4:00-5:30 PM

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**I. Call to Order and Approval of the November Meeting Summary**

Chairman Rick Sanderson called the meeting to order at 4:00 p.m., the November meeting summary was approved as written.

**II. Public Comment on Agenda Items:**

There was no public comment.

**III. Action Item:**

A. Election of Officers

The committee voted and re-elected Rick Sanderson as Chairman and Terry Lansdell was re-elected as Co-Chair of TSAC.

**IV. Information Items**

A. Route Performance Monitoring Report

Ramond Robinson

Ramond Robinson gave a brief overview of the route performance monitoring system by how the system tracks trends, how scoring routes is calculated and the performance of the system and how it affects the scores. He explained in detail the system and how it Management Tool to Evaluate Routes Based on Productivity and Efficiency

- Helps CATS Track Service Trends Month to Month and Year to Year
- Helps CATS Staff Communicate Service Changes to the Public
- Helps CATS Adhere to MTC Adopted Financial and Service Policies

Ramond then addressed the question from TSAC members about the scoring methodology and how the system measures the service in two ways. One way is against services that are alike and then by the total system. In addition he gave an overview of routes that are performing well based on the tool and routes that will need to be evaluated based on the information from the Route Monitoring.

Walter Horstman asked if the express buses were averaged with the regular routes. Ramond stated no. The passengers per service hour and the cost per hour average the percentages of all routes. Larry Kopf stated the standard for the overall routes compares with the system average, cost per passenger per hour and passengers per service hour for the average score.

George Schaeffer asked for route 11, if adding more service made it more convenient for people. Ramond stated it was a highly ridden route but adding more service helped the route even more.

Walter asked when comparing routes does CATS expect to see lower performing routes. Larry stated the routes are weighed against routes in a category and they are weighed against system so the circulators are brought up.

Rick stated the 78X went away because of funding. Ramond confirmed yes, because the route was fully funded by Rock Hill, if Rock Hill would continue to fund the route we would still have it running.

Dee Evans stated the Carmel Road bus has decreased in ridership and wondered if CATS would consider that route as a regular route as a customer is having issues trying to catch a bus because the route is an express route. Ramond stated from a County wide perspective CATS has looked at the route and based on the information given today it is something CATS should revisit keeping in mind from an efficiency standpoint and a resources standpoint that CATS does not go too far from what is currently there but there may be some other options that could be considered that would help the route. Ramond

asked that Dee give the information to CATS about the stop that is related to any accessibility issues.

Terry Lansdell mentioned that route 25 needs to be protected in the future since route 18 is going away with all the construction on Independence. Ramond stated in the Countywide Plan that is captured and in the last couple of months there has been an increase of ridership on route 25.

#### B. February Service Change

Pamela White

Pamela White gave a brief overview of the February Service changes. Explaining there were limited changes for this service change. Stating that route 42 Carowinds & route 44 Fort Mill will have significant changes due to their lower tier rating in the route performance monitoring report and then there will also be some minor running time and schedule changes to help make services run more affectively and on time.

### V. **Service Issues**

Christine Bryant stated at the CTC, bus route 20 does a loop around the block before stopping at the CTC and it makes some people late for work and also explained the bus starts moving after picking up a rider before they have had a chance to be seated. Larry stated the bus at the CTC trying to get in line to go outbound so that is why it makes the loop, but if someone wants to get off they can ask the driver to stop. Larry explained that drivers are trained to wait until a person passes the first available seat before moving but if an elderly or handicapped rider is boarding the operator is suppose to wait until they are seated. However an able bodied rider can also ask the driver to give them a few seconds to be seated before the bus starts moving again.

Rob Cornwell asked if the lights on a bus at night are the lights suppose to be turned off. Larry stated typically most passengers prefer the lights to be out. Rob stated there is one bus operator that leaves the lights on at night. Larry stated if there is an issue to get the bus number so it can be checked into. Darryl Frierson stated usually the driver tries to do what the majority of the riders would like the lights on or off. And as far as a driver being able to see at night with the inside lights on, the front lights of the bus are already off so it does not affect the driver.

George Schaeffer stated this year the Catholic school bus that was blocking the 61x bus from getting in at the Arboretum has been resolved. Larry stated that CATS did talk to the school and they are now accommodating CATS.

### VI. **Chairman's Report**

Rick introduced new member Chris McKillop to the TSAC committee and then continued stating the MTC meeting in November had an update on the Redline task force and informed the committee there is a financial planning meeting in Mooresville if anyone wanted to attend.

## **VII. CATS Manager of Operations Report**

Larry stated the financial meeting for the Redline will be at the Charles Mack Center on December 13 from 10am-2pm in Mooresville. Larry continued saying that CATS was currently being audited by the Federal Government financial marketing group which is standard when agencies seek Federal funds. Larry also explained that after such an audit usually there will be a financial audit to be sure an agency has good practices before money is granted. Larry reported that CATS was preparing crowd control procedures for the First Knight Event.

Marvis Holliday asked if during the New Years Eve event uptown if there would be special service hours for the transit system to accommodate crowds. Larry stated the rail line may run a little later but the buses already run pretty late.

Walter asked if CATS has any information about how the DNC will affect the CTC. Larry answered not yet.

Terry asked if the public will have any say or comment to be considered by those making the decisions for the transit system during the DNC. Larry stated the final decision is the Feds but CATS will look at public concerns for the transit system with the federal group making the decisions.

NEXT TSAC MEETING: THURSDAY JANUARY 12, 2011 4:00 PM