

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday May 10, 2012**

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PRESENT:

Rick Sanderson, Charlotte  
Terry Lansdell, Charlotte  
Dee Evans, Charlotte  
George Schaeffer, Charlotte  
Anthony Wesley, Charlotte  
Rob Cornwell, Davidson  
Michael Warner, Charlotte  
Chris McKillop, Charlotte  
Jean Veatch, Cornelius  
Tom Low, Charlotte  
Christine Bryant, Davidson

STAFF: PAULUS FORD, Duretta Weicken, Theron Barrino, Kirk Scott, Shannon Dabney  
Larry Kopf, Pamela White, Judy Dellert-Okeef, Olaf Kinard

MEETING TIME: 4:00-5:30 PM

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

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

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

There was no one from the public to speak.

**III. Information Items**

**A. DNC Update**

Larry Kopf CATS Service Planning gave a brief update on the Democratic National Convention confirming that the Transit Center will be relocated. Larry also explained how bus and rail will operate, schedule of events and delegate shuttles. Larry reminded the committee that there is still a lot of planning to do and everything is subject to change.

Jean Veatch asked if the transit center move will interrupt regular service and wondered if the transit center was being move for security reasons. Larry replied

yes that all the changes are going to cause detours for the bus service and the relocation is for security reasons.

Anthony Wesley asked if the Convention would use Private buses to transport delegates exclusively. Larry stated there was an RFP for bus companies to bid their services but CATS was not directly involved with that RFP.

George Schaeffer asked if CATS would be reimbursed for expenses involving DNC. Larry stated CATS will submit costs and expects to get reimbursed.

Chris McKillop asked if CATS intent to keep bus routes and schedules as close to regular service as possible. Larry stated yes CATS will try to keep schedules and routes as normal as possible but detours will throw it off. Larry advised riders to give themselves more time to get to work as traffic may pose some issues.

Rob Cornwell wondered there is a pass required to walk within the convention area after getting off a bus. Larry stated the city of Charlotte is open for business and people are welcome to walk around. It is encouraged people ride transit to get uptown as there will be a lot of congestion.

Christine Bryant stated even though the convention wants people uptown, corporations are advising staff that can, work from home on those days. Larry stated CATS is aware of that.

Tom Low asked if CATS could use the old Virginia paper building could be used instead of using tents. Larry stated that it is very unlikely CATS would use the building because of safety reasons since CATS does not know how the infrastructure is in the building.

Terry Lansdell asked who is going to have control of the CTC during the DNC and when the CTC is moved how will customers know where to catch their buses. Larry stated the Secret Service are in control of the CTC once CATS has moved and Staff is working on how to direct customers at the new location during the DNC and that staff will help direct customers as well as we will have maps. Olaf Kinard reminded the committee that the transit center has been moved before and CATS had poles with bus routes numbers on them to help customers know where to go.

## **B. Customer Survey**

Olaf Kinard CATS Marketing presented information to the committee on the customer satisfaction survey which CATS has done for the past nine years. Six hundred and fifty riders were randomly approached to be surveyed. Rob Cornwell asked if the question "How likely will you ride" pertains to the next year. Olaf stated yes the question is "How likely will you ride" in the next year.

Mike Warner asked does the question “percentages of customers riding one plus years” mean CATS is losing a new customer. Olaf stated it mean CATS is losing some type of customer because they are moving, lost their job, bought a car or something like that. Mike asked if the percentage represent to growth of riders. Larry stated in part it may be showing CATS has not been introducing new service. Olaf stated he sees the percentage as customers that do have a choice to ride and stay around to ride.

Rick asked will the survey be done every year. Olaf stated it is typically in the budget for every year and we try to do it around the same time every year.

#### **IV. Service Issues**

Terry asked if the UNCC project for a Real time system has moved forward since the last months report. Larry stated CATS is looking at a system that may employ only to UNCC. Then CATS will develop an application for the system but as of now we are still working towards it and making progress as CATS moves forward.

Terry wondered if CATS keeps up maintenance on bus headlight aims and adjusts them. Kirk Scott of CATS BOD stated that the maintenance crew does check the headlights for misalignments.

#### **V. Chairman’s Report**

Rick reported the last MTC meeting approved the CATS operating and capital improvement plan budget and David McDonald of CATS Development presented the comprehensive transportation plan for overall transportation options. Mayor Foxx requested and MTC approved looking at the addition of a connection of the Blue Line from South connecting to the Gateway and CTC before going to UNCC. Rick also reported that MTC made a motion and approved taking the month of August off and wanted TSAC to determine whether to take July or August off, there was a motion for TSAC to take August off. The committee voted unanimously to take the month of August off.

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

Larry stated that the Speed Street event is coming up and there will be bus detours during the event and CATS will have rider’s alerts and asked the committee to be sure to spread the word to other transit riders.

NEXT TSAC MEETING: THURSDAY MAY 10, 2012 4:00 PM