

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday December 13, 2012.

PRESENT:

Michael Warner, Charlotte
D. Evans, Charlotte
Rick Sanderson, Charlotte
Jean Veatch, Cornelius
Rob Cornwell, Davidson
Anthony Wesley, Charlotte
Terry Lansdell, Charlotte
Christine Bryant, Huntersville
Marvis Holliday, Van Pool
Tom Low, Charlotte
George Schaeffer, Charlotte

STAFF:

Kirk Scott, Shannon Dabney, Duretta Weicken, Paulus Ford,
Theron Barrino, Kirk Scott, Larry Kopf, Zettie Phillips, John FitzGibbon, Arlanda
Rouse, Debra Franklin

Meeting Time 4:00-5:30 PM

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:

No one from the public made commented on the agenda items.

III. Action Item:

A. Chair & Co-Chair Election

Committee members reviewed the candidates for TSAC Chair and Co-Chair positions. A motion was made to re-elect Rick Sanderson to the Chair position and Terry Lansdell to the Co-Chair position. The Committee voted unanimously to

appoint Rick Sanderson as Chairman and Terry Lansdell as Co-Chairman of the TSAC committee.

IV. Information Item

A. Bus Stop Announcements

Zettie Phillips CATS Accessibility Coordinator reviewed the ADA requirements of the 49 CFR Part 37.167 (b) for bus stop announcements. CATS' has received complaints about the bus stop announcements being too long, too loud, too many and too few from various groups, the proposed action plan is to:

- Modify uptown announcements
- Get Community involvement
- Form a committee from the disability community, a volunteer TSAC member, someone from the visually impaired, a CATS bus operator and passengers.

The committee will begin January 2013; they will review the system announcements and develop a strategy to update the system.

Anthony Wesley asked if CATS has listened to other city's bus system announcements to get an idea of what may work for Charlotte. Larry Kopf stated going to other cities and listening to their announcements may be something CATS will do.

Larry asked how long the committee will take to evaluate bus stop announcements. Zettie stated CATS is hopeful the committee will have proposed changes by June but it depends on how well the committee works together and makes decisions. Larry stated that CATS is asking for a volunteer from TSAC to be on the committee.

Anthony asked if the train announcements could be turned off when they are not correct. Larry stated the operator has the ability to override announcements and announce manually however if the announcements are not running properly on the second car of the train the operator may not know the announcements are not running properly. But this issue has been reported to the rail operations group.

Terry Lansdell asked how many routes have the long announcements and asked if it is only the uptown routes with the long announcements. Zettie stated she believed it is the uptown routes.

D. Evans suggested that CATS actively seek senior citizens that ride the bus for the committee.

George Schaeffer asked if there had been complaints from the visually impaired not being able to pick out the pertinent information out of the announcement. Zettie stated she has not had any complaints from the visually impaired about that.

Larry stated the committee recommendations will be brought back to TSAC as an action item to vote on the recommendations.

V. Service Issues

D. Evans asked about the wraps that are covering up the 336 ride info. Larry stated CATS did not see it as a problem since the web site has had an increase of hits. D. stated she was more concerned for people from out of town that may need bus service.

Terry mentioned there are some buses that do not have the bus Rt. number lit up on the back of the bus. Larry asked Kirk Scott to check and be sure this issue is on the check list for the PM process.

Terry complimented CATS saying since the DNC the CTC is much cleaner.

Marvis Holliday stated he noticed on the series Homeland some of the CATS buses have been shown while filming in Charlotte and wondered if CATS has any involvement with them. Larry stated that CATS' has spoken to the producer of Homeland and CATS makes minimal revenue on shots of buses. Marvis stated he noticed that buses in other cities have different ads and ways of advertising on their system and wondered where CATS stands with similar ads. Larry stated CATS is stricter on nonprofit ads than other cities and that CATS' does not take any nonprofit ads to alleviate problems and that CATS small buses that go through neighborhoods do not have alcohol ads on them.

Jean Veatch stated she heard of an accident involving a pedestrian and a CATS bus. Larry stated yes at College and Stonewall a pedestrian was hit by a bus as it was making a left hand turn, it was dark and the driver did not see the pedestrian. The accident is being investigated. Christine Bryant stated it is very dark at that stop and there needs to be more light.

VI. Chairman's Report

Terry Lansdell reported the November MTC meeting, was a transitional meeting with the County Commissioner handing the lead to Mayor Fox for two years. Mayor Tart of Cornelius will be a state representative. There was an update on the ADA complaint that was filed. There was also an update on current ridership numbers.

the action item for MTC was to approve the Legislative agenda CATS was proposing to allow 60 foot buses to be integrated into CATS. Also with the five year anniversary of the LYNX line, Carolyn Flowers awarded the 25 millionth CATS customer with a yearlong pass to ride the LYNX line.

Rick reminded the committee to forward any topic suggestions for the TSAC 2013 meetings.

VII. Manager of Operations Report

Larry Kopf CATS Manger of Operations reported the system will be running Saturday and Sunday schedules over the Holidays and the First Night celebration for New Year's Eve will once again restrict access to the CTC to alleviate congestion and loitering. Larry continued saying December is the last month of CATS existing contract with the Gillig Corporation and in January CATS will have another procurement for vendors to solicit for CATS business. Larry reported that this year's Ridership is about or slightly up from last year's ridership numbers.

NEXT TSAC MEETING: THURSDAY JANUARY 10, 2013 4:00 PM