

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday January 8, 2015**

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**PRESENT:**

George Schaeffer, Charlotte  
Rick Sanderson, Charlotte  
Scott Jernigan, Charlotte  
James Hilsman, Charlotte  
Rob Cornwell, Davidson  
Anthony Wesley, Charlotte  
Jean Veatch, Cornelius  
Christine Bryant, Huntersville  
D. Evans, Charlotte  
Walter Horstman, Matthews  
Michael Warner, Charlotte

**STAFF:** Pamela White, Paulus Ford, Scott Colburn, Duretta Weicken, Theron Barrino,  
Debra Franklin, Larry Kopf, Tom Reynolds, Mike Schoonmaker, Levern McElveen,  
Billie Johnson

***Meeting Time 4:00-5:30 PM***

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

Chairman Rick Sanderson called the meeting to order at 4:00 p.m.,  
The December meeting summary was approved with one correction; adding Jean  
Veatch & Christine Bryant present at the meeting

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

There was no one from the public at the meeting to give comment.

**III. Information Items:**

**A. Real Time Information**

Olaf Kinard CATS Marketing and Communications Manager talked about the mobile

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App CATS has for customers, stating the app is a near time app. meaning all the projected bus stops in Mecklenburg County which is a projected time which CATS anticipates a bus to be there. It is a fixed app that has no relationship to what has happened that day on that route. Bus CATS has an AVL system that keeps track of where the buses are. CATS IT people worked to find a solution to having a real time app for the system today instead of waiting for an application for another two years. Currently CATS picked a vendor to provide the software showing real time, where you are geographically and a list of routes closest to you inbound and outbound.

Christina Bryant asked what other transit systems use the same application as CATS. Olaf stated not sure what other systems use the same app but they do make their data available so you can pull up their information.

Michael Warner asked if the system is worth the time and money invested. Olaf stated not from the ad perspective but about 58-60% of customer that visit CATS web site do so from a mobile device. So that means a lot of CATS customers use a mobile device and in order for CATS to have good customer service CATS needs to do this.

George Schaeffer asked what percentage of the call volume is for "where is the bus". Olaf stated 92% of calls go to CATS 336 ride automated answering system. The call center calls are usually complaints and are screened more adequately.

Anthony Wesley asked if the system will reduce the call center staff. Olaf stated CATS will maintain the same level of staff we currently have and in future will probably add more staff as required.

Larry Kopf stated to be a bus rider today, riders have to have faith the bus will show up.

Walter asked when the fare boxes would have the Apple Pay system. Olaf stated he did not know about Apple Pay system but in the Spring CATS will do an RFP for new fare boxes and the new boxes will have the feature to do Smart Card, Contactless, NFC and QR Codes which will allow mobile pay.

D Evans asked if STS would ever have the mobile app. Olaf stated the app will not do real time for STS but when the RFP goes out for new fare boxes the other applications will be possible for STS.

## **B. Ticket Inspectors**

Levern McElveen CATS Safety & Security Manger introduced Mike Schoonmaker Chief of G4S force and Billie J Johnson as the new Security Manager for CATS Security.

Billie preceded with the overview of CATS fare inspection and security procedures. Billie explained that CATS' has a dedicated police force of 53 police officers. Of the 53, 16 are dedicated to fare inspection and crime prevention on the Blue Line.

Transit police responsibilities include:

- Ensuring the protection of CATS passengers, employees and property
- Enforcing statutes, ordinances and rules.
- Assisting Customers

One of the specific statutes Transit Police are tasked to enforce is fare evasion. Fare inspections are done at random intervals. Billie also reviewed the LYNX fare evasion study of 2013.

Walter stated three or four years ago the message from CATS was that they are below national average for fare evasion and today CATS is saying they are average with fare evasion. Walter felt the fare invasion was moving in the wrong direction. Lavern stated CATS marketing conducted the study and based on the study statistically, figures were compared with transit properties of the similar size as CATS. Larry Kopf stated CATS has realized the reports were projecting a higher rate of fare evasion and that is what is being explained today. And that these figures were before the G4S force came on board.

Anthony stated he rides the system a lot and has never seen fare inspectors checking tickets or issuing citation. Lavern explained that officers do a random check and when they find a fare evasion they get off at the next station with that person and it is there they issue a citation. Anthony asked about the officers that get on the train and just talk to each other and use their cell phones. Mike Schoonmaker stated the officers may be assigned to another location and utilizing the rail to give the presence of officers on the train.

Rick asked if officers would be on streetcar as well. Lavern stated not the first phase of the streetcar. CMPD will be responsible for any activity on the streetcar.

Jean Veatch asked what is considered a State Citation. Mike Schoonmaker stated a State citation could be a bag of marijuana or smoking on the train as well as fare evasion.

Rick asked if there are certain times of the day when fare evasion goes up or down. Mike stated when the train is packed officers are not able to check tickets due to possible safety risks and Mid-day is when there are more repeat offenders for fare evasion.

Rick stated that TSAC had a lengthy discussion about the fare zones before they were recommended to MTC that police would monitor loitering in fare zones.

Mike stated police do monitor the fare zones and with the fare zones it gives probable cause to approach and enforce.

Levern asked to come back in a couple of months to give a better analysis of the statistical data then Safety could then present more current data along with the challenges Safety & Security faces.

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

There were no service issues reported by the committee

#### **V. Chairman's Report**

Rick stated MTC did not meet in the month of December so there was nothing to report.

#### **VI. Manager of Operation Report**

Larry introduced Tom Reynolds to give a report about the cold mornings and the buses. Tom stated with the very cold mornings CATS maintenance have done a good job with the challenges that come with the very cold mornings and getting buses started. Tom reported that preventative maintenance is done along with monitoring temps to start up buses earlier when the temps are extremely cold.

Walter Horstman asked if a different grade of diesel is used during the extreme cold. Tom stated CATS uses additives with the diesel to keep it from freezing. Larry reported the morning of extreme cold went well overall.

For the members that missed the December meeting Larry reminded them that Caroline Flowers resigned to take a job in Washington working with U.S. Secretary of Transportation Anthony Foxx and that Mr. John Muth would be acting CEO of CATS during the nationwide search for a new CATS CEO. Larry stated the search would most likely take at least six months.

***Next TSAC MEETING: THURSDAY FEBRUARY 12, 2015***