

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday December 10, 2015**

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**PRESENT:** Anthony Wesley, Charlotte  
Mike Warner, Charlotte  
Chris Maloy, Charlotte  
Christine Bryant, Huntersville  
Joshua Niday, Charlotte  
D. Evans, Charlotte  
Greggory Hardee, Charlotte  
James Hillsman, Charlotte  
Kalan Pegg, Charlotte  
James Hillsman, Charlotte  
Jean Veatch, Cornelius  
Scott Jernigan, Charlotte

**STAFF:** Wanda Braswell, Duretta Weicken, Larry Kopf, Robert Cerrato, Scott Colburn

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

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

Chairman Scott Jernigan 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 one from the public at the meeting to give comment.

**III. Action Item**

**A. Chairman & Co-Chairman Election**

The committee voted and appointed Mr. Michael Warner as Chairman and Mr. Joshua Niday as Co-Chairman of TSAC to serve the committee for the 2016 year.

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#### **IV. Information Items:**

##### **A. CATS CEO Mr. John Lewis**

Mr. Lewis spoke to the committee about his goals and priorities for the CATS organization saying he will take the organization to the next level focusing on the Core service, Blue Line Extension, Street Car Gold line phase 2, Bus service focusing on the customer experience and service delivery.

Mr. Jernigan stated there is an urgent need for more funding for the 3-car platforms. Mr. Lewis stated CATS is in the process and aggressively seeking funding for the development of the 3-car platforms for the remaining stations.

Mr. Jernigan stated CATS should look at and if possible to extend hours for the rail system when the BLE goes to the university as we want to the students to use the service to come uptown and they will need to have a way back to the Northside safely after an evening out.

Ms. Bryant asked Mr. Lewis if he plans to be a lobbyist for the Red Line and try to partner with the towns up north to come up with solutions for funding the line. Mr. Lewis responded yes, he will have an external focus as qualified staff handle the job. With the 2030 plan we are about half way there. We are doing a refresh on the Silver line and the Redline will be next. CATS will engage with Northern towns and the railroad to see what options we have long term and short term this next year.

Mr. Wesley is there any expectation of a more regional service. Mr. Lewis stated as we look beyond the 2030 plan, he believes we will have to expand outside the Mecklenburg County into other counties but right now the focus is the 2030 plan.

Maloy asked what Mr. Lewis sees as top priorities within the system. Mr. Lewis stated number one is focusing on opening the BLE on time, connecting and re-connecting with our customers, finding out what their expectations are and working with our partners on how we deliver the 2030 plan with both the silver line and red line.

Mr. Hillsman asked if additional jobs will be created with the 2030 plan. Mr. Lewis stated everything CATS does is not just moving people but supports economic development goals of the region so there are multi phases of that is short term jobs and with the Mid to long term jobs with CATS and the long term supports the economic development goals with the City and the region. And as you know the South Boulevard looks very different today than it did 5 to 10 years ago it has raised the property values and brought jobs so as we extend the Gold and Blue lines we believe this will also bring economy development as part of that.

## **V. Service Issues**

Mr. Hardee stated he received a complaint from a transit rider during the ACC game the person was upset as after purchasing train tickets was unable to board the last train due to overcrowding. They had to call Uber and were now out the cost of the train ticket and the cost of Uber. Mr. Kopf stated there were three different events that weekend and CATS carried over 25,000 riders and ran all the equipment we had to accommodate the crowds and 4 complaints were reported from this event. Mr. Lewis stated on one hand he views this as a positive problem as from the 100,000 people in uptown that night 25% rode transit That is a win as nowhere receives that kind of ratio with ridership. There were limitations for this weekend with the three venues disbursing at the same time and the two car situation does limit CATS so until the 3-car platforms are finished we may see more and more of this type situation. Mr. Wesley asked to extend another half hour for the last train. Mr. Jernigan suggested having an express train that just goes to I-485 Park & ride and having buses at the stations to offer an alternative to getting back to the I-485 Park and ride. Mr. Lewis stated in the future other options will be available. Mr. Hardee asked if there is real time flexibility with the LYNX system. Mr. Lewis stated no with all the equipment out there and still needing to keep a level of reliability to our regular customers that are not coming to and from the events. And there are limitations with the power stations in order to pull additional weight we need additional substations to accommodate the pull. Mr. Kopf added there has to be certain amount of distance between trains for safety reasons.

Ms. Evans stated extending the last train hours would help the late night workers from getting stranded as well. And that the media needs to state the system stops running at a certain time to keep the customers informed.

Mr. Maloy stated while there were only 4 complaints reported there are percentage that did not complain and we need to be sure that majority that did not complain don't just silently go away.

Mr. Hardee asked what Tell Transit is. Mr. Kopf stated it is our URL that goes to the CATS customer service.

Ms. Evans stated a service issue reported to her was at Monroe road and Sharon Memorial there are no lights at the stop and people are feeling insecure for safety reasons. Mr. Kopf stated CATS will work with CDOT to try and fix that issue.

Mr. Maloy stated a rider reported on Thanksgiving Day the Rt. 99 at Northlake Mall to catch Rt.97 going north, the 99 bus never came. Mr. Kopf stated he would check into the issue and report back. Mr. Maloy stated with the CATS customer service closed for Thanksgiving the rider did not have anywhere to call.

Mr. Maloy also stated for convenience it would be good if the CATS call center had more hours that coincide with service hours.

Mr. Hillsman stated the Sunday late night route 22 needs additional service. Mr. Kopf state CATS is looking at the route 22 to make improvements to the late night for those neighborhoods. Mr. Hillsman also had concerns with being able to get to the VA and some issues to Goodwill. Mr. Robert Cerrato stated the Rt. 60 has the Sprinter bus that goes to Goodwill and the Rt. 60 bus stops has one stop the is inbound and one stop that has signage in place. Mr. Kopf stated CATS will look at making the signage more clearly at the stops.

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

Chairman Scott Jernigan had no report for MTC but thanked the committee for letting him serve as Chairman for the year he had learned a lot and appreciated the opportunity.

Co-Chairman Anthony Wesley also thanked the committee for the opportunity to serve as Co-Chairman.

## **VII. Manager of Operation Report**

Larry Kopf CATS Planning and Special Operations Manager reported that the Contract for the Real Time information system has been signed and CATS expects the app to be available in early spring of 2016. Also there are copies of the Human Services coordination survey with each member CATS is asking for their help reviewing the survey and to let CATS know if there should be other questions for the public.

There was a motion to adjourn. The meeting adjourned.

***Next TSAC MEETING: THURSDAY JANUARY 14, 2016***