

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday September 8, 2016

PRESENT: Mike Warner, Charlotte
Joshua Niday, Charlotte
D. Evans, Charlotte
Daniel MacRae, Charlotte
Walter Horstman, Matthews
Terry Lansdell, Charlotte
Scott Jernigan, Charlotte
Lou Raymond, Cornelius
Louis Cosentine, Huntersville
Gregory Hardee, Charlotte
Chris Maloy, Charlotte
Kalan Pegg, Charlotte

STAFF: Wanda Braswell, Duretta Weicken, Larry Kopf, Pamela White, Brian Horton, Theron Barrino, Debra Franklin, Scott Colburn, Olaf Kinard, Tom Reynolds, Curtis Bridges

Meeting Time 4:00-5:30 PM

I. Call to Order and Approval of the June Meeting Summary

Chairman Mr. Michael Warner called the meeting to order at 4:00 p.m., The June 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. Information Items:

A. Comprehensive Transportation Plan

Mr. Curtis Bridges Principal Planner for CDOT explained that growth coupled with demand for multi-modal transportation sets the stage for future planning. According

to the 2010 US Census Bureau, Charlotte is the nation's 17th largest city, and its population growth is expected to increase by 350,000 people by 2030. In an effort to prepare for the projected growth, City planners focus on the complementary integration of land use and transportation.

Charlotte's influence extends far beyond the City's limits. Charlotte Department of Transportation (CDOT) supports regional planning efforts by providing services for the Charlotte Regional Transportation Planning Organization (CRTPO), preparing the Long Range Transportation Plan Air Quality Conformity Determination and the Transportation Improvement Program (TIP). Technical services include: producing population and employment projections, planning future highway and transit networks, applying and refining the regional travel forecasting model, and analyzing transportation performance and air quality effects for programs and projects in the air-quality non-attainment area.

B. Fare Boxes

Mr. Olaf Kinard CATS Marketing & Communications explained the new fare boxes saying, CATS' has installed new fareboxes across the entire bus fleet, this will provide greater reliability, accountability and provide new features.

Since mid-July CATS piloted the new fareboxes on 10 buses that operated across all types of routes: local, shuttle, express and express plus. During that time, all passes were tested on the new and old fareboxes to ensure compatibility.

For the most part you will not see any difference in how you interact with the new fareboxes, but they do look different. But there are some changes that you will encounter such as:

- There is a display facing the customers that show the amount of money placed in the fare box along with the fare amount
- If there is an issue with money or passes the display will indicate what the issue is: more money needed, invalid pass, etc.

The new fareboxes are "validating" devices which means that for both coins and bills the fare box can distinguish between pennies, dimes, \$1, \$5, etc. The coin validator requires that coins be placed one at a time to allow for accurate counting. The coin insert slot will not allow multiple coins to enter the coin validator at the same time.

Mr. Kinard continued saying in the future; the fareboxes will allow CATS to offer more services and newer technology. These new technologies ARE NOT being implemented currently as CATS wants the new fareboxes to operate as close to the old fareboxes to minimize impact to our customers.

Over the next year, CATS will look at implementing:

- A mobile app to allow the purchase of tickets and use of a barcode to be swiped on the fare box
- Contactless passes that allow for reuse and recharging of pass or funds without having to obtain a new pass each week or month.
- Change Card: provides a magnetic pass with the value of change that can be used on the fare box to pay for all or a portion of a ride based on the value remaining on the pass.

CATS will look at implementing these features over the next several months once the new fareboxes have been fully implemented across the system.

Mr. Warner asked what the life span of the new fare boxes is. Mr. Kinard stated the life span is about fifteen years.

Mr. MacRae asked when some of the other features would be on the TVM's. Mr. Kinard stated updated features will be on the TVM's this fall to early spring next year.

Mr. Maloy stated he had noticed when bills are used in the new fare boxes that it has taken longer for boarding.

Mr. Horstman stated the ten ride pass moves a lot quicker. And that he noticed the volume on the coin reject is too loud.

C. Real Time App.

With the recently added new CATS app committee members shared some of the issues they were having. Mr. Kinard addressed why those issues that are happening and how they will be resolved. The most frequent issue with the new app is the jumping and disappearing of the bus location. Mr. Kinard stated CATS is working out the bugs.

Mr. Horstman stated the app is more accurate when you are not uptown. Mr. Kinard stated the app gets interference from the Transit Center.

Mr. Maloy asked if there is a contact number to report issues with the app. Mr. Kinard stated that issues can be reported to the 336-ride number.

IV. Service Issues

Mr. Terry Lansdell presented a short presentation to the committee about the pursued Volkswagen settlement opportunities. The settlement overview states that

Volkswagen agreed to spend up to \$14.7 billion to settle allegations of emissions. The settlement funds will be used to buyback and/or modify vehicles and support the national and state level projects to reduce Nox Emissions. Mr. Lansdell reported to become a beneficiary each eligible beneficiary must file a single certification form no later than 60 days after the Trust effective date. The trust will support projects that reduce Nox emissions where the Volkswagen vehicles were, are or will be operating. North Carolina's is slated the 9th highest environmental mitigation trust award of \$87,177,373.00. Mr. Lansdell has been working with City, County and State Officials to widen the knowledge of this opportunity for CATS and the City of Charlotte to reduce the Nox emissions.

The committee continued forward with service issues.

Ms. D Evans reported going outbound the trash can that sits in front of the Family Dollar headquarters on Monroe road is always over flowing and the next stop near the Bo Jangles needs a trash can.

Mr. Horstman reported on bus number 541 the seat in the 3rd row on the left side is not stable it rocks back and forth. Also on bus number 547 air quality is very bad.

Mr. Jernigan reported the route 23 bus at 16th and Davidson at 7:40 A.M. is late most of the time. Mr. Jernigan wondered why the route 3 & 23 take a roundabout way instead of going straight through. Mr. Kopf stated the route 3 & 23 have to route this way because of conflicts with the City Lynx Goldline.

Mr. Maloy reported the 77X buses were really nice buses. Since school started there have been delays and cause the buses to be late, then it seems like operators are rushing and moving too quickly through city streets to stay on time.

Mr. MacRae wanted to know how CATS handles detours as he was on a bus that seemed to take an odd unnecessary way. Mr. Reynolds stated the BOCC plots a detour for the least amount of impact on the schedule and must route the bus on acceptable road ways for buses. Mr. Kopf stated things can be very difficult when a bus must be detoured so the more information we receive about a need to detour really helps.

Chairman Report

Mr. Warner stated the last MTC meeting the action items of CATS ADA 15% discount for the ten-ride pass was reinstated. Also the Coordinated Human Services

Public Transportation Plan was approved and there was discussion on the refreshing of the 2030 Plan.

V. Manager of Operations Report

Mr. Kopf explained that the October TSAC meeting would be a little different with committee members breaking out into four different groups to discuss needs of service in various areas around the city. And in November the committee will do a field trip of the Blue Line Extension.

Next TSAC MEETING: THURSDAY OCTOBER 13, 2016