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

Chairman Sam Grundman called the meeting to order at 4:02 p.m. He pointed out that the minutes from the December meeting were included in the agenda packet and had been sent out earlier for review. He entertained discussion on the minutes. Hearing none, he asked if there was a motion to approve the minutes as written. Terry Lansdell made the motion to approve and David Snyder seconded the motion. The minutes were approved unanimously.

II. Public Comment on Agenda Items:

There was no one from the public present to comment.

III. Unified Development Ordinance

Sam Grundman introduced Alan Goodwin to talk about the City of Charlotte’s effort regarding the Unified Development Ordinance (UDO). Alan began by talking about the purpose of the effort. Charlotte currently has a bevy of existing regulations regarding development, and wading through all of those regulations can make it difficult for someone trying to improve property in the City. The UDO is an effort to consolidate regulations in one area to streamline the process. Alan stated that there were four major principles guiding the effort. The first was Vision, and the UDO sought to be true to Charlotte’s vision in terms of future development and the
City-wide comprehensive plan. The second principle behind the effort is Alignment, making sure that the various regulations agree with one another. The third principle is Predictability and the fourth is Clarity.

Alan provided a Comprehensive Plan/UDO Schedule. The goal is to have an ordinance that will be adopted by City council in the fall of 2021. Alan pointed out that citizens can provide input and stay informed via the website at CharlotteUDO.org, where they would be able to sign up for updates, or via the facebook page @CLTPlanning.

Alan spent time explaining how the UDO will impact Transit Oriented Development (TOD). He said that for many years TOD was used only along the light rail alignment. The UDO effort will seek to update language around TOD development standards by incorporating current best practice lessons learned after 10+ years of practical application. The UDO will identify new TOD districts to accommodate Charlotte’s continuing growth in transit station areas. TOD is characterized by compact development within an easy walk of a transit station. TOD focuses on sidewalks and pedestrian access, serving the needs of riders with a lively pedestrian environment around stations. Alan introduced Monica Holmes who went into further detail.

Monica indicated that she had been working on the TOD rewrite for about a year. She was working to develop a text amendment that could be taken to City Council for adoption. The purpose of the amendment was to help to make sure that new development would lead to a vibrant, livable city with access to transportation.

Monica described four overall goals. The TOD regulations would be a foundation of the adopted policy, and a model for the new UDO. It would emphasize form, for example, of a building, instead of function. To accomplish this design standards were being updated. It would improve function by providing more predictability and less process. There would be incentives for affordable housing with access to transportation, and incentives for open space. There was a desire for flexibility, flowing from form, knowing that buildings change uses over their history. The desire is to provide clear criteria and a process that considers alternative solutions.

Monica presented a map of the 2030 Transit Plan, indicating that TOD districts, which are presently only along the Blue Line, would be expanded to mimic the expansion of transit. For example, the streetcar alignment would be designated as a TOD area, and other districts could be identified as TOD even if the transit infrastructure is not currently in place or not currently funded.
Walter Horstman asked whether these regulations would apply to Matthews as well. Monica indicated that they would only apply within the City of Charlotte. Olaf Kinard added, however, that the Metropolitan Transit Commission has discussed the issue. As a result of that discussion the towns had adopted the 2002 Transit Station Area Joint Development Policies which are located on the CATS website.

Monica continued talking about the expansion of the TOD district from ½ mile to one mile around a transit station. The ½ mile buffer around the station would entail high intensity development, and outer ring to one mile would entail less intense development. Monica provided pictures of examples of various intensity levels of development. These new standards would provide guidance on intensity level before the zoning is in place. This would help to align rezonings with less process.

Monica provided a timeline, mentioning that information meetings were being held. She said that the next one would be held February 5th at 6:00 p.m. at the Belmont Community Center.

Patrick Paige asked if the new ordinance would include provisions for bus stops. Monica responded that there would be specific standards that would be developed, and that they would apply to the area plan. The ordinance references area plans. Terry Lansdell elaborated, indicating that bus stops fall into amenity zones. The Transit Services Advisory Committee has the opportunity to comment on how to define an amenity zone, and he pointed the committee to page 68 of the document. He said that comments were being accepted up to January 24th. Monica added that the current draft included language for more hardscape in an amenity zone than had previously be required. She said that her team was open to comments, for example, about dimensions and other elements.

Sam Grundman asked whether sidewalk design would include requirements to develop straight sidewalks. Monica said that was not in the ordinance but was covered by permitting regulations.

Chris Maloy wondered whether parking and bicycle accommodations were covered in the ordinance. Monica said those issues were covered in the curb to curb regulations, dealing with how we want the road to look.

Walter Horstman asked if scooters were a consideration. Monica said that the ordinance would require more bike parking, which could be applied to scooters.

Sherri Thompson asked about GEO fencing for scooter control. Monica reminded the committee that scooter regulations were still being developed and debated,
and that her team was not going to get too far out in front of that issue until there was more clarity regarding scooters. Monica indicated that Terry Lansdell is involved in the process and was a good voice for transit.

IV. Security Update

Sam Grundman introduced the next topic, the Security Update. Ken Chapman, Director of Safety and Security for CATS, led off. He introduced BJ Johnson, the Transit Security Manager. Ken provided a general overview of the Safety and Security (S&S) Division. The people in that division are responsible for safety and security on all of the CATS buses, trains, and at CATS facilities. They also have jurisdiction over access control systems, and they develop the System Safety Program for CATS. On the security side, they have the System Security Plan, which provides procedures on how to carry out security responsibilities, from handling special events to coordinating with TSA, FEMA, NCDOT and others.

BJ Johnson took over the presentation. She said that it takes a village to provide security, and she introduced JJ Letcavage from the Sheriff’s Department, Thomas McGarity from CMPD, Evaney Nesbitt and Brian Kale from G4S. BJ indicated that CATS had about 90 company police (G4S). S&S has two dispatchers, 3.5 CMPD equivalents, and they have MOUs with UNCC and CMPD. BJ indicated that it takes a lot of communication to make sure things run smoothly.

The company police man the transit centers and light rail stations, providing boots on the ground, and the CATS CMPD officers respond to serious issues and their jurisdiction is City wide.

BJ mentioned that CATS recently updated its exclusion policy, with input from TSAC and CATS Legal, and she went over the stats for that program. So far, 53 people have been excluded, with those exclusion terms ranging from one year to 30 days. BJ indicated that CATS Legal provided a matrix defining which infractions can result in a ban. She also said that there is an appeal process if someone does not agree with the ruling.

Chris Maloy asked for clarification whether the exclusion was from CATS property. BJ said that it was restricted to CATS property, with some bans applying to the entire system and some bans applying to a portion of the system.

JJ Letcavage spoke about the Sheriff’s office responsibilities with CATS. He indicated that sheriff’s deputies acted in the capacity of an off duty contractor on behalf of CATS. He said that sheriff’s deputies will set up check points out at key bus stops and work with bus drivers directly to address issues.
Evaney Nesbitt and Brian Kale provided information on G4S. Company police primarily provide security services at the Charlotte Transportation Center, on light rail vehicles, and at CATS facilities, where they have arrest power identical to CMPD. Brian talked about the crime stats. Walter Horstman asked whether the fare evasion stats reflected activity on light rail, and if all of those violations resulted in a $50 fine. Brian said that those violations were on the light rail, but some of them resulted in warnings and not fines. JJ Letcavage mentioned at this point that fare evasion also occurs on buses, and that was the area where he concentrated his efforts. Louis Cosentine asked whether the CATS crime stats on light rail were similar to those at other systems. Olaf Kinard mentioned that the last study was conducted in 2008, and at that time the CATS system was a little higher than average, but the cost to bring the stats back to average outweighed the benefits.

Daniel McRae asked how the stats for G4S compared to the stats for the previous company providing CATS security (Allied Barton). Brian Kale responded that incidents have increased, but that could be attributed to a number of factors, including the fact that population has gone up, G4S has more officers than Allied Barton had, and the length of the light rail alignment has doubled.

Daniel spoke about an incident he experienced a few years ago on a light rail platform. The incident involved an interaction with a G4S officer. Daniel asked about the process for filing a complaint regarding G4S. BJ Johnson responded that someone with a complaint could call CATS, either CATS Customer Service or the Safety and Security Division, and that a record would be created of the complaint. That would trigger an investigation, and an effort would be made to obtain video of the incident if it existed, and to ascertain exactly what happened. Daniel wondered if S&S had a Civil Service Board to review incidents, similar to the police department. BJ responded that they did not.

Daniel asked about the training that G4S officers receive, and Brian Kale responded that it was the same training that is received by CMPD officers. BJ added that they also receive customer service training.

Terry Lansdell talked about the perception of fare evasion, for example, how people with passes just walk onto the train, and other people observing this might mistakenly think that the pass holders are not paying a fare. But the data provided by S&S indicates that action is being taken to catch fare evaders, and he thanked the S&S staff for their efforts. He also wondered if there was any data available on platform checks. Brian Kale responded that S&S conducts safety blitzes on platforms, and that they also try to provide visibility on platforms and generally on the system to discourage evaders.
Sherri Thompson asked about the boundaries that the G4S officers patrol, and she used Scaleybark as an example. Evaney Nesbitt explained that they patrol the platform, but their patrol also extends to the park and ride lot, which is a CATS facility. Sherri also asked how they handle panhandling. Officer Nesbitt explained that they go by the City ordinance, often giving warnings to mild panhandlers, but that aggressive panhandlers could be subject to arrest.

Sam Grundman thanked the S&S staff and suggested that the committee move to the next topic in the interest of time.

V. NBA All Star Game Special Event Planning

Sam Grundman welcomed Reggie Arrington who talked about planning for the NBA All Star game. The game was scheduled to be held on February 17, 2019, but there would be events the entire weekend, and bus detours were expected for the dates from 02/15/2019 through 02/17/2019. Reggie explained that the Charlotte Transportation Center would be relocated temporarily. It would be business as usual at the existing location on 02/14/2019 (Thursday) and then Operations would pick up and move at the close of business and open at the temporary location early in the morning of 02/15/2019 (Friday). The transit center would remain relocated through 02/17/2019 (Sunday) and would move back to the permanent location on Monday morning. The temporary location was the lot between 7th Street and 8th Street adjacent to the light rail alignment.

Reggie mentioned that the temporary location would include amenities for customers such as shelter, restrooms, and a control center for Operations and S&S. A lot of foot traffic was expected in the area and that was being planned for.

Chris Maloy asked if the area around the Arena would be a clean zone, and Reggie said that it would be. Only people with tickets and other appropriate credentials would be allowed in.

Thurston Davis explained that rail operations would also be affected. He stated that the light rail station at the Charlotte Transportation Center would be closed for the duration of the weekend. Individuals with disabilities would be accommodated if they were unable to walk from 7th Street Station (the egress for southbound passengers) or from 3rd Street Station (the egress for northbound passengers). Also, when certain events were scheduled, passengers riding through would be required to exit the train to allow it to be swept, and then the passengers would be allowed to reboard to travel through. Walt Horstman wanted to make sure that this would take place around events, and Thurston said yes.
Olaf Kinard mentioned that light rail customers would be required to use clear bags as opposed to back packs, purses and other means of carrying items. CATS ambassadors would be stationed at light rail stations along the alignment to try to intercept light rail passengers prior to boarding to offer clear bags to them.

Brad Thomas mentioned that the CityLYNX Gold Line would not be operating for those three days.

Olaf Kinard indicated that CATS would start communicating operating adjustments about two weeks prior to the event. CATS Marketing would use riders alerts, press releases, social media, and voice messages on buses and rail. Ambassadors would be stationed at the temporary transit center and on light rail platforms. Tickets sellers would be deployed to I-485, JW Clay and UCB Stations.

Terry Lansdell asked where people could go for information. He was told that people can get information from the website or by staying close to CATS information on social media. Reggie said that supervisors on site at the temporary transit center would also be able to answer questions.

Patrick Paige asked if there would be shelter from the cold and rain at the temporary transit center. Olaf said that there would be, and he referred Patrick to the schematic of the site that was provided.

VI. TSAC Chairman Report

Sam Grundman indicated that there was no MTC meeting in December to report on, but that the committee should expect to receive information pertaining to the budget in subsequent meetings.

VII. Service Issues

Sam Grundman suggested that in the interest of time, the committee should skip the service issues item. Committee members who had service issues should stay after the meeting and provide those issues directly to Larry Kopf.

VIII. CATS Chief Operations Planning Officer Report (Larry Kopf)

Sam Grundman asked Larry Kopf to provide the Chief Operations Planning Officer report. Larry indicated that Jason Lawrence would be making recommendations to the Metropolitan Transit Commission meeting on January 23rd, 2019. Those
recommendations would cover the North Corridor, the West Corridor, and the Center City recommendations. Larry invited committee members to attend the MTC meeting, and he also offered to ask Jason to make his presentation regarding recommendations directly to TSAC at the February meeting. Sam Grundman agreed that it would be good to have Jason make that presentation.

The meeting adjourned at 5:31 p.m.

NEXT MEETING: THURSDAY FEBRUARY 14, 2019