



**TRANSIT SERVICES ADVISORY COMMITTEE AGENDA**  
**Charlotte-Mecklenburg Government Center**  
**CH-14 [Join TSAC Monthly Meeting HERE](#)**  
**December 14, 2023**  
**4:00- 5:30 pm**

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|------------------------------|-----------------------|
| I. Call to Order             | Chair Krissy Oechslin |
| Approval of October Summary  |                       |
| II. Public Comments          |                       |
| III. TSAC Chair Report       | Krissy Oechslin       |
| IV. Service Planning Report  | Pamela White          |
| V. Action Items:             |                       |
| A. Election of 2024 Officers | TSAC                  |
| VI. Information Items:       |                       |
| A. TSAC 2023 Annual Report   | Pamela White          |
| VII. Service Issues          | All                   |

**NEXT MONTH'S TSAC MEETING IS JANUARY 11, 2024**

# TRANSIT SERVICES ADVISORY COMMITTEE

## Meeting Summary

Thursday, November 9, 2023

Recording:

[TSAC Recording November 9, 2023](#)

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**TSAC Members Present:** Krissy Oechslin, Charlotte  
Jarrett Hurms, Charlotte  
Betryn Bryd, Matthews  
Sam Grundman, Charlotte  
Bob Moran, Charlotte  
Tim Spaulding, Charlotte  
Kevin Walsh, Huntersville

**CATS/City of Charlotte Staff:** Jason Lawrence, Pamela White, Brett Baldeck, Logan Lover, Rachel Gragg, Kimera Coburn, Edwin Johnson, Lashima Tate, Brandon Hunter, Jessica Lanier, Arlanda Rouse, Brad Thomas, Keith Sorenson, Jess Odette, Brenden Watts, Brian Horton, Carlos Parada

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

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### I. **Call to Order**

Co-Chair Jarrett Hurms called the meeting to order at 4:05 p.m.

#### **Approval of October 2023 Meeting Summary**

Vice-Chair Jarrett Hurms asked for a motion to approve the meeting summary from October 2023. Kevin motion to approve the summary. Sam seconded the motion. The October 2023 meeting summary was approved unanimously.

### II. **Public Comments:**

No public comment.

### III. **TSAC Chair Report**

**Jarrett Hurms – Vice-Chair Transit Services Advisory Committee (TSAC) –** MTC started off with the interim CEO reports on updates with hiring. There is a task group currently with the 6 Mecklenburg County town managers and town attorneys about MTC and the structure of it.

### IV. **Service Planning Report**

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**Pamela White – Customer Experience Manager (CATS)** - Pamela took the Silver Sneakers (18 seniors 62 and over) on the bus, the light rail, and the Gold Line. It was an all-day event, and the Silver Sneakers got a chance to see CATS system and to utilize it. Kicked off the Route Restoration Study. Pamela is in the early stages of developing a project plan. Pamela's goal is to send out a draft of a card that TSAC members to fill out anytime if there is a challenge with services.

**Discussion:**

There is a CATS travel training program that people can take advantage of. Possibly have CATS Travel Trainer give presentation at TSAC. The training program is not currently in different languages. There is a group in Economic Development that works closely with various language groups within the city and does some training with how to use CATS services. Pamela is working on an electronic card to provide instant feedback through the CATS app.

**V. Information Items:**

**A. February 2024 Service Change**

**Bruce Jones – Manager of Service Planning and Development (CATS)** – Service Change recommendations on Route 57 and Route 235. Bruce gave an update on the outreach that CATS has performed and the Title VI findings and final recommendations.

**Discussion:**

The surveys can be completed in less than five minutes. Try to avoid survey fatigue.

Voting on essentially moving forward on the planned changes for both routes. The modified schedule for Route 57 and additional service on Sundays and the change for the 235. Tim moved that the recommendation be endorsed. Sam seconds. All in favor. Passes.

**B. TSAC Rules and Responsibilities**

**Pamela White – Customer Experience Manager (CATS)** – Pamela presented the TSAC Roles and Responsibilities. In the new year, TSAC will need to elect a new Chair and a new Vice-Chair.

**Discussion:**

Moving forward Co-Chair will be called Vice-Chair to level set what is in the documents so that everyone is clear on the roles and responsibilities. Both positions are a one-year term, so they are both up every year.

**VI. Service Issues:**

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There was one timepoint on the app that showed “scheduled” and didn’t have any status. The bus could have been cancelled or the Automatic Vehicle Locating (AVL) technology could have been down. CATS is talking to the app developer to talk through some of these and to make sure all the perimeters are set right. “Where’s My Bus” feature is buried in the app and needs to be brought to the surface. Need a testing space to be able to find or plan a trip. The 9 is very crowded and a lot of people standing. More often in the morning 8:15am-8:30am and the afternoons are pretty crowded. Bruce has been looking at trip level data. There is a mismatch on the app where the bus thinks it is versus where the bus is actually at. 64X is still being served by small buses and there are still people standing in the morning. Second bus out of Matthews into downtown 7:08am is generally pretty crowded. The first bus out of downtown someone is always standing. The Route Restoration was kicked off with jurisdictions across the county Brian Horton will be leading that effort. Might be useful to have the consultant team hold a forum with TSAC to get direct feedback. CATS thinks this effort will result in an update to Envision My Ride.

The meeting was concluded and adjourned 5:30pm.

***NEXT MEETING: THURSDAY January 11, 2024***