



TRANSIT SERVICES ADVISORY COMMITTEE AGENDA
Charlotte-Mecklenburg Government Center
CH-14 [Join TSAC Monthly Meeting HERE](#)
November 9, 2023
4:00- 5:30 pm

- | | |
|--|-----------------------|
| 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. Information Items: | |
| A. February 2024 Service Change Update | Bruce Jones |
| B. TSAC Rules and Responsibilities | Pamela White |
| VI. Service Issues | All |

NEXT MONTH'S TSAC MEETING IS DECEMBER 7, 2023

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, October 12, 2023

Recording:

[TSAC Recording October 12, 2023](#)

TSAC Members Present: Krissy Oechslin, Charlotte
Jarrett Hurms, Charlotte
Betryn Byrd, Matthews
Leroy Fields, Charlotte
Sam Grundman, Charlotte
Antonette Love, Charlotte
Bob Moran, Charlotte
Tim Spaulding, Charlotte
Kevin Walsh, Huntersville

CATS/City of Charlotte Staff: Jason Lawrence, Pamela White, Brent Cagle, Bruce Jones, Brett Baldeck, Jennifer Fehribach, 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

I. **Call to Order**

Chair Krissy Oechslin called the meeting to order at 4:05 p.m.

Approval of September 2023 Meeting Summary

Chair Krissy Oechslin asked for a motion to approve the meeting summary from September 2023. Sam motion to approve the summary. Leroy seconded the motion. The September 2023 meeting summary was approved unanimously.

II. **Public Comments:**

No public comment.

Brent Cagle – Interim CEO (CATS) - Brent gave an update on CATS position on hiring operators and CDL's. For Paratransit or STS operators to operate the vehicle a CDL is not required. It is not a requirement of the job. If an operator has a CDL CATS will continue to pay for renewing CDL but is not a requirement for that size vehicle. To operate a full-size bus a driver does require a CDL. To apply for

the position and even accept the position the candidate does not have to have a CDL upon application, but the candidate does need to at least receive CDL permit. The CDL permit is the first stage, and the permit is good for 180 days. Once the applicant has the permit and has the job offer the driver is immediately put in training to get CDL and go to work as a bus operator. CATS is looking at ways to remove the need to have the permit. Right now, there is a requirement to have a permit so that once a job offer is made a driver can immediately go in training to get full CDL. Looking at ways to streamline that. The job posting that TMOC has is confusing and CATS is working with TMOC to clarify job language in posting.

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) – Krissy introduced a new TSAC member Betryn Byrd is a 15-year resident of Charlotte and a CATS Express Bus Rider.

III. **TSAC Chair Report**

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) – MTC approved the Title VI reports. There is some discussion about governance of MTC and will be on the agenda at this month's MTC meeting that Jarrett will be attending.

IV. **Service Planning Report**

Pamela White – Manager of Customer Experience (CATS) - CATS has been active with public educational meetings on upcoming service changes.

V. **Information Items:**

A. **CATS Customer Feedback Process**

Jessica Lanier – Customer Service Manager (CATS) - Jessica presented the CATS Customer Service Feedback Process.

Discussion: CATS Communication team manages the social sites complaints. Anytime the Communication team gets a complaint the Communication team will send to the Customer Service team. Complaints usually have a typically response time of 3-5 business days. The 3-5 business day timeframe does not include service requests since service requests take longer. CATS goal is to have a 95% response time. Based on initial response.

B. **February 2024 Service Change Proposals**

Bruce Jones – Manager of Service Planning and Development (CATS) – Bruce presented the February 2024 Service Change Proposals.

C. **CATS Express Survey Results**

Bruce Jones – Manager of Service Planning and Development (CATS) –
Bruce presented CATS Express Survey Results.

Discussion: The hope is by shortening route 57 or the loop that it does at the end of the line will help improve that metric. In order to increase frequency CATS would need to add an additional operator and vehicle to the route. The goal is to start improving some frequency throughout the system specifically the 60-minute routes. Metrics are based on automatic passenger counters. The Business Park that is getting proposed to be that end of it eliminated on the 57, was there any consideration running it there in the morning and the afternoon? When CATS has more targeted engagement with some of the businesses there, CATS can get a better understanding of shift needs and explore other alternatives.

D. CATS Customer Experience Overview

Pamela White – Manager of Customer Experience (CATS) – Pamela presented the CATS Customer Experience Overview.

Discussion: How does CATS incorporate wayfinding with people with disabilities? Have to walk through the parking lot to get to bus stop when coming down the escalators in SouthPark. That is one of the areas that CATS will take a focus group to find out what types of changes are necessary to help people that may have challenges, so it is easy to utilize CATS services.

VI. Service Issues:

Arrowood Road between Nations Ford and Old Pineville Road a bus shelter that was smashed by a car. CATS has the shelter product rolling out and a part of that is replacing CATS entire stock of shelters. It will be a multiyear process. CATS is checking the routing on the 63 and the issue of drivers recently not going down Statesville to Hambright. Audio announcements are not correct and hearing back-to-back announcements with different messages and bad information. CATS is doing an audit of all announcements. Outward communication is an area where CATS can improve customer experience through communicating through the app more. On route 64 the bus is too small for the number of passengers needing to ride and passengers are standing on the bus. Some bus seats are dirty and need to be cleaned on bus 966.

Person Responsible	Action Item/Comments
Planning and Marketing	When CATS unveils major initiatives send to TSAC directly

The meeting was concluded and adjourned 5:30pm.

NEXT MEETING: THURSDAY December 14, 2023

February 2024 Service Change Recommendations

TSAC Overview

November 2023



SERVICE REQUESTS

- **Route 57**

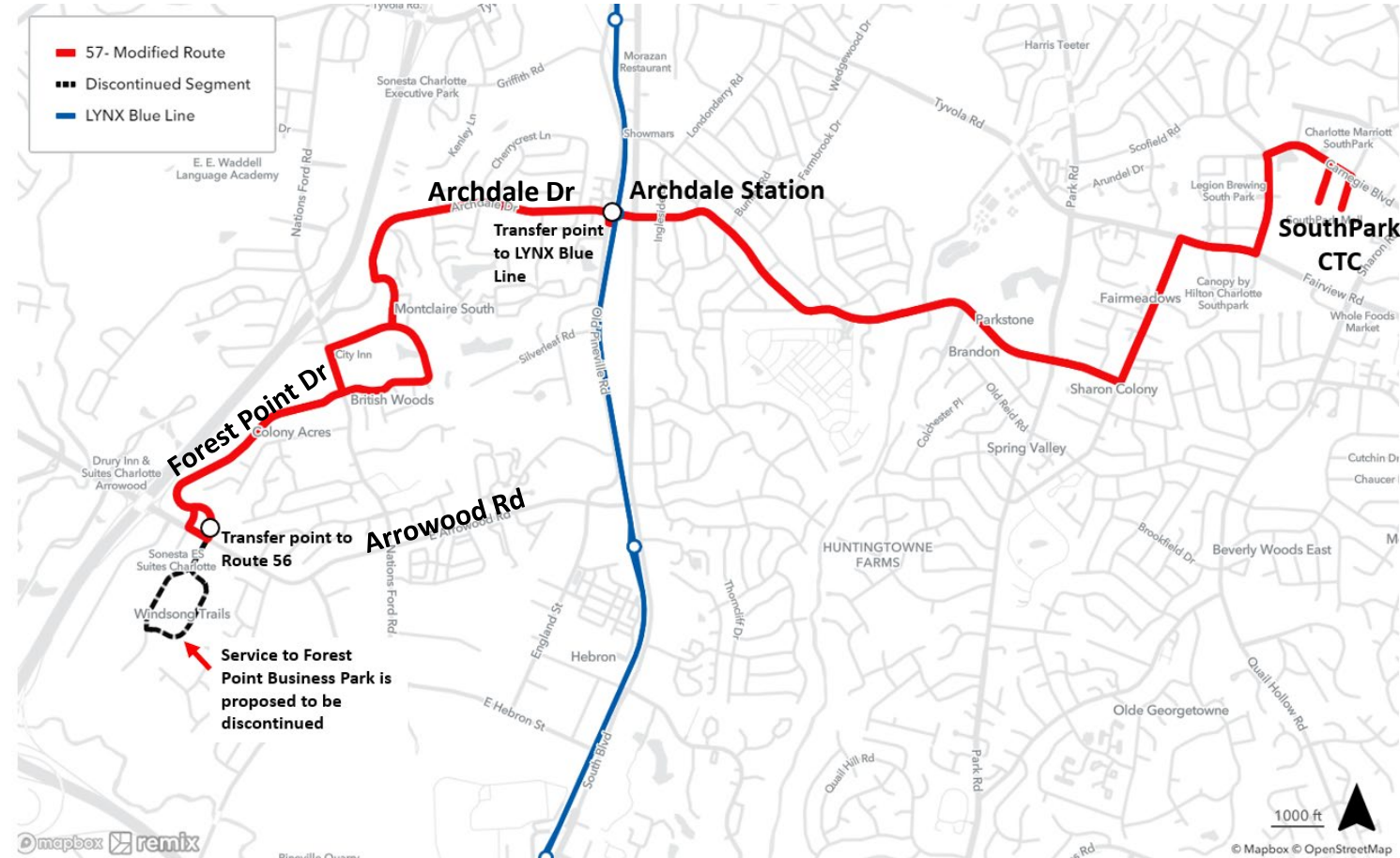
- Later weeknight and Sunday service to support counseling and treatment services provided by the McCleod Center

- **Route 235**

- A direct connection between Phillip O. Berry High School and the Central Piedmont (CPCC) Harris Campus
- Later service to connect to the Wilkinson Wal-Mart
- Direct connection to Valerie Woodard Center

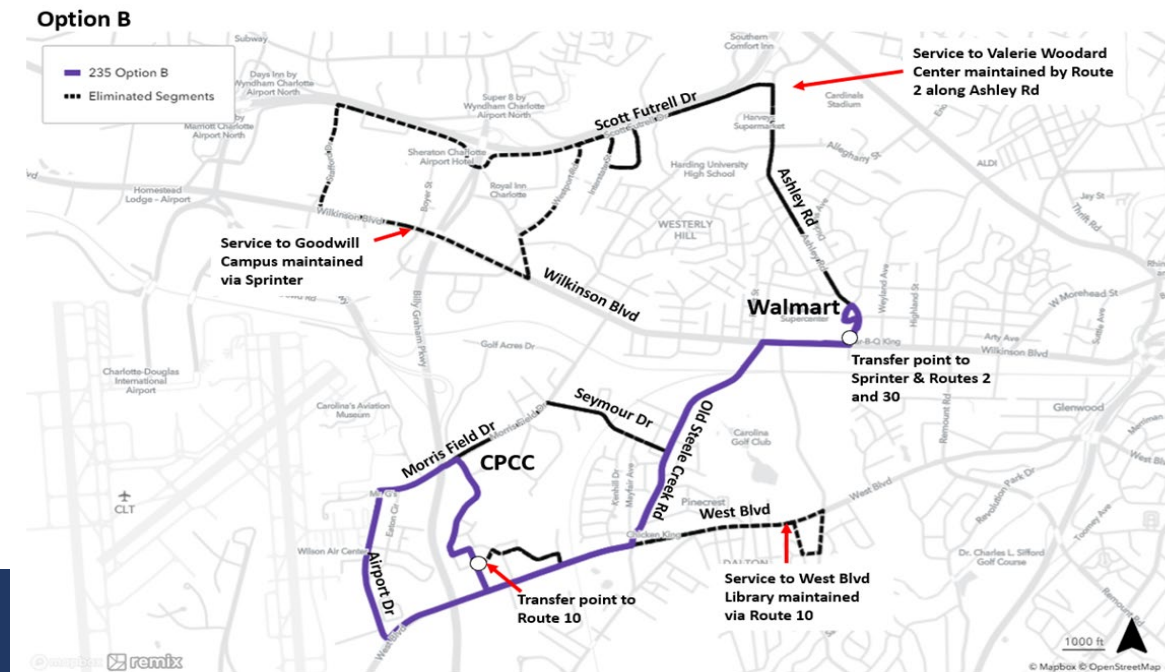
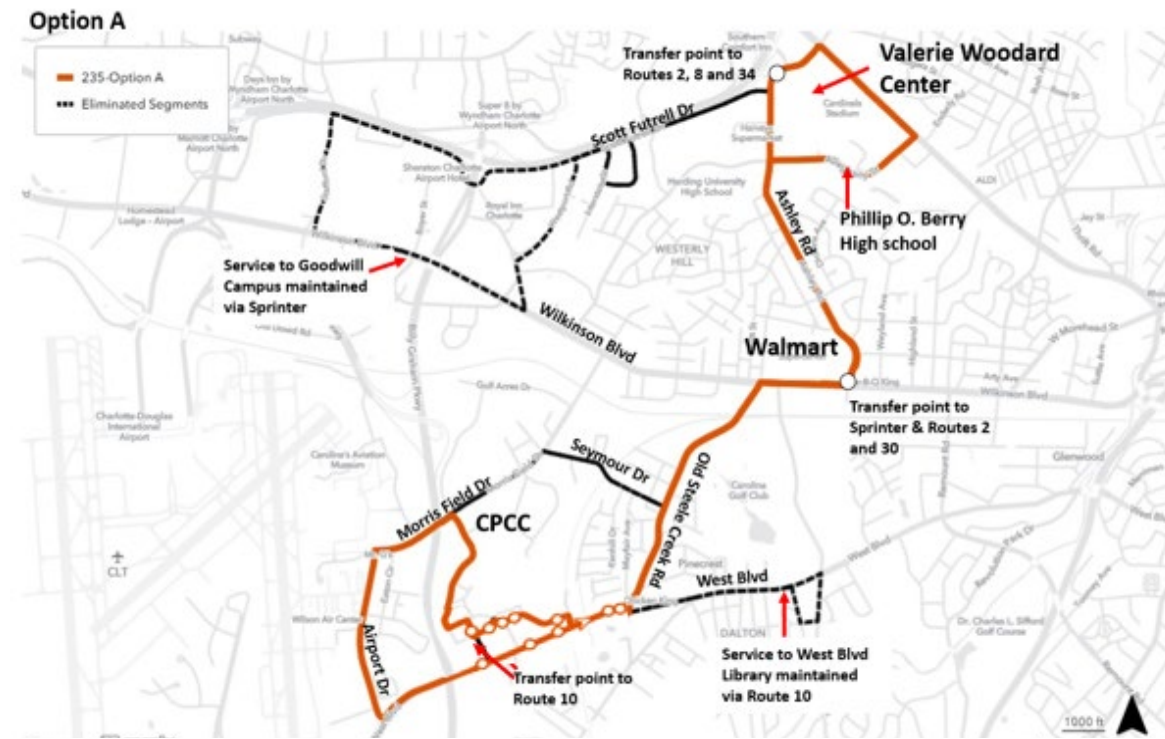
PROPOSED SCHEDULE/ROUTING: ROUTE 57

- **Increased Service**
 - Later service on weeknights after 9pm
 - New service on Sunday
- **Proposed Routing Change**
 - Shortened routing with service ending at Forest Point Dr & Arrowwood Rd
 - Service to the Forest Point Business Park proposed to be eliminated due to lower ridership
 - Accounts for 5% of routes overall ridership
 - Would assist in improving on time performance and reliability



PROPOSED SCHEDULE/ROUTING: ROUTE 235

- **Increased Service**
 - Later service on weeknights after 9pm
 - Added service on Saturdays after 4pm
 - New service on Sunday
- **CATS presented two routing proposals for public input to help improve on time performance and reliability:**
 - **Option A:** 50-minute service that connects riders to the Valerie Woodard Center, Phillip O. Berry, Ashley Road, Wilkinson Wal-Mart, Renaissance West community and the CPCC Harris campus
 - **Option B:** 45-minute service that connects riders to the Wilkinson Wal-Mart, Renaissance West community and the CPCC Harris campus



TITLE VI

Major Service Change: Any change that affects more than 25% of revenue miles or hours

- **Route 57:** Preliminary numbers show that changes do not affect 25% of revenue miles or hours
- **Route 235:** Changes would impact greater than 25% of revenue miles and hours

CATS followed the Title VI process for both routing proposals

- An assessment of the effects of the proposed service change on minority and low-income populations using available rider data
- An analysis of information gathered from **rider surveys or public input**
- Demographically mapping the service area or planning area and identifying the census tracts with a percentage of minority or low-income populations at or higher than the demographic thresholds
- Assessment of the available service alternatives
- Determination of disparate and disproportionate impacts that would preclude the organization from implementing the service change
- Description of measures, if necessary, taken to avoid, minimize or mitigate the negative impacts of the proposed service change

PUBLIC OUTREACH

Public Meetings

- **In-Person Meetings:**
 - Oct. 10th at the West Boulevard Library
 - Oct. 17th at the Archdale Station
- **Virtual Meeting via [CATS YouTube](#):**
 - Wednesday, Oct. 11th
- **TSAC Presentation**
 - Thursday, Oct. 12th

Partner Events

Corridors Connect

- Sunday, Oct. 22nd - West Boulevard area
- Sunday, Oct. 22nd – Freedom Drive area

Electronic Communications to Community Partners

- West Blvd Neighborhood Coalition
- McCleod Center
- CPCC
- CMS
- Valerie Woodard Center



Engaged over 100 community members

ONLINE SURVEY

- ▶ CATS tagged over 115 bus stops along Routes 57 and 235 to encourage riders to take the online survey
- ▶ Survey active between 10/6/2023-10/31/2023
- ▶ 49 responses received
- ▶ Results
 - 76% agreed that increased service on both routes would improve their commute
 - 28% of those surveyed frequently travel to the Forest Park business park along Route 57
 - 74% of respondents were in favor of **Option A** for Route 235



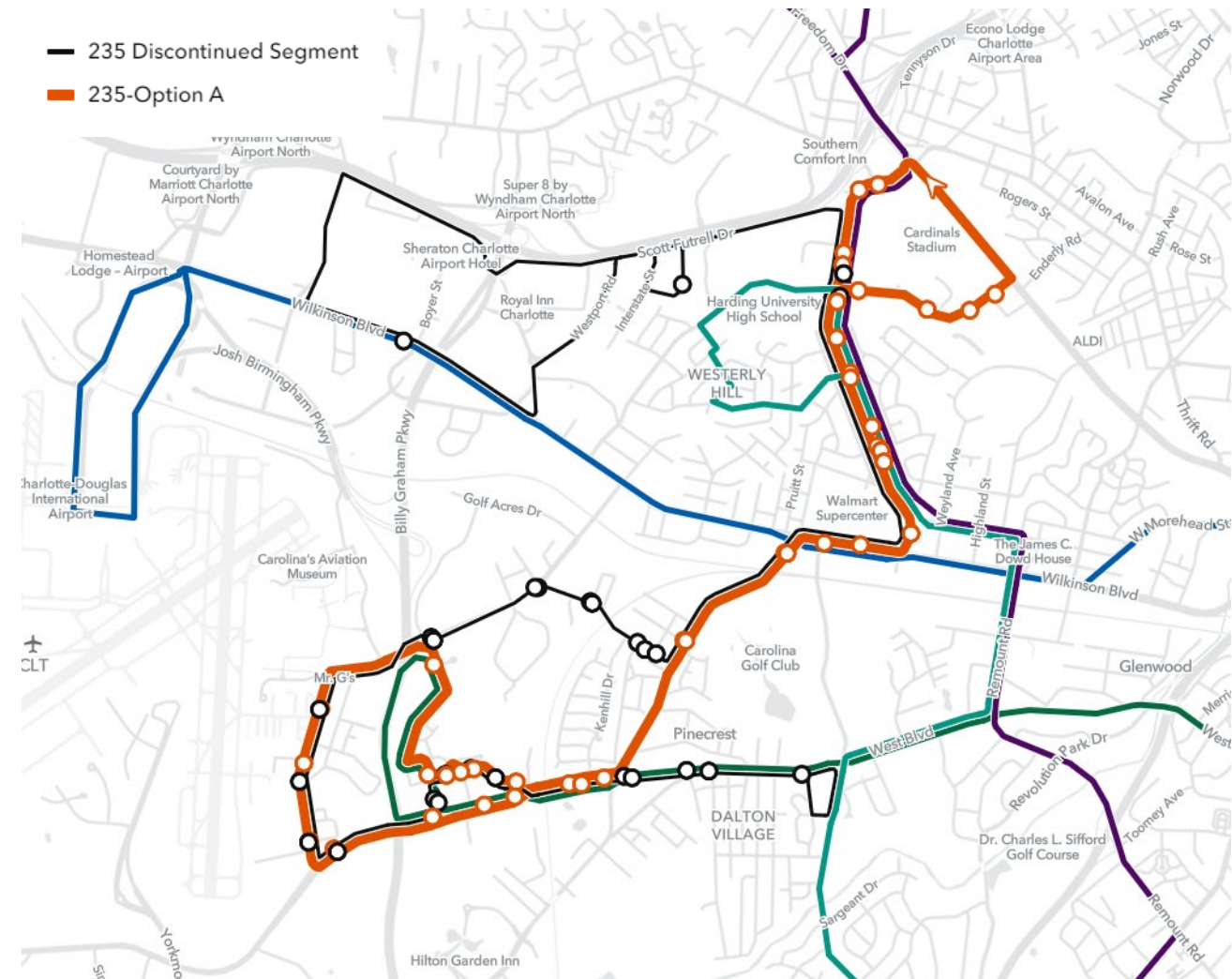
RECOMMENDED PATH FORWARD

► Disparate and Disproportionate Impacts

- CATS determined there was no disparate or disproportionate impact with the changes due to the close proximity of alternative bus routes along the impacted corridors/routes.

► Recommended Path Forward

- **Route 57**
 - Move forward with planned scheduling and routing changes
- **Route 235**
 - Move forward with the routing and scheduling changes presented in Option A



Thank You!



TSAC ROLES AND RESPONSIBILITIES

Transit Services Advisory Committee
November 9, 2023



CATS Boards & Committees

The Metropolitan Transit Commission (MTC) is the policy board for CATS. Some of its responsibilities are reviewing and recommending (1) long-range public transportation plans and (2) the CATS operating and capital budgets.

Two citizen committees provide public input and guidance to MTC:

- Citizens Transit Advisory Group (CTAG)
- Transit Services Advisory Committee (TSAC)

Together, these public bodies help shape the direction of public transit in the region.



TSAC Responsibilities

- serve as a forum for citizen suggestions and complaints concerning fares, routes and schedules
- serve as an advocacy group for public transportation
- review and make recommendations on transit service policies
- review and make recommendations on minimum performance standards for CATS
- explore emerging issues in public transit and work with CATS staff on solutions

TSAC Composition

Composition: 15 members appointed for 3-year terms by the Mayor of Charlotte, Charlotte City Council, Mecklenburg County Commission, and the six Towns

- 6 Council appointees: one major suburban employer served by CATS, one neighborhood organization leader, one local service passenger, one express service passenger, one vanpool passenger, and either a local or express or rail service passenger
- 2 Mayor appointees: one uptown employer served by CATS and one disabled citizen who uses CATS
- 1 appointee from the County Commission and each of the six Towns

TSAC OFFICERS

- TSAC has a Chair and Vice-Chair who are elected annually by TSAC members and serve for 1 year. They may be re-elected for a 2nd term.
- Officer elections are held at the November or December meeting.
- The Chair develops meeting agenda items in coordination with CATS Staff and presides at meetings using Robert's Rules of Order.
- The Chair gives a TSAC report to the MTC at its monthly meeting.
- The Vice-Chair serves as the Chair in the Chairperson's absence.

BUS BAY
H

BUS ROUTES

Route 30
NEXT TRIP 11:40A

BUS BAY
O

BUS ROUTES

Route 24
NEXT TRIP 11:50A

QUESTIONS?

