



TRANSIT SERVICES ADVISORY COMMITTEE AGENDA
Charlotte-Mecklenburg Government Center
CH-14 and [Join TSAC Meeting via Zoom here.](#)
December 8, 2022
4:00- 5:30 pm

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| I. Call to Order
Approval of November 10, 2022 Summary | Chair Krissy Oechslin |
| II. Public Comment | |
| III. Action Item:
A. 2023 Chair and Co-Chair Vote | Pamela White |
| IV. Information Item:
A. A Year in Review / A Look Ahead | Jason Lawrence |
| V. Chair Report | Krissy Oechslin |
| Service Issues | All |
| Operation Planning Report | Pamela White |

NEXT MONTH'S TSAC MEETING IS JANUARY 12, 2023

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, November 10, 2022

TSAC Members Present: Krissy Oechslin, Charlotte
Jack Zovistoski, Huntersville
Walt Horstman, Matthews
Jarrett Hurms, Charlotte
David Snyder, Cornelius
Timothy Spaulding, Charlotte

CATS/City of Charlotte Staff: Jason Lawrence, Pamela White, Kelly Goforth, Rachel Gragg, Kimera Coburn, Edwin Johnson, Natalie Bouchard, Lashima Tate, Logan Lover, Jayla Gittens, Deltrin Harris, Brandon Hunter, Arlanda Rouse, Brad Thomas, Brian Horton, Carlos Parada

Meeting Time 4:00-5:30 PM

I. **Call to Order**

Chair Krissy Oechslin called the meeting to order at 4:02 p.m.

Krissy introduced the new TSAC member, Tim Spaulding. Tim has been a resident of Charlotte for a long time but not an original Charlotteans. Tim is visually impaired and uses transit some but tends to ride transit only on weekends since working from home. Rides both bus and train around south end and uptown. Tim is glad to serve.

Each TSAC member did a quick introduction.

Approval of October 2022 Meeting Summary

Chair Krissy asked for a motion to approve the meeting summary from October 2022. Jarrett motion to approve the summary. David seconded the motion. The October 2022 meeting summary was approved unanimously.

II. **Public Comment on Agenda Items:**

No public comment.

III. **Information Items:**

A. Silver Line Update

Andy Mock gave an update on where the LYNX Silver Line is including a potential refinement that CATS is proposing in the Bojangles area. Andy will also update on the evaluation for Center City alignment. The first area is a potential refinement in the area around Bojangles/Ovens Auditorium. That is the area near Briar Creek and Independence where the Bojangles Auditorium and the Park Expo is. Andy provided a little of an orientation to the map he presented. The purple line is the locally preferred alternative that was adopted in April of 2021. It shows an alignment that goes along the northern side of Independence Boulevard to the west of Briar Creek and then crosses at a similar elevation as the bridge and goes into the parking lot of Bojangles and Ovens Auditorium and has a station. One of the broader goals of this area of the project is to add a station in this area to serve special events that are caused by Bojangles and Ovens as well as to use the station to potentially incentivize trans oriented development in the parking lots. That has been a broader goal of the project for some time going back to system update in 2015 timeframe.

One of the major tradeoffs that was identified now that CATS is into a more detailed engineering and implementation phase is the crossing of Television Place created some major engineering implementation and safety challenges. One of the tradeoffs that CATS identified early was to make that safe for operations for transit and for the traveling public, so CATS had to close Television Place at that location. Created secondary impacts with dispersing traffic through the neighborhoods and causing potential backups on Independence and Monroe Road. A lot of concerns from stakeholders about the disruption in street network. Look at a second alternative which is the dash yellow line which is the proposed refinement at Bojangles. Relatively minor adjustment in the alignment horizontally. It is on the eastern side of Briar Creek and the station is relatively close to the other station. One of the key differences is that the alignment bridges over Briar Creek creating a taller bridge and that creates some potential noise and visual concerns because the bridge is taller than the other bridge, but it does address some of those street disruption concerns.

Andy presented the proposed alignment and see the third level bridge over Independence and over Television Place. By bridging over Television in that manner it does allow to keep street network the same and allows for a station in a similar configuration as the previously adopted LPA.

Andy presented a brief comparison of the options. The tradeoff is about the elevation of the bridge versus the street network. As far as local connectivity goes the LPA does require to cross a new street as a pedestrian to get from the station to special events venue. The proposed refinement keeps the street network pretty much the exact same it is as today and provides better bus and special event circulation. From a locally connectivity standpoint, CATS feels the refinement was better in that way. From a development opportunity perspective having that continuous street network provides for better development opportunities of the site

as previously identified as a planning goal. From an environmental consideration perspective, it is a tradeoff of the noise and visual concerns of the taller bridge versus maintaining the street network. As far as coordination with others keeping the street network makes for less coordination required with NCDOT and others as it relates to maintenance of traffic and maintaining the street network. CATS is proposing that proposed refinement that adjustment for the dash yellow line that is what is being proposed for adoption and that is what CATS put out for public review and will be part of the MTC information item in December.

Tim asked is there a resolution for the pedestrian crossing in unsecure and unsafe?

Andy responded that the resolution of that is that with the pedestrian crossing from the station to the special event venue of Bojangles and Ovens Auditorium is no longer required if CATS moves forward with the dash yellow line because CATS will be able to maintain the street network under the locally preferred alternative and would need to reroute a new street that goes around the station and creates that pedestrian concern. By moving to the dash yellow avoid that concern.

Walt asked if it is a 3-car platform or 2 car platform at Bojangles and is that a problem?

Andy responded that everyone of CATS stations is proposed to be 3 car at this point. Moving towards 3 car vision of the entire fleet.

Jarrett commented on the pedestrian access to Park Expo and tv station that may be on the other side of Television Place. Andy had mentioned that this would have better pedestrian access.

Andy responded as far as access will be able to retain that existing tunnel that connects Park Expo and Bojangles underneath Briar Creek. There could be pedestrian access or intersection improvements at Television Place and Park Expo at that crossing. Could be intersection improvements added there. That is not in scope for CATS at the moment but could be added later as part of a separate project. There is pedestrian connection between the two sites via the existing tunnel.

Jarrett commented that it would be a flyover bridge to cross over Briar Creek Road. Andy confirmed yes.

Andy went over potential Center City evaluation. The Locally Preferred Alternative is shown the purple line that goes around the northern side of Center City. It was the alignment that was adopted in 2018 as part of system update and readopted in 2021. The alignment was based on the goal of getting to Charlotte Gateway Station as part of the first phase of the project having a continuous east/west route. Introduced some challenges when CATS got into the engineering of the system and how that connection works between the Blue Line and Silver Line because the

Locally Preferred Alternative bridges over the Blue Line so creates some challenges from a system usage or intermodal connection between Blue Line and Silver Line. The city brought in the Urban Land Institute to evaluate the alternative and identify any other alternatives that CATS should evaluate. Recommendation was to look at something called interlining which is running multiple trains on one track. There are two alternatives to the Locally Preferred Alternative identified that meet the intent of the ULI recommendation.

Item one is the LPA. Item two is the shared Blue Line, and it would merge into the Blue Line near 12th Street and then stop at all the stations along the alignment in Center City and terminate at Carson and trains would turn back from there. Would be able to take from Matthews all the way to South End as part of a one seat ride. There is no route to get to the west as part of the first phase and would need to transfer to get to the west. Another alternative that CATS recently would be a shared Gold Line alternative which would come off of Charlottetowne Ave and leave Independence Boulevard at Charlottetowne come down Charlottetowne and then go into Gold Line tracks and run along Trade Street the entire length. Would require a reconstruction of the Gold Line and the tracks. A potential extension to Morehead area and the area near Bank of America Stadium in the Pipe & Foundry redevelopment opportunity. That works under option one or option three but doesn't work for option two.

Andy presented a visual between option one and option three. Andy didn't have a visual for option two because it is just merging into the existing track. Option one is creating a new guideway along the northern side along 11 street near Berkshire. Creating a new elevated guideway that would go the whole way from Central Avenue to Charlotte Gateway Station. All elevated somewhat complex and expensive and not as seamless of a connection to the Blue Line. It does have some operational benefits because don't have to deal with traffic at all and have no crossings.

Andy then presented a visual for option three the shared Gold Line. It is a rethinking of Trade Street to implement a dedicated guideway on Gold Line. It would be to rearrange Trade Street so that there is a dedicated median for transit only with some sort of separation that could be a curb or many things. The Silver Line and Gold Line would run on same tracks. It would have the same operating standard as the Blue Line. CATS feels like this would help to solve some concerns about the Gold Line and not being as reliable as the public will like. It is a less expensive project and provides more direct access for customers to Center City. There are opportunities for vehicles to get on the tracks.

Andy presented the comparisons of alternatives. From a key destination perspective, the LPA does a great job of serving Charlotte Gateway Station. The station for Charlotte Gateway would be directly embedded on the site. Well positioned on the site. Also has access to the Blue Line but does have that vertical and horizontal difference between the stations. Little bit of transfer penalty associated with the access to the Blue Line. Shared Blue Line hits the CTC and

also goes all the way to South End and has great access to Blue Line and Blue Line station. Every Blue Line station in uptown in this scenario would be a Silver Line station.

On shared Gold Line it hits a lot of marks as far as access to both CGS and CTC in the first phase as well as CPCC on Elizabeth Avenue and good access to Blue Line, Government district and Gold Line. From a transit travel time perspective. The LPA and shared Blue Line require a transfer to get to two major transit hubs. For LPA there is a transfer required to get to CTC and there is transfer required for shared Blue Line to get to Charlotte Gateway Station. Both require a longer trip because of transfers. Shared Gold Line gives a direct trip to both CTC and CGS without a transfer.

As far as capital cost the LPA is significantly more expensive than both the shared Blue Line and shared Gold Line. There is a significant cost savings by deviating away from LPA because of that long bridge associated with the new guideway between Central Avenue and Charlotte Gateway Station.

As far as environment considerations, one of the key tradeoffs is about creating a new guideway on the LPA because it will be an elevated bridge structure that goes through and directly adjacent to historic 4th ward. The community has expressed some concerns from a visual and noise perspective about that bridge to the historic district. Shared Blue Line/shared Gold Line really leveraging existing transit rights ways. There is a little less of a potential impact there because there is already a transit area service there just reusing reimagining it. From shared Gold Line there will be some concerns with reconstruction of Trade Street and Gold Line with the potential business impacts associated with that. From a development potential the LPA really hits the mark as far as service to the Charlotte Gateway Station with an integrated station and hits some of the underutilized properties along 11th street as does the shared Blue Line. Shared Gold Line hits a lot of the key destinations associated with access to jobs transit facility and education.

Andy gave a brief presentation on Morehead Extension. It is a half mile extension from Charlotte Gateway Station over to Morehead. It has been relatively positive in the survey so far. It is possible to do with both shared Gold Line and the LPA. Not possible to do with shared Blue Line within the first phase because the makeup of the definition of the corridor. Shared Gold Line would be less complex and less expensive because going underneath the existing bridge. The LPA requires to bridge up and over Norfolk Southern tracks.

Andy gave an overview of CATS public engagement. There was public engagement on November 1st and November 2nd. Those recordings are out on YouTube. A lot of great engagement and comments. Have an online open house and have a live survey. Use survey to help inform some recommendations as far as Center City and where people want to be and where people want to take transit in Center City and the key destinations. Had a number of pop ups in the last couple of days.

Andy gave the path forward for upcoming meetings. Had MTC on October 26th. Public meetings in the first week of November. Transportation Planning Committee meeting on Monday. CTAG next week. Back to MTC in December and going back to the Transit Planning Committee December. At that point CATS will be putting forward recommendation back to the Transit Planning Committee. MTC for action in January. Once have MTC action then CATS can really proceed with the 30% more detailed engineering and environmental work necessary to push this project forward.

Jarrett had some questions regarding option three. Trade Street turns into Elizabeth Ave, there is a lot of car interference. Making sure both lines are operating in an efficient manner.

Andy responded as far as the concept CATS is focused on creating the dedicated guideway that it is clearly defined. That it is a space for transit and there will be certain areas where vehicles lanes will be on the outside that cars will have access to. Be sensitive to the urban design treatment of Trade Street. It will not be operating as fast as along the Blue Line because the number of cross streets. The traffic signals that are out there today which will be prioritized for transit will be the primary transit traffic-controlled device not necessarily gates because of the tight and sensitive urban design context of Center City and Trade Street. This is pretty common across systems because of the tight nature of this corridor.

Jarrett had a specific question on Elizabeth Avenue when you go between Kings Drive and Charlottetowne Avenue. That corridor is strictly CPCC Has there been direct engagement with CPCC community? There is a very heavy pedestrian area.

Andy responded that CATS has engaged with CPCC leadership and CPCC leadership has raised some concerns with it. It is an ongoing conversation. If moving forward with a version of this down Elizabeth Avenue there is going to be more engagement and more conversation required with CPCC faculty staff and students about the treatment. The tight nature of Elizabeth that would be transit and pedestrian only along that section of Elizabeth Avenue. Proposing to have a full light rail station to replace the existing Gold Line station to serve the community college better. How to make safe.

Jarrett asked about the specific concerns that CPCC leadership has already brought up.

Andy responded that there are concerns about impacts of construction and disruption. That is one of the primary ones that Andy is aware of. How to best incorporate the Silver Line into the CPCC campus to provide that service and minimize those impacts. At this point do not know that level of impact of construction/reconstruction will be. Looking at more reconstruction than less.

Walt asked if interline with Blue Line and it is rush hour and have 2 or 3 car trains

have one coming down from the north and one coming in from Matthews there is not concern about enough track space. On the Gold Line the streetcar doesn't move at the same speed as the light rail. Is that a problem? If do one of the Interlines what does that do for the Silver Line to airport.

Andy responded the first question is about how CATS is going to merge the tracks together. Have to figure out through system engineering and who has the priority. There are a lot of different ways this is treated in other systems. Timing the different alignments and the alignments come together and if one is delayed does the other one wait until the other one comes. Some of those are operational decisions and procedures about priorities within the transit system. The operators and controllers will have to have a lot of conversations. It is more procedures and more SOPs, and more technology will be required to operate on a safe and reliable system. Another operating challenge to work through. It is not an uncommon type of environment. The speed is more driven by built environment. The vehicle itself can operate at a similar speed. Very similar types of vehicles. The speed limitations is nothing on the vehicle side it is really the existing alignment that goes along Trade Street has a lot of little micro curves. There are a lot of little curves that limits the ability that it can have. One of CATS goals is to straighten out a lot of the smaller curves to operate better. Have to operate a different way with mixed traffic. Having that dedicated guideway will give an operational freedom to operate a little faster. It will operate faster than the Gold Line. If on shared Blue Line, it requires a transfer to get to the west and if on shared Gold Line it doesn't.

David asked how much land acquisition would have to have.

Andy responded land acquisition on shared Gold Line would certainly have to be some strip acquisitions on the side. Don't know if there will be permanent there will be some widening for sidewalks. When get to the other side of town there will certainly be some right of way requirements when making the transition from Trade Street onto the west. Actively working with developers up and down the alignment to make reservations. Not really much different or more complex than the LPA which has its own set of challenges with creating a new guideway. Minimize the right of way requirement. Probably the shared Blue Line has the least right of way requirements because really not rebuilding anything just running on the same tracks. The only issue is at the end when have to turn back need a pocket track outside of the guideway. Shared Gold Line is similar. Going to be rethinking some of the curves and rethink how to lay out sidewalks.

Tim asked if whether interlining Gold Line or Blue Line plans are there plans for a new direct connect from upstairs Blue to downstairs Gold as opposed to going through the transit center.

Andy responded CTC welcome to have some of that coordination as going forward with CTC team. It is important to have a good connection between the CTC and a shared Gold or Silver Line. There are opportunities for that whether that is directly off the platform or that is something on the curbside. See a value there and does

require some more coordination and conversations with more parties.

Tim asked do all station from 12th to Carson support 3 cars.

Andy responded that not all stations support 3 cars. Need to extend them at some point. Whether operate all 3-car or not it is a question to keep going through as understand ridership and understand what CATS operating profile is going to be further into design. From a design perspective shooting for a 3-car system. From a physical construction perspective planning for a 3-car system. Don't want to be short on platforms anymore.

Krissy asked for Andy to talk more about the dedicated guideway on Trade if doing the Gold Line interline. The biggest failure to meet the potential of what the Gold Line could be is because it gets stuck in traffic. Krissy personally feels that all of Trade should be transit only. Talk about the dedicated guideway and how to keep cars out of the way.

Andy responded that there are a lot of different ways that places do it. Some do it with a vertical curb and some do it with striping. That detail is to be defined for exactly the mechanism in which CATS creates the dedicated guideway. It will not be with space. With Blue Line there is a big median and a lot of space in between. Will not have the ability to create that much space. Some vertical curb that would raise the light rail up to some amount. Always have to tie into cross streets and is a key point. If using a vertical curb, make sure right elevation to tie into the cross streets. That will come in design.

Krissy asked if it is completely out of the question to take Trade and transit only no private vehicles.

Andy responded that there are concerns from stakeholders about that idea. At this point, trying to develop with the communities' vision for Trade Street is. There are concerns with taking cars off Trade and there are concerns with leaving cars on Trade.

Krissy commented if interline with Blue especially if running 3 car trains and there is not an extra line. Right now, if a train goes out of service, then use other rail to go around and that is just with Blue Line. If add more trains with the Silver Line seems like need a release valve with extra rail somewhere.

Andy responded that it would be nice if there was that capacity in Center City.

B. CTC Redevelopment Public Engagement Update

Jason wanted to share the public engagement that CATS has heard. The site truly sets at the intersection some of the largest transit investment if not in North Carolina but in the southwest region with the Gold Line phase I and II and the Blue Line and Blue Line extension. Nearly 22 miles of rail coming together at a single

point. The CTC does serve as primary transportation hub for most of bus transfer. Do feel over time that it will still need to have intensity of bus use there but as CATS implements Envision My Ride and decentralize bus network to other hubs across the county that some of the footprint can be reduced but it still is going to have to be a primary hub.

Looking towards the building of a new hub and working with a private developer in a mixed-use development and a joint development possibility to be integrated within a mixed-use development. In order to really make that work and all other mobility goals must have continuity service in a temporary facility that is absolutely critical in building a new site a new facility. The site has been here for 27 years and will still have to have continuity of service of redeveloping that. CATS feels need to really elevate customer experience, improve safety and security top priority heard that from the public not with just the engagement with this project but throughout engagement with Envision My Ride need for that higher level of security. Thinking about how to integrate and improve the connection to Blue, Gold and potentially Silver Line. Have a unique opportunity to think about sustainability and design and making this be a battery electric bus hub as CATS looks to electrify fleet. Going back to the core of what CATS started on integration of transit and land use.

Jason provided the potential project timeline and very early in this process with a build out in the later part of decade. Previously at prior meetings have talked about early time period 2019 where CATS received unsolicited proposals and went through a competitive process and through that procurement selected White Point Partners and Dart Interest to begin looking at feasibility of various options. During the public input piece have been focusing on some of the design options that CATS is considering going through this process.

Have shared with TSAC through various options were a part of the initial feasibility. One at-grade which is similar to what CATS has today, but mixed-use development integrated. An option that is called "Terrace" it was a light rail level option going across 4th street across CTC site to parcels across. The Concourse option which is just below street level where bays going down below the street there. All three proposed to be integrated with the mixed-use development. From the initial evaluation can see what CATS is comparing on this matrix and how to improve existing CTC and what CATS has heard from riding public. The at-grade option CATS feels would improve the bus-to-bus transfer however it would still require to set a bus bay and still have some bay interaction individuals having to cross bus bays. Feel it would improve bus to rail but today's bus to rail transfer is almost in a retrofitted fashion that this facility opened. In a redevelopment would improve upon that. All the other options that CATS has heard from the public safety and security, climate control and natural lighting would be little to no improvement based on what is there today. It would be more difficult to climate control that with the number of driveways that would be required on 4th and Trade Street as it was designed. The terrace option would improve bus to bus and bus to rail as would the concourse the bus to rail slightly less than because below street level so going

to have to go up more levels than the terrace option. Pretty comparable with safety and security both improved upon the at grade option. With concourse option where the majority of that is below not at much natural light would be able to enter that site so the terrace option did have the most lighting compared to both of those. When summing this all up the two main things that made CATS go to the next level was the terrace option made the temporary transportation center somewhat more difficult to deploy because of it going across 4th street where CATS planned to have temporary site and the at grade option CATS felt it did not meet passenger expectations. Integration with the mixed-use development did have additional complications.

Jason presented some visuals to help with some of the matrix. Through that evaluation recommend that CATS eliminate the street level optional refine the Terrace to a two-level option shared with the public. Refine and advance the Concourse option. Some of the access challenges that CATS would have with street level option as it was designed with scenario today CATS has essentially two set of bus bays within the facility one thing that CATS heard from the public is the need to lesson that crossing inside. Jason wanted to recognize Tim Spaulding for some great comments particularly on the Concourse option about noise within the facility and the ability to hear and how to soften some of that.

Through that initial evaluation refined it down to two options to take out to the public. Two level terrace and then a concourse option. Shared both of the options throughout all the meetings. Multiple touch points throughout the month of October with two in person meetings multiple virtual sessions where CATS primarily got most feedback. Sustain Charlotte Regional Transportation Coalition and presented it and went to the MTC last month and in front of City Council Transportation Planning and Development Committee just this past Monday with similar information.

The two-level terrace option level one at street one at light rail level. The street level would have access from 4th street for bus turning right in and right out and entering into the site into counterclockwise motion with six bus bays with pedestrian access from Trade Street. Transfer to the second level would be in the middle of that platform up to the light rail level which would have a 3rd street ramp access. So, coming from 3rd also one way left in on that ramp and then circulate around the platform as indicated with eight bays on that section. Have a bit more room on the top and pedestrian access would be up from that street level platform and exit back out left out onto 3rd street. Would need that access across the parcels across 4th street from the site and a ramp that would go over 4th street and enter into this light rail level. Jason showed a rendering from the Spectrum Center that details and shows Transit Terrace which is the street level, and the Great Hall would be the light rail level. Has great access to light rail level at least one level would but a bit more open format from a climate control standpoint had less climate control in concourse level. Does have some improvements compared to the concourse in forms of natural light but less opportunity for some of the safety and security. Transfer between bus routes would be more challenging because a

person would have to go through two levels to make transfer. Less climate control space given the narrower width of those platforms. The bus routing from a service planning standpoint would be somewhat more complicated because would have come in on 4th on some routes and go in and go out 3rd which is limited for CATS. Integration with mixed use development would be less efficient given that it is starting to eat into development space with the two-level pieces. Did some high-level environmental analysis and there is low potential for negative human or nature resource impacts.

Concourse also has a street level access to get down to concourse level. This option would need an access road to connect between 3rd and 4th street across those parcels. At street level driveway access between 3rd and 4th that would have not only ride in and ride out to 4th street but also across 4th street and straight into the facility on 3rd. if come down at 3rd street cross over that road directly into the facility. Would have a scissor ramp kind of format where ramps are going down and ramps are coming back up going over the ramps. Would have an exit out option so gives some exit out on Trade Street providing some flexibility that don't have on the two-level terrace option. Pedestrian access would be from 4th and Trade Street down to the concourse level.

Once on concourse level the bus would circulate in a clockwise format. Both options would have fourteen bus bays. Would have to continue program space needs for operator restrooms, operator break rooms, area for customer service and ticketing. Would still have to occur with both options. Have four gates on either side to enable a person to go out to bus bays. Would have some natural light coming in but not as much as the two-level terrace option. There will be access from the light rail platform and the Gold Line. For either option the goal is this is not just a bus facility this is a mobility hub facility that will be more integrated with Gold Line and Blue Line to be more integrated than it is today. Have an option for Silver Line if that will be the case that would also serve this site.

Jason summarized the Concourse option. When doing this work what are the tradeoffs between the two options. Simple transfer between bus routes on the same level. Feel that this is a bit more consolidate climate-controlled space. Ability to have a single platform and create more ticket-controlled space felt that it was easier at this option versus the other given the single platform area. Somewhat more efficient bus routing given the ability to have access road across 3rd and 4th. Maximizes integration with mixed use development. Same level of NEPA screening for environmental considerations. Certainly, recognize through the design process careful attention to air quality. More enclosed space would have to think through design and how to mitigate those. As CATS is electrifying fleet that it could be mitigated through that future electrification. Goal as working through the design process that CATS is finding ways to make sure and looking for opportunities to fund construction of those to maximize three cars as development moves forward.

Jason went over the public and stakeholder outreach. CATS did a lot of pop ups

asking people what they thought and about needs in early October. Over 400 bus riders engaged at the CTC pop ups. 499 views of the virtual public meetings. Talked to bus operators and went to shift changes at 4:30 in the morning and 2:30 and engage drivers as the drivers were going on shifts and talked to drivers about what the drivers wanted to see in the new facility. Have 346 completed surveys across all the outreach.

What was heard in the experience nearly a third use rideshare, bike or scooters. Seeing a great use in alternate modes. Shelter, climate control, digital schedule and wayfinding are top priorities. People still indicate a need to transfer in uptown. Just over 70% and 30% detailed other locations across the county and that is pretty consistent with Envision My Ride goal of decentralizing the network. Only a third indicated that transfers were extremely convenient. Many felt unsafe crossing bus travel lanes. If there are ways for CATS to eliminate that in the facility certainly want to take that opportunity. Ticket control access ranked as very high, and CATS felt ranked very high for operators, but many people want to see more security people there and improved lighting as well. When sharing the design options, the higher level of natural light in the two-level terrace option was rated as extremely important. The ease to bus-to-bus transfer and more climate-controlled space was ranked higher in the concourse level. The majority of comments received were focused on increased security and the need for more service frequency. Just over 50% currently prefer the concourse option so not overwhelming on either as the survey stands today.

The feedback heard from Bus Operators that operators want more attention to amenities and more secure access to operator space. Heard a lot of operators ask for more quiet space and more space to get out of the noise and take a break. The operators said if in facility only need to be there if riding transit. Ticket control access was important to operators. Need more amenities throughout the system and gave some ideas and some options across the system that CATS needs to pay attention to. Operators were 50/50 on either design with a slight preferences for the concourse option.

Comparing the two options to each other and also comparing to CTC today the two-level terrace bus-to-bus compared to concourse is some improvement to what CATS has today but not as much improvement as concourse option given the low level nature of that. It does edge out on concourse bus to rail because eight of those bus bays are at light rail level. Any improvement to the facility will be safe and secure so that is going to be an improvement for both equal in that space. The climate-controlled access was stronger on the concourse and the natural lighting the light rail level would have more would still have a development above, but the bus level is still going to be below the light rail level terrace option. From bus to bus felt more safety and more security is easier to take control of that option more climate control.

Next steps is really two different path. Engaging with Charlotte City Council as CATS goes through endorsement of an option as key to moving forward with the

design of this facility but also need to have an action by the Metropolitan Transit Commission since going through a federal process and environmental review given fifteen million will be funded through the Raise Grant. Need locally preferred alternative action by the MTC and take that in January of next year.

CATS has a story map and survey on ridetransit.org and have the virtual meetings that people can go and view. Also have a public input account that people can respond and send direct comments to and can call 336-RIDE for feedback.

Jarrett commented on looking at bus to rail transfer. As far as rail is running have Gold Line and the Blue Line and potentially an interline with either of the two. Any thought on how to make transfer experience easier? Different levels can have some kind of degree of cumbersome.

Jason responded today there is a heavy transfer to Blue Line and heard comments about general improvements to wayfinding. Working on wayfinding and digital signage and making it very clear and intuitive this is the pathway to that. Haven't totally figured that out since CATS is so early in design with this. The goal would be that improved from a very visual standpoint. Today it is switch back ramps when coming to transit center with a single elevator and the stairways. CATS would want to improve that. It is just one level up so thinking of opportunities to rethink that. There are opportunities on Trade Street to improve that kind of pedestrian access because today have buses coming in on both entrance on Trade making it a little bit harder to navigate. Primarily be development facing and access to either two level or concourse.

Jarrett commented that he does appreciate as far as transit operators. Concern with security over this past year. Mentioned ticket control if someone is on Trade Street goes down in bus bay basically have to purchase a bus ticket or scan to be able to go down into the concourse. How is that potentially thought about?

Jason responded that what he thinks comes to most people's mind is turn style some types of gates and barriers to that. CATS has not got to that level of detail. That is generally what people think about when thinking about a ticket-controlled space. A little early for that but it is certainly the goal creating some kind of physical barrier that a person either has to scan, tap, or put a ticket in.

Jarrett supports having some kind of break space and operator only space to be able to get away from it all. It is needed space for operators.

Walt commented that he has been walking through the transit center since it opened, and Walt has never got scared. How many bus to pedestrian incidents have happened. Is it a bigger concern than it really is?

Jason responded that he thinks it is just a feeling and if think about all ages and access and how anyone is walking across if a conflict can be reduced that is what CATS is trying to achieve. If a person does not have to cross, then there is not

conflict versus and environment. If a person gets off of Brevard Street for example and want to go to Blue Line have to go through the space that is in between Brevard and bus bays and cross two different separate lanes. Not only inside the facility but buses coming in off of Trade or 4th or coming out. A lot of things that CATS has to look through and a lot more pedestrian activity since the facility opened in 1995.

Walt commented on some of the visualizations if people worked in that building how would people get to work because everything that CATS is looking at is about people using the transit and just as many people not caring about transit being in the way and have to get to the 17th floor at work.

Jason responded that it is a challenge completely integrated vertical mixed-use development. Have to figure out all those access points. Would also not only want to make it easy for somebody to get to the Blue Line but also want to make it easy for someone that is on the the bus to get to the 17th floor and make that connection and make that a seamless connection. If working in the building could be entirely a new experience for employment.

Krissy commented that she saw an article somewhere that talked about the cost differential but only talked about the ground level versus the concourse and that the concourse was a lot more. Krissy is curious in the differential between concourse and terrace.

Jason responded with some clarity on the cost difference that was shared with what was shared to Council Monday. If CATS was building a facility all by itself today totally new transit facility somewhere around potentially \$45 to \$50 million range for a completely new facility tear down find land for a temporary facility rent that lease that for 2-3 years build a new temporary transit center and then move into a new facility. Within a mixed-use development there is going to be additional cost \$85 to \$90 million range for this facility but would need to back up the cost of the land \$15 million Raise Grant. There is \$12 million of CATS dollars that would be going into that. The potential to use \$15 million of other CATS CIP and other funding. That gets to around the similar costs CATS building a facility onto its own. Using and leveraging the land and the Raise Grant and all these other funding opportunities able to maximum the ability to have out integrated mixed-use development whereas if it was just the CATS facility not leveraging the use of that land and probably are not going to get a Raise Grant for mixed use development and not going to have that city funding that is going into it.

Krissy's understanding is there is going to be a mixed-use development there regardless. When Krissy thinks about the \$90 million underground or \$50 million to put it at grade.

Jason responded that any of the options are in that range. It is the option by itself without the mixed-use development. If it is two level still in similar range since still integrating mixed use development. It is totally different types of facilities. Hard to

compare the two since one has a building on top of it and one does not. It is a different type of construction and different type integration. It is not that concourse is \$90 million and two levels is \$50 it is a standalone transit center by itself is \$45 to \$50 and an integrated mixed-use development is in that range that was shared between \$85 and \$90 within a mixed-use development. The whole building would be much more than that. It comes down to if agree that CATS needs a new transit center. Majority of people agree that CATS does need some improvement so does CATS do some improvement to it or find a way within CATS capital budget which is money CATS does not have currently because this is an unbudgeted expense. There is no identified budget for redeveloping this site. Where would you find land in uptown close to the Blue Line to lease for 3-4 years for a temporary transit center

Krissy commented that she leans towards the terrace option. Whatever happens with the Silver Line it is either not going to be there or it is going to be at the Blue Line level or the Gold Line level. If there is a concourse bus level, then it would be three levels of transit and Krissy does not feel that it fulfills the goal of better integrating all of the methods of transit there. Krissy also thinks that putting it at the terrace level shapes that part of the city in a more dramatic fashion and literally putting buses on the levels as trains and is symbolic. Krissy was wondering on the surveys some of the findings from the surveys did CATS ask if people use the bus because she feels a lot of people have opinions about the bus that don't ride the bus?

Jason responded that most of that survey information was from the pop ups at CTC.

Krissy commented that there are defiantly tradeoffs if coming in at one level and connecting bus in on the other can't even see it. Not going to run for the bus if you can't even see if the bus is there. It does make life more difficult. Krissy feels like it is important for however people get in and out of the station it is easy for someone to bring a bike. There are a ton of people that take bikes on the bus. Especially with the concourse could be a challenge much more controlled access.

Jason responded that when CATS does all the turning movements options have to ensure can turn with the rack down. The assumption is that people are bringing bikes into the facility so that would have to be part of the design process how to get bikes out and what that looks like.

C. TSAC Membership and Bicycle Advisory Committee

Getting to the end of the year and as the new year begins, Pamela wanted to take a poll because some TSAC members have expressed the desire to continue and some members that have mentioned looking for a replacement. Pamela wanted to see who is interested in remaining and poll to see who would like to move on. In addition to that, in the December meeting TSAC members will need to vote for

chair and co-chair. Those two people would begin serving in January.

Jarrett responded that it has been a great pleasure serving this past year. Jarrett would love to continue to serve into next year. Love to serve as co-chair for next year.

Walt commented that he has been on the committee for about 20 years. It might have been in 1998 or 1999 and Walt just retired. Walt is not working, and he has not been on the bus for several months and apologized. He would continue if TSAC needs a spot but if Jason or Pamela feel like there is someone from Matthews that would Jason or Pamela feel would be better because he/she are more frequent transit riders. Walt does know the system well and has ridden a lot of it. Walt can't ever make the December meeting. He has no desire to be chair or co-chair.

Jason responded that he had a meeting with some of Matthew town staff, and Jason had mentioned that and there could be others that might be interested so Jason could put Walt in contact with town staff. Walt will reach out to Dana. Walt brings a wealth of experience to TSAC and have always enjoyed feedback, and Walt has seen CATS through most of what is talked about. Jason does appreciate Walt's time.

David will remain on until Cornelius kicks him off.

Tim would like to remain on.

Jack will not be able to continue. He is having his second child in February, and he will need to step back. Jack will not be able to continue as co-chair either.

Krissy plans to stay on and she would be happy to run for chair again. This will be Krissy's last year as chair.

Pam will send an email follow up to the individuals that were not in attendance and another email for those who expressed interest in chair and co-chair. In the December meeting take a vote for that to start second week in January.

Jason had mentioned that CATS has been reached out to through the Bicycle Advisory Committee. The Bicycle Advisory Committee is one of CDOT's Citizen Committees that talk about bikes and review and provide comment to documents and other advocacy initiatives. Have expressed an interest to have a joint meeting with TSAC to talk about some interrelated issues. Jason has talked to people on CATS City Legal team on how a joint meeting would actually work. TSAC is a little bit different because TSAC is an official subcommittee of MTC and take action and report out at MTC. Jason doesn't know if the Bicycle Advisory Committee is at that level with Charlotte City Council. Jason proposes at the December meeting typically have a very light agenda. It will be just the chair and co-chair. Hold the official meeting close out and the Bicycle Advisory would be here as guests and

then hold their meeting and then could have some joint conversations at that time. Still have official TSAC meeting, still have official actions and hold minutes close that out and then interact with Bicycle Advisory Committee.

Jarrett both look at non car forms of transportation and being able to hear from them would be a good thing as well as them hearing from TSAC.

Jason said he would think that it would be TSAC would have meeting open it do TSAC's vote and adjourn and close meeting. The Bicycle Advisory Board would be here and then everyone could join around the table and could essentially be their meeting then and then would have joint discussion. Official TSAC meeting would be 4:00-4:30 something like that.

Krissy asked if it is all public.

Jason responded they could have their session then close it out and then do whatever need to do. Thought it would be a good opportunity to get the two groups together since have a lot of shared interest.

Krissy is in favor and there were no objections.

IV. Chair Report

Jack stepped in to the last MTC meeting last month when Krissy was on vacation and Krissy thanked him. There was the review of CTC redevelopment. Jason commented that essentially shared some initial feedback that was heard and also a similar presentation that was presented. Andy did a presentation on Silver Line.

Service Issues

Walt commented that downtown Matthews is four lanes. There is a left turn lane and a straight lane. He was walking across the street on a Tuesday afternoon and a bus in the right lane and a car is in the left lane. The bus pulled up and saw Walt's wife at the crosswalk. There was a car in the left lane not paying attention and continued. The bus driver laid on horn and did something. The car slammed to a stop. The bus driver was looking out for them. It was noonish on 27 through downtown Matthews on Tuesday.

David mentioned that since the change the 77X to the service street instead of coaches' people have concern with that. Main concern is there are no seat belts going 77 miles per hour down the highway.

Jason wanted to clarify that David rides the 77X and before it was kind of the larger of the road coaches. There have been some changes to that route. There has been some interlining with the Davidson shuttle and Jason thinks there is some concern with some of the turning movements. The 77 trips go directly into the 290 shuttle.

David asked what it the ridership on the 290?

Jason responded that the ridership is one of CATS lower ridership routes. For that route, CATS is going to begin outreach in the northern towns on the future conversion of the village rider routes to more of an on-demand service and would like to fold the 290 into that conversation. Feel like it is more appropriate as an on-demand service than a fixed route.

David commented that there are wrong messages on the buses. There is still the old message "transfer to the 48X." He has only been on those buses once where the fares worked. In the last three months have not collected fare from the 77X because the machines in the thing don't take the ticket. David rides the 7:39 pick up probably the 7:40 out of the Cornelius Park and Ride. He has picked up the 8:02 never arrives on time. At least 10-20 minutes late. The good thing is that the buses are mostly full now. David heard a comment that "buses are so unreliable these days I am going to start driving."

Jason commented that one thing Jason wants to do is have this continuous feedback with some answers to these.

Jarrett mentioned the 27 the Monroe Road. Is there any part that goes through Southend? Jarrett saw 27 bus on south boulevard turn to east boulevard. It was either an out of service bus going into the garage didn't switch out of service sign or if it was a bus operating as a S Tryon. It was Monday evening between 6:30pm and 7:00pm.

Pamela responded that usually it is exactly what Jarrett said that the drivers failed to switch the sign.

Jarrett asked from a staffing perspective filling in the needed positions for service. How is bus maintenance? One of the indirect ways buses can be late through a bus having some form of maintenance issue.

Krissy will email Pamela about a couple of buses that have outdated recordings. On Central Avenue say connection to 39 which hasn't been on Central Avenue and the app still will show an inbound stop and that stop has not existed in years. It doesn't show up on the schedule as a scheduled stop but if you look at the map there is a little bus stop sign there. Krissy will email the others.

Operation Planning Report

Pamela started off the planning report by stating that she will reach out to Jennifer regarding the maintenance questions. 14 Operators just graduated last Friday. The new operators on the street and being pushed towards the weekends. Weekends are still an area with the greatest need. Did have some of those missed

trips Saturday and Sunday. Most recently the largest numbers were during the line cuts but that is because CATS was having buses that were serving as light rail service. CATS has 10 that will be graduating in early December. Looking to add additional classes. Even though CATS is still improving there are still some challenges. Still moving towards that area of providing service. Within the last week had 6 missed trips. There is still room for growth and improvement.

Rachel wanted to speak regarding the tweet that was sent out about the Pass App. Found a problem in the app where go to the rail stop and says, “no scheduled services today.” Figured out what it is. There is a route put in for bus bridge and need to turn on the bus bridge for the rail. Hopefully have it fixed next week.

Pam commented that CATS will be reimplementing some of those suspended services that were part of COVID and the reason why they stayed longer than what hoped was because of manpower. Also, those were the routes that had underlying local service. CATS wants to provide the service that express passengers have able to enjoy which are the 41X which is S Tryon, the 61X which is the Arboretum, and the 88X which is Mountain Island. The 3 routes will be implemented beginning on Monday November 28th. PR department is going to be working to get word out.

Action Items:

Person Responsible	Action Item/Comments
Pamela	Bus Maintenance – provide Jennifer questions relating to maintenance issues
Pamela	Chair and Co-Chair – send email to members not in attendance and another email for those who are interested in chair and co-chair

The meeting was concluded and adjourned at 6:03 p.m.

NEXT MEETING: THURSDAY December 8, 2022