



**TRANSIT SERVICES ADVISORY COMMITTEE AGENDA**  
Charlotte-Mecklenburg Government Center  
CH-14 and [Join TSAC Meeting via Zoom here.](#)  
November 10, 2022  
4:00- 5:30 pm

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| I. Call to Order                                  | Chair Krissy Oechslin |
| Approval of June Summary                          |                       |
| II. Public Comment                                |                       |
| III. Information Item:                            |                       |
| A. Silver Line Update                             | Andy Mock             |
| B. CTC Redevelopment Public Engagement Update     | Jason Lawrence        |
| C. TSAC Membership and Bicycle Advisory Committee | Pamela White          |
| IV. Chair Report                                  | Krissy Oechslin       |
| Service Issues                                    | All                   |
| CATS Planning Report                              | Pamela White          |

**NEXT MONTH'S TSAC MEETING IS December 8, 2022**

# TRANSIT SERVICES ADVISORY COMMITTEE

## Meeting Summary

Thursday, October 13, 2022

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**TSAC Members Present:** Krissy Oechslin, Charlotte  
Jack Zovistoski, Huntersville  
Leroy Fields, Charlotte  
Sam Grundman, Charlotte  
Antonette Love, Charlotte  
Jarrett Hurms, Charlotte  
David Snyder, Cornelius  
Linda Webb, Charlotte

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

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

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

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

### **Approval of September 2022 Meeting Summary**

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

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

No public comment.

### III. **Information Items:**

#### **A. CTC Redevelopment Outreach Update**

Jason started off by taking a moment to acknowledge some communication that just went out about a half an hour ago. John Lewis CATS Chief Executive Officer is resigning and leaving CATS. John's last day will be November 30<sup>th</sup>. He is

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seeking some additional opportunities in the private sector. John has been with CATS since September of 2015 and has been through the LYNX Blue Line opening and the City LYNX Gold Line opening. He just missed the original Gold Line opening by a few months and the completion of Envision My Ride the system update advancing the Silver Line and advancing the Red Line which will be starting in the coming years. A lot of great opportunities and great advancements has happened during his time here and he will be missed. Thoroughly enjoyed working with him. Wish him well.

Jason went into the presentation on the Charlotte Transportation Center Redevelopment Public Outreach Update. CATS will be presenting the full presentation on the Charlotte Transportation Center this evening at six o'clock in room 280. CATS has been numerous times in front of TSAC to talk about this project. Talked about the proposal that CATS selected to start moving forward with a potential private entity to redevelop this site. Jason shared the project timeline that was shared at the Charlotte City Council back on September 26<sup>th</sup> to give a sense of how early CATS is in this potential public-private opportunity. Very early in the process. Hopeful redevelopment of this site and the later part of this decade and are in this evaluation phase where CATS is looking at various design options in order to advance into an environmental process. This project did receive federal funding through the Raise Program \$50 million dollars towards the construction of the project. CATS is in the evaluation phase and have an independent city consultant team that is evaluating these design options. Also giving CATS some assistance on the service change service equity the routes going to go into here. A lot of involvement engagement will happen over the coming years as CATS advances the project.

CATS talks a lot about building the connected networks where multiple modes can come together. Out of CATS entire system there is not much that has this much mobility coming together at a single point. The Gold Line, the LYNX Blue Line, and multiple bus routes and the changing needs and expectations of mobility will have to be incorporated into the redevelopment of this site.

CATS is continuing the valuation and public outreach for this effort. CATS did some Pop Ups last week and have virtual public meetings on Tuesday. There will be Pop Ups next week at the Charlotte Transportation Center focusing on getting feedback the design options of the Charlotte Transportation Center.

Last week CATS really focused on the passenger experience and questions around what people want to see in a new transit center. What are the things that would make people's trips easier the transfer between routes how would that assist people in a more comprehensive manner? Asked customers what mobility options are being currently being used. Did the person use bike, rail, bus, walk? What amenities would people like to see that would enhance experience? Asked customers to rank that. How important is it to have air condition heated climate control aspects of a new transit center? There are climate-controlled pieces of the current transit center but most people that are at the transit center each and every

day most people wait in the outdoor covered area for transfer. CATS need to take that into the next phase of design to improve passenger experience. Additional questions asked were a list of safety amenities. It is covered but have heard a lot over the years of having more improved lighting and more visible security. Asked the public last week what are the things out of that were the most important. How important is it to have easy transfers? The transfer between bus and bus to rail and how important is that. There have been some questions about why have an uptown transit center in the age of thinking about decentralizing bus networks what a lot of people are doing. Asked that simple question to the public where would people like to transfer if not in uptown. Is it easier to transfer in uptown? Asked about safety concerns about crossing bus travel lanes within the center because people do have to cross at some point. For example, if getting off at the Sprinter stop on Brevard Street have to go through the transit center and if that person wants to go to light rail have to cross two travel lanes across in order to transfer on rail. Wanted to get a sense of how important those types of improvements would be to CATS passengers.

Still collecting that information but do have some high-level results from that. Almost 200 responses from this. Shelter is important, climate control, digital schedules heard a lot about wayfinding making it easier to see where the route is. Real time information. Know that it is on phones but hearing also wanting to see it at the stop where the bus bay is. There was just a little over 70% did indicate a preference for transferring in uptown and around 30% said it would be easier to transfer outside of uptown. That is consistent with some of CATS goals of decentralizing some of CATS bus routes to hubs and mobility hubs outside of uptown but uptown will still be a critical piece of transferring infrastructure within CATS system. People do feel that safety is compromised by traveling across those travel lanes. Was a consistent remark that CATS heard throughout how important it would be to not have to make that movement across bus travel lanes to complete transfer. Jason provided the email where people can submit feedback [CTCRedevelopment@publicinput.com](mailto:CTCRedevelopment@publicinput.com).

Jason shared City Council next steps. 9/26 presentation to Council. Public outreach will happen throughout the month of October. CATS will be taking the evaluation and the public comments received to the Transportation Planning Development Committee November 7<sup>th</sup> and reporting back to the full City Council on November 14<sup>th</sup>.

Krissy shared comments about what TSAC members have shared about CTC at the September 26<sup>th</sup> Council Meeting. Listening to what City Council Members had to say there were two or three who think that there should be a transit center not in uptown. Krissy was very curious how that works. Krissy would love to ask City Council Members to spend a day using transit with a transfer. That is what shows a person what it is like to travel. There is never going to be a direct route where everybody wants to go as much as cross town routes are added there will never be a direct point to point for every single person's trip, so transfers are necessary and the fact that there were three City Council members and Krissy thought they

thought it was too concentrated in uptown. How does that work? It shows that Krissy does not think that City Council members understand how to use public transportation. Krissy would love to challenge council members to get somewhere using a transfer.

Jason responded that one thing that CATS is recognizing is the need to continue to educate about the transit system as a whole and how people use CATS system. Have an ongoing origin destination study underway right now that will have results early next year so CATS can get a better sense of how people are transferring and moving through the system. CATS is working on some other graphical information to help illustrate that.

Krissy was at CTC last Thursday where there was a pop-up meeting and Krissy knew a meeting was going on but her bus was there so she couldn't spend a lot of time walking around but she couldn't see where it was and there were no other signs. Krissy suggested putting a sign at every corner.

### **B. November 28, 2022 Service Change Modified Service Update**

Pamela brought this to TSAC back in August and CATS was unable to implement restoring express bus services because of the challenges of operators. Jennifer's group is doing a great job and were able to restore three of the suspended routes that were once suspended. Suspended in March of 2020. One of the reasons why CATS was able to suspend these particular routes is because each route had an underlying local service to it. Passengers were provided with service all day long. It may have taken passengers a little bit longer because depending on where traveling because it was a local service.

41X these services will be restored at CATS November 28<sup>th</sup> service change. This particular route has underlying service which is route 16. The dotted area serves Tryon between White Hall and just under Billy Graham Parkway. That particular stretch will be discontinued but still maintain the route 16 which is a service that is utilized today. CATS is modifying the route because one of the things that Envision My Ride has uncovered is that CATS really wants express routes to be express. This is going to be an opportunity for CATS to utilize the highway to provide a faster service for passengers who choose to utilize the 41X. There will be the same number of trips that current local services have so it is not restored as in pre-pandemic.

Another route that CATS is going to be restoring is the 61X and that is the Arboretum express. The underlying service for this particular service is the route 14 which is Providence Road that service provides service out to the Arboretum and continues to Waverly. That service will be restored and again this service was temporarily discontinued during Covid.

The final express route that is going to be restored is route 88X. Currently this

route has the end of the line is at the Walmart. Walmart was an opportunity for CATS to extend that service. Some of the passengers park there but it was the opportunity to turn the bus around. Some time ago CATS was able to establish a park and ride at Riverbend which is just across the street from that same location. No one that is going to Walmart will lose service because routes 1 and 18 currently still maintain service there. This particular service will have a new park and ride that CATS receives. When the service was suspended the route 1 provided service while this service was suspended. Expect for these routes to be implemented again November 28<sup>th</sup> and CATS PR department is helping to get the word out through regular rider alerts and media blitz.

Jason commented that the park and ride was part of looking at rezonings and looking at their development. Good example of years ago and often ask for development comes in typically locations like this and ask for either bus pads or bus amenities. Sometimes ask for park and ride spaces and through those partnerships able to make use of the land there and extend services. Always looking ahead for opportunities.

Krissy commented that restoring a route that has been cut entirely is an important goal. Are there other routes that have still not been restored? If CATS had more labor someone might argue that service could be restored to routes that got cut significantly. Haven't really seen restoration of service on the routes where headways were increased. How did CATS go about making that decision of where to put new labor?

Jason responded right now just like the approach that CATS took to reduce some of the frequency to modify those frequencies for the change in August, CATS is doing that same analysis to look at loads and look at ridership. Want to bring the service back and make sure to bring it back where the need is. Hopefully have other routes that CATS can add because this change November 28<sup>th</sup> and have time to talk about that before. These have not been in place in two years those routes are first on the list to come back, and these are express routes that amount of operation needed for that is pretty low compared to adding back two-minute frequency on the 9 which is all day long. Looking at the peak to see if there trips that can be inserted where the service is needed.

Pamela commented that prior to that CATS was at Park and Rides at the transportation center, and these were some services that CATS heard from customers and when these particular services were coming back. Even some of the customers that utilize the service understand pushed to local services so had to adjust things and now that things are bouncing back the services needed was a little bit different than what the local service was providing. Another reason to mainstream the express routes to truly make them express.

Jack commented that it wasn't that long ago that CATS was talking about having labor shortages and having trouble fulfilling some of the routes and then now turning around a month or two later and talking about adding additional routes.

Because the buses are express the requirement of labor isn't so high and not compounding the issue of recently talked about and tried to solve for.

Jason responded adding back those three routes compared to putting frequency back on the local route for 20 hours a day is very different to make sure getting 2-3 trips out on each of those and are able to run that off extra board. It is a lot easier to do. It was part of CATS analysis part of the Covid Service Equity Analysis that CATS needed bring these routes back as part of that impact analysis that was recently adopted by the Metropolitan Transit Commission.

### **C. CATS Special Transportation Service Overview**

Jennifer presented an overview of the CATS Special Transportation Services commonly known as STS and wanted to take the time to enlighten everyone on the differences between MTS and STS both programs are within the community. MTS is a program within the Mecklenburg Charlotte Mecklenburg County Department of Social Services that provides non-emergency transportation to eligible citizens of Mecklenburg County. Transportation is provided to various locations seven days a week except December 25<sup>th</sup>.

STS is overseen by the Federal Transit Administration. The determinations FTA makes in its ADA compliance reviews indicate key transit agency requirements and responsibilities. The categories for eligibility that customers have to abide by can't navigate the system independently, needs an accessible vehicle, and obstacles prevent reaching the bus or the train. Under the regulations governing ADA eligibility there are times that clients would be eligible for both MTS and STS. MTS does say elderly/disabled. A person who qualifies under that will more than likely qualify under CATS ADA eligibility process.

FTA requires public transit property to assist those that cannot access the fixed route or rail system due to a disability. An eligibility certification process is required to participate in the paratransit service. CATS ADA service area is within three quarter mile of a fixed route or rail facility. Hours of service is required to mirror that of the fixed route and rail service however commuter routes are exempt from that three-quarter mile. FTA is based on fixed route and that is the difference. FTA requires trip lengths to be like that of fixed route to include walking to and from a stop or waiting for transfers. That is how the paratransit trip length is based to make sure that it is accommodating equally.

As part of the paratransit eligibility process the first step is the prospective client will submit an electronic or paper application that they will get from STS. There is a coordinator that is staffed year-round. The STS eligibility coordinator will review the application for completeness and also verifies the address is within the CATS ADA service area that is described as home address. If the application happens to be incomplete, the coordinator will contact the prospective client and ask to fill in the application fully.

Just recently awarded functional cognitive assessment to a contractor called ADA Ride. The assessment contractor will schedule a functional or cognitive assessment based on the applicant's medical information. Each application does have a section where a medical provider it does not need to be physician so could be a nurse practitioner has to fill out medical information on the application. Then the applicant will be transported to and from the assessment free of charge by STS.

CATS will have 21 days to determine the applicants' eligibility level and the levels are either going to be unconditional, conditional, or ineligible. Unconditional would be someone that the certification level for those who disability will not improve for instance someone who is paraplegic that person is more than likely not going to be able to reach the point of being able to walk and have unconditional. Conditional would be a certification level is for those who have the ability at times to utilize the fixed or rail services. This would be someone that may be able to walk a quarter of a mile but not a mile and therefore they can get to bus stops. If that person has a drop off point where physician is a mile away from the bus stop then that person would qualify for that trip to be on STS. Don't have many of these but it is possible. Ineligible is an individual with a minor non chronic condition with a very short duration for recovery such as a sprain or infection and are typically not eligible. Can qualify sometimes for temporary eligibility but those would be pretty extreme cases. For the conditional, there would be a recertification required every three years.

Once someone is eligible for the services some high level notation there is no same day service with STS and have to schedule as least one day in advance. Reservations can be made up to five days in advance. The fare is \$3.50 per ride, and this is paid with a pre purchased ticket. The operators do not handle cash and that is because there are no fare boxes in buses. Don't want the operator to be in danger of having cash on them.

ADA paratransit service operates under a 30-minute pick up window. To be considered on time the bus must arrive at least 15 minutes before the scheduled pick-up time or no time later than 15 minutes after the scheduled pick-up time. The customer will call in for a trip reservation there is a live agent available seven days a week from 8:00am to 5:00pm to book STS trips. The agent will verify the client's personal information and the scheduling software such as home address and active phone number. The live agent will do that every call and some customers get upset about that but sometimes phone numbers change by one digit and whenever needing to contact the customer for instance if the bus is there, and the person doesn't come out the driver will pick up the phone and call. The staff does go above and beyond to make sure trips are not missed. Very important that CATS has the most updated information.

There is no limit to the number of reservations that can be made during a single call. Someone could call in and could book five days' worth of trips and could book ten trips a day. The agent will stay on the phone with the client to book as many



trips as the client wants within that timeline. The live agent will verify the clients' trips are within the five-day booking window and also that the requested pick up and drop off times are within that three-quarter mile address. The agent will verify that it is within the ADA service area.

Another thing that is important with ADA paratransit services are negotiations. Clients are asked if they want to book their trip based on pick up time or drop off time. If one has an appointment with a specific start time such as a doctor's appointment agents will encourage the client to book a drop off time. The scheduling system will automatically calculate the travel time to ensure the client reaches appointment on time. A lot of times the client wants to make the decision when to be picked up. Clients don't know how to factor in travel time, the time of day and what the traffic is like. CATS has a software program that does that. In the morning maybe the travel time is an hour to get to the doctor and during rush hour it might be an hour and a half so that is why CATS encourages clients to book by drop off time which means this is the time of appointment and the software will back into that.

ADA regulations do not allow CATS to ever deny a trip. However, agents are allowed to negotiate the pickup time by one hour either before or after the requested time. If someone wants to go to Walmart at 3:00 and there is no availability on buses, then can negotiate and ask the customer if the customer is willing to go at 2:00 or 4:00 instead. If the client insists on going at 3:00 CATS will fit the client in however travel time may increase because the client will be put on a bus that already has multiple passengers.

Clients must be dropped off within 30 minutes of scheduled drop off time to be considered on time. The drop off time is determined by the scheduling software based on the pickup time and travel time.

CATS ADA services are an origin to destination and curb curbed service. Clients are authorized to have a companion or personal care assistant ride with them free of charge. Companions on one side are contingent on seating capacity. If there are 10 people on the bus and a client wants to bring 5 companions would be over capacity. The personal care assistant capacity is not limited by seating capacity. CATS will make arrangements to make sure that the personal care assistance is on a bus with them. That is someone to assist them as necessary to get on and off the bus.

ADA paratransit is a shared ride service. So, the odds are very high that there will be another passenger picked up or dropped off along the way during any one client's trip. CATS pass app will grow to include booking of STS trips and live vehicle tracking like bus and rail. In the process of ordering new buses and is very exciting. The buses will include new features that will improve not only the customer and operator comfort, but it will also enhance the securement safety for the passenger and increase the useful life cycle. The buses are coming with something called liquid spring. All the clanking around that people have to deal

with is going to be eliminated. It will level the bus so if the bus is picking up a customer in Charlotte there are lot of hills and if picking up a customer on a hill the bus will level itself automatically on its own with own sensors. Another feature that is wonderful is do have trips that are getting on 77, 485, etc. so going at higher speeds and the bus is top heavy especially if it is windy day. Can imagine having a sway on the bus. This piece of equipment will regulate that. Doing a whole lot with a lot less.

There is a new securement system from CATS vendor and have been testing a pilot. It allows the customer to be secured more safely because it has the button that is pushed, and the straps are actually pulled by a mechanism and not a human. There is more pressure that comes equally onto all four points of a wheelchair so that is a good addition. Also, upgrading operator's seats to the bus seat but it will be an electric seat with lumbar support. Adding lights to the vehicles for operators to be able to see better at night behind the bus. So whenever the bus is put in park the light will turn on in the back of the vehicle which helps not back into things but also the safety of if someone is standing behind the bus, they wouldn't know it. CATS is in the middle of building the vehicle right now with the vendor that was awarded Creative Bus. Jennifer will provide a better timeline when she has one.

STS also provides transportation to rail customers during an equipment outage. When the elevators go out at any of the stations, they will call Jennifer's group and will stage a bus or a street supervisor with an accessible vehicle near where the outage is. So, if someone comes and gets on rail and are not able to go up or down, STS department will go and take that person where they need to go.

Jarrett asked if people are able to book a reoccurring monthly appointment?

Jennifer responded that a client is allowed to book "subscription" trips. Most of the time clients that use subscription trips are usually those who go to work multiple times a week and then they are able to book it in advance and it is an ongoing subscription until they want to change or cancel. If it is a one off once a month appointment, they will have to call in at least five days in advance, but they can wait until the day before.

Jack asked if Jennifer had an idea about the attribution is for the 8 percent increase year over year in ridership?

Jennifer responded aging this the silver tsunami the biggest thing and have a lot of people moving from cold northern states to Charlotte and Jennifer thinks that is a lot of it. The other thing is having a medical professional do assessments should help CATS curb and make sure that people are getting in the three categories correctly. Want to incentivize people to use the fixed route service and the rail as much as possible. One it is a lot quicker usually for them. Jennifer's goal for the department is to grow what is called travel training and that is to say to clients we can take you out there and we can look at your trips see which ones you are able

to take either the bus or rail or a combination of and give you more freedom. It is time intensive, but it is something that is a best practice within our industry. CATS can also incentivize a reduction of a paratransit use which is the highest by far per hour cost to any transportation property. CATS can also incentivize to say either at a certain age or if you qualify for STS etc. reduced or free travel on fixed or rail so those are just some of the things that other transit properties are doing whether that works for Charlotte that's a bigger question.

Jack that if we see it like a significant jump or maybe not even a jump the volume of going to a specific area that isn't served by a fixed route. CATS is looking at route changes all the time is that something that is taken into consideration. Jack assumes there is a back-and-forth conversation that that connection exists.

Jason responded that we sort have recorded all our route changes with Jennifer but as CATS looks into microtransit looking at some of that zonal kind of service that CATS wants to deploy through Envision My Ride effort. That is something where CATS could surely see some benefit to paratransit. Bringing people to fixed route could also help in that instance.

Jennifer commented that all the microtransit vehicles are discussing the percentage that have to be accessible up to all of them accessible so working through all that with the anticipation that not only in the outlying areas but to help CATS with overflow. If there is a particular day that CATS has a high number of operators call out, CATS wants to be able to contact the microtransit and actually use that as a contingency backup for STS services.

Jarrett asked about the applications onboarding process and what is the average number of days from when a person submits the initial application through the screening to the eligibility to ride STS. With more people coming into Charlotte and has that impacted the timeline within recent years.

Jennifer responded that it has not impacted it. Right now, there is one eligibility coordinator who is able to process the current intake of applications that could grow to the point that might have to have a part-time person. The cutoff is 21 days per FTA regulations. Have to have the eligibility determined let the customer know and get them scheduled for an assessment within 21 days. CATS coordinator is working quicker than that but when getting a thousand or more applications a year than the previous year that number keeps growing and that needs to be watched. It is different than fixed route because have to trend the number of customers that CATS has to make sure that the fleet grows appropriately without the number of vehicles. In other words, grows to allow line with that customer base or do something like microtransit to supplement it. Eventually the customer base is going to get large where probably have to start expanding fleet. Right now, CATS has 84 buses. About three-quarter of ridership back from pre-covid. Very close and very busy on the paratransit side and that each month that number keeps going up. At the end of the year a lot of times when MTS will contact CATS to do their trips because funding has been expended. There is a pressure at the end of the year

where CATS wants to make sure everyone in the community has the services that they need.

Jarrett is very thankful for the STS service. His grandmother relied heavily on service to be able to go to doctor appointments. Jarrett thanked Jennifer for what she is doing with the community.

Jennifer responded that the drivers are amazing. It takes a very special person to do it because it is transporting the most vulnerable in the community and a lot of times it's a thankless job. Unlike fixed route, these customers can rarely get on and off the bus by themselves so that operator is truly a lifeline.

#### **D. CATS Fare Capping Update**

Brandon Hunter presented a Fare Capping video. Fare Capping rewards riders with a free upgrade to a local monthly pass after they pay the equivalent amount in other fares. To take advantage of this cost-saving benefit, customers must use the CATS-Pass app to pay for each trip. Customers will automatically receive a local monthly pass loaded to their CATS-Pass wallet for free unlimited rides for the remainder of the month starting the day after they have purchased and activated 88 dollars' worth of eligible tickets. Can purchase a combination of one ride one day or weekly passes to reach the \$88.00 threshold. The upgrade to the monthly pass is only for the current month you are purchasing tickets. At the start of the following month, your fare capping will reset. The CATS-Pass app is available in the Google Play and Apple app store.

Brandon mentioned one thing the video does not mention is the riders that do not have a cell phone. CATS is giving out information to a state level federal program called the Affordable Connectivity Program. What that does is allows someone all income based an opportunity to get a smartphone with data text messaging and everything else, so they are able to use the CATS- Pass app and be a part of fare capping. One thing in addition to that is CATS buses do have Wi-Fi. A person also has the ability if that person needs to put money on the wallet and that person doesn't have a debit card, that person can go to the pass sale window and give the pass sale representative cash and the representative is able to upload into account onto wallet to use funds that way. So far, CATS is seeing a lot of people use it and once a person buys either a one ride a weekly pass or a one-day ticket it will automatically generate in the background to get to fare capping.

Jarrett is grateful that CATS is working with a program to be able to provide that device for those who may not have a cell phone. Is there anything that can be done from an educational standpoint to be able to educate to make sure that the riders are aware of the fare capping system and having to use the app for the fare capping?

Brandon responded that CATS is using social media. One of the biggest tools is word of mouth and customer service reps are very well trained and educated on

what fare capping is and are able to speak to it when doing tabling events. Had Charlotte East not too long ago being able to talk to an event. It is a campaign that is never going to go away and are always educating and communicating about throughout the year.

Jarrett commented that it is really good working with Charlotte East because it covers a lot of the number 9 which is one of the largest routes.

Brandon added that CATS is partnered with working with the City of Charlotte Community Relations Division and their contact list is bigger than CATS when it comes to reaching out, so they have been part of the rollout to get out into the community as well.

Krissy saw that someone had asked about \$88.00 being the regular price pass. Is there any thought doing a reduced fare monthly pass for seniors or for disabled folks? Is that possible or in the works?

Brandon responded that CATS is always looking at different options and looking at different ways. When it does come to the discounts and being able to approve the discounts versus having them free on the app so working through that and Brandon will take that tip back to technology as well as customer service to see if there is a road to go down.

Krissy commented that she didn't realize before that a person can add cash at CTC. Are there any other locations where a person can add cash to it?

Brandon responded that it is going to be at the CTC at the pass sales window.

Krissy asked if there is any thought in the future to expanding that network?

Brandon responded that the biggest thing is the customer service representatives are able to go in the backend.

Rachel commented road maps. It is on CATS roadmap to do Vanilla Pay. It is put on there as a budget request so CATS can get funded to do that. Also have a funding request in to add paratransit to CATS Pass. That is a big lift because right now CATS passes are more for on-demand transit so can do the microtransit with paratransit being in advanced travel have to do a lot of rewriting with the vendor to do that. Once CATS get paratransit in there by the way well fare cap STS as well.

Krissy that would be awesome to have that on Vanilla Pay. Krissy was going to say what about Walmart money center but that will be there.

Rachel looking at Vanilla Pay and Vanilla Pay is partnered with CATS vendor and that option is at CVS and Walgreens. It is pretty wide out there in the community.

Krissy is thrilled that there is fare capping and thanked CATS.

#### **IV. Chair Report**

Krissy reported on the last MTC meeting. The CTC Redevelopment was really it. One item that would like to see in a future meeting that Sam had brought up and it is a great idea about getting back to the three-car train plan for all of the Blue Line because it could increase capacity by 50% with zero extra labor and it was in the original plan. It is not an overnight fix, but Krissy would love to discuss it in a future meeting.

Jason commented that could bring back some of the history on how CATS got to that and how the Blue Line Extension does have three and have done four of the 15 original stations still have 11 to go and that's also kind of the context of CTC Redevelopment could be part of that conversation and educate about where CATS is at with that.

#### **Service Issues**

Jack had a rider from the Southend reach out to him via email. A frequent rider of the light rail asking questions about the audio announcements being made specifically concerning the mask requirements for Covid-19. Wondering if one that mask requirement is still a requirement and two if it is just an outdated message which presumably it is given they are not a requirement. When is it going to be re-recorded or reverted back to what it was before?

Jason responded that the outreach CATS had on Tuesday there was a question in the YouTube chat where somebody was asking about the announcements and so it wasn't clear what they were asking and maybe it was that. Jason will check with Rail Ops and see. It could just be updating the messaging phone bill and the automatic voice announcer.

Krissy had mentioned to Rachel regarding in the real-time app can't see where the bus is anymore the arrival times still seem to be accurate but couldn't see where bus was so Krissy thinks CATS is looking into that.

#### **Operation Planning Report**

Pamela started off the planning report by going over a questions that TSAC had asked to bring back is that someone could not see the route number 3 on their app. Rachel commented that real-time beats are a lot of work, and it is a constantly moving target trying to get them right. Rachel checked the route 3 yesterday and saw everything. Unfortunately, sometimes it's hard to troubleshoot issues that customers see because of the variables like personal phones and how GPS is working on phone and other issues like that. Rachel is going to need more information on the route 3. Did have to open a ticket with vendor on real-time feeds.

Jason mentioned that there will Silver Line public meetings on November 1<sup>st</sup> and November 2<sup>nd</sup>.

The focus on conversations around Uptown alignments and some other alignment updates. Interlining which was one of suggestions from the Urban Land Institute APTA Peer Review. Interlining means going onto the Blue Line tracks when the trains can share tracks and such.

**Action Items:**

Person Responsible	Action Item/Comments
Jason & team	<b>Audio Announcements</b> – seem outdated specifically concerning the mask requirements for Covid. Check with Rail Ops.
Jason & team	<b>Signs at CTC for pop-ups:</b> Putting signs up at every corner to help better locate pop-ups

The meeting was concluded and adjourned at 5:35 p.m.

***NEXT MEETING: THURSDAY November 10, 2022***