

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday May 13, 2010

PRESENT: Rick Sanderson, Charlotte
Terry Lansdell, Charlotte
P. Wilson McCrory, Charlotte
Walt Horstman, Matthews
Scott Jernigan, Charlotte
Don Carnahan, Cornelius
Anthony Wesley, Charlotte
Kevin Spitzmiller, Charlotte
D. Evans, Charlotte

STAFF: Duretta Weicken, David Murphy, Theron Barrino, Larry Kopf, Pete Wallace, Jeff McClellan, Vincent Brown,

MEETING TIME: 4:00-5:30 PM

I. Call to Order and Approval of April Meeting Summary

Chairman Rick Sanderson called the meeting to order at 4:00 p.m. The April meeting summary was approved as written.

II. Chairman's Report

Rick Sanderson

Rick reported on the last MTC meeting the budget fare increase was approved and that staff presented the customer service/ secret shopper program presentation.

III. Public Comment on Agenda Items:

There was no public comment.

IV. Information Item:

A. Safety & Security Update

John Trunk

John Trunk Transit Security Services manager spoke to the committee about the incident involving a citizen on LYNX Blue Line and that while the incident was unfortunate for the person involved, it was an isolated incident. John assured the committee CATS security was on the scene as quickly as possible. John continued saying with quick response by system security staff and with the help of the systems security devices the suspect in the assault was apprehended quickly. John also told

the committee that CATS did not act alone in the apprehension, but that CMPD district units and Allied Barton officers responded as well.

Terry Lansdell asked if there was a standard response time in place for system security. John answered no but the officers respond as quickly as possible so response time depends on the officer's location at the time of the call. Terry asked how CATS manages the CTC's reputation of a place of conflict. John answered that the CTC does have some conflicts during special events and during those times CATS usually brings forth more safety and security officers and CATS is always prepared to shut down the retail part of the CTC where the kids like to congregate so security officers usually keep the kids moving during large events.

Kevin Spitzmiller asked how CATS pays for the off duty CMPD officers that work for transit. John stated the officers are hired by the CTC leasing agent Lincoln Harris and CATS' works with Lincoln Harris in determining how many officers are needed for each event.

Terry stated when the light rail system first started up there were some glitches in the call box system and wanted to know if there are regular maintenance schedules for the boxes now. John stated the call boxes are checked on a regular basis and in the beginning there were glitches but they seem to be OK now.

Rick asked if the transit security officers respond in the same amount of time to incidences at the park and ride lots. John answered that all responses have different response times depending on where the officers are at the time of need and John assured the committee the lots and patrons are also monitored by cameras.

Kevin asked if the visual appearance of cameras throughout the system helps keep customers in line. John answered yes and the eyes and ears of the public help as well.

B. Tour of Special Transportation Services

Pete Wallace

Pete Wallace General Manager of Special Transportation Services welcomed the committee to the STS facility. Pete gave a brief overview of the facility and stated in about a year STS would be moving into the Davidson Street Facility, he then gave a tour of the current STS building. Jeff McClellan spoke to the committee about route scheduling and the AVL tracking system. Vincent Brown spoke to the committee about the security cameras that are on every STS bus.

Kevin asked if the accident rate was reduced with the new GPS installed on the buses. Jeff answered that the GPS has only been in the buses for about a month and data has not been collected yet. Kevin also asked how routes were created. Jeff answered the Strategen system creates routes every five days.

Walter Horstman asked if routes were specific buses. Jeff answered yes.

The committee then boarded an STS vehicle for a brief overview.

Kevin asked if there was a maintenance fee for the cameras on each bus. Supervisor Joe Boucher answered yes there is a \$95 fee per bus per month.

Anthony Wesley asked why cameras were mounted on the outside of the buses. Supervisor Terrence Ardrey answered cameras on the outside of buses are for proof of incidences and for liability purposes.

Terry stated he believed the cameras were paid for by a grant CATS received. Terrence confirmed the statement.

Kevin asked if the buses used regular gas, why certain stations are prohibited. Joe answered that the buses have to use Fuelman sites and the prohibited stations had safety issues for the buses.

V. Service Issues

All

There was no service issues reported.

VI. Interim Manager of Operations Report

Larry Kopf

Larry Kopf CATS Chief Operations Planning Office reported to the committee about the special events in May. Larry stated the NSCAR Hall of Fame grand opening did not produce a lot of ridership and believed the rain hindered the event. Also it was anticipated that the NRA and special guests would create large crowds so CATS will have standby trains, running double cars and have ambassadors out on the line. Larry went on saying that CATS will provide a shuttle to the Motor Speedway event and have extra rail service to accommodate the crowds on May 22.

Scott Jernigan asked how wraps on the train did and if CATS will have the mini wraps on the train for the Hall of Fame induction event. Larry stated the wrap were a pilot program which did not produce a large profit and since the wraps were a pilot program they could not be used again for the Hall of Fame event.

Larry ended his report stating the Speed Street event is May 27, 28, & 29 and extra service will be provided during that time with double car trains with 7 to 10 minute headways most of the day.

NEXT TSAC MEETING: THURSDAY JUNE 10, 2010 4:00 PM