**TRANSIT SERVICES ADVISORY COMMITTEE**

**Meeting Summary**

**Thursday September 8, 2011**

Present: Rick Sanderson, Charlotte

Christine Bryant, Huntersville

Dee Evans, Charlotte

Marvis Holliday, Van Pool

Tom Low, charlotte

George Schaeffer, Charlotte

Anthony Wesley, Charlotte

Rob Cornwell, Davidson

Walter Horstman. Matthews

Staff: Duretta Weicken, Larry Kopf, Kirk Scott, Theron Barrino, Shannon Dabney,

Meeting Time: 4:00-5:30 pm

**I. Call to Order and Approval of the August Meeting Summary**

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

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

There was no public comment.

**lll**. **Davidson Street Tour**

Monifa Hendrickson and Reggie Arrington guided the committee members on a tour of the newly renovated Davidson Street facility.

**IV.** **Chairman’s Report**

Rick stated he was unable to report on the August MTC meeting because he was not present. Rick then introduced new member Tom Low.

Rick continued by reminding the committee about their responsibilities as TSAC members saying that each member is the eyes and ears for the transit system to help identify and report issues on the transit system to assist CATS in keeping safe and quality services.

**V. Service Issues and** **CATS Manager of Operations Report**

Larry Kopf reported CATS was looking into the announcements on the buses to be changed. And that a bus stop committee has been formed to survey bus stops. They will make notes of problems and evaluate to see what CATS can do to improve the bus stops connected to sidewalks.

Service issues were sighted by Anthony Wesley who stated on the 4PM outbound train there has been a problem with customer playing their headsets so loud it disturbs other riders and fare inspectors are not addressing the issue. Anthony stated customers think if the headset is on it does not matter how loud it is. Anthony wanted to know why fare inspectors do not take authority and correct the situation. Larry stated fare inspectors are there to check the fares and the Allied Barton officers should be called to address other problems however Larry assured that he would report the issue to CATS Safety and Security manager.

Rob Cornwell asked how the headset problem differs from someone using a cell phone loudly. Larry stated there is no rule against loud conversations and Operators cannot take on the responsibility to ask customers to lower their conversations either. Dee Evans noted that it is not safe to approach a stranger and start criticizing them about their conversation.

Rob stated the announcements on the bus are over extended, as people are trying to get off the bus, messages are still being announced. Larry stated CATS was looking into having fewer announcements to try and alleviate that problem.

There was a motion to adjourn, it was seconded and the meeting was adjourned.

Next TSAC Meeting: Thursday October 13, 2011 4:00 pm