



CHAPEL HILL TRANSIT
Town of Chapel Hill
6900 Millhouse Road
Chapel Hill, NC 27514-2401

phone (919) 969-4900 fax (919) 968-2840
www.townofchapelhill.org/transit

CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE

NOTICE OF COMMITTEE MEETING AND AGENDA

AUGUST 23, 2016 – 11:00 A.M. to 1:00 P.M.

CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

| | PAGE # |
|---|---------------|
| 1. Approval of June 28, 2016 Meeting Summary | 1 |
| 2. Employee Recognition | |
| 3. Consent Items | |
| A. FY2016-17 Budget Update and July Financial Report | 3 |
| B. Holiday Schedule for 2016-17 | 5 |
| 4. Public Forum on FY2016-17 Program of Projects | 6 |
| 5. Discussion Items | |
| A. Transfer of Light Duty Transit Vehicles to Orange County | 8 |
| B. Alternatively Powered Bus Petition Update | 9 |
| 6. Information Items | |
| A. North South Corridor Study Update | 10 |
| B. August Service Adjustment Update | 11 |
| C. Tar Heel Express Update | 12 |
| D. Bus Build and Grants Update | 13 |
| E. Legislative Update | 15 |
| F. FY2015-16 Summary Performance Report | 18 |
| 7. Departmental Monthly Reports | |
| A. Operations | 21 |
| B. Director | 25 |
| 8. Future Meeting Items | 26 |
| 9. Next Meeting – September 20, 2016 (11:00 a.m. – 1:00 p.m.) | |
| 10. Adjourn | |

**MEETING SUMMARY OF A REGULAR MEETING OF THE PUBLIC TRANSIT COMMITTEE
1ST FLOOR TRAINING ROOM, CHAPEL HILL TRANSIT**

Tuesday, June 28, 2016 at 11:00 AM

Present: Ed Harrison, Chapel Hill Town Council
Julie Eckenrode, Assistant to Town Manager, Carrboro
Michael Parker, Chapel Hill Town Council
George Cianciolo, Chapel Hill Town Council
Brad Ives, UNC Associate Vice Chancellor for Campus Enterprises
Cheryl Stout, UNC Transportation and Parking
Bethany Chaney, Carrboro Alderman
Damon Seils, Carrboro Alderman

Absent: Than Austin, UNC Transportation & Parking

Staff present: Brian Litchfield, Transit Director, Flo Miller, Deputy Town Manager, Rick Shreve, Budget Manager, Nick Pittman, Transit Planner, Tim Schwarzauser, Grants Coordinator, Maribeth Lewis-Baker, Fixed Route Manager

Guests: Jeff Charles, Transportation and Connectivity Board, Heidi Perry, Aaron Hekele, ETC Institute

1. The Meeting Summary of May 24, 2016 was received and approved.
2. **Employee Recognition** – None
3. **Consent Items**
 - A. May Financial Report – Rick noted that a surplus will be carried forward into the new fiscal year, some of which is related to grants.
4. **Discussion Items**
 - A. Customer Survey Presentation – Brian introduced the item and turned it over to Aaron Hekele with ETC Institute to provide the results of the survey to the Partners. There was discussion and the Partners felt that non-rider survey should be done to update the data from the one done in 2011. They thought that both surveys would be helpful in providing information for future service planning. It was suggested that the also include people who come to or leave Chapel Hill for employment as well as older riders asking what it would take to entice them to ride the bus.
 - B. FY 2016-17 Program of Projects – Brian reviewed this item. It was suggested that CaPA be used to promote some of the items in the Program of Projects. There was consensus that communication related to the Program of Projects and Transit in general needs to be

improved so that the public is more aware of planning, projects, etc. A Public Input session will be held at the August meeting on the FY 2016-17 Program of Projects.

5. Information Items

- A. FY 2016-17 Budget Update – Brian reported that the Town Council adopted the budget and that the Carrboro Alderman authorized the signing of the debt finance agreement. There are no service changes in the budget. The North South Study was not included as staff is waiting for federal approval for the study to move into project development. If federal approval is received, staff will seek the funds needed for the project to move forward.
- B. APC System and Ridership Review Update – Brian reviewed this for the Partners. An update will be provided in August and in October.
- C. Electric Bus Petition Update – Brian reviewed this item. The Partners felt that this study needs to look at the best ways to reduce greenhouse gases. Will increasing ridership achieve the same goal? The Partners advised doing a limited study, with a limited scope of work that would provide options for them to consider as well as a longer term look at any transitions that may need to be made.
- D. Transit Service to Library – This item was provided for the Partners information.
- E. North South Corridor Study Update – This item was provided for the Partners information.
- F. Legislative Update – This item was provided for the Partners information.
- G. Bus Build and Grants Update – This item was provided for the Partners information.
- H. May Performance Report – This item was provided for the Partners information.

6. Departmental Monthly Reports

- A. Operations – Brian reviewed this item for the Partners.
- B. Director – This item was provided for the Partners information.

7. Future Meeting Items

8. Partner Items

9. Next Meeting – June 28, 2016

10. Adjourn

| |
|--|
| The Partners set a next meeting date for August 23, 2016 |
|--|

3A. FY 2016-17 Budget Update and July Financial Report

Prepared by: Rick Shreve, Budget Manager

FY 2016-17 Budget Overview

As provided in the update on the FY 2016-17 Chapel Hill Transit budget at the May 24, 2016, Partners meeting, FY 2015-16 budget savings, as the result of additional one-time SMAP funding from the State enabled us to reduce the Partners estimated contributions to the following levels:

| <u>Approx. Total Share per partner</u> | FY16-17 Contribution |
|--|----------------------|
| Chapel Hill | \$ 4,308,650 |
| UNC | 7,156,583 |
| Carrboro | 1,455,008 |
| Total Local Funding | 12,920,241 |
| External Revenue | 7,454,989 |
| TOTAL BUDGET | \$ 20,375,230 |

This budget includes about \$950,000 in funds to continue with the capital plan the Partners have been working to undertake, including the debt-financing of buses.

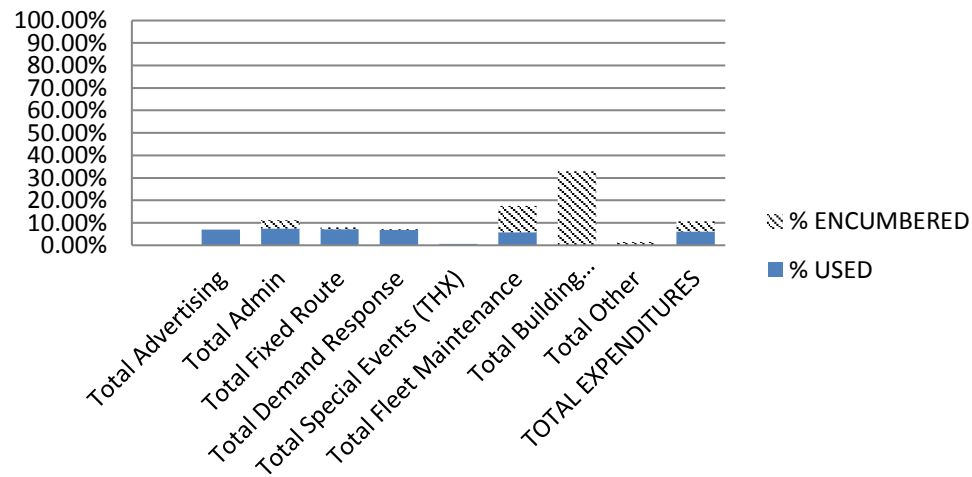
July 2016 Financial Summary

- Expenses for the month of July were \$1,245,926. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 10.68% of our budget has been expended or reserved for designated purchase (e.g. purchase orders created for vehicle maintenance inventory supplies encumber those funds, and show them as unavailable for other uses).
- One significant caveat to note is that these data are subject to some changes, pending the Town of Chapel Hill’s audit process for FY 2015-16. This process allows for identifying invoices that have been charged to the previous year that more accurately fall in the current fiscal year, as well as current year charges that will revert to the previous year.
- We will provide an update on the FY 2015-16 audited figures once we have final numbers; this will likely be available for the November Partners’ meeting.

Transit 640 Fund Budget to Actual at end of July 2016

| | ORIGINAL BUDGET | REVISED BUDGET | ACTUAL MONTH EXPENSES | ACTUAL YTD EXPENSES | CURRENT ENCUMBRANCES | BALANCE AVAILABLE | % USED OR ENCUMBERED July = 8.33% |
|----------------------------|----------------------|----------------------|-----------------------|---------------------|----------------------|----------------------|-----------------------------------|
| Total Advertising | \$ 95,337 | \$ 95,337 | \$ 6,627 | \$ 6,627 | \$ - | \$ 88,710 | 6.95% |
| Total Admin | 1,607,297 | 1,607,297 | 119,724 | 119,724 | 60,946 | 1,426,627 | 11.24% |
| Total Fixed Route | 10,143,298 | 10,075,686 | 726,592 | 726,592 | 71,958 | 9,277,136 | 7.93% |
| Total Demand Response | 2,091,043 | 2,091,043 | 140,649 | 140,649 | 10,455 | 1,939,939 | 7.23% |
| Total Special Events (THX) | 327,601 | 327,601 | 2,051 | 2,051 | - | 325,550 | 0.63% |
| Total Fleet Maintenance | 4,149,481 | 4,225,481 | 246,165 | 246,165 | 493,118 | 3,486,198 | 17.50% |
| Total Building Maintenance | 800,533 | 896,762 | 1,416 | 1,416 | 293,223 | 602,123 | 32.86% |
| Total Other | 1,160,640 | 1,173,987 | 2,703 | 2,703 | 13,347 | 1,157,937 | 1.37% |
| TOTAL EXPENDITURES | \$ 20,375,230 | \$ 20,493,194 | \$ 1,245,926 | \$ 1,245,926 | \$ 943,048 | \$ 18,304,220 | 10.68% |

CHT July 2016 YTD Expenses as % of Budget



3B. Holiday Schedule for 2016-17

Staff Resource: Nick Pittman, Transit Planning Coordinator

Background

Each year Chapel Hill Transit staff works closely with our Partners to develop a holiday schedule that provides for adequate levels of service to our customers, is consistent with the Town's holiday policies and allows our employees the opportunity to observe the holidays with their families. Chapel Hill Transit staff will coordinate the distribution of information on our holiday schedules with our partners. A copy of the draft holiday schedule for 2016-17 will be provided at the August 23, 2016, meeting.

4. FY 2016-17 Program of Projects

Prepared by: Tim Schwarzauer, Grants Coordinator

Background

The Federal Transit Administration (FTA) requires recipients of urbanized area formula funds (5307) to publish a Program of Projects (POP) and hold a public forum on the proposed program. The draft POP was shared with the Partners during the June 28, 2016 meeting. Staff will work with our Partners to share information with the public on these projects as they progress. The notice for the FY2016-17 Chapel Hill Transit Program of Projects was published on August 7, 2016. Staff has not received any written or oral remarks on the POP to date.

Proposed Program of Projects

The following is a summary of the anticipated projects that Chapel Hill Transit will undertake in FY2016-17 utilizing federal and state funding and the estimated amounts:

- Preventive Maintenance/Capital Funds (5307) – \$1,900,000
- State Maintenance Assistance Program funds – \$2,100,000
- State Technology Grant to update NextBus system and fixed route bus security - \$201,195
- Continuation of the HS Route to the Rogers Road community; and Continue evening service on the NS and G routes (Job Access and Reverse Commute) – \$104,685
- Continuation of the Senior Shuttle Service – \$108,000
- Purchase 5 replacement vehicles for the Demand Response Service (Elderly and Disabled) – \$383,000
- Completion of a 10-year strategic and financial plan (5307) – \$200,000
- Funds will be used to purchase maintenance shop lifts – \$100,000
- Engineering and construction of new employee parking lot, repairs to existing road structure and fleet lot – \$150,000
- Preliminary engineering of safety gate for fleet lot – \$100,000
- System bus stop improvements – \$117,000
- Capital acquisition administration (will cover some of the staff time associated with grant administration) – \$60,000

Public Forum Procedures

- Any participant(s) wishing to speak on the proposed subject should sign up in advance on the appropriate speakers list.
- If necessary, Chapel Hill Transit staff will make a brief presentation regarding the subject of the hearing prior to receiving comment.

- Speakers will be asked to state their:
 1. Name
 2. Address
 3. Affiliation (if any)
 4. Speakers will be asked to limit their remarks to 3 minutes.
 5. Written comments/emails received to date will be made available to anyone wishing to review them.

5A. Transfer of Light Duty Transit Vehicles to Orange County, North Carolina
Action: 1. Recommend that the Chapel Hill Town Council approve the vehicle transfer.

Staff Resource: Tim Schwarzauer, Grants Coordinator

Background

Orange Public Transportation (OPT), a community transportation system, was awarded \$183,000 in ARRA funds to purchase two (2) light transit vehicles in 2009. These ARRA funds were made available to the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization under their discretionary spending Surface Transportation Program. Because community transit systems were not in a position to accept these funds directly, North Carolina Department of Transportation asked that the Town of Chapel Hill/Chapel Hill Transit apply for and manage these funds as a designated recipient for Federal Transit Administration (FTA) and lease the vehicles to OPT. The Partners and Chapel Hill Town Council agreed to the lease and in June 2010, the Town of Chapel Hill entered into an inter-local agreement with Orange County. As a result of the lease, Chapel Hill Transit is responsible for all federal requirements related to these vehicles, including ensuring that OPT is meeting all federal drug and alcohol requirements.

These vehicles are now past their FTA useful life and CHT has received approval from FTA and the State to transfer the vehicles to Orange County. Chapel Hill Transit has no interest in keeping these vehicles, but OPT would like to continue using them to provide service. The inter-local agreement, which is attached, was entered into on June 10, 2010, and has been amended to extend the agreement through FY17. Pursuant to NCGS 160A-274, no public notice is required to transfer the vehicles to other public agencies, but the transfer does require approval by the governing body (Chapel Hill Town Council). This item is slated to be on September 17, 2016, Council meeting agenda.

Attachment

- Town of Chapel Hill Council Approval of Interlocal Agreement with Orange County: <http://townhall.townofchapelhill.org/agendas/2009/11/23/5h/>

Recommendation

- That the Partners Committee recommend that the Chapel Hill Town Council approve the transfer of two (2) light duty transit vehicles to Orange County, North Carolina.

DISCUSSION ITEM

August 23, 2016

5B. Alternatively Powered Bus Petition Update

Action: 1. Partners receive information and provide staff with feedback

Staff Resource: Brian Litchfield, Transit Director

This item will be provided to the Partners at the meeting on August 23, 2016.

6A. North-South Corridor Study Update

Staff Resource: Mila Vega, Transit Service Planner

DCHC MTP 2040 Amendment Update:

Chapel Hill Transit (CHT) is working with the Durham-Chapel Hill- Carrboro Metropolitan Planning Organization (DCHC MPO) on amending the Metropolitan Transportation Plan (MTP) 2040 to incorporate the adopted Locally Preferred Alternative (LPA) identified in the North-South Corridor Study. The Bus Rapid Transit (BRT) project is already in the MTP 2040 but it terminates at the UNC Hospital. An amendment is necessary to include the portion that connects to Southern Village. As of today, the amendment is on schedule. On August 10th, the MPO Board released the 2040 MTP amendment for a 45-day comment period. The next step is the MPO public hearing on September 15th.

Trip to Atlanta and Meeting with FTA Update:

CHT staff provided FTA staff, which included representatives from their DC office, a presentation on the project. The presentation was well received and FTA Region IV staff indicated that they would support our request to move into Project Development (formal request to be submitted to FTA DC Office). Prior to formal submission, FTA Region IV staff agreed to review our letter requesting entry into Project Development. A draft letter was shared with FTA Region IV on August 12th. FTA staff suggested we submit our formal request prior to September 2, 2016. We intend to meet this suggested timeline.

We have also discussed project funding split. FTA staff suggested that while overmatching is always appreciated and can increase project scoring, that the traditional 80% (federal)/20%(local) split would be reasonable for a project of this nature.

FTA staff expressed strong interest in this project – as it is the only active BRT project in NC and one of the few active BRT projects in their region (which includes, Florida, Georgia, Kentucky, South Carolina, Tennessee, etc). Overall, it was a very productive trip and time well spent with FTA Region IV staff.

6B. August Service Adjustment Updates

Staff Resource: Nick Pittman, Transit Planning Coordinator

On Monday, August 15, 2016, Chapel Hill Transit implemented fall service changes in response to ridership trends, changing traffic patterns and growth in the area. The following changes were implemented:

- A Route: A-Limited morning trips resumed (7:14–9:44 a.m.). These trips operate in a loop between Hillsborough Street, Campus and Martin Luther King Jr. Boulevard and only operate when the University is in session.
- CM Route: Schedule adjusted to better match actual travel times and improve schedule performance.
- CPX Route: Schedule adjusted during afternoon to better match traffic conditions.
- HS Route: Route adjusted to provide increased frequency along Rogers Road and Homestead Road. Customers traveling to/from Downtown and to/from northern Chapel Hill now transfer at stops along Martin Luther King Jr. Boulevard.
- HU Route: Schedule adjusted during afternoon to better match traffic conditions.
- NU Route: Weekday and weekend service resumed. The route was also realigned to serve Hillsborough Street and no longer serves the Franklin Street stop at the Coffee Shop.
- T Route: Service adjusted in the afternoon to better match traffic conditions.
- U Route: Weekend service resumed.
- The CM, HS and T route schedules were adjusted to serve the new afternoon dismissal time for high schools.
- Safe Rides: Service resumed on Thursday, August 18th and will operate on Thursday, Friday and Saturday evenings when the University is in session.

During the first week of service we have received comments related to the changes on the CM and we are reviewing the customers concerns. We have also added two (2) additional stops on the HS route along Seawell School Road, between Homestead Road and High School Road.

6C. Tar Heel Express Update

Staff Resource: Brian Litchfield, Director

Background

Chapel Hill Transit provides express bus service from Park and Ride locations around Chapel Hill and Carrboro to University of North Carolina at Chapel Hill home football games, home men's basketball games and other special events. Park and Ride locations vary based on the event; however, they generally consist of Friday Center, Southern Village, Jones Ferry and Airport Drive (103 Airport Drive). Similar to last year, University Place will not operate as a park and ride location.

Maribeth Lewis-Baker, Operations Manager – Fixed Route, will be the Tar Heel Express liaison to the University for the upcoming season. I have asked her to work with the University on behalf of myself and Transit and am confident that Maribeth and the Team will provide the quality service our customers expect for this service. They have already implemented several lessons learned from last season and are in the process of training interested Demand Response and Maintenance Team Members to operate Tar Heel Express, which will help us better address the staffing challenges that come with weekday basketball games.

Next Steps

Chapel Hill Transit staff and University of North Carolina at Chapel Hill staff are preparing for the upcoming season and are working together on marketing materials for this service.

6D. Bus Build and Grants Update

Staff Resource: Tim Schwarzauber, Grants Coordinator
Peter Aube, Maintenance Manager

Bus Build Update

- We have completed pre-production requirements and are scheduled to receive two (2) bus in January 2017 and 14 buses in June 2017. We will continue to provide updates as the bus build progresses.

Grants Update

- 5310/Senior Shuttle: Chapel Hill Transit submitted, to the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO), an application for 5310 funds: Enhanced Mobility of Seniors and Individuals with Disabilities on April 28th. Transit applied for \$216,000.00, with a 50% local match of \$108,000.00 from the MPO, over the next two years to offset the cost of operating our Senior Shuttle. The MPO Technical Committee awarded the 5310 Grant on June 8th for \$240,000, with a 50% split of \$120,000.
- 5339: Chapel Hill Transit successfully completed the installation of new Mobile Data Terminals (MDTs) for our demand response fleet at a final cost of \$88,000. We have also taken delivery of new mobile lifts and a stationary lift at a cost of around \$97,000. These lifts will replace outdated lifts currently utilized by our Maintenance Team.
 - Remaining FY15 5339 funds will be used to purchase new Light Transit Vehicles (LTVs) for Demand Response. Transit staff is also applying for FY16 5339 money with a federal share of \$427,229. We anticipate these funds will be used to purchase new transit stop amenities, expand the employee parking lot and improve facility security by upgrading the main gate, as well as covering administrative costs for capital acquisition.
- 5307: Transit enhancement funds will be used to procure engineering design services to assist with bringing bus stops into ADA compliance. Chapel Hill Transit has solicited statement of qualifications from Architecture and Engineering firms to produce a system wide review of bus stops for ADA compliance and to provide detailed plans and suggestions for bringing bus stops into compliance with ADA requirements.
- STP-DA: We are awaiting an NCDOT amendment of the STIP to include Chapel Hill's STP-DA funds for the purchase of 3 buses. Once amended, staff will apply for an FY17 application with FTA to flex the funds from FHWA.

- CMAQ: We are awaiting NCDOT amendment of the STIP to include Chapel Hill's CMAQ funds for the purchase of 3 buses. Once amended, staff will apply for an FY17 application with FTA to flex the funds from FHWA.

6E. Legislative Update

Staff Resource: Mila Vega, Transit Service Planner

Background

Overall, the 2016 legislative session was generally productive from a statewide perspective for public transportation. The North Carolina Public Transportation Association (NCPTA) was able to achieve and advance many of its priorities on the federal and state level. A brief wrap up summary is provided in the attachment. Currently, the Committee is working on developing 2017 legislative priorities.

Attachment

- NCPTA 2016 Legislative Wrap-Up Summary



Dear Members:

The 2016 State Legislative Session was the most successful Session for the Association and its Members in a very long time. This was a Short Session, which makes the accomplishments even more significant, especially those that involve additional funding for public transportation. A wrap-up is presented below.

Non-Emergency Medical Transportation (NEMT)

Unlike past Sessions, there was no attempt this year to change the NEMT service delivery model used in North Carolina. This by itself is cause for celebration and the Association will remain vigilant in monitoring any such legislation in the future. In the meantime, the best course of action is for each NEMT service provider to continue being as efficient and effective as possible in the delivery of this service. Despite the efforts of those who see an opportunity to profit while claiming they can do better, doing so will insure the facts remain in the favor of the current service delivery model.

Rural Operating Assistance Program (ROAP)

An additional \$2,000,000 in funding was approved for distribution to rural transit systems according to the ROAP distribution formula. This is exceptional news because rarely does the Legislature approve additional funding for anything during the Short Session. This came about largely because the NCDOT PTD had previously documented the need for the additional funding, and this documentation was possible only because of the information provided by the rural transit systems. So everyone is encouraged to continue refining their future financial plans and submitting their operating statistics in a timely manner. Without a doubt, our rural systems are in need of additional financial resources. Demonstrating the need ahead of time is one of the best ways to actually obtain and maintain increased funding.

State Maintenance Assistance Program (SMAP)

An additional \$2,000,000 in funding was approved for distribution to urban transit systems according to the SMAP distribution formula. This is just as exceptional as the additional ROAP funding for the very same reasons, and the same message for the future is also applicable. The provision of the additional funding is also very timely given the addition of a few transit systems into the ranks of the “urbanized” classification.

Also, there are currently plans to change the SMAP distribution formula in the very near future and all urban transit systems are encouraged to participate in the process by first focusing on what works best from a policy perspective for all Members collectively over

the long run, and then by evaluating the equitability of the formula in the actual distribution of funding.

Permanent Plates for Public Transportation Vehicles

Permanent license plates may now be issued for any motor vehicle operated by public transportation providers receiving Federal Transit Administration Section 5311 (rural formula program) or Section 5307 (urban formula program) funding. For those transit system Members that previously could not obtain permanent license plates (i.e. non-profit and regional transit agencies), this is a very beneficial change. Money will be saved. An administrative “headache” will be eliminated. And most importantly, the provision of service to locations that require permanent plates for security reasons will be significantly streamlined.

Light Rail Funding Cap

The \$500,000 cap in State funding for light rail projects was removed. Instead, State funding is now established at 10 percent of the total project cost, which is a positive development even though it does not meet the 25 percent State funding contribution in previous years but eliminated entirely last year. It is not known if the 10 percent funding and the required re-evaluation process will permit the planned projects to move forward in a timely manner. The Association, of course, will remain available to assist as best it can.

Thanks is extended to the Legislative Committee and to the Members who worked diligently behind the scenes to achieve the noted successes. Phone calls were made. Meetings were held. Follow-up information was provided. And at the appropriate times, the Association remained strategically silent so as to not give rise to any objection that otherwise might have been introduced by those who do not fully support the Association’s initiatives. This was particularly important with the passage of permanent license plates for public transportation vehicles operated in part with Federal funding.

As we are preparing for the next session, please contact the Association with your legislative issues and goals.

Thanks again. Please feel free to contact Stephen Mancuso, NCPTA Executive Director, at director@nctransit.org with any questions that you might have.

6F. FY 2015-16 Summary Performance Report

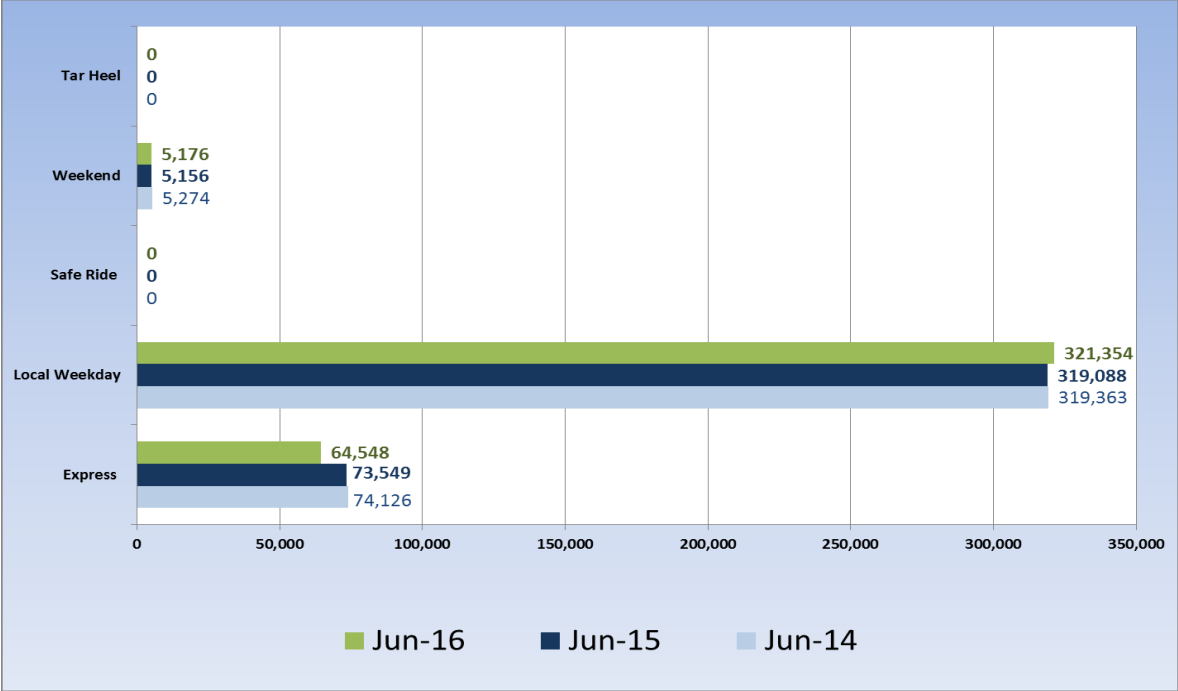
Staff Resource: Mila Vega

Staff is working with Nelson Nygaard on validating APC data and reviewing collection process and equipment maintenance procedures. The final phase of data validation is scheduled for October 2016.

June 2016 Ridership and Service Days

| | Jun-14 | Jun-15 | Jun-16 |
|--------------------------------------|---------------|---------------|---------------|
| Weekday Service Days | 21 | 22 | 22 |
| Safe Ride Service Days | 0 | 0 | 0 |
| Saturday Service Days | 4 | 4 | 4 |
| Sunday Service Days | 0 | 0 | 0 |
| Tar Heel Express Service Days | 0 | 0 | 0 |

| | Jun-14 | Jun-15 | Jun-16 |
|----------------------|----------------|----------------|----------------|
| Express | 74,126 | 73,549 | 64,548 |
| Local Weekday | 319,363 | 319,088 | 321,354 |
| Safe Ride | 0 | 0 | 0 |
| Weekend | 5,274 | 5,156 | 5,176 |
| Tar Heel | 0 | 0 | 0 |



| | Jun-14 | Jun-15 | Jun-16 | FY13-14 | FY14-15 | FY15-16 |
|--|----------------|----------------|----------------|------------------|------------------|------------------|
| Weekday Service Days | 21 | 22 | 22 | 250 | 248 | 252 |
| Safe Ride Service Days | 0 | 0 | 0 | 91 | 88 | 92 |
| Saturday Service Days | 4 | 4 | 4 | 56 | 57 | 56 |
| Sunday Service Days | 0 | 0 | 0 | 33 | 34 | 33 |
| Tarheel Express Service Days | 0 | 0 | 0 | 28 | 26 | 27 |
| FCX | 34,060 | 33,902 | 30,206 | 497,633 | 452,357 | 429,162 |
| HU | 7,911 | 7,150 | 7,326 | 114,495 | 93,723 | 84,319 |
| JFX | 8,966 | 9,306 | 8,470 | 131,349 | 122,033 | 124,055 |
| CPX | 9,341 | 9,658 | 9,064 | 135,749 | 127,814 | 124,958 |
| CCX | 9,156 | 9,086 | 8,052 | 120,343 | 115,347 | 114,127 |
| DX | 1,572 | 1,738 | 1,430 | 25,246 | 23,053 | 20,532 |
| PX | 3,120 | 2,709 | | 41,343 | 40,758 | 0 |
| A | 17,418 | 16,654 | 19,118 | 313,369 | 291,117 | 282,759 |
| CL | 2,907 | 2,530 | 2,838 | 45,052 | 34,615 | 34,205 |
| CM | 9,367 | 8,646 | 8,910 | 155,736 | 142,554 | 131,043 |
| CW | 13,299 | 14,168 | 12,056 | 217,947 | 207,338 | 194,072 |
| D | 30,560 | 30,426 | 30,360 | 457,903 | 426,166 | 406,702 |
| F | 17,170 | 17,908 | 16,764 | 227,765 | 213,617 | 212,739 |
| G | 13,948 | 14,564 | 15,884 | 228,498 | 207,889 | 204,862 |
| HS | 2,486 | 2,332 | 2,244 | 41,951 | 34,852 | 33,385 |
| J | 59,555 | 61,798 | 59,136 | 901,485 | 865,433 | 867,659 |
| N | 9,669 | 8,888 | 7,546 | 149,088 | 147,521 | 129,175 |
| NS | 56,513 | 58,960 | 60,060 | 819,699 | 831,861 | 831,909 |
| NU | 10,195 | 11,858 | 11,858 | 314,325 | 304,354 | 304,012 |
| RU | 9,486 | 9,614 | 11,506 | 343,326 | 365,701 | 349,654 |
| S | 24,309 | 24,728 | 21,120 | 386,002 | 370,842 | 337,193 |
| T | 17,705 | 14,432 | 16,192 | 256,927 | 213,830 | 218,055 |
| U | 16,212 | 12,914 | 17,182 | 478,441 | 464,825 | 463,541 |
| V | 8,564 | 8,668 | 8,580 | 137,770 | 125,591 | 118,703 |
| SAFE G | 0 | 0 | 0 | 4,366 | 1,901 | 1,412 |
| SAFE J | 0 | 0 | 0 | 8,378 | 4,235 | 3,989 |
| SAFE T | 0 | 0 | 0 | 17,134 | 9,729 | 5,137 |
| Weekday Fixed Route Total | 393,489 | 392,637 | 385,902 | 6,571,322 | 6,239,054 | 6,027,350 |
| Change from previous year (%) weekday | | 0% | -2% | | -5% | -3% |
| CM | 470 | 412 | 524 | 6,890 | 5,900 | 6,628 |
| CW | 992 | 1,056 | 1,120 | 13,507 | 15,581 | 13,861 |
| D | 1,180 | 1,172 | 1,004 | 17,001 | 16,118 | 14,595 |
| NU (sat) | 0 | 0 | 0 | 15,262 | 15,728 | 13,613 |
| T | 1,068 | 944 | 1,124 | 18,385 | 16,162 | 13,332 |
| U (sat) | 0 | 0 | 0 | 27,920 | 25,552 | 33,082 |
| FG | 608 | 740 | 696 | 9,356 | 10,611 | 10,227 |
| JN | 956 | 832 | 708 | 11,595 | 11,313 | 10,376 |
| NU (sun) | 0 | 0 | 0 | 16,488 | 19,800 | 16,927 |
| U (sun) | 0 | 0 | 0 | 15,867 | 20,743 | 22,878 |
| Weekend Fixed Route Total | 5,274 | 5,156 | 5,176 | 152,270 | 157,507 | 155,518 |
| Change from previous year (%) weekend | | -2% | 0% | | 3% | -1% |
| Total Fixed Route Passenger Trips | 398,763 | 397,793 | 391,078 | 6,723,592 | 6,396,561 | 6,182,868 |
| Change from previous year (%) | | 0% | -2% | | -5% | -3% |
| Senior Shuttle | 0 | 901 | 675 | | 8,518 | 8,839 |
| Tar Heel Express/Special Service | 0 | 0 | 0 | 150,569 | 130,843 | 108,287 |
| Demand Response | 5,231 | 4,776 | 5,197 | 64,496 | 53,438 | 60,621 |
| All Service Categories Ridership | 403,994 | 403,470 | 396,950 | 6,938,657 | 6,589,360 | 6,360,615 |
| Change from previous year (%) | | 0% | -2% | | -5% | -3% |
| Average Weekday FR Ridership | 18,738 | 17,847 | 17,541 | 26,285 | 25,157 | 23,918 |

7A. Operations

Staff Resource: Maribeth Lewis-Baker, Fixed Route Operations Manager
Peter Aube, Maintenance Manager
Katy Luecken, Training Coordinator

Fixed Route Operations Manager – Maribeth Lewis-Baker

- Perfect Attendance – June 2016 – 26% or 29 Fixed Route Operators had perfect attendance for the month
- Operators with 6 months of Perfect Attendance: Robert Earhart, Jermaine Ray, William Rogers, and Ronald Watson
- On time Performance (OTP) – June 2016 – 85%
- There was a severe traffic jam on 6/29/16 with late pick up of construction cones on 15/501 south of the Bypass. The NS was running up to 1-hour behind on that morning. So to still have 85% OTP for the month after such an impactful anomaly is great!
- June Operations/Safety Meetings – review of performance management, FMLA, and general safety reminders
- Fill-in Supervisor Graduation: Stephen Deberry, Larry Demery, and Robert Earhart

Catch us at our Best:

Fixed Route Transit Operator, Reggie Mebane, received three compliments in the month of June.

On 6/27/16, we received a report from a customer who had ridden on the J Route that morning. The lady had observed Operator Mebane strap another passenger who was in a mobility device and when her friend exited the bus, the lady in the mobility device started yelling and became very upset. Operator Mebane asked the lady if she also wanted off the bus and the lady replied that she did, so Operator Mebane unsecured the mobility device and assisted the customer to exit the bus. I was impressed by how polite and patient he was to the lady. I thanked him for being so kind to the lady and he replied, “That’s my job.” He’s a good man!”

On 6/28/16, Customer Jonathan Todd emailed: “Hello! I was just on the 1907 NS bus heading from Southern Village Park and Ride to UNC. The gentleman driving the bus was exceedingly positive and gracious, and really just made my day. We had a little conversation,

which ended with a fist bump and a "My man!" exclamation from him. I just really appreciated his attitude, and he made me smile. Kind gentleman and an excellent representative of CHT. Have a great day. Jonathan"

On 6/29/16 Customer Deborah Russell emailed: "I had the good fortune to have Mr. Reggie Mebane as my bus driver on 6/28. He was driving the NS bus from Southern Village that left around 8:35 am. He is an excellent bus driver. He is safe and attentive to the needs of his passengers. He is cheerful and makes you feel happy to be on his bus. Chapel Hill Transit is blessed to have him working for them and everyone who rides his bus is lucky to be on his bus. There are many great bus drivers and he is one of the best."

Fixed Route Operator Walter Hicks was the subject of a letter to the editor for his customer service. We are fortunate to have such fine representatives on our team!

July

- Perfect Attendance – July 2016 – 40% or 44 Fixed Route Operators had perfect attendance for the month
- On time Performance (OTP) – July 2016 – 85%
- Routes performing 90% and above – on time: CCX, FCX, FG, N and U routes
- Lowest OTP routes: DX (77%), F (74%), NS (75%) and T (78%)
- There have been some significant impacts from the construction at MLK and Weaver Dairy Road for the NS and T routes impacting performance. Road construction at Ephesus Church Road has impacted the F Route. The Ridge Road detours impacted the DX route.
- July Operations/Safety Meetings – review of relief vehicle use, upcoming service plan changes, and Speeding safety reminders

Catch us at our Best:

All Compliments Issue! A special edition of the *TOWNtalk* employee newsletter featured a dozen compliments of the Fixed Route transit team members. We were proud to be so well represented.

Transit Supervisor Richard Roberts and Fill-in Supervisor Larry Demery helped assist a stranded motorist by jump starting their car.

On July 26th, Fixed Route Transit Operator Sonja Robinson was thanked by a NS passenger for waiting for him while running for the bus. He appreciated her customer service so much that he made it a point to call and let us know how wonderful she was for waiting for him since it was so hot.

Training Coordinator – Katy Luecken

- Training Classes:
 - 7/25/2016
 - Three Fixed Route Trainees
 - Currently in Skills Training
 - 9/6/2016
 - Currently Four Trainees Confirmed
- Dementia Friendly Business Training
 - Held eight sessions in our Large Training Room
 - Town wide initiative
 - Looking to schedule more sessions in the Fall
- Senior Shuttle Training
 - Transitioning Senior Shuttle from Demand Response to Fixed Route
 - Trained Fixed Route Staff in the operation of the route
- Tar Heel Express Training
 - Department wide initiative to include Demand Response and Maintenance in Tar Heel Express
 - Training twelve employees on Tar Heel Express Routes and operating buses

Maintenance Manager – Peter Aube

- Fixed route ran 184,678 miles in June
- Demand response ran 35,556 miles in June
- Non-revenue vehicles ran 25,316 miles in June
- Provided the following training for Mechanics:
 - Vender Supplied Seon Video System Training
 - Brake training class for new Employee provided by Triangle Transit
- Robert Farrell completed all requirements for promotion from Mech II to Mech III
- Maintenance performed 54 Preventive Maintenance Inspections (100% on-time).
- Collaborating with HR to fill one open Mechanic position.(ongoing)
- Collaborating with procurement specialist to complete year end contract renewals
- Completed all seasonal A/C PM Inspections previously done by Thermo-king.

- Continue campaign to strip and wax floors on the buses (11 completed in June).
- Continued tire survey of fleet performed by Michelin Engineer.
- Completing testing of 2 different diesel fuel additives in buses.
- Thirteen (13) Maintenance Employees completed the Month of June with Perfect attendance
- Maintenance performed Nine (9) road calls in June (20,519 miles per road call) for fixed route
- No Buses were towed in the Month of June
- Maintenance performed 1 road call in June (35,556 miles per road call) for demand response
- Completed Pre-production meeting with Gillig for sixteen(16) replacement buses Two buses to begin production January 15th and the remaining fourteen (14) in June 2017

July

- Fixed route ran 171,363 miles in July
- Demand response ran 32,297 miles in July
- Non-revenue vehicles ran 22,436 miles in July
- Maintenance Training :
 - The following Technicians completed Cummins On line Hybrid training
 - a) Steve Daniels
 - b) Jimmy Triplett
 - c) James Breedlove
 - d) Ed Bunker
 - In-house Gillig DVD training started
- Maintenance performed 47 Preventive Maintenance Inspections in July (100% on-time).
- Collaborating with HR to fill one open Mechanic position.(ongoing)
- Completing year end contract renewals
- Scheduling bus lift upgrade install for August
- Continue campaign to shampoo seats, strip and wax floors on the buses
- Completing testing of 2 different diesel fuel additives in buses.
- Five (5) Maintenance Employees completed the Month of July with Perfect attendance
- Maintenance performed: Eleven (11) road calls in July (15,578 miles per road call) for fixed route
- Maintenance performed 0 road call in July for demand response

7B. Director

Staff Resource: Brian Litchfield

- The Director's Report will be provided at the meeting on August 23, 2016.



CHAPEL HILL TRANSIT
 Town of Chapel Hill
 6900 Millhouse Road
 Chapel Hill, NC 27514-2401

phone (919) 969-4900 fax (919) 968-2840
www.townofchapelhill.org/transit

**CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
 FUTURE MEETING ITEMS**

August 23, 2016

| September 20, 2016 | |
|---------------------------|---------------------------------------|
| Action Items | Informational Items |
| Advertising Program | Electric Bus Petition |
| EZ Rider Application | Financial Sustainability Study Update |
| October 25, 2016 | |
| Action Items | Informational Items |
| | Electric Bus Petition |
| | Financial Sustainability Study Update |
| November 15, 2016 | |
| Actions Items | Informational Items |
| | Electric Bus Petition |
| | Financial Sustainability Study Update |

| <u>Key Meetings/Dates</u> |
|--|
| MPO Board – September 14, 2016, 9-11AM, Committee Room, Durham City Hall |
| TCC Meeting – September 28, 2016, 9-11AM Committee Room, Durham City Hall |