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# CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE NOTICE OF COMMITTEE MEETING AND AGENDA FEBRUARY 28, 2017 – 11:00 A.M. to 1:00 P.M. CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

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10.	. Adjourn	

#### MEETING SUMMARY OF A REGULAR MEETING OF THE PUBLIC TRANSIT COMMITTEE 1<sup>ST</sup> FLOOR TRAINING ROOM, CHAPEL HILL TRANSIT

#### Tuesday, January 24, 2016 at 11:00 AM

Present: Ed Harrison, Chapel Hill Town Council

Michael Parker, Chapel Hill Town Council

Julie Eckenrode, Assistant to Town Manager, Carrboro

George Cianciolo, Chapel Hill Town Council Cheryl Stout, UNC Transportation and Parking Than Austin, UNC Transportation & Parking

Brad Ives, UNC Associate Vice Chancellor for Campus Enterprises

Bethany Chaney, Carrboro Alderman Damon Seils, Carrboro Alderman

#### Absent:

Staff present: Brian Litchfield, Transit Director, Flo Miller, Deputy Town Manager, Rick Shreve, Budget Manager, Nick Pittman, Transit Planner, Mila Vega, Transit Planner Tim Schwarzauer, Grants Coordinator

Guests: Loren Hintz, Bergen Watterson, Carrboro Planner, Fred Lampe, Patrick McDonough – Go Triangle

- 1. The Meeting Summary of November 15, 2016 was received and approved.
- 2. **Employee Recognition** Brian recognized our 2016 Employees of the Year Jermaine Ray, Fixed Route, Charles Bettilyon, Demand Response, Robert Farrell, Maintenance. The Partners congratulated the honorees. Brian also introduced our two new Assistant Operations Managers Tim Thorpe and Joe McMiller.

#### 3. Consent Items

**A.** <u>December Financial Report</u> – This was provided for the Partners information. There were no questions.

#### 4. Discussion Items

A. GoTriangle – Feeder Bus Planning Update – Brian introduced Patrick McDonough from GoTriangle. Patrick made a presentation on Transit Oriented Development to the Partners. He reviewed areas of cooperation in regional transit, rail-bus planning, station area planning and also some possible modifications of CHT routes to make a Gateway Station accessible to passengers. He will be bringing this presentation to the Chapel Hill Town Council on February 13<sup>th</sup>.

The Partners asked that a point be added in the timeline for review and updating the plan if necessary. They also asked for consistent messaging regarding the project.

B. <u>Financial Sustainability Study – Service Planning Phase</u> – Brian reviewed this item for the Partners and asked for feedback on whether or not this should be pushed off into the new fiscal year if funding is not available. He did note that there may be some funds available to begin some preliminary work. The Partner's asked if Chatham and Orange County would be willing to contribute to this work. Brian will follow up with them. They also asked if a working group could be formed to work on tasks 2.1 & 2.2 in the scope of work and if GoTriangle could be included in task 5.1, bullet 4. The goals of this phase will be included in planning to maximize the system.

#### 5. Information Items

- A. <u>State Maintenance Assistance Program Formula Update</u> Brian reviewed the proposed new formula that NCPTA will vote on Feb. 3<sup>rd</sup>. Brian has written a letter to NCPTA protesting the new formula. If NCPTA votes to pass it, staff will be talking with NCDOT.
- B. <u>North South Corridor Study Update</u> Brian reviewed the item for the Partners. He and Mila Vega will be updating the Orange County Board of Commissioners tonight.
- C. <u>Alternatively Fueled Vehicles Update</u> Brian reviewed this item. In order to use the Duke Energy grant, CHT will have to purchase an electric bus by the end of the year.
- D. <u>Grants Update</u> Brian reviewed.
- E. <u>December Performance Report</u> This report will be provided at the February Partners meeting.

#### 6. **Departmental Monthly Reports**

- **A.** Operations This item was provided for the Partners information.
- **B.** <u>Director</u> This item was provided for the Partners information.
- 7. Future Meeting Items
- 8. Partner Items
- 9. Next Meeting February 28, 2017
- 10. Adjourn

The Partners set a next meeting date for February 28, 2017

Consent Item February 28, 2017

4A. January Financial Report

Prepared by: Rick Shreve, Budget Manager

#### January 2017

Expenses for the month of January were \$1,512,174. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 63.28% 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).

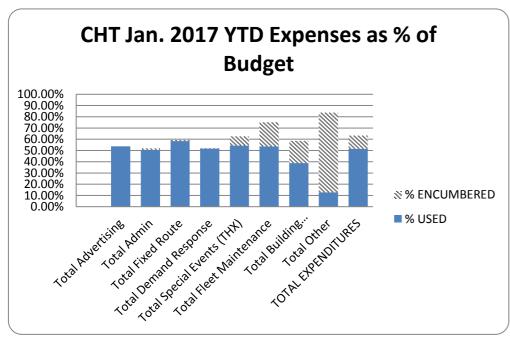
This is somewhat skewed by the encumbrance of \$967,000 for the financing of buses.
 That money appears in these numbers as budgeted funds that are encumbered, which affects the totality of the available budget. Looking at individual divisions, one can see that we are in line with monthly expenditures for operating purposes.

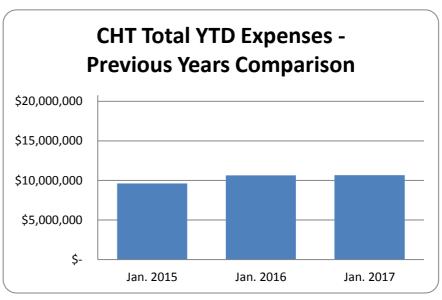
#### Highlights

- This data reflects the first seven months of this fiscal year, and follows expected trends. This aggregation of expenses and encumbrances is consistent with years past, and is perfectly in line with what we would expect at this point in the year.
- The attached data exhibits the financial information by division within CHT, and should be a useful tool in monitoring our patterns as the year progresses, and is a high-level representation of the data used by our division heads.
  - It is worth noting that the "Special Events" line is mostly comprised of Tar Heel Express expenses, and the line labeled "Other" is comprised primarily of special grant-funded expense lines that are not permanent fixtures in the division budgets.

# Transit 640 Fund Budget to Actual at end of Jan. 2017

									% USED OR
				ACTUAL					ENCUMBERED
	ORIGINAL	REVISED		MONTH	Δ	ACTUAL YTD	CURRENT	BALANCE	Jan. =
	BUDGET	BUDGET	l	EXPENSES		EXPENSES	ENCUMBRANCES	AVAILABLE	58.33%
Total Advertising	\$ 95,337	\$ 95,337	\$	6,768	\$	51,173	\$ -	\$ 44,164	53.68%
Total Admin	1,607,297	1,607,297		111,770		812,446	20,640	774,211	51.83%
Total Fixed Route	10,143,298	9,766,626		729,648		5,705,279	89,378	3,971,969	59.33%
Total Demand Response	2,091,043	2,091,043		143,001		1,082,695	5,765	1,002,584	52.05%
Total Special Events (THX)	327,601	327,601		36,187		178,004	26,806	122,791	62.52%
Total Fleet Maintenance	4,149,481	4,270,481		263,962		2,291,366	918,547	1,060,568	75.17%
Total Building Maintenance	800,533	850,568		31,376		330,497	168,010	352,060	58.61%
Total Other	1,160,640	1,715,563		189,462		219,081	1,215,556	280,925	83.62%
TOTAL EXPENDITURES	\$ 20,375,230	\$ 20,724,516	\$	1,512,174	\$	10,670,541	\$ 2,444,702	\$ 7,609,273	63.28%





5A. FY 2017-18 Budget Update

Staff Resource: Rick Shreve, Budget Manager

The FY 2017-18 Budget Update will be provided at the meeting on February 28, 2017.

5B. HS Service Update

Action: 1. Receive information and provide staff with feedback

Staff Resource: Nick Pittman, Transit Planning Coordinator

Brian Litchfield, Director

#### **Background**

• The Town of Carrboro received a request to consider adjusting the routing of the HS Route to increase the frequency and span of service on the route until 10:30 p.m.

- The Partners Committee received the request during their April 28, 2015 meeting. Following community input sessions hosted by Orange County Justice United the Partners, they agreed to add a 5:40 a.m. trip and 5:45 p.m. trip to the route in January 2016. The Partners also agreed to adjust the route, in August 2016, to provide increased frequency along Rogers Road and Homestead Road (Current route/schedule: <a href="http://www.townofchapelhill.org/home/showdocument?id=32923">http://www.townofchapelhill.org/home/showdocument?id=32923</a>).
- Service improvements on the HS have been funded through the Orange County Bus and Rail Investment Plan.
- Orange County Justice United has continued to work with communities and customers in the area served by the HS route to collect feedback and input on the service.

#### **Presentation**

• Staff will provide an update briefing the Partners on the ridership for the HS, along with feedback from citizens and from customers.

#### **Recommendation**

Partners discuss the information provided and provide staff with feedback and direction.

5C. Financial Sustainability Study – Service Planning Phase Action: 1. Receive information and provide staff with feedback

Staff Resource: Rick Shreve, Budget Manager

Nick Pittman, Transit Planning Coordinator

Brian Litchfield, Director

#### Overview

The Partners' reviewed an updated scope of work for the Strategic and Financial Sustainability Study — Service Planning Phase at their January 24, 2017 meeting and provided staff with feedback. Staff and the consultant team have used the feedback to develop a final scope of work, draft schedule and project budget.

Based on the feedback received following January meeting we have worked with NN to update the scope of work to include the following:

- Technical Committee (task 1.2)
- Options for better maximizing results with existing service levels or "status quo" scenario (task 4.2)
- Durham-Orange Light Rail (DOLRT) initial integration planning (task 5.2)
- Updated schedule and budget

The scope also includes the update made prior to January, including:

- Expanded public involvement
- Review of planned development in the Chapel Hill Transit Service area
- Expanded regional travel demand analysis to include Triad and Chatham County
- High level system and route analysis, including service recommendations and prioritized implementation plan

#### **Next Steps**

- Finalize scope and schedule.
- Determine funding. As shared during the development process for the FY2016-17 Budget, any work on this effort would require the Partners to identify a funding source(s).

#### **Attachment**

Updated Draft scope of work – Strategic Service Plan, February 28, 2017.

#### **Recommendation**

Partners discuss the information provided and provide staff with feedback and direction.



#### February 6, 2017

Brian Litchfield Transit Director Town of Chapel Hill 6900 Millhouse Road Chapel Hill, NC 27516-8175

As part of the Strategic & Financial Sustainability Plan, Nelson\Nygaard has looked at a variety of methods for generating revenue and reducing expenses to improve CHT's overall financial outlook, including operational efficiencies, service contracting, bus size and alternative fuels, university partnership models, and revenue impacts of re-instituting fares.

The next phase to complete in the planning effort is to conduct a Strategic Plan that will serve as CHT's roadmap for the next 10 years and position the agency for continued future success. The Strategic Plan will look at funding opportunities, integration of BRT, and longer-term strategic issues such as light rail integration and ongoing regional coordination. Ultimately, the Strategic Plan will provide an implementable approach to guide transit service in Chapel Hill and Carrboro for the next 10 years and beyond.

#### TASK 1 CONDUCT KICKOFF MEETING AND ONGOING PROJECT MANAGEMENT

#### 1.1 Kickoff Meeting

At the very beginning of the study, Nelson\Nygaard will schedule a kickoff meeting with CHT staff and other relevant stakeholders assigned to participate and manage this project. The kickoff meeting is anticipated to occur in March 2017. This meeting serves several purposes:

- Discuss the project, including goals and objectives, priorities, expectations, and local issues and sensitivities as well as potential challenges and opportunities
- Discuss goals for the project
- Refine the project schedule and approach
- Discuss the public outreach projects, methods, and schedules, if necessary
- Identify and obtain available data relevant to the overall project (service information, financial data, demographic and market data, and relevant previous studies)

As part of our kickoff meeting activities, we also propose to spend time on site meeting with stakeholders (if possible).

#### 1.2 Ongoing Project Management

Thomas Wittmann, Tim Payne, and Cristina Barone will be serving as Nelson\Nygaard's primary project staff and will have overall responsibility for the project. Associated project management tasks will include:

- Having overall and day-to-day management responsibility for the project
- Assigning and monitoring tasks undertaken by other members of the project team

Nelson\Nygaard staff will be in touch with the CHT project manager on a regular basis, with scheduled project meetings held once or more per month, as necessary. Management-level progress reports

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containing a summary of progress, listing areas of concern and actions, updating status of each milestone, and providing an update of the project schedule will be provided on a monthly basis.

In addition to holding regularly scheduled conference calls with CHT staff, the consultant team will meet internally on a regular basis. We will use these internal calls and meetings to review progress, ensure resources are properly deployed, and identify any challenges.

Nelson\Nygaard staff will also work with CHT staff and the representatives from the Partners Committee to develop a Technical Committee for the project (details will be determined in discussions with CHT staff).

#### TASK 2 STAKEHOLDER AND COMMUNITY INPUT

This task includes continued engagement with CHT's Partners, as well as receiving community input through the Design Your Transit System tool. If desired, Nelson\Nygaard can modify the scope of work and budget to conduct additional goal setting and public outreach activities to meet the needs of CHT's Strategic Plan.

Prior to project kickoff, Nelson\Nygaard will work with CHT to confirm the study process.

#### 2.1 Engage CHT Partners Committee

We will work with CHT to engage the Partners Committee throughout the Strategic Plan effort. We anticipate at least four meetings as part of the process focused on the following topics:

- 1. **Project Kickoff**, shortly after the internal project kickoff meeting, to confirm the overall purpose of the study and discuss goals and objectives for CHT over the next 10 years.
- 2. **Initial Findings**, to present findings from the planning context and initial review of strategic issues. Public process will follow this meeting.
- Initial Long-Term Plan, to review and provide input on strategies that improve mobility, address the goals and objectives set in previous meetings, and address strategic issues. Public process will follow this meeting.
- 4. **Draft Strategic Plan**, to review and provide feedback on draft plan.
- 5. **Final Strategic Plan**, to present the final plan prior to approval.

#### 2.2 Collect Stakeholder Input

The Nelson\Nygaard team will conduct up to eight stakeholder interviews with individuals and groups that have a stake in CHT service. We anticipate engaging UNC-Chapel Hill administration and students, Town of Carrboro Board of Aldermen, Town of Chapel Hill Council, CHT riders, neighborhood associations, and human service agency representatives. We will work with CHT staff and the Partners Committee to identify specific individuals and community groups with a goal of understanding of operating conditions, needs, challenges, issues, and guidance for CHT's future service.

To encourage participants to speak frankly, our typical approach is to provide interviewees with confidentiality and do so by presenting results in a manner such that comments are not specifically attributed to individuals. We also conduct these interviews as "structured conversations" in which we start with specific topics (to be reviewed and approved by CHT staff) and then discuss those topics at the level of detail that the stakeholder desires rather than a stricter question and answer format. In previous projects, this approach has been particularly effective in quickly and accurately identifying major issues.

We propose to conduct the interviews individually and with small groups who represent similar interests. Results of the stakeholder meetings will be compiled into a technical report that will summarize the

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results. The outcome of this task will be a very clear understanding by CHT of how it is perceived by its stakeholders, major concerns and issues, and desired transit service outcomes.

## 2.3 Collect Input from Front Line Staff

As the front-line staff responsible for delivery of transit services in the county, drivers, dispatchers, and customer service representatives often know more about transit services than anyone else, and nearly always have opinions about how to improve them. Seeking their input can be a useful and effective strategy for identifying ways to improve the system and also to build support and momentum for the project overall.

This task is designed to understand the characteristics and unmet transportation needs of both users and non-users. This task also includes a follow-up survey to engage potential patrons after initial alternatives have been developed.

#### 2.4 Conduct Long-Range Recommendations Online Survey

After development of initial service scenarios, an online survey will be designed to generate feedback about proposed long-range service scenarios. For each scenario and route, the survey will include accompanying information about operating characteristics, changes from the previous route(s) serving the area, and questions about the respondent's perceptions of the service changes.

This survey's dual purpose is to educate users on the proposed changes and to solicit buyoff on the proposed service redesign. The survey will be prepared in such a way as to allow respondents to share comments and concerns, and those concerns can be factored into the design of the final route network. Nelson\Nygaard will incorporate these proposed changes into the Draft Final Report.

#### 2.5 Conduct Public Meetings

As effective as new web-based outreach methods are becoming, traditional public meetings, workshops, or open houses remain essential. Up to six public meetings in Chapel Hill, Carrboro, and on UNC-Chapel Hill's campus will be held to allow the public an opportunity to hear a summary of key draft findings, proposed service goals and objectives, and presentation of the proposed service alternatives. To ensure that such events are interesting to members of the public, staff might use interactive methods, such as trade-off surveys and voting-for-preferences exercises. CHT will be responsible for identifying, reserving, and publicizing the locations for these meetings.

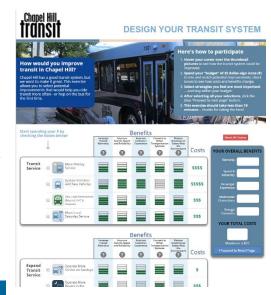
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The first round of public meetings will be to gather general input about community needs, goals, and vision for transit. The second round of public meetings will allow the public to provide input into the

preliminary long-range plan, with the goal of incorporating comments into the final plan. Public meeting dates and locations will be coordinated with CHT.

### 2.6 Deploy Design Your Transit System Tool

Earlier in the Strategic & Financial Plan process, Nelson\Nygaard developed an interactive online "Design Your Transit System" tool that incorporates technical data into a web-based planning model that allows users to "design their own transit system" given a set level of resources. This tool brings value because it allows users to understand the tradeoffs associated with transit service planning and benefits associated with transit resource allocation. Nelson\Nygaard will deploy the tool to engage the community and synthesize the results.



#### TASK 3 PLANNING CONTEXT

A State of the System report was produced in May 2014 as part of the Strategic & Financial Sustainability Plan. Nelson\Nygaard will integrate information developed as part of that effort and supplement findings with an updated review to understand the current regional planning context.

#### 3.1 Evaluate Current Regional Context

To ensure CHT's Strategic Plan is compatible with other local and regional efforts, Nelson\Nygaard will provide a comprehensive inventory of ongoing and known variables for providing service over the short and long-term, including future implementation of light rail, BRT, plans in Orange County, coordination with GoTriangle, and trends in state and federal funding, as well as any additional relevant information. This analysis will also include a review of existing transportation system plans, including pedestrian and bicycle plans, and related mobility plans in Chapel Hill, Carrboro, and at UNC-Chapel Hill.

#### 3.2 Review Planned Future Development

Multiple larger-scale developments are in the planning process in CHT's service area. In some cases, they are in the vicinity of existing CHT services, which give the appearance that they will have service. However, there may be cases where these routes do not have the capacity to accommodate significant additional ridership.

Nelson\Nygaard will review and compile planned future development likely to impact CHT service. For developments in the CHT service area, such as Obey Creek, the Eubanks Road development area, or planned university-related development with the Chapel Hill and Carrboro service area, the potential impacts to service will be documented.

#### 3.3 Conduct Regional Travel Demand Analysis

We will analyze travel patterns in the Research Triangle region to develop an understanding of potential commuter markets traveling into Chapel Hill and Carrboro. Specific areas include travel to/from the Triad and Chatham County. By showing significant regional travel patterns, this analysis will highlight

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potential markets, as well as how these patterns relate to CHT's service and potential future strategic planning issues.

**Deliverables:** Tech Memo #1: Existing Conditions and Public Outreach

#### TASK 4 LONG-RANGE SERVICE EVALUATION

#### 4.1 Conduct High Level System and Route Analysis

To determine how well existing service performs and serves market demands, the Nelson\Nygaard team will evaluate the effectiveness of existing fixed-route services. We will take a high level approach to examining each route and service from an overall perspective of how well it serves its intended markets, how well it works within the overall system, and what changes could be made to improve route performance and responsiveness to community needs.

#### 4.2 Develop Initial Long-Range Service Concepts and Recommendations

Transit can be provided in many ways, but for it to be most effective, different modes and services must be matched to the correct markets. To determine the best way to improve individual services and also to fit them together, we propose to develop and vet up to three different service scenarios that will represent different approaches. Each scenario will build upon the work conducted in previous tasks, and the Nelson\Nygaard team will work closely with CHT staff to develop long-range service scenarios.

One scenario will represent a "status quo" approach to evaluate the long-range implications of CHT's existing service. Other scenarios will be developed to represent different combinations of approaches, rather than entire packages that would need to be selected as a whole. The purpose would be to determine which individual projects or combinations of projects in each scenario would generate the highest levels of support, and then to subsequently combine the best elements of each scenario into the final recommendations.

Once service scenarios have been developed, we will evaluate the individual components on their technical merits, and vet them with stakeholders. The technical analysis will include:

- Route Structure and Major Transfer Locations
- Service Frequencies, Span of Service, Days of Operation, and Vehicle Requirements
- Capital Costs We will identify conceptual capital cost estimates for equipment and facilities
  associated with proposed changes to develop a fully-allocated cost for service.
- **Financial Analysis** We will identify recommendations that do not fit within existing revenues, potential revenues, and strategies to fund proposed transit service.
- Other We will also assess impacts related to Environmental Justice, service to major activity centers, and other qualitative factors.

# 4.3 Develop Preferred Long-Range Service Plan Recommendations

The feedback on the initial scenarios gathered through a second phase in the public outreach process is likely to show support for One of the key issues in the planning process will be developing an equitable sharing process between UNC-Chapel Hill and Partner-funded routes. Engaging UNC-Chapel Hill about the effectiveness of their funded service and how it relates to the system must be done as part of the recommendations process.

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multiple elements in each scenario. Typically, the preferred recommendations contain elements of multiple scenarios.

We will develop preferred recommendations through meetings with CHT staff in which we will review the potential options and impacts for each route, potential new services, and develop recommendations on a route-by-route basis. These meetings will allow both CHT staff and the consulting team staff to thoroughly discuss all findings and issues, and develop recommendations that all participants and the public can fully support. The Preferred Scenario may be a refined version of one of the initial service scenarios or a hybrid of two or more.

#### 4.4 Develop Prioritized Implementation Plan

Nelson\Nygaard will develop an implementation plan that helps the Partners prioritize service improvements and identify reasonable stages of implementation over the next 10 years and beyond. Ridership projections will be provided for the increments of improvements and system options.

**Deliverables:** Tech Memo #2: Long-Range Service Plan and Strategic Issues

#### TASK 5 EVALUATE LONG-TERM STRATEGIC ISSUES

#### 5.1 Evaluate Long-Term Strategic Issues

As part of this task, Nelson\Nygaard will provide a comprehensive inventory and evaluation of ongoing and upcoming variables for CHT service in the next 10 years and beyond. The goal of this task will be to provide a thorough understanding of probabilities and outcomes for CHT. Initiatives to be reviewed as part of this task include the following:

- BRT: Potential future implementation of BRT in Chapel Hill will have widespread implications
  for how the transit system functions. This task will evaluate potential opportunities and
  challenges associated with the implementation of BRT, as well as making any applicable longerterm recommendations for BRT integration, such as feeder services.
- Coordination with GoTriangle: As GoTriangle has grown in size and scope as an agency, regional coordination has become increasingly more important. This subtask will create recommendations to ensure CHT continues effective and productive relationships with other regional transportation providers. Opportunities to leverage shared corridors will be identified as well.
- Regional Transit Initiatives: Nelson\Nygaard will evaluate the implications of transit
  initiatives in Orange County, Chatham and Wake County, as well as the potential for commuter
  service and other opportunities for regional integration.
- Transportation System Planning: This task will also account for related transportation system planning, including pedestrian and bicycle planning, as well as other related mobility plans for the Towns and UNC-Chapel Hill.
- **Environmental Impacts:** This task will provide a high level environmental analysis to evaluate consistency with the Town of Chapel Hill's carbon reduction pledge.
- **Future Development:** Building from Task 3.2, we will evaluate planned future development within Chapel Hill and Carrboro as well as in the greater region. This review will be in the context of CHT service to identify potential gaps, develop strategies to meet anticipated need, and establish policies to address local and regional development.
- **Park-and-Ride Corridors:** Chapel Hill, Carrboro, and UNC-Chapel Hill all have growth plans that depend on CHT to mitigate parking and traffic concerns. CHT's primary park-and-ride

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strategy has been focused on the NC-54 corridor, but as traffic patterns continue to evolve, additional park-and-ride capacity may be necessary. Based on regional growth trends, Nelson\Nygaard will identify potential corridors that require additional park-and-ride capacity to ensure CHT is well-positioned for future capital and land procurement needs. This task will focus on identifying the needs and not on the specific locations.

• **Transit Hubs:** This analysis will evaluate the potential for transit hubs within CHT's existing service area—including the feasibility of transit hubs located in downtown Chapel Hill and on UNC-Chapel Hill's campus—with a goal of reducing transit vehicles dwelling on street and facilitating transfers. As part of this task, Nelson\Nygaard will identify potential locations that warrant further study as well as high-level cost estimates. This analysis will account for high-level transfer data, consider the potential for innovative funding options (such as public-private partnerships), and evaluate the potential benefits for passengers.

#### 5.2 Light Rail Integration

The Research Triangle region is currently in the midst of planning for light rail implementation. This task will develop recommendations for how to leverage the regional investment in light rail. Building on the service scenarios developed in Task 4, Nelson\Nygaard will analyze routing options for bus service connections to light rail stations planned within or adjacent to CHT's existing service area. This task will assume commencement of light rail service in 2028.

#### 5.3 Develop Performance Measures

Nelson\Nygaard will develop a set of performance measures for CHT's fixed-route service in keeping with industry best practices, local operating characteristics, and input from staff and key stakeholders. These standards will provide formal guidelines for assessing the quality and performance of operations. The guidelines will include metrics for identifying under and over-performing services, as well as strategies for addressing performance.

#### 5.4 Evaluate Capital and Financial Implications

The goal of this effort will be to evaluate long-term capital and financial implications of strategic issues identified in this plan. Implications on staffing, CHT's vehicle fleet, and state and federal funding will be considered. In this task, Nelson\Nygaard will use CHT's existing financial model to evaluate long-term funding implications. The assumptions and results of the model will allow CHT to make informed decisions about its financial capacity to make service changes and improvements, as well as identifying any additional revenues required.

**Deliverables:** Tech Memo #2: Long-Range Service Plan and Strategic Issues

# TASK 6 DEVELOP DRAFT AND FINAL REPORT

## 6.1 Develop Draft and Final Report

The Draft and Final Report will compile work and findings developed in previous tasks as well as a highly visual Executive Summary. The Draft and Final Report will be based on completed work and findings from all tasks completed as part of this effort. Nelson\Nygaard will respond to one set of non-conflicting comments to the Draft Report provided by CHT. Following formal presentations and upon approval by the CHT project manager, Nelson\Nygaard will prepare a Final Report.



**GRTA COA Executive Summary** 

**Deliverable:** Draft Report, Final Report, and Executive Summary

# **PROPOSED PROJECT SCHEDULE**

															2	017													
		March		April		April		May 1 8 15 22 29			June	е		July			August		September			October			November		December		
Task Description	6	13 20	27	3	10 17	24	1 8	15	22 29	5	12	19 26	3	10 17	24	31 7	7 14 21	28	4	11 18 2	5 2	9	16 2	3 30	6	13	20 27	4 11	18 25
Conduct Kickoff Meeting and Ongoing Project Management																													
1.1 Kickoff Meeting																													
1.2 Ongoing Project Management																													
2 Stakeholder and Community Input																													
2.1 Engage CHT Partners Committee																													
2.2 Collect Stakeholder Input																													
2.3 Collect Input from Front Line Staff																													
2.4 Conduct Long-Range Recommendations Online Survey																													
2.5 Conduct Public Meetings																													
2.6 Deploy Design Your Transit System Tool																													
3 Planning Context																													
3.1 Evaluate Regional Context																													
3.2 Review Planned Future Development																													
3.3 Conduct Regional Travel Demand Analysis																													
4 Long-Range Service Evaluation																													
4.1 Conduct High Level System and Route Analysis																													
4.2 Develop Initial Long-Range Service Concepts and Recommendations																													
4.3 Develop Preferred Long-Range Service Plan Recommendations																													
4.4 Develop Prioritized Implementation Plan																													
5 Evaluate Long-Term Strategic Issues																													
5.1 Evaluate Long-Term Strategic Issues																													
5.2 Develop Performance Measures																													
5.3 Light Rail Integration																													
5.4 Evaluate Capital and Financial Implications																													
6 Development of Draft and Final Report																													
6.1 Develop Draft and Final Report																													
Evaluate Capital and Financial Implications     Development of Draft and Final Report																													

# PROPOSED PROJECT BUDGET

			Nelson\Nygaard Labor Costs							
		Tim Payne	Thomas Wittmann	Cristina Barone	Jody Trendler	Brendan Rahman				
		Dringing! F		Senior Associate	Accesiate 2	Accesiate 2				
	Base Rate	Principal 5 74.38	Principal 4 69.42	<b>1</b> 49.59	Associate 2 33.06	Associate 2 33.06				
	Overhead 175.00%		121.49	86.78	57.85	57.85				
	Profit 10%		19.09	13.64	9.09	9.09	NN	Labor	Total	Total
	Total Billing Rate	\$225.00	\$210.00	\$150.00	\$100.00	\$100.00	Hours	Cost	Direct Expenses	Costs
Task	Description								·	
1	Conduct Kickoff Meeting and Ongoing Project Management									
1.1	Kickoff Meeting	2	2	2			6	\$1,170		\$1,170
1.2	Ongoing Project Management	6	12	24			42	\$7,470		\$7,470
	Task Total	8	14	26	0	0	48	\$8,640	\$0	\$8,640
2	Stakeholder and Community Input									
2.1	Engage CHT Partners Committee	12	18	30			60	\$10,980		\$10,980
2.2	Collect Stakeholder Input	4	8	8			20	\$3,780		\$3,780
2.3	Collect Input from Front Line Staff		4	4			8	\$1,440		\$1,440
2.4	Conduct Long-Range Recommendations Online Survey		18	18		24	60	\$8,880		\$8,880
2.5	Conduct Public Meetings		2	4		16	22	\$2,620		\$2,620
2.6	Deploy Design Your Transit System Tool			4		8	12	\$1,400		\$1,400
	Task Total	16	50	68	0	48	182	\$29,100	\$14,772	\$43,872
3	Planning Context									
3.1	Evaluate Regional Context	4	4	8		16	32	\$4,540		\$4,540
3.2	Review Planned Future Development		4	8		20	32	\$4,040		\$4,040
3.3	Conduct Regional Travel Demand Analysis		2	4	8	8	22	\$2,620		\$2,620
	Task Total	4	10	20	8	44	86	\$11,200	\$0	\$11,200
4	Long-Range Service Evaluation					,				
4.1	Conduct High Level System and Route Analysis	4	4	8	16	24	56	\$6,940		\$6,940
4.2	Develop Initial Long-Range Service Concepts and Recommendations	4	16	24	8	32	84	\$11,860		\$11,860
4.3	Develop Preferred Long-Range Service Plan Recommendations	4	16	16	8	24	68	\$9,860		\$9,860
4.4	Develop Prioritized Implementation Plan	4	8	8	16	8	44	\$6,180		\$6,180
	Task Total	16	44	56	48	88	252	\$34,840	\$0	\$34,840
5	Evaluate Long-Term Strategic Issues				'	,	<u> </u>			
5.1	Evaluate Long-Term Strategic Issues	12	16	80	32	40	180	\$25,260		\$25,260
5.2	Develop Performance Measures		4	32		8	44	\$6,440		\$6,440
5.3	Light Rail Integration	4	8	24	16	16	68	\$9,380		\$9,380
5.4	Evaluate Capital and Financial Implications	4	4	40		8	56	\$8,540		\$8,540
	Task Total	20	32	176	48	72	348	\$49,620	\$0	\$49,620
6	Development of Draft and Final Report									
6.1	Develop Draft and Final Report	8	8	24	16	24	80	\$11,080		\$11,080
	Task Total	8	8	24	16	24	80	\$11,080	\$0	\$11,080
	TOTAL HOURS	72	158	370	120	276	996			
	TOTAL LABOR COST	\$16,200	\$33,180	\$55,500	\$12,000	\$27,600		\$144,480	\$14,772	\$159,252

5D. Service Requests

Action: 1. Receive information and provide staff with feedback.

Staff Resource: Nick Pittman, Transit Planning Coordinator

Brian Litchfield, Director

#### **Shelter Request**

 Staff received a request for a shelter to be placed at a stop on East Lakeview Drive at Red Roof Inn Drive.

- Overview of Stop: likely placed in mid to late 90's and is located in an area without sidewalks or reasonable public lighting (Attachment 1: East Lakeview Stop). Stop #3558 is currently served by D and D Express routes, end of route loop, with about 31 trips per day. The stop is served from 6:40 a.m. until 9:15 p.m. The stop averages about 10 boardings and 12 alightings per day, a recent boarding analysis, did not show a trip with more than one (1) customer boarding. The stop is currently not adjacent to public or community facilities.
  - Additional information: the Town of Chapel Hill completed a sidewalk prioritization process in 2016 and this area was ranked 55 out of 120 (Town is currently working on projects that ranked in top 10).
- Staff Recommendation: We are not able to currently recommend placing a shelter at this stop location. The area does not have public sidewalks and likely to meet ADA we would have to install sidewalk from Old Chapel Hill Road to 15-501 (~.4 miles) and the average daily boardings from this stop are well under our basic criteria (30+ boardings) for shelter consideration. We understand that lighting can be a challenge in this area and will be testing a solar powered light at this stop (Attachment 2: Solar Powered Light), over the next few months.
  - Unfortunately, of our 600+ stops, we have many that are underdeveloped and/or in need of improvements. We are working through improving these stops on a priority basis, as resources are available our goal is to do around 10 per year. Our focus has been on making stop improvements with known ADA concerns and coordinating stop improvements with Town and/or Partner projects, to maximize the effectiveness of our limited funds.
- **Current Status:** Staff has communicated our recommendation, along with information on the solar light, with the constituents who asked for the shelter. Constituents have indicated an interest in submitting a petition request to the Chapel Hill Town Council.

#### **Overview of St. Thomas More Catholic School Request**

- Following a meeting in January between Town of Chapel Hill staff and representatives from St. Thomas More Catholic School (located on Fordham Boulevard, just south of Raleigh Road/NC 54) to discuss transportation demand management strategies, we received a request from the school to modify the weekday V route to serve the school's campus around their start and dismissal times (Attachment 3: St. Thomas More).
- Based on a survey of students/families the school has indicated that there is an interest in families living in the Southern Villagé<sup>8</sup> and Meadowmont areas to have students use

- public transit services to access the school. We explored using the V bus stops on Raleigh Road with them, however, they shared concerns about the current schedule, access and crossing Raleigh Road.
- Overview of Existing Service: The St. Thomas More campus is not directly served by Chapel Hill Transit. The weekday V route is accessible via Raleigh Road, requiring a crossing of Raleigh Road without the benefit of pedestrian improvements. The weekday S route serves a stop near the St. Thomas More campus on Fordham Boulevard, going toward campus.
- **Service Options:** Staff will present some potential service options at the Partners Meeting.
- **Fiscal Note:** As a partnership between the Town of Chapel Hill, Town of Carrboro and the University, a request for new service and/or an expansion of services is typically discussed by the Transit Partners Committee, which provides a recommendation to the jurisdiction(s) from which the request was generated. If approved, the jurisdiction(s) in which the service originates is responsible for paying the full cost of the new service for at least one year. If the service meets performance standards, the Partners Committee then discusses sharing the cost of the new service through the current Transit funding formula.

#### Recommendation

• Partners discuss the information provided and provide staff with feedback and direction.

#### **Attachments**

- 1: East Lakeview Drive Bus Stop Pictures
- 2: Solar Powered Light
- 3: St. Thomas More Request Letter







# **PV-Stop Field Images**











# STORE SCHOOL SCH

# St. Thomas More Catholic School

920 Carmichael Street Chapel Hill, North Carolina 27514 Lower School 919-929-1546 Middle School 919-929-2241 FAX 919-929-1783 www.stmcsnc.org

February 16, 2017

Brian Litchfield, Director of Transit Town of Chapel Hill 6900 Millhouse Road Chapel Hill, NC 27516

Dear Mr. Litchfield,

Thank you for receiving the proposed V bus modification to facilitate student ridership to our school as a part of our efforts to reduce the traffic congestion in and out of the St Thomas More campus, located off of 15-501 in Chapel Hill.

Our student-led environmental group, the Green Knights, have partnered with Len Cone from the Town around these traffic reduction initiatives, and the The V bus modification is one part of these efforts. According to the Family Transportation Survey, conducted in the Fall of 2016, there exists strong family support for using public transit as an alternative to SOV. Based on mapping of our families' home addresses, it is apparent that the majority live in proximity to the terminal ends of the V bus route; Southern Village and Meadowmont. The Transportation Survey found the main barrier to ridership is parent concern for safety given that the current, closest V bus stop at UNC Admissions would require students crossing Raleigh Road/ 54. Therefore, it is our prediction that a modified V bus route with a stop at the STM campus for the school start and end times would lead to a significant number of our families utilizing the V bus as an alternative to SOV.

St Thomas More Catholic School is supportive of any transportation service that serves our families effectively and helps reduce the impact that extra car traffic has on our safety and air quality. We are excited by the ongoing partnership with the Town around these efforts and look forward to more progress in the years to come.

Sincerely,

Kathleen Sullivan, M.Ed, School Admin.

Saint Thomas More Catholic School Administrator

919-942-6258

ksullivan@stmcsnc.org

Kathy Sullivan

**INFORMATION ITEM** February 28, 2017

6A. State Maintenance Assistance Program (SMAP) Formula Update

Staff Resource: Tim Schwarzauer, Grants Coordinator

Brian Litchfield, Director

#### **Overview**

In early January, 2017, The North Carolina Public Transportation Association (NCPTA) proposed a revised State Maintenance Assistance Program (SMAP) for review and consent by member agencies. SMAP is the program that provides Chapel Hill Transit, and other urban transit systems in the state, with our annual state funding (~\$2.9M in FY17).

The proposed formula change would have cost Chapel Hill Transit approximately 15% of its current funding level in 2018. Chapel Hill Transit submitted comments in opposition to the proposed changes, and requested that the NCPTA review the formula in order to reduce impacts from losses to any agency.

The proposed consensus SMAP formula allocation and all of the comments received were then considered at the NCPTA Board of Directors on February 3, 2017. The Board decided to take a position only with respect to the data used in any formula allocation. Specifically, it was agreed that the data must be must be taken from the NTD Transit System Profiles. The Board did not take a position with respect to any specific formula allocation.

On February 9, 2017, North Carolina Department of Transportation's Public Transit Department (NCDOT-PTD) made a presentation via tele-conference regarding a new SMAP formula allocation that addressed the state's interests. Staff is currently working to review the proposal and submit comments, similar to what we shared with NCPTA, to NCDOT-PTD. Staff will continue to provide the Partners' with updates.

INFORMATION ITEM February 28, 2017

6B. Transit Property – Potential Disposal of Excess Real Property

Staff Resource: Tim Schwarzauer, Grants Coordinator

Brian Litchfield, Director

#### **Overview**

The Town of Chapel Hill has recently received inquiries from developers regarding the sale or easement access to Town-owned properties west of Millhouse Road and the Norfolk Southern railroad tracks across from the Chapel Hill Transit and Public Works facilities.

Part of the property in question was purchased, with Federal Transit Administration (FTA) funds, when land was acquired for the Transit facility (Attachment: Maps). The FTA funded property is separated from the Chapel Hill Transit facility by Millhouse Road and railroad tracks and is not currently used for any transit purpose. No improvements have been made to the property since it was acquired in the original purchase. Transit staff has reviewed the property and made an initial determination that it could be considered excess real property (no current or immediate need for transit related purposes) and could be considered an "Uneconomical Remnant", which is defined by FTA as: a parcel of real property in which the owner is left with an interest after the partial acquisition or use of the owner's property, and which the acquiring agency has determined has little or no value or utility to the owner.

Due to the federal interest in the property, Transit staff will work with FTA to determine what options may be available to the Town of Chapel Hill. Some options may include:

- Sell and Reimburse FTA: Competitively market and sell the property and pay FTA the
  greater of its share of the fair market value of the property or the straight line depreciated
  value of the improvements plus land value. FTA's share of the fair market value is the
  percentage of FTA participation in the original grant multiplied by the best obtainable
  price, net of reasonable sales costs.
- 2. **Offset:** Competitively sell property and apply the net proceeds from the sale to the cost of replacement property under the same program. Return any excess proceeds to FTA in accordance with 49 CFR 18.31. Note, this would require us to also reduce an approved capital grant(s) by FTA's share of the proceeds.
- 3. Sell and Use Proceeds for Other Capital Projects: Competitively sell property and use the proceeds to reduce the gross project cost of another FTA eligible capital transit project. The grantee is expected to record the receipt of the proceeds in the grantee's accounting system, showing that the funds are restricted for use in a subsequent capital project, and reduce the liability as the proceeds are applied to one or more FTA approved capital

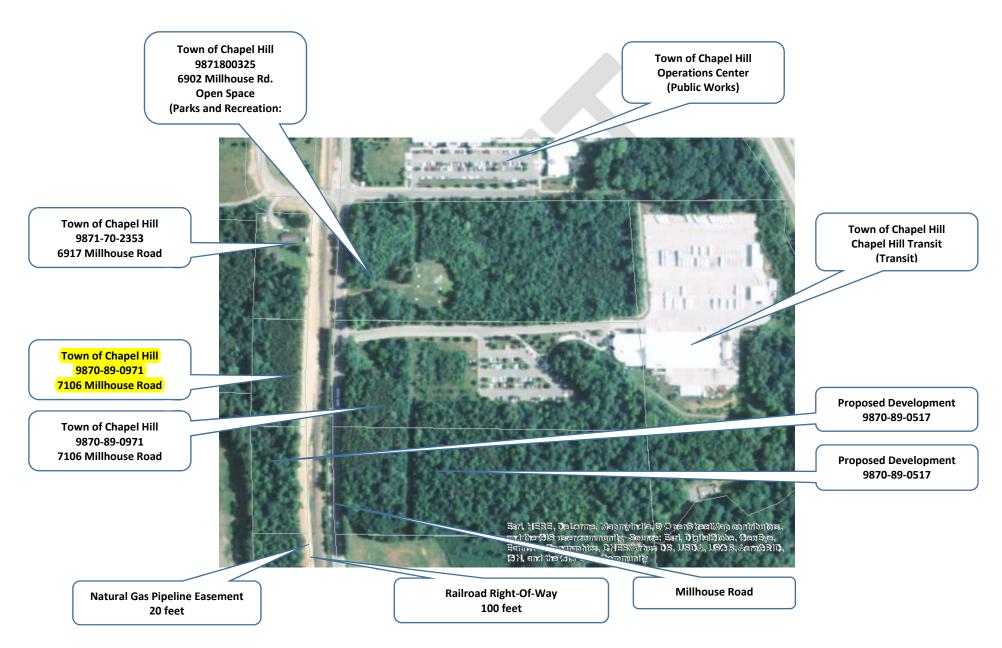
projects. FTA must approve the application of the proceeds to a subsequent capital grant, which should clearly show that the gross project cost has been reduced with proceeds from the earlier transaction. Note, this would require us to also reduce an approved capital grant(s) by FTA's share of the proceeds.

4. **Retain Title With Buyout:** Compensate FTA by computing percentage of FTA participation in the original cost. Multiply the current fair market value of the property by this percentage. The grantee must document the basis for value determination; typically, this is an appraisal or market survey. Alternatively, the grantee may pay the straight line depreciated value of improvements plus land value, if this is greater than FTA's share of the fair market value.

#### **Attachment**

Property Maps

## **Millhouse Road Parcels**



GIS Data Currency Dates Help County Home Page LR/GIS Home Page



#### 6C. Potential FY2017-18 Service Adjustments

Staff Resource: Nick Pittman, Transit Planning Coordinator

#### Overview

Chapel Hill Transit generally makes changes to its schedules in January, May and August, in response to ridership trends, changing traffic patterns and growth in the area. In preparation for the August service adjustments, staff has prepared the following list of potential adjustments for consideration:

#### **Service Adjustment Options**

- HU Route Adjustment to current route to better serve Baity Hill student housing and Mason Farm Road
- Senior Shuttle Updates to current routing and schedule to improve on-time performance and improve customer experience
- DX Route Discontinue service due to low demand (reallocate hours to other adjustments)
- CCX Route Additional PM trip to better accommodate UNC Hospitals shift times
- V Route Service to St. Thomas More during school arrival and departure times
- Additional adjustments may be identified as we review on-time performance

#### Service Expansion Options

- D Route Increase weekday peak hour (AM and PM) service frequency due to overcrowding
- NS Route Add weekday evening service to Southern Village, currently ends at 7:30 p.m.
- NS Route —Saturday service using weekday routing
- T Route —Saturday extension to Southern Village
- T Route Weekday route extension to 15-501 (Sage Road)
- V Route —Saturday service from Downtown/Campus to Meadowmont/Friday Center area
- Sunday Service Additional Sunday service to match current Saturday service

Additional information related to these potential service adjustments will be distributed at the meeting.

**Fiscal Note:** As a partnership between the Town of Chapel Hill, Town of Carrboro and the University, a request for new service and/or an expansion of services is typically discussed by the Transit Partners Committee, which provides a recommendation to the jurisdiction(s) from which the request was generated. If approved, the jurisdiction(s) in which the service originates is

responsible for paying the full cost of the new service for at least one year. If the service meets performance standards, the Partners Committee then discusses sharing the cost of the new service through the current Transit funding formula.

Funding may also be available through the Orange County Bus and Rail Investment Plan for services that align with the plan. The Chapel Hill Transit Partners agreed to use Orange County Bus and Rail Investment funds in FY15 to:

- implement service improvements, such as evening/nighttime and weekend service, that would provide improved access to jobs with nontraditional work hours
- expand access to retail, medical, recreational and education destinations in Chapel Hill and Carrboro for lower-income and transit dependent residents
- Identified areas of interest include better serving the Rogers Road community and other lower-income populations.
- meet peak-hour service demands (e.g. overcrowding, lack of service, etc.)
- cover cost of existing services

6D. Legislative Update

Staff Resource: Mila Vega, Transit Service Planner

#### **Background**

The NCPTA Legislative Committee met on February 24<sup>th</sup> to discuss Federal and State legislative agenda drafts. Below is the list of potential items that is currently being discussed; they are still in the draft format and subject to change:

On the State level, the following is being considered:

- Maintain the level of funding (or potentially request an increase) of the State Transit Funding Assistance. Last year, there was a \$2M increase each for urban and rural systems.
- Fleet replacement remains an ongoing need.
- Strategic Transportation Investment (STI) program there is a need to enable local transit agency representation in the STI development process and the development of scoring criteria and prioritization.
- NCPTA also carried forward removal of the light rail cap, direct Medicaid Non-Emergency Medical Transportation (NEMT) service provision and North Carolina highway use tax transit exemption from the last year's priorities.
- Another potential consideration is a legislation that would require general traffic vehicles
  to yield to the bus; however, the committee members are interested in more information
  prior to including this item on the list of legislative priorities.

Federal priorities remain similar to what was presented last year – funding of the FAST Act and fleet replacement. The new item for the current year is the Infrastructure Investment initiative. NCPTA supports Congressional passage of a bipartisan multimodal transportation infrastructure package that invests in urban and rural public transportation. The goal is to work with our national partners like APTA to make sure transit needs are represented.

The committee is planning a trip to Washington, D.C. in early April (04/04-04/05). The format will be similar to the last year's visit with a goal to meet with as many members of the State's congressional delegation as possible and present a unified message on behalf of NCPTA. Also, the committee is planning to meet with the Federal Transit Administration (FTA) staff and seek information on the status of transit funding including another round of discretionary section 5339 funding.

We will continue to provide you with updates as we work on Federal and State legislative priorities.

**INFORMATION ITEM** February 28, 2017

6E. Training and Recruiting Update

Staff Resource: Katy Luecken, Training Coordinator

# **Overview**

• Katy Luecken, Training Coordinator, will attend the Partners meeting and provide a brief update on some of the new training and recruiting initiatives.

#### 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 – January 2017 – 33% or 38 Fixed Route Operators had perfect attendance for the month

- On time Performance (OTP) January 2017 82%
- Routes performing 80% and above on time: A (82%), CCX (91%), CL (85%), CM (81%), CPX (86%), Sat D (87%), F (81%), FCX (84%), Sat FG (80%), HU (83%), J (88%), JFX (89%), Sat JN (91%), N (87%), NS (81%), NU (85%), S (83%), Sat T (82%), V (87%)
- The On-Time Performance numbers were impacted by inclement weather and the U/RU were impacted by the Bowles Drive detour.
- Winter Storm Helena resulted in Chapel Hill Transit having a 10 am delayed start on Saturday, January 7, 2017. We adapted operations and had detours in place for areas that were unable to be served due to road conditions throughout the weekend.
- Due to winter weather, the UNC Men's basketball game against NC State was moved to Sunday afternoon and we had a limited Tar Heel Express operating only from Friday Center.
- We utilized a mass text service to maintain better communication with our staff throughout the inclement weather event. We received positive feedback from staff about the use of the mass text alerts.
- January Operations/Safety Meetings Training Coordinator Katy Luecken presented a training on Sleep Apnea and Driver Fatigue. We also presented 2016 Attendance Awards.
- Congratulations to the following Fixed Route Operators for receiving 2016 Attendance Awards:

12 months Perfect Attendance -Robert Earhart Jermaine Ray Ronald Watson

11 months Perfect Attendance -Russell Crute William Rogers

10 months Perfect Attendance -Bryant Saunders 9 months Perfect Attendance -Carol Brown-Lopez Thomas Dodson Sheila Neville

#### Catch us at our Best:

On 1-20-17, we received an email from customer James Joslin about Operator Michael Chandler: "Dear Chapel Hill Transit Authority, I would like to compliment you on your hiring the morning U Route driver, Michael Chandler. He is a very affable and friendly driver and has a great attitude. He obviously really cares about the riders and his ability to transport them safely and efficiently. I know it's going to be a good day when I board and see Michael's kind manner and hear his warm greeting. Thank you for your attention."

On 1-26-17 Transit Supervisor Deborah Davis assisted a guest with a lost & found item. Customer Larry Wolslagel emailed us the following comments:

"My wife and I went to the Virginia Tech game on January 26th and took the Tar Heel Express at 6:30pm from the Airport Drive location. I had a pair of leather driving gloves that I loved ( and use to drive my 32 Chevy Confederate back in Florida) with me. I must have dropped them off my lap when we got off the bus and spent the next 2 days trying to find them via your supervisor Deborah Davis! WOW!!!!!! She is a tremendous employee and human being! Not only did she follow up on finding them for me, at 10pm last night (1/28) she delivered them to the house, in the cold and dark!

Deborah Davis is an example of wonderful customer service and I can't thank her enough!"

On 1-29-17, we received the following from a customer on the Sunday NU Route: "I am a student at UNC and I just wanted to tell someone that I received exemplary service from one of the bus drivers yesterday. Whoever was driving the NU at 1:45 pm yesterday was wonderful and really helped me and my friend at the RR Lot when we had trouble getting in. I hope he is recognized for helping us and going above and beyond his requirements!" Operator Damon Jackson was recognized for his excellent customer service.

#### <u>Demand Response Manager – Don Willis</u>

• The holiday bid policy was updated in collaboration with Operators, and presented to the Transit Employee forum for feedback.

- Awards for Safe Drivers, Distinguished Drivers (Tony Combs, Gerhard Konig, and Rob Bettilyon) and for the Driver of the Year, Rob Bettilyon were presented in December.
- EZ Rider services have traveled 213 service days (and counting) without a preventable accident!
- Recent Operator Training on: Blood Borne Pathogens; Sleep Disorders; Winter Weather Preparedness

#### Average Statistics, October through December:

- 215 Trips per Weekday; 80 Trips on Saturday; 26 Trips on Sunday
- Provided a total of 15,195 Trips in Three months & traveled 86,313 miles
- 92% On Time Performance, 35 missed trips, and 55 excessively long trips

#### <u>Training Coordinator – Katy Luecken</u>

- 1. Training Classes:
  - a. Fixed Route
    - i. 1/10/2017: Two Trainees in BTW Training
    - ii. 3/6/2017: Ten Conditional Offers made
  - b. Demand Response
    - i. No recent classes
  - c. Maintenance
    - i. No recent classes
- 2. Coordinating recruitment initiatives
- 3. Training as co-administrator for Town of Chapel Hill Learning Management System
- 4. Attending the Transportation Leadership Development Program through ITRE

#### Safety - Mark Lowry

**Vehicle Accident Summary** 

TOTAL ACCIDENTS	Jan-17	Jan-16	Year to Date
Fixed Route			
Preventable	2	7	12
Non-Preventable	0	2	23
<b>Demand Response</b>			
Preventable	0	1	1
Non-Preventable	0	0	1
Maintenance			
Preventable	0	0	0
Non-Preventable	0	0	0
		Total YTD	37

#### <u>Maintenance Manager – Peter Aube</u>

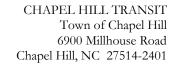
Fixed route ran 175,557 miles in January

- Demand response ran 31,245 miles in January
- Non-revenue vehicles ran 27,105 miles in January
- Collaborated with Public Works to replace failed boilers for maintenance repair shop.
- Completed Quality Assurance inspection on two new 40 ft. buses at the Gillig factory
- Maintenance performed 45 Preventive Maintenance Inspections in December (100% ontime).
- Thirteen (13) Maintenance Employees completed the Month of December with Perfect attendance
- Maintenance performed twelve (12) road calls in January (14,629.75) miles per road call for fixed route
- Maintenance performed 0 road calls in January for demand response
- Maintenance Completed January with 0 buses being towed
- Maintenances parts department implemented weekly competitive parts bid procedure

MONTHLY REPORT	February 28, 2017
7B. Director	

Staff Resource: Brian Litchfield

• The Director's Report will be provided at the meeting on February 28, 2017.





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

# CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE FUTURE MEETING ITEMS

#### February 28, 2017

March 28, 2017							
Action Items	Informational Items Financial Sustainability						
	Study Update						
	FY 18 Budget Update						
April 25, 2017							
Action Items	Informational Items						
	Financial Sustainability						
FY 18 Budget Update	Study Update						
May 23, 2017							
Actions Items	Informational Items						
	Financial Sustainability						
FY 18 Budget	Study Update						

## **Key Meetings/Dates**

APTA Marketing & Communications Workshop
– February 26-March 1, Tampa Marriott
Waterside, Tampa, FL

APTA Legislative Conference – March 12-14, 2017, JW Marriott, Washington, DC

MPO Board – March 8, 2017, 9-11AM, Committee Room, Durham City Hall

TCC Meeting – March 22, 2017, 9-11AM Committee Room, Durham City Hall

BUS

BUS

NC: Bus System Proposes Options for its Funding

RAIL

Sound Transit System-Wide Ridership Jumped 23 Percent in 2016

BUS

IN: Passenger Restrooms at Transpo Station Reopen

BUS

TX: Cap Metro, Fighting Ridership Slump, Nears an Overhaul of Bus System

RAIL

WA: By Bus and by Train Sound Transit Ridership Rises 23 Percent in 2016

BUS

OH: Cities Reap Benefits of Bus Hubs

**f** | Share **y** | Share **n** | Share **in** | Share

Feb. 21--GRAHAM -- The route Piedmont Authority for Regional Transit has traveling through Alamance County to Chapel Hill is popular enough to be standing-room-only.

"It's an almost daily occurrence for there to be only four or five seats left on the bus by the time it gets to Mebane," said Penny Hawkins, a regular rider who gave the Alamance County Board of Commissioners a petition Monday from PART riders asking the county help pay for the service.

"I'm not here asking for the funds," PART Executive Director Scott Rhine said, "but you're dealing with your budgets, and I'm dealing with my budgets for the upcoming year, and I need to come back and get the consent or get the denial either way, but I need to formally ask that when I follow up."

More people are using PART's Route 4, which goes from Greensboro to Duke and UNC hospitals with stops along the way in Whitsett, Burlington, Graham and Mebane. According to PART, it went from 192 riders in January 2015 to 2,750 riders last month.

Hawkins works at UNC-Chapel Hill, which subsidizes PART fares, but has to get to the bus stop by 6:20 a.m. to catch a 7:10 a.m. bus so she can be sure to get a seat. Hawkins said she is one of more than 1,100 UNC-CH employees living in Alamance County. Rhine said about 75 percent of riders on Route 4 were commuting to work, and most of the rest were getting medical care at UNC Hospitals.

PART offered four possibilities, an expansion of its own tax district, an additional fee on rental cars, a \$1 vehicle registration fee or an annual appropriation from the county budget.

Of the 10 counties PART currently serves, eight contribute financially, seven of them with rental-car fees, called "U-drive it" fees. County Manager Craig Honeycutt said a local U-Drive it fee could bring in \$50,000 to \$70.000.

Alamance does not contribute, which is a problem with PART wanting to expand its service here and in other counties.

"The question that is always coming up to me is, 'How are you going to expand service?" Rhine said. "And honestly, I can no longer take local funds that have been supporting this service from other counties for a service that is expanding here in Alamance County."

Commissioner Tim Sutton said if the county contributes, it should be out of its budget and not a fee on rental cars.

"I have a problem with the per-car fees because I don't see why they should be charged with something that they're not causing the problem in my opinion," Sutton said. "If anything, it should be addressed in our budget process."

Commissioner Bob Byrd, who is on the PART board, had a different perspective.

"I think we wouldn't be doing right by our taxpayers to take it out of property taxes when these other fees are available," Byrd said. "Most people who rent a car are renting because they have damaged their cars, and the insurance is going to pay for it, or they're people from out of town here for a conference and their employer is going to pay for it."

Sutton asked for PART's financial information so he could see what other counties are contributing and what the authority really needed.

"It concerns me that we're talking about money and your money flow, and we have not seen your finances," Sutton said. "Is that possible?"

Rhine said those were public records, and he would get that information to the commissioners.

Board Chair Eddie Boswell said the commissioners would have PART back soon for the formal request.

Reporter Isaac Groves can be reached at igroves@thetimesnews.com or 336-506-3045. Follow him on Twitter at @tnigroves.

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#### PRESS RELEASE



#### BUS







ACT S

ADVERTISE

# Proterra Catalyst E2 Series Travels 603 Miles on Single Charge

February 24, 2017

From PROTERRA

Proterra helps transit systems meet operations, budget and sustainability goals with 35- and 40-foot, zero-emission transit vehicles, offering a direct replacement of fossil-fueled vehicles.

NEWS

# OH: COTA Prepares for Public Transportation Scenarios in 2050

February 23, 2017

With central Ohio's population projected to increase 1 million by 2050, public transportation has to anticipate where and how that growth will happen.

PRESS RELEASE

# SFMTA Commuter Shuttle Program Approved

February 23, 2017

From SAN FRANCISCO MUNICIPAL

TRANSPORTATION AGENCY (SFMTA)

The San Francisco Municipal Transportation Agency (SFMTA) Board unanimously voted to approve the

NEW

## WA: Community Beautifies Mason Bus Shelter

February 24, 2017

The new bus shelter at Bill Hunter Park accompanies new park tables and benches, a new bike rack, a new trash receptacle and new cement pathways so riders don't have to muddy their shoes during heavy rains.

NEWS

# CA: Metro May Change its Mind About Selling Naming Rights for Trains, Stations

February 23, 2017

After allowing corporations to purchase naming rights to a station or train line, the county's largest

NEWS

# NS: Security Cameras Coming to Transit Buses on P.E.I.

February 24, 2017

Cameras will be installed in all T3 Transit buses by April in attempt to make things safer for passengers and the driver.

NEWS

# FL: Visually Impaired Manatee County Residents Can Now See the Bus Schedules

February 23, 2017

Manatee County Area Transit bus schedules are now available for the visually impaired. The newly formatted bus schedules are available on MCAT's website, ridemcat.org.

NEWS

# NJ: Man Jumps from Moving NJ Transit Bus,

Commuter Shuttle Program at its meeting on Tuesday, February 21, 2017.

transportation agency is now recommending the policy be scrapped, even if it means losing millions of dollars in revenue.

PRESS RELEASE

# Lynx Chief Executive Officer Appointed to Lighthouse Central Florida Board of Directors

February 23, 2017

From CENTRAL FLORIDA REGIONAL

TRANSPORTATION AUTHORITY (LYNX)

Edward L. Johnson, chief executive officer, of the Central Florida Regional Transportation Authority (Lynx) has been named to the board of directors for Lighthouse Central Florida.

#### PRESS RELEASE



# RNL Completes Schematic Design For New Foothill Transit Covina

February 23, 2017

From RNL

RNL has announced the completion of schematic design for the new 3-acre Covina Transit Center and Park & Ride, retail building and parking structure for Foothill Transit in Covina, California.

NEWS

# NM: Opponents Drop Lawsuit Against ART Project

February 23, 2017

Albuquerque Mayor Richard Berry's administration scored a win in court Tuesday as opponents of his Albuquerque Rapid Transit project voluntarily dropped their lawsuit that tried to stop it.

NEWS

# MD: First Annapolis to Baltimore Commuter Buses to Begin March 1

February 23, 2017

# Suffers Serious Head Injury

February 23, 2017

A man suffered a serious head injury after jumping from a moving NJ Transit bus Wednesday morning, a township spokeswoman said.

NEWS

# MA: SRTA Bus Catches Fire in New Bedford, 7 Passengers Evacuated

February 23, 2017

An electrical fire aboard a SRTA bus late Wednesday morning forced the evacuation of seven passengers, an official said.

NEWS

# ON: OC Transpo Buses to Use External Speakers to Help Visually Impaired Riders

February 23, 2017

People who are blind or visually impaired will soon be able to hear the number and direction of an OC Transpo bus from the outside of the transit vehicle.

PRESS RELEASE

# The All-New RideMCTS.com – from Your Smartphone to Desktop - a Better Experience

February 23, 2017

optimized for riders on the go.

From MILWAUKEE COUNTY TRANSIT SYSTEM (MCTS)

Milwaukee County Executive Chris Abele has announced the launch of the all-new RideMCTS.com. The site has been re-designed to be more mobile-friendly, easier to navigate and

NFWS

# NC: Where are the Bus Riders? CATS Struggles to Understand Why Ridership Keeps Falling

February 23, 2017

Fewer people took Charlotte buses in the past year -- continuing a downward trend that the Charlotte Area Transit System had blamed on inaccurate counting from old fare boxes.

NEWS

NEWS

# CA: Bus Cuts Proposed for Gilroy

February 23, 2017

Gilroy is set to lose three bus lines, fifty percent of its total coverage area, if a proposed network redesign is approved by the VTA board of directors in April.

NEWS

# WA: Pierce Transit Employee Killed by Bus is Identified

February 23, 2017

The Pierce Transit employee who died Tuesday after being struck by a bus at the transit district's Lakewood headquarters has been identified as 60-year-old Roy Stevens.

NEWS

# GA: Bus Riders Give Their Opinions on Proposed Public Transit Changes

February 23, 2017

Proposed Augusta Public Transit route and schedule changes replace several of the city's winding, asymmetrical bus routes with more direct, hourly routes hoped to grow ridership and decrease confusion.

PRESS RELEASE



# Hogan Administration Rolls Out Latest BaltimoreLink Service New Commuter Buses Start March 1

February 22, 2017

From MARYLAND TRANSIT ADMINISTRATION (MTA)
As part of Governor Larry Hogan's BaltimoreLink
transformative transit plan to better connect
Marylanders to life's opportunities, the Maryland
Department of Transportation's Maryland Transit
Administration (MTA) will roll out two new
express...

NEWS

# NC: Inside John Lewis's \$6B Vision to Bring Light rail Across the City All at Once

February 22, 2017

The plan is the brainchild of CATS CEO John Lewis, who has been on the job for about a year and has demonstrated that he isn't afraid to think big. He's already launched a major overhaul of the bus system.

The Maryland Department of Transportation will launch two new Annapolis to Baltimore commuter bus routes March 1.

# WA: While Transit Use Declines Elsewhere, it's Booming in Seattle

February 23, 2017

Transit ridership in the increasingly crowded Seattle area grew more than 4 percent last year, even as most big metro areas across the U.S. lost passengers.

# MD: Woman, 24, Arrested in MTA Bus Shooting in Baltimore

February 23, 2017

A 24-year-old woman has been arrested and charged with attempted first-degree murder in the weekend shooting of a man on a Maryland Transit Administration bus in Baltimore, police said Wednesday.

VIDEO



# Video: Pedestrian Avoidance Safety System Testing

Demonstration of the DCS Technologies' Pedestrian Avoidance Safety System (PASS) at Pierce Transit; Lakewood, Washington.

PRESS RELEASE

# Johnson County Reduces Fares on Four RideKC Express Routes

February 22, 2017

From KANSAS CITY AREA TRANSPORTATION AUTHORITY (KCATA)

Johnson County will reduce Kansas City Area Transportation Authority (KCATA) fares on four major RideKC express routes, moving the Kansas City area toward a single, seamless transit system serving the region.

NEW

# MO: Man Charged with Plotting Terror Attacks Against KC Public Transit Facilities

February 22, 2017

A Missouri man has been charged with allegedly plotting a terrorist attack against Kansas City public transit facilities.

# Loading

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