



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

June 27, 2017 – 11:00 A.M. to 1:00 P.M.

CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

	PAGE #
1. Approval of May 23, 2017 Meeting Summary	1
2. Employee Recognition	
A. Rodeo Teams	
B. Valor Games	
3. Consent Items	
A. May 2017 Financial Report	3
4. Discussion Items	
A. FY2017-18 Transit Budget Development Update	5
B. Disposition of Vehicles	6
C. All Door Boarding and Out of Service Bus Utilization	8
5. Information Items	
A. Project Updates	9
B. Low/No Emission Grant Application Update	11
C. Short Range Transit Plan Update	16
6. Departmental Monthly Reports	
A. Operations	18
B. Community Outreach	22
C. Director	25
7. Future Meeting Items	26
8. Partner Items	
9. Next Meeting – August 22, 2017 (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, May 23, 2017 at 11:00 AM

Present: Ed Harrison, Chapel Hill Town Council
Michael Parker, Chapel Hill Town Council
George Cianciolo, Chapel Hill Town Council
Bethany Chaney, Carrboro Alderman

Absent: Julie Eckenrode, Assistant to Town Manager, Carrboro, Cheryl Stout, UNC Transportation and Parking, Than Austin, UNC Transportation & Parking, Brad Ives, UNC Associate Vice Chancellor for Campus Enterprises, Damon Seils, Carrboro Alderman

Staff present: Brian Litchfield, Transit Director, Flo Miller, Deputy Town Manager, Rick Shreve, Budget Manager, Nick Pittman, Transit Planner, Mila Vega, Transit Planner, Tim Schwarzauser, Grants Coordinator, Don Willis, Demand Response Manager, Bergen Watterson, Transportation Planning Mgr., Tina Moon, Carrboro Planner

Guests: Fred Lampe, Allen Stutts, EZ Rider Advisory Committee

1. The Meeting Summary of April 25, 2017 was received and approved.

2. **Employee Recognition** – None

3. **Consent Items**

A. April Financial Report – This was received by the Partners.

4. **Discussion Items**

A. FY 17-18 Transit Budget Development Update – Brian reported that the Town Manager has submitted his recommended budget. He noted that the items discussed by the Partners were included in the budget. Rick reviewed the proposed budget and noted that everything is on track for replacing buses. Staff is preparing a grant application for buying 4 electric buses and charging stations. Nick reviewed the service plan updates and priorities for the new fiscal year. He also reviewed the expansions included in the new budget which include:

- NS – expand to 10:50pm at Southern Village
- CW – expand peak hours
- V- new Saturday route from Meadowmont through downtown to Southern Village

He also reviewed options if more Orange County Transit Plan funds are available. Carrboro expressed interest in increased trips on the weekend to the Carrboro downtown area. A decision was deferred until the June meeting.

- B. EZ Rider Advisory Committee Policies and Procedures – Don reviewed the draft item for the Partners. The Partners made suggestions and recommended the use of an application form for applicants to the EZ Rider Committee.
- C. Short Range Transit Plan Committee Appointments – Brian reviewed the item. The Carrboro representatives to the Committees are: Damon Seils-Policy Committee and Tina Moon – Technical Committee.
- D. Disposition of Fixed Route Buses – The Partners approved the disposition plan.

5. Information Items

- A. Grant Application and Project Updates – Brian reviewed the item for the Partners.
- B. Triennial Review Update – Provided for the Partner’s information.
- C. Summer Construction Project Update – Provided for the Partner’s information.
- D. Legislative Update – Provided for the Partner’s information.

6. Departmental Monthly Reports

- A. Operations – This item was provided for the Partners information.
- B. Director – No written report provided.

7. Future Meeting Items

8. Partner Items

9. Next Meeting – June 27, 2017

10. Adjourn

The Partners set a next meeting date for June 27, 2017
--

3A. May Financial Report

Prepared by: Rick Shreve, Budget Manager

May 2017

- Expenses for the month of May were \$5,118,198. Along with the encumbrances, approximately 90.68% 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).
 - *This month's data includes expenses for the new buses.*
 - Overall, looking at individual divisions, one can see that we are in line with monthly expenditures for operating purposes.

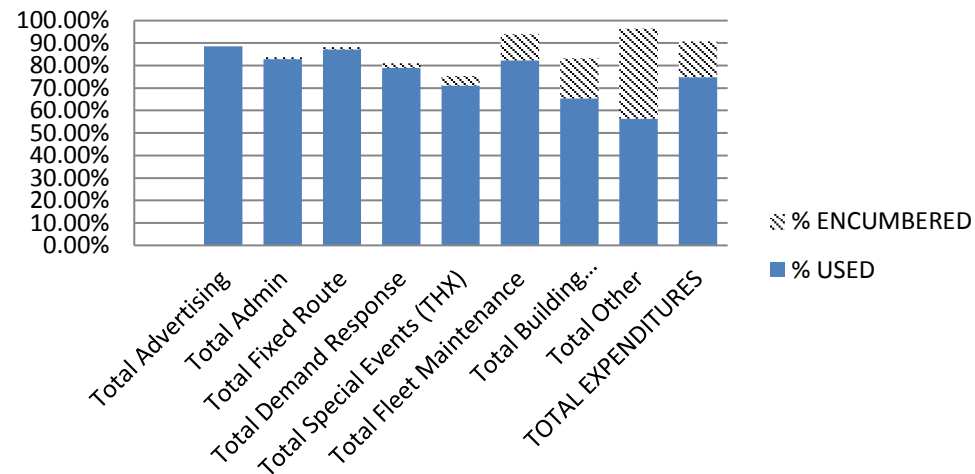
Highlights

- This data reflects the first eleven months of this fiscal year, and follows expected trends, with the caveats stated above. 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, 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.

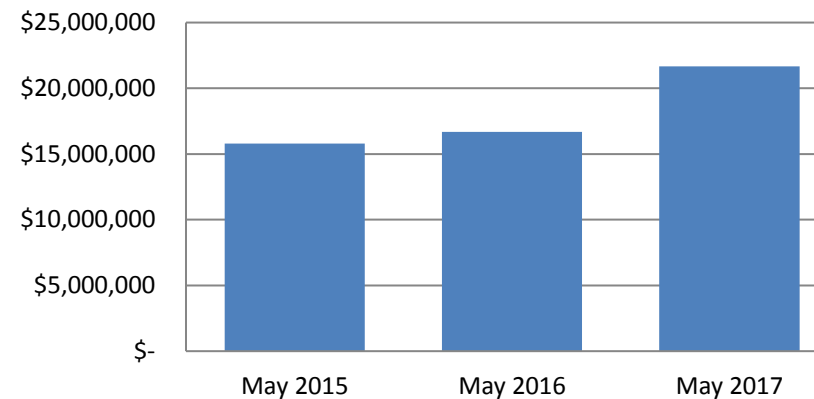
Transit 640 Fund Budget to Actual at end of May 2017

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL MONTH EXPENSES	ACTUAL YTD EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED May = 91.67%
Total Advertising	\$ 95,337	\$ 93,937	\$ 6,760	\$ 83,138	\$ -	\$ 10,799	88.50%
Total Admin	1,607,297	1,574,747	116,587	1,305,394	11,778	257,575	83.64%
Total Fixed Route	10,143,298	10,279,926	736,762	8,963,081	96,932	1,219,912	88.13%
Total Demand Response	2,091,043	2,087,543	137,341	1,647,971	41,501	398,071	80.93%
Total Special Events (THX)	327,601	326,801	1,319	232,612	13,267	80,922	75.24%
Total Fleet Maintenance	4,149,481	4,359,231	231,281	3,586,650	507,378	265,203	93.92%
Total Building Maintenance	800,533	802,018	50,712	524,287	142,621	135,110	83.15%
Total Other	1,160,640	9,450,105	3,837,436	5,326,278	3,790,241	333,586	96.47%
TOTAL EXPENDITURES	\$ 20,375,230	\$ 28,974,308	\$ 5,118,198	\$ 21,669,411	\$ 4,603,719	\$ 2,701,179	90.68%

CHT May2017 YTD Expenses as % of Budget



CHT Total YTD Expenses - Previous Years Comparison



DISCUSSION ITEM

June 27, 2017

4A. FY2017-18 Transit Budget Development Update**Action: 1. Receive information and provide staff with feedback**

Staff Resource: Rick Shreve, Budget Manager

Brian Litchfield, Director

Nick Pittman, Transit Planning Coordinator

Overview

- The Chapel Hill Town Council adopted the FY2017-18 budget on June 12th, which included the Chapel Hill Transit budget as recommended by the Chapel Hill Transit Partners Committee (total of \$23,942,992 for operations and capital) - http://chapelhill.granicus.com/MetaViewer.php?view_id=7&event_id=1047&meta_id=164885. As noted last month, we used carryforward funds and unanticipated capital savings to minimize the increases experienced by the Partner.
- Staff will provide a presentation on service adjustments and other budget related items at the Partners meeting.

Recommendation

- Partners discuss the information on the projects and provide staff with feedback.

4B. Disposition of Fixed Route Buses

Action: 1. Approve staff request to move forward with disposition of identified buses, consistent with local, state and federal requirements.

Staff Resource: Peter Aube, Maintenance Manager
 Tim Schwarzauser, Grants Coordinator
 Brian Litchfield, Director

Disposition of Vehicles:

Per Federal Transit Administration Circular 5010.1e, recipients of grant funds are required to maintain an Asset Management plan and include in said plan a disposition schedule. As part of Chapel Hill Transit's ongoing effort to review and replace rolling stock, which has reached the end of its useful life, staff have identified the following vehicles for disposition:

Light Transit Vehicles – Demand Response:

<u>ID #</u>	<u>Year</u>	<u>Model</u>
CHT-2001	2008	FORD LTV
CHT-2002	2008	FORD LTV
CHT-2003	2009	FORD LTV
CHT-2004	2009	FORD LTV
CHT-2006	2009	FORD LTV
CHT-2010	2009	FORD LTV
CHT-2005	2009	FORD LTV

Support Vehicles:

<u>ID #</u>	<u>Year</u>	<u>Model</u>
CHT-796	1997	FORD RANGER
CHT-793	2006	FORD ESCAPE
CHT-794	2006	FORD ESCAPE
CHT-797	2007	FORD ESCAPE

All vehicles listed are beyond their federally defined "useful life" of five (5) years and have been selected for replacement following a review of their maintenance records.

As suggested by the Partners, staff will work with the Ombuds office and other Town departments to share with non-profits, faith community and other groups when these vehicles are available for public auction.

Recommendation

- Approve staff request to move forward with disposition of identified buses, consistent with local, state and federal requirements.

4C. All Door Boarding and Out of Service Bus Utilization

Action: 1. Receive information and approve implementation of operational adjustments to improve service reliability and customer service.

Staff Resource: Nick Pittman, Transit Planning Coordinator

In response to customer feedback and to improve service reliability and the customer experience, staff is recommending the implementation of the following operational adjustments starting with our service change in August 2017:

All Door Boarding

Based on customer feedback, Chapel Hill Transit will begin the use of all-door boardings for customers at bus stops throughout the service area. All-door boardings have been proven in the transit industry to improve on-time performance in heavily-used routes and improve customer satisfaction, especially in systems with off-board fare payment or operating in a no-fare environment. At this time, this will only apply to regular service, not Tar Heel Express due to the design of the boarding locations on campus for Tar Heel Express and the need to collect fares.

With an average of over 60 boardings per hour, customer congestion occurs at many bus stops and can cause customer frustration and delays. Similar challenges occur when a bus is full and arrives at a stop. Benefits to All Door Boarding:

- May accelerate the boarding process
- Faster travel times
- More reliable service

Chapel Hill Transit will implement All Door Boarding beginning August 14, 2017. Customer information will be provided in the weeks prior to the implementation date. Our operations staff will begin training operators and staff during July.

Out of Service Bus Utilization

Beginning August 14, 2017, Chapel Hill Transit will allow customers to utilize “Out of Service” (deadheading) buses that are traveling to and from the garage. This change will allow customers extra travel options along designated routes that the buses already travel to and from scheduled services. Information for the customers will be noted on printed and online schedules.

Additional information will be presented at the Partners meeting.

Recommendation

- Receive information and approve implementation of operational adjustments to improve service reliability and customer service.

5A. Project Update

Staff Resource: Nick Pittman, Transit Planning Coordinator
Tim Schwarzauser, Grants Coordinator

ADA Compliance Review

Transit staff continues to work with the engineers at Ramey Kemp and Associates to review existing transit stops for compliance with the Americans with Disabilities Act of 1990 (ADA). These reviews will produce construction drawings and cost estimates for bringing the stops to ADA compliance as part of Chapel Hill Transit's ongoing commitment to improving customer service and access. Stops currently being reviewed:

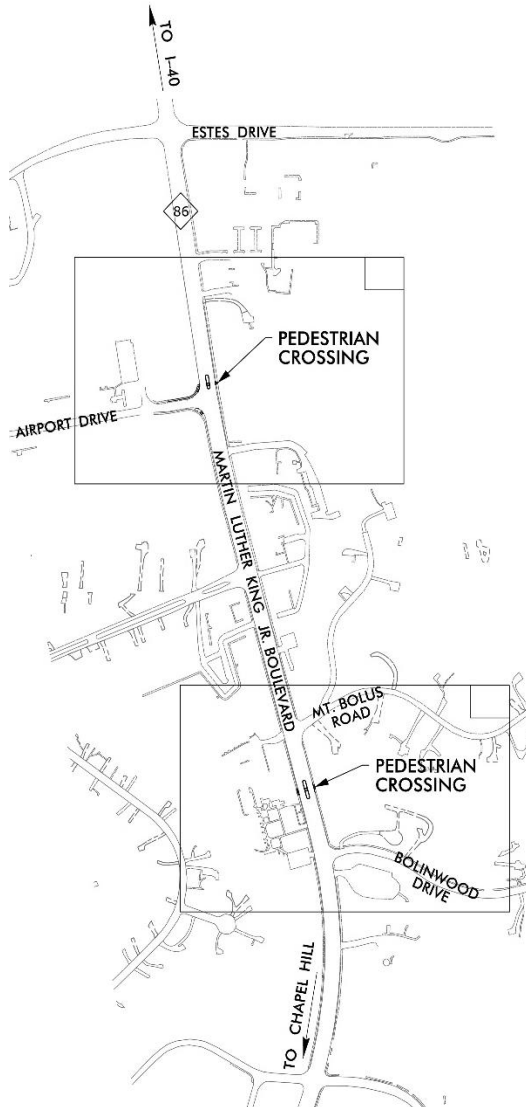
- South Columbia Street at Abernathy Hall
- NC Highway 54 at Kingswood Apartments
- South Columbia Street at Westwood Drive
- South Columbia Street at Purefoy Road
- Martin Luther King Jr. Boulevard at Timber Hollow Apartments
- Martin Luther King Jr. Boulevard at Adelaide Apartments
- South Road at Fetzer Gym
- Willow Drive at Estes Drive
- Franklin Street at Morehead Planetarium

Transit staff has reviewed 50% of the construction plans related to these stops. We have also shared the plans with UNC for review of the stops located on campus property. Next, Ramey Kemp will begin will be preparing the NCDOT encroachment agreements and acquire the necessary surveying for the right of way (ROW) exhibits. It is expected that these projects will be ready for construction in Fall 2017.

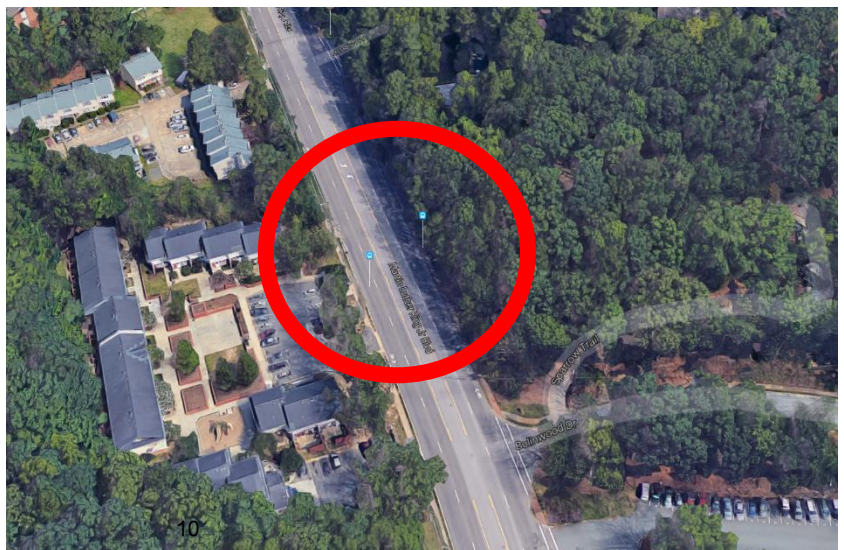
Mid-Block Crosswalks

To improve pedestrian safety and access to Chapel Hill Transit stops, the Town of Chapel Hill, in coordination with NCDOT and Transit staff, is installing two (2) new crosswalks with pedestrian refuge islands on Martin Luther King Jr. Boulevard. The northern-most refuge island is located between Airport Drive and the Chapel Hill-Carrboro YMCA (south of Estes Drive). In addition to the crosswalk and refuge island, sidewalk improvements will be made along the north side of Airport Drive to complete the sidewalk out to the Chapel Hill Transit bus stop at the corner of Airport Drive and Martin Luther King Jr. Boulevard. The southern-most refuge island is located north of Bolinwood Drive in front of the Airport Gardens Apartments (north of the Chapel Hill Police Department). See map/pictures on back for locations.

The project is estimated to have a June 30th, 2017 completion date. As part of the project, there will be minor bus stop adjustments. Currently, there are two (2) bus stops located between Estes Drive Extension and Airport Drive: Martin Luther King Jr. Boulevard at YMCA Southbound (#3445) and Martin Luther King Jr. Boulevard at Airport Drive (#3444). These will be combined into one (1) bus stop, which will be located closer to the new crosswalk: Martin Luther King Jr Boulevard at Airport Drive (#3444).



Pedestrian Crossing @ Airport Drive & Martin Luther King Jr Blvd



Pedestrian Crossing @ Airport Gardens Apartments

5B. Low/No Emission Grant Application Update

Staff Resource: Mila Vega, Manager of Transit Development
Tim Schwarzauber, Grants Coordinator

Chapel Hill Transit is participating in a joint grant application to purchase battery electric buses (BEBs). The partnership includes GoTriangle, GoCary, GoRaleigh and CHT. GoTriangle is the lead agency on the application that seeks to purchase Proterra developed zero-emission BEBs. Proterra BEBs are manufactured in South Carolina and California and are prepared to fully meet Buy America requirements. The total grant request includes seven BEBs, charging stations, and related equipment. Chapel Hill Transit is requesting funding for two replacement 40' buses, using existing funds programed in the Orange County Transit Plan for buses.

GoTriangle and the partner agencies are requesting grant funds only for the incremental cost of new technologies over the cost of replacing vehicles with conventional propulsion technology. In total, GoTriangle, GoRaleigh, GoCary, and Chapel Hill Transit are committing \$3,416,000 in local funds towards the project. This commitment covers 50% of the total project cost of \$6,881,000.

Agency	Local Financial Commitment	Fund Source
GoTriangle	\$ 1,000,000	Wake County Transit Tax
GoRaleigh	\$ 1,000,000	Wake County Transit Tax
GoCary	\$ 500,000	Wake County Transit Tax
Chapel Hill Transit	\$ 916,000	Orange County Transit Tax
Total	\$ 3,416,000	

For vehicles to be used by GoRaleigh, GoTriangle and GoCary the local match for project costs will be provided from revenues from the Wake County Transit Tax. For Chapel Hill Transit local project funding will come from the Orange County Transit Tax revenues.

In addition to public funding, the project will receive in-kind contributions from the industry partner. Proterra has pledged a \$25,000 discount for each bus, totaling \$175,000.

Timeline Items Description	Timeline Item Date
Low-No Selections announced	SEP 2017
Commissioning/Acceptance of 7 50kW Plug-In Chargers	NOV 2018
Production of 7 Proterra E2 Battery Electric Buses complete	DEC 2018
Operator and Maintenance Training	JAN 2019
Revenue Service Launch	FEB 2019

Attachments

- Letters of Support from Partners and Chapel Hill Transit



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

June 20, 2017

Jeff Mann, General Manager
GoTriangle
4600 Emperor Boulevard, Suite 100
Durham, NC 27703

Dear Mr. Mann, *SOPR*

It is my pleasure to write this letter in support of GoTriangle's regional application under FTA's Low or No Emission Bus Program for the acquisition of Battery Electric Buses and related infrastructure. Chapel Hill Transit supports the move to alternative fuel transit vehicles and is committed to continue upgrading our fleet with low/no emission buses. Chapel Hill Transit's current fleet of 99 heavy duty transit buses is 30% alternatively powered (hybrids) and we are committed to maintaining and increasing that percentage. Additionally, we have committed local funds to lease an electric bus and charging infrastructure in our FY18 budget.

If this grant application is successful, Chapel Hill Transit will commit existing funding for diesel bus replacement, budgeted in FY2018, in the amount of \$916,000 for two vehicles, chargers and related components.

We support the regional approach and inter-agency cooperation of this application which will allow five partner transit agencies – GoTriangle, GoRaleigh, GoDurham, GoCary and Chapel Hill Transit – to work together to implement electric vehicles by a systematic and successful regional deployment. Thank you for leading the Regional GoTransit Electric Bus Implementation Project and we look forward to working together to successfully implement this technology in the Triangle region.

Sincerely,

[Signature]
Brian Litchfield
Director

June 16, 2017

Secretary Chao
Federal Transit Administration
U.S. Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

Re: GoTriangle regional application for FY2017 Low or No Emission Vehicle Program – 5339
(c)

Dear Secretary Chao,

The Chapel Hill Transit funding Partners (Town of Chapel Hill, Town of Carrboro and University of North Carolina at Chapel Hill) are pleased to write this letter in support of a regional grant application coordinated by GoTriangle under FTA's Low/No Emission Bus Program for the acquisition of Battery Electric Buses.

Chapel Hill Transit and its funding Partners have long-supported investment in alternatively powered vehicles and environmentally sustainable practices. Transit plays a key role in the Partners' efforts to reduce greenhouse gas emissions by removing around 30,000 personal automobile trips from the transportation network. Additionally, Chapel Hill Transit was one of first systems in the state of North Carolina to invest in hybrid buses and the first to implement hybrid articulated buses and the mini-hybrid system in diesel powered buses – along with solar powered bus stops, NextBus signs and sustainable maintenance practices.

Chapel Hill Transit's current fleet of 99 heavy duty transit buses is 30% alternatively powered (hybrids) and we are committed to maintaining and increasing that percentage. We have already started to invest local funds to lease an electric bus and charging infrastructure (FY18 budget) and believe by partnering further with GoTriangle, GoRaleigh, GoDurham and GoCary on this regional application, if funded, we would greatly accelerate the process for conversion to electric powered buses in our service area and the region.

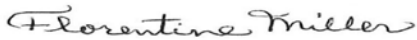
We understand that Battery Electric Buses provide reductions in fuel consumption, harmful emissions and potential operating cost reductions – all of which are stated goals for our Transit system and consistent with our overall sustainability goals. Additionally, the North Carolina Triangle region offers a strong network of transit services and the region's transit providers work together to maximize service efficiency and reliability. Funding through this program will benefit several system in the Triangle Region and will allow the region to reduce

greenhouse gases that are harmful to environment and the health of the communities we serve.

Thank you for your consideration of this application!

Sincerely,

Florentine Miller



Deputy Town Manager
Town of Chapel Hill

David Andrews



Town Manager
Town of Carrboro

A. Bradley Ives



Associate Vice Chancellor for
Campus Enterprises
& Chief Sustainability Officer
University of North Carolina at
Chapel Hill

5C. Short Range Transit Plan Update

Staff Resource: Nick Pittman, Transit Planning Coordinator

The Partners' approved the scope of work for the Strategic and Financial Sustainability Study – Service Planning Phase at their March 28, 2017 meeting. The Technical Advisory Committee (TAC) will meet on a regular basis and work with the consultant team to develop work products and recommendations for the Partners Committee consideration. The TAC should include at least one staff representative from each funding Partner. The Policy Committee will meet much less frequently and will provide strategic direction along with reviewing final work products and recommendations prior to presentation to the Partners Committee. The Policy Committee should consist of one representative from each funding Partner.

The following representatives have been identified:

Town of Chapel Hill

Policy: Ed Harrison

Technical: Nick Pittman

University of North Carolina at Chapel Hill

Policy: Cheryl Stout

Technical: Than Austin

Town of Carrboro

Policy: Damon Seils

Technical: Tina Moon

Following appointments of representation to the Technical Advisory Committee and Policy Committee during May 23, 2017 meeting, staff has continued work with Nelson/Nygaard on the project schedule.

Based on this updated schedule, staff and committee kickoff meetings will occur the week of August 7th. During the kickoff meetings, we will finalize the public involvement meeting dates and locations.

Staff is also working to coordinate efforts with GoTriangle and Orange County Public Transit, so that community input sessions can be held jointly and information can be shared between systems developing service plans.

PROPOSED PROJECT SCHEDULE

		2017																				2018																							
		August				September				October				November				December				January				February				March				April				May							
Task	Description	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27	4	11	18	25	1	8	15	22	29	5	12	19	26	5	12	19	26	2	9	16	23	30	7	14	21	28	
1	Conduct Kickoff Meeting and Ongoing Project Management																																												
1.1	Kickoff Meeting																																												
1.2	Ongoing Project Management																																												
1.3	Initiate Technical Advisory Committee and Policy Committee																																												
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																																												

6A. Operations

Staff Resource: Maribeth Lewis-Baker, Fixed Route Operations Manager
Don Willis, Demand Response Operations Manager
Peter Aube, Maintenance Manager
Katy Luecken, Training Coordinator
Mark Lowry, Safety Officer

Fixed Route Operations Manager – Maribeth Lewis-Baker

- Perfect Attendance – May 2017 – 36% or 41 Fixed Route Operators had perfect attendance for the month
- On time Performance (OTP) – May 2017 – 83%
- Routes performing **80%** and above – on time: A (83%), CCX (85%), CL (83%), CM (87%), CPX (86%), D (86%), Sat D (81%), F (84%), FCX (89%), HS (83%), 420 (80%), JFX (88%), Sat JN (91%), N (92%), NS (83%), NU (84%), RU (84%), S (88%), U (91%), V (89%)
- May Operations/Safety Meetings – Safety Officer Mark Lowry provided an informational presentation related to Driver Wellness to the team
- On 5/14/17, we provided Tar Heel Express shuttle service for UNC's Commencement from Friday Center to Kenan Stadium
- For the Valor Games, Transit Supervisors Richard Roberts and Shanika Nickerson coordinated with other local transit agencies in the region to provide transportation to disabled veterans for their sporting events.
- Operators Jackie Brown and Tammy Price participated in the Valor Games as our front line representatives.
- On 5/30/17, we provided shuttle service for the library's Books on Buses tour. Operator Tammy Price really enjoyed the event.

Catch us at our Best:

On 5/3/17, customer Mark Wilson submitted the following compliment regarding Operator Dianna Thigpen. "My driver was Diana. She is always courteous and patient of course, but today she noticed me toiling up the sidewalk to catch her bus. I was late leaving my job, and was not going to make it there by any means when she stopped and picked me up. I can not run or even walk very fast being overweight and using a cane, and her consideration was very much appreciated. If I were a public service organization Diana is the kind of employee I would want to come to people's minds whenever they thought of me. Thank you for your time."

On 5/11/17, Chapel Hill Police Officer Rick Fahrer submitted the following compliment regarding Operator Christine Freel. "On Saturday, April 29, I was working off-duty at the annual charity sale at Chapel of the Cross church at 304 East Franklin Street, next to the Morehead Planetarium. At 3:02 PM, an elderly African-American female, pulling a luggage carrier and holding a large bag with items purchased at the sale, walked past me to the sidewalk. She then began to attempt to cross the street to catch an on-coming CHT bus heading west. Traffic was heavy at that moment and I had to run out into the street to stop traffic so she could cross safely. The bus was already passing us in the westbound lane and we were both waving in hopes the driver would stop. Thankfully, the driver must have seen us because she stopped across the street even though it was not a marked stopping location. I assisted the lady in getting to the bus where the white female driver named Christine greeted us with a smile. We both thanked her for stopping and waiting on us. The driver could have easily continued on and we would have assumed that she did not see us. Christine's act of courtesy is typical of the many compliments I read about your drivers in the *TownTalk* newsletter and I wanted to insure that you were aware of it.

On 5/18/17, the Go Triangle Regional Call Center received customer feedback related to Operator Patricia White and her service on the CM Route. "Passenger called about Ms. Pat saying that she was outstanding in every way and was very helpful and lovely. She would like a call back to make sure her compliment was received."

On 5/24/17, customer Samantha Lockwood submitted her comments related to the DX route and included a nice compliment about Operator Bryant Saunders, "A side note, I have never had nicer drivers than those that drive the DX. The man that drove the evening DX during the first part of this year, Mr. Saunders I believe, was absolutely exceptional."

Demand Response Operations Manager – Don Willis

Two EZ Rider Operators competed at the state Rodeo on Sunday June 4, 2017. Tasha placed 3rd (!) and Marcus finished highly in his first ever Rodeo.

EZ Rider services have traveled 329 service days (and counting) without a preventable accident!

EZ Rider Committee recommended a three month summer pilot project to expand Sunday hours by beginning service at 9:15am. No additional operating hours are expected to be needed to cover the expansion.

EZ Rider Committee reviewed and recommended approval of next steps to formalize the EZRAC as a subcommittee to the Partners.

Service Metrics

Average Statistics for May:

211 Trips per Weekday; 76 Trips on Saturday; 20 Trips on Sunday

Provided a total of 5,220 Trips & traveled 21,190 passenger miles with no missed trips

93.77% On Time Performance

19% of trips were work related

32% of trips were Medical/Dialysis

37% were personal business and shopping

Safety Officer – Mark Lowry

- Completed State Rodeo at Concord
- Consultant conducted Drug and Alcohol Review prior to Triennial Audit coming in July.
- Vehicle Accidents Summary:

TOTAL ACCIDENTS	May 16	May 17	Year to Date
Fixed Route			
Preventable	3	3	22
Non-Preventable	3	0	36
Demand Response			
Preventable	0	0	1
Non-Preventable	1	0	1
Maintenance			
Preventable	0	0	0
Non-Preventable	0	0	0
Total YTD			60

Training Coordinator – Katy Luecken

1. Training Classes:
 - a. Fixed Route
 - i. 5/1/2017: One trainee in behind the wheel training
 - ii. 6/26/2017: Next class
 - b. Demand Response
 - i. No recent classes
 - c. Maintenance
 - i. No recent classes
2. Coordinating industry trainings with local agencies
3. Coordinating CPR/First Aid/AED training for employees
4. Coordinating Dementia Friendly Business Training for Fixed Route employees

Maintenance Manager – Peter Aube

- Maintenance – Peter Aube
- Fixed route ran 196,431 miles in May
- Demand response ran 35,043 miles in May
- Non-revenue vehicles ran 25,425 miles in May
- Registered, Inspected and prepared the last two new Gillig buses for service
- Maintenance performed 46 Preventive Maintenance Inspections in May (91% on-time)
- Four (4) Maintenance Employees completed the Month of May with Perfect attendance
- Maintenance performed twelve (12) road calls in may (16,370) miles per road call for fixed route
- Maintenance performed 2 road calls in April (17,675) miles per road call for demand response

6B. Community Outreach Update

Staff Resource: Anita Hackney, Community Outreach Manager

The following are some community events Chapel Hill Transit participated in during late May and June. If you have events that you would like Transit to attend, please contact me.

Chapel Hill Police Department

- May 20, 2017 - Provided shuttle service from Kron Building to Chapel Hill Town Hall for the CHPD Open House ceremonies (recruitment effort).

Books on Buses

- May 31, 2017 – Provided a short tour from Chapel Hill Public Library around Chapel Hill while reading books about buses to elementary kids.

Food For Summer

- June 7, 2017 – Provided shuttle service for Housing and Community Development from University Place to Northside Elementary for the Food for Summer program.

Summer Blast Kick-Off

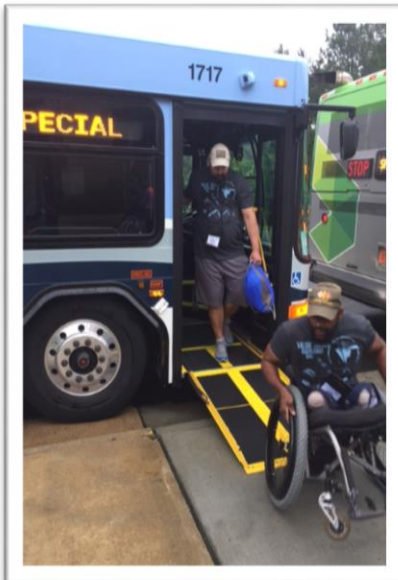
- June 9, 2017 – Provided shuttle service from Phillips Middle School to Chapel Hill Public Library for the Summer Blast Kick-Off.

Eric Montross Father's Day Camp

- June 16, 2017 – Provided shuttle service from campus to Dean Smith Center for campers attending the annual Eric Montross Father's Day camp.

Parks and Recreation

- June 20, 2017 – Provided shuttle service from Frank Porter Graham elementary school to Botanical Gardens.



Upcoming Community Events

Chapel Hill Transit will be advertising their services throughout the community through the summer beginning in late-June. Marketing kits (including these 'sweet jars') have been prepared for community business and services.

We will begin visiting all the Apartment complexes within the Transit service area later this month.



6C. Director

Staff Resource: Brian Litchfield

- The Director's Report will be provided at the meeting on June 27, 2017.



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

June 27, 2017

July, 2017 – No Meeting	
Action Items	Informational Items
August 22, 2017	
Action Items	Informational Items
Program of Projects	Short Range Transit Plan
North South BRT	Project Updates
Snow Service Routes	FY17 Performance Report
September 26, 2017	
Actions Items	Informational Items
	Short Range Transit Plan
	North South BRT

Key Meetings/Dates

MPO Board – July 2017, No meeting

TCC Meeting – June 28, 2017, 9-11AM
 Committee Room, Durham City Hall

TCC Meeting – July 26, 2017, 9-11AM
 Committee Room, Durham City Hall

MPO Board-August 9, 2017, 9-11AM
 Committee Room, Durham City Hall

APTA Annual Meeting and Expo – October 8-11, 2017, Georgia World Congress Center, Atlanta, GA