



CHAPEL HILL TRANSIT  
Town of Chapel Hill  
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## CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE

### NOTICE OF COMMITTEE MEETING AND AGENDA

August 22, 2017 – 11:00 A.M. to 1:00 P.M.

#### CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

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

**Tuesday, June 27, 2017 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  
Bethany Chaney, Carrboro Alderman  
Than Austin, UNC Transportation & Parking  
Brad Ives, UNC Associate Vice Chancellor for Campus Enterprises  
Damon Seils, Carrboro Alderman

Absent: Cheryl Stout, UNC Transportation and Parking

Staff present: Brian Litchfield, Transit Director, Flo Miller, Deputy Town Manager, Rick Shreve, Budget Manager, Nick Pittman, Transit Planner, Mila Vega, Transit Planner, Bergen Watterson, Transportation Planning Mgr.

Guests: Fred Lampe, Molly DeMarco, Heather Brutz, Chapel Hill Transportation and Connectivity Board

1. The Meeting Summary of May 23, 2017 was received and approved.
2. **Employee Recognition** – Brian introduced several of the Roadeo team members that participated in the NCPTA State Roadeo earlier this month. Tasha Harrington took 3<sup>rd</sup> place in the LTV competition and Marcus Parker finished very well in the same competition. Ricky Hunter and Tommy Hall also completed in the bus competition. Joe McMiller and Nick Pittman were instrumental in managing the course.

Nick has been elected Chair of the Roadeo for the next 2 years.

Joe McMiller was one of the recipients of the Cal Horton Award this year.

Brian also reported on CHT's participation in the Valor Games this month.

3. **Consent Items**

- A. May Financial Report – This was received by the Partners. There were no questions.

4. **Discussion Items**

- A. FY 2017-18 Transit Budget Development Update – Brian reviewed the budget that was adopted by Council on June 12<sup>th</sup>. He also described the possible options for \$300,000 in the BRIP that have not been accounted for in the new budget. Those include: expansion of Saturday service, a T route extension, expansion of Sunday

service to match Saturday levels and additional EZ Rider service. Carrboro representatives expressed their desire for increased service into Carrboro. The Partners also asked for some metrics/market data on ridership to better inform them on what options might be best. Are there other options? It was determined that this should be rolled into the Service Planning that is beginning in August.

It was also noted that communication with the public needs to be improved.

- B. Disposition of Vehicles – Brian reviewed this item and the Partners approved the disposition of vehicles.
- C. All Door Boarding and Out of Service Bus Utilization – Brian introduced the item and Nick reviewed the plans for implementation in August. The Partners approved this item. Customer education will be done prior to implementation.

**5. Information Items**

- A. Project Updates – Brian reviewed. There will an update in August/September and the Partners will be asked to approve the projects.
- B. Low/No Emission Grant Application Update – Brian reviewed this item for the Partners
- C. Short Range Transit Plan Update – This was reviewed for the Partners

**6. Departmental Monthly Reports**

- A. Operations – This item was provided for the Partners information.
- B. Community Outreach – Brian reviewed the new report.
- C. Director – Brian reviewed.

**7. Future Meeting Items**

**8. Partner Items**

**9. Next Meeting** – August 22, 2017

**10. Adjourn**

The Partners set a next meeting date for August 22, 2017
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3A. FY2017-18 Budget Update and July Financial Report

Prepared by: Rick Shreve, Budget Manager

**July 2017**

- Expenses for the month of July were \$1,253,818. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 13.04% of our budget has been expended or reserved for designated purchase (e.g. purchase orders created for vehicle maintenance inventory supplies encumber those funds, and show them as unavailable for other uses).
- One significant caveat to note is that these data are subject to some changes, pending the Town of Chapel Hill’s audit process for FY16-17. This process allows for identifying invoices that have been charged to the previous year that more accurately fall in the current fiscal year, as well as current year charges that will revert to the previous year.
- We will provide an update on the FY16-17 audited figures once we have final numbers; this will likely be available for the November Partners’ meeting.

**Highlights**

- The fiscal year has just gotten underway, and with this July data, it is far too early to ascertain any trend data. 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.

**Budget Update**

- As provided in the update on the FY2016-17 Chapel Hill Transit budget at the May and June Partners meetings, one-time State maintenance and other funding enabled us to maintain only modest increases to the Partners’ estimated contributions, while still allowing us to catch up on the capital plan agreed to by the Partners. The resulting Partner contributions are as follows:

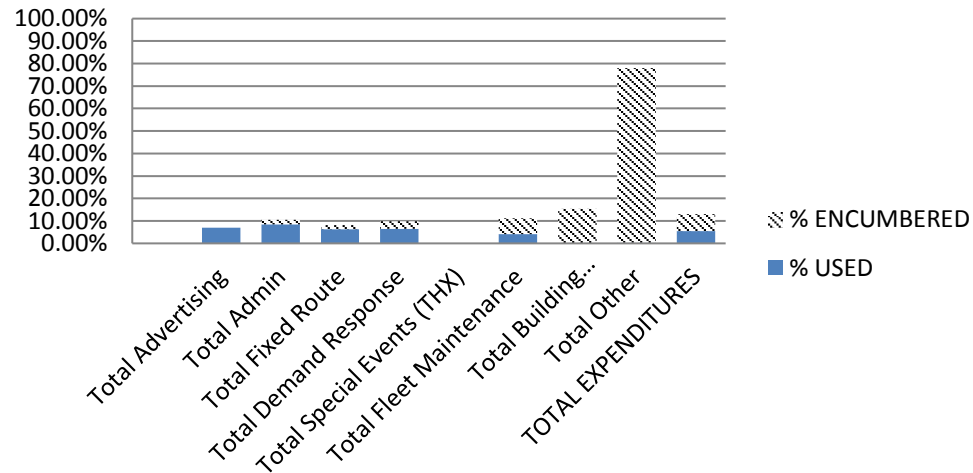
	FY13	FY14	FY15	FY16	FY17	FY18 (estimated)
UNC - Chapel Hill	\$ 7,084,096	\$ 7,364,487	\$ 7,765,808	\$ 7,844,040	\$ 7,156,583	\$ 7,288,468
Town of Carrboro	\$ 1,286,714	\$ 1,396,422	\$ 1,472,520	\$ 1,540,288	\$ 1,455,008	\$ 1,481,821
Town of Chapel Hill	\$ 4,124,000	\$ 4,374,242	\$ 4,711,848	\$ 4,861,184	\$ 4,308,650	\$ 4,388,052

- Final service adjustments may modify these numbers slightly, and any changes should be available by the end of August, along with the Partner contracts for FY18.

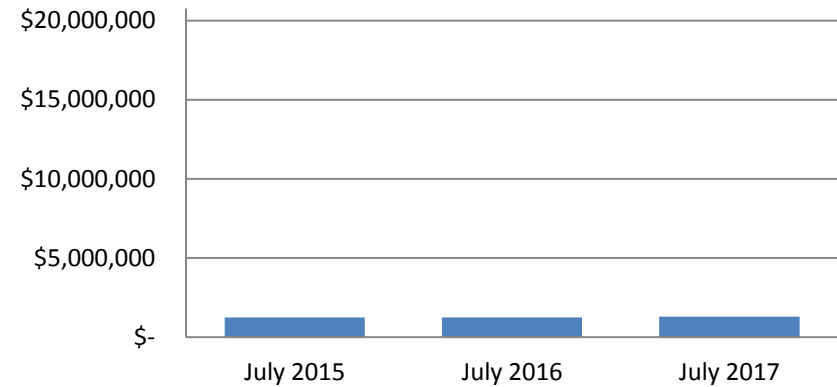
**Transit 640 Fund Budget to Actual at end of July 2017**

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL MONTH EXPENSES	ACTUAL YTD EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED July = 8.33%
Total Advertising	\$ 98,715	\$ 98,715	\$ 6,916	\$ 6,916	\$ -	\$ 91,799	7.01%
Total Admin	1,759,247	1,762,497	148,354	148,354	36,353	1,577,790	10.48%
Total Fixed Route	11,834,442	11,906,912	753,375	753,375	213,283	10,940,254	8.12%
Total Demand Response	2,231,080	2,294,732	149,345	149,345	77,107	2,068,280	9.87%
Total Special Events (THX)	333,958	333,958	9	9	-	333,949	0.00%
Total Fleet Maintenance	4,519,098	4,565,336	191,419	191,419	317,106	4,056,811	11.14%
Total Building Maintenance	865,012	919,943	1,697	1,697	138,799	779,447	15.27%
Total Other	1,234,440	1,260,236	2,703	2,703	980,631	276,902	78.03%
<b>TOTAL EXPENDITURES</b>	<b>\$ 22,875,992</b>	<b>\$ 23,142,329</b>	<b>\$ 1,253,818</b>	<b>\$ 1,253,818</b>	<b>\$ 1,763,280</b>	<b>\$ 20,125,231</b>	<b>13.04%</b>

**CHT July 2017 YTD Expenses as % of Budget**



**CHT Total YTD Expenses - Previous Years Comparison**



## 3B. Chapel Hill Transit Holiday Schedule for Calendar Years 2017-2018

Staff Resource: Nick Pittman, Transit Planning Coordinator  
 Brian Litchfield, Director

### **Background**

Each year Chapel Hill Transit staff works closely with our Partners to develop a holiday schedule that provides for adequate levels of service to our customers, is consistent with the Town's holiday policies and allows our employees the opportunity to observe the holidays with their families. Chapel Hill Transit staff will coordinate the distribution of information on our holiday schedules with our Partners. The following holidays and schedules will be observed by Chapel Hill Transit for 2017-18 (through January):

#### ***2017 Holiday Schedule:***

- Thanksgiving Day – Thursday, November 23, 2017 – No Service
- Day after Thanksgiving – Friday, November 24, 2017 – Saturday Routes (No U or NU) and EZ Rider: 8:15 a.m. – 6:52 p.m.
- Saturday, November 25, 2017 – Saturday Routes (No U or NU) – EZ Rider: 8:15 a.m. – 6:52 p.m.

**Winter Break December 16, 2017 – January 6, 2018: Weekday NU will not operate, A-Limited, Safe Rides and the Saturday/Sunday U and NU routes will not operate. EZ Rider's Premium Service will not operate Sunday, December 24, 2017 through Sunday, December 31, 2017 and will resume on Sunday, January 7, 2018.**

- Sunday, December 17, 2017 – EZ Rider Premium Service (No U or NU)
- Christmas Eve – Sunday, December 24, 2017 – No Service
- Christmas Day – Monday, December 25, 2017 – No Service
- Tuesday, December 26, 2017 – Saturday Routes (No U or NU) and EZ Rider: 8:15 a.m. – 6:52 p.m.
- Wednesday, December 27, 2017 – Local Service Only<sup>1</sup>, no Express service<sup>2</sup>
- Thursday, December 28, 2017 – Local Service Only<sup>1</sup>, no Express service<sup>2</sup>
- Friday, December 29, 2017 – Saturday Routes (No U or NU) and EZ Rider: 8:15 a.m. – 6:52 p.m.
- Saturday, December 30, 2017 – Saturday Routes (No U or NU) and EZ Rider: 8:15 a.m. – 6:52 p.m.
- Sunday, December 31, 2017 – No Service

<sup>1</sup> Routes that will operate: A, B, CL, CM, CW, D, F, G, HS, J, N, NS, RU, S, T, U and V

<sup>2</sup> Routes that will not operate: A Limited, CCX, CPX, FCX, HU, JFX, and NU

Note that Tar Heel Express and 420 route will be added as schedules are finalized.

***2018 Holiday Schedule:***

- New Year's Day – Monday, January 1, 2018 – No Service
- Martin Luther King, Jr. Day – Monday, January 15, 2018 – Saturday Routes (No U or NU) and EZ Rider: 8:15 a.m. – 6:52 p.m.

## 5A. North-South BRT Update

Staff Resource: Mila Vega, Manager of Transit Development

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**Project Development Consultants Selections:**

The North-South Bus Rapid Transit (NS BRT) Consultant Selection Committee interviewed four (4) consultant teams on August 3<sup>rd</sup>, 2017 and made the following recommendations:

1. Primary consultant recommended to lead preliminary design (up to 30%) is AECOM (<http://www.aecom.com>); Project Manager – Dan Mayers.
2. Primary consultant recommended to lead NEPA (environmental assessment) is SRF ([www.srfconsulting.com](http://www.srfconsulting.com)); Project Manager – Mona Elabbady (<http://www.srfconsulting.com/news/about-us/leadership/mona-elabbady/>).

The selection committee included:

- Bergen Watterson (Town of Chapel Hill)
- Kumar Neppalli (Town of Chapel Hill)
- Than Austin (University of North Carolina at Chapel Hill)
- Theo Letman (Orange County/OPT)
- Katharine Eggleston (GoTriangle)
- Tina Moon (Town of Carrboro)

Kathryn McMillan, CHT Procurement Specialist, also attended the meeting to ensure compliance with federal procurement requirements.

The selection committee recommended to proceed to cost discussions and scope refinement. This step is not an authorization to begin work.

The final contracts will be developed once the budget amendment is executed by the Town Council. The estimated timeline to execute the amendment is September 2017.



**Planned Federal Transit Administration (FTA) Visit:**

The FTA project team is planning to visit Chapel Hill and review the NS BRT corridor on September 18-19<sup>th</sup>. FTA staff requested to meet with the project's technical staff and the consultant teams. Specifically, they are interested in meeting with the NEPA team to ensure a proper kick-off of the environmental work.

## 5B. Short Range Transit Plan

Staff Resource: Nick Pittman, Transit Planning Coordinator

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**Background**

The Partners' approved the scope of work for the Strategic and Financial Sustainability Study – Short Range Transit Plan 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 includes at one staff representative from each funding Partner and key stakeholders (e.g. GoTriangle, Orange County, etc.) will be invited to attend meetings to improve coordination and collaboration. 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 consists 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

**Next Steps**

- During the week of August 15<sup>th</sup>, Chapel Hill Transit hosted project kickoff meetings with internal staff and also the Policy and Technical Committees listed above.
- Staff will continue to coordinate efforts with GoTriangle and Orange County Public Transit to ensure that community input sessions are held jointly and information is shared between systems while developing these service plans. The first phase of public meetings for the project will be scheduled for late September. The meetings will be held throughout our service area and in coordination with GoTriangle and Orange County.

**Attachment**

- Updated project schedule.



## 5C. August Service Adjustment Updates

Staff Resource: Nick Pittman, Transit Planning Coordinator

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On Monday, August 14, 2017, Chapel Hill Transit implemented fall service changes in response to ridership trends, changing traffic patterns and growth in the area. The following changes were implemented.

**More Bus Service (funded by the Orange County Transit Plan)**

- **CW Route:** added AM peak trips (7:40 a.m. – 9:20 a.m.), 20-minute frequency, to ease overcrowding and increase travel options to/from Downtown Carrboro. Route also began operating both directions along Poplar Avenue and Davie Road.
- **NS Route:** extended all evening trips (8:20 p.m. – 10:50 p.m.) to serve Southern Village Park and Ride and increasing frequency to Eubanks Park and Ride, to better serve employment, retail and residential centers along the route.
- **Saturday V Route:** added a new Saturday route to serve Meadowmont, Downtown Chapel Hill, UNC Hospitals and Southern Village from 8:45 a.m. – 5:14 p.m., 60-minute frequency, to better serve employment, retail and residential centers along the route.
- Route will not serve Highgrove Drive or Brookgreen Drive.

**Service Adjustments:**

- **A Route:** A-limited morning trips resumed (7:14–9:44 a.m.). These trips operate in a loop between Hillsborough Street, Campus and Martin Luther King Jr. Boulevard and only operate when the University is in session.
- **B Route:** new campus route serving Baity Hill, UNC Hospitals and Fetzer Gym operating every 20-minutes from 7:40 a.m. – 8:56 a.m. and from 5:00 p.m. – 6:16 p.m. when the University is in session.
- **CCX Route:** added additional evening trips (6:20 p.m. - 7:00 p.m.) to Chatham County Park and Ride to better accommodate late work shifts.
- **D and DX Routes:**
  - **DX Route** - Hours were reallocated to the D route to improve frequency and meet ridership demands. Last day of service on the DX route was Friday, August 11, 2017.
  - **D Route** - added additional AM peak trips ([6:57 a.m. – 8:47 a.m.](#)) to improve frequency and ease overcrowding.
- **HU Route:** schedule was adjusted to operate every 20-minutes during AM and PM peak hours.
- **J Route:** route remains on detour in Carrboro and will not operate along South Greensboro Street, due to planned construction activity in the area.
- **NU Route:** Weekday and weekend service resumed on Monday, August 14, 2017.
- **T and Saturday T Routes:** northbound trips operate along Banks Drive to Weaver Dairy Road (East Chapel Hill High) to improve schedule reliability.
- **U Route:** Weekend service resumed on Saturday, August 19, 2017.

- **V Route:** serving St. Thomas More on two AM (7:35 a.m. and 8:00 a.m.) and two PM trips (2:57 p.m. and 3:10 p.m.) on a trial basis.
- **Safe Rides:** Service will resume on Thursday, August 24, 2017 and will operate on Thursday, Friday and Saturday evenings when the University is in session.
- **Senior Shuttle:** Elimination of Botanical Gardens bus stop due to low ridership.
- **EZ Rider:** Operating Monday-Friday from 5 a.m. to 11:17 p.m., Saturdays from 8:15 a.m. to 11:17 p.m. and Sundays from 10:38 a.m. until 11:17 p.m. (Premium Service operating on a space-available basis from 9:30 a.m. to 4:00 p.m.).

### **Customer Service Improvements**

Beginning on Monday, August 14, 2017, Chapel Hill Transit also began testing all-door boarding and allowing customers to use buses going to/from the Transit Facility to reach destinations along a route.

- **All-Door Boarding:** Chapel Hill Transit is testing all-door boarding for faster service on all weekday and weekend routes (not on Tar Heel Express or special event shuttles). Customers are able to board the bus at any door (front or back), as it is safe to do so. The test is part of an effort by Chapel Hill Transit to decrease customer loading times at high-demand stops throughout the system.
- **Buses to/from Transit Facility:** Chapel Hill Transit customers are able to use select buses traveling to/from the Transit Facility to reach destinations along defined routes. These buses have a special designation on their headsign and customers will be able to use these buses as they travel to/from the garage.

Additional public information, including “how to videos”, will be issued over the next several weeks, along with posting information on buses and social media.

## 5D. Tar Heel Express Update

Staff Resource: Brian Litchfield, Director

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**Background**

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

Maribeth Lewis-Baker, Operations Manager – Fixed Route, will continue to serve as the Tar Heel Express liaison to the University. Maribeth and her team will continue to work with the University to provide the quality service our customers expect for this service.

**Next Steps**

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

## 5E. Triennial Review Update

Staff Resource: Tim Schwarzauer, Grants Coordinator  
Brian Litchfield, Director

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**Background**

- The Federal Transit Administration (FTA) conducted a Triennial Review of Chapel Hill Transit on July 13-14. The review is required by Chapter 53 of Title 49, United States Code, Section 5307 and is FTA's assessment of a grantee's compliance with federal requirements. The Triennial Review covered 17 key areas and also included an Enhanced Review Module (ERMs) in the area of Technical Capacity.
- Chapel Hill Transit received our Triennial Review Report on August 9th, 2017. The report showed that we had no findings with FTA requirements in eight (8) areas and that findings were found in nine (9) areas: Technical Capacity, Title VI, Procurement, Americans with Disabilities Act, Satisfactory Continuing Controls, Financial Management, Disadvantaged Business Enterprise, Drug-Free Workplace/Drug and Alcohol Program, and Equal Employment Opportunity. A summary of the findings, corrective actions and response dates are attached to this item.

**Next Steps**

- Chapel Hill Transit staff has worked diligently with Town staff, the reviewers and FTA Region IV staff to correct the findings. A response letter and corrected documents were submitted to the FTA for review and concurrence on August 18<sup>th</sup>. We believe that our responses will address many of the deficiencies noted in the draft report.
- FTA will issue a final report within the next 14 business days. If deficiencies remain open, we will have 60 days for the date of the final report to take necessary corrective actions.
- Chapel Hill Transit staff will provide the Partners with regular progress reports until the findings are resolved.

**Attachment**

- Draft Summary of Findings – FTA FY2017 Triennial Review Report for Chapel Hill Transit.



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION IV  
Alabama, Florida, Georgia,  
Kentucky, Mississippi,  
North Carolina, Puerto  
Rico, South Carolina,  
Tennessee, Virgin Islands

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August 9, 2017

Mr. Brian Litchfield  
Director  
Chapel Hill Transit  
6900 Millhouse Road  
Chapel Hill, NC 27516

**Re: Federal Transit Administration (FTA) Fiscal Year 2017 Triennial Review – Draft Report**

Dear Mr. Litchfield:

The enclosed draft report documents the FTA’s Triennial Review of the Town of Chapel Hill (“the Town”) in Chapel Hill, North Carolina. This review is required by Chapter 53 of Title 49, United States Code, Section 5307. Although not an audit, the Triennial Review is the FTA’s assessment of the Town’s compliance with Federal requirements, determined by examining a sample of grant management and program implementation practices. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with grant requirements.

The Triennial Review focused on the Town’s compliance in 17 areas. No deficiencies were found with the FTA requirements in eight (8) areas. Deficiencies were found in nine (9) areas: Financial Management and Capacity, Technical Capacity, Americans with Disabilities Act (ADA), Title VI, Procurement, Disadvantaged Business Enterprise (DBE), Satisfactory Continuing Control, Drug Free Workplace and Drug and Alcohol Program, and Equal Employment Opportunity (EEO). The Town had four (4) repeat deficiencies from the 2014 Triennial Review in the areas of DBE, Drug Free Workplace and Drug and Alcohol Program, and EEO.

As part of this year’s Triennial Review of the Town, FTA incorporated an Enhanced Review Module (ERM) in the Technical Capacity area. The purpose of an ERM is to conduct a more comprehensive review of underlying or contributing issues identified during the pre-assessment stage of the Triennial Review. Deficiencies resulting from the ERM are presented in the Technical Capacity section of the report that follows.

Please review this draft report for accuracy and provide your comments to both the reviewer and the Region IV Triennial Review Coordinator, Dwight Hill, **within ten business days from the date of this letter**. A final report that incorporates your comments to the draft report will be provided to you within 14 business days of your response.

Thank you for your cooperation and assistance during this Triennial Review. If you need any technical assistance or have any questions, please do not hesitate to contact Dwight Hill, Triennial Review Coordinator, at (404) 865-5641 or [dwight.hill.ctr@dot.gov](mailto:dwight.hill.ctr@dot.gov), or George Harris at (617) 577-0041 or [gharris@calyptusgroup.com](mailto:gharris@calyptusgroup.com).



Sincerely,

Robert Buckley, AICP  
Director, Office of Financial Management and Program Oversight

cc: Christopher White, FTA, General Engineer  
David Powell, FTA, General Engineer  
Dwight Hill, FTA, Procurement Consultant

**DRAFT REPORT**

**FY 2017 TRIENNIAL REVIEW**

of the

**Town of Chapel Hill  
Chapel Hill Transit  
(CHT)  
Chapel Hill, North Carolina  
Recipient ID: 1110**

*Performed for:*

**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL TRANSIT ADMINISTRATION  
REGION 4**

*Prepared by:*

**Calyptus Consulting Group, Inc.**

**Scoping Meeting Date: January 18, 2017**

**Site Visit Dates: July 13-14, 2017**

**Draft Report Date: August 9, 2017**

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## I. Executive Summary

This report documents the Federal Transit Administration’s (FTA) Triennial Review of the Town of Chapel Hill (“the Town”). The review was performed by Calyptus Consulting Group, Inc. During the site visit, administrative and statutory requirements were discussed and documents were reviewed. The Town’s transit facilities were toured to provide an overview of activities related to FTA-funded projects.

The Triennial Review focused on the Town’s compliance in 17 areas. As part of this year’s Triennial Review of the Town, FTA incorporated an Enhanced Review Module (ERM) in the Technical Capacity area. The purpose of an ERM is to conduct a more comprehensive review of underlying or contributing issues identified during the pre-assessment stage of the Triennial Review. Deficiencies resulting from the ERM are presented in the Technical Capacity section of the table below and this report.

Deficiencies were found in the areas listed in the table below.

Review Area	Deficiencies	
	Code	Description
Financial Management and Capacity	D.783	No financial policies and procedures
Technical Capacity	D.780	Associated Transit Improvement Report issues
	D.16	No procedures for technical inspections/supervision of work in progress
Americans with Disabilities Act (ADA)	D.109	Limits or capacity constraints on ADA complimentary paratransit service
Title VI	D.304	Inadequate written fare and service change equity analysis policies and procedures
	D.217	Demographic data lacking
Procurement	D.129	No FTA clauses
	D.183	No verification that excluded parties are not participating
	D.130	No written record of procurement history
Disadvantaged Business Enterprise (DBE)	D.327*	DBE uniform reports not submitted semi-annually or FTA comments not addressed
	D.329	DBE uniform reports do not include required information
	D.279	DBE public participation process deficiencies
	D.308*	DBE goal achievement analysis and corrective action plan not completed or not submitted, or deficiencies not addressed
	D.656	Inadequate implementation of race-neutral measures
Satisfactory Continuing Control	D.89	No evidence of physical inventory
	D.99	Failure to comply with property disposal requirements

Review Area	Deficiencies	
	Code	Description
Drug Free Workplace and Drug and Alcohol Testing	D.157*	Drug and alcohol contractors, subrecipients, and/or lessees not properly monitored for D&A program
Equal Employment Opportunity	D.225*	EEO monitoring/reporting system deficiencies

\* Repeat deficiency from the 2014 Triennial Review

## II. Review Background and Process

### 1. Background

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f)(2)) requires that “At least once every three years, the Secretary shall review and evaluate completely the performance of a grantee in carrying out its program, specifically referring to compliance with statutory and administrative requirements.” This Triennial Review was performed in accordance with FTA procedures (published in FTA Order 9010.1B, April 5, 1993).

The Triennial Review includes a review of the grantee’s compliance in 17 areas. The basic requirements for each of these areas are summarized in Section IV.

This report presents the findings from the Triennial Review of the Town. The review concentrated on procedures and practices employed during the past three years; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of grants. The specific documents reviewed are referenced in this report and are available at FTA’s regional office or the grantee’s office.

### 2. Process

The Triennial Review process includes a pre-review assessment, a review scoping meeting with the FTA regional office, and an on-site visit to the grantee’s location. The review scoping meeting was conducted with the Region 4 Office on January 18, 2017. Necessary files retained by the regional office were sent to the reviewer electronically. A grantee information request and review package was sent to the Town advising it of the site visit and indicating information that would be needed and issues that would be discussed. The site visit to the Town occurred on July 13-14, 2017.

The onsite portion of the review began with an entrance conference, at which the purpose of the Triennial Review and the review process were discussed. The remaining time was spent discussing administrative and statutory requirements and reviewing documents. The reviewers toured the transit operations and maintenance facility at 6900 Millhouse Road Chapel Hill, to provide an overview of activities related to FTA-funded projects. The reviewers examined a sample of maintenance records for FTA-funded vehicles and equipment. Upon completion of the review, FTA and the reviewers provided a summary of preliminary findings to the Town at an exit conference. Section VI of this report lists the individuals participating in the review.

### 3. Metrics

The metrics used to evaluate whether a grantee is meeting the requirements for each of the areas reviewed are:

- *Not Deficient*: An area is considered not deficient if, during the review, no findings were noted with the grantee’s implementation of the requirements.

- *Deficient*: An area is considered deficient if any of the requirements within the area reviewed were not met.
- *Not Applicable*: An area can be deemed not applicable if, after an initial assessment, the grantee does not conduct activities for which the requirements of the respective area would be applicable.

### III. Grantee Description

#### 1. Organization

The Town of Chapel Hill provides transit service through Chapel Hill Transit (CHT), which is a department of town government. Service operates within the Town, including the campus of the University of North Carolina, and in the Town of Carrboro, which is located west of Chapel Hill. The two towns and the University each provide funding for CHT operations. Each of the funding jurisdictions serves on the Chapel Hill Transit Partners Committee (Partnership) that provides policy and financial guidance on CHT to the Chapel Hill mayor and council of the Town of Chapel Hill. Chapel Hill has an estimated population of 57,253 persons and the service area’s population is approximately 95,000. CHT operates all services with its own personnel.

#### 2. Services

CHT operates a network of 31 fixed routes. Weekday routes operate from 5:15 a.m. to 11:56 p.m. Saturday service has eight routes that are variations and combinations of its weekday service. These routes operate from 8:15 a.m. to 11:17 p.m. Sunday service operates on two routes from 10:38 a.m. until 11:17 p.m. The Sunday service, which only operates when the University of North Carolina (UNC) is in session, consists of two routes. Complementary paratransit service, known as “EZ Rider,” is provided during the same hours as the local fixed routes. Also, on Sundays CHT expands the EZ Rider service area to be the same as that operated on a weekday with this service operated from 11:30 a.m. to 5:30 p.m.

CHT provides local service fare free on all but one route. Fares for parking are charged for the park and ride Tar Heel Express routes (\$5.00). Additional vehicles are provided for this route when demand exceeds the scheduled service during home football and basketball games as well as for commencements.

The services are provided with 98 fixed route buses and 19 paratransit vehicles. Maximum service requires 85 vehicles.

CHT operates all services from a single administrative, operations and maintenance facility at 6900 Millhouse Road in Chapel Hill.

The Town's National Transit Database Report for fiscal year 2015 provided the following financial and operating statistics for its fixed-route and paratransit service:

<b>Operating Statistic</b>	<b>Fixed-Route Service</b>	<b>Paratransit Service</b>
Unlinked Passengers	6,533,944	53,438
Revenue Hours	155,480	21,553
Operating Expenses	\$15,987,830	\$2,677,752



### 3. Grant and Project Activity

Below is a list of the Town’s open grants at the time of the review.

Grant Number	Grant Amount	Year Executed	Description
NC-39-0003-00	\$560,000	2013	MLK,Jr. Blvd Alternative Analysis
NC-90-X599-01	\$1,941,973	2016	PM, Transit Enhancements
NC-90-X547-00	\$2,038,775	2013	Preventive Maintenance/Transit Enhancement
NC-2017-007-00	\$1,921,950.00	2017	FFY16 5307 Preventative Maintenance
NC-95-X041-01	\$1,204,000	2013	Planning
NC-90-X556-00	\$1,964,363	2014	PM, Transit Enhancements
NC-90-X519-00	\$1,936,506	2012	Capital: PM, shelters & P&R lease

In the past few years, the Town completed the following noteworthy project:

- Procurement of Replacement Buses (using FTA funding received as a subrecipient)

The Town is currently implementing the following noteworthy projects:

- Procurement of Replacement Buses
- Alternative Analysis
- Financial Sustainability Study for Capital Acquisition

The Town plans to pursue the following noteworthy project in the next three to five years:

- Alternatives Analysis Phase 2

## IV. Results of the Review

### 1. Financial Management and Capacity

Basic Requirement: The grantee must demonstrate the ability to match and manage FTA grant funds, cover cost increases and operating deficits, cover maintenance and operational costs for FTA-funded facilities and equipment, and conduct and respond to applicable audits.

During this Triennial Review of the Town, one (1) deficiency was found with the FTA requirements for Financial Management and Capacity.

Finding 783: A grantee must have financial policies and procedures for managing FTA grant funds in compliance with 2 CFR Part 200 Subparts C and D. Financial policies and procedures should include internal control practices to prevent fraud, waste and abuse; levels of authority; the accounting software being used; required financial reporting; budget and activity line item (ALI) variance analysis; tracking budgets by ALI; reconciling discrepancies between the grantee's and FTA's grant balances; and documenting the ECHO drawdown process. The policies and procedures should be updated as a result of any previous audit findings, significant organizational or software modifications, and/or changes to Federal regulatory requirements.

The grantee provided financial procedures from the Town and CHT grants management procedures. The CHT grants management procedures are currently being revised and a draft manual was reviewed. The written policies and procedures provided for managing FTA grant funds do not address ALI tracking, variance analysis, budgeting, and financial reporting (DEFICIENCY CODE 783: No financial policies and procedures).

Corrective Action and Schedule: The grantee must submit to the FTA regional office financial policies and procedures that govern grant implementation, are clearly stated and understood throughout the organization, and conform to applicable legislative and administrative requirements. The grantee must take this corrective action within sixty (60) days from the date of the final report.

### 2. Technical Capacity

Basic Requirement: The grantee must be able to implement FTA-funded projects in accordance with the grant application, FTA Master Agreement, and all applicable laws and regulations, using sound management practices.

Enhanced Review Module Conducted on Technical Capacity:

**Areas Covered:**

- Governance, Leadership, and Management
- Grant Management Practices
- Milestone Progress and Federal Financial Reports
- Project Management Practices

- Oversight of Subrecipients, Transit Management and Service Contractors, and Lessees

**Process:**

The review consisted of an analysis of documentation and reports including Milestone Progress Reports, Federal Financial Reports and Finance/Grants Administration Procedures. Interviews were conducted with the Assistant Director and Grants Manager at CHT, in addition to staff providing procurement, finance and operations functions. The interviews were performed using the FTA Technical Capacity ERM described in the FY2017 Triennial Review Package.

**Results:**

Only those areas where a finding was made will be covered below.

*Governance, Leadership, and Management*

The Town of Chapel Hill is the direct recipient of FTA funds and Chapel Hill Transit (CHT) is a department of the Town. The governing body is the Town Council. The Mayor and eight Town Council Members make policy decisions and the Town Manager carries out the policies and directives of the Mayor and Council. The Transit Director reports to the Town Manager. The Town Business Management Division and CHT report regularly to the Town Council on oversight, budget and operations matters. The Town Council approves all FTA grants after award and approves major CHT policy changes. The Town Council has appointed a Transit Advisory Committee which meets monthly. The Chapel Hill Transit Partners Committee is an advisory body comprised of representatives of the local CHT funding partners: the Town of Chapel Hill, the Town of Carrboro and UNC- Chapel Hill.

There has been significant staff changes within CHT over the last three years:

- Eight new staff positions have been created, including Assistant Maintenance Manager, Assistant Fixed Route Managers, Community Outreach Manager and Parts Clerk.
- Some activities previously managed by one staff have been split across two roles, including the Safety and Training Coordinators.
- The Assistant Director of Operations role has been vacant since around August 2016, with the Administrative Services Manager performing an interim role. CHT made a recent decision to have two Assistant Directors – one for Administrative Services, the other for Operations.
- Five new staff members have been hired into existing positions, including the Demand Response and Transit Fixed Route Operations Managers, Grants Coordinators, Procurement Specialist and Maintenance Manager.

Staff reported that organization changes and additional positions have occurred to respond to earlier service expansion. The current Director, hired in 2012, has evaluated the organization and implemented changes to better respond to current operational needs. The last three years have seen significant organizational changes, and while vacancies can cause challenges, the review team also noted recent improvements in FTA compliance across in many areas including procurement, maintenance and grants management. It appears that the current structure provides sufficient

staffing to manage the FTA program, but this should continue to be assessed as the new structure becomes established.

Most FTA program activity occurs within CHT, but other departments of the Town provide support when required, in particular the Business Management Department, Human Resources Department, Legal Department and Technology Solutions Department.

### *Reporting*

The grantee has Section 5307 funds obligated before October 1, 2015, but has not submitted annual Associated Transit Improvement Reports with the Quarter 4 MPRs during the last three years, as required by FTA Circular 9030.1E, Chapter V, Section 9.

One finding relating to reporting is noted below.

### *Project Management Practices*

During last three years the grantee has not undertaken major capital projects, but has purchased equipment. Smaller construction or engineering work such as upgrades to bus stops or repairs of facilities are handled primarily through the Town's Engineering Department and Public Works with the help of CHT staff. Support and revenue vehicle purchases during the period were made using FTA funds as a subrecipient of the MPO. Future vehicle procurements using FTA funds are planned. The Town is currently progressing with design phase II of the Alternative Analysis for a Bus Rapid Transit route. This stage is currently locally funded.

Several open grants have had significant milestone revisions due to delays in Transit Enhancement projects, specifically bus shelter construction and improvement. The grantee indicated that the delays were caused by staff turnover, and a need for ADA analysis that was not scoped into the initial project plans. The grantee is currently working with FTA to submit budget revisions to use funding for the ADA compliance review of existing bus stops slated for transit enhancements. A closeout schedule was discussed on site.

The grantee did not provide a copy of the Town capital project management procedures, so it was not possible to determine the content and coverage of the procedures.

One finding relating to project management practices is noted below.

### **Findings:**

During this Triennial Review of the Town, two (2) deficiencies were found with the FTA requirements for Technical Capacity.

Finding 780: The grantee did not submit Associated Transit Improvement Reports in connection with section 5307 funds obligated before October 1, 2015, falling short of the requirements detailed in FTA Circular 9030.1E, Chapter V, Section 9 (DEFICIENCY CODE 780: Associated Transit Improvement Report issues).

Corrective Action and Schedule: The grantee must submit the Associated Transit Improvement Reports for the past year in TrAMS, as well as submit to the FTA regional office procedures for submitting the reports with the required information annually for applicable grants. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 16: FTA Circular 5010.1D Chapter II, Section 3(a) notes that a grantee must provide adequate technical inspection and supervision by qualified professionals of all work in progress, and must monitor and maintain the project work schedule agreed to by FTA. The Town has had delays in undertaking Transit Enhancement Projects due to staff turnover. The grantee plans to undertake shelter improvements and vehicle procurements and is developing plans relating to the BRT as a longer term project. The grantee did not provide project management procedures to apply to these capital projects (DEFICIENCY CODE 16: No procedures for technical inspection/supervision of work in progress).

Corrective Action and Schedule: The grantee must submit to the FTA regional office capital project management procedures for existing and anticipated projects to ensure compliance with FTA Circular 5010.1E Chapter II, Section 3(a). The grantee must take this corrective action within sixty (60) days from the date of the final report.

### **3. Maintenance**

Basic Requirement: Grantees and subrecipients must keep federally funded vehicles, equipment and facilities in good operating condition. Grantees and subrecipients must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment and facilities in good operating order.

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for Maintenance.

### **4. Americans with Disabilities Act**

Basic Requirement: Titles II and III of the ADA of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

During this Triennial Review of the Town, one (1) deficiency was found with the U.S. Department of Transportation (US DOT) requirements for ADA.

Finding 109: As outlined in 49 CFR 37.131(f), transit systems are prohibited from limiting access to paratransit service by patterns or practices that significantly limit the availability of service to ADA paratransit-eligible persons, have substantial numbers of trips with significantly untimely pickups, or have substantial numbers of trips with excessive trip lengths. The Town monitors trip denials, on-time performance and missed trip data relating to its ADA complementary paratransit service, but has not tracked excessively long trips.

The grantee defined an excessively long trip as any trip that exceeds the longest time period for a customer to travel on any fixed route traveling to/from that same destination. The definition does not provide a comparison of the length of a complementary paratransit ride to the equivalent fixed route journey including walk time to and from bus stops, wait time, transfer time and onboard travel time. While on site the grantee ran reports that calculated the length of time taken for ADA trips, but a monitoring system had not been established against rides on fixed routes (DEFICIENCY CODE 109: Limits or capacity constraints on ADA complimentary paratransit service).

Corrective Action and Schedule: The grantee must submit to the RCRO a revised definition of excessively long trips, and procedures that separately track capacity constraint data for ADA complementary paratransit service. The grantee must provide documentation of implementation, including analysis of collected data to determine if there are capacity constraints. The grantee must take this corrective action within sixty (60) days from the date of the final report.

## 5. Title VI

Basic Requirement: The grantee must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The grantee must ensure that federally supported transit services and related benefits are distributed in an equitable manner.

During this Triennial Review of the Town, two (2) deficiencies were found with the FTA requirements for Title VI.

Finding 304: FTA Circular 4702.1B Chapter IV Section 7 specifies that transit providers that operate 50 or more fixed route vehicles in peak service and are located in Urbanized Areas (UZA) of 200,000 shall engage the public in the decision-making process to develop a major service change policy, disparate impact policy and disproportional burden policy. The Town submitted a Title VI program to FTA in 2016. The grantee was unable to produce documentation of public participation in the development of the Title VI program and the fare and service change equity analysis policies and procedures contained within the program. The grantee indicated that there had been no change in these policies and procedures from the prior Title VI program, but no documentation of public participation was provided (DEFICIENCY CODE 304: Inadequate written fare and service change equity analysis policies and procedures).

Corrective Action and Schedule: The grantee must undertake public participation that provides the public a forum to comment and become informed about fare and service change equity analysis policies and procedures, and their ramifications. The grantee must provide documentation of this to the FTA RCRO within sixty (60) days from the date of the final report.

Finding 217: FTA Circular 4702.1B Chapter IV Section 5 requires grantees that operate 50 or more fixed route vehicles in peak service and are located in Urbanized Areas (UZA) of 200,000 to develop demographic maps that depict Census tracts or other geographic zones where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole. The grantee's 2016 Title VI

program included maps overlaying weekday routes and bus stops with information about the percentage of minority population in each traffic analysis zone (TAZ). However, the program did not contain maps and overlays detailing low-income populations across the service area (DEFICIENCY CODE 217: Demographic data lacking).

**Corrective Action and Schedule:** The grantee must submit to the FTA RCRO documentation of updated maps and overlays detailing low-income populations. The grantee must provide documentation of this to the FTA RCRO within sixty (60) days from the date of the final report.

## 6. Procurement

**Basic Requirement:** Grantees use their own procurement procedures that reflect applicable state and local laws and regulations, provided that the process ensures competitive procurement and the procedures conform to applicable Federal law, including 49 CFR Part 18, (repealed effective December 26, 2014), 2 CFR Part 1201, incorporating 2 CFR Part 200 (specifically Sections 200.317-200.326), and FTA Circular 4220.1F, “Third Party Contracting Guidance.”

During this Triennial Review of the Town, three (3) deficiencies were found with the FTA requirements for Procurement.

The table below lists the procurements reviewed in which deficiencies were found.

Contract	Award Date	Method	Amount	Deficiencies
Bus Shelter	10/15/15	RFQ	\$52,965	No FTA clauses  No check of SAM.gov, certification or clause relating to debarment
Bus Fleet and Support Vehicle Parts During FY'17	RFP published 5/19/16  Multiple awards made	RFP for Blank Purchase Agreement (BPA)	NTE \$80,000 for each vendor	Missing evaluation of vendor submissions  Missing award letters  NTE value established internally, but not submitted to vendors

**Finding 129:** 2 CFR 200.326 requires grantees to include the applicable contract provisions in all FTA-funded contract awards. The required FTA clauses were missing from the grantee’s bus shelter procurement file and it was not possible to determine if the clauses had been provided to the vendor. Clauses were noted in other procurements that were reviewed (DEFICIENCY CODE 129: No FTA clauses).

Corrective Action and Schedule: The grantee must provide the FTA regional office evidence of implementation of their procedures for including all FTA-required third party contract clauses. For the next procurement, the grantee must submit to the FTA a procurement file checklist showing that the required process was implemented. The grantee is to provide training (formal or in-house) to those responsible for conducting federally assisted procurements. The grantee must provide evidence in the form of the syllabus, date of training and “sign-in” sheet (w/signatures) of those attending the training. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 183: 2 CFR 180.300 requires grantees to check prior to award that vendors are not excluded or disqualified from doing business. There was no evidence of a check of SAM.gov, a certification or contract clause which related to debarment within the bus shelter procurement file. This practice was noted in later files that were reviewed (DEFICIENCY CODE 183: No verification that excluded parties are not participating).

Corrective Action and Schedule: The grantee must provide to the FTA regional office evidence of implementation of their procedures for making excluded party determinations before entering into applicable transactions. For the next procurement, the grantee must submit to the FTA a procurement file checklist showing that the required process was implemented. The grantee is to provide training (formal or in-house) to those responsible for conducting federally assisted procurements. The grantee must provide evidence in the form of the syllabus, date of training and “sign-in” sheet (w/signatures) of those attending the training. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 130: The grantee did not provide documentation of the Bus Fleet and Support Vehicle Parts During FY’17 procurement file to evidence its procurement history, as required by 2 CFR 200.318(i). The file did not contain evidence of proposal evaluations to determine that bidders were responsive and responsible, as required by 2 CFR 200.218(h). A contract or notice of award to the vendors that were determined qualified was not evident. A Not to Exceed value of \$80,000 was established internally, but this was not included in the contract documents and no evidence was available that this was communicated to vendors. Review of a sample vendor file showed that awards over this value were made (DEFICIENCY CODE 130: No written record of procurement history).

Corrective Action and Schedule: The grantee must submit to the FTA regional office procedures and checklists that evidence that the deficiencies identified in its record-keeping process have been corrected. The procedures must include documenting the evaluation of proposals to determine responsive and responsible bidders, and developing a formal notice of award, purchase order or contract that includes a not to exceed value for Blank Purchase Agreements. The grantee is to provide training (formal or in-house) to those responsible for conducting federally assisted procurements. The grantee must provide evidence in the form of the syllabus, date of training and “sign-in” sheet (w/signatures) of those attending the training. The grantee must take this corrective action within sixty (60) days from the date of the final report.



## 7. Disadvantaged Business Enterprise

Basic Requirement: The grantee must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of US DOT-assisted contracts. Grantees also must create a level playing field on which DBEs can compete fairly for US DOT-assisted contracts.

During this Triennial Review of the Town, five (5) deficiencies were found with the US DOT requirements for DBE.

Finding 327: The grantee did not submit the December 2014 DBE uniform report in TrAMS, and the June 2015 and June 2017 reports were submitted late. The Town has not submitted all semi-annual Uniform Reports of DBE Awards or Commitments and Payments as required by 49 CFR 26.11. The June 2014 report is currently in Incorrect/Incomplete status in TrAMS indicating that FTA comments have not been addressed (DEFICIENCY CODE 327: DBE uniform reports not submitted semi-annually or FTA comments not addressed).

Corrective Action and Schedule: The grantee must submit to the FTA RCRO an implemented procedure to ensure that future reports are submitted on time and FTA comments are addressed. The grantee must submit to the RCRO the December 2014 and updated the June 2014 reports in excel and upload the reports to the recipient documents section of TrAMS. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 329: The grantee's June 2017 DBE uniform report includes procurement activity funded by a grant where Chapel Hill is a subrecipient. This information should be provided to the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC-MPO) for reporting as required by 49 CFR 26.11 (DEFICIENCY CODE 329: DBE uniform reports do not include required information).

Corrective Action and Schedule: The grantee must submit to the FTA RCRO procedures for including all applicable FTA-funded contracting activity within the DBE uniform reports. The grantee must update the June 2017 report in excel and upload to the recipient documents section of TrAMS. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 279: The grantee did not produce evidence of consultation with interested parties during its 2017-2019 DBE goal-setting process as required by 49 CFR 26.45(g). The submitted goal methodology document indicated that the goal was published in the local press. No documentation was provided of scheduled, direct and interactive consultation with minority, women's and general contractors groups, community organizations and other interest parties (DEFICIENCY CODE 279: DBE public participation process deficiencies).

Corrective Action and Schedule: The grantee must undertake and show evidence of a retroactive consultation process on their FY 2017-2019 DBE goal development, including scheduled, direct and interactive consultation with local interest groups. The grantee must submit procedures for facilitating public participation, including a schedule for consultative meetings for use in future cycles. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 308: The grantee’s DBE goal achievements were less than its overall goal in each year FY2014-FY2016, but the grantee did not document a shortfall analysis or develop a corrective action plan in any of these years as required by 49 CFR 26.47 (DEFICIENCY CODE 308: DBE goal achievement analysis and corrective action plan not completed or not submitted, or deficiencies not addressed).

Corrective Action and Schedule: The grantee must submit to the FTA RCRO the goal achievement analysis for FY2014–FY2016 and a corrective action plan for FY2016, along with a written process to ensure future shortfall analyses are completed in a timely manner. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 656: 49 CFR 26.51 specifies that grantees must meet the maximum feasible portion of the overall goal using race-neutral means of facilitating race-neutral DBE participation and outlines examples of race-neutral means. The grantee has a wholly race-neutral goal, but could not provide documentation of the race-neutral measures undertaken to encourage DBE participation (DEFICIENCY CODE 656: Inadequate implementation of race-neutral measures).

Corrective Action and Schedule: The grantee must submit to the FTA RCRO an implementation plan for race-neutral measures and evidence that these measures have been implemented. The grantee must take this corrective action within sixty (60) days from the date of the final report.

## 8. Legal

Basic Requirement: The grantee must be eligible and authorized under state and local law to request, receive, and dispense FTA funds and to execute and administer FTA-funded projects. Grantees must comply with Restrictions on Lobbying requirements.

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for Legal.

## 9. Satisfactory Continuing Control

Basic Requirement: The grantee must ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition.

During this Triennial Review of the Town, two (2) deficiencies were found with the FTA requirements for Satisfactory Continuing Control.

Finding 89: 49 CFR 18.32 specifies that grantees must perform an inventory of FTA-funded assets over \$5,000 at least once every two years. The grantee provided an inventory completed in 2017 but did not provide documentation of an inventory conducted prior to this timeframe (DEFICIENCY CODE 89: No evidence of physical inventory).

Corrective Action and Schedule: The grantee must submit to the FTA regional office evidence that it has conducted a physical inventory of FTA funded equipment and that the inventory results have been reconciled to equipment records, along with procedures for conducting a biennial physical

inventory. The grantee must take this corrective action within sixty (60) days from the date of the final report.

Finding 99: The grantee has not produced documentation relating to vehicle disposals during the review period to verify compliance with the requirements of FTA Circular 5010.1D, Chapter IV, Section 3.1. The grantee provided documentation of one vehicle that was beyond its useful life had a sale price of over than \$5,000. Correspondence with FTA was provided relating to the reimbursement to FTA. Another vehicle was mentioned by the grantee, but no documentation was available to identify if this was an FTA funded vehicle, or if any communication with FTA occurred (DEFICIENCY CODE 99: Failure to comply with property disposal requirements).

Corrective Action and Schedule: The grantee must submit to the FTA regional office documentation of the disposals, identifying that the vehicles had met useful life and documenting the sale value. The grantee must submit procedures for disposing of FTA funded equipment. The grantee must take this corrective action within sixty (60) days from the date of the final report.

## 10. Planning/Program of Projects

Basic Requirement: The grantee must participate in the transportation planning process in accordance with FTA, Moving Ahead for Progress in the 21<sup>st</sup> Century, and the metropolitan and statewide planning regulations. Each recipient of a Section 5307 grant shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a program of projects (POP).

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for Planning/POP.

## 11. Public Comment on Fare Increases and Major Service Reductions

Basic Requirement: Section 5307 grantees are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for Public Comment on Fare Increases and Major Service Reductions.

## 12. Half Fare

Basic Requirement: For fixed-route service supported with Section 5307 assistance, fares charged seniors, persons with disabilities, or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for Half Fare.

### 13. Charter Bus

Basic Requirement: Grantees are prohibited from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service. Grantees are allowed to operate community based charter services excepted under the regulations.

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for Charter Bus.

### 14. School Bus

Basic Requirement: Grantees are prohibited from providing exclusive school bus service unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally funded equipment or facilities cannot be used to provide exclusive school bus service. School tripper service that operates and looks like all other regular service is allowed.

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for School Bus.

### 15. Security

Basic Requirement: As recipients of Section 5307 funds, grantees must annually certify that they are spending at least one percent of such funds for transit security projects or that such expenditures for security systems are not necessary.

Finding: During this Triennial Review of the Town, no deficiencies were found with the FTA requirements for Security.

### 16. Drug Free Workplace and Drug and Alcohol Program

Basic Requirement: Grantees are required to maintain a drug-free workplace for all grant-related employees and to have an ongoing drug-free awareness program. Grantees receiving Section 5307, 5309, 5311 or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

During this Triennial Review of the Town, one (1) deficiency was found with the FTA requirements for Drug-Free Workplace and Drug and Alcohol Program.

Finding 157: The Town has determined that it has three maintenance contractors with safety sensitive employees that work on a routine basis (not ad-hoc). The grantee has requested information about the drug and alcohol testing programs from these maintenance contractors, but they have not provided drug and alcohol testing procedures and records. Grantees have oversight responsibility for contractors with safety sensitive employees as outlined in 49 CFR 655.81

(DEFICIENCY CODE 157: Drug and alcohol contractors, subrecipients, and/or lessees not properly monitored for D&A program).

Corrective Action and Schedule: The grantee must submit to the FTA regional office the testing policies of its contractors as well as procedures to ensure ongoing drug and alcohol monitoring. The grantee must take this corrective action within sixty (60) days from the date of the final report.

## 17. Equal Employment Opportunity

Basic Requirement: The grantee must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity receiving Federal financial assistance under the Federal transit laws. (Note: Equal Employment Opportunity Commission's regulation only identifies/recognizes religion and not creed as one of the protected groups.)

During this Triennial Review of the Town, one (1) deficiency was found with the FTA requirements for Equal Employment Opportunity (EEO).

Finding 225: FTA Circular 4704.1, Chapter III, Section II(g) indicates that grantees must have an internal monitoring and reporting system that includes annually evaluating the EEO program and execution of goals. The Town's 2014-17 EEO plan includes information about monitoring and reporting activities that will take place. The Town has not implemented the quarterly meetings and ongoing tracking described in the program and no documentation of monitoring and reporting to management was provided (DEFICIENCY CODE 225: EEO monitoring/reporting system deficiencies).

Corrective Action and Schedule: The grantee must develop and submit to the FTA RCRO a detailed monitoring and reporting plan as indicated in FTA Circular 4704.1A, Chapter II, Section 2.2.7 and provide evidence of implementation. The grantee must take this corrective action within sixty (60) days from the date of the final report.

## V. Summary of Findings

Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
1. Financial Management and Capacity	D.783	No financial policies and procedures	The grantee must submit to the FTA regional office financial policies and procedures that govern grant implementation, are clearly stated and understood throughout the organization, and conform to applicable legislative and administrative requirements.	11/27/17	
2. Technical Capacity	D.780	Associated Transit Improvement Report issues	The grantee must submit the Associated Transit Improvement Reports for the past year in TrAMS, as well as submit to the FTA regional office procedures for submitting the reports with the required information annually for applicable grants.	11/27/17	
	D.16	No procedures for technical inspection/supervision of work in progress	The grantee must submit to the FTA regional office capital project management procedures for existing and anticipated projects, to ensure compliance with FTA Circular 5010.1E Chapter II, Section 3(a).	11/27/17	
3. Maintenance	ND				
4. ADA	D.109	Limits or capacity constraints on ADA complimentary paratransit service	The grantee must submit to the RCRO a revised definition of excessively long trips, and procedures that separately track capacity constraint data for ADA complimentary paratransit service. The grantee must provide documentation of implementation, including analysis of collected data to determine if there are capacity constraints.	11/27/17	
5. Title VI	D.304	Inadequate written fare and service change equity analysis policies and procedures	The grantee must undertake public participation that provides the public a forum to comment and become informed about fare and service change equity analysis policies and procedures, and their ramifications. The grantee must provide documentation of this to the FTA RCRO.	11/27/17	
	D.217	Demographic data lacking	The grantee must submit to the FTA RCRO documentation of updated maps and overlays detailing low-income populations.	11/27/17	

Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
6. Procurement	D.129	No FTA clauses	The grantee must provide the FTA regional office evidence of implementation of their procedures for including all FTA-required third party contract clauses. For the next procurement, the grantee must submit to the FTA a procurement file checklist showing that the required process was implemented. The grantee is to provide training (formal or in-house) to those responsible for conducting federally assisted procurements. The grantee must provide evidence in the form of the syllabus, date of training and “sign-in” sheet (w/signatures) of those attending the training.	11/27/17	
	D.183	No verification that excluded parties are not participating	The grantee must provide to the FTA regional office evidence of implementation of their procedures for making excluded party determinations before entering into applicable transactions. For the next procurement, the grantee must submit to the FTA a procurement file checklist showing that the required process was implemented. The grantee is to provide training (formal or in-house) to those responsible for conducting federally assisted procurements. The grantee must provide evidence in the form of the syllabus, date of training and “sign-in” sheet (w/signatures) of those attending the training.	11/27/17	
	D.130	No written record of procurement history	The grantee must submit to the FTA regional office procedures and checklists that evidence that the deficiencies identified in its record-keeping process have been corrected. The procedures must include documenting the evaluation of proposals to determine responsive and responsible bidders, and developing a formal notice of award, purchase order or contract that includes a not to exceed value for Blank Purchase Agreements. The grantee is to provide training (formal or in-house) to those responsible for conducting federally assisted procurements. The grantee must provide evidence in the form of the syllabus, date of training and “sign-in” sheet (w/signatures) of those attending the training.	11/27/17	

Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
7. DBE	D.327	DBE uniform reports not submitted semi-annually or FTA comments not addressed	The grantee must submit to the FTA RCRO an implemented procedure to ensure that future reports are submitted on time and FTA comments are addressed. The grantee must submit to the RCRO the December 2014 and updated the June 2014 reports in excel and upload the reports to the recipient documents section of TrAMS.	11/27/17	
	D.329	DBE uniform reports do not include required information	The grantee must submit to the FTA RCRO procedures for including all applicable FTA-funded contracting activity within the DBE uniform reports. The grantee must update the June 2017 report in excel and upload to the recipient documents section of TrAMS.	11/27/17	
	D.279	DBE public participation process deficiencies	The grantee must undertake and show evidence of a retroactive consultation process on their FY 2017-2019 DBE goal development, including scheduled, direct and interactive consultation with local interest groups. The grantee must submit procedures for facilitating public participation, including a schedule for consultative meetings for use in future cycles.	11/27/17	
	D.308	DBE goal achievement analysis and corrective action plan not completed or not submitted, or deficiencies not addressed	The grantee must submit to the FTA RCRO the goal achievement analysis for FY2014–FY2016 and a corrective action plan for FY2016, along with a written process to ensure future shortfall analyses are completed in a timely manner.	11/27/17	
	D.656	Inadequate implementation of race-neutral measures	The grantee must submit to the FTA RCRO an implementation plan for race-neutral measures and evidence that these measures have been implemented.	11/27/17	
8. Legal	ND				
9. Satisfactory Continuing Control	D.89	No evidence of physical inventory	The grantee must submit to the FTA regional office evidence that it has conducted a physical inventory of FTA funded equipment and that the inventory results have been reconciled to equipment records, along with procedures for conducting a biennial physical inventory.	11/27/17	



Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
	D.99	Failure to comply with property disposal requirements	The grantee must submit to the FTA regional office documentation of the disposals, identifying that the vehicles had met useful life and documenting the sale value. The grantee must submit procedures for disposing of FTA funded equipment.	11/27/17	
10. Planning/ POP	ND				
11. Public Comment on Fare Increases and Major Service Reductions	ND				
12. Half Fare	ND				
13. Charter Bus	ND				
14. School Bus	ND				
15. Security	ND				
16. Drug-Free Workplace/ Drug and Alcohol Program	D.157	Drug and Alcohol contractors, subrecipients, and/or lessees not properly monitored for D&A program	The grantee must submit to the FTA regional office the testing policies of its contractors as well as procedures to ensure ongoing drug and alcohol monitoring.	11/27/17	
17. EEO	D.225	EEO monitoring/reporting system deficiencies	The grantee must develop and submit to the FTA RCRO a detailed monitoring and reporting plan as indicated in FTA Circular 4704.1A, Chapter II, Section 2.2.7 and provide evidence of implementation.	11/27/17	

## VI. Attendees

Name	Title	Phone Number	E-mail Address
<b><i>Chapel Hill Transit</i></b>			
Peter Aube	Maintenance Manager	919-969-4939	paube@townofchapelhill.org
Maribeth Lewis-Baker	Fixed Route Operations Manager	919-969-4932	mlbaker@townofchapelhill.org
Mark Agosto	Assistant Maintenance Manager	919-969-4955	magosto@townofchapelhill.org
Mark Lowry	DAPM/DEF Safety Officer	919-969-4938	mlowry@townofchapelhill.org
Henry DePietro	Assistant Director	919-969-4929	hdepietro@townofchapelhill.org
Nick Pittman	Planning	919-969-4958	npittman@townofchapelhill.org
Timothy Schwarzauer	Grants	919-885-9793	tschwarzaller@townofchapelhill.org
Rick Shreve	Finance	919-969-4914	rshreve@townofchapelhill.org
Brian Litchfield	Director	919-969-4908	blitchfield@townofchapelhill.org
Kathryn McMillan	Procurement Specialist	919-969-4943	kmcmillan@townofchapelhill.org
Don Willis	OPS Manager/EZRider	919-969-4949	dwillis@townofchapelhill.org
Mila Vega	Transit Development Manager	919-969-4916	mvega@townofchapelhill.org
Kathryn Luecken	Training Coordinator	919-969-4957	kleucken@townofchapelhill.org
<b><i>HRD</i></b>			
LaTisha Perry	HR Technician	919-969-5032	lperry@townofchapelhill.org
Herbert Griffin	Sr. HR Consultant	919-969-4954	hgriffin@townofchapelhill.org
Clifton Turner	HRD Director	919-969-5067	cturner@townofchapelhill.org
<b><i>FTA</i></b>			
Chris White	Program Manager, General Engineer	404-865-5619	christopher.white@dot.gov
Dwight Hill	Sr. Contracts Consultant and Triennial Review Coordinator	404-865-5641	dwight.hill.ctr@dot.gov
Robert Buckley	Director, Office of Financial Management and Program Oversight	404-865-5618	robert.buckley@dot.gov
Dee Foster	Regional Civil Rights Officer	404-865-5633	doretha.foster@dot.gov
David Powell	General Engineer	404-865-5628	david.powell@dot.gov
<b><i>Reviewer Firm: Calyptus Consulting Group, Inc.</i></b>			
George Harris	Reviewer	617-577-0041	gharris@calyptusgroup.com
Philippa Drew	Reviewer	617-577-0041	pdrew@calyptusgroup.com
Gregory Harnett	Reviewer	617-577-0041	gharnett@calyptusgroup.com

## **VII. Appendices**

No appendices included in this report.

**5F. Project and Bus Build Updates**

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

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**Electric Bus Update**

- Funding was allocated in the FY18 budget to lease an electric bus. Over the summer staff has gathered electric bus specifications from systems who have purchased electric buses and will be working with Town procurement staff to issue a RFQ.
- Staff plans to visit Clemson Area Transit over August 31-September 1 to learn about their transition from diesel to electric, along with reviewing their electric bus maintenance, training and safety programs.
- GoTriangle, GoCary, GoRaleigh and Chapel Hill Transit submitted a FTA Low/No Emission Grant in June and it is anticipated that awards will be made in September.

**5339(b) Grants for Buses and Bus Facilities Competitive Program Update**

- Staff has also prepared a 5339(b) grant application for up to seven (7) clean-diesel heavy duty transit buses and will submit the application this week.

**Fixed Route Replacement Buses**

- We have six (6) replacement buses under order with Gillig and expect them to go into production in April 2018 with delivery likely towards the end of May 2018.
  - These buses are funded with Orange County Transit Plan funds and Transit Capital Reserve funds.
- We finally received notice from FTA that our FY15 STPDA allocation was flexed from Federal Highways. We are working to amend this award into our FY18 budget and will place an order for three (3) replacements buses following Council authorization of the budget amendment.
- We are continuing our work with FTA to flex our FY17 and FY18 CMAQ funds from Federal Highways. Once flexed and amended into our budget we will place an order for six (6) replacement buses.
- These buses, along with the 16 we have received, reflects 31 of 35 buses shown in our capital plan for replacement (ordering) by the end of FY18.

**EZ Rider Replacement Vehicle Order**

- We have seven (7) light duty transit vehicles under order with Creative Bus Sales and we expect delivery by January 2018.
- These vehicles are funded with FTA 5339 grant funds and Transit Capital Reserve funds.

### **Bike Rack Demonstration and Fix-it Station Project**

- The Town of Chapel Hill's Bike/Ped Champion's Team in coordination with the Chapel Hill Downtown Partnership have collaborated to add a bicycle fixit station along with a bus bike rack demo station to the bus stop on Franklin Street near the Carolina Coffee Shop.
- A ribbon cutting will be held on August 30, 2017 and electronic invites will be sent soon.

### **Mobile Pay App for Park and Rides**

- Chapel Hill Transit has partnered with Parkmobile USA, Inc. to bring an easier and more efficient parking service at Park and Ride lots managed by Transit (Eubanks, Carrboro Plaza, Southern Village, and Jones Ferry). Customers will now be able to pay for parking by using Parkmobile's mobile application for the iPhone, Android, Windows, and Blackberry smart phones. This is same application the Town uses for metered parking.
- Customers will have the choice to use either the current meter or the new Parkmobile app. Daily parking fee is \$2. The fee is in effect Monday – Friday, 4:00 am – 6:00 pm. Staff is working with Parkmobile to finalize an implementation date.

### **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

We have submitted the NCDOT encroachment agreements are working to get easements in place for each stop. Pending the necessary NCDOT approvals, we are still expecting that these projects will be ready for construction in Fall 2017.

5G. Orange County Transit Plan Update

Staff Resource: Mila Vega, Transit Development Manager

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The Orange County Transit Plan Update will be provided at the August 22, 2017 meeting.

5H. FY 2016-17 Summary Performance Report

Staff Resource: Mila Vega, Transit Development Manager

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The FY 2016-17 Summary Performance Report will be provided at the August 22, 2017 meeting.

## 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

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**Fixed Route Operations Manager – Maribeth Lewis-Baker**

- Perfect Attendance – July 2017 – 54 Fixed Route Operators had perfect attendance for the month
- On time Performance (OTP) – July 2017 – 84%
- Routes performing **80%** and above – on time: A (85%), CM (87%), CPX (89%), CW (82%), D (86%), Sat D (88%), F (82%), FCX (91%), Sat FG (91%), HS (88%), 420 (84%), J (81%), JFX (96%), Sat JN (95%), N (95%), NS (85%), RU (80%), S (87%), T (80%), U (84%), V (90%)
- On-Time Performance was impacted for several routes by the South Road closure and detours.
- July Operations/Safety Meetings – Safety Officer Mark Lowry provided an informational presentation related to Drug and Alcohol Awareness to the team.
- July was a hot one. Fixed Route took measures to support our staff during the extreme heat warnings.
- Congratulations to Melissa Tillman - Fixed Route Supervisor - on completing the Smith System (Defensive Driving) Driver Trainer Certification Program in July and becoming certified Instructor.

**Catch us at our Best:**

Fixed Route has been having a blast transporting the kids attending Summer Camp at Frank Porter Graham on various field trips!

On 7/20/17, customer Michelle Johnson submitted her comments related to her trip on the NS route and included a nice compliment about Operator Reggie Mebane, “The driver of my bus (arriving to Southern Village at 5:58 pm today) is wonderful! He is cheerful, polite and very friendly. He is also very considerate of riders. Lovely person!”



**Check out this Tweet about Operator James Bradsher:**



**Molly De Marco (@mollsdemarco)**

[7/21/17, 10:23 AM](#)

Thx [@chtransit](#) operator of bus 1308 who got off twice to put my bike on/off rack cuz [#IBustoBusinesses](#) like [#Carrboro](#) 's Grey Squirrel too

**Demand Response Operations Manager – Don Willis**

The EZ Rider service accomplished 374 days before having its first preventable accident, more than doubling the last record. We are planning a celebration in recognition of this new safety record.

The EZ Rider Committee recommended a three month summer pilot project to expand Sunday hours by beginning service at 9:15am. No additional operating hours were needed to cover the temporary expansion. After one month 10%-15% of Sunday ridership is taking advantage of the earlier start time, and overall demand has not exceeded our capacity to serve.

We are working on an EZ Rider Customer Survey which will be used to benchmark various aspects of the EZ Rider Service.

**July Service Metrics**

213 Trips per Weekday; 81 Trips on Saturday; 24 Trips on Sunday

Provided a total of 4,783 trips & traveled 19,646 passenger miles with only two missed trips and 93.96% On Time Performance, nearly 2% better than last year

18% of trips were work related

32% of trips were Medical/Dialysis

36% were personal business and shopping

During the last fiscal year (July 1, 2016 through June 30, 2017) EZ Rider performed over 30,000 hours of service, traveled 243,510 miles, and provided 61,423 trips.

**Safety Officer – Mark Lowry**

- Demand Response had 374 days without a preventable accident.

- Vehicle Accidents Summary: YTD is the Fiscal Year Total
- Reduced Total number of accidents from 72 to 64
- Of the 72 accidents in FY16, 45 were preventable
- Of the 64 accidents in FY17, 25 were preventable

**June 2017**

TOTAL ACCIDENTS	June 16	June 17	Year to Date
<b>Fixed Route</b>			
Preventable	0	2	24
Non-Preventable	1	0	37
<b>Demand Response</b>			
Preventable	0	0	1
Non-Preventable	0	1	2
<b>Maintenance</b>			
Preventable	0	0	0
Non-Preventable	0	0	0
		<b>Total YTD</b>	64

**July 2017**

TOTAL ACCIDENTS	Jul-16	Jul-17	Year to Date
<b>Fixed Route</b>			
Preventable	2	2	2
Non-Preventable	2	2	2
<b>Demand Response</b>			
Preventable	1	1	1
Non-Preventable	0	0	0
<b>Maintenance</b>			
Preventable	0	0	0
Non-Preventable	0	0	0
		<b>Total YTD</b>	5

### **Training Coordinator – Katy Luecken**

1. Training Classes:
  - a. Fixed Route
    - i. Four trainees have completed training this summer
    - ii. Next training class will begin on September 5th
  - b. Demand Response
    - i. No recent classes
  - c. Maintenance
    - i. Next training class will begin in the next month
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
5. Attended Eno Transit Mid-Manager Seminar in July 2017.

### **Maintenance Manager – Peter Aube**

#### **June**

- Completed in-house fall protection training in June
- Fixed route ran 188,650 miles in June
- Demand response ran 35,671 miles in June
- Non-revenue vehicles ran 26,984 miles in June
- Received and inspected three New Nissan pathfinders
- Completed disposition of retired buses working with BMD
- Maintenance performed 58 Preventive Maintenance Inspections in June (90 % on-time)
- Seven (7) Maintenance Employees completed the Month of June with Perfect attendance
- Maintenance performed Seven (7) road calls in June (26,950) miles per road call for fixed route
- Maintenance performed 3 road calls in June, 11,890 miles per road call for demand response

#### **July**

Completed Drug and Alcohol training

- Fixed route ran 175,526 miles in July
- Demand response ran 32,284 miles in July
- Non-revenue vehicles ran 25,771 miles in July
- Completed Triennial review –No deficiencies
- Maintenance performed 38 Preventive Maintenance Inspections in July (100 % on-time)
- Seven (7) Maintenance Employees completed the Month of July with Perfect attendance
- Maintenance performed eight (8) road calls in July (21,941) miles per road call for fixed route
- Maintenance performed 3 road call in July (16,142) miles per road call for demand

**6B. Community Outreach**

Staff Resource: Anita Hackney, Community Outreach Manager

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Chapel Hill Transit provides transportation services to our community partners throughout the service area. Below are some community events Chapel Hill Transit participated in during late July and August.

**Local Government Seminar Tour**

- July 25, 2017 – Conducted a Tour of Chapel Hill Transit facilities and presentation about the bus system to approximately 16 NC teachers as part of their seminar about city and county governments.

**Chapel Hill Police Department New Recruitment Orientation**

- July 29, 2017 – Provided shuttle service for the 2017 New Recruitment Open House for Chapel Hill Police Department from 725 Martin Luther King.

**Meet the Heels Tar Heel Express Shuttles**

- August 5, 2017 – Provided Tar Heel Express shuttle service for ‘Meet the Heels’ from Airport Drive and 725 Martin Luther King Jr. Blvd. park and ride lots to Franklin Street.

**UNC MBA Program Orientation**

- August 8, 2017 – Provided shuttle service from Kenan-Flagler to FPG Student Union for 300 new UNC MBA students along with a ‘How to Ride’ presentation.

**Family Fun Day**

- August 12, 2017 – Provided information table at Family Fun Day at the Hargraves Center.

**UNC First Year Student & Academic Services Info Fair**

- August 16, 2017 – Provided information table at UNC Info Fair at FPG Student Union.

**UNC Graduate School 2017 Orientation Student Resources Fair**

- August 17, 2017 – Provided information table at UNC Info Fair at Rams Head Recreation Center.

### **Inaugural Saturday V Route Ride**

- August 19, 2017 – Inaugural ride on the first trip of the new Saturday V route serving Meadowmont, Southern Village, UNC Hospitals and Downtown Chapel Hill.

### **Busing Your Way Around Campus**

- August 21, 2017 – Presentation at FPG Student Union in coordination with UNC Transportation and Parking about Chapel Hill Transit bus services and how to navigate Chapel Hill and surrounding areas.



**Chapel Hill  
transit**

**Join Us For the Inaugural Trip of  
the Saturday V Route on August 19**

Where: Harris Teeter at Meadowmont Bus Stop  
Time: 8:30 a.m. (Bus Ride from 8:45 a.m. to 9:45 a.m)  
When: Saturday, August 19, 2017

# Adventures in Ideas

The Program in the Humanities and Human Values at the University of North Carolina at Chapel Hill sponsors weekend and summer *Adventures in Ideas* seminars that explore a range of moral, social, and cultural topics from the perspectives of the humanities.

919.962.1544 • human@unc.edu  
humanities.unc.edu



UNC  
COLLEGE OF  
ARTS & SCIENCES



Thank you for everything  
you do!  
C. Graves

Awesome job  
[Signature]

My favorite visit.  
Thanks for the  
hospitality and for  
all you do

Thanks for the  
info on the transit  
system - the  
candy!  
Marty  
McLoughlin

Hi to Me!

Aj Schwankard  
Thank you for  
giving us an  
overview of your  
transit system  
and for providing  
snacks.  
-Traci

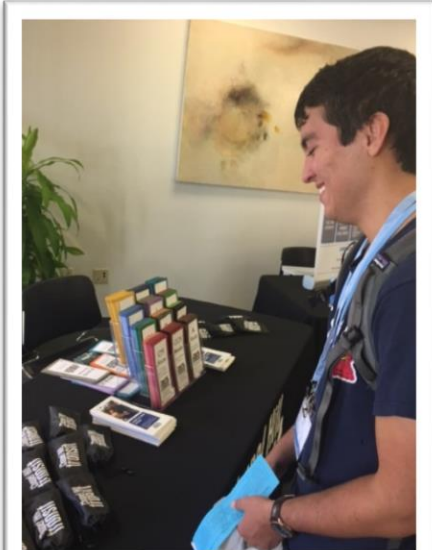
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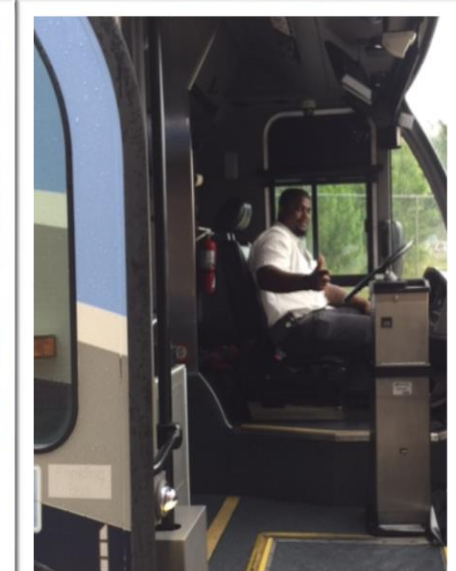
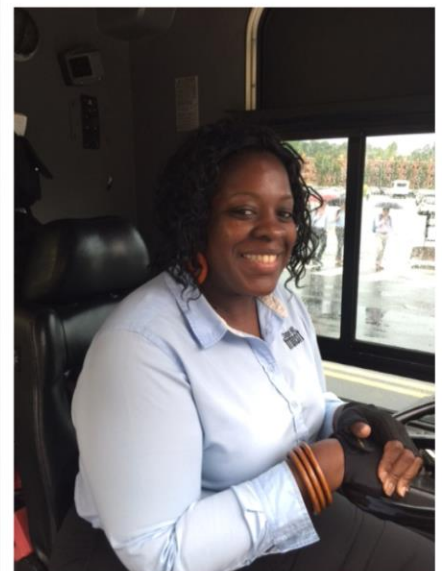
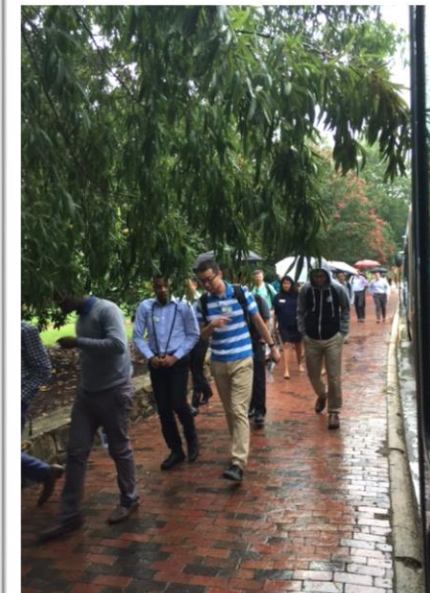
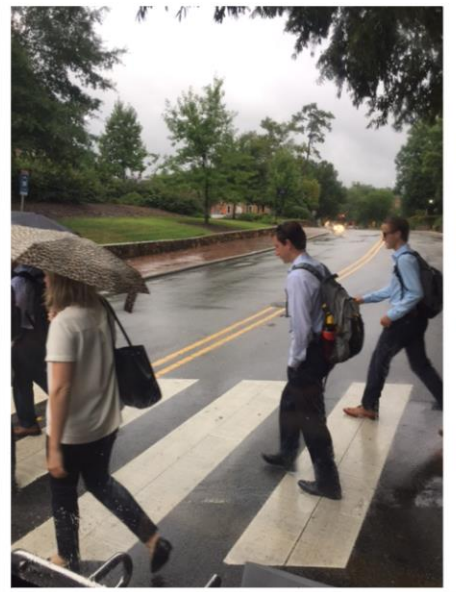
• Thanks again for being so generous with  
your time (and candy!) at The teacher's  
workshop last week. They LOVED the  
presentation and tour. Both of you rock!

Best wishes,  
Paul Boni

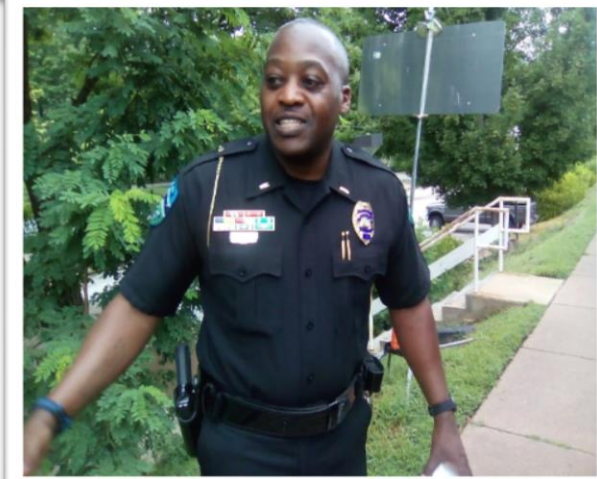
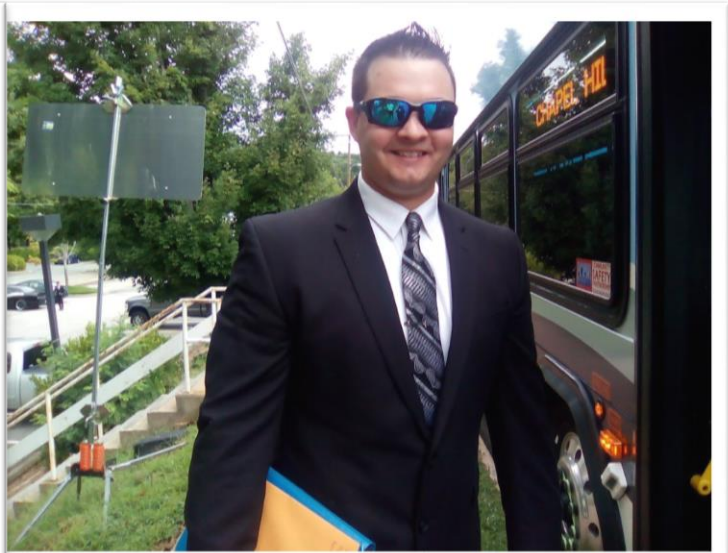
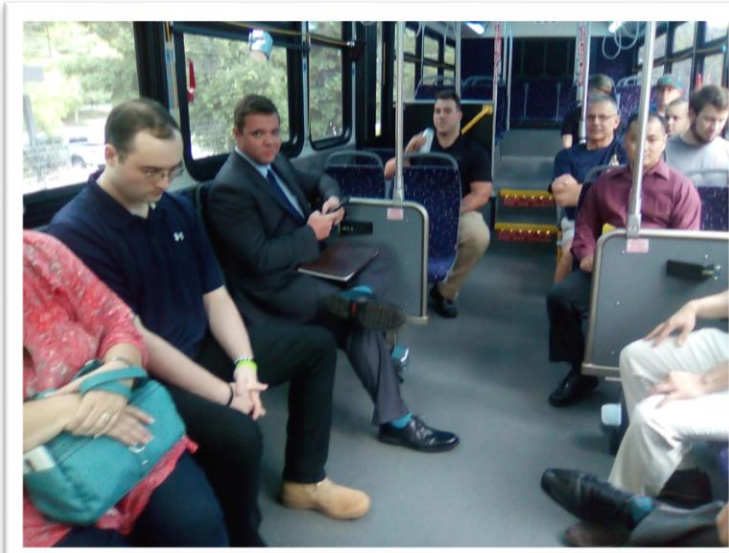
Thank You !!  
Jenny  
Rise

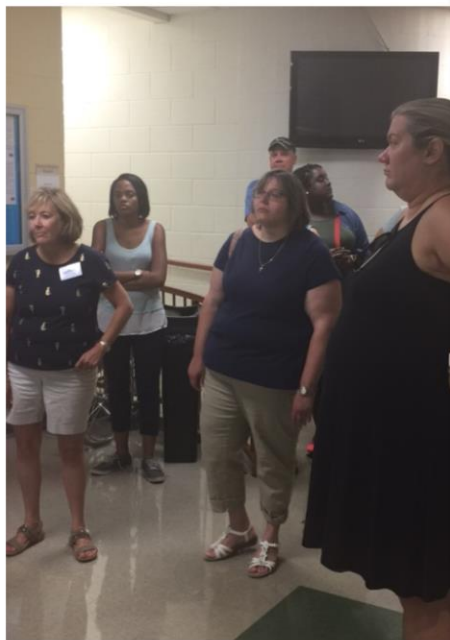
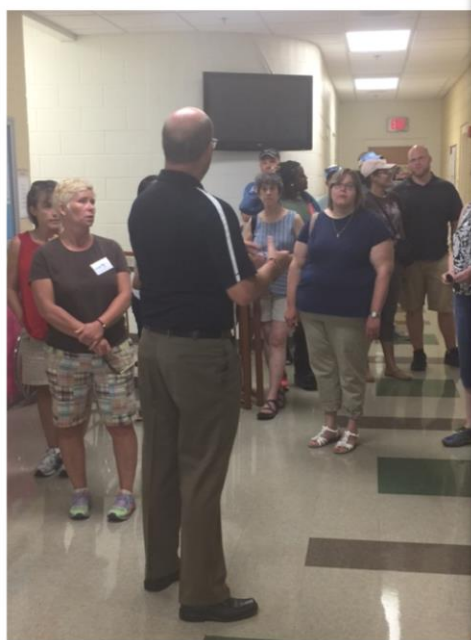
Fascinating,  
thoughtful &  
generous!  
Thank you!  
-Paul Boni











## **Upcoming Community Events**

Below are the upcoming community events for September and October:

- August 22 & 24 - Storytime Guest Speaker (Chapel Hill Public Library)
- August 30 – Books on Buses (Chapel Hill Public Library)
- August 30 – Bike Rack Demo/Fix-It Stations Ribbon Cutting Ceremony (Chapel Hill Downtown Partnership/Town of Chapel Hill)
- September 16 – Back to School Festival (Chapel Hill-Carrboro City Schools)
- September 24 – Carrboro Music Festival
- September 25 – Three Zeros Day: A Celebration of UNC Sustainability
- October 1 – Festifall (Town of Chapel Hill Parks and Recreation)
- October 23-28 – Orange County Try Transit Week (Orange County)

6C. Director

Staff Resource: Brian Litchfield

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- The Director's Report will be provided at the meeting on August 22, 2017.



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

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[www.townofchapelhill.org/transit](http://www.townofchapelhill.org/transit)

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

**August 22, 2017**

<b>September 26, 2017 – No Meeting</b>	
Action Items	Informational Items
Program of Projects	Short Range Transit Plan North South BRT
<b>October 24, 2017</b>	
Action Items	Informational Items
North South BRT Snow Service Routes	Short Range Transit Plan Project Updates
<b>November 28, 2017</b>	
Actions Items	Informational Items
	Short Range Transit Plan North South BRT

<u><b>Key Meetings/Dates</b></u>
MPO Board – September 13, 2017, 9-11AM Committee Room, Durham City Hall
TCC Meeting – September 27, 2017, 9-11AM Committee Room, Durham City Hall
MPO Board-October 11, 2017, 9-11AM Committee Room, Durham City Hall
TCC Meeting – October 25, 2017, 9-11AM Committee Room, Durham City Hall
APTA Annual Meeting and Expo – October 8-11, 2017, Georgia World Congress Center, Atlanta, GA