



CHAPEL HILL TRANSIT
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CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE

NOTICE OF COMMITTEE MEETING AND AGENDA

AUGUST 24, 2023 – 10:00 A.M. to 12:00 P.M.

CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

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7. Adjourn	

MEETING SUMMARY OF A VIRTUAL MEETING OF THE PUBLIC TRANSIT COMMITTEE

June 22, 2023 at 10:00 AM

Present: Michael Parker, Chapel Hill Town Council
Marie Parker, Town of Carrboro Assistant Town Manager
Cha'ssem Anderson, UNC Associate Director of
Transportation Planning
Cheryl Stout, UNC Transportation and Parking
Karen Stegman, Chapel Hill Town Council
Gordon Merklein, UNC Vice Chancellor for Real Estate
and Campus Enterprises
Damon Seils, Carrboro Town Council
Loryn Clark, Town of Chapel Hill Deputy Town
Manager
Tai Huynh, Chapel Hill Town Council

Absent: Randee Haven-O'Donnell, Carrboro Town Council

Staff present: Brian Litchfield, Transit Director, Caroline Dwyer, Transit Planning Manager,

Nick Pittman, Deputy Assistant Director, Matt Cecil, Transit Development Manager II, Tim

Schwarzauer, Grants Compliance Manager

Guests: Tina Moon, Fred Lampe, Molly DeMarco

1. **Meeting Summary of May 25, 2023.** The meeting summary was unanimously approved.

2. **Employee Recognition.** None this month.

3. **Consent Items**

A. EZ Rider Advisory Committee Appointments – Provided for Partners information.

4. **Discussion Items**

A. FY 2023-24 Budget Update and Fund Balance Recommendations – Provided for Partners information.

A committee member asked what the amount would be left that is uncommitted. Brian responded with 3 to 4 million that would be uncommitted.

A committee member asked if there was a line item in the fund balance for the Capital Reserve? Brian responded that there is a line item for the capital reserve that will be spent down on that project. The capital reserve amount is currently not included in the operating budget but is figured out at the end of the fiscal year.

A committee member asked if there was a strong recommendation on what the

uncommitted funds should be used for? We would like to recommend that the funds be used for facility updates such as the roof and HVAC system.

A committee member asked to expand on how using the fund balance for the bus stop improvement project would help us move further with that. Out of the 500 bus stops we have, about 100 of them have a bus shelter that were installed pre-ADA or not consistent with ADA requirements. We are currently working on a bus stop assessment project to assess what we need to make sure our bus stops and shelters meet ADA requirements.

A committee member asked how the future needs would rank in order of importance. Bus stop improvements and facility repairs would be the top two followed by the radio system and the solar and backup power would be lower on the priority list due to the facility needing to be updated first.

A committee member shared that they would like to see an updated Capital plan with our capital needs for the next 3 to 5 years. We can work on updating the Capital plan, the last one was done 3 years ago, and the numbers have most likely changed since then.

The Partners concur with the plan to move forward with the recommendations put forward. We will come back to the Partners throughout this year as we received grants and estimates for projects in relation to the upcoming needs and how the fund balance will be utilized during that time.

B. North South Bus Rapid Transit (NSBRT) Update – Provided for Partners information.

A committee member asked if we have different levels of stations such as Midway and Premier? We do have different parameters for different locations based on demand, for example the station in front of the hospital will be one of the largest stations. We do have minimum footprint parameters in place, just to make sure our vehicles can get in and out.

5. **Information Items**

- A. Project Updates – Provided for Partners information.
- B. June Performance Report – Provided for Partners information.
- C. Director’s Report – Provided for Partners information.

6. **Next Meeting** – August 24, 2023 (10:00 a.m. – 12:00 p.m., at Chapel Hill Transit)

7. **Adjourn**

The Partners set a next meeting date for August 24, 2023

3A. North-South Bus Rapid Transit (NSBRT) Updates

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

Staff Resources: Matt Cecil, Transit Development Manager
Caroline Dwyer, Transit Planning Manager
Nick Pittman, Assistant Director

3A. North-South Bus Rapid Transit (NSBRT) Updates*1. Sponsorship Feasibility Study Update*

In September 2022, Chapel Hill Transit issued a Request for Proposals (RFP) for a North-South Bus Rapid Transit (NSBRT) Sponsorship Feasibility Study. This project evaluates the fair market value of Chapel Hill Transit's assets and evaluates sponsorship opportunities, including NSBRT station and system naming rights and potential advertising revenue. Sale of naming rights and/or a sponsorship program can generate revenue supporting Chapel Hill Transit's required local match for capital investment grants and/or support NSBRT's annual operation and maintenance costs. Chapel Hill Transit selected the Superlative Group to conduct the two-phased sponsorship feasibility study. The Superlative Group recently completed the project's first phase deliverable – an asset inventory and valuation assessment – and today they are providing a summary of findings. Phase 2 – developing sponsorship materials and soliciting potential sponsors – is contingent on Phase 1 findings and direction from the Transit Partners.

*2. Project and Funding Updates***Station Design**

Station design is a key component of the NSBRT project. While the system must have cohesive, recognizable branding, there is enough flexibility for context-sensitive elements, including station design. Over the next three months, Transit staff and our consulting team will conduct three phases of outreach and engagement to gather feedback from residents and stakeholders on station design elements. Planned outreach and engagement includes scheduled public workshops, informal pop-up tabling at community events, focus groups, and digital tools for virtual engagement. Focus group participants will be invited to discuss the following topics related to station design:

- University of North Carolina at Chapel Hill/UNC Health
- Town of Chapel Hill staff
- Accessibility and mobility
- Multimodal connections
- Land use and economic development.

Transit staff and the consultant team have already initiated discussions with UNC and UNC Health to discuss station locations on, and adjacent to, campus ensuring design and engineering aligns with UNC's aesthetic priorities and reviewing architectural and building material requirements for campus stations.

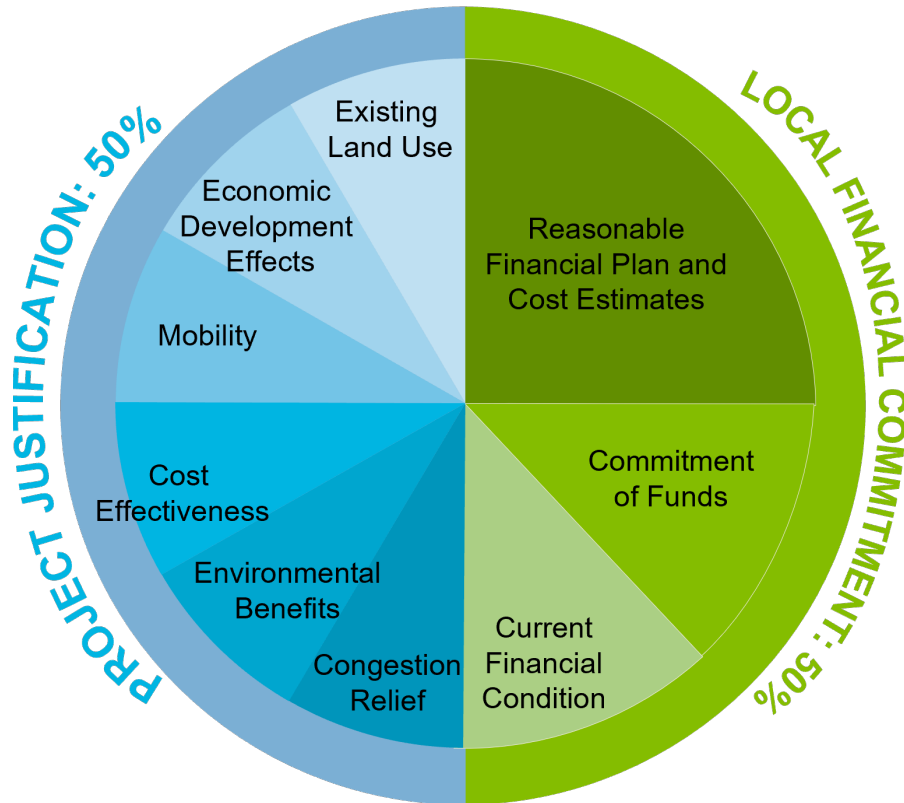
In early September, there will be multiple opportunities for the public to participate in NSBRT station design. Workshops will be highly interactive, and attendees are encouraged to bring children and teens. Translated materials and interpreters will be available at each workshop. We have strategically scheduled events on different days and at different times and locations along the corridor (on existing transit routes) to encourage greater participation. Transit Partners' Committee members play a critical role in sharing information about these events; we have included promotional materials to share on social media and through other communication channels.

Schedule of Events

- **Tuesday, September 5, 2023, 5-8 PM:** Chapel Hill Public Library, Meeting Room A
- **Wednesday, September 6, 2023, 11:30 AM-2:30 PM:** Lumina Theatre, Southern Village
- **Thursday, September 7, 2023, 5 -8 PM:** Ackland Art Gallery, S. Columbia St.

Small Starts Rating Application

Chapel Hill Transit will submit a Small Starts Ratings Application for NSBRT on August 25, 2023. This is a critical project milestone and staff have been working with our consultant to prepare submission materials over the last six months. NSBRT must achieve a minimum "Medium" rating to be included in the Federal Budget and to request a Small Starts Grant Agreement. Projects are rated based on the following criteria:



NSBRT achieved the minimum required rating when the project was last assessed in 2019. While project costs have fluctuated since then due to inflation and increased construction costs, we have also made significant advances in identifying project funding and adopting a transit-oriented development plan addressing lower-rated criteria.

Cost Estimates and Funding Sources

Will be provided during the August 24, 2023 meeting.

4A. Eastowne-Blue Hill-Fordham Boulevard Service Planning

Staff Resources: Caroline Dwyer, Transit Planning Manager
 Nick Pittman, Assistant Director

4A. Eastowne-Blue Hill-Fordham Boulevard Service Planning

1. Background

Over the last five to ten years, parts of eastern Chapel Hill have experienced significant growth and development, primarily along and near E. Franklin Street, Fordham Blvd., and areas near the intersection of Ephesus Church Road and Legion Road. UNC Health continues to expand their Eastowne medical campus, including over one million square feet of recently approved medical office buildings and there is a substantial (and growing) pipeline of proposed developments in these locations, many of which desire to be multimodal or transit oriented. Current service levels cannot accommodate the ridership generated by new development in east Chapel Hill.

2. Current Transit Service

ROUTE	LOCATIONS	DAYS	SERVICE SPAN	HEADWAYS	DAILY TRIPS
F	Serves Ephesus Church Road, E. Franklin St., downtown Chapel Hill, and Carrboro M-F	M-F	6:30 AM – 10:19 PM* 6:30 AM – 5:19 PM**	Hourly	15* 4**
D	Serves Old Durham Rd., Legion Rd., E. Franklin St., downtown Chapel Hill, UNC Chapel Hill/ UNC Health	M-F, Sat., Sun.	<i>Weekdays</i> 6 AM – 10:17 PM* 6 AM – 8:17 PM** <i>Weekend</i> 7:50 AM – 6:45 PM	<i>Weekdays</i> <u>Peak</u> : 20 mins <u>Off-Peak</u> : 30 mins <i>Weekend</i> Hourly	<i>Weekdays</i> 33* 28** <i>Weekend</i> 11
CL	Serves Eastowne, US 15-501, E. Franklin St., downtown Chapel Hill, UNC Chapel Hill/UNC Health	M-F	6:30 AM – 9:47 PM* 6:50 AM – 7:47 PM**	<u>Peak</u> : 20 mins <u>Off-Peak</u> : 30 mins	32* 21**
*Full service ** COVID-related service reductions					

3. Proposed/Approved Development

- **UNC Eastowne expansion:** Multiple healthcare-related buildings (totaling approximately 1.1 million square feet) and several parking decks along Eastowne Drive
- **Chapel Hill Crossing:** 456-555
- **Gateway:** 392 units
- **The Reserve at Blue Hill:** 212 units
- **UPLACE:** 300 units and commercial
- **AURA Blue Hill:** 274 units
- **The Hartley at Blue Hill:** 415 units
- **Fordham Blvd Apartments (Bell):** 298 units
- **Tarheel Lodging redevelopment:** 234 units

- **111 Erwin Road:** 52 units
- **Somerset Place:** 84 units
- **Park Apartments Phase 1 & 2:** Approximately 400 units
- **AURA South Elliott:** 330 multi-family dwelling units and a parking deck with 495 spaces

4. *Identified Transit Improvement Priorities*

The Orange County Transit Plan Update (2023) includes several funded projects improving service in these parts of Chapel Hill, but there are also many unfunded priority projects.

Identified projects (funded and unfunded) include:

PROJECT	TYPE	COST	IMPLEMENTATION YEAR
D Route: Extend service to Patterson Place and provide Saturday service until 9 PM	Operations	\$453,602*	2026 (OCTP committed funding)
D Route: Improve weekday peak service to 10 minutes frequency	Operations	\$900,000	Unfunded
Construct queue jump lane and transit priority signal on Manning Drive and shoulder running bus lane on Fordham Boulevard	Capital	\$4,000,000 (est. local share), project sponsor and federal funding source not yet identified	2027/28 (OCTP committed funding)
Crossing and bus shelter improvements on US 15-501/ Fordham Boulevard at Ephesus Church Road	Capital	\$1,000,000 (est. local share), project sponsor and federal funding source not yet identified	2026 (OCTP committed funding)
CL Route: Add weekend service; improve weekday peak service to 10 minutes frequency	Operations	\$1,030,000	Unfunded
Estes Drive Crosstown: New service connecting UNC-Chapel Hill, University Place, and Glen Lennox via Estes Drive	Operations	\$1,290,000	Unfunded
F Route: Improve weekday service to 30 minutes frequency; add weekend service	Operations	\$870,000	Unfunded
T Route: Extend service to Fordham Blvd.; improve peak service to 30 minutes	Operations	\$400,000	Unfunded
A, CM, CW, D, J, N, NS and NU Routes: Improve Weekend Service; increased frequency	Operations	\$1,200,000	Unfunded
A, CM, CW, D, J, N, NS and NU Routes: Improve evening weekend service	Operations	\$560,000	Unfunded

*60/40 cost share with Durham County

5. *Next Steps*

Unlike many other public services and potential impacts, (i.e., water, roadways, stormwater), new developments are not required to mitigate impacts on public transportation service. Transit will continue to track development and assess service levels in these locations, especially as new developments come online or are proposed. Staff may consider/assess the following options to support adequate transit service in this location:

- Revise routes to redirect more transit service to growing areas.
- Generate more revenue to provide additional transit service.
- Work with Planning and Public Works to generate or require district-level transportation impact assessments and transportation management plans (TMP) for new development that adequately account for multimodal transportation impacts, include mode split requirements for new development, and identify strategies for achieving required transportation mode shares.
- Discuss options/incentives focusing transit-oriented development in transit-rich locations.
- Explore regional partnerships supporting high-capacity or express transit service on US 15-501/E. Franklin St.

4B. Project Updates

Staff Resource: Tim Schwarzaer, Senior Grants and Strategic Project Manager
Matt Cecil, Transit Development Manager
Katy Fontaine, Project Manager

A. Bus Stop Improvement Updates

- Chapel Hill Town Council awarded a Bus Stop Improvement Bid for 17 bus stops on March 22, 2023, to White Oak Consulting. Work began on August 1st on the first four (4) stops, including South Columbia at Frat Court.
- Chapel Hill Transit is coordinating with GoTriangle on improvements for three (3) shared bus stops along East Franklin Street. Work began in mid-July and should be completed over the next few weeks.
- Chapel Hill Transit hired two interns to assist with a comprehensive bus stop inventory over Summer 2023. The audit will assess and catalog existing conditions at all CHT stops and will help staff prioritize future improvements. So far they have completed data collection for all 530+ stops, and have conducted field visits for about 140 stops.

B. Solar Powered Real Time Information Displays

- Updated Connexionz Papercast signs will display real-time information, with audible data available for increased ADA accessibility.
- Pilot Connexionz Papercast sign will be installed in early September
- An additional 55 Papercast Signs will be installed throughout Chapel Hill and Carrboro in late fall/early winter.
- The existing Connexionz signs will be replaced with the new Papercast signs as well.

C. Grants Update

- 5339A – The Town received a grant award of \$298,000 from FTA to complete 60-90% design on the Transit Facility Expansion Project
- 5339B – The Town received \$2,160,000 from FTA for bus stop improvements through the FTA’s competitive 5339B Program for Bus and Bus Facilities. This funding is critical to helping advance our bus stop improvement plan, improving access, mobility, safety & our (& funding partners) commitment to Vision Zero.
- NCDOT Urban Match - \$1,060,000 from NCDOT for match for a recent federal grant award for electric buses. This reduces the amount of local match that needs to be provided by the Town and Transit Partners. Funding is combined with Federal CMAQ and NCDEQ VW settlement money previously awarded.
- NCDOT Advanced Technology - \$180,000 from NCDOT for the purchase and installation of real-time information screens (will show upcoming stops, times, etc.), making it easier for customers to use the system. This will complement our recent investments in a new real-time information system.
- AOPP – The Town received a \$350,000 award from FTA’s Areas of Persistent Poverty (AoPP) program to evaluate and plan for a new, app-based, on-demand microtransit system to serve a two-mile corridor of the planned North-South bus rapid transit route

(providing access to the high quality transit services in the corridor and during low-demand hours). The proposed service would provide fast, efficient transportation for economically disadvantaged people and provide easy access to an area with numerous medical, employment, and shopping opportunities. The study area includes the NSBRT corridor and Rogers Road.

D. Transit Facility Expansion & Improvements

- Last fall, our Facility Expansion Plan was approved by Council. After receiving the grant to assist with design work, we are moving forward with developing a scope of work for the project.
- The scope of work will include expanding our bus parking lot, new operations and maintenance facility, and an update to our Zero Emission Vehicle Plan.

4C. Performance Report

Staff Resources: Caroline Dwyer, Transit Planning Manager

4D. Performance Report

The combined performance report for June and July 2023 is attached.

transit snapshot

JUNE & JULY 2023



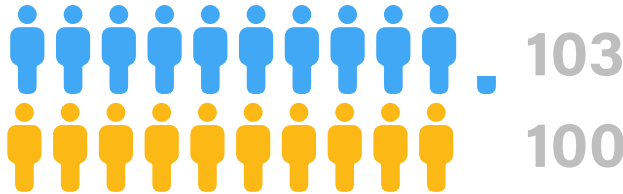
STAFF

FIXED ROUTE

OPERATORS
(Budgeted)



OPERATORS
(Active)



OPERATORS
IN TRAINING



CANDIDATES
IN HIRING
QUEUE



= 10
June
 = 10
July

DEMAND RESPONSE

OPERATORS
(Budgeted)



OPERATORS
(Active)



OPERATORS
IN TRAINING

CANDIDATES
IN HIRING
QUEUE

= 4

Operations

JUNE & JULY SERVICE DAYS

30/30 TOTAL (JUNE/JULY)

21/20 weekday service days
8/10 weekend service days
1/1 holiday

JUNE/JULY ROUTES

23 TOTAL

10 full service

10 reduced service

3 no service (UNC break)

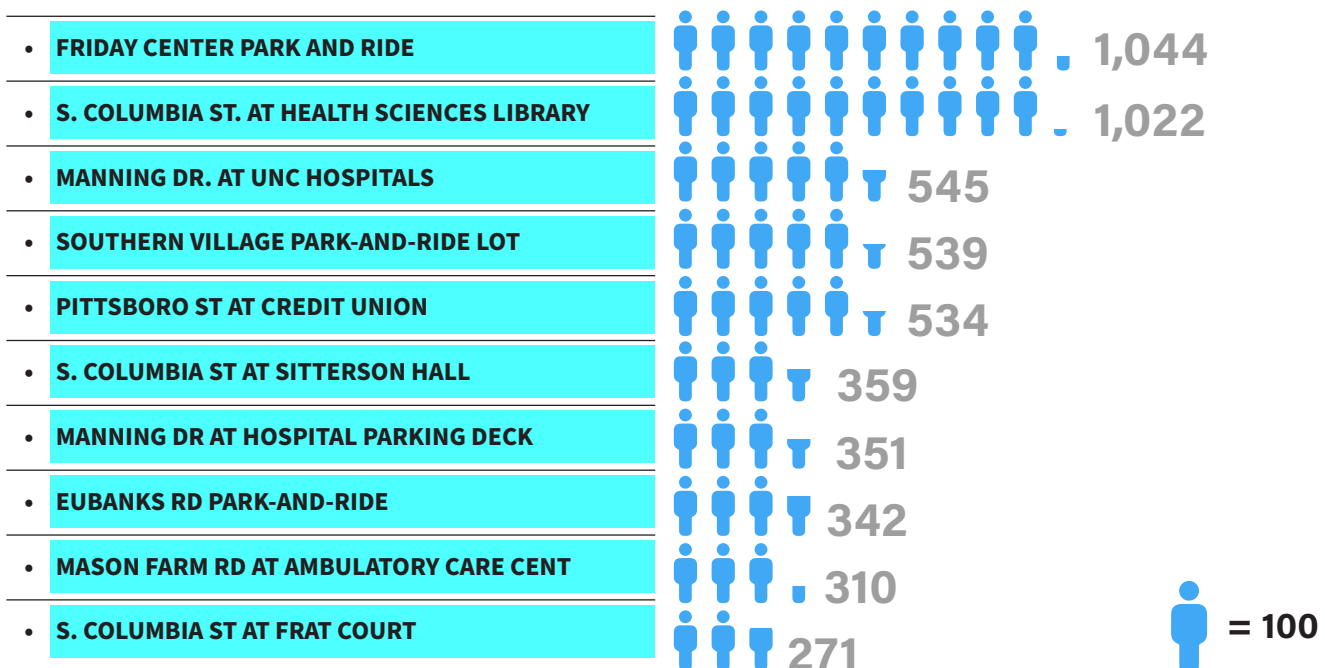
▶ B, CCX, CM, FCX, HS, JFX, RU, S, , T, U

▶ A, CL, CW, D, F, G, J, N, NS, NU

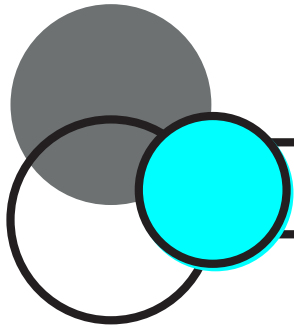
▶ Safe G, Safe J, Safe T

transit stops

AVG DAILY PASSENGERS | TOP 10 WEEKDAY STOPS



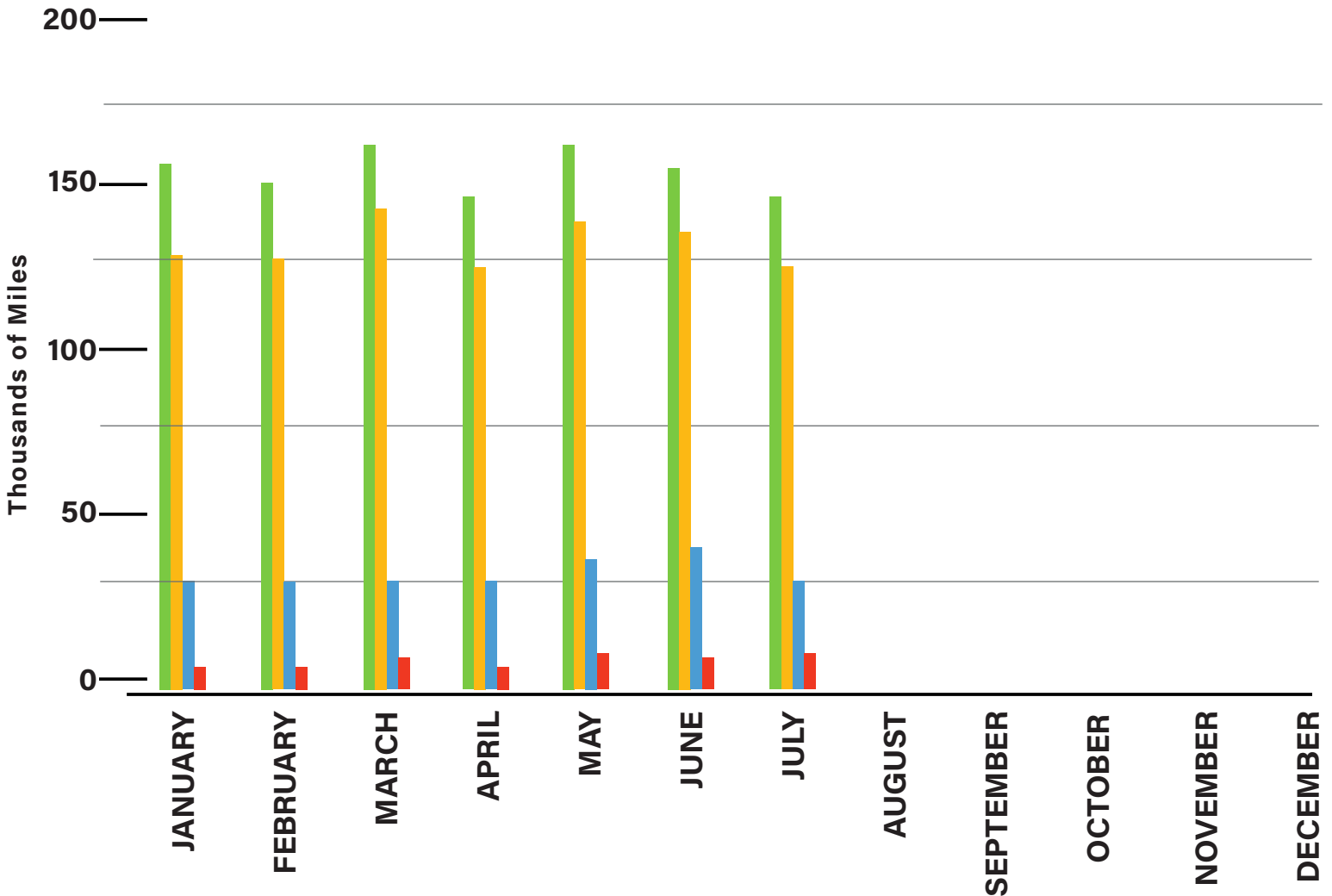
operations



JUNE/JULY PASSENGER MILES

- TOTAL PASSENGER MILES: 157,643/147,828**
- Fixed Route: 127,647/122,928**
- Demand Response: 29,996/24,900**
- Battery Electric Buses: 3,700/4,450**

**Included in Fixed Route miles*



Operations

JUNE/JULY SCHEDULED SERVICE HOURS

TOTAL: 11,916/11,370

M-F: 10,906/10,387

SAT: 387/484

SUN: 400/499

HOLIDAY: 223/0

JUNE/JULY SCHEDULED SERVICE TRIPS

TOTAL: 17,086

M-F: 16,038











SAT/SUN: 1,048










daily trips

(JUNE & JULY)










* A trip is the completion of one loop or one direction (ex. outbound) of a route

Weekday Service

- **A***  14
- **B**  22
- **CCX**  38
- **CL***  32
- **CM**  30
- **CW***  21
- **D***  33
- **F***  15
- **FCX**  90
- **G***  11
- **HS**  34

- **J***  57
- **JFX**  42
- **N***  14
- **NS***  72
- **NU***  42
- **RU**  60
- **S**  40
- **SAFE G** No
- **SAFE J** summer
- **SAFE T** service
- **T**  11
- **U**  51

Weekend Service

- **A**  11
- **CM**  18
- **CW**  10
- **D**  11
- **J***  9
- **N**  11
- **NS***  19
- **NU**  18
- **SAFE G** No
- **SAFE J** summer
- **SAFE T** service
- **U**  21

 = 10

*Route operating with suspended trips

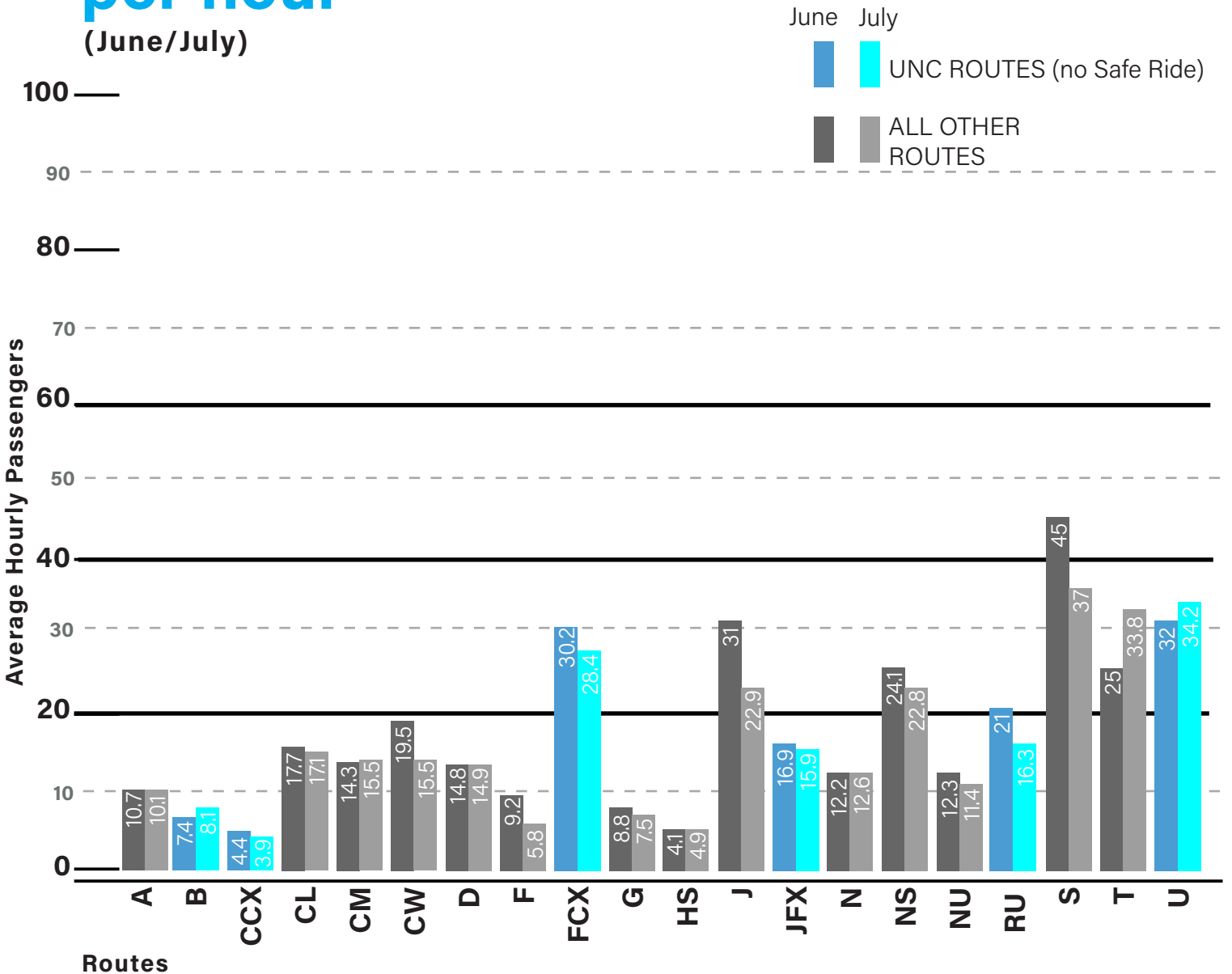
Ridership



TOTAL: 207,768/183,112
Avg Pass/Hour: 16.9/15.2

average passengers per hour

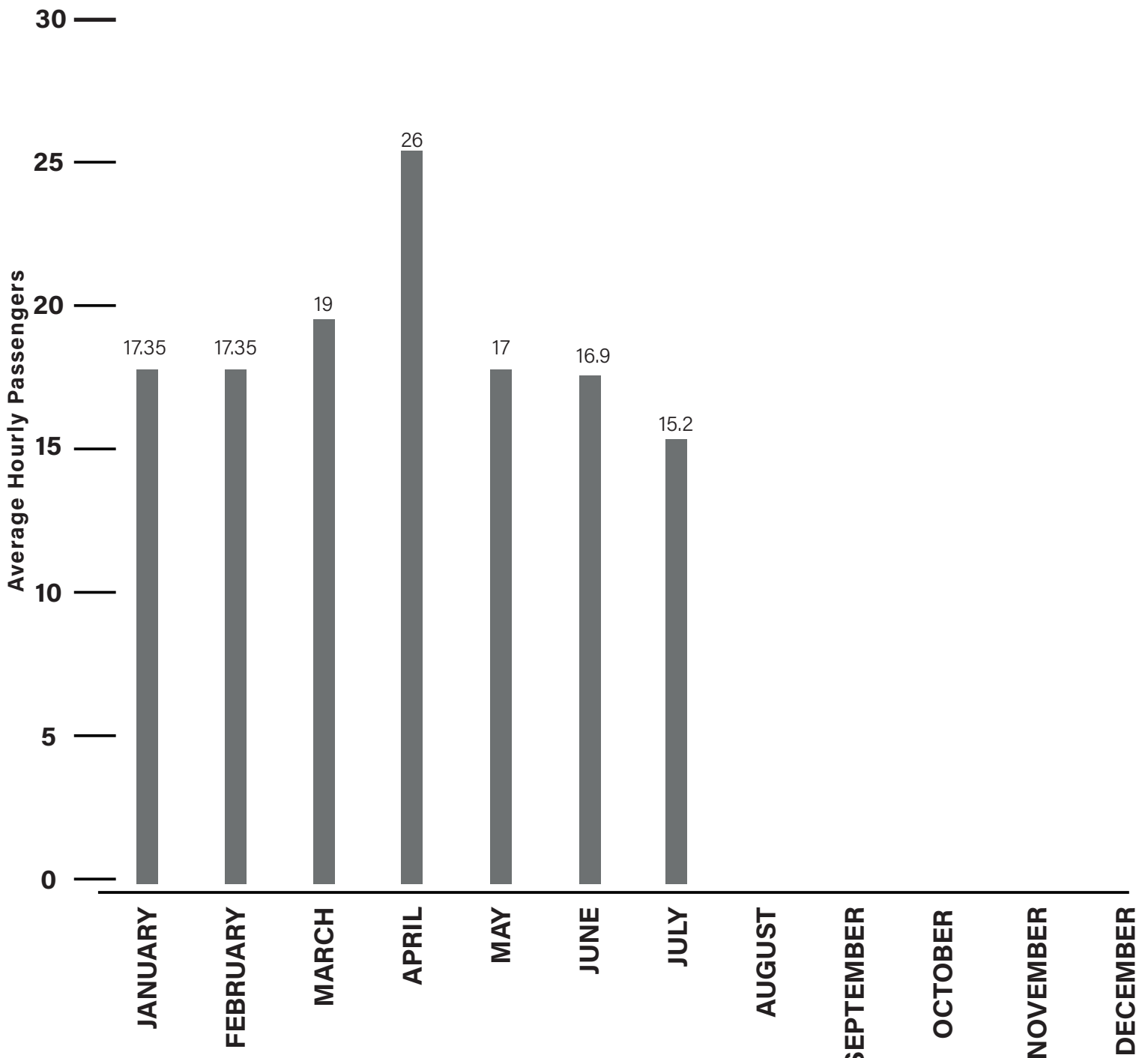
(June/July)



Ridership

average passengers per hour

(Year to Date)

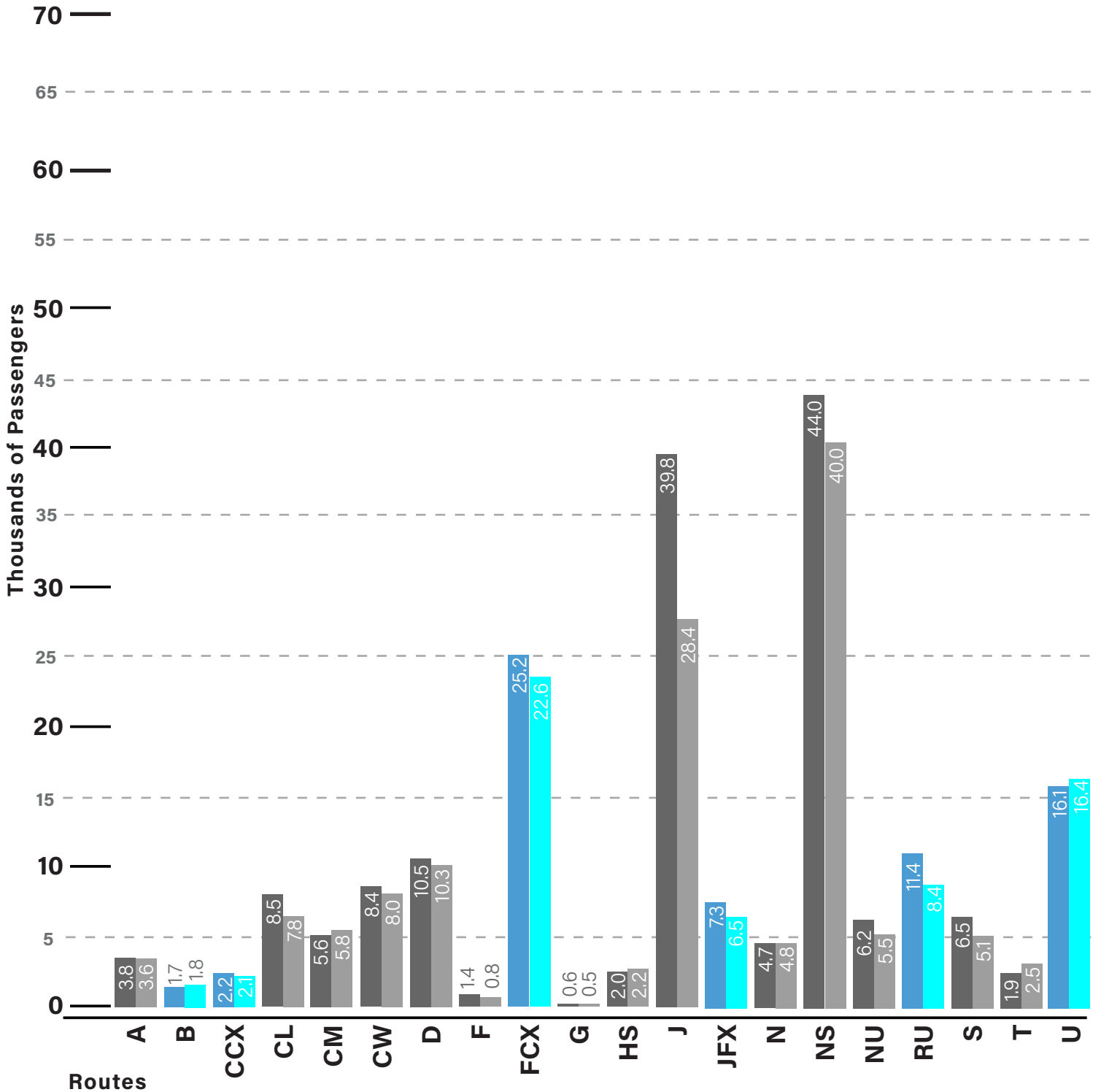


Ridership

total passengers by route

(June/July)

June July
■ ■ UNC ROUTES (no Safe Ride)
■ ■ ALL OTHER ROUTES

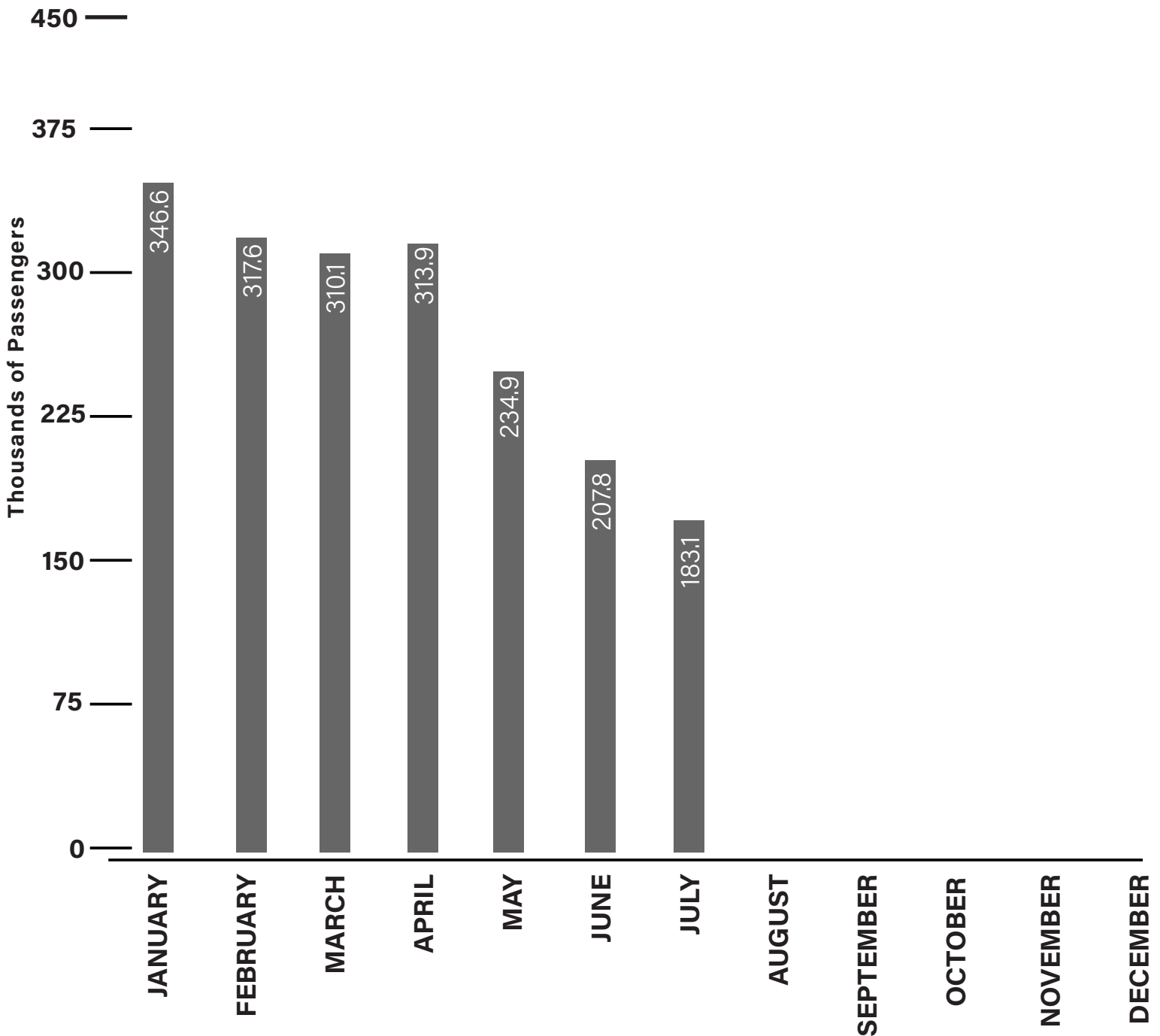


Ridership

total passengers

(Year to Date)

■ ALL ROUTES

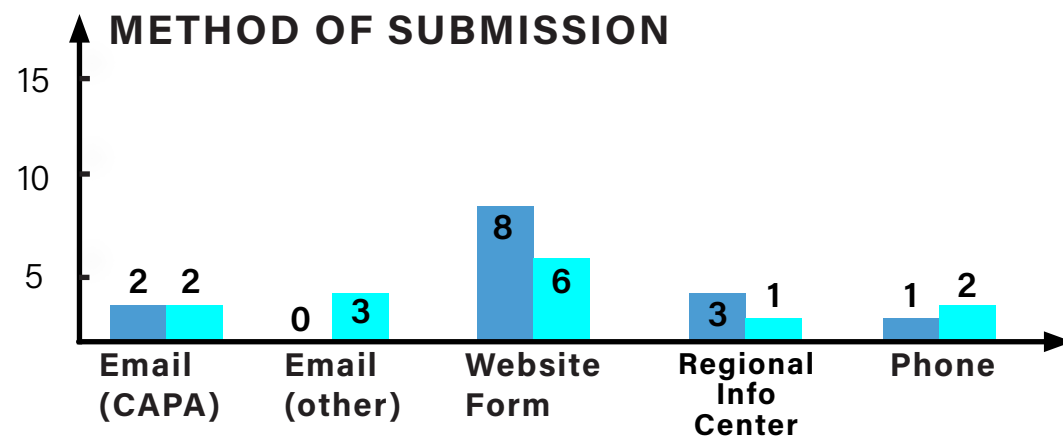
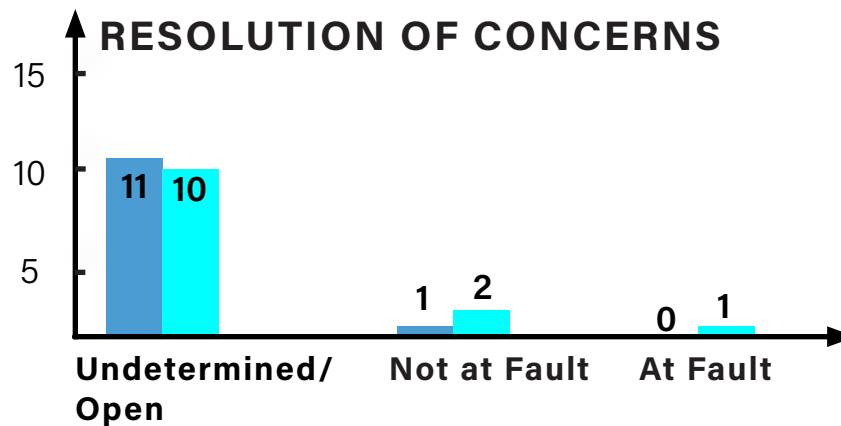
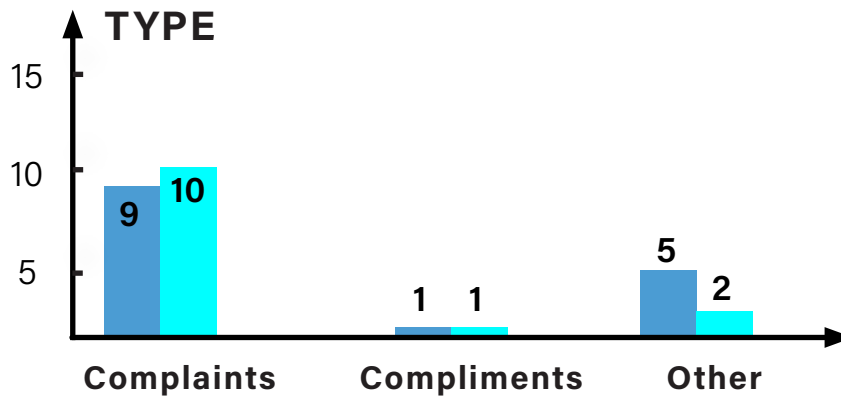


Customer Service

JUNE/JULY COMMENTS RECEIVED

15/13

June July



5A. Operations

Staff Resource: Peter Aube, Maintenance Manager
Joe McMiller, Deputy Operations Manager – Fixed Route
Melissa Patrick, Assistant Operations Manager – Demand Response
Tim Thorpe, Training Coordinator

Joe McMiller - Fixed Route Division

- Aug 2nd – 3rd – Deputy Operations Manager attended the North American Optibus and Trillium Conference, new software for the division.
- Aug 5th – Training sessions for Operators, “Communication and Customer Service Training”.
- Aug 7th – 3 new trainees started Training Class.
- Aug 14th – Fall Service Starts.
- Aug 21st – Fill-in Supervisors Ros Morrison and John Mueller promoted to Full-Time Supervisors.
- Aug 21st – UNC classes start.
- Aug 28th – Chapel Hill-Carrboro public schools start.

Melissa Patrick – Demand Response

- 2 – Resignations; 1 – Promotion from program support to full-time; 1 full-time position open; actively recruiting for 4-5 program support operators
- OTP for July 90%
- Trapeze updates still progress, testing web page access and customer sign-up process.
- New operator schedules start on August 21, 2023
- Actively searching for newer vehicles to replace old ones.

Tim Thorpe – Training Coordinator

- 14 Fixed Route Candidates in the Hiring Cue
- 5 new hires since July 2023 remain in the Training Program
- 4 June hires all graduated training and now released into service.
- 1st UNC Student Operator finished training – July 2023
- 1 Fixed Route candidate for the August 19th Training class
- Next Training Classes – September 11th, September 15th.
- Recent Training Areas of Focus
 - Pedestrian and Cyclist Awareness

- Distracted Driving
- Safety Best Practices
- Smith System Refresher Class ongoing through October 2023
 - 43 Operators retrained since July 2023
 - Roughly 30 being trained through August 2023
 - 2 Additional classes in September 2023
- Operator Trainer Recruitment – ongoing
- Hiring of 2 additional Training and Safety Specialists – September 2023
- Additional NCDOT 3rd Party Tester, Monica Richard, added August 2023
- Transgender and Gender Equity classes with Shenekia Weeks for Administrative and Maintenance personnel – ongoing
- Operator Trainer Refresher – August/September

Peter Aube - Maintenance

- Demand response ran 36,670 miles in July.
- Non-revenue Gas and Diesel vehicles ran 7,726 miles in July.
- Non-revenue Electric Cars ran 16,280 miles in July.
- Fixed route buses ran 145,647 miles in July.
- Battery Electric buses ran 3,700 miles in July.
- Maintenance performed (89) Preventive Maintenance Inspections in July (100% on-time).
- Maintenance performed (6) road calls in July, (26,422.5) miles between road calls for fixed route.
- Maintenance performed (0) road call in July, (144,582) miles since last road call for demand response.
- Maintenance continued interior major cleaning /Stripping waxing floors previously completed by Vendor.
- Eighteen Car charging stations up and running.
- Maintenance is working with Vendor on Phase two bus charging install-scheduled to start August 21st.

5B. Community Outreach

Staff Resource: Emily Powell, Community Outreach Manager

Events

- Demand Response assisted TOCH Housing with a tour of their communities.
- July 28 - Met with bicycling community stakeholders and planners to strengthen our relationship, listen to ideas, and hear their multimodal needs.

Communications

- Communications for July 4th service and fireworks shuttles.
- New mobile app and tracking website rollout included website updates, putting up flyers in buses and bus stops, rider alerts, and working with the media.
- Chelsea versus Wrexham shuttle service and subsequent service changes were communicated through rider alerts, website updates, social media, Town news releases, and Next Bus and CH Transit alerts/messages.
- Team member recruitment continues through our billboards, radio, web ads, and newspaper placements.

Pending

- Working with Transit Crisis Counselor, Troy Manns, creating a PSA (bus ads) to mark “National Recovery Month” in September.
- Landscaping contracts for grounds beautification are in development.
- A brand kit and marketing plan is in development-possibly with an outside firm. The kit will guide us in promoting our service and lay the groundwork for how we communicate our different projects or services as they develop.
- Carrboro in Motion events are planned for August 19 and September 9.
- Vision Zero Safety Event is planned for August 26.

5C. Planning

Staff Resource: Caroline Dwyer, Transit Planning Manager

1. SUMMARY: ONGOING PLANNING EFFORTS RELEVANT TO TRANSIT

- North-South Bus Rapid Transit 60% Design (NSBRT) (Transit)
- NSBRT Naming Rights Study (Transit)

2. UPDATE: ACTIVE PLANNING INITIATIVES

2a. North-South Bus Rapid Transit (NSBRT) 60% Design

See item 1.A.1

2b. NSBRT Naming Rights Study

See item 1.A.2

2c. Other Transit Planning Initiatives

- Optibus and GMV platform rollouts (new planning and real-time tracking programs)
- Ongoing comprehensive audit and inventory of all CHT transit stops (Summer-Fall 2023)
- Bus Stop Capital Improvements Plan (5-year outlook)
- Preparing for half-day Federal Transit Administration (FTA) visit on August 31, 2023
- Preparing for NSBRT station design outreach and engagement September 5-8

5D. Director

Staff Resource: Brian Litchfield, Transit Director

- The Director's report will be provided during the August 24, 2023, Partners Meeting.