



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

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

CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
NOTICE OF COMMITTEE MEETING AND AGENDA
OCTOBER 26, 2023 – 10:00 A.M. to 12:00 P.M. (VIRTUAL MEETING)

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9. Adjourn	

MEETING SUMMARY OF A VIRTUAL MEETING OF THE PUBLIC TRANSIT COMMITTEE

August 24, 2023 at 10:00 AM

Present: Michael Parker, Chapel Hill Town Council
Marie Parker, Town of Carrboro Assistant Town Manager
Cheryl Stout, UNC Transportation and Parking
Damon Seils, Carrboro Town Council

Absent: Randee Haven-O'Donnell, Carrboro Town Council, Gordon Merklein, UNC Vice Chancellor for Real Estate and Campus Enterprises, Tai Huynh, Chapel Hill Town Council, Cha'ssem Anderson, UNC Transportation and Parking, Karen Stegman, Chapel Hill Town Council, Loryn Clark, Town of Chapel Hill Deputy Town Manager

Staff present: Brian Litchfield, Transit Director, Caroline Dwyer, Transit Planning Manager, Nick Pittman, Deputy Assistant Director, Matt Cecil, Transit Development Manager II, Tim Schwarzauer, Senior Grants and Strategic Project Manager

Guests: Tina Moon, Town of Carrboro, Sean Galiger, The Superlative Group, Kyle Kantor, The Superlative Group

1. **Meeting Summary of June 22, 2023.** The meeting summary was unanimously approved.
2. **Employee Recognition.** Ros Morrison and John Mueller were recently promoted to Fixed Route supervisors from being fill in supervisors. Nickie Adkins was promoted to Administrative Coordinator from Administrative Assistant, while she mostly assists Maintenance, she handles other administrative needs to the rest of Transit as well. Emily Powell is our Communications Manager, she is currently working on an internal plaque for the dedication of the building to go along with the renaming of our facility. We would like to recognize the BRT team for all their hard work on the NSBRT project and congratulate them on putting the ratings packet together.
3. **Discussion Items**
 - A. North South Bus Rapid Transit (NSBRT) – Provided for Partners information.

A committee member wants to know how we will utilize the feedback received so the community knows they were heard? We will be very deliberate with sharing information by organizing the feedback in a way that is easily understandable. We can also share the feedback with the participants through their emails. We will be pushing the marketing for these feedback sessions.

 - a. Sponsorship Feasibility Study Update - Provided for Partners information.

A committee member asked when we would be starting the sales process

for the branding on the stations. The Superlative Group would be able to start the sales process as soon as possible. There are more options available to the buyers while the project is being built versus after it is already there such as colors and other options.

A committee member asked how the Superlative Group would work around branding over the Chapel Hill Transit brand. In other projects where main brands already existed, the main brand will remain the most prominent.

- b. Project and Funding Update – Provided for Partners information.

A committee member asked when we must have our full funding plan in place. Before we can apply for a small start grant agreement, we must have 100% of our local funding in place. We will use our fund balance as a place holder to hold that amount until we need to submit the full funding agreement.

A committee member shared that Campus life has been trending towards pre-pandemic norms. These ridership increases will help us get funding for future projects.

4. Information Items

- A. Eastowne-Blue Hill-Fordham Boulevard Service Planning – Provided for Partners information.

A committee member suggested that we should investigate updating the form-based code to influence Transit investments. We can investigate this in the future. We would like to get ahead of the service needs in this area due to the recent developments going up in this area.

A committee member asked how far out this will be from happening? Outside of funding coming through the Orange County Transit Plan we probably will not be requiring additional funding for this for the next 3 to 5 years pending the results from a regional study in this area.

- B. Project Updates – Provided for Partners information.
- C. Performance Report – Provided for Partners information.

5. Departmental Monthly Reports

- A. Operations – Provided for Partners information.
- B. Community Outreach – Provided for Partners information.
- C. Planning – Provided for Partners information.
- D. Director – Provided for Partners information.

- 6. **Next Meeting** – October 26, 2023 (10:00 a.m. – 12:00 p.m., Virtual)

- 7. **Adjourn**

The Partners set a next meeting date for October 26, 2023

3A. October Financial Report

Prepared by: Tim Schwarzauer, Senior Grants and Strategic Project Manager
Nick Pittman, Assistant Director

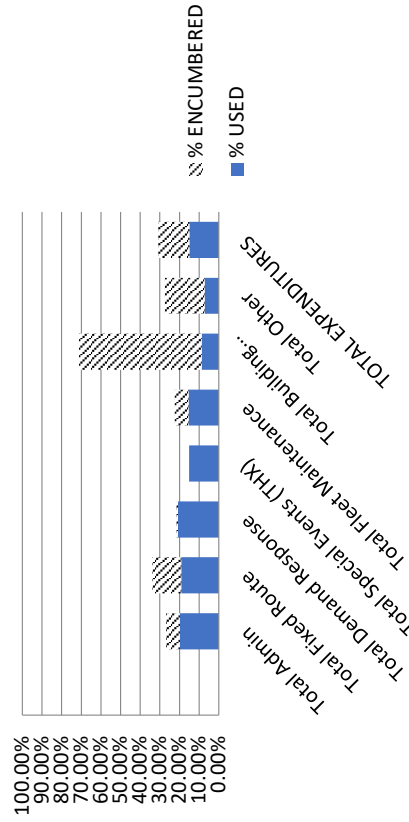
September 2023

- Expenses for the month of September were \$2,046,870. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 30.84% 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).
- We are working with the Town Finance Department (BMD) to move Fund Balance appropriations approved by the Transit Partners to the operating budget for projects (Purchase of Twelve Electric Buses using grant funding, Purchase of Light Transit Vehicles, NCDOT contract for Hwy 54 Bus Stop Improvements, NCDOT Grant for Interactive On Board Media).
- Revised budget has increased over original budget due to exercising grant funding for pending bus purchases.

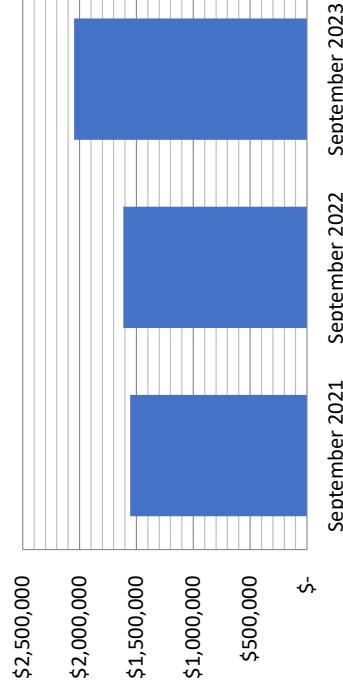
Transit 640 Fund Budget to Actual at end of September 2023

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL YTD EXPENSES	ACTUAL MONTH EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED Sept
Total Admin	2,450,306	2,644,696	525,428.00	166,558.36	184,162.38	1,935,106	25.00%
Total Fixed Route	16,508,744	16,620,171	3,173,270.08	887,774.49	2,434,710.10	11,012,191	26.83%
Total Demand Response	2,659,688	2,661,470	553,423.16	159,735.77	20,791.67	2,087,255	33.74%
Total Special Events (THX)	311,364	311,364	46,978.34	29,185.50	0.00	264,386	21.58%
Total Fleet Maintenance	5,342,805	5,493,998	846,649.03	280,605.67	387,590.49	4,259,758	15.09%
Total Building Maintenance	914,611	1,880,213	164,017.99	55,959.16	1,174,610.56	541,584	22.47%
Total Other	3,962,372	10,929,642	784,590.52	467,051.95	2,207,674.01	7,937,377	71.20%
TOTAL EXPENDITURES	32,149,890	40,541,554	6,094,357.12	2,046,870.90	6,409,539.21	28,037,658	30.84%

CHT September 2023 YTD Expenses as % of Budget



CHT Total YTD Expenses - Previous Years Comparison



4A. Battery Electric Bus Pilot Update

Staff Resource: Nick Pittman, Assistant Director

In March of 2022, Transit added three (3) Gillig battery electric buses (BEB) to our in-service fleet. These buses were joined in February 2023 by a fourth BEB. Charging for the BEBs is provided at the Lee Transit Center via “slow” or “depot” chargers (usually less than 100 kilowatts per hour (kWh)) that average 6-8 hours per charging session.

During the first 18 months of revenue service the BEB fleet has accumulated 59,000 miles, with our highest bus operating 19,500 miles. While in service, the BEBs had an overall average efficiency of 2.892 kWh per mile, which equates to a fuel economy of 13.8 miles per diesel gallon equivalent (mpdge). For comparison, our diesel fleet has an average fuel economy of 4.50 miles per gallon.

During our pilot we have experienced some issues and lessons learned.

- **Chargers** – As with many things in recent years, manufacturing delays have impacted the delivery and installation of parts related to the charging infrastructure. Transformers needed for electrical connections and charging units were delayed over a year from initial order. When chargers became operational, we also experienced software and reliability issues that have limited our ability to charge buses. These challenges also impact the availability of buses for service. With four (4) buses this can be easily managed. As our fleet grows, if these issues continue, this could lead to service impacts. We also learned through the charger installation process that engineering and design process requires dedicated planning and review as we navigate through utility providers (OWASA and Piedmont Electric) along with Town permitting requirements.
 - **Redundancy** – With the charging infrastructure need increasing, we also are beginning to think about methods of redundant power supply for the chargers. Staff has had initial conversations understanding power options, such as battery backups and permeant power generators that would be necessary to charge our current and future fleet should we experience grid power outages.
- **Operator Training** – BEBs operate slightly different from their diesel counterparts so specialized training was required for all operators related to the BEBs. Our Operator training is ongoing and is developing as we better understand the most efficient ways to operate these vehicles.
- **Bus Availability** – Due to the demand for BEBs and supply chain issues related to the manufacturing process, we have experienced build times of 18-24 months for BEB purchases. Because of the extended time from order to delivery, we must plan earlier for future bus purchases to maintain our expected delivery from our Capital Plan (2019).
- **Cost** – Current pricing for our BEB 40 foot buses are \$1,136,193 and the Diesel 40 foot buses are \$589,519. Based on demand and available federal funding for zero-emission

buses, along with the growing increases for parts and components, we do not anticipate the difference shrinking in the future. We would likely continue to recommend purchasing BEBs when federal funding is available and diesel when using non-federal sources. We are also monitoring the cost of charging our BEBs. Our average cost per kWh is \$0.05 meaning that the average daily cost to charge a bus is around \$15.00. For a full year, we estimate that this would increase our electric bill by \$15,000 (for 4 vehicles). Currently, we are able to do almost all off-peak charging, but as the fleet size increases we may be required to do some peak hour charging.

- Operations Planning – Staff has continued to work to better understand the ranges associated with our BEBs. During ideal conditions, our BEBs will operate approximately 140 miles on a single charge. Through our experience, we are seeing daily usable bus ranges of 100 to 135 miles per charge. This does not provide enough range to operate on all our daily routes. Over 25 (40%) of our daily bus blocks travel over 100 miles. Along with issues related to daily range, we have learned of the impacts that our internal heating and cooling systems have on the range of the vehicles. During our coldest months, our range can be decreased by as much as 40% due to the energy requirements of the heating systems.
- Infrastructure – as we have shared previously. Our current facility is not equipped to handle the parking and charging infrastructure and additional space will be needed as is being developed as part of our facility expansion project (development and construction are unfunded at this point).

We continue to learn more about this new technology, staff has increased our data analysis for monthly reporting and efficient utilization of these vehicles. Our experiences are similar to those of other peers and generally consistent with what we expected prior to undertaking the pilot. Currently, we have seven (7) additional BEBs on order, with an estimated arrival date of December 2023 and we have funding to purchase an additional 10. These vehicles will have an updated battery system that is expected to increase our daily range.

4B. Major Project Overview and Recommendations

Staff Resource: Nick Pittman, Assistant Director
Brian Litchfield, Director
Katy Fontaine, Project Manager

Transit staff is working on several critical projects and there are additional projects pending. The current projects, along with daily service and administration needs have exceeded the capacity of our administration team. To help prioritize staff time and meet necessary deadlines and Transit Partner priorities, staff has carefully reviewed these projects and is recommending the following priorities and associated timelines (note that some have deadlines established by funding agencies or grant obligations that are not negotiable and extending timelines for vehicle purchases lead to cost increases):

- **NSBRT Funding Application and Ratings Review: October – January**
- **Debt-Financing Agreement: October-November**
- **Partners Memorandum of Understanding: November - January**
- **Facility Fire and Safety System: Ongoing**
- **Electric Bus Infrastructure (needed for 7 buses that are being built) - Ongoing**
- **Finalize Purchases of Fixed Route and Demand Response Vehicles – January**
- **Implementation of Bus Stop/Shelter Grant: Spring/Summer 2024**
- **Customer Survey: Spring 2024**
- **Zero Emission Fleet Plan: Develop Scope of Work and Issue RFQ by January (consultant)**
- **Capital Plan Update: FY25**
- **Transit Facility Expansion Plan: Develop Scope of Work and Issue RFQ by early Spring**
- **Short Range Planning Efforts: Develop Scope of Work and Issue RFQ by early Spring with work underway in FY25**

Updates on Ongoing Projects

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. Stops that have been completed include South Columbia Street at Frat Court, West Franklin Street at Columbia Street, and Jones Ferry Park & Ride Lot.
- GoTriangle completed improvements for three (3) shared bus stops along East Franklin Street. This included installing new shelters, solar-powered lighting, and landing pads.
- 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.
- 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. 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.
- In Summer 2023, Chapel Hill Transit requested proposals to move forward with repairs to our bus parking lot. This included replacing the concrete at our entrance gate, repairing drain work, and installing larger pads near our fuel island. We have selected a contractor and are moving forward with signing the contract. Work is expected to begin in the next few weeks.

D. Zero Emission Fleet Plan

- While we have a current plan that has been developed, the new grant guidelines require us to have a more developed plan, that includes resiliency, redundancy, and training.
- Chapel Hill Transit will be utilizing 5339 funding to hire a firm to make us a plan.

5A. Chapel Hill Transit Holiday Schedule for Calendar Years 2023-24

Staff Resource: Nick Pittman, Assistant Director
 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 Partners Committee adopted the following holiday schedule during the February 23, 2023 Meeting:

2023 Holiday Schedule (remaining):

- Thanksgiving Day – Thursday, November 23 – No Service
- Day after Thanksgiving – Friday, November 24 – Sunday Routes (No U, NU and Safe Rides) and EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will not operate

Winter Break December 18, 2022 – January 8, 2023: Weekday NU will not operate, Safe Rides and the Saturday/Sunday NU routes will not operate.

- Saturday, December 23-- Saturday Routes (No U, NU and Safe Rides)
- Christmas Eve – Sunday, December 24 – Sunday Routes (No U, NU and Safe Rides)
- Christmas Day – Monday, December 25 – No Service
- Day after Christmas – Tuesday, December 26 – Sunday Routes (No U, NU and Safe Rides)
- Wednesday, December 27– Local Service Only¹, no Express service²
- Thursday, December 28 – Local Service Only¹, no Express service²
- Friday, December 29 – Local Service Only¹, no Express service²
- Saturday, December 30 – Saturday Routes (No U, NU, Safe Rides)
- Sunday, December 31— Sunday Routes (No U, NU, Safe Rides)

2024 Holiday Schedule:

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

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

² Routes that will not operate: CCX, FCX, JFX, and NU

- Good Friday – Friday, March 29 – Sunday Routes (No U and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate
- Memorial Day – Monday, May 29 – No service
- Juneteenth³ – Monday, June 19 – Sunday Routes (No U and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate

Notes:

- Sunday Routes: A, CM, CW, D, J, N, and NS.

³ Juneteenth service levels will require additional discussions

5B. North-South Bus Rapid Transit Update

Staff Resource: Matt Cecil, Transit Development Manager

1. Small Starts Grant

Chapel Hill Transit submitted a request for an updated Project Rating to the Federal Transit Administration (FTA) for the North-South BRT project in August 2023. We were notified on October 12, 2023, by our FTA contact that our application is considered complete, and FTA will commence reviewing our materials. The results of the rating and evaluation process will be released when the President's budget is published in early 2024.

2. 60% Design & Engineering*Right-of-Way Design & Engineering*

Surveys and plan design work for the NSBRT corridor and right-of-way will continue into early 2024. Design and engineering tasks are being completed sequentially for the three corridor segments (north, middle, and southern) to integrate lessons learned and best practices as the work progresses. The Chapel Hill Transit project team is working closely with Town staff and the North Carolina Department of Transportation on project elements including:

- Preliminary roadway design, infrastructure, and technology
- Station design and technology
- Right of way and easement acquisition
- Project management, operations, and staffing plans.

Station Design Outreach and Engagement

Chapel Hill Transit is facilitating a three-phase process of outreach and engagement for NSBRT station design, expected to last through Fall 2023.

Phase 1: Discuss and identify preferences for materials, design character, and amenities.

Phase 2: Introduce and discuss conceptual station designs based on preferences.

Phase 3: Presents refined station designs, based on feedback gathered in prior phases.

Each phase includes numerous methods of reaching community members and key stakeholder including targeted focus group discussions, pop-up events in the community, scheduled open house meetings, and online surveys.

We are currently in Phase 2. Earlier this week, Chapel Hill Transit staff met with representatives from UNC to review the draft concept station designs in greater detail, ensuring they align with UNC design guidelines and campus priorities. We also conducted a focus group with Town of Chapel Hill staff to review alignment with Town design guidelines and requirements. CHT's consultant team will also be on site facilitating engagement events throughout the end of October and beginning of November.

Phase 2 Station Design events:

- Town of Chapel Hill Staff Station Design Focus Group: 10/23/23
- UNC Facilities and Real Estate Focus Group: 10/24/23
- Accessibility, Multimodal Connections, Land Use, and Economic Development Focus Group: 11/6, 5 p.m. (Ackland Art Museum)
- Community Open House: 11/6 6-8 p.m. (Ackland Art Museum), flyer attached
- Pop-up engagement with giveaways (multiple days/times, various community locations)
- Online survey (to run concurrent with outreach and engagement)

Station design engagement events will be highly interactive and structured to encourage robust participation for all community members. Children are welcome and interpretation can be available, if required. Locations on or near the corridor were prioritized to ensure transportation options for participants.

3. Sponsorship Feasibility Study

In August 2023 the Superlative Group delivered the NSBRT Sponsorship Feasibility Study's findings to the Transit Partners Committee. The study explored the potential to generate revenue through NSBRT line naming rights, and station advertising opportunities. Based on these findings, staff recommend advancing the project's second phase of work (developing sponsorship materials and soliciting potential sponsors) with the Superlative Group in November and December 2023. The Superlative Group has proposed commissions-based compensation for work completed in Phase 2; this work will have a net-zero impact on Chapel Hill Transit's budget.



We want to hear from you!

Please join us for a drop-in open house and choose your favorite NSBRT station design options. We'll bring the snacks! Children are welcome.

Date: November 6th

Time: 6pm–8pm

Location: Ackland Art Gallery
101 S. Columbia St. Chapel Hill, NC



Want to know more about NSBRT?
Visit www.nsbirt.org for project and event information.



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5C. Real-Time Information System Update

Staff Resource: Nick Pittman, Assistant Director

GMV

On July 15, 2023, we officially launched our new real-time information system through GMV. Customers are able to track all of our vehicles through mychtransit.org and the CH Transit app (available in the Google Play and Apple App Store). Initial customer feedback has been positive as our system users transition from our previous vehicle location system (NextBus) and see new features such as enhanced vehicle tracking, current vehicle load, and system alerts. As with any new tech there are issues to resolve, and we are working to resolve them with the contractor. Staff continues to monitor the new system and address any issues that arise with GMV.

Staff will be preparing a shutdown plan of the NextBus (previous real-time information system) platform over the next few weeks. We anticipate that NextBus will not operate for the customers after November 30, 2023 (final shutdown date to be determined).

Transit App Royale Partnership

To build on the customer service provided by the new real-time system, staff is working with Transit App to further enhance the digital customer experience. Staff has provided Transit App with our real-time information feeds and they have integrated that information into their app. This will create another option for customers to track vehicles in real time.

In addition to providing the real-time vehicle location, Chapel Hill Transit customers will soon be updated to Transit App's premium "Royale" features such as enhanced trip-planning, including information on routes that are further away from their starting point, and fun, customizable experiences, which builds on the app's GO Mode. When customers use GO mode for a given journey, it harnesses their phone's location for two related purposes: 1) To provide an intelligent trip companion, offering context-specific journey directions in-app or by push notification, much like "driving mode" in apps like Google Maps or Waze. 2) For crowdsourced real-time data enhancement that benefits other riders: by harnessing the accelerometer in user's phones to detect that they have boarded a given bus or train, GO anonymously shares that user's phone's location as a proxy for the in-service bus, enhancing live vehicle-location information while the GO users remains on board to help other riders looking for information about that route in Transit app.

Transit Royale has built a game out of GO mode by tallying up all of the other app users who see improved vehicle location info thanks to you, the rider, and awards your user avatar 1 point for each other rider you've helped by using GO Mode to ride Chapel Hill Transit services. Royale establishes leaderboards for each route that list the most-helpful GO users (and therefore, the most-frequent riders) for the given calendar month as well as for all time for a given route. Finally,

creating your Royale avatar allows you to collect points to your profile for *all* the riders you've ever helped by using GO across the entire system.

Our Community Outreach Manager and Planning Team are developing a rollout plan and more information will be shared on this effort next month.

5D. Legislative Update

Staff Resources: Brian M Litchfield, Director

Update will be provided at the October 26, 2023, Transit Partners' Meeting.

5E. Performance Report

Staff Resources: Caroline Dwyer, Transit Planning Manager

5E. Performance Report

The performance reports for August and September 2023 are attached.

transit snapshot

AUGUST 2023



STAFF

FIXED ROUTE

OPERATORS
(Budgeted)



120

OPERATORS
(Active)



104

OPERATORS
IN TRAINING



3



CANDIDATES
IN HIRING
QUEUE



5

DEMAND RESPONSE

OPERATORS
(Budgeted)



21

OPERATORS
(Active)



18

OPERATORS
IN TRAINING

CANDIDATES
IN HIRING
QUEUE



3

20



Operations

AUGUST SERVICE DAYS

31 TOTAL

23 weekday service days
8 weekend service days

AUGUST ROUTES

23 TOTAL

13 full service

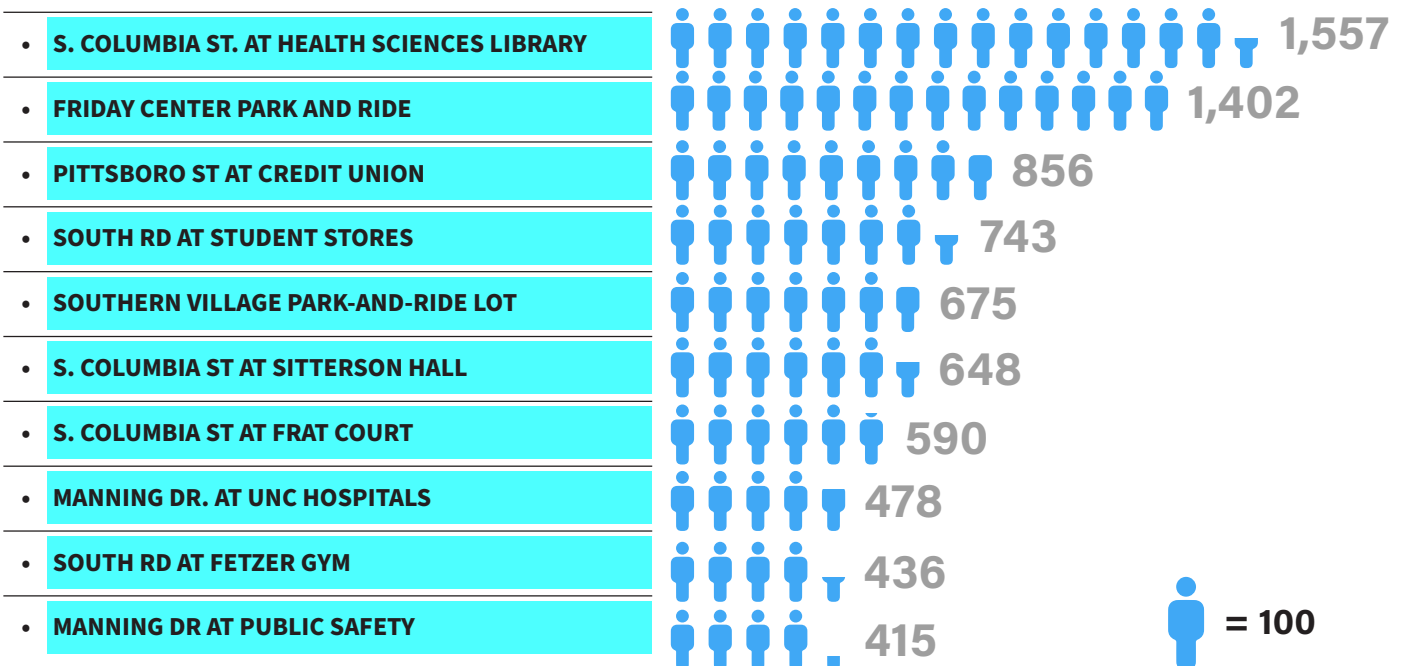
10 reduced service

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

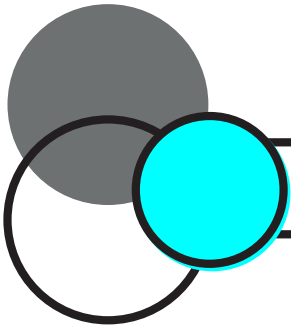
▶ A, CL, CW, D, F, G, J, N, NS, NU

transit stops

AVG DAILY PASSENGERS | TOP 10 WEEKDAY STOPS



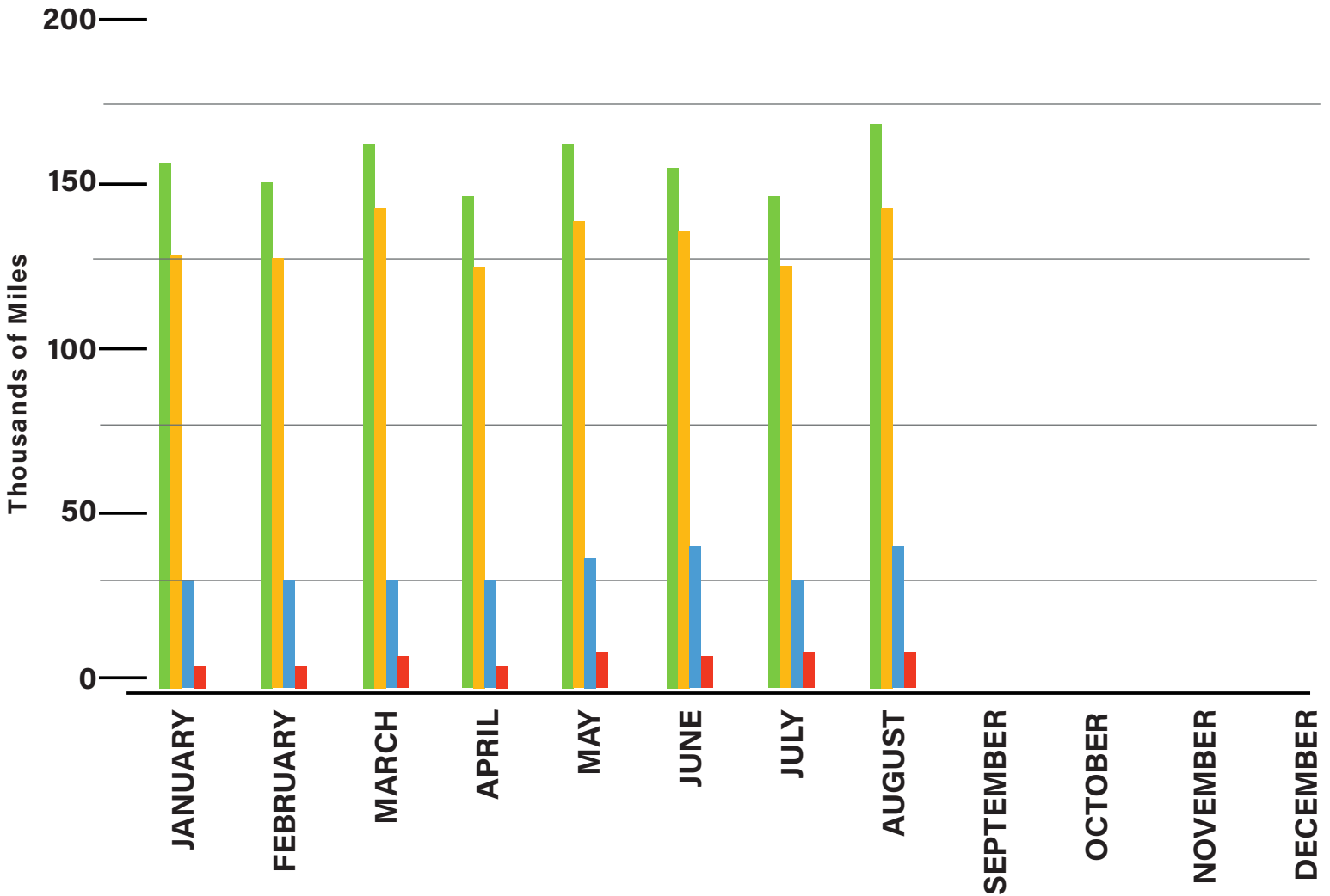
operations



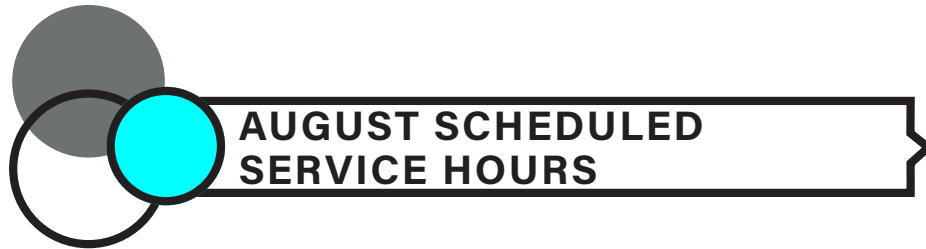
AUGUST PASSENGER MILES

- TOTAL PASSENGER MILES: 173,268**
- Fixed Route: 143,518**
- Demand Response: 29,750**
- Battery Electric Buses: 3,530**

**Included in Fixed Route miles*



Operations



TOTAL: 11,916
M-F: 13,507
SAT: 401
SUN: 401



TOTAL: 17,815
M-F: 16,767
SAT/SUN: 1,048

daily trips (August)

* 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** 4
- **SAFE J** 10
- **SAFE T** 10
- **T** 11
- **U** 51

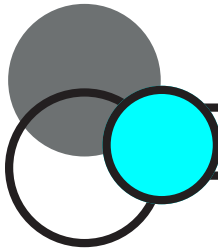
Weekend Service

- **A** 11
- **CM** 18
- **CW** 10
- **D** 11
- **J*** 9
- **N** 11
- **NS*** 19
- **NU** 18
- **SAFE G** 4
- **SAFE J** 10
- **SAFE T** 10
- **U** 21

= 10

*Route operating with suspended trips

Ridership

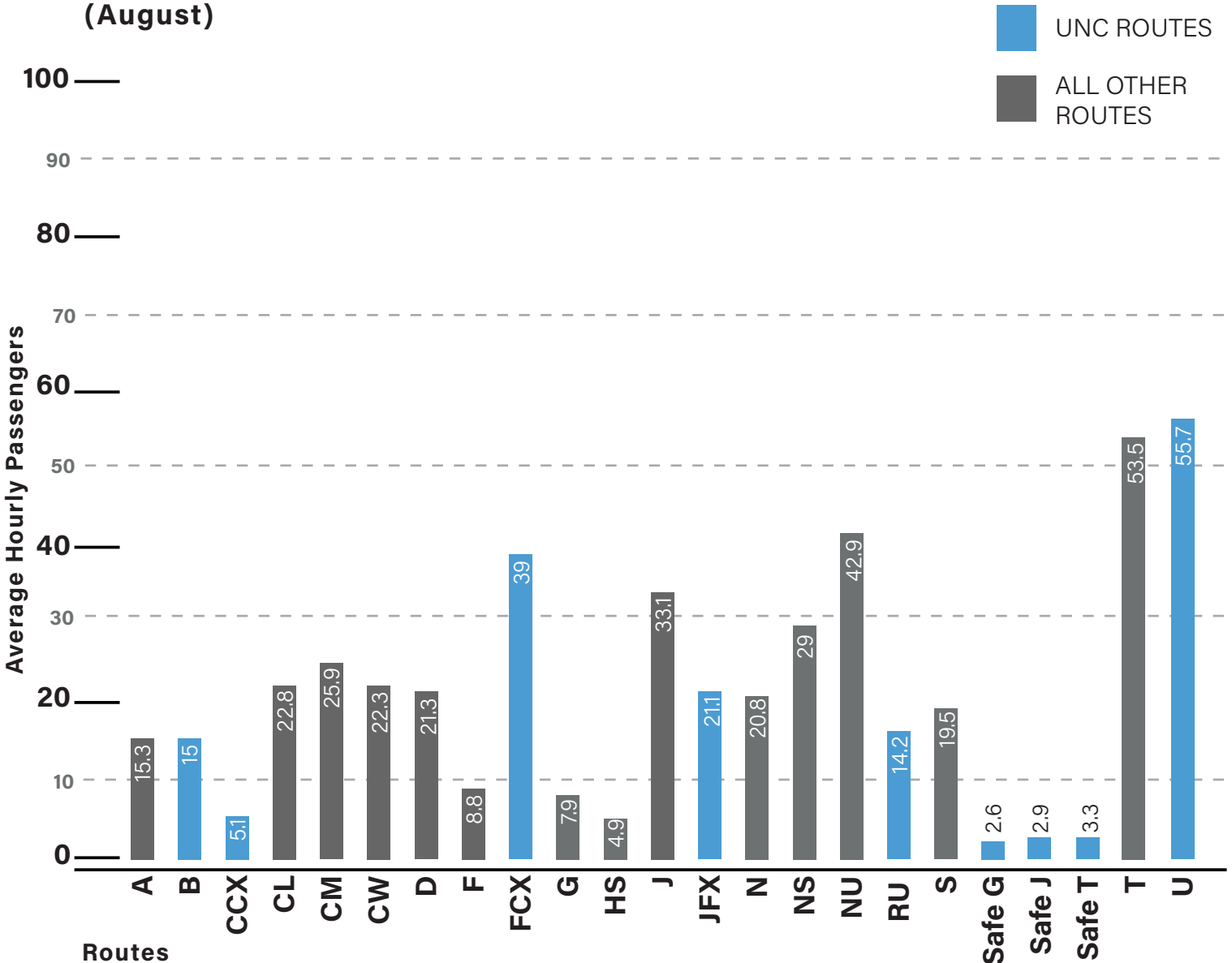


AUG PASSENGERS

TOTAL: 295,223
Avg Pass/Hour: 21.1

average passengers per hour

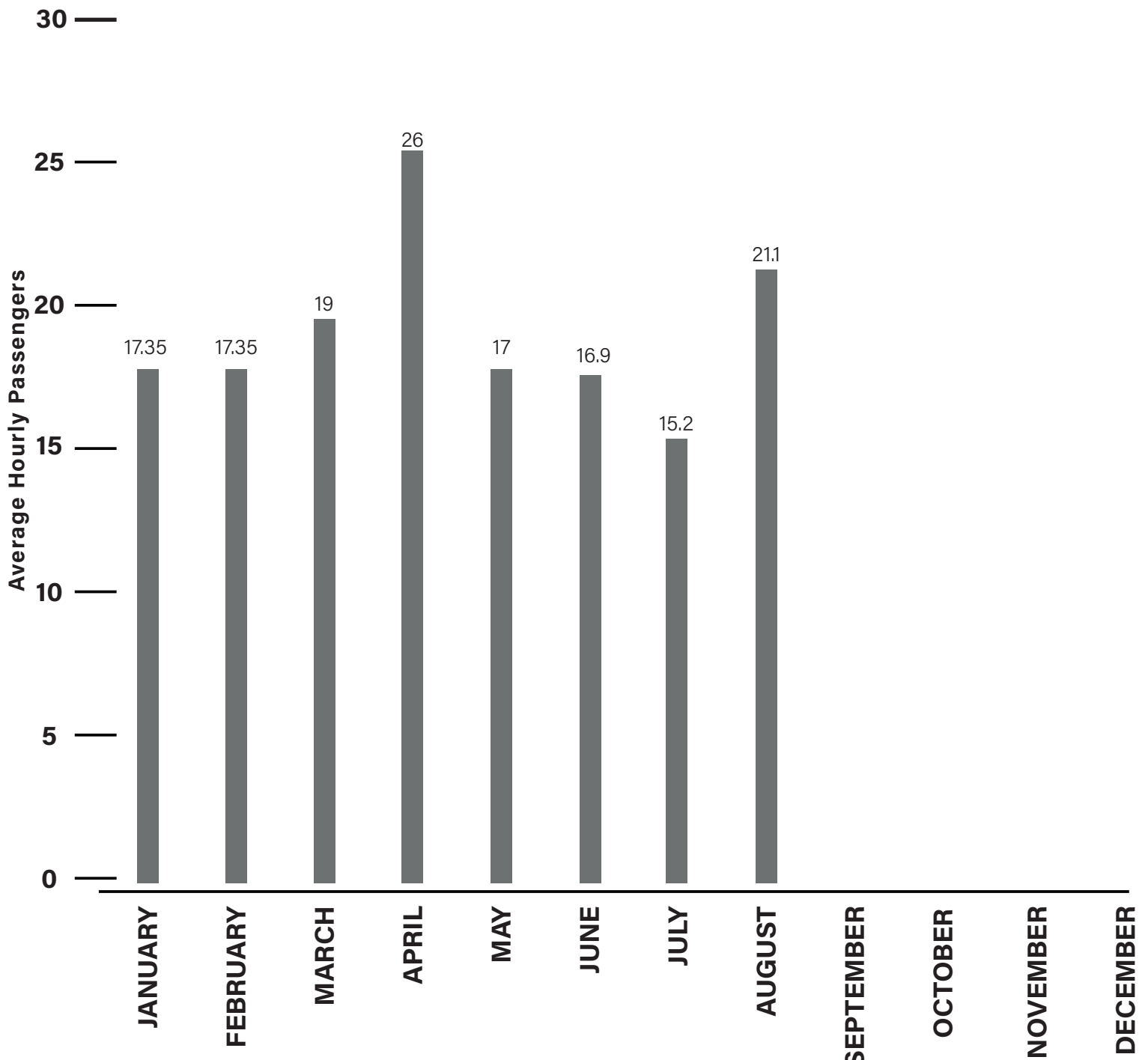
(August)



Ridership

average passengers per hour

(Year to Date)

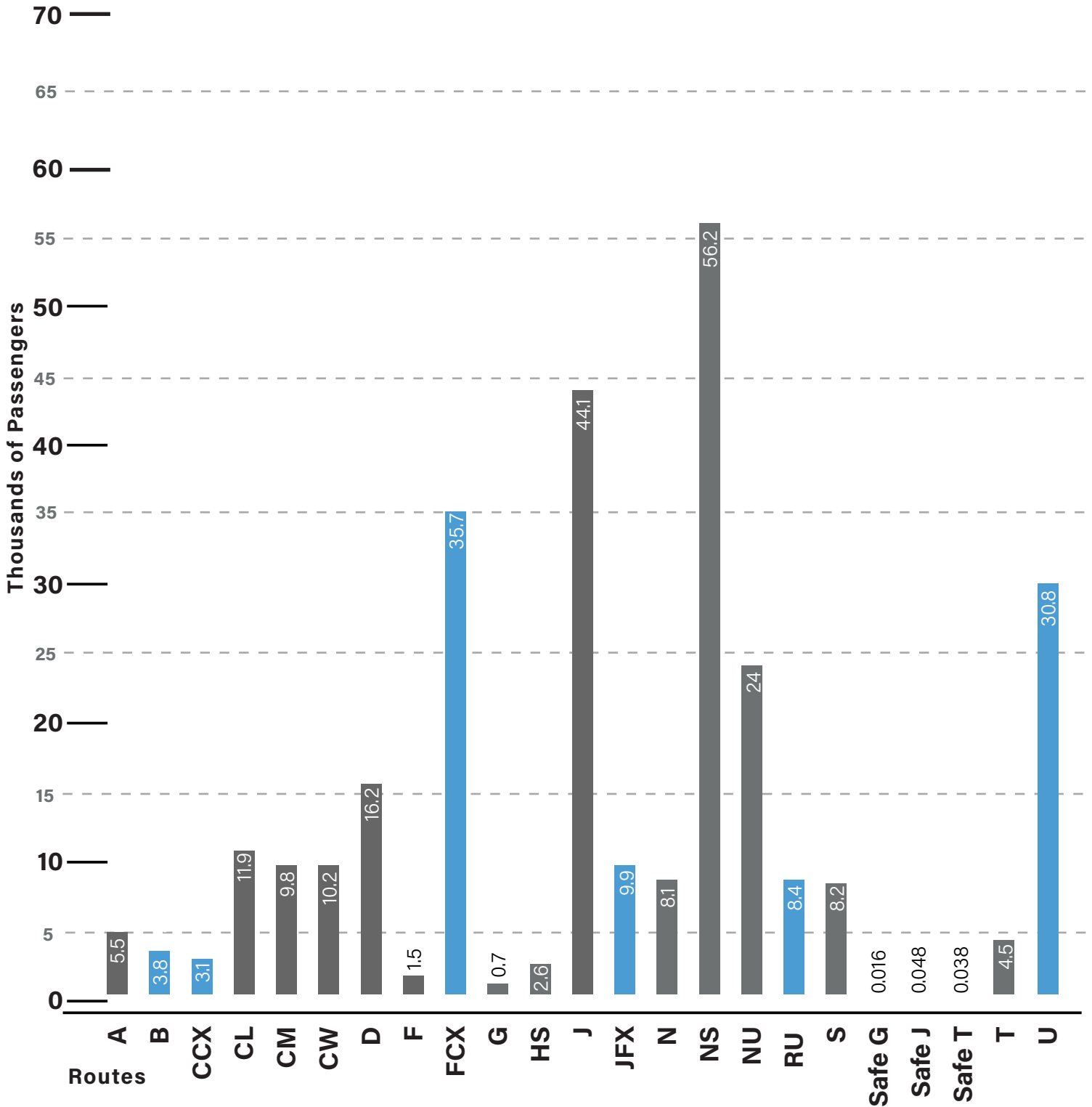


Ridership

total passengers by route

(August)

UNC ROUTES
ALL OTHER ROUTES

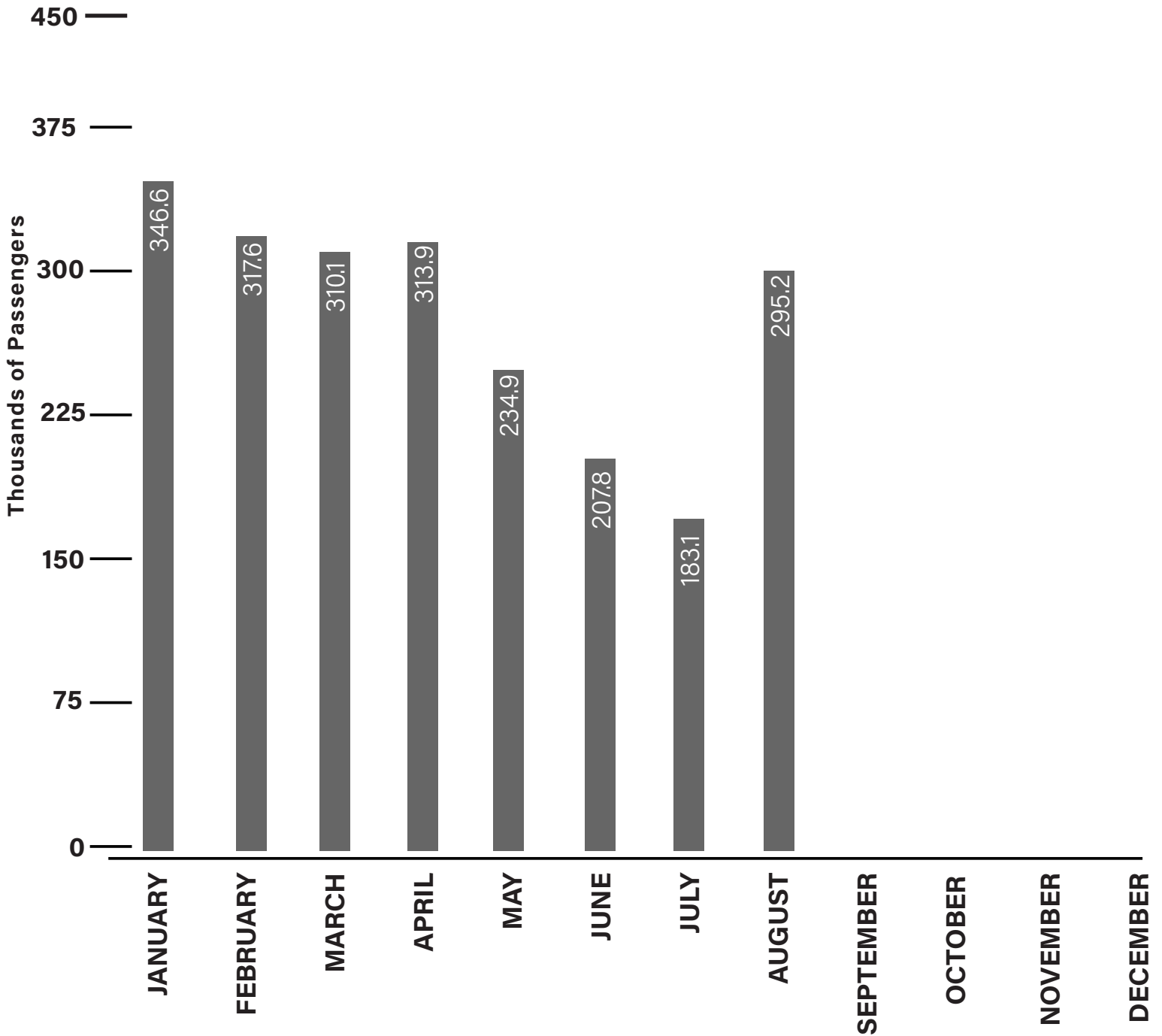


Ridership

total passengers

(Year to Date)

ALL ROUTES



On-time Performance

by route

(August)

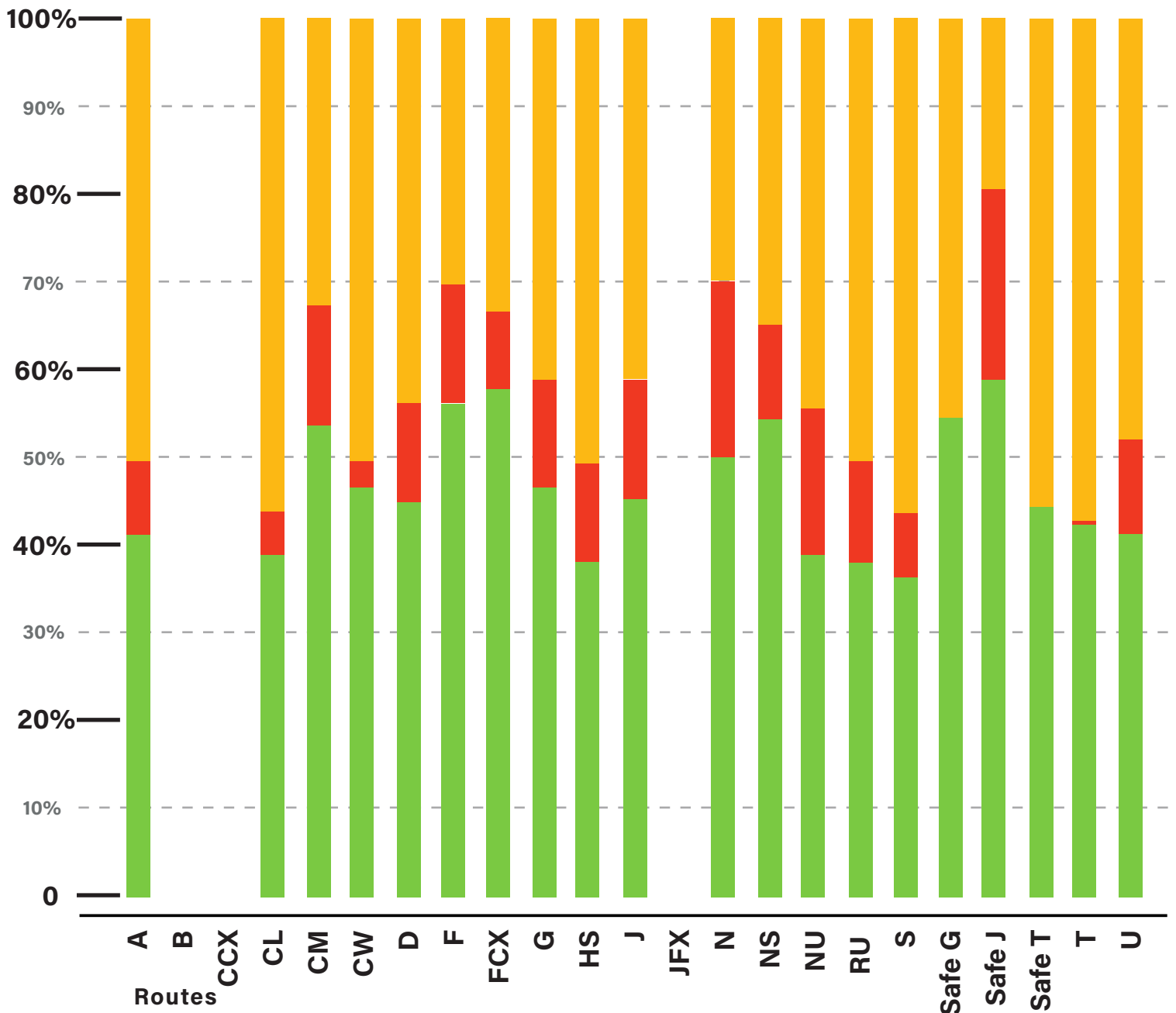
B, CCX, and JFX operated by Carolina Livery

ALL ROUTES

ON TIME ■ 48.3%

EARLY ■ ≥ 3 minute 7.6%

LATE ■ ≥ 5 minutes 44.1%



transit snapshot

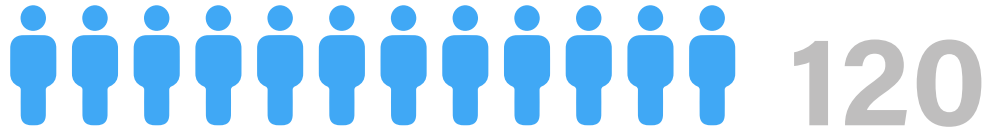
SEPTEMBER 2023



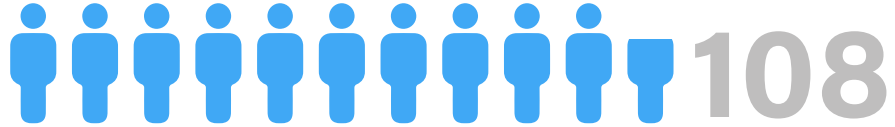
STAFF

FIXED ROUTE

OPERATORS
(Budgeted)



OPERATORS
(Active)



OPERATORS
IN TRAINING



CANDIDATES
IN HIRING
QUEUE

DEMAND RESPONSE

OPERATORS
(Budgeted)



OPERATORS
(Active)



OPERATORS
IN TRAINING

CANDIDATES
IN HIRING
QUEUE



Operations

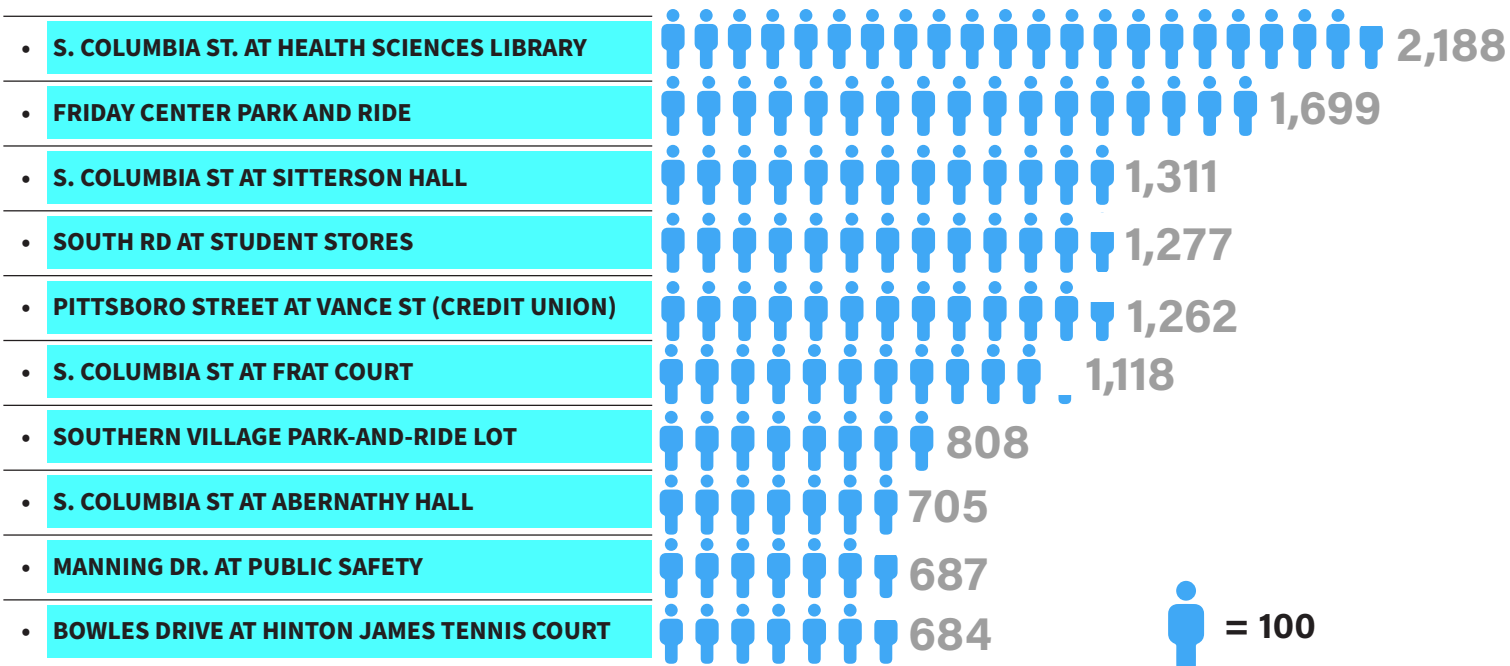
SEPTEMBER SERVICE DAYS } **29 TOTAL**
 20 weekday service days
 9 weekend service days

SEPTEMBER ROUTES } **23 TOTAL**
 13 full service
 10 reduced service

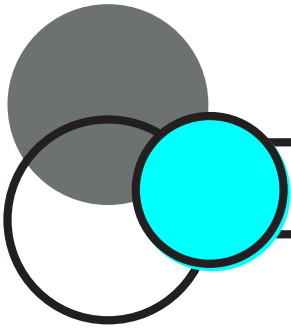
● B, CCX, CM, FCX, HS, JFX, RU, S, T, U, Safe G, Safe J, Safe T
● A, CL, CW, D, F, G, J, N, NS, NU

transit stops

AVG DAILY PASSENGERS | TOP 10 WEEKDAY STOPS



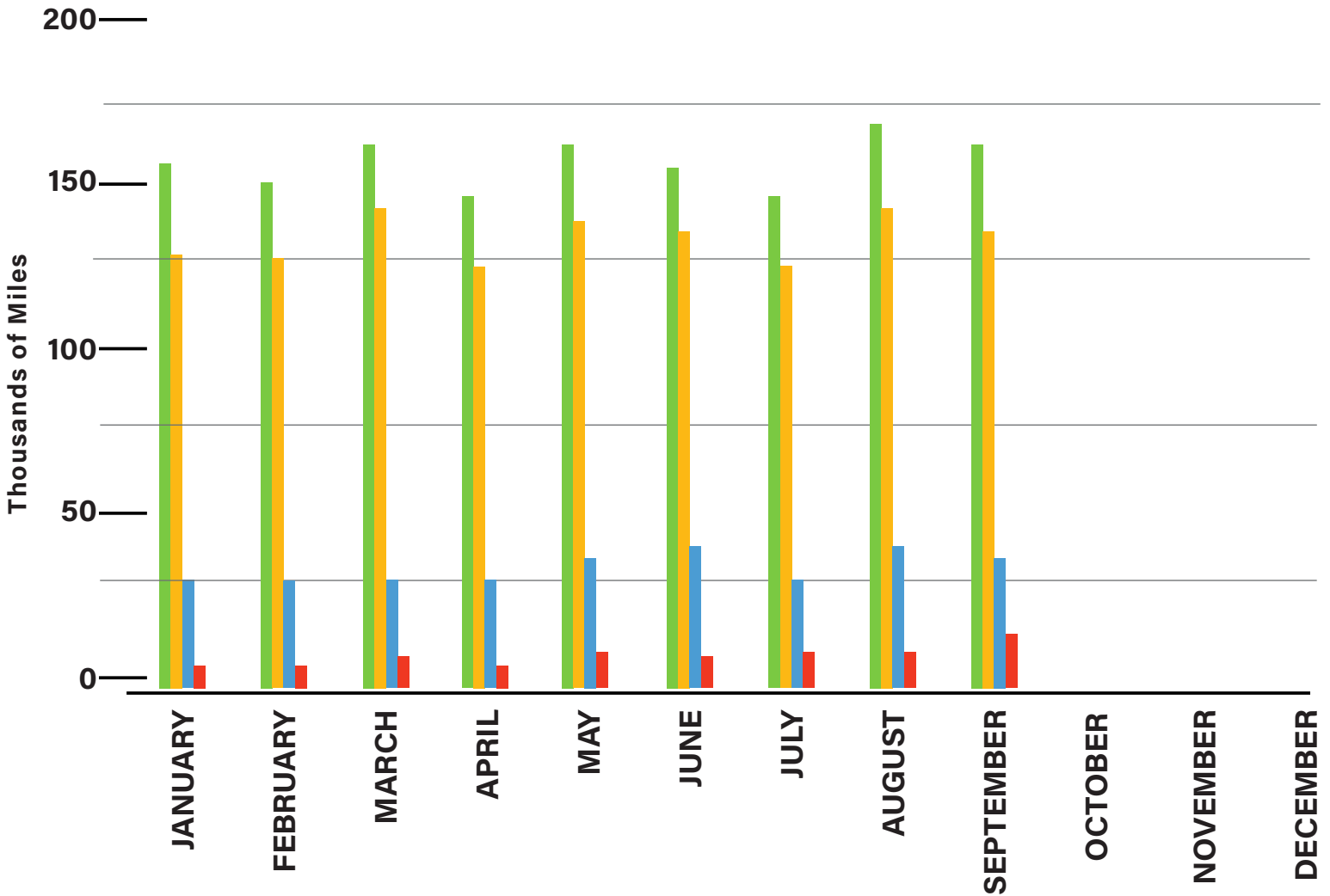
operations



SEPTEMBER PASSENGER MILES

- TOTAL PASSENGER MILES: 159,170**
- Fixed Route: 131,247**
- Demand Response: 27,923**
- Battery Electric Buses: 7,380**

**Included in Fixed Route miles*



Operations



TOTAL: 12,544
 M-F: 11,742
 SAT: 401
 SUN: 401



TOTAL: 16,455
 M-F: 15,060
 SAT/SUN: 1,395

daily trips (September)

* 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** 4
- **SAFE J** 10
- **SAFE T** 10
- **T** 11
- **U** 51

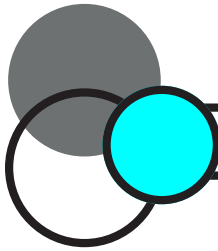
Weekend Service

- **A** 11
- **CM** 18
- **CW** 10
- **D** 11
- **J*** 9
- **N** 11
- **NS*** 19
- **NU** 18
- **SAFE G** 4
- **SAFE J** 10
- **SAFE T** 10
- **U** 21

= 10

*Route operating with suspended trips

Ridership

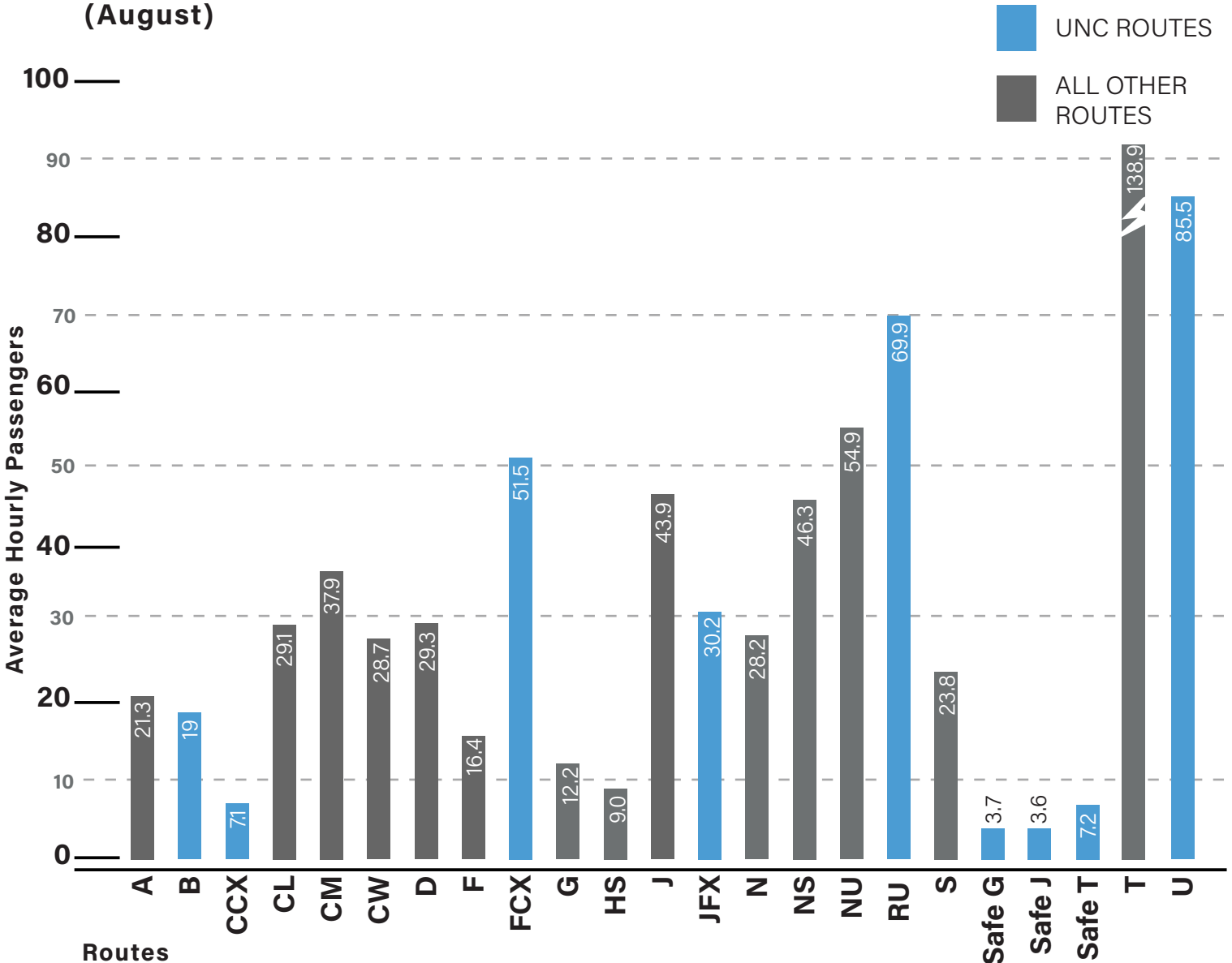


SEP PASSENGERS

TOTAL: 404,593
Avg Pass/Hour: 34.7

average passengers per hour

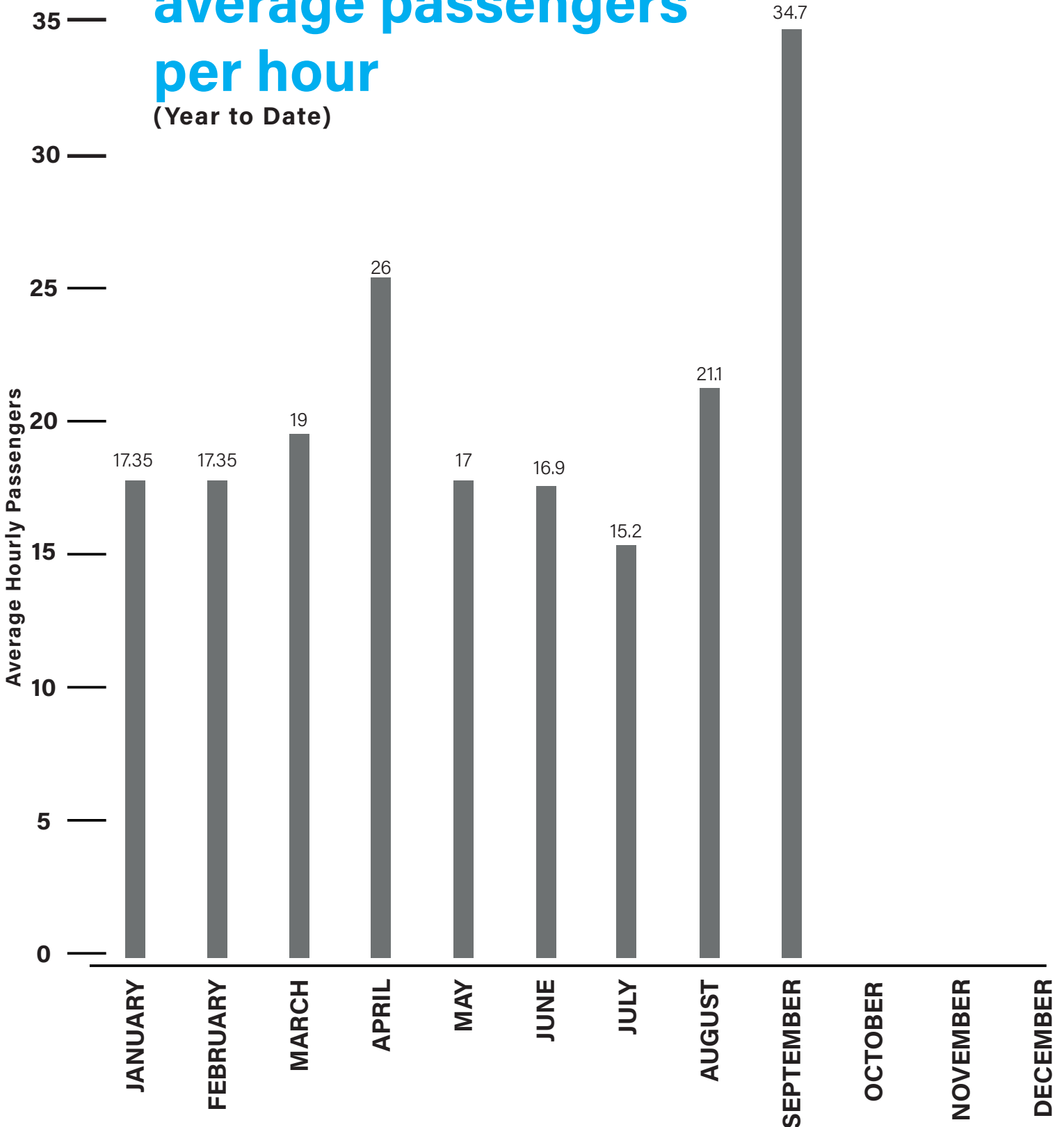
(August)



Ridership

average passengers
per hour

(Year to Date)

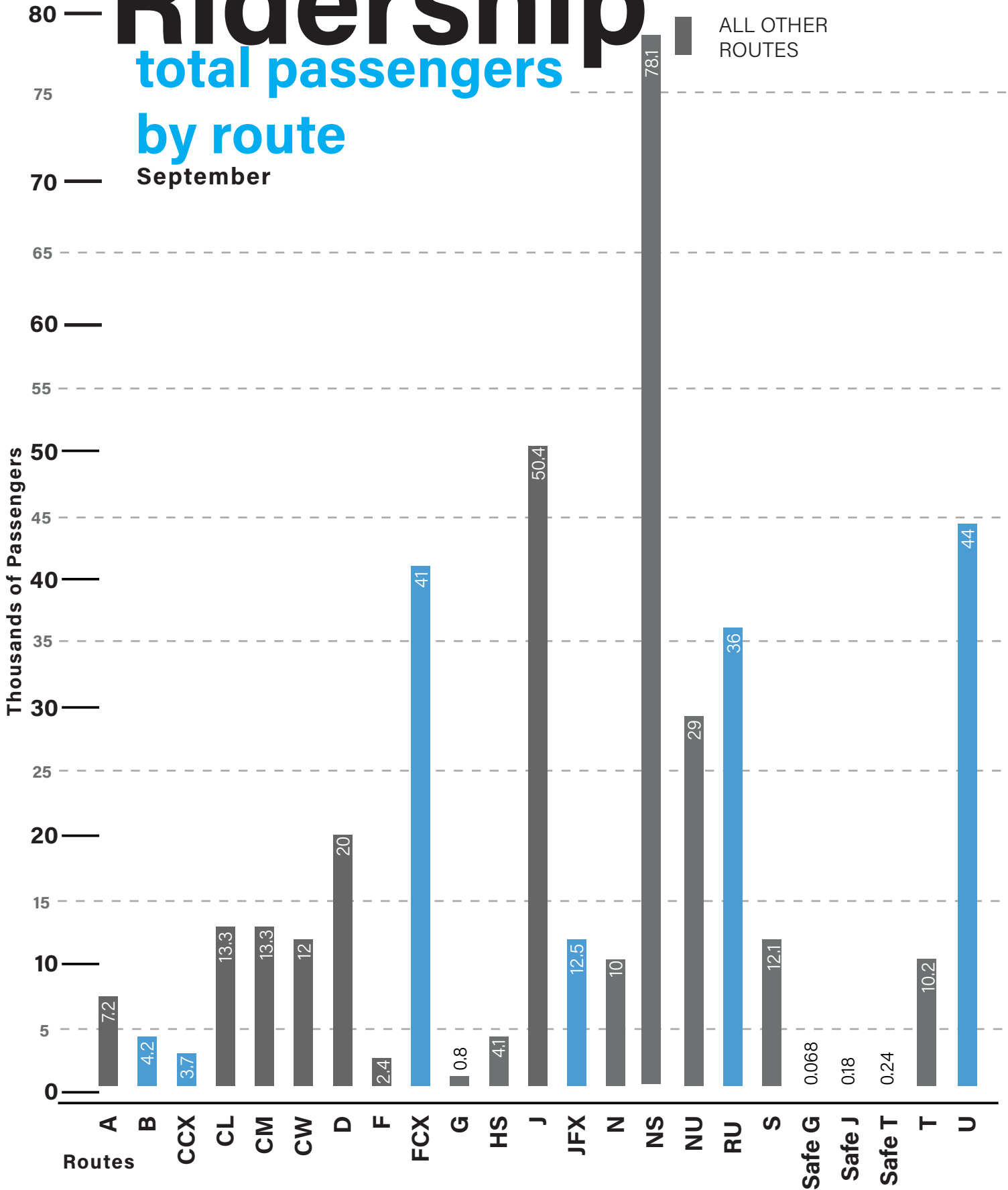


Ridership

total passengers
by route

September

UNC ROUTES
ALL OTHER ROUTES

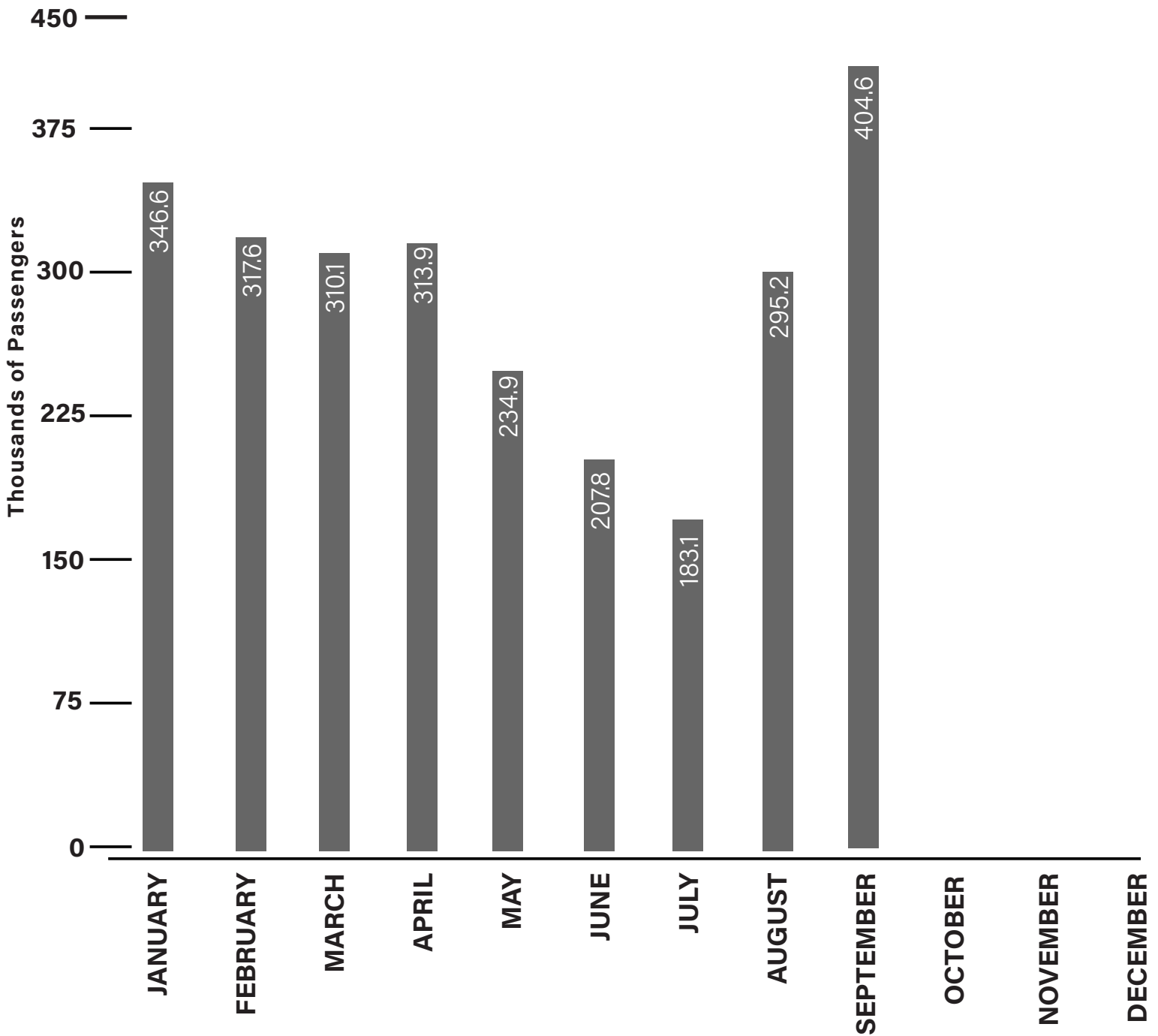


Ridership

total passengers

(Year to Date)

■ ALL ROUTES



On-time Performance

by route

(September)

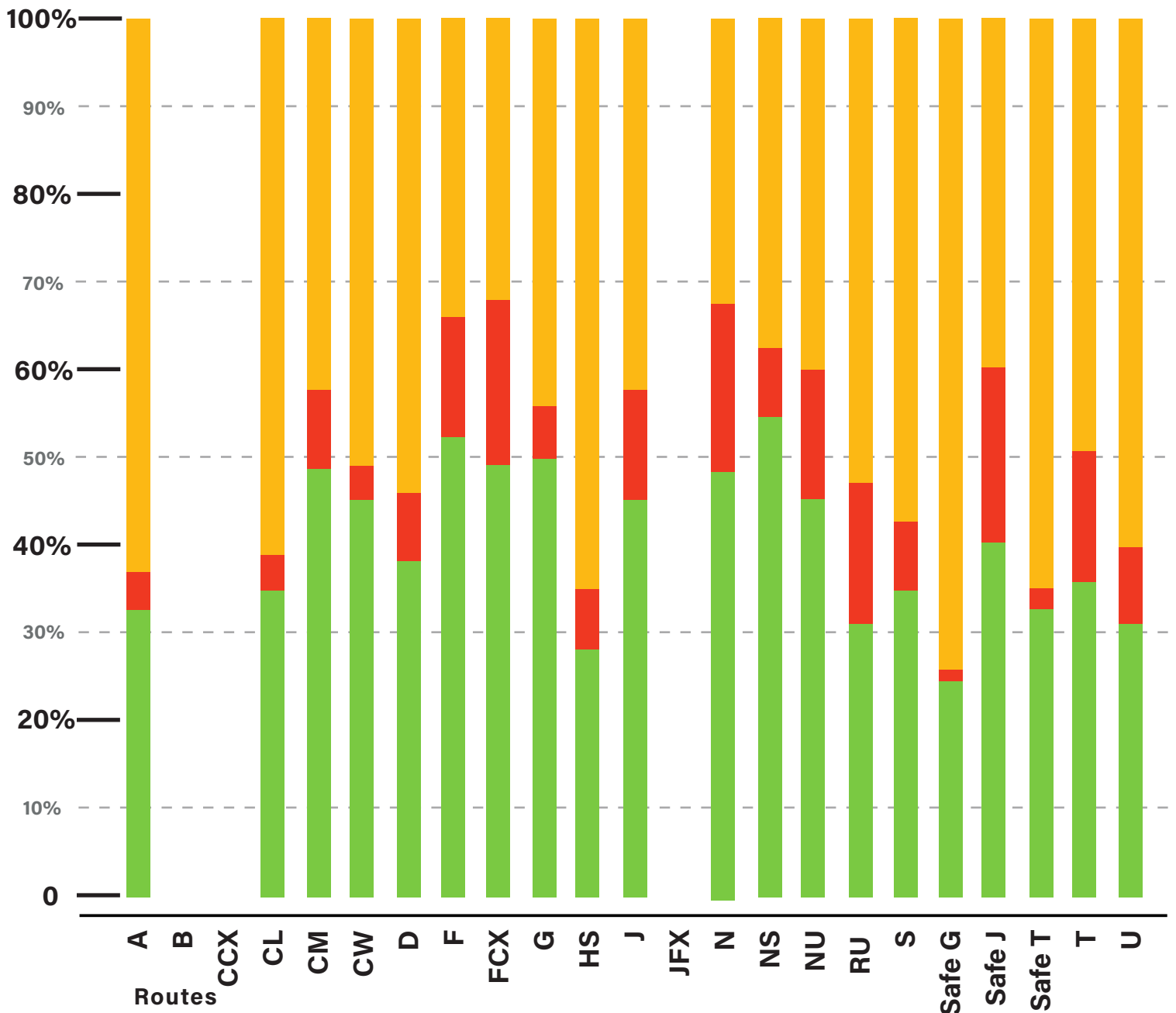
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ALL ROUTES

ON TIME ■ 48.3%

EARLY ■ ≥ 3 minute 7.6%

LATE ■ ≥ 5 minutes 44.1%



6A. 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

- Oct 1st – Carrboro Music Festival, Operators Kecia Hargraves and Patricia White provided shuttles for event.
- Oct 4th – Supervisor Shanika Nickerson and Operator Akalema Pherribo (posthumously) nominated for the 23 Cal Horton Award.
- Oct 6th – Supervisor Javius Newman lead a tour of Chapel Hill via Electric Bus, for attendees at the Go Chapel Hill Transportation Management Conference.
- Oct 7th – Tarheel Express for UNC vs Syracuse.
- Oct 12th – In person site visit from Optibus, toured Operations and presented future software improvement plans for 2024.
- Oct 13th – Tarheel Express for UNC Basketball, “Live Action”.
- Oct 14th – Tarheel Express for UNC vs Miami.
- Oct 16th – 4 new Full Time Operators started Training Class.
- Oct 21st – Tarheel Express for UNC vs Virginia.
- Oct 27th – Tarheel Express for UNC Basketball vs St. Augustine.
- Oct 31st – Halloween, service ends 8pm, will not affect FCX route.

Melissa Patrick – Demand Response

- 1- Resignations; 1- full-time position open; actively recruiting for 4-5 program support operators
- On Time Performance for September 86.38%
- An EZRAC members, Mr. Al Green, passed away this month.
- Promotion of one of our DR operators - Brandi Hunter (Training Specialist)

Peter Aube - Maintenance

- Demand response ran 35,120 miles in September.
- Non-revenue Gas and Diesel vehicles ran 6,487 miles in September.
- Non-revenue Electric Cars ran 14,742 miles in September.
- Fixed route buses ran 141,590 miles in September.

- Battery Electric buses ran 7,380 miles in September.
- Maintenance performed (97) Preventative Maintenance Inspections in September (100% on-time).
- Maintenance performed (8) road calls in September, (18,621) miles between road calls for fixed route.
- Maintenance performed (0) road call in September, (35,120) miles between calls for demand response.
- Maintenance continued interior major cleaning/Stripping waxing floors previously completed by Vendor.
- Maintenance continues charging Electric driver relief cars for service each day.
- Maintenance continued working on additional six bus chargers with contractors and engineers to be completed in October.

6B. Planning

Staff Resource: Caroline Dwyer, Transit Planning Manager

1. UPDATE: ACTIVE PLANNING INITIATIVES

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

NSBRT Naming Rights Study

See item 3.B

Bus Stop Audit and Improvement Plan

The ongoing comprehensive audit and inventory of all CHT transit stops continues. Field work should be complete in approximately five weeks. We will then move into data analysis, mapping, and prioritization. The audit will inform the development of a strategic bus stop improvement plan.

2. PROJECTS IN THE PLANNING PIPELINE

- Zero Emissions Fleet & Facilities Resilience Plan
- Small Area Plan/Short Range Transit Plan Update (Blue Hill/ county line)
- Microtransit Feasibility Plan Supporting NSBRT

6C. Director

Staff Resource: Brian Litchfield, Transit Director

- The Director's report will be provided during the October 26, 2023, Partners' Meeting.