



CHAPEL HILL TRANSIT
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CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
NOTICE OF COMMITTEE MEETING AND AGENDA
MARCH 27, 2018 – 11:00 A.M. to 1:00 P.M.
CHAPEL HILL PUBLIC LIBRARY – MEETING ROOM B

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9. Adjourn	

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

Tuesday, February 27th at 11:00 AM

Present: Michael Parker, Chapel Hill Town Council
Nancy Oates, Chapel Hill Town Council
Donna Bell, Chapel Hill Town Council
Bethany Chaney, Carrboro Alderman
Cheryl Stout, UNC Transportation Parking
Damon Seils, Carrboro Alderman
Than Austin, UNC Transportation & Parking
Brad Ives, UNC Associate Vice Chancellor for Campus Enterprises

Absent: Julie Eckenrode, Assistant to Town Manager, Carrboro

Staff present: Brian Litchfield, Transit Director, Nick Pittman, Transit Planning Coordinator, Rick Shreve, Budget Manager, Tim Schwarzauer, Grants Coordinator, Flo Miller, Deputy Town Manager, Kayla Seibel, Long Range and Transportation Planner, Bergen Watterson, Transportation Planning Manager, Maribeth Baker Lewis-Baker, Operations Manager, Zachary Hallock, Carrboro Transportation Planner, Tina Moon, Carrboro Planning

1. The Meeting Summary of January 23, 2018 was received and approved.
2. Employee Recognition – Brian introduced the Employees of the Year: Brian Saunders, Fixed Route, Tony Combs, Demand Response and Steve Daniels, Maintenance. He also recognized Doug Brooks and Melissa Tillman from Fixed Route for outstanding service during a serious medical emergency on the bus. The Partners congratulated them all.
3. **Consent Items**
 - A. January Financial Reports – Rick reviewed this item.
4. **Discussion Items**
 - A. FY 2018-2019 Budget Development
 - Orange County Transit Plan Funds – Brian reviewed the item for the Partners. Concern was expressed about reserving the 3,000 hours of new service until FY 19 & FY20. New service should be implemented now since new services have been promised. Brian suggested that Sunday service could be implemented, but it would take all of the 3,000 hours and possibly more. Members felt that Sunday service might not be a good plan at the current time and asked if there were more urgent service updates that could be implemented. They thought that more incremental updates would show that CHT is doing what was promised in the Orange County

Transit Plan. Carrboro members expressed interest in more service because of new development happening in Carrboro. The Partners asked for some ideas of incremental improvements to be provided at the March meeting.

Also, a request was made for ways to provide services for those who live outside of the service area and need transportation to work. Brian said the staff would begin discussions with Orange County regarding bus service to those areas.

- Capital Investments – Rick reviewed expenses for the year and Fund Balance usage. An analysis of the Fund Balance will be presented at the March meeting. Six new buses are arriving in May. Twelve new Demand Response vehicles are also being planned for replacement. Staff will hold Budget meetings with individual Partners in March.
- B. Electric Bus Invitation for Bid (IFB) – Brian reviewed the IFB. It will be issued in early March. Staff has made two grant applications for electric buses.
- C. North South Corridor Bus Rapid Transit (BRT) – Brian reported that the BRT project was removed from consideration for State funding. The MPO has expressed a commitment to help move this project forward in the future for possible other sources of funding. The project continues to move forward with the NEPA and Design studies. The members felt that better communication with the public and business community was needed to dispel the idea that the project is dead. It was suggested that presenting at a Chamber of Commerce meeting would be helpful.

5. Information Items

- A. Short Range Transit Plan Update - Nick reviewed this item. He noted that the surveys were very successful and a presentation of the results would be provided at the March meeting.
- B. Legislative Update – Brian reviewed this item for the Partners.
- C. Transit Property – Potential Disposal of Excess Real Property – Brian reviewed this item.
- D. Project and Grant Funding Update – Brian reviewed.

6. Departmental Monthly Reports

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

7. **Future Meeting Items**

8. **Partner Items**

9. **Next Meeting** – March 27, 2018 at Chapel Hill Public Library – Meeting Room B

10. Adjourn

The Partners set a next meeting date for March 27, 2018

3A. February Financial Report

Prepared by: Rick Shreve, Budget Manager

- The February Financial Report will be provided to the Partners at the March 27, 2018 meeting.

4A. FY2018-19 Chapel Hill Transit Budget Development
 Action: 1. Receive information and provide staff with feedback.

Staff Resource: Rick Shreve, Budget Manager
 Nick Pittman, Transit Planning Coordinator
 Brian Litchfield, Director

Orange County Transit Plan Funds

As we shared previously, GoTriangle and the DCHC MPO have established a new timeline for allocating FY19 Transit Plan funds (including funds for new services). This means that the recommendations regarding the services funded from the Transit Plan need to be finalized by April 1, 2018 and submitted to GoTriangle and DCHC MPO by April 25, 2018.

Summary of Available Funds - FY19

FY19 Available Bus Operating Revenue from GoTriangle	\$2,058,199
Maximum Amount Eligible for Increased Cost of Existing Service (ICES)	\$742,427
Services added FY'13-18	\$976,772
\$ Available for new services in FY'19	\$339,000
New Annual Hours Available for Service Expansion	3,000

Service Recommendations - FY19

The Orange County Transit Plan includes \$339,000 (3,000 service hours) for new service for Chapel Hill Transit. Staff recommends reserving the resources available to us for new service in FY19 for FY20, in order to fund adjustments/improvements identified in the Short Range Transit Plan. During the February 27, 2018 Partners Meeting, staff was asked to develop potential service improvements for consideration in FY19, consistent with the guidelines established by the Partners for Transit Plan Funds:

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

The potential service adjustments for FY19 will be presented at the March 27, 2018, Partners Meeting.

Bus Capital - FY19

The Orange County Transit Plan includes \$1,500,105 for the purchase of new buses to support services implemented by Transit Plan funds. Staff is working with GoTriangle and Town staff to recognize these funds and place an order for three (3) replacement buses.

FY 2018-19 Budget Development

An update will be provided at the meeting on February 28, 2018 and will include an estimate of Partner contributions for FY19, based on current assumptions.

Next Steps

- Transit staff will submit recommendations for FY19 Orange County Transit Plan funds to GoTriangle and DCHC MPO by April 25, 2018.
- Transit staff will provide a budget update at the May 1, 2018 Meeting.

Recommendation

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

4B. Short Range Transit Plan Update

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

Staff Resource: Nick Pittman, Transit Planning Coordinator

Overview

On March 22nd and 23rd, the Policy and Technical Committees met with the Nelson\Nygaard team to discuss the recent customer responses to the public outreach related to the three draft scenarios presented in January 2018. The responses will be used to develop the next service scenario, which will be presented to the Partners in May. A detailed summary is available at the following link: [Chapel Hill Transit Service Scenario Survey Analysis](#). During these meetings the Committees reviewed long term strategic issues and discussed priorities for the service scenario(s) that will be presented in late May.

The Partners will receive a presentation on the survey results and Policy/Technical Committee discussion during the March 27, 2018 Meeting.

Next Steps

- Development of new service scenario(s) and presentation to the Partners at the May 2018 meeting.
- Public outreach related to the preferred scenario (May – September)

Note

- Any service change(s) coming out of this process would be implemented in Fall 2019.

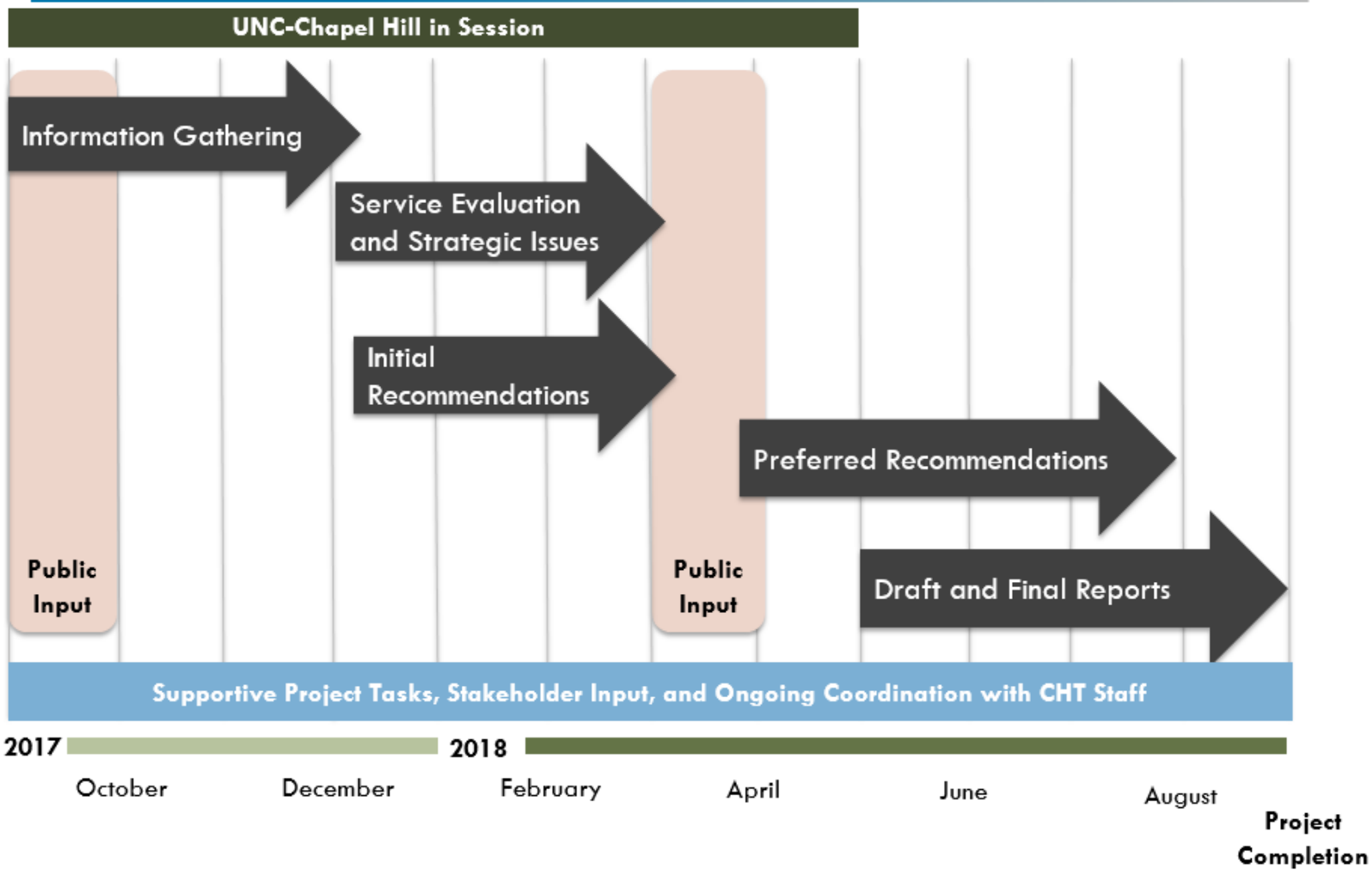
Attachment

- Updated Project Schedule

Recommendation

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

Project Schedule



5A. Demand Response (EZ Rider) Customer Survey Update

Staff Resource: Anita Hackney, Community Outreach Manager
 Travis Parker, Demand Response – Lead Supervisor

Overview

Chapel Hill Transit Demand-Response (EZ Rider) staff, in coordination with the EZ Rider Advisory Committee, conducted a customer survey from December 4, 2017 through February 28, 2018, consistent with our interest of improving our customer’s experiences. Survey forms were mailed to each active EZ Rider customer (757), made available on the website, and posted on social media.

Customers were asked to score each category between one and ten, with ten being ‘excellent’ and one being ‘poor’. Customers were also asked to give feedback on a specific area for improvement and provide any additional comments. EZ Rider was rated in the following areas:

- Reservations
- Certifications
- Dispatch
- Operators
- Supervisors/Management
- Vehicles
- Safety
- On Time Performance (OTP)
- Overall Satisfaction

Fifty-six (56) surveys were received during the survey period. The response percentage of customers surveyed was seven percent (7%). Customers rated the categories as follows (with 10 being the highest):

Category	Rate
Reservations	8.8
Certifications	8.5
Dispatch	8.9
Operators	8.6
Vehicles	9.1
Supervisor/Management	9.1
Safety	9
	9.5

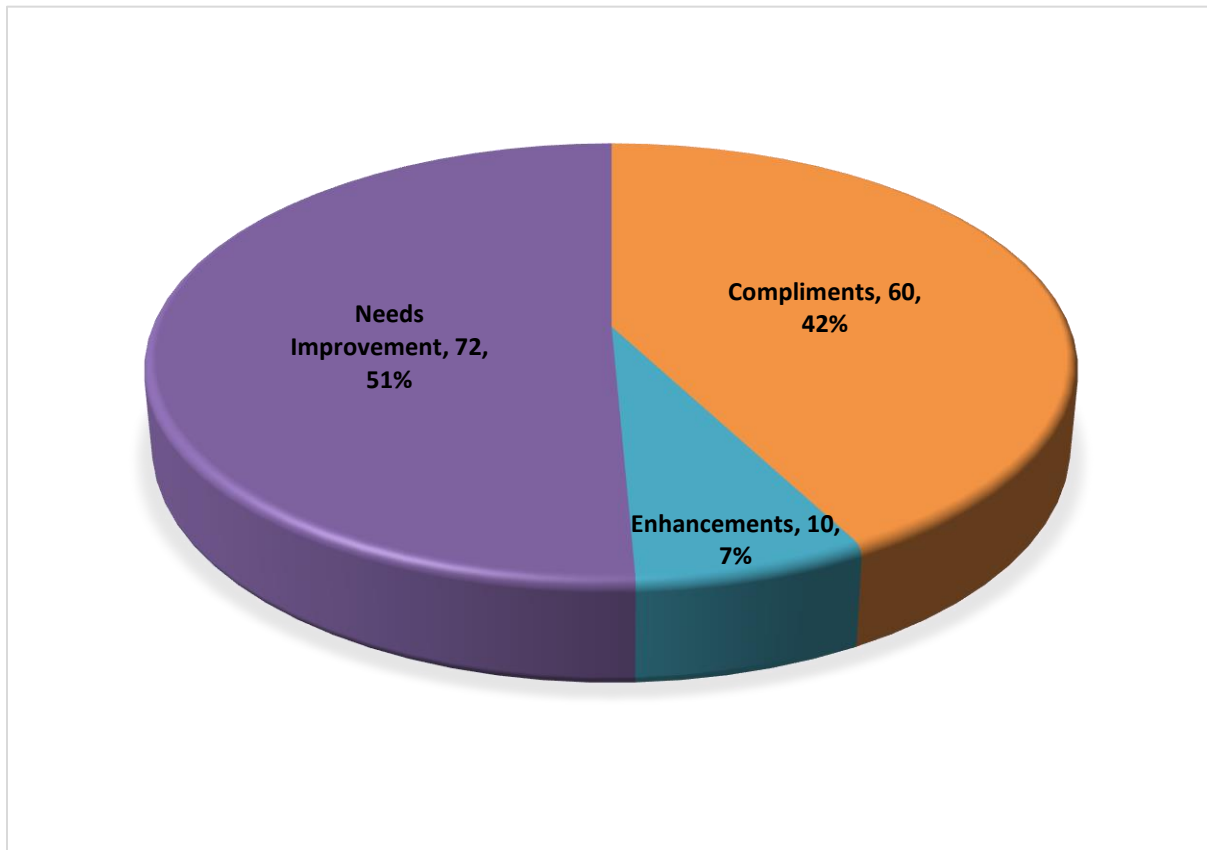
OTP	8.9
Overall	8.6

Overall Satisfaction

Overall, customers who responded were very satisfied with the EZ Riders services and rated it an 8.6 out of 10. The top three categories EZ Rider received a rate of 9 or higher were Vehicles (9.1), Supervisor/Management (9.1) and Safety (9.5).

Customer Comments

Customers submitted 142 comments which can be summarized into three categories: Compliments, Enhancements and Needs Improvement. Customers identified 60 (42%) commendations for the service and staff, 10 (7%) items customers would like to see enhanced or added and 72 (50%) areas that need improvement.



Compliments

Customers complimented the EZ Rider services as follows:

- Overall I am very well satisfied and very appreciative of your fine service.
- Thanks for your service

- Always had excellent and on time service
- Excellent
- Thank You!
- I like the service and think you all are doing a very good service.
- Overall very good service
- No complaints, very much appreciated
- Yes, better, thank you for your good service
- I am very grateful for EZ Rider service
- Good overall service
- I have used service for more than 15 years and am extremely happy with service and staff and drivers
- Always on time
- I am well pleased with this service
- Can't think of a thing to improve, lucky to have EZ Rider
- In time and on time service
- A good company/business
- Thank you for the opportunity to express my gratitude
- Grateful for the service.
- Feel safe, locked in and locked down
- Never has the 20 minute window been violated, I can count on it
- I am in awe with the EZ Rider service all the time, would love to thank them face to face
- Wonderful service overall.
- Customer service I have received has been very satisfying.
- On time performance has been excellent. Some delays are unavoidable as a rule dispatch and drivers do a superb job.
- The service that EZ Rider provides is extremely vital for the wellbeing and inclusion of those with disabilities and age related infirmities. Please continue this valuable service.
- Vehicles are very clean in worst weather conditions
- Vehicles are excellent recent recertification was quick & easy
- Vehicles are ok
- Vehicles are fine as far as I'm concerned
- Vehicles are clean and fresh and usually warm/cool when needed
- Nice vehicles
- Vehicles are clean
- Vehicles can't get any cleaner or more accessible
- Vehicles are clean and seem to be well maintained.
- Operators do very well in tight Chapel Hill road conditions, even at RR tracks
- Drivers are very aware of traffic and surroundings
- Drivers are very nice
- Drivers do a good job

- Operators practice safe driving skills maneuvering cautiously through traffic displaying skill when encountering close parking situations consistently ensuring that passenger's safety restraints are in place.
- Thoroughly enjoy EZ Rider, drivers are super helpful and personal
- I think EZ Rider is a wonderful service! It's a great help to me and drivers are patient and kind. The drivers make me think they care about my welfare.
- Drivers & vehicles make me feel secure
- Operators are listening better and give respect
- Operators generally enjoy what they do and it is reflected in their friendliness and service
- Drivers drive defensively with compassion, no surprises
- Only praise for the operators who are well trained, competent, dedicated, courteous, friendly and familiar with each customers' individual needs and how best to assist them.
- Never had to deal with supervisor(s)/mgmt.
- Drivers are excellent.
- Management is friendly over phone.
- I feel I normally receive great personalized service from supervisor(s)/Mgt
- Supervisor(s)/Mgt I met knew their stuff
- Dispatch always responds helpfully and with courtesy
- Dispatch is on time
- Couldn't ask for more than the excellent service by dispatch
- Dispatch operators make every effort to meet the schedule requests of the customers
- Can't think of anything to outdo the outstanding job by reservations
- The EZ Rider employees taking customer call for reservations are efficient, courteous, and friendly at high volume call times.
- Certification good at letting us know
- The certifying and re-certifying process seems to run smoothly for the most part.

Enhancements

Customers wanted the following enhancements added to the services:

- Make shelters wind resistant
- Ability to set appointments over web
- Accept e-sign for certifications
- Stop arms in front of vehicles
- Dedicated mailbox for supervisors/management
- All forward facing seats would be nice.
- A place to wait/sit outside when dropped off early.
- Courtesy call if more than 15 mins late.
- Same day service
- During waits (phone), a more pleasant music selection, please

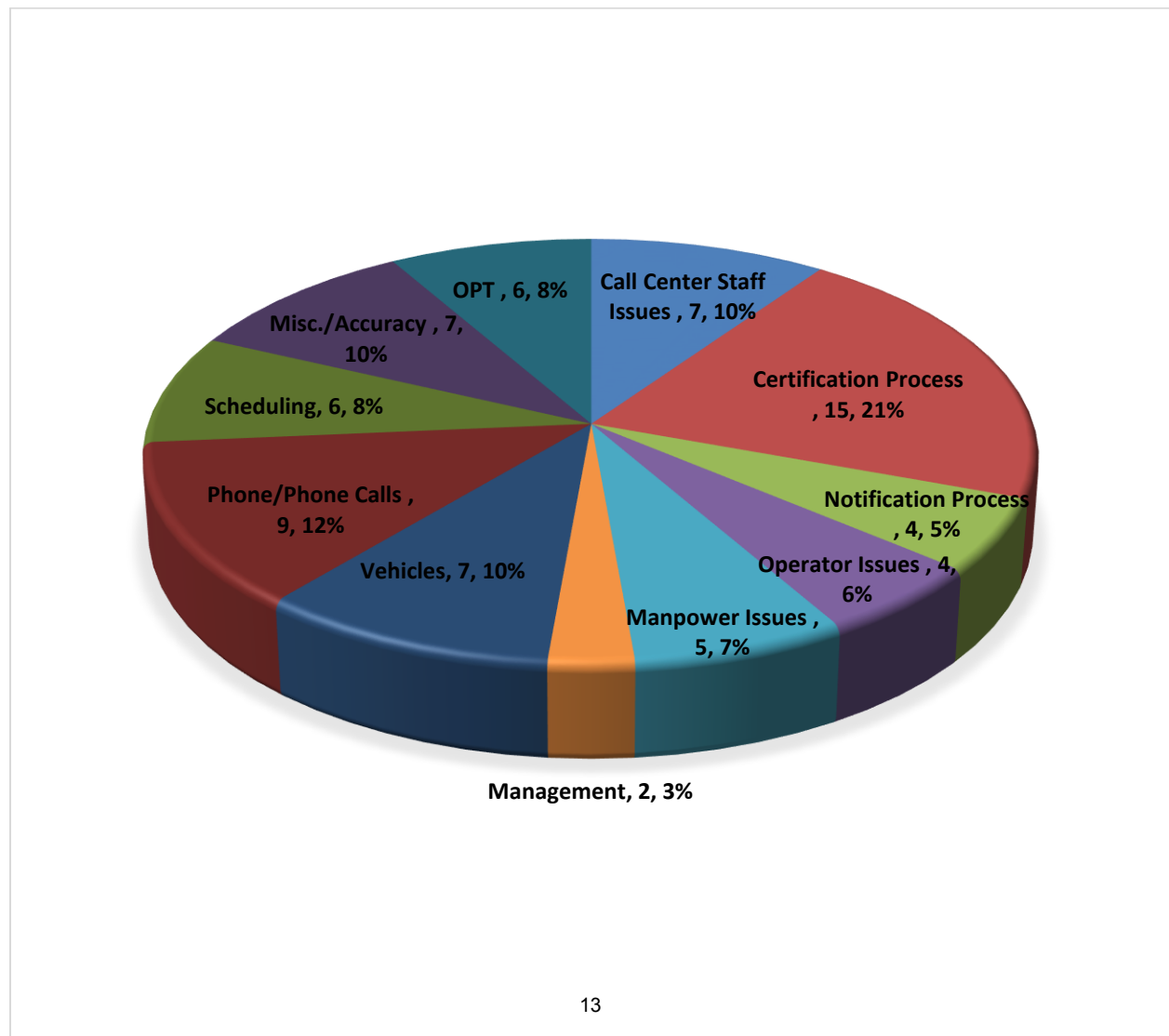
Needs Improvement

In the 'Needs Improvement' category, customers identified eleven (11) common areas:

- Call Center Staff Issues
- Certification Process
- Notification Process
- Operator Issues
- Manpower
- Management
- Vehicle
- Phone/Phone Calls
- Scheduling
- Accuracy/Misc.
- OTP

The certification process was identified as the highest area of concern with 15 (21%) comments, followed by 9 (12%) in issues with the Phone/Phone Call category. Three areas were identified with 7 (10%) comments each - Call Center staff, Accuracy/Misc. and Vehicles.

Customers identified the areas that needed improvement as follows:



Call Center Staff Issues - 7

Seven (10%) comments were submitted regarding the courtesy of the Call Center staff.

- Reservations can communicate better
- More friendly on the phone.
- Female reservationist too abrupt, needs to develop more cordial and patient manner
- Phone operators are mediocre
- People answering phone are rude and abrupt. If they were more patient it would be so nice -I hate to have to talk to them
- More patience by dispatch would be very nice! I sometimes have to ask a question which they think I should know
- Nicer people who answer phones when I call to set up a ride; they need to be more patient, I don't mean to bother them but sometimes I need to repeat a question!

Certification Process – 15

These areas received the highest concern 15 (21%). Customers find the process confusing, redundant and takes too long to complete.

- Certifying was aggravating until I learned what I had to do
- Certification form should be re-done, questions don't make sense
- Took three times to certify
- Certification questions unclear, redundant, and had to be re-done often
- Clearer input on the process. Application kept being returned. Finally a supervisor stepped in to clarify problem.
- The level of medical detail required when answering the questions seem to violate privacy laws. When the doctor says you need it that should be enough.
- Recertify less frequently, or not at all. Can doctors provide a statement?
- Certification process too long and confusing
- Certifications too long and confusing
- Recertifying can be confusing
- Long wait to get the certification papers. It would be nice if they were received more promptly
- Too much certification paperwork, need for input when rider is permanently disabled
- Getting the doctor to send in original after they send fax.
- Questionnaire should be shorter and not ask the same questions over and over again.
- The system needs to be updated at the time a re-certification is approved.

Notification Process – 4

Customers identified 4 (5%) areas for improvement. EZ Rider could notify them regarding service/weather changes and general contact information.

- Post phone numbers & hours available
- Operators inform riders about service days (closings)
- When weather is bad call the rider
- How do I reach dispatch?

Operator Issues – 4

Customers identified 4 (5%) issues with EZ Rider operators.

- Once a driver was really speeding & I reported him
- Drivers don't wait long enough before leaving
- Some drivers just sit and don't offer help on/off
- When tired Operators snap at me because they think my question is not a good one

Manpower Issues – 5

5 (7%) felt more staff was needed to reduce wait times on the phones and for return trips (will calls).

- Need more drivers
- More people to answer phones
- Not having a consistent driver/route makes it hard to plan trips
- Need more drivers?
- It might be helpful to have an additional person receiving requests for reservations to avoid call backs.

Management – 2

2 (3%) were unfamiliar with Management or how to contact them when needed.

- Don't know who the supervisor(s)/managers are, they should be on the buses
- Can't get in touch with Supervisor(s)/Management and rider concerns need to be addressed

Vehicles – 7

7 (10%) felt some vehicles needed attention. EZ Rider currently has seven (7) new vehicles which should address most of the concerns.

- New seatbelts are difficult to use
- Newer less damaged vehicles.
- Some vehicles need a good cleaning
- Vehicles should be more environment friendly
- Reasonable temp setting on vehicles
- Keep vehicles clean

- One or two vehicles have lifts that sometimes must be operated manually.

Phone/Phone Calls – 9

EZ Rider customers had 9 (12%) concerns with the phones, mainly phone calls left on the voicemail were not returned or returned after long wait times.

- Dispatch should always answer phone, its better lately but upsetting when it takes almost an hour to reach a person
- It is difficult to get someone on the phone every time, and felt hurried up making reservations -felt respected just rushed due to call volumes
- Sometimes delays in phone response
- Should not have to wait the whole day for them to get back to you.
- Repeat reservation info
- Dispatch should return calls
- New system requires reservationist to return calls and I have to wait sometimes two hours, and this can repeat
- When call answered service is great, when I leave voicemail I don't get called back
- Over half the time wait for a call back to set a ride

Scheduling – 6

6 (8%) concerns with scheduling trips were submitted from reserving same day trips and shorter/clearer times for 'will call' trips.

- Not having to call a full day ahead of time
- Will same day service ever return?
- Being able to make several reservations for nonrepeating trips on one call.
- A quicker answer to time needed if you miss the beginning ride that you are not cut off from the ride home if you call in and explain why you missed the first ride.
- Getting rides on weekends without having to schedule by Friday had to call 911 for ambulance to go to ER last Saturday, because I couldn't call EZ Rider
- Would prefer the 20 minute window be shorter

Accuracy/Misc. – 7

Customers identified 7 (10%) issues of staff inaccurately giving out information or entering inaccurate/complete information in the computer regarding their trips.

- Will you expand the service area?
- Main issue (due to low vision) is not getting an audible signal before being left
- Sometimes the wrong vehicle is sent
- Only once dispatch had the wrong time, and I had to call to find out when my trip would arrive
- Client's destination requests must be entered accurately

- Change of inaccurate destination entries must be corrected when called in by the driver.
- Over many years there have been delays and in a couple of instances no show of EZ Rider due to no entry in the computer. There have been a few cases of wrong destination entered, a few very long waits

OTP – 6

Customers identified 6 (8%) issues with on time performance mainly with wait times for ‘will calls’.

- Not sure how to improve on time performance.
- Initial pick up is good. Return is slow
- Shorter wait time and not having to wait outside.
- For will calls, dispatch sometimes doesn't know how I got there and it was by EZ Rider
- Pick up time needs work, 2nd pick up is late most days
- More prompt return pick up. Have waited up to an hour. 20 minute window would be great.

Next Steps

- EZ Rider staff will develop an action plan to address key findings and develop training for areas of concern. The results will also be shared with the team developing the Short Range Transit Plan.
- Staff will also survey caregivers or personal assistants of active customers.

5B. Project and Grant Update

Staff Resource: Tim Schwarzauer, Grants Coordinator

Volkswagen Settlement: North Carolina has been allocated \$92 million in Volkswagen Settlement money to reduce air pollution from mobile sources. As designated by Governor Roy Cooper on Nov. 21, 2017, DEQ is developing the plan for North Carolina and is asking the public, tribes, local governments, state agencies, the business community, and public interest groups to weigh in on which of the eligible vehicle and equipment categories they think the state should invest in. Through a Request for Information (RFI), the N.C. Division of Air Quality (DAQ) in the N.C. Department of Environmental Quality (DEQ) sought public input on how the funds should be invested to reduce pollution.

On March 19th, 2018 NCDEQ released the [Draft State Mitigation Plan](#), which proposes to invest the first phase of \$92 million in projects aimed at reducing pollution impacts from diesel emissions. DEQ will take comment on the draft plan through May 3, 2018. The first phase represents roughly 1/3 of the total settlement award for North Carolina. Of the funds available, 20% is set aside for Public Transit related projects, or \$6.1 million statewide. One of the challenges we have shared with DEQ and NCDOT is that the current decree requires the original vehicle to be scrapped if replaced and if repowered the engine must be made inoperable (i.e. boring a hole through the cylinder block) – which is inconsistent with our federal requirements for disposition.

Chapel Hill Transit staff are currently workshoping the most effective and competitive means of applying for these funds when they become available. The DEQ will hold a series of information sessions on the proposed plan to use North Carolina's share of a national settlement with Volkswagen. Staff will be in attendance at the April 17th meeting at the Triangle J Council of Governments in Durham, NC.

ADA Bus Stop Improvements: 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 (ADA) of 1990. 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. We are ready to move into construction on six (6) of the initial nine (9) stops we started with and will release a request for bids when the Right of Entry/Easement Agreements are finalized on the three (3) remaining stops. We have also requested quotes from our consultants to add the following stops to our review:

- Manning Drive at Hibbard Drive
- Manning Drive at Gravely Drive

- South Columbia at Mason Farm Road
- Pittsboro Street at Credit Union
- Martin Luther King Jr Blvd at Ashley Forest
- East Franklin Street at Coffee Shop

Grant Updates:

CMAQ FY17 – we have issued a purchase order for three (3) replacement buses.

5307 FY17 – the Federal Transit Administration has executed a grant amendment for \$833,990.00 to cover the costs associated with preventive maintenance. The funds will be drawn down and placed in the Transit fund balance.

5307 FY18 – the Federal Transit Administration has released 6/12ths of our annual 5307 allotment for FY18. Chapel Hill Transit has requested a split letter from the MPO. Once issued, staff will apply for the available funding. This money represents half of our expected preventive maintenance funds for the FY18. If the FTA releases the remaining 6/12ths at the same rate, then we expect to see a decrease in available funds year over year.

5C. North-South Corridor BRT

Staff Resource: Matt Cecil, Transit Development Manager
Brian Litchfield, Transit Director

Meeting Update

The next Technical Committee meeting will be March 29, 2018 (9am-11am) at the Chapel Hill Public Library, Room 344. The first Policy Committee meeting will be March 29, 2018 (1pm-3pm) at the Chapel Hill Public Library, Room B.

Funding Update

As part of the MPO Board action on February 14, 2018, the Board unanimously directed MPO staff to work with Durham/Orange County, GoTriangle and Chapel Hill Transit/Town of Chapel Hill to identify potential funding options for the non-federal match requirement on the North South BRT project. Staff from the MPO, Town of Chapel Hill and Chapel Hill Transit, GoTriangle and City/County of Durham met on March 12, 2018 to begin the conversation. The following is a summary of the meeting and next steps. We will continue to provide updates as these conversations progress.

Framework

- A short-term total of \$6.4M (to go with the \$6.1M identified in the Orange County Transit Plan), which is 50% of the non-federal requirement, needs to be identified by September 2019 in order to meet FTA requirements to stay in the Small Starts program. Failure to do so could mean removal from the program and starting the entire process over.
- Eventually a total of \$25M needs to be identified as the non-federal match. The deadline to identify those funds is not yet determined.
- The current estimated timeline has Chapel Hill BRT beginning operations in calendar year 2022 (could be FY23). Construction would start in FY21.
- The \$6.4M that need to be identified must be non-federal, FTA regulations state that at least 20% of funding for a small starts project must be non-federal (not just non-CIG). Therefore, CMAQ, STBGDA, TAP, etc. do not qualify.

Action Items

- GoTriangle staff will rerun their model based on new inputs from Chapel Hill Transit to determine if there may be additional funds available to dedicate to Chapel Hill Transit. Chapel Hill Transit will work with and send the parameters to GoTriangle as soon as

possible so that a model run can be completed before this group's next meeting. If funds are identified, it may require an amendment to the Orange County Transit Plan to direct those funds to Chapel Hill Transit.

- GoTriangle staff will perform an analysis of the funding split for D-O LRT to determine how much the split would need to change in order to provide an additional \$6.4M to Orange County to put towards the Chapel Hill BRT. If this solution moves forward, it will require at a minimum an amendment to the Durham County and Orange County transit plans.
- Brian Litchfield will continue discussions with Debbie Collins of the NCDOT Public Transit Division and Julie White Deputy Secretary of NCDOT to determine if there are any potential state funds that could be accessed without going through the SPOT process.
- Aaron Cain of DCHC MPO will contact NCDOT to determine if it is possible to route state maintenance funds that would be used within the Chapel Hill BRT corridor to improvements that would be considered an in-kind contribution to the Chapel Hill BRT (i.e., maintenance funds can be used to restripe bike lanes on an existing road that does not change the roadway width).
- Next meeting is scheduled for April 10 at 1:00 pm, location TBD.

6A. Operations

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

Fixed Route Operations Manager – Maribeth Lewis-Baker

- Perfect Attendance – February 2018 – 54 or 51% of the Fixed Route Operators had perfect attendance for the month
- On time Performance (OTP) – February 2018 – 81%
- Routes performing **80%** and above – on time: CCX (90%), CM (90%), CPX (84%), FCX (85%), Sat FG (86%), HS (85%), J (88%) JFX (90%), Sat JN (87%), N (92%), S (83%), T (82%), U (89%), V (87%)
- Weekend routes have newer employees operating them, which affects OTP while they are gaining more experience
- February Operations/Safety Meetings – Safety Officer Mark Lowry was needed downtown for a protest that was occurring. In his place, Operations Manager Lewis-Baker presented his training on Evacuation and Emergency Preparedness. A new Safety Vest policy and safety vests were issued to all employees.
- On Saturday 2/24/18, the Fixed Route Division held its second Career Day making 10 conditional job offers. We continue to recruit for operator trainees.

Catch us at our Best:

Fixed Route Transit Operator Annie Brown made her last trip for Chapel Hill Transit on February 28, 2018 following 21 years and 3 months of dedicated service to Chapel Hill Transit and the Town of Chapel Hill. Ms. Annie didn't want to make a big deal out of her retirement, so Assistant Operations Manager Joe McMiller and Operations Manager Lewis-Baker surprised her on her last trip to provide great fanfare for her by announcing to her passengers that it was her final trip before retiring. Ms. Annie received well-deserved applause from all of the customers. Then Ms. Annie was made a passenger. While we will most certainly miss her experience and professionalism – we know that she will definitely enjoy not having to wake up early every day to report to work :) It should be noted that we did try to pull out all the stops in an effort to keep Ms. Annie around awhile longer, to include Mr. Litchfield offering to cut her grass this summer - however she declined the offer. We do wish Ms. Annie all the best in her well-deserved retirement!

Safety Officer – Mark Lowry

- Accidents for February

February 2018

TOTAL ACCIDENTS	Feb-17	Feb-18	Year to Date
Fixed Route			
Preventable	2	4	22
Non-Preventable	6	2	15
Demand Response			
Preventable	0	0	3
Non-Preventable	0	0	1
Maintenance			
Preventable	0	0	1
Non-Preventable	0	0	1
		Total YTD	42

Training Coordinator – Katy Luecken

1. Training Classes
 - a. Fixed Route:
 - i. January 8th: Five trainees moved to Independent Driving
 - ii. February 19th: One trainee in Skills Training
 - iii. March 19th: Two trainees in classroom training
 - b. Demand Response:
 - i. January 8th: Two trainees completed training
2. Projects
 - a. Updating procedures
Updating training progression and documentation

Maintenance Manager – Peter Aube

- Maintenance staff completed annual fire extinguisher training
- Seven maintenance Technicians completed 801 A/C certification Training in February

- Five (5) maintenance supervisors completed Supervisor Blitz training
- Demand response ran 33,862 miles in February
- Non-revenue vehicles ran 22,295 miles in February
- Fixed route ran 191,217 miles in February
- Maintenance performed 35 Preventive Maintenance Inspections in February (100% on-time).
- Six (6) Maintenance Employees completed the Month of February with Perfect attendance
- Maintenance performed eleven (11) road calls in February (17,383) miles per road call for fixed route
- Maintenance performed One (1) road calls in February (33,862) miles per road call for demand response
- Maintenance completed (1) one engine overhaul in February

6B. Community Outreach

Staff Resource: Anita Hackney, Community Outreach Manager

Chapel Hill Transit provides transportation services to our community partners throughout the service area. Below are some community events Chapel Hill Transit participated in March.

Orange County Department On Aging (OCDOA) – March 8, 2018, luncheon from 3 p.m. – 5 p.m. at Seymour Center with other community organizations to collaborate and increase support for Spanish-Speaking adults in Orange County as part of the OCDOA Master Aging Plan.

2018 UNC Employee Total Well-Being Expo – March 14, 2018, provided information booth and promotional giveaways at Rams Head Recreation Center from 11 a.m. – 2 p.m.





Attendees complimented Chapel Hill Transit on the great service provided and complimented the following employees: Richard Roberts, Lana Simons and Jermaine Ray.

UNC Student Projects

- Graduate Organization Analysis Project – Assisted 1st year student in MPA program, Jim Hemphill, with an organization analysis project as part of his Organization Theory course.
- Journalism project – Assisted undergraduate student Savannah Perry with video/pictures of buses.

Transit Operator and Maintenance Appreciation Week - March 12-16 – Chapel Hill Transit showed appreciation to the Operators and Maintenance team members during this week as part of the National Transit Driver Appreciation Day #tdad (March 17).

As part of the Appreciation Week, several employees were featured in the 'Employee Spotlight'



In the Spotlight



Larry Gray, Fixed Route Operator for 5 years with Chapel Hill Transit loves his job driving. Why, you may ask? 'This job gives me the opportunity to do something I've never done before' Larry says. 'Not only do you get to meet people from other parts of NC, but also from all over the United States and from other countries.'

Larry says about customer service, 'I try to be nice to everybody I meet, no matter what. I speak and greet them, even if they don't speak to me. I say, 'good morning and good afternoon. It never hurts anyone to be kind to someone else.'

Larry also served in the US Army. Thank you for your service to our country and to Transit!



Monica Richard, Fixed Route Operator has worked with Transit for about 1 year and 3 months moving here from South Carolina where she worked with the public school system in Georgetown County.

Monica likes working at Transit because her work affords her an opportunity to drive a lot of different routes. She currently (and has in the past) drives the Senior Shuttle. She loves driving her 'seasoned customers' because they have a lot of wisdom. She finds if you take the time with them, they really appreciate it. They are funny and offer great wisdom.

What's her practice when serving the customer? 'Always make eye contact and speak to every customer that enters the bus.'



Mike Chandler, (Fixed Route Operator) is very happy driving and meeting different people. He thinks Chapel Hill Transit provides a great service and wishes all communities had the option to have public transportation like Chapel Hill & Carrboro. He's excited to be part of a company that helps people get to and from their destinations.

Mike not only enjoys the variety of customers on the bus but enjoys working with his fellow bus operators. He is often seen around the garage smiling and offering an uplifting word to everyone. In the morning when he reports to work, he turns on positive music in the driver's lobby so he and other operators start their day on a positive note.

Mike's steps for serving his customers: His beliefs first, His customers and Chandler (himself) last. Putting the customer and their needs before yourself helps you stay grounded and provide the best service possible.



Ronnie Stroud, Parts Coordinator has worked for the Maintenance Division for 3 years. When asked, how does he provide customer service for Chapel Hill Transit; he replied, 'I love these guys. I love working with them and they are my customers and I take care of them.'

Ronnie's duties involve ordering almost everything from light bulbs, small parts to engines for the buses to be repaired. 'I order it, the guys fix it. If they need it (parts), I'll get it for them. I get them what they need to do their jobs.'

Ronnie says he really enjoys what he does for Chapel Hill Transit. 'I'm self-taught. I've never done this type of work before, but I've had a great time learning my job and providing a service for Transit and for the Town'.

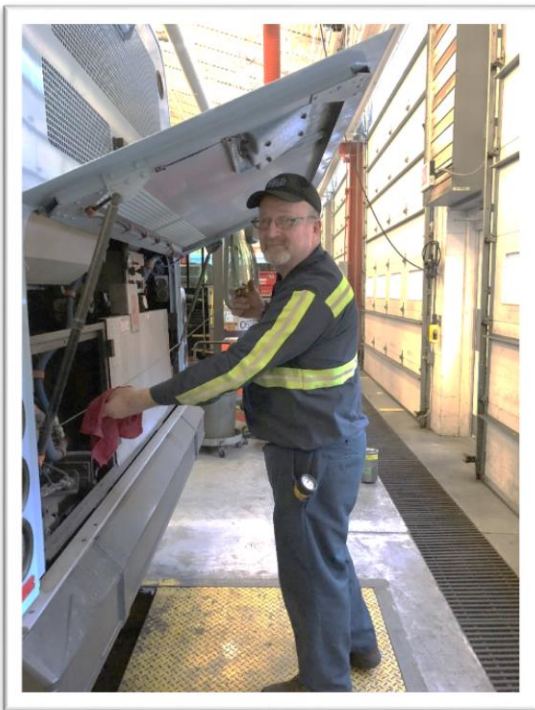
Ronnie is known around the garage for his colorful humor. He not only brings laughter to his fellow maintenance team, but to the operators, dispatchers, supervisors and staff members. He has such an outgoing personality that he and his 'alter ego' assist with role play in the interview process. He is also well known around the office as being a 'great connoisseur' of food.



Stan Norwood, Fixed Route Operator has been driving for Chapel Hill Transit for 29 years. What helps him to do this for so long? Stan says he likes this job because it gets to be outside. 'As a driver, you can see different parts of the Town.' When he goes through the different neighborhoods, he gets a chance to see the beauty of them and he also get ideas about his other hobby – yardwork. (He also enjoys a good fishing trip!).

Stan has seen a lot of changes over the years with Transit and with the Town. 'The Town is a great place to work – great benefits and a pay you can make a career out of.'

What principle does Stan live by to serve the customers? He says, 'All people are different, therefore you have to take each individual as they are. You greet each of them and do your best to provide good service to them.'



Steve Daniels is a Mechanic I and also serves as a Fill In Supervisor.

The Town and Transit are good companies to work for Steve says. He enjoys coming to work, working and having fun with his co-workers in the maintenance shop and especially interacting with the drivers. 'If you talk with the drivers about what's going wrong on their bus, you can learn a whole lot more than you would learn just by looking at the bus.'

He believes in treating everyone nice and if you treat people nice, it will come back to you.

Steve has worked on big trucks and heavy equipment for 20 years but says these buses are different than anything he's ever worked on before.

He treats the buses like they were his own and believes if you take care of them like you would take care of your own vehicle, then they will work better when they're on the streets. That's how he provides great service to our customers!



Tasha Harrington, Demand-Response Operator has worked for Chapel Hill Transit for 11 years and started out as a Fixed Route operator. She enjoys working for Chapel Hill Transit and thinks it's a great job with great benefits.

Tasha says, one of the perks of her job is getting to know all the customers who ride EZ Rider. With this service, you get real close to the customers who ride. You're helping them in and out of the vehicle, helping them with their groceries and having real good conversations with them. The only bad part about it is when a customer passes away. You get real attached to them.

Tasha always lives by 'treating others as she likes to be treated'. That way you give great service each and every day! Tasha is a native Chapel Hillian, loves music and the oldest sibling of four brothers.



As part of the appreciation, a special awards ceremony was held on Friday, March 16 for the Maintenance Division in recognition of 515 days without a preventable vehicle accident.



EZ Rider Appreciation Notes

During Operator & Maintenance Appreciation Week, EZ Rider staff received 30 handwriting notes of appreciation. See the comments below:

- **Joe Butler** -He is naturally friendly, helpful and interesting to chat with if there aren't other riding. He has a great attitude.
- **Marvin McGee** – He works in the office, but is very alert and happy, kind and helpful attitude if driving. He assist us with our reservations.
- I would thank Marvin for picking me up he always has smile on his face and very friendly. I always tell him thank you, when he drops me off.
- **Justin Graves** – He really assists us, helpful and takes good care of all the riders. I have seen getting on and off.
- Always a job well done, special acknowledgement to driver Justin. Thank You Judy A. Roberts 03/08/18
- Drivers are very helpful, courteous and friendly. I really appreciate the good service. **Justin** did me a big favor by returning my man purse to my home that I forgot on the bus. Louis Giordano
- **Brandi Hunter**– Deals with any issues that came up. Always on time, friendly and smart.
- I love the service, the drivers are safe. Professional and friendly, never had anything bad with drivers.
- Drivers are competent, very helpful, always in safe hands. (EZ Rider's operators rock)
- All of the drivers that I have been with are always so polite and nice. I truly appreciate all that they do for everyone including myself. Thank You for making my trips a pleasant ride. BRAVO
- Happy appreciation week. I want to thank the drivers for picking me up and taking me to my job at St Joseph's Church and back home. One thing I am so glad to be able to have that ride here in this town for if it weren't for you all I would have to sit at home. I also like to thank all the drivers for being so good and kind they make me feel good every one of them. I thank them so much for being so nice and kind it make me glad just to see them every day. Thank You. Katherine F. Council
- I am very happy with all the EZ drivers. They are kind and very tuned in with the customers. I have no bad stuff to say about them. If I had to rate them 1-10 , I would give them a 10.

- You're very nice and good Job! You all are the nicest people in the world! 😊 Thank You! Donnie
- I really love the drivers for the most part. They are cordial, helpful and patient! I for one, am very appreciative of them! The best to all of them! What do I care about when I ride EZ Rider?
 - 1) Prompt Help – The driver shows up with in 5 min. of scheduled time or within the window of time for scheduled trips.
 - 2) Flexibility – The driver can exercise discretion in making the interior of the van warm or cooler.
 - 3) Friendliness – The driver makes an effort to engage riders in brief exchanges of information which makes for a more pleasant ride.
 - 4) Courtesy – Driver offers to assist riders with stairs, etc.....
 - 5) Helpfulness – Driver shows a willingness to call dispatch to help find a ride for someone not on their schedule.

Today and any day I ride with him **Samuel Jackson**, he has exhibited all of the above qualities. Signed: Dollie Hinch

- All bus drivers are professional and friendly. **Mark Rodgers** in dispatch is very good.
- I appreciate the service. Well Done! It get me to work. Thank All to EZ Rider workers May God Keep all of You Safe through this year. God Bless Eleanor McKoy
- I THANK YOU ALL – You make my “Trips” easy – sometimes more than once each week. Also “HAT OFF” To dispatch /reservations – you do an awesome Job 😊
- I appreciate the care and concern that the EZ Drivers give to me. They are all very helpful. I recommend **Marvin, Joe, Tony** and **Derrick**. They go out of their way to help the riders.
- Thank You, Thank You, Thank You to all the drivers who make sure they find you at a pick up and wait while you get to the bus-Bus records know who they are!!! (Few No Shows)
- I appreciate all the efforts of the drivers and dispatching agents of the EZ Rider Transit system in making their services invaluable to all of us using the system. Excellent Jobs. Robert Watrall
- All of the drivers are great people and everyone is very nice to the Snipes Family. **Tony Combs** is the one that picks up the most, he is very respectable to Mary Snipes. We thank all of the drivers especially Tony. Thanks Everyone!!! The Snipes Family
- All operators have been wonderful to Sally and I for over 10 years. EZ Rider is our lifeline for medical appointments, shopping and just getting out of our homes. With all our Medical problems EZ Rider gives Sally and I a quality of life we could never have without

the help of all of your Drivers - a rating of 99 out of 100. We hope they all have an understanding of how grateful we are to them even the Carolina Fans. Horace Lambert and Sally White

- This is to say “Thank You “to the drivers of EZ Rider. I have been using EZ Rider for a years and have been very happy with the service. All the drivers I have had the pleasure of riding with, have been very polite, kind and appreciate all they do for us. Thank you and keep up the good work. Sincerely Aysha Mohamed
- We appreciate for their job well done, they are all kind, friendly and helpful from the reservation, dispatcher and drivers all are so kind and friendly good service. God Bless You All. Mr. and Mrs. Florante Olesco
- Thank you so much for your outstanding service. I sincerely appreciate all of your assistance. James M. Williams
- The EZ Rider staff is very nice and comes on time. I’m very thankful.
- Excellent service! All operators are very thoroughly pleasant. Pickups are usually/nearly always very prompt and on time. Thank you all Foster Crook
- Hats off to the EZ Rider Transit System. I’ve been riding the EZ Rider quite a few years and I’ve never met a nicer group of people. I can’t name names as I do not want to leave anyone out. I really do appreciate the service and the employees who get me where I need to go. I never seen any driver be rude to passengers. They are respectful, kind and helpful ALWAYS. It’s not easy dealing with the public but they are a special breed and do a wonderful job. Keep up the good work. L. Perry
- It is amazing that you have assembled a wonderful group of talented and caring people together to operate the EZ Rider division of Chapel Hill Transit. They sow seeds of love and kindness to their clients, that go the extra mile, that can’t be found in the confines of a job description. The staff and drivers contribute to the quality of life that people in an gaining population and a more isolated lifestyle have due to death and disability in their life. Yes, safety and driving skills are good part of the service they provide and these skills are appreciated. Equally important are the shared preferences that are remembered, the jokes and day to day funny things that happen and can lighten the heart. Thank you. Love you for being there. Mary Ann Miles
- From my first day riding the Transit Bus, it was a smooth ride. I didn’t know the drivers had to secure you down and make sure that you don’t slide all over the place. They do such a good job with the seat belts too. All of this if you’re in a wheelchair of course. I would like to say to all of y’all thank you. Thank you. I mean it from my heart. God Almighty. Thank you. I appreciate y’all for taking time with me. For getting me where I need to go. Most of all, for having conversation with me. It shows me that someone else cares too. Thank y’all again. Much love Operators and drivers. Freddy Cotton



Upcoming Community Events

UNC Undergraduate Admissions Office

- March 24, 2018 – Shuttle service for about 550 customers from Friday Center to UNC campus.

Chapel Hill Peoples Academy – Town of Chapel Hill

- March 29, 2018 – Kickoff event for the Town of Chapel Hill at the Hargraves Center. Five (5) week class for an opportunity to learn, connect and lead community organizations and improve civic understanding of Town services.

Smith Middle School – Chapel Hill-Carrboro City Schools

- April 4, 2018 – Transport 70 customers from Smith Middle to Downtown Franklin Street for 17 year exchange program whereby French-speaking students from Belgium stay with American host families.

Carrboro Open Streets 2018 – Town of Carrboro

- April 8, 2018 – Provide bus, information and bike demonstrations from 12 p.m. – 4 p.m.

Touch-A-Truck

- April 15, 2018 – Collaboration between Boy Scouts Troop 39 and UNC Children’s Hospital. Provide bus for demonstrations and opportunity for youth to explore bus.

Annual Bike and Bus Workshops – GoChapel Hill

- May 12, 2018 – Provide 2 buses for bike demonstrations at the Farmer’s Market at University Place and Carrboro Town Commons from 9 a.m. – 12 p.m.

Customer Feedback Summary – In the process of gathering data regarding customer feedback from February 2017 – January 2018 for the upcoming April Partners meeting.

6C. Director

Staff Resource: Brian Litchfield, Transit Director

- The Director's Report will be provided at the meeting on March 27, 2018.



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**CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
 FUTURE MEETING ITEMS
 MARCH 27, 2018**

May 1, 2018	
Action Items	Informational Items
FY2018-2019 Budget	Annual Customer Service Update Short Range Transit Plan
May 29, 2018	
Action Items	Informational Items
North South BRT-Durham Tech Extension Short Range Transit Plan	FY 2018-2019 Budget
June 26, 2018	
Actions Items	Informational Items
	FY 2018-2019 Budget

<u>Key Meetings/Dates</u>
MPO Board-April 11, 2018, 9-11AM Committee Room, Durham City Hall
TCC Meeting – March 28, 2018, 9-11AM Committee Room, Durham City Hall
APTA Bus & Paratransit Conference – May 6-9, 2018, Tampa Marriott Waterside, Tampa, FL
State Bus Rodeo – April 20-22, 2018, Wilmington, NC
NCPTA Annual Conference – April 23-25, 2018, Embassy Suites Wilmington Riverfront, Wilmington, NC