



CHAPEL HILL TRANSIT
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CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
NOTICE OF COMMITTEE MEETING AND AGENDA
MAY 26, 2019 – 11:00 A.M. to 1:00 P.M. (VIRTUAL MEETING)
CHAPEL HILL TRANSIT – SECOND FLOOR CONFERENCE ROOM

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9. Adjourn	

MEETING SUMMARY OF A VIRTUAL MEETING OF THE PUBLIC TRANSIT COMMITTEE**April 28, 2020 at 11:00 AM**

Present: Michael Parker, Chapel Hill Town Council
Amy Ryan, Chapel Hill Town Council
Ranee Haven-O'Donnell, Carrboro Town Council
Anne-Marie Vanaman, Town of Carrboro Management Specialist
Cheryl Stout, UNC Transportation & Parking
Damon Seils, Carrboro Town Council
Cha'seem Anderson, UNC Associate Director of Transportation Planning

Absent: Hongbin Yu, Chapel Hill Town Council, Nathan Knuffman, UNC Vice Chancellor of Finance and Operations

Staff present: Brian Litchfield, Transit Director, Rick Shreve, Budget Manager, Nick Pittman, Transit Planning Manager, Tim Schwarzauer, Grants Coordinator, Matt Cecil, Transit Development Manager, Flo Miller, Deputy Town Manager, Amy Harvey, Town of Chapel Hill Deputy Town Clerk, Matt Brinkley, Town of Chapel Hill Assistant Manager of Business Management, Scott Clark, Town of Chapel Hill Executive Director & CIO of Technology Solutions

Guests: Kevin Bauman, Dan Meyers and Melissa Hilbert from Kimley Horn, Julia Suprock, Jeff Koontz and Drew Joyner from AECOM

1. The Meeting Summary of February 25, 2020 was received and approved.
2. **Employee Recognition** –
3. **Consent Items**
 - A. March Financial Report – Rick reviewed this report.
4. **Discussion Items**
 - A. COVID-19 Response Update – Brian reviewed the response for the Partners and he expressed appreciation for the Team response. He reviewed the coordination effort, safety efforts and communications as well as the appreciation efforts for staff. He then reviewed the challenges – including physical and mental wellbeing of employees, employee financial stressors, the duration of the pandemic, etc. The Electric buses have been delayed as are the Nextbus repairs and bus shelter deliveries. There is also a hiring freeze in place at this time. He also described the fiscal impacts of the pandemic. There was good news – we have taken delivery of some new vehicles, needed repairs are getting done, fuel prices are lower and he talked about the CARES Act.

Staff is continuing to talk about and plan for the fall and a possible second wave of the COVID-19 virus. The Partners asked for an analysis of data re normal ridership and ridership with social distancing in place for the reopening of service.

- B. FY 2020-21 Chapel Hill Transit Budget and Service Scenarios** – Brian reviewed and summarized some scenarios and recommended implementation of the Short Range Transit Plan in some form in August. He asked for feedback on the scenarios and the SRTP and what Transit should be planning for and working towards. Currently some on-demand service is running. In the scenarios presented some level of on-demand service would be needed and that service could resemble the Senior Shuttle. It was felt that any plans should be driven off of the SRTP. Information will be gathered on Best Practices on how Transit systems will be dealing with situations like this in the future. Staff will talk more specifics at the May Partners meeting.

FY 2020-21 CHT Budget – The budget item was reviewed. The SRTP is not included in the new Budget. Partners will see adjustments to their contributions. Staff is considering saving the SMAP and CARES Act funds for Capital needs. The Partners would like to know the impacts to revenues for the new budget. Brian reported that SMAP and Orange County Transit Plan funds could be reduced.

- C. North South Corridor Bus Rapid Transit (BRT)** – Matt Cecil introduced Kevin Baumann. Mr. Baumann reviewed the recommendations for BRT. Matt reviewed the recommendation for downtown which is a full construct and the DOT agrees with this plan. The advantage of a full convert is that it increases travel times for buses and a partial convert may cause confusion for drivers because of a lack of lane consistency. The difference in cost is marginal between the full and partial construct. Staff will provide the cost to the Partners. The Partners noted that use of these bus lanes for high volume events on nights and weekends is important and asked if that would be possible and how it would work. Would it cause problems with drivers using those lanes during restricted times? Staff will look at this issue. Partners gave a general consensus for the Full Convert for downtown.

5. **Information Items**

- A. Project and Grant Update – Provided for the Partners information.

6. **Departmental Monthly Reports**

7. **Future Meeting Items**

8. **Next Meeting** – May 26, 2020 at Chapel Hill Transit – Transit Training Room

9. Adjourn

The Partners set a next meeting date for May 26, 2020

3A. April Financial Report

Prepared by: Rick Shreve

April 2020

- Expenses for the month of April were \$1,837,946. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 79.17% 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).

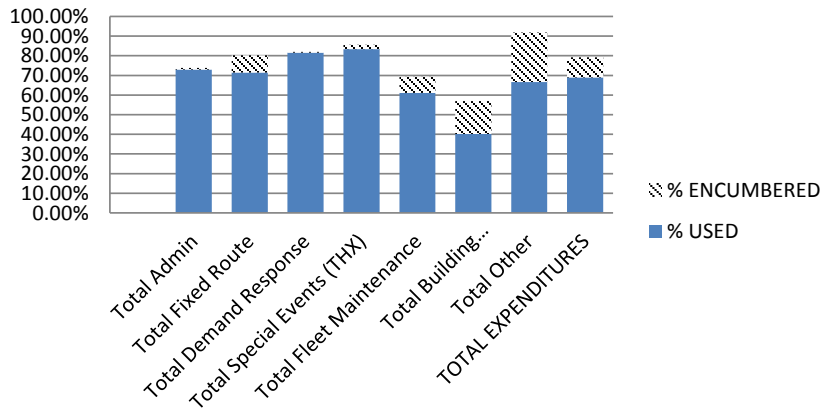
Highlights

- This aggregation of expenses and encumbrances for the first ten months of the fiscal year is consistent with years past, and is perfectly in line with what we would expect at this point in the year.
- The attached data exhibits the financial information by division within CHT, and should be a useful tool in monitoring our patterns as the year progresses, and is a high-level representation of the data used by our division heads.
 - It is worth noting that the “Special Events” line is mostly comprised of Tar Heel Express expenses, and the line labeled “Other” is comprised primarily of special grant-funded expense lines that are not permanent fixtures in the division budgets.

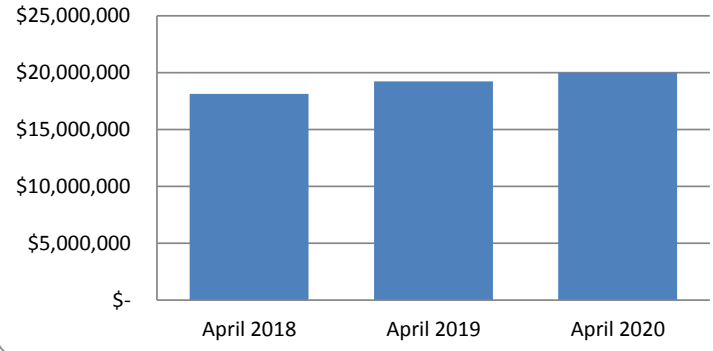
Transit 640 Fund Budget to Actual at end of April 2020

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL MONTH EXPENSES	ACTUAL YTD EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED April = 83.33%
Total Admin	1,925,656	1,975,511	121,204	1,442,988	16,344	516,179	73.87%
Total Fixed Route	12,313,207	13,142,215	679,000	9,384,876	1,147,201	2,610,138	80.14%
Total Demand Response	2,310,518	2,723,021	375,797	2,220,323	11,116	491,583	81.95%
Total Special Events (THX)	340,605	395,105	8,128	329,526	8,452	57,127	85.54%
Total Fleet Maintenance	4,788,402	4,902,516	238,398	2,996,075	396,655	1,509,786	69.20%
Total Building Maintenance	920,005	1,074,752	28,991	431,505	180,005	463,242	56.90%
Total Other	2,194,098	4,807,612	386,428	3,199,771	1,210,702	397,139	91.74%
TOTAL EXPENDITURES	\$ 24,792,491	\$ 29,020,732	\$ 1,837,946	\$ 20,005,065	\$ 2,970,474	\$ 6,045,194	79.17%

CHT April 2020 YTD Expenses as % of Budget



CHT Total YTD Expenses - Previous Years Comparison



3B. Chapel Hill Transit Holiday Schedule for Calendar Years 2020-21

Action: Receive information provided by staff and adopt holiday schedule for publication.

Staff Resource: Nick Pittman, Transit Planning Manager
 Matt Cecil, Transit Development Manager

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. Staff will advise the Partners if any adjustments are necessary following adoption. The following holidays and schedules will be observed by Chapel Hill Transit for 2020-21:

2020 Holiday Schedule:

- Day before Independence Day – Friday, July 3 – Saturday Routes (No U, NU and Safe Rides) and EZ Rider: 8:15a.m. – 6:52p.m.
- Independence Day – Saturday, July 4 – No service
- Labor Day – Monday, September 7 – No service
- Thanksgiving Day – Thursday, November 26 – No Service
- Day after Thanksgiving – Friday, November 27 – Sunday Routes (No U, NU and Safe Rides) and EZ Rider: 8:15a.m. – 6:52p.m.

Winter Break December 12, 2020 – January 3, 2021: Weekday NU will not operate, Safe Rides and the Saturday/Sunday U and NU routes will not operate.

- Christmas Eve – Thursday, December 24 – Sunday Routes (No U, NU and Safe Rides)
- Christmas Day – Friday, December 25 – No Service
- Day after Christmas – Saturday, December 26 – Saturday Routes (No U, NU and Safe Rides)
- New Year's Eve – Thursday, December 31 – (Holiday) Sunday Routes (No U, NU and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate

2021 Holiday Schedule:

- New Year's Day – Friday, January 1– No Service
- Martin Luther King, Jr. Day – Monday, January 18 – Sunday Routes (No U and NU) and EZ Rider: 8:15 a.m. – 6:52 p.m.

- Good Friday - Friday, April 2 – Sunday Routes (No U, NU and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate
- Memorial Day - Monday, May 31 – No service

Notes:

- Sunday Routes: A, CM, CW, D, J, N and NS.
- Tar Heel Express will be added as schedules are finalized.

Recommendation

- Partners receive the information provided and adopt holiday schedule for publication.

DISCUSSION ITEM

May 26, 2020

4A. Chapel Hill Transit Public Transit Committee Future Meeting Schedule

Action: 1. Approve schedule as presented.

Staff Resource: Brian Litchfield, Director

- During the May 18, 2019 meeting, the Public Transit Committee (Partners) adopted a meeting schedule through June 2020 (generally the fourth Tuesday of each month, unless otherwise noted). Staff is recommending the adoption of a similar schedule through June 2021. If approved the schedule will be posted on the Partners' webpage and the Town's meeting calendar.

Chapel Hill Transit Public Transit Committee Meeting Schedule		
Date	Time	Location
July 2020	No Meeting	CHT - 1st Floor Conference Room
August 25, 2020	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
September 22, 2020	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
October 27, 2020	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
November 17, 2020	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
December 2020	No Meeting	CHT - 1st Floor Conference Room
January 26, 2021	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
February 23, 2021	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
March 23, 2021	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
April 27, 2021	11:00 A.M. – 1:00 PM	CHT - 1st Floor Conference Room
May 25, 2021	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
June 22, 2021	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room

Recommendation

- Staff recommends approval of the schedule through June 22, 2021, as presented, with guidance from the Partners on the November meeting date.

4B. FY 2020-21 Chapel Hill Transit Budget Update

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

Staff Resource: Nick Pittman, Transit Planning Manager
Rick Shreve, Senior Management Analyst
Brian Litchfield, Director

Overview

The Chapel Hill Town Manager submitted his Recommended Budget to Council on May 21, 2020 (<https://chapelhill.legistar.com/LegislationDetail.aspx?ID=4538865&GUID=5127BB5D-342A-44C2-8356-FBE17EAAE677&Options=&Search=>). The budget will be considered for adoption at the June 24, 2020 Council Meeting and includes the following:

<u>Approx. Total Share per partner</u>	<u>FY20-21 Contribution</u>	<u>FY19-20 Contribution</u>
Chapel Hill	5,543,494	5,394,149
UNC	8,393,248	8,719,868
Carrboro	1,872,008	1,821,575
Total Local Funding	15,808,750	15,935,591

Note that budget reflects:

- Service improvements identified in Short Range Transit, including reductions to 100% funded hours.
- Final adjustments to major expense categories including health insurance and fuel (reduction due to fuel contracts)
- A reduction in projected SMAP funds due to NCDOT fiscal challenges.
- \$250,000 for capital, beyond the debt-financing payment.

Note that the budget does not reflect:

- CARES Act funds that can be used for capital and operating expenses.
- Increases to 100% routes that may occur after August.

Next Steps

- May 27, 2020 – Chapel Hill Council Work Session (if needed)
- June 3, 2020 – Chapel Hill Council Work Session (if needed)
- June 10, 2020 – Chapel Hill Council Public Hearing
- June 23, 2020 – Transit Partners Committee Meeting
- June 24, 2020 – Chapel Hill Council Consideration of Budget Adoption

Recommendation

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

5A. August Service Improvements

Staff Resource: Nick Pittman, Transit Planning Manager

Background

During the April 28, 2020, Transit Partners Committee Meeting, staff presented the Committee with several potential service plans. The Partners Committee confirmed their interest in moving forward with the implementation of the adopted Short Range Transit Plan in August of 2020, with the understanding that the COVID-19 pandemic may have impacts on service levels. On June 1, 2020, Chapel Hill Transit will start to slowly reintroduce weekday service, with physical distancing requirements in place, on the following routes: CM, D, G, J, NS, RU, S, U and 420 (4:45 a.m. 8 p.m.). EZ-Rider will also operate from 5 a.m. to 8 p.m.

August Potential Service Scenarios

Using the same assumptions that were presented during the April 28, 2020 meeting, and with the understanding that the University plans to return students to campus and classes are scheduled to start on August 10, 2020, staff has developed service scenarios for the Transit Partners consideration.

Assumptions: As there are no reliable predictions about the course of the duration of this pandemic, our working assumptions include: 1 – plan for the worst and hope for the best, 2 – a vaccine isn't available until early 2021 and physical distancing, masks, etc. will likely be necessary until that time, 3 – socio-economic damage will likely be significant and while impacts are not yet known the challenges of the Great Recession could provide some insight, 4 – there will be significant pressure to return to reopen communities and restart transit services, 5 – a recovery is likely to be slow and see peaks and valleys.

Note: Should Social Distancing still be required under any scenario (e.g. Implement a plan allowing only 10 customers on each bus), we would need to add additional buses at times where customer volumes would exceed 10 customers while also having spare buses available as needed. This would also inform our thinking about running a limited number of routes, instead of all routes, for some period of time.

Possible scenarios:

- **Scenario A:** Implement reduced Short Range Transit Plan service recommendations on August 3, 2020.
 - Reduced Weekday Service: A, CM, CW, D, FCX, J, HS, NS, NU, RU, S, U, Senior Shuttle and Demand Response.
 - Weekend Service: A, CM, CW, D, J, NS, NU, U and Demand Response - No U or Safe Ride Routes).

- **Scenario B:** Implement full Short Range Transit Plan service recommendations on August 3, 2020 (not possible with physical distancing).
 - Weekday Service: A, B, CCX, CL, CM, CW, D, F, FCX, G, HS, J, JFX, N, NS, NU, RU, S, T, U, Senior Shuttle and Demand Response.
 - Weekend Service: A, CM, CW, D, J, NS, NU, U and Demand Response.
- **Scenario C:** Implement Weekday and Saturday Short Range Transit Plan service recommendations without Sunday service (not possible with physical distancing).
 - Weekday Service: A, B, CCX, CL, CM, CW, D, F, FCX, G, HS, J, JFX, N, NS, NU, RU, S, T, U, Senior Shuttle and Demand Response.
 - Saturday Service: A, CM, CW, D, J, NS, NU, U and Demand Response.
 - Sunday Service: start date to be determined.

Next Steps

- Service decision at June 23, 2020, Partners Committee Meeting.
- Service Communications:
 - We have shared the following with customers and the public - we will continue to move forward with service improvements this August, including introducing new Saturday and Sunday routes and creating more reliable schedules for many of our routes - we will continue to share more as details become more clear and public health guidance is updated.
 - We will continue to share information with customers and public, including website, social media, Town/Partner communications. We are tentatively planning a celebration around Sunday service – first time in 40 years that we have had community wide Sunday service in Chapel Hill and Carrboro.
 - Starting June 8, 2020, we will begin posting park and ride closure (Carrboro Plaza) and stop closure notices (40) for August.
 - Starting June 8, 2020, we will begin installing new stops related to August service improvements.
- Maps and Schedules:
 - Carrboro Creative is working on updating the system maps and schedules.
 - We are finalizing a printing schedule that will have maps and schedules delivered by the last week in July.
 - Schedules and Maps have been sent to NextBus for updates, although it may take several weeks for predictions to work due to the new routes. Note that Google maps and other apps may not be updated in August as we do not control the updates for these services.

5B. North South Corridor Bus Rapid Transit (NSBRT)

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

Overview

Staff and the consultant team presented the updated Locally Preferred Alternative (LPA) adopted by the Transit Partners to the Chapel Hill Town Council at their May 13, 2020 Work Session: <https://www.townofchapelhill.org/Home/Components/Calendar/Event/17542/113>

The LPA will be presented to the Chapel Hill Town Council on June 10, 2020 for consideration of adoption:

<https://www.townofchapelhill.org/Home/Components/Calendar/Event/17546/113?curm=6¤cy=2020>

The LPA, based on the results and findings of the traffic study, and the input from NCDOT representatives and Technical/Policy Committees is as follows (yellow indicates changes from the initial adopted LPA):

- BRT in Mixed Traffic on Eubanks Road
- Eubanks to Weaver Dairy Road
 - Construct dedicated curb lane
- Weaver Dairy Road to Westminster Drive
 - Convert dedicated curb lane
- Westminster Drive to Umstead Road/Hillsborough Street
 - Construct dedicated curb lane
- Umstead Road/Hillsborough Street to North Street
 - Convert dedicated curb lane
- Convert dedicated curb from North Street to Manning Drive
- Operate in Mixed Traffic along Manning Drive to Hwy 54/15-501 interchange
- Construct dedicated curb lane from Hwy 54/15-501 to Southern Village

Next Steps

- Evaluate project staffing needs to complete NEPA and 30% design
- Environmental Review – NEPA
- Finalize 30% Design
- Evaluate Small Starts information to improve rating for August/September 2020 FTA evaluation request

5C. Project Updates

Staff Resource: Tim Schwarzauer, Grants Compliance Manager
Matt Cecil, Transit Development Manager

Solar Real Time Signs: Chapel Hill Transit received a grant award to purchase and install solar powered realtime bus information signs (picture below) at 25 existing stops.



Staff has identified the first 10 stops for the signs to be installed and are working with the contractor to determine an appropriate timeline for installation:

- Martin Luther King Jr. Blvd at Chapel View
- Jones Ferry Road at Collins Crossing
- Martin Luther King Jr. Blvd. at Airport Gardens Apartments
- NC 54E at Carrboro Plaza (ABC Store)
- NC 54E at Westbrook
- NC 54E at Kingswood
- Seymour Center at Homestead Road
- Merritt Mill Road at Manley Estates
- Smith Level Road at BPW Club
- Weaver Street at Carrboro Century Center

The criteria that is being taken into consideration for real time sign installation include ridership, proximity to Town/Community facilities, number of routes served, Title VI considerations and no existing NextBus sign. Ridership is being broken out into different jurisdictions, for example separating campus stops from Chapel Hill and Carrboro stops, to ensure that exceedingly high ridership stops don't overshadow other locations that may be better suited for the signs. Staff will continue to identify locations for installation and provide updates to the Transit Partners.

Bus Stop Improvements: Infrastructure improvements have been completed at the following bus stops to bring each stop up to ADA requirements (funded through Orange County Transit Plan and Grant Funds):

- South Columbia Street at Mason Farm Road – Concrete curb repairs.
- South Columbia Street at Westwood Drive – Concrete curb repairs.
- South Columbia Street at Abernathy Hall – Concrete curb repairs and sidewalk extension.
- South Columbia Street at Purefoy Road - Concrete curb repairs and shelter pad.
- Martin Luther King Jr. Blvd at Adelaide Apartments - Concrete curb repairs, retaining wall, sidewalk extension and shelter pad.
- Willow Drive at Estes Drive - Concrete curb repairs, retaining wall, sidewalk extension and shelter pad.
- Franklin Hotel - new shelter, including solar powered LED lighting.
- Martin Luther King Jr. Blvd at Timber Hollow – new shelter pad, regrading and sidewalk extension.
- South Road at Fetzer Gym – new pad and ADA access (shelters will be replaced)
- E. Franklin Street at Morehead Planetarium – new pad and curb repairs.
- Martin Luther King Jr. Blvd at Ashley Forest – sidewalk extensions, stormwater and shelter pad.



Shelters will be installed at many of these locations as our vendors return from COVID related shutdowns.

Bus Stop Assessments: the following stops are currently under surveying and review/design (funded through Orange County Transit Plan and Grant Funds):

- Martin Luther King Jr. Blvd at Longview Drive
- Martin Luther King Jr Blvd at Barclay Drive
- Cameron Avenue at Swain Hall
- Pittsboro Street at University Place
- Manning Drive at Hinton James

- E. Franklin Street at Varsity Theater
- Umstead Road at Bolinwoods
- W. Franklin Street at Chapel Hill News
- Raleigh Street at Lewis Hall
- Estes at 15/501
- Hwy 54 Bypass at ABC Store
- 15-501 at Bennett

Carrboro Bus Stop/Shelter Review: Staff and Town of Carrboro have been working together to transition the shelters at stops in Carrboro into Transit's bus shelter program. Ramey Kemp has completed a basic ADA assessment of all 147 stops within Carrboro. There are currently 27 shelters at 25 different bus stop locations in Carrboro (21 of the shelters are wooden of different sizes and six are standard Chapel Hill Transit shelters). For the 21 locations with wooden shelters:

- Carrboro is purchasing new shelters for five (5) of the existing locations which will bring the locations up to ADA standards.
- Carrboro is making repairs to four (4) of the existing locations to bring these locations up to ADA standards.
- Chapel Hill Transit will be conducting full site reviews at 12 of the existing locations. These shelters are in reasonable condition and will be included in the Chapel Hill Transit inventory for potential replacements and upgrades as funding is available:
 - Carrboro Plaza Park and Ride
 - Jones Ferry Park and Ride
 - Old Fayetteville Road at Poplar Place Apartments
 - Culbreth Road at Covenant Place
 - Estes Park Apartments
 - NC 54 East at Canterbury
 - NC54 East at Westbrook
 - NC54 East at Dominion Ramsgate
 - W. Main Street at Town Hall
 - W. Main Street at Simpson Street
 - N. Greensboro Street at Sue Ann Court
 - Carrboro High School

As of July 1, 2020, Chapel Hill Transit, will be responsible for all shelters at bus stops within Carrboro, consistent with our practices for Chapel Hill and the University. Carrboro will continue to be responsible for sign installs and solid waste removal at Town of Carrboro stops, consistent with our practices for Chapel Hill and the University.

Employee Parking Lot Project: Transit staff are working with our engineering firm and Town planning to finalize the permit for construction. Transit staff have released the RFQ to the public for bids. We anticipate completing this over the summer.

5D. COVID-19 Response Update

Staff Resource: Brian Litchfield, Director
Henry DePietro, Assistant Director
Nick Pittman, Transit Planning Manager
Katy Fontaine, Training Coordinator

Transit staff provided a detailed update on our COVID-19 response at April 28, 2020, Transit Partners Committee Meeting. The following is a brief summary of some of the cleaning/sanitizing and safety protocols we have implemented for buses and vehicles.

Our priorities continue to be:

- Protecting the safety and well-being of our team members and customers.
- Operating core routes for essential trips to provide access to services like health care, groceries and providing coverage across the communities we serve for community members who don't have many other options.

We are making several assumptions:

- We will enforce physical distancing and will only allow 10 people on a 40' bus and 15 people on a 60' bus at the same time.
- Face coverings or masks will continue to be strongly recommended.
- Returning to full service will be slow and will happen in phases.
- Funding is limited and our resources will be strained.
- Changes will happen and consistent and frequent communication will be needed with our customers and community.
- We will continue to move forward with service improvements this August, including introducing new Saturday and Sunday routes and creating more reliable schedules for many of our routes - we will continue to share more as details become more clear and public health guidance is updated.

We have developed cleaning/sanitizing and safety protocols consistent with industry best practices and from practices recommended by the European Commission to keep our Operators as safe as possible:

- Installed barriers for Operators on Buses and EZ Rider vehicles.
- Operators provided with PPE (sanitizing wipes, gloves, masks and arm protectors, including face shields if they prefer).
- Operators wipe down high touch areas in their cab each time they take a vehicle.
- We are sanitizing/cleaning all vehicles at least twice a day. This includes using a spray recommended by CDC that kills the virus and has no known negative impacts. We use sprayers to increase efficacy and follow this by wiping down all high touch services.

Vehicles are taken out of service and re-sanitized if there is any type of incident or an Operator has a concern with a customer(s) coughing/sneezing, etc. without a mask.

- In addition to our cleaning products we have applied a nano-technology antimicrobial product to all surfaces (similar to what is used in operating rooms) to kill bacteria and viruses for up to 60 days.
- We have purchased a handheld ATP machine to test surfaces for bacteria and other items – which will help us determine how effective cleaning products and services may be.
- Hand sanitizer on all buses and EZ Rider vehicles.
- Providing hygiene information to all Operators.
- Posting hygiene information for all customers (buses, social media, website, press releases, shelters, etc.).
- Limiting customer numbers to promote social distancing and identifying seats that can be used and cannot be used.
- Keeping the standee line more than 6' from the Operator.
- Additionally:
 - We have minimized staffing and will still have reduced schedules after June to help minimize risk to Operators and Supervisors.
 - We are testing air clearers (we have one product installed) and are working on testing a second product that includes UV lights.
 - We are installing “standee” markers at the park and rides that will open in June (once it stops raining).
 - We are searching for a vendor(s) to provide mask dispensers on vehicles. Once a vendor and supplies are secured, we will begin installation.

6A. Operations

Staff Resource: Peter Aube, Maintenance Manager
 Joe McMiller, Assistant Operations Manager – Fixed Route
 Mark Lowry, Occupational Health and Safety Officer
 Mark Rodgers, Interim Assistant Operations Manager - Demand Response
 Katy Fontaine, Training Coordinator

Joe McMiller – Fixed Route

- Assistant Operations Manager Tim Thorpe assisted by Supervisor Stephen DeBerry and 10 Chapel Hill Transit Operators relocated 43 individuals from IFC’s Community and HomeStart shelters to temporary housing at a local hotel
- Fill-In Supervisor Stacey Lassiter, volunteered with the Town of Chapel Hill to distribute food to over 500 needy families
- Operators have been instrumental in our daily operations during COVID-19, taking the word Essential to another level during this pandemic.
- Operators have participated in both #SoundTheHorn events to honor and say thank you to all public transportation employees
- During the past 3 weeks over 140 Staff Members were trained and recertified on Smith System’s Defensive Driving Techniques

Mark Rodgers - Demand Response

- EZ Rider has provided 3,173 trips over March-May. Ridership has been lower than normal due to COVID and we are limiting customers per trip to 1 or 2 to provide physical distancing.
- EZ Rider is also assisting in providing trips to customers who are not able to use the Fixed Route services due to Saturday service levels being provided as part of our COVID response.

Katy Fontaine – Training

1. Training Classes
 - a. None in process due to COVID-19
 - b. Future:
 - i. June 2020 – beta class with COVID-19 restrictions
 - ii. July 2020 – classes begin biweekly again

2. Projects

- a. Updating Operating Procedures
- b. Hiring and Recruitment – resume June 2020
- c. Operator Trainer Training – Assessment and Training June 2020
- d. SRTP Route Training – June/July 2020
- e. Transit Training Solutions Assessment

Mark Lowry - Safety

- Accidents for April

<u>DIVISION</u>	Apr-20	Apr-19	Year to Date
<u>FIXED ROUTE</u>			
Preventable	0	3	6
Non Preventable	0	1	8
<u>DEMAND RESPONSE</u>			
Preventable	0	0	0
Non Preventable	0	1	0
<u>MAINTENANCE</u>			
Preventable	0	0	0
Non Preventable	0	0	0
		TOTAL YTD	14

Peter Aube - Maintenance

- Demand response ran 12,641 miles in April
- Non-revenue vehicles ran 4,226 miles in April
- Fixed route ran 37,414 miles in April.
- Maintenance performed 61 Preventive Maintenance Inspections in April (100% on-time).
- Maintenance performed 2 road calls in April, 18,707 miles between road calls for fixed route.
- Maintenance performed 0 road calls in April, 298,148 miles between road calls for demand response.
- Maintenance prepared 5 new Gillig buses for service in April

- Maintenance implemented twice daily deep cleaning (disinfecting) on all buses and LTV's in use.
- Maintenance procured and installed hand sanitizers on all fixed route buses being used.
- Maintenance installed new Standee line behind front wheel well and installed clear barrier behind driver in isle.
- Maintenance programmed destination signs with a PR code for front and passenger side signs stating "Use Rear Door" so drivers would not have to open front doors.
- Maintenance completed all annual A/C Inspections in April

Communications and Community Outreach Report

Transit Partners Meeting
May 26, 2020

Public Communication – Signage

Communicating information to passengers

NOTICE
COVID-19 Precaution



DO NOT SIT HERE

This seat is unavailable due to physical distancing guidelines. For your safety, please keep distance between yourself and other customers.

Este asiento no está disponible debido a las pautas de distanciamiento físico. Por su seguridad, mantenga la distancia entre usted y otros clientes.

CHAPEL HILL TRANSIT
COVID-19 SERVICE NOTICE


These measure help to ensure the safety of our operators and customers

- Ⓢ DO NOT approach the operator.
- Ⓢ **ESSENTIAL TRIPS ONLY.**
- Ⓢ Customers must have a destination before boarding.
- Ⓢ Enter and exit through the rear of the bus.
- Ⓢ The front is only for customers needing ADA access.
- Ⓢ If able, wear a medical or cloth mask to cover your mouth and nose.
- Ⓢ Cover your nose and mouth when coughing or sneezing, e.g. use a tissue or your elbow.
- Ⓢ Maintain six feet of distance between yourself and others whenever possible.
- Ⓢ **DO NOT RIDE** if you are sick or have been in contact with someone who has tested positive for COVID-19.


For more info about COVID-19, visit townofchapelhill.org/coronavirus

NOTICE
COVID-19 Precaution

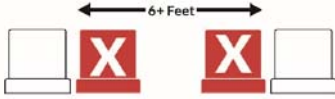
MAXIMUM CAPACITY 10 PASSENGERS



FACE COVERINGS ENCOURAGED



KEEP DISTANCE BETWEEN YOURSELF AND OTHERS




Public Communication – Social Media

Communicating Information



Participating in campaigns/celebrating team members



Talking about what we are doing to combat COVID-19



Public Communication – News Releases

CHAPEL HILL ENEWS

Font Size: [+](#) [-](#) [+](#) [Share & Bookmark](#) [Feedback](#) [Print](#)



Chapel Hill Transit closed on Memorial Day, 2020

Post Date: 05/15/2020 10:23 AM

On Monday, May 25, Chapel Hill Transit will be closed in honor of Memorial Day. We will continue running Saturday routes and schedules, six trips of GoTriangle's 420 route and EZ rider service on Tuesday, May 26.

Chapel Hill Transit to continue modified schedule

Post Date: 05/08/2020 5:00 PM

Chapel Hill Transit will continue to operate on a modified schedule Monday through Saturday, outlined below. This decision was made in conjunction with the Chapel Hill Transit partners, based on data and guidance from Orange County Public Health and the Town of Chapel Hill Emergency Management team.

Chapel Hill Transit is running reduced service to ensure that our team is able to provide a consistent and reliable level of service and keep our vehicles cleaned and sanitized for our customers and operators.

Our team continue to monitor this situation and will make adjustments to transit service levels as data and projections continue to improve.

"We understand that many people depend on Chapel Hill Transit for access to work, medical appointments, grocery stores and other essential services," says Brian Litchfield, transit director. Our priority is the safety of our team members and providing safe service for our customers. We are eager to return our services to normal and see all of customers again. Please continue to be patient as begin reopening our community safely and responsibly.

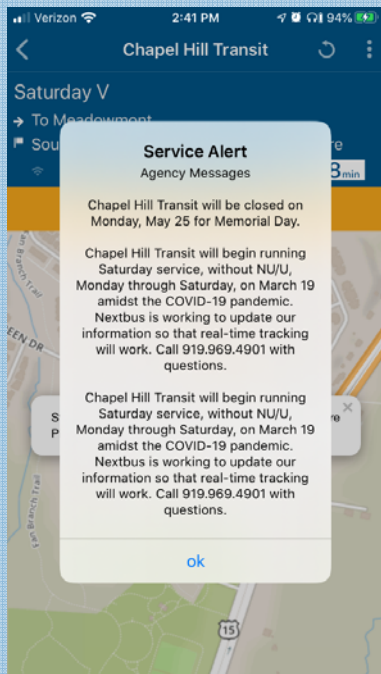
The modified schedule will run Monday through Saturday using the following routes and schedules:

- [Saturday CM & CW Route](#)
- [Saturday D & FG Route](#)
- [Saturday |N & T Route](#), and
- [Saturday V Route](#)
- [Six trips of GoTriangle's 420 route](#)
- EZ Rider will offer Saturday level service Monday through Saturday, and premium service on Sunday.
- *The weekend NU and U will not run.*

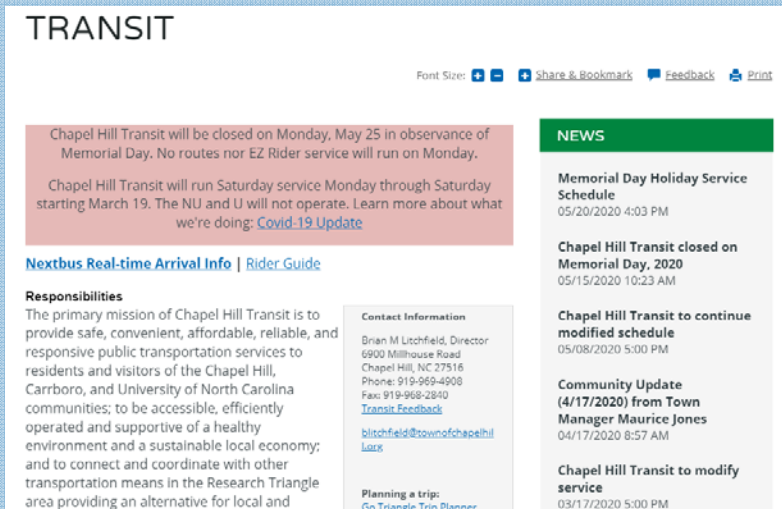


Public Communication – Updates to Technology

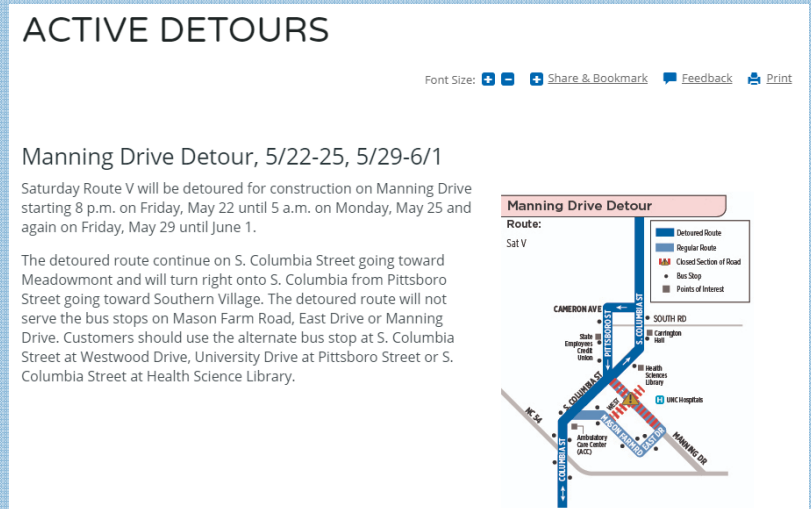
NextBus



Website – Memorial Day/COVID-19



Website – Detours



Community Interactions

- 3 Complaints
- 1 Compliment
- 1 Comment/Request

- Continued interaction with customers providing information



Team Member Events



Giving Away Soup – Coordinated with University Baptist Church



Team Member breakfasts coordinated with First Watch



MONTHLY REPORT

May 26, 2020

6C. Director

Staff Resource: Brian Litchfield, Transit Director

- The Director's Report will be provided at the meeting on May 26, 2020.



CHAPEL HILL TRANSIT
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**CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
 FUTURE MEETING ITEMS
 MAY 26, 2020**

June 25, 2020	
Action Items	Informational Items
Orange County Transit Plan	FY21 Budget Update NSBRT Short Range Transit Plan COVID Response Bus Stop Upgrade Update
July, 2020 – No Meeting	
Action Items	Informational Items
August 25, 2020	
Actions Items	Informational Items
	NSBRT Short Range Transit Plan Update

<u>Key Meetings/Dates</u>
MPO Board Meeting June 10, 2020 9-11AM Committee Room, Durham City Hall
MPO Technical Committee Meeting-June 24, 2020, 9-11AM Committee Room, Durham City Hall
MPO Board Meeting July 8, 2020 9-11AM Committee Room, Durham City Hall
MPO Technical Committee Meeting-July 22, 2020, 9-11AM Committee Room, Durham City Hall