



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 27, 2020 – 11:00 A.M. to 1:00 P.M. (VIRTUAL MEETING)
CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

	PAGE #
1. Approval of September 22, 2020 Meeting Summary	1
2. Employee Recognition	
3. Consent Items	
A. October Financial Report	4
4. Discussion Items	
A. North South Corridor Bus Rapid Transit	6
a. National Environmental Policy Act (NEPA) Class of Action Update	
b. Grant Application for FTA's Pilot Program for Transit-Oriented Development (TOD) Program	
5. Information Items	
A. Public Transportation Agency Safety Plan	9
B. Holiday Schedule Update	50
C. Orange County Transit Plan Update	52
D. Project Update	139
E. January Service Scenarios	153
a. 405 Route Pilot Project with GoTriangle	
6. Departmental Monthly Reports	
A. Operations	156
B. Community Outreach	158
C. Director	163
7. Future Meeting Items	164
8. Next Meeting – November 17, 2020 (11:00 a.m. – 1:00 p.m. at Chapel Hill Transit)	
9. Adjourn	

MEETING SUMMARY OF A VIRTUAL MEETING OF THE PUBLIC TRANSIT COMMITTEE

September 22, 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

Cha'seem Anderson, UNC Associate Director of Transportation Planning
Hongbin Gu, Chapel Hill Town Council

Absent: Damon Seils, Carrboro 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 Mgr., Katy Fontaine, Transit Development Mgr, Jeffrey Sullivan, Community Outreach Mgr., Zachary Hallock, Carrboro Transportation Mgr.

Guests: Steve Mentzer, Transit Training Solutions, Fred Lampe

1. The Meeting Summary of June 23, 2020 was received and approved.
2. **Employee Recognition** – Brian recognized Sheryl Sherman on her retirement after 23 years of service to Chapel Hill Transit with a plaque. Michael also provided his best wishes as did others on the committee. Sheryl expressed her appreciation.
3. **Consent Items**
 - A. August Financial Report – Provided for the Partners information. Brian noted that Tar Heel Express is not running this fall and that there are no expenses or revenue associated with it since it is not in operation. He expressed hope that it would be in full swing for the basketball season.
4. **Discussion Items**
 - A. Operator Training Audit Presentation - Katy introduced the item and Steve Mentzer with Transit Training Solutions (TTS). Mr. Mentzer gave a presentation introducing TTS and what they offer. He also reviewed what their focus is for working with CHT. He provided their initial impressions and commended CHT for recognizing excellence in our staff members. One of the members asked if they include education regarding watching for cyclists. TTS has

worked with bus operators as well as cyclists to help teach both how to share the road and be safe and plan to do the same here at Chapel Hill Transit.

- B. October Service Scenarios - Brian reviewed the items. Currently we have a 10 passenger limit on the standard buses and 16 passenger limit on the articulated buses. CHT is testing higher limits but is being cautious and waiting on advice from Public Health officials and the Town's Emergency Response Team. He also noted that the Town has a hiring freeze in place. Transit has 18 open bus operator positions at this time and is starting to hire for January.
 - October Service Adjustments – Minor adjustments are being made in October. CHT is adding 2 routes, the CL and the N. The NU route will end at 7:17pm at the RR lot on weekdays and at 7:27pm on the weekends. The 54 P/R lot is closed and the S and FCX routes have been combined only operating from the Friday Center Lot. CHT will continue to monitor trends for social distancing moving forward and if advisable may move to higher passenger limits of 16 and 21 in January. The current ridership is 3800 during the week and 700 on Saturday, 400 on Sunday.
 - January Service Scenarios – Brian reviewed the two scenarios provided by staff. He noted that staff will continue to work with UNC and bring updates to the Partners. A decision will need to be made in November as to which scenario to put into service for January.

5. Information Items

- A. COVID
 - I. APTA Health and Safety Commitments Program – Brian reviewed this for the Partners.
- B. North South Corridor Bus Rapid Transit (BRT) Update – Matt Cecil reviewed this item for the Partners. It was noted that the SPOT 6.0 funding has been moved back to May 2021.
- C. Orange County Transit Plan Update – Brian reviewed this item. He highlighted the public survey and the Virtual Transit Summit scheduled for October 1st.
- D. Legislative Update – Brian reviewed this item.
- E. Project and Grant Update – Brian reviewed this item for the Partners and thanked Tim for his efforts to secure funding for the electric buses.

6. Departmental Monthly Reports

- A. Operations Report - Provided for the Partners information.
- B. Community Outreach – Provided for the Partners information.
- C. Director's Report – Provided for the Partners information.

7. Future Meeting Items

8. **Next Meeting** – October 27, 2020 at Chapel Hill Transit – Transit Training Room
9. Adjourn

The Partners set a next meeting date for October 27, 2020

3A. September Financial Report

Prepared by: Rick Shreve

September 2020

- Expenses for the month of September were \$1,550,856. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 30.10% of our budget has been expended or reserved for designated purchase (e.g. purchase orders created for vehicle maintenance inventory supplies encumber those funds, and show them as unavailable for other uses).
- One significant caveat to note is that the data is subject to some changes, pending the Town of Chapel Hill's audit process for FY19-20. This process allows for identifying invoices that have been charged to the previous year that more accurately fall in the current fiscal year, as well as current year charges that will revert to the previous year.
- We will provide an update on the FY19-20 audited figures once we have final numbers; this will likely be available for the January Partners' meeting.

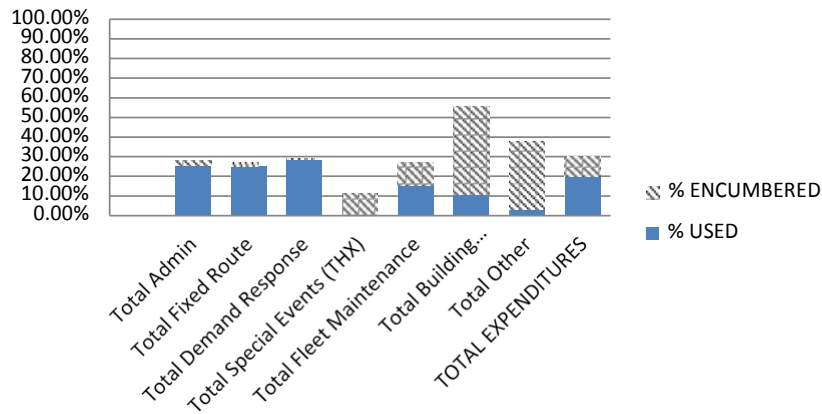
Highlights

- This aggregation of expenses and encumbrances for the first quarter 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.

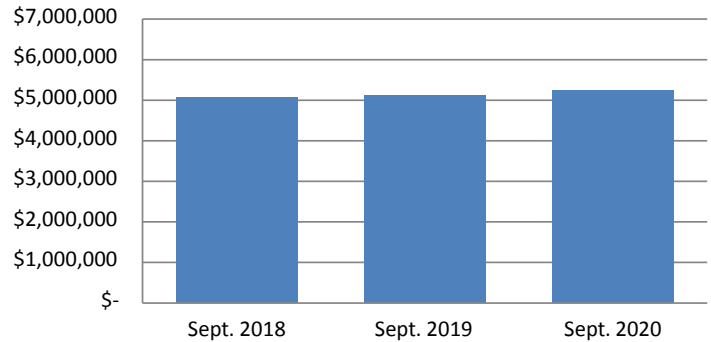
Transit 640 Fund Budget to Actual at end of September 2020

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL MONTH EXPENSES	ACTUAL YTD EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED Sept. = 25.00%
Total Admin	1,928,297	1,961,297	129,828	496,462	53,156	1,411,679	28.02%
Total Fixed Route	12,335,149	11,908,864	810,172	3,002,608	216,250	8,690,006	27.03%
Total Demand Response	2,345,924	2,407,011	268,019	686,569	19,565	1,700,877	29.34%
Total Special Events (THX)	312,193	312,193	-	60	35,000	277,133	11.23%
Total Fleet Maintenance	4,866,862	5,125,055	255,519	791,486	592,758	3,740,811	27.01%
Total Building Maintenance	925,044	1,393,505	49,441	151,549	626,760	615,196	55.85%
Total Other	2,483,288	3,646,035	37,878	109,326	1,270,533	2,266,177	37.85%
TOTAL EXPENDITURES	\$ 25,196,757	\$ 26,753,960	\$ 1,550,856	\$ 5,238,059	\$ 2,814,021	\$ 18,701,879	30.10%

CHT Sept. 2020 YTD Expenses as % of Budget



CHT Total YTD Expenses - Previous Years Comparison



4A. North South Corridor Bus Rapid Transit

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

Environmental Review Update – NEPA

- Federal Transit Administration (FTA) has determined the National Environmental Policy Act (NEPA) Class of Action for the NSBRT project is a Documented Categorical Exclusion (DCE). While not an Environmental Assessment (EA), this should be less intense than an Environmental Impact Statement (EIS).
 - Required deliverables
 - Complete the DCE worksheet.
 - Draft State Historic Preservation Office (SHPO) and Tribal letters initiating Section 106 consultation
 - A historic buildings survey (conducted by an architectural historian who meets the Secretary of the Interior’s Professional Qualification Standards) of the properties bounding the site
 - An archaeology survey of all ground that will be disturbed for the proposed project
- A schedule is being developed for this work and will be completed in the next couple of weeks. An exact timeline is difficult to predict in normal circumstances, as it requires review and concurrence (many times requests for additional information) by SHPO and any interested Native American Tribes. FTA concurrence is required of these tasks prior to us undertaking any further design/engineering work on the project.

Funding Opportunity – Pilot Program for Transit-Oriented Development

- FTA has issued a notice of funding opportunity through the Pilot Program for Transit Oriented Development (TOD) Planning with a total available amount of \$6.22M nationally.
- Now that the NSBRT locally preferred alternative has been finalized, we are in a position to expand on the transit supportive development and market study work that was completed for the project in 2019. The Chapel Hill Town Council and Chapel Hill Transit Funding Partners have demonstrated a strong interest in transit supportive development or TOD in the NSBRT corridor, with an interest in: leveraging the investment in NSBRT to

maximize ridership and support local and regional mobility, provide multimodal connectivity – including improving access to transportation options for pedestrians and cyclists; creating a framework to prioritize public investments that support TOD and maximizes development potential around and near station areas. The goals for this work will include:

- Design of likely building types and sizes based on market potential and site context
- Respect and enhance existing neighborhood fabric and integrity
- Provision of transit service and bike and pedestrian facilities
- Identification of infrastructure needs for activation and sustained phasing of development in the corridor
- Support affordable housing and community services within the corridor.
- The study will be a guided comprehensive community engagement effort, consistent with the goals of the NSBRT project, which will include opportunities for input from a wide array of stakeholders to support development within the station areas.
- If funded, this plan is intended to build upon the work that has or will be completed in the corridor (re: Chapel Hill North Market Study and Development Guide and Rosemary Parking Deck) and the FLUM/LUMO.
- Our request was for \$745,000 (which includes a required local match of \$152,500). This includes \$250,000 for community engagement efforts.

Staffing Update

As we move through the environmental work and further into the design work for this project, our staffing needs will increase and we will need to develop a staffing plan to support this effort. To support these efforts in the short-term we have reallocated a current vacant position to Transit Development Manager I – which will help support Matt Cecil as the Project Manager (Transit Development Manager II) for NSBRT. Following an internal recruitment and assessment process, we are excited to announce that Katy Fontaine will be promoted from her current position of Training Coordinator to Transit Development Manager I.

Katy has five (5) years of experience at Chapel Hill Transit, managing complex processes and procedures and her responsibilities have increased significantly over that time. Prior to coming to Chapel Hill Transit she had four (4) years of transit experience with progressing responsibilities. Her critical thinking skills, experience working with complex federal/state programs, communication and presentations skills and attention to detail will suit her well in this position and help us guide the NSBRT project through the federal and state processes. Additionally, her operations, training, and safety experience will assist her in helping to manage the consultant team working on the operationalization of this project, as well as guide our internal efforts as we move from planning to implementation on this critical project. Her communication skills will

assist in further developing relationships with key project stakeholders, working with residents, business owners and community groups/organizations and federal/state agencies. In addition to her skills and knowledge, she has also demonstrated a willingness and ability to work collaboratively across Town departments – which is essential for this position - along with a willingness to assist with Town wide efforts. This also provides another opportunity to demonstrate our organizational commitment to providing career advancement opportunities for qualified and interested employees.

Katy has started assisting with the NSBRT project and will move to it full-time following our recruitment and appointment of a Training Coordinator.

Recommendation

- That the Partners Committee receive the information and provide staff with feedback.

5A. Public Transportation Agency Safety Plan

Staff Resource: Nick Pittman, Transit Planning Manager

Background

As we shared during the April Project Update, to meet Federal Transit Administration's (FTA) guidance, we have contracted with RLS and Associates to develop a Public Transportation Agency Safety Plan (PTASP) for Chapel Hill Transit in compliance with 49 CFR Part 673. The plan will formalize our current Safety Management Systems (SMS). Prior to 2019, this was only a requirement for rail transit agencies. Small transit systems (less than 100 peak buses) that do not operate rail were given the option of creating their own plan or participating in a statewide plan (coordinated by NCDOT). Since the Plan can impact federal funding and grant eligibility, we elected to develop and maintain our own plan. The Plan requires:

- An approval by the agency's Accountable Executive and Board of Directors (or an equivalent authority);
- The designation of a Chief Safety Officer;
- The documented processes of the agency's SMS, including the agency's Safety Management Policy and processes for Safety Risk Management, Safety Assurance, and Safety Promotion;
- An employee reporting program;
- Performance targets based on the safety performance measures established in FTA's National Public Transportation Safety Plan (NSP):
 - Fatalities
 - Injuries
 - Safety Events
 - System Reliability;
- Criteria to address all applicable requirements and standards set forth in FTA's Public Transportation Safety Program and the NSP; and
- A process and timeline for conducting an annual review and update of the safety plan.

The Plan incorporates existing safety and security policies and procedures. The development of the new PTASP is not meant to replace existing safety plans, but rather to modify/adjust them to meet the rule and follow the structure outlined by FTA in 49 CFR Part 673. The PTASP must be approved and submitted to FTA by December 31, 2020 to maintain funding eligibility for the current fiscal year.

Attachments

- DRAFT Public Transportation Agency Safety Plan (PTASP)

Next Steps

- During the November 2020 Staff will be asking this committee for Plan approval.

Public Transportation Agency Safety Plan

Town of Chapel Hill Transit



October 2020

DRAFT

Table of Contents

Section 1. Transit Agency Information.....	14
General Information	14
Section 2. Plan Development, Approval, and Updates	15
Section 3. Safety Performance Targets.....	16
Section 4. Safety Management Policy.....	18
Safety Management Policy Statement	18
Safety Management Policy Communication.....	21
Authorities, Accountabilities, and Responsibilities.....	21
Accountable Executive (AE):	21
Chief Safety Officer (CSO)	22
Roll of Staff to Develop and Manage Safety Management Systems (SMS).....	22
Accountable Executive	22
Chief Safety Officer (CSO)	23
Supervisors.....	23
Employees.....	23
Key Staff	23
Employee Safety Reporting Program (ESRP)	23
Immediate Action Required	25
Delayed Action Required	25
Role of Supervisor	25
CHT Responsibility.....	26
Section 5. Safety Risk Management.....	27
Safety Hazard Identification.....	27
Personnel	27
Assets	27
System.....	27
Hazard Identification Procedure.....	28
Safety Risk Assessment	29
Safety Risk Mitigation	31
Section 6. Safety Assurance	32
Performance Monitoring and Measurement	32
Maintenance.....	32

Maintenance Standards and Procedures.....	32
Operator Inspections	33
Daily Servicing and Inspections.....	33
Mileage-Based Maintenance Inspections.....	33
Operations	33
Facility Monitoring.....	33
Frequency.....	33
Reporting.....	34
Hazard Resolution	34
Follow-up	34
Documentation	34
Route/Operations Safety	34
Safety Events.....	34
Collision and Incident Reporting Process.....	34
Notification	35
At-Scene Procedures.....	35
Investigation.....	35
Collision Review Process.....	36
Hazard Resolution.....	36
Follow-up	36
Internal Reporting.....	36
Documentation	37
Performance Measures.....	37
Maintenance	37
Operations	37
Safety	37
Section 7. Safety Promotion	38
Operator Selection.....	38
Hiring Practices	38
Training	39
Initial Bus Operator Training.....	39
System Modification Design Review and Approval	40
General Process	40

Modification Design Review	40
Modification Design Approval.....	41
Monitoring	41
Documentation	41
Routes	41
Section 8. Definitions of Terms Used in the Safety Plan.....	42
Section 9. Commonly Used Acronyms	44
Section 10. Additional Information.....	44
Appendix	45

DRAFT

Section 1. Transit Agency Information

General Information

Town of Chapel Hill Transit

Accountable Executive: Brian Litchfield

405 Martin Luther King Jr Blvd.

Chapel Hill, NC 27514

Chief Safety Officer: Mark Lowry

919-968-2743

chtransit@townofchapelhill.org

Modes of Service:

FTA Funding Sources: FTA Section 5307, 5339a, 5339b, 5339c, 5310

Modes of Service Directly Provided:

Bus (MB) Demand Response (DR)

CHT does provide transit services on behalf of another transit agency or entity (GoTriangle).

The primary mission of Chapel Hill Transit (CHT) is to provide safe, convenient, affordable, reliable, and responsive public transportation services to residents and visitors of the Chapel Hill, Carrboro, and University of North Carolina communities; to be accessible, efficiently operated and supportive of a healthy environment and a sustainable local economy; and to connect and coordinate with other transportation means in the Research Triangle area providing an alternative for local and regional travel.

CHT is made up of three divisions including the Administrative Division, the Operations Division and the Maintenance Division. Duties of the Operations division of CHT include fixed-route bus services and EZ Rider paratransit service for the mobility-challenged in the communities of Chapel Hill, Carrboro and the University of North Carolina. In addition, CHT operates the Tar Heel Express, a park and ride shuttle service for special events.

The Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

Section 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Chapel Hill Transit		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature	
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval	
	Public Transportation Committee		
	Relevant Documentation (title and location)		
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification	
	Relevant Documentation (title and location)		
Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	All	Initial Agency Safety Plan	12/1/2020
Annual Review and Update of the Public Transportation Agency Safety Plan			
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>			
<p>CHT's Public Transportation Agency Safety Plan also referred to as Agency Safety Plan, will be jointly reviewed and updated by CHT's Transit Director, and Chief Safety Officer in July of each year. The Transit Director will review and approve any changes, sign the revised Agency Safety Plan (ASP), and forward to the CHT's Public Transit Committee for final review and approval.</p> <p>Along with annual updates, CHT may update the plan if CHT:</p>			

- Determines its approach to mitigating safety deficiencies is ineffective;
- Makes significant changes to service delivery;
- Introduces new processes or procedures that may impact safety;
- Changes or re-prioritizes resources available to support Safety Management Systems (SMS) and the Public Transportation Agency Safety Plan (PTASP);
- Changes are made to facilities, equipment or rolling stock with a potential to safety;
- Significant changes to CHT’s organizational structure. Revisions will be submitted to CHT’s Public Transit Committee. Upon adoption by the Council, revisions will be communicated to CHT’s staff.

Section 3. Safety Performance Targets

Safety Performance Targets Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.
The following targets were developed based on the transit safety data collected by Chapel Hill Transit from the last three years and anticipated service level changes.

Mode of Service	Fatalities (Total)	Fatalities (Rate) per 100k VRM	Injuries (Total)	Injuries (Rate) per 100k VRM	Safety Events (Total)	Safety Events (Rate) per 100k VRM	System Reliability
Fixed Route (MB)	0	0	0	0	0	0	0
Demand Response/ Paratransit (DR)	0	0	0	0	2.34	0.60	0

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

CHT shares safety performance targets with North Carolina Department of Transportation (NCDOT) and Durham Chapel Hill Carrboro (DCHC) Metropolitan Planning Organization annually as part of our continued coordination of transit data. This data also includes Transit Asset Management Plan updates and anticipated capital replacement schedules.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	NCDOT	
	Metropolitan Planning Organization Name	Date Targets Transmitted

Targets Transmitted to the Metropolitan Planning Organization(s)	DCHC MPO	
---	----------	--

DRAFT

Section 4. Safety Management Policy

Safety Management Policy Statement

Chapel Hill Transit (CHT) strives to provide safe, reliable, comfortable, and innovative transportation options to every member of the community. The Public Transportation Agency Safety Plan (PTASP) has been developed to integrate safety into all CHT system operations. By using the procedures contained in the PTASP, CHT can continue to improve the safety and security of CHT's operation and services.

This PTASP describes the policies, procedures, and requirements to be followed by management, maintenance, and operations personnel to provide a safe environment for CHT employees, customers, and the general public. The goal of this program is to eliminate the human and fiscal cost of avoidable personal injury and vehicle collisions.

Each department has a responsibility under the PTASP. The Director, Managers and Supervisors shall provide the continuing support necessary to achieve the PTASP objectives. A key to the success of this effort is for employees to be aware that they are accountable for safely performing the requirements of their position. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

CHT must be aware that decisions and actions often affect the safety of those in other operations. By following the processes described in the PTASP, CHT will continue to improve performance and the safety of the system while creating a culture of safety.

CHT's commitment is to:

- **Support** the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- **Integrate** the management of safety among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of CHT's safety management system;
- ◆ **Establish and operate** hazard identification and analysis, and safety risk evaluation activities--including an employee safety reporting program as a fundamental source for safety concerns and hazard identification--to eliminate or mitigate the safety risks of the consequences of hazards resulting from CHT operations or activities to a point which is consistent with an acceptable level of safety performance;
- **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any

reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;

- **Comply** with, and wherever possible exceed, legislative and regulatory requirements and standards;
- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;
- **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- **Establish and measure** safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Continually improve** safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- ◆ **Ensure** externally supplied systems and services to support operations are delivered, meeting established safety performance standards.

CHT's Goals for Safety are established as follows:

- In collaboration with the town and university partners, CHT will design, construct, test, and operate a transportation system that achieves an optimum level of safety, exceeding the safety performance of other transit systems of a similar size in the United States.
- Identify and evaluate, then eliminate or control hazards to employees, customers, and the public.
- Meet or exceed all government and industry occupational health and safety standards and practices.
- Maximize the safety of future operations by affecting the design and procurement processes.

The objectives of the PTASP are the means to achieving its goals. They also provide a method of evaluating the effectiveness of CHT's safety efforts. The PTASP objectives are:

- Integrate safety management and hazard control practices within each CHT department.
- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with CHT safety policies, procedures, and requirements through performance evaluations, collision/incident trends, and internal audits.

- Investigate all collisions/incidents, including identifying and documenting the causes for the purpose of implementing corrective action to prevent a recurrence.
- Increase investigation and systematic documentation of near misses.
- Identify, analyze and resolve safety hazards in a timely manner.
- Minimize system modifications during the operational phase by establishing and utilizing safety controls at system design and procurement phases.
- Ensure that system modifications do not create new hazards.
- Train employees and supervisors on the safety components of their job functions.

CHT takes these commitments seriously as the lives of CHT customers, employees and the general public depend on CHT's ability to operate in a culture of safety.

Accountable Executive

Date

DRAFT

Safety Management Policy Communication

CHT realizes the importance of ensuring its employees and customers are aware of CHT safety management policies and procedures to effectively manage the system's day to day operations. To do this, CHT relies on several forms of effective communication.

Employees: CHT is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, CHT seeks input from all staff, Town Department of Public Works and Human Resources Department, to determine if change is necessary based on trends, data analysis, operational changes or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- ◆ Employee memorandum or policy change notice
- ◆ Bulletin board notices
- ◆ Transit Employee Forum
- ◆ Departmental meetings
- ◆ Monthly safety meetings

CHT includes a training element for safety management policies impacting safety or service delivery and is conducted before the policy effective date. New policies and procedures are incorporated into orientation training for new employees as well.

Depending on the importance of the policy or procedure change, an acknowledgement signature is required of each employee verifying their understanding of the change.

Customers: If a customer policy is changed or added, CHT and its Community Outreach Manager (COM) will notify customers through the following methods:

- ◆ Notice posted on vehicle and facilities including effective date and who to contact for more information
- ◆ Changes to digital customer guidance including schedules and ride guides as appropriate
- ◆ Public Meetings
- ◆ Social Media
- ◆ Any services impacted by policies changes will include outreach as required by Federal Guidance
- ◆ Customer service representatives informing customers scheduling demand response rides

Authorities, Accountabilities, and Responsibilities

As mentioned in the Safety Policy Statement, the ultimate authority for the success of this PTASP falls to the Accountable Executive (AE), the Chief Safety Officer (CSO), administration and management team, as well as employees fulfilling their commitment to safety on a day-to-day basis support the AE.

Accountable Executive (AE): The Accountable Executive will determine, based on feedback from senior staff, the level of Safety Management System (SMS) principals to maintain to ensure a safe work environment, rider experience and community safety. CHT's AE is committed to providing employees with the tools and training needed to be successful and safe in their roles with CHT. The AE will

continually strive to create a culture of safety among the employees, and CHT expects each employee to play a role in maintaining a safe workplace.

CHT's AE is accountable for ensuring that the agency's SMS is effectively implemented throughout the agency's public transportation system. The AE is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency's SMS. He may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the AE.

The current AE, Brian Litchfield, is also the Transit Director and has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.

Chief Safety Officer (CSO): CHT has concluded one CSO will be sufficient to manage the day to day adherence to this Plan and, while in this role, report directly to the AE. As CSO, this individual will monitor safety and security throughout the organization. All departments have been notified of the CSO's role and the established reporting requirements relating to safety-related matters. The CSO has been adequately trained for this role and has the authority and responsibility for day-to-day implementation and operation of CHT's SMS. Along with CSO responsibilities, the CSO is also the Director of Safety and Emergency Management.

CHT's CSO will be responsible for the following:

- ◆ Developing and maintaining SMS documentation;
- ◆ Directing hazard identification and safety risk assessment;
- ◆ Managing updates to the Agency Safety Plan (ASP);
- ◆ Monitoring safety risk mitigation activities;
- ◆ Providing periodic reports on safety performance;
- ◆ Briefing the Accountable Executive and Public Transportation Committee on SMS implementation progress;
- ◆ Coordinating Safety Committee meetings;
- ◆ Planning safety management training; and
- ◆ Coordinating with Town and Regional Emergency Management staff.

Roll of Staff to Develop and Manage Safety Management Systems (SMS)

Accountable Executive

The Accountable Executive (AE), who also serves as Transit Director, will work with the Chief Safety Officer (CSO) and Administrative staff to adjust the PTASP as needed based on staff feedback, trends, and data analysis. The AE is vested with the primary responsibility for the activities of the transit system and overall safety performance. The AE fulfills these responsibilities by providing the resources necessary to achieve PTASP goals and objectives by exercising the approval authority for system

modifications as warranted. The AE also sets the agenda and facilitates the cooperative decision making of the management team.

Chief Safety Officer (CSO)

For purposes of managing the SMS and PTASP, the CSO will report directly to the AE to determine strategy, policy, and goals for maintaining safety and security for passengers, employees, and the general public. The CSO will monitor day to day operations and work with staff to identify and mitigate risk through evaluation, feedback, and data analysis.

Supervisors

Supervisors are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all collisions and incidents, and for reporting these collisions and incidents to the Human Resources, Risk Management and Operations Division

Employees

All CHT personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all collisions, incidents, and hazards to their supervisor per established requirements for the protection of themselves, co-workers, customers, facilities, and equipment.

Key Staff

CHT staff will be responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Program (ESRP) will define the employees' role to identify and mitigate risk through open communication to superiors including the CSO and AE. Administrative staff will be instrumental in ensuring action is taken to reduce risk and the whole system is continuously monitored to ensure actions are effective and appropriate.

CHT staff will be involved with updates, modifications and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and customers to provide input to increasing safety at CHT. Those opportunities include monthly safety meetings, annual employee meetings and training, department meetings, customer and employee surveys, customer feedback through customer service department and an open-door policy with access to all management staff.

Employee Safety Reporting Program (ESRP)

As stated in the [Safety Management Policy Statement](#), CHT is determined to provide a safe working environment for its employees, customers and the general public. To ensure success, CHT has developed an ESRP to enable employees to report any risk or perceived risk to a supervisor, CSO, or member of administration.

All hazards reported through the Employee Safety Reporting Program go straight to the Chief Safety Officer for review, assessment, investigation, mitigation and follow-up. If the hazard directly impacts the working relationship between two or more employees, the Chief Safety Officer will ensure no retaliation or hostile work environment will take place. CHT will ensure that no action will be taken against any

employee who discloses a safety concern through the respective Employee Safety Reporting Program unless the employee engaged in the following:

- ◆ Willful participation in illegal activity, such as assault or theft;
- ◆ Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk; or
- ◆ Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances

The ESRP allows each employee to report detailed information and observations whether they are a driver in service, maintenance staff, or other on-duty employee. This program dovetails with other methods currently in place to proactively identify hazards or threats. Those methods include but are not limited to the following:

- ◆ Pre/Post Trip Inspections
- ◆ Preventive Maintenance Inspections
- ◆ Employee Evaluations
- ◆ Visual Hazard Reporting
- ◆ Facility Maintenance Plan
- ◆ Service Evaluation and Planning Program
- ◆ Training Program
- ◆ Rider and Public Complaint/Compliment Process
- ◆ Safety and Department Meetings
- ◆ Incident/Collision Policies
- ◆ Safety Committee

CHT's Employee Safety Reporting Program encourages employees who identify safety concerns in their day-to-day duties to report them to supervisors, CSO and senior management in good faith without fear of retribution. There are many ways employees can report safety conditions:

- ◆ Report conditions directly to the dispatcher, who will add them to the daily Operations Log.
- ◆ Report conditions anonymously via locked comment box in the driver area.
- ◆ Report conditions directly to any supervisor, manager, or director.

Examples of information typically reported include:

- ◆ Safety concerns in the operating environment (for example, county or town road conditions or the condition of facilities or vehicles);
- ◆ Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspection);
- ◆ Events that senior managers might not otherwise know about (for example, near misses, employee harassment); and
- ◆ Information about why a safety event occurred (for example, radio communication challenges).

CHT has developed an Incident Report Form used to identify and provide information about hazards observed by CHT employees while on-duty. The three-page form identifies vital information to assist employees in determining an action to mitigate the threat or hazard. This form is not meant to replace

collision forms currently being used, but instead used in conjunction with the collision forms. It is proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, customers or the general public. The form serves a dual role as an incident, illness, and near miss report. The form is located in Appendix of this Plan.

Effective December 31, 2020 all CHT employees will receive one hour of training on the procedures associated with the Incident Report Form. The training will cover the following areas:

- ◆ Locations of blank Incident Report Form;
- ◆ When to use an Incident Report Form;
- ◆ Capturing critical information on the form;
- ◆ Notification process depending on the hazard;
- ◆ Proper assessment of the reported hazard;
- ◆ Levels of likelihood of repeat;
- ◆ Supervisor and CSO role in completing the form; and
- ◆ Follow-up process to determine effectiveness of mitigation.

The following process is used as part of the ESRP.

Immediate Action Required

If an employee has identified a hazard which is perceived to be a risk to the employee, fellow employees, passengers, or the public, the hazard must be reported immediately to the on-duty supervisor/dispatcher. Once reported, the employee or volunteer must determine if immediate action is necessary to prevent additional risk. If immediate action is required, the employee will communicate the risk of no action to the supervisor before taking action if time allows. Once action has been taken to mitigate the potential harm to the employee, customers, or property, employee will notify a supervisor of the results of actions taken. Once time allows, the employee will complete the Incident Reporting Form with complete information and give to the supervisor on duty.

Delayed Action Required

Once a hazard has been identified, the CHT employee should assess if the hazard requires immediate action to reduce the risk or if delayed action can be taken. If the employee determines delayed action is appropriate a full report must be completed using the Incident Report and submitted to the on-duty supervisor.

Role of Supervisor

The on-duty supervisor is responsible for advising the employee on immediate action or delayed action to mitigate a hazard. The supervisor must then review the Incident Report to ensure all information is included adding additional information from their perspective. Once the form is complete it must be reviewed by the CSO to determine action necessary, investigate root cause of hazard and follow-up.

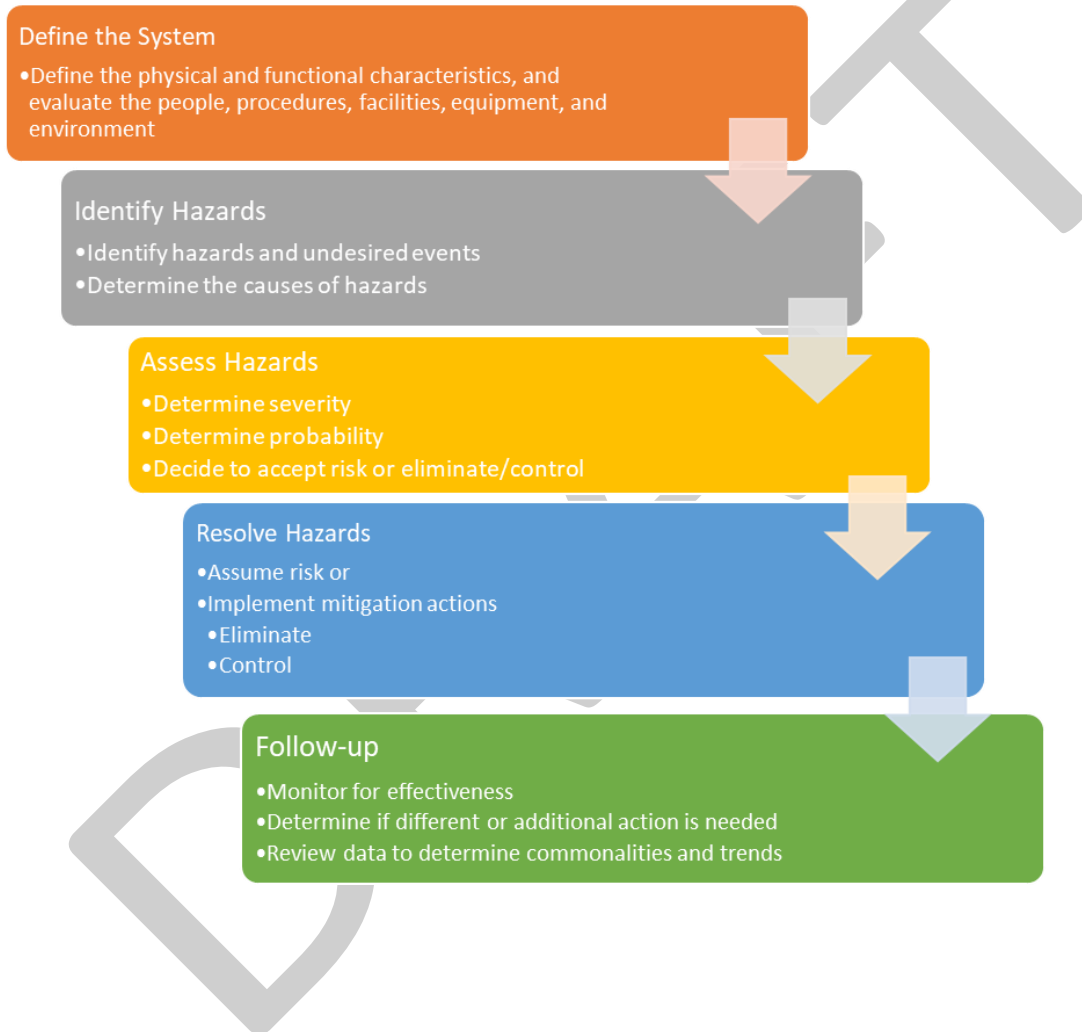
The CSO is responsible for determining the status of each hazard reported. In some cases, hazards may be identified and are not able to be resolved but actions are taken to reduce the risk of the hazard. It is CHT's goal to eliminate all identified hazards if possible. Some hazards may require continuous monitoring to ensure the hazard does not elevate to an action level.

All incident reports will be documented and integrated into current performance measures and the Condition Assessment Index, located in the Appendix. The CSO will track each hazard/incident to completion and recommend policy or procedural changes if needed as a result of the hazard mitigation.

CHT Responsibility

CHT takes every incident report seriously and investigates each one to determine if it's an isolated case, or emerging trend requiring evaluation of policies, procedures, training or service modifications.

The following process chart illustrates the steps taken as part of the hazard identification process through the ESRP.



Section 5. Safety Risk Management

CHT provides training to all personnel in the identification of hazards and security threats while also providing tools to enable personnel to report these risks. The Safety Risk Management process will utilize hazard identification, hazard assessment, and hazard mitigation methods and processes to ensure an awareness of hazards and the implementation of step or eliminate and/or control the hazards.

Safety Hazard Identification:

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee and asset assessments conducted daily and on incremental basis. Additionally, CHT communicates with peers across the state, FTA and NCDOT to identify common hazards impacting multiple systems. CHT conducts the following routine and random evaluations of the system in the following departments:

Personnel

Each CHT employee is evaluated twice a year to ensure they are performing their job to the expectations of the Agency. As part of their on-boarding process the employee is provided up to 240 hours of classroom and behind-the-wheel training and tools to perform their job. Employees will be in probationary status for the first six (6) months of employment. During the six (6) month period, the employee is evaluated at least twice to determine if they are properly prepared to perform their job.

Additional employee evaluations are conducted by the Training Department throughout the year through spot-checks and one-hour surveillance video reviews. The video evaluations are conducted daily with 40-50 operator clips reviewed a month. If through spot-checks, video reviews or annual evaluation it is determined the employee's performance does not meet expectations or training standards, remedial training will be provided, and additional evaluations will take place to ensure remedial training was effective. CHT provides coaching as the first alternative to operator deficiencies identified through the evaluation process. Depending on the deficiency, disciplinary action may be taken.

Assets

Rolling stock, facilities and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. Operations and Maintenance Departments coordinate the preventive maintenance program including daily Vehicle Inspection Reports (VIR)s, incremental, and annual inspections. Maintenance inspection records are kept in electronic and paper file systems, as well as documented in CHT's asset database, Dossier.

CHT updates the FTA required Transit Asset Management (TAM) Plan annually with data relevant to each asset to include a condition assessment, miles (with rolling stock and non-revenue vehicles) and age as to whether the asset is in a State of Good Repair (SGR). The TAM Plan allows CHT management to plan asset replacement or rehabilitation for future years.

System

As part of CHT's safety management system monitoring, the agency uses service evaluations when planning, spot-checking or responding to a safety event. New routes are strategically developed with safety being the first priority and passenger access second. CHT route planners plan and test all routes

before activating the route for revenue service. All routes are reviewed periodically to determine if environmental hazards may exist requiring modification to the route, schedule or vehicle.

All front-line staff have been trained to note any changes to service which may be considered a hazard or security threat and through the ESRP and Incident Report Process, notify their supervisors immediately or upon return to CHT depending on the severity of the hazard. Supervisors review route and demand response performance to identify anomalies in performance due to possible hazards. Trapeze software produces performance reports to allow supervisors the ability to focus on routes or manifests performing poorly and investigate the cause.

Hazard Identification Procedure

Any employee seeing something through inspection or observation they deem to be a hazard are instructed to immediately report that hazard to the on-duty supervisor regardless of the perceived level of threat. Depending on the situation, either the on-duty supervisor or the employee will complete an Incident Report Form and submit it to the CSO.

If the hazard requires immediate mitigation, the employee will be instructed on steps to take to reduce the risk which may or may not alleviate the risk completely. Additional actions may be taken once the immediate risk mitigation has been taken. Some hazards may not pose an immediate risk but are still reported and the CSO will be responsible for risk assessment, investigation and mitigation strategy.

In some cases, a passenger or member of the general public may call CHT with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. CHT currently documents all customer complaints/compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors. Customer Service Representatives (CSR's) receiving information relative to safety concerns, will either through direct contact or email, notify the COM and/or the CSO

Incident Report Forms will be located on all vehicles along with standard safety kits for collision reporting, with all CSR's, Dispatch, Operations, and Maintenance Departments. A copy of the form is located in the Appendix.

The Incident Report Form will require the employee to briefly describe the hazard noting date, time of day, location, and other pertinent information. The form includes a section for the CSO or immediate supervisor to document immediate action taken to reduce risk, a risk assessment chart prioritizing the risk, determination of the potential for repeating, and a section for additional follow-up action. All forms will be processed by the CSO and summarized periodically for trend analysis and included in safety performance measures. A monthly summary or index of all safety events will be produced using a spreadsheet program and available for weekly management safety meetings and monthly safety committee meetings.

49 CFR part 673.5

Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Safety Risk Assessment

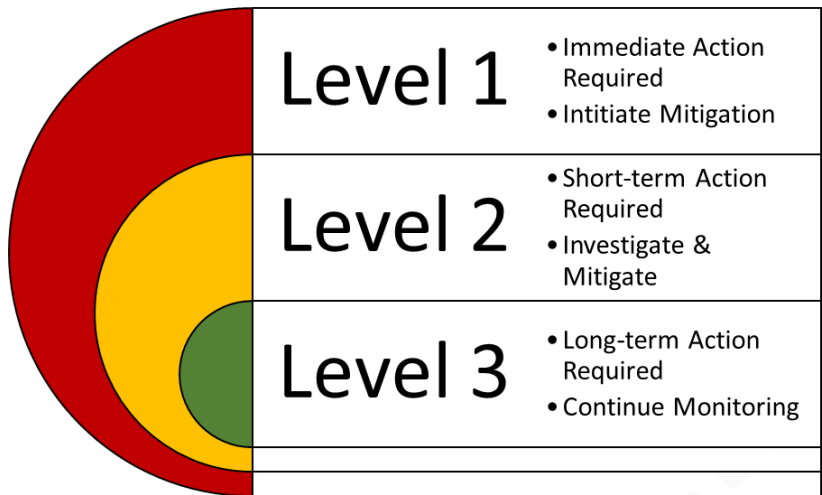
All CHT staff have been provided with training appropriate for their positions within the organization. CHT expects its employees to respond to hazards or threats with professional judgement as sometimes there might not be time to contact a supervisor to prevent a safety event. In cases where the hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

Once received by the CSO, the initial risk assessment may be amended requiring immediate, short, or long-term response using the following scale.

Level 1 - Immediate: A deficiency, threat or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.

Level 2 - Short Term: Action is needed within seven days to mitigate an identified deficiency, threat or hazard. The deficiency, threat or hazard does not pose immediate danger but if no action is taken could elevate to an Immediate level risk.

Level 3 - Long Term: A deficiency, threat or hazard has been identified but does not pose a threat currently but could at a later time. Continued monitoring and awareness are required.



Additionally, the supervisor on-duty or the CSO will conduct an additional risk assessment to determine the level and timeline of mitigation response using the below Risk Assessment Matrix. The matrix allows the CHT to further define the initial assessment as well as modify mitigation strategies as appropriate. In some cases, complete risk removal may not be achieved, but reduced to the point of safe operation with routine monitoring of the risk.

The Risk Assessment Matrix includes four levels of consequence severity and five levels of likelihood of the risk/hazard repeating. For example, broken glass at a bus stop shelter may be the result of an isolated incident with a “Occasional” chance of repeating, but the consequence of not mitigating the broken glass may have “Critical” level of severity if not mitigated resulting in a “Medium” level of response. Initial mitigation actions might include sending a notice to all passengers through web and social media outlets indicating the stop is closed until further notice; place safety tape around the stop; instruct all drivers on the route of the hazard; remove all remnants of broken glass. Additional actions would be to schedule glass repairs or shelter replacement.

Risk Assessment Matrix	
Safety Risk Index	Criteria by Index
HIGH	<u>Unacceptable – Action Required:</u> Safety risk must be mitigated or eliminated.
MEDIUM	<u>Undesirable – Management Decision:</u> Executive management must decide whether to accept safety risk with monitoring or require additional action.
LOW	<u>Acceptable with Review:</u> Safety risk is acceptable pending management review.

The CSO in coordination with staff will investigate each identified hazard, assess the risk, and take appropriate action to mitigate the risk. Additional mitigation may be needed based on follow-up monitoring to the action taken.

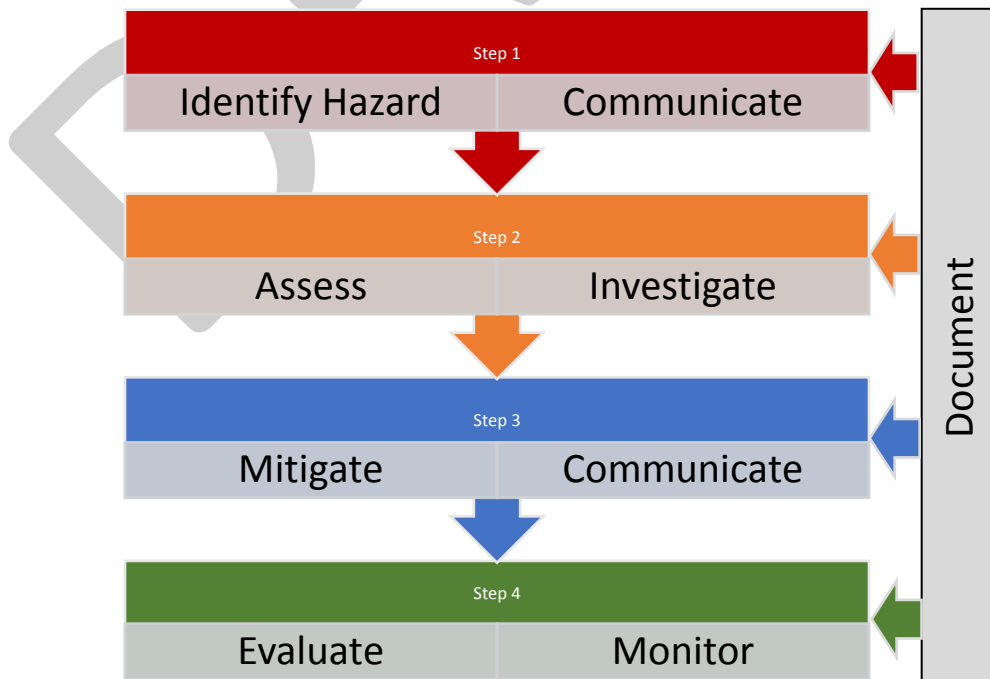
Safety Risk Mitigation

In response to all identified and assessed hazards, CHT will take steps to mitigate the hazard and reduce or eliminate the risk to employees, customers, and public. Mitigation strategies will be dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of the transit system with subject matter experts.

Actions to mitigate risk will include all employees, customers, and public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. CHT will communicate actions to appropriate staff through methods appropriate based on risk assessment. In some cases, immediate communication through two-way communications (dispatch system, text burst, email, or web alert) may be necessary. In other cases, bulletin board notices or memorandum posting may be appropriate.

Once a risk mitigation strategy has been implemented CHT will monitor the actions to determine if full mitigation is possible and if not, is additional action necessary to alleviate the risk or is stepped up monitoring necessary. Some risks may not be completely mitigated but awareness to the risk is a top priority.

All actions taken to mitigate risk will be responsibility of the CSO, documented and linked to the initial deficiency, threat, or hazard identification step.



Section 6. Safety Assurance

Performance Monitoring and Measurement

Safety performance monitoring and measurement involves the continual monitoring of the transit agency's activities to understand safety performance. Through these efforts, CHT can determine whether it is meeting its safety objectives and Safety Performance Targets (SPTs), as well as the extent to which it is effectively implementing Safety Management Systems (SMS).

CHT is constantly striving to maintain the highest level of safety through its monitoring methods to include adherence to policies and procedures, safety and maintenance plans, system and employee evaluation processes. These methods allow CHT to determine the need to make changes to improve policies, employee training and service delivery.

The CSO will monitor operations daily through observation, data analysis, communication and safety updates to identify mitigation strategies that may be ineffective. If mitigation actions are found to be ineffective, additional strategies will be developed through key and impacted staff feedback. In some cases, mitigation may not completely eliminate the safety risk or hazard but may allow for safe operation with regular monitoring.

Maintenance

Maintenance Standards and Procedures. Standards and procedures are included in the Town of Chapel Hill's Fleet Maintenance Plan. In general, maintenance procedures are designed to ensure that the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum bus life and condition are maintained. Daily bus inspections, an active Preventive Maintenance Program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the Fleet Maintenance Plan.

Maintenance personnel coordinate with CHT dispatch to develop a daily vehicle availability list based on three maintenance shifts input of vehicles out of service using a tag out system. The list is distributed to dispatch and the CSO each morning before revenue service begins. CHT maintains a vehicle spare ratio allowing last minute vehicle replacements and minimizing service disruptions. The maintenance department reviews all vehicle inspection reports and takes appropriate and timely action to correct deficiencies. In some cases, the mechanic may ride with the operator to analyze a potential problem before taking corrective action.

Maintenance equipment is inspected weekly as part of the facility inspection process. Any equipment found to be defective is tagged out and vendors are notified to schedule repairs or replacement. The

Town of Chapel Hill Fleet Safety Plan (2020) provides policies and procedures for all maintenance employees.

Operator Inspections. All operators are required to perform a pre-trip and post-trip inspection to ensure that the vehicle is safe and in good operating condition. If any defects are noted by the operator on the inspection form, the vehicle may be repaired or taken out of service until a repair can be made. In the case of a defect that develops or is noted once a vehicle is in service, the operator is required to communicate the problem to Operations, who will then notify Maintenance. Depending on the defect, the vehicle may be replaced with a spare vehicle.

Daily Servicing and Inspections. The CHT Maintenance Department inspects and services buses used in revenue service each day. The buses are fueled and washed, all fluids are checked, tires and lugs are checked, and the vehicle is inspected for any leaks or unusual noises. The Cleaners clean the bus interiors each day and exteriors twice a week. When a defect is noted, it is reported to the Lead Mechanic or Supervisor on shift so that evaluation and, if necessary, a repair can be conducted.

Mileage-Based Maintenance Inspections. All buses receive preventive maintenance inspections (PMI) at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. Oil sampling is performed periodically for both engines and transmissions. A description of the schedule and type of inspection and service performed for each bus series is included in the CHT Fleet Maintenance Plan and entered into Dossier Fleet Maintenance software.

Operations

Facility Monitoring

Formal facility inspections of all CHT facilities and grounds are conducted weekly by the CSO using a facility checklist. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist, and that may require maintenance or modification. Each facility is also visually inspected for compliance with OSHA and local fire codes.

Any guests to CHT's administration facility must check in through a secured process requiring check-in and validation of visit purpose. Employees are trained on procedures for visitors in the workplace and facility access is limited through security systems.

Frequency

The CSO conducts its safety inspections periodically. Maintenance employees look for potential hazards with equipment whenever they are using that equipment. Preventive maintenance of equipment and facilities is performed in accordance with the manufacturer's recommended practice. Hazards are also identified by analyzing work collision trends, through Incident Report Forms and Workers Comp claims submitted by employees. Incident Forms are used by employees to report safety concerns and to make safety recommendations. CHT's management team meets each Monday to discuss system performance and safety. The Safety Committee meets monthly to review safety data, mitigation strategies and review safety events for root cause analysis.

Reporting

When deficiencies are noted during weekly inspections by the CSO, they are documented and reported to the director of the department in which the safety hazard is located. When safety hazards are noted by non-scheduled observation, they must be reported by the observer to a supervisor or CSO. Incident Report Forms are routed to the department, CSO or director best equipped to evaluate the concern and, when necessary, propose a resolution.

Hazard Resolution

The primary purpose of facility inspections and hazard reporting is to identify conditions that could lead to collisions and losses. In view of this, it is crucial that all departments and employees be involved in the facility inspection, hazard identification and resolution process. Hazard resolution is related to the severity of the hazard and the probability and severity of a negative consequence of the hazard.

Follow-up

Corrective action for a confirmed hazard that has been identified by any established process is the responsibility of the manager of the department area in which the hazard exists in conjunction with the CSO. This includes arranging for the services of other CHT departments or subject matter experts, as necessary, to eliminate or control the hazard.

Documentation

Hazards that have been identified, assessed, investigated and mitigated are recorded in hard copy by the CSO. All safety events are recorded in a Safety Assessment Index for analysis and sharing with other departments and management.

All front-line personnel are responsible for monitoring safety and security as part of their respective positions. If a hazard is identified through observation or interaction with customers or the general public, it is reported to the immediate supervisor as well as following CHT's hazard reporting process.

Route/Operations Safety

Employees can fill out an Incident Report Form or discuss suggestions for making the system/route safer. CHT encourages employees to be advocates for safety while also suggesting methods of increasing performance. Management has an open-door policy and makes clear the importance of employee feedback; positive and negative.

Safety Events

Collision and Incident Reporting Process

All collisions and loss incidents are to be investigated. CHT's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, CHT employs the Smith System Defensive Driving, guidelines to determine if a collision or onboard incident could have been prevented. All personnel operating any CHT vehicle are held to this standard.

CHT's Employee Handbook includes procedures and responsibilities for collision/incident investigation. The combined manuals establish procedures for collision notification, response, and investigation.

Transit Operations coordinates with outside law enforcement agencies or subject matter experts if they investigate an event. Administrative staff coordinates with outside insurance providers and provides support among CHT departments and independent investigation to manage CHT liability and claims.

Most collisions and incidents involving CHT are relatively minor in severity and are investigated by Operations Field Supervision or the CSO. Since most collisions involve buses, this section focuses on bus collisions. However, all non-bus collisions and incidents are also investigated.

Notification

Bus Operators are to notify the operations system supervisor anytime an CHT vehicle might have been damaged, anytime an CHT vehicle and another vehicle come into contact, or anytime an instance occurs in where a customer may have been injured. An Operations Supervisor will be directed to the scene. Police and ambulance will be dispatched, if necessary.

At-Scene Procedures

Bus Operators will adhere to the following procedures defined in the CHT Operator's Manual:

- ◆ Assist the injured.
- ◆ If blocking traffic, set out reflective triangles.
- ◆ Do not move the vehicle unless required to do so by an Operations Supervisor, fire or police order, or impending danger from traffic.
- ◆ Obtain names, addresses, and phone numbers of all witnesses.
- ◆ Have all customers complete courtesy cards.

Operations Supervisors and the CSO are responsible for conducting on-scene investigations of collisions and incidents. Depending on the severity and the nature of the event, various mechanisms will be used for preserving transient evidence. These may include digital photography, bus video, field sketches, interviews, and observations.

Investigation

An attempt is made to complete the investigation of most collisions within three days. Operations Supervisors are required to complete an Collision/Incident Report. Operators are required to complete an Collision Report. The Supervisor is required to file a hard copy and attach all relevant media for use by the Operations Manager and the CSO.

A Report of Injury Form must be completed if an employee suffers an injury or illness as a result of an collision or incident.

Collision Review Process

Collisions and Incidents are classified as Preventable or Non-Preventable.

Preventable collisions are defined as those collisions that could have been reasonably avoided if the operator had followed all defensive driving techniques as established by the Five Keys of the Smith System, and/or Transit Operations Procedures and Policies. Collision investigation is conducted by Transportation Safety Institute's Collision Investigation trained staff.

After reviewing all related documents and evidence, the CSO, makes a final determination of whether the collision was preventable.

The CSO follows all policies, procedures, and definitions as established in the Employee Handbook. Examples of investigations may include reviews of collision and injury reports, vehicle condition reports, witness statements, employee interviews, collision scene sketches, bus videos, physical evidence, brake test reports, training manuals, and collision site visits. Employees who are not in agreement with the CSO's determination can appeal directly to the AE by providing additional evidence and testimony. The AE may review all relevant information, interview the employee making the appeal, and confer with any available person or resource he or she considers valuable to his or her deliberation.

Hazard Resolution

The primary purpose of the Collision Investigation process is to determine the cause(s) of collisions so that they may be prevented or mitigated in the future. To this end, it is crucial that all relevant departments be appropriately involved in the Process. A serious attempt is made to use lessons learned through the investigatory process to incorporate hazard resolutions into future procedures, designs, construction, modifications, training, and procurements.

Follow-up

Follow-up in the form of corrective actions is the responsibility of the employee's director. The responsibility may be delegated to the employee's manager, supervisor or CSO.

Any disciplinary action will be assessed using the Employee Handbook. Disciplinary consequences for collisions may include warnings, suspensions, and discharge.

Training will be provided for all employees who have been involved in preventable collisions and incidents. CHT prefers to coach employees to understand deficiencies before using disciplinary action when possible.

Internal Reporting

The Operations Supervisor is responsible for ensuring that all collision reports are completed and submitted to the Operations Manager for review before sending to the CSO for final determination. Once the CSO makes a final determination the report is filed with the Town's Human Resource and Risk Management Divisions. Human Resources will advise on the history of the employee if a pattern of safety events is evident. If disciplinary action is recommended by transit management it must be approved by the Town's Human Resource Department located in the transit facility. Additionally, disciplinary actions above written warnings are reviewed by the Town's legal department and Town Assistant.

Documentation

Transit Operations and Human Resources and CSO maintain the collision investigation documentation.

Performance Measures

Through a series of performance measures relative to operations, maintenance, and safety, CHT can monitor the system's safety by identifying trends and gaps in policies, procedures, training, and monitoring efforts. The following performance measures are on a daily, monthly, and quarterly basis.

Maintenance

- ◆ **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturing and CHT mileage intervals.
- ◆ **Vehicles Removed From Revenue Service** – tracks vehicles removed from service due to a mechanical defect developed while in service requiring immediate service either on-site of failure or once returned to the facility.
- ◆ **Annual Vehicle Condition Assessment** – through annual inspection, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates of CHT's Transit Asset Management Plan.

Operations

- ◆ **Customer Complaints Per Month** – tracks all customer complaints to identify areas of deficiency with vehicle, driver or other CHT areas. Safety-related complaints are immediately routed to a supervisor on-duty or the CSO for investigation mitigation and response. Complaints may be a result of phone calls, website or CHT public forums.
- ◆ **On-time Performance** – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and driver performance.
- ◆ **On-board Surveys** – conducted annually, allow CHT to receive rider feedback about bus operator performance, customer service, and vehicle safety.

Safety

- ◆ **Safety Performance Measure: Fatalities** (total number of reportable fatalities and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Injuries** (total number of reportable injuries and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Safety Events** (total number of reportable events and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: System Reliability** (mean distance between major mechanical failures by mode)

Section 7. Safety Promotion

Operator Selection

Hiring Practices

Selecting applicants best suited to excel at the Bus Operator job requirements is critical to safe transit operations. The transit Bus Operator is directly responsible for the safety of not only the passengers, but also the pedestrians, bicyclists, drivers, and all others who share the road with the transit vehicle. CHT's hiring process includes the following components:

Applications

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, posted in Town Hall, local newspaper, CHT website and applications filed by prospective candidates when there are no positions available. The applications are screened by key personnel in Human Resources and Transit Operations.

Interview

After application reviews, applicants are then interviewed by an Operations Team Member and a Training Team Member. The interview process is designed to evaluate a candidate's strengths in customer service, the ability to simultaneously perform tasks, conflict resolution, and the ability to perform well under temporal and interpersonal pressure.

Driving Record

The Town's Human Resource Division, as part of every application process, reviews driving records of candidates.

Licensing

To be eligible for hire, a candidate must be able to earn a CDL with a Passenger and Air Brake Endorsement.

Criminal Background Check

To be eligible for hire, a candidate must submit to a Criminal Background Check administered by the North Carolina State Police with the Federal Bureau of Investigation. The results must meet all statutory and CHT standards for the Bus Operator position.

Drug Testing

To be eligible for hire, a candidate must produce a negative result for a pre-employment drug test.

Physical Capacities Testing

To be eligible for hire, a candidate must pass a position-specific physical capacities test.

Training

There are formal training programs for Bus Operators, Maintenance employees and Operations employees. These include training classes, manuals, CHT Standard Operating Procedures, and on-the-job training.

The safety component of training is designed to make employees aware of the hazards associated with their jobs and the appropriate methods for controlling these hazards. The training is intended to motivate employees to work safely. Trainings fall into three main categories: (1) Initial, (2) Periodic, and (3) Remedial or Refresher.

Initial Bus Operator Training

New Bus Operators receive an intensive 240 hours training course that covers every aspect of their new job. Approximately 40 hours of the training is delivered in the classroom using the TAPTCO training program. The majority of learning occurs on the vehicles during off-route and on-route training. The skills training encompasses 80 hours; route knowledge is 40-80 hours; and operator/trainer hours in revenue service at 80 hours. Each new operator is evaluated and surveyed after 30 days and 60 days to make sure they are comfortable in the position and are doing their job properly. The training includes, but is not limited to, the following areas:

- Smith System Defensive Driving
- Orientation to CHT
- Basic Bus Maneuvers
- Advanced Bus Maneuvers
- Service Stops
- System Overview
- System Procedures
- Communication Skills
- Customer Service
- Accessible Service
- Emergency Management
- Fleet Services
- Personal Safety
- Health/Injury Prevention
- Stress Management
- CDL Preparation

- On-route Training
- Vehicle Orientation of all Vehicles
- SMS Training

On-route training provides real service experience with an Operator Instructor on the new operator's regularly scheduled work. The time the new employee operates the revenue route is increased daily. Each day the student receives a full review and debriefing from his or her instructor. Instructors communicate among one another regarding where additional training for new operators is required.

After the initial training, new Bus Operators receive additional support and training, including:

- Check-rides at the 30-day and 60-day mark
- Refresher training monthly during monthly safety training programs.
- Annual evaluation and continued training

System Modification Design Review and Approval

General Process

The CHT bus system is regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. CHT's philosophy is to use appropriate new technologies to benefit the environment and the community it serves. The challenge is to review any proposed modification adequately before it is approved. Any proposed modification should be evaluated to ensure it is compatible with existing systems and does not introduce new hazards to the system or reduce the effectiveness of existing hazard controls.

Equipment modifications may be proposed by any employee of any department that uses the equipment. Changes may also occur from an analysis of reliability performance, historical data, and available improvements in equipment design and components.

Modification Design Review

A review of any modification in equipment design shall be made by the director and managers of the department responsible for the equipment. It is an informal practice to include Human Resources and Operations in the review of any change that might affect safety. The impact on the safety of all designs and specifications should be identified and evaluated before the change is approved. Some of the areas to be considered include but are not limited to:

- Hazardous Materials (handling and use)
- Motor Vehicle Safety
- Human Factor

- Occupational Health and Safety
- Materials Compatibility
- Fire Protection
- Lighting
- Braking systems
- Mirrors
- Warning Devices

Modifications must not be made before it is determined how they might affect the safety of the system, or any other systems. Other departments may evaluate a proposed change to determine its compatibility with other systems (e.g., hoists, fueling systems, communications systems). The evaluation may also include a review of applicable regulations, such as the Federal Motor Vehicle Safety Standards and Regulations and the U.S. Department of Labor's Occupational Safety and Health Act.

Testing may also be performed to evaluate the safety of a proposed modification. The testing of small changes may be minimal. For substantial modifications, extensive field testing, mock-ups, and structural evaluations may be employed.

Modification Design Approval

Final approval is generally made by the Maintenance Manager and Assistant Director - Operations. When modifications are made by a bus manufacturer, the Director of Maintenance works with the manufacturer, and contractual changes may be made. If changes are substantial, additional training will be provided for maintenance and operation staff.

Monitoring

Once a modification is put in place, feedback from the operating department is solicited to evaluate the performance of the modification. Unsolicited input from the operating department and its employees (end users) is also encouraged. Depending on the nature of the modification, Human Resources, Planning and the Safety Committee may be involved for input.

Documentation

The Maintenance Department is responsible for documenting any vehicle modifications. Facilities Services is responsible for documenting any modifications made to a facility. Documentation may involve changing diagrams, schematics, manuals, service bulletins, service intervals, standard operating procedures, and Safety Data Sheets. Maintenance Supervisors are responsible for updating Safety Data Sheets based on input from product manufacturers.

Routes

Route modifications are designed by the Planning and Operations Divisions. Bus operators may be used to test routing and bus stop placement. This experience-based, real-world process is designed to protect the safety of the transit bus, transit passengers, other vehicles, and pedestrians.

The Planning and Operations Divisions informs the Safety Committee of any proposed route modifications. The Planning Division can request that the Committee evaluate a specific proposal, or the Committee can choose to evaluate any proposed modifications.

Transit operations management may request a route modification it believes will improve operations. It may also choose to evaluate a modification that has been proposed by another department. Input from individual bus operators is encouraged through the Incident Report Form, direct communication, and periodic surveying of operators conducted by the COM, CSO or Human Resources Department.

Finally, the Planning Division maintains a cooperative working relationship with the appropriate planning and road departments of all municipal levels of government within which CHT operates.

Section 8. Definitions of Terms Used in the Safety Plan

CHT incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- **Collision** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
- **Equivalent Authority** means an entity that carries out duties similar to that of a Board of Directors for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.
- **Event** means any Collision, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an collision, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan (or Agency Safety Plan)** means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle,

or tendon damage; (4) Involves any internal organ; or (5) Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface.

- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

Section 9. Commonly Used Acronyms

Acronym	Word or Phrase
ADA	American's with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CFR	Code of Federal Regulations
CT	County Transit
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
NCDOT	North Carolina Department of Transportation
MPO	Metropolitan Planning Organization
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
SSP	System Safety Plan
U.S.C.	United States Code
VRM	Vehicle Revenue Miles

Section 10. Additional Information

This PTASP was developed from information in other CHT documents, policies and procedures and manuals. Those documents are listed below:

- CHT Employee Handbook
- Safety and Security Plan (SSP)
- Vehicle Maintenance Plan
- Town of Chapel Hill Ordinances
- Facility Maintenance Plan
- Training Manual

DRAFT

Appendix

INCIDENT REPORTING FORM

Reporting Employee			Report # <input style="width: 50px;" type="text"/>
Date of Report			
Time of Incident			Time Report Submitted
Location of Incident			Route/Manifest
Supervisor Notified			
(Check all that apply)			
Type of Incident			
Vehicle	<input type="checkbox"/>	Weather Related	<input type="checkbox"/>
Passenger	<input type="checkbox"/>	Road Condition	<input type="checkbox"/>
Facility	<input type="checkbox"/>	Security	<input type="checkbox"/>
Employee	<input type="checkbox"/>	Near Miss	<input type="checkbox"/>
Description of Incident			
Initial Action Taken to Mitigate Incident			
Initial Assessment of Incident			
	Level 1 - Immediate: A deficiency, threat, or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.		
	Level 2 - Short Term: Action is needed within seven days to mitigate an identified deficiency, threat, or hazard. The deficiency, threat, or hazard does not pose immediate danger, but if no action is taken could elevate to an Immediate level risk.		
	Level 3 - Long Term: A deficiency, threat or hazard has been identified but does not pose a threat currently, but could at a later time. Continued monitoring and awareness are required.		
Likelihood of re-occurrence of this incident (1-10)			<input style="width: 50px;" type="text"/>
Received by: _____			Date/Time _____/_____/_____

INCIDENT MITIGATION

Investigating Supervisor		Title
Date of Investigation		Time

Additional Information

Assessment Classification (Circle)	Level 1	Level 2	Level 3	
				Report # <input style="width: 50px;" type="text"/>

Mitigation Action(s) Taken

Action(s) Designed to: Eliminate Control (Circle one)

Describe Communication of Action(s)

Follow-up

Date	Contact	
Status of Action Taken		

Is additional action needed? YES NO

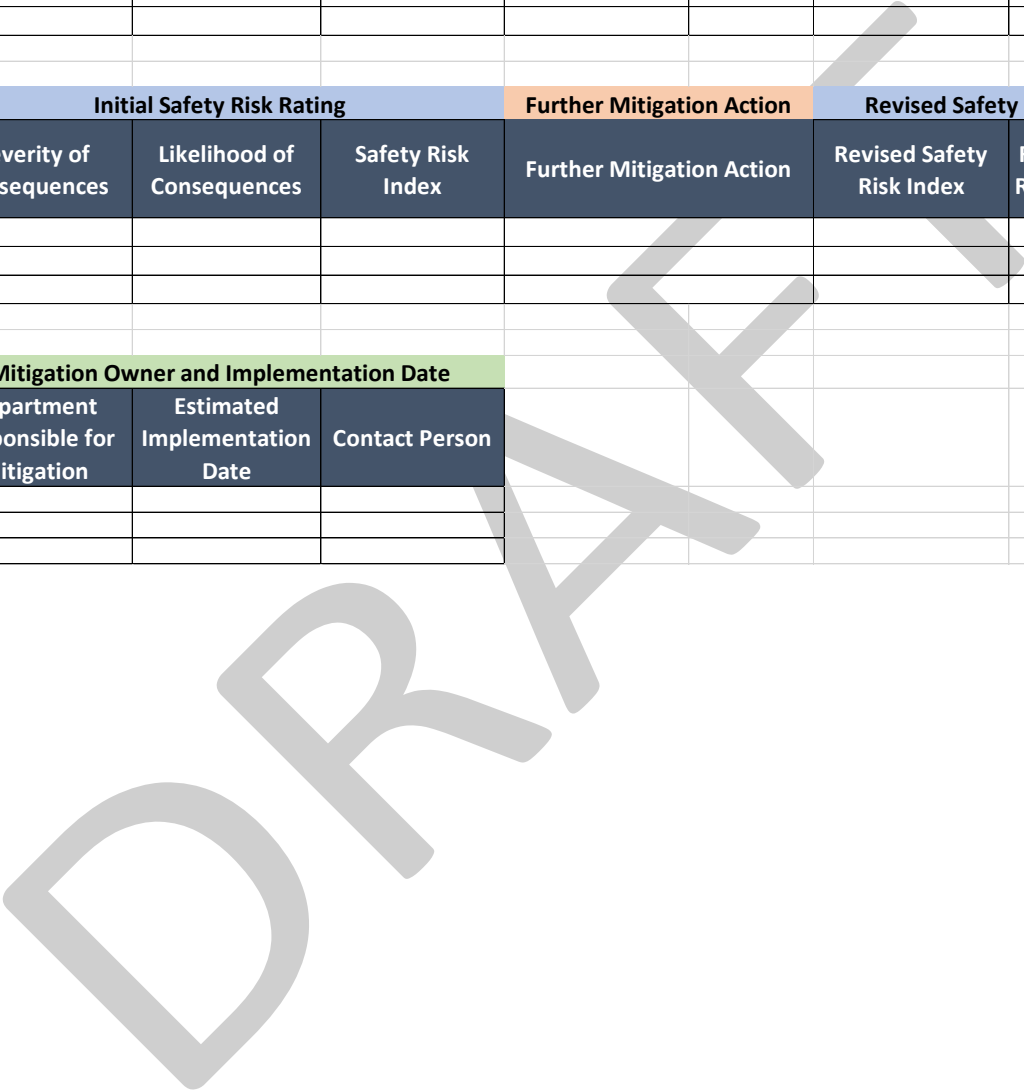
Additional Action Taken

INCIDENT CLASSIFICATION

							Report #	
Category of Incident								
Vehicle				Passenger				
Mechanical				Behavior				
Performance				Weapon				
Interior				Suspended from svc.				
Exterior				Medical Emergency				
Towed				Injury				
Repaired on scene				Death				
Safety equipment				Mobility Devise				
Lift/Ramp/Securemt								
See Pre-Trip								
Facility				Facility				
Safety Equipment				Shelter				
Security Systems				Fueling				
Plumbing				Hazardous Materials				
Electrical				Fencing/Gate				
Foundation				Passenger Amenities				
Parking								
Equipment				Employee				
HVAC/Heat				Behavior				
Roof				Theft				
Storage				Endangering Others				
Computer/Data				Property Abuse				
Farebox/Vault				Illegal Activity				
				Chief Safety Officer Initials				

Chapel Hill Transit Safety Risk Assessment Register

Identification						
Hazard	Hazard Type	Identification Date	Identification Source	Analysis Date	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Existing Mitigation(s)
Initial Safety Risk Rating			Further Mitigation Action	Revised Safety Risk Index		
Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	Revised Safety Risk Index	Revised Safety Risk Index Date	
Mitigation Owner and Implementation Date						
Department Responsible for Mitigation	Estimated Implementation Date	Contact Person				



5B. Chapel Hill Transit Holiday Schedule for Calendar Years 2020-21

Staff Resource: Nick Pittman, Transit Planning 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. The Partners Committee adopted the following holiday schedule during the May 26, 2020 Meeting:

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 and Safe Rides) and EZ Rider: 8:15a.m. – 6:52p.m.

Winter Break December 12, 2020 – January 15, 2021: Safe Rides and the Saturday/Sunday U route will not operate.

- Christmas Eve – Thursday, December 24 – Sunday Routes (No U and Safe Rides)
- Christmas Day – Friday, December 25 – No Service
- Day after Christmas – Saturday, December 26 – Sunday Routes (No U and Safe Rides)
- New Year's Eve – Thursday, December 31 – Sunday Routes (No U 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 EZ Rider: 8:15 a.m. – 6:52 p.m.
- Good Friday - Friday, April 2 – Sunday Routes (No U and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate
- Memorial Day - Monday, May 31 – No service

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.

Note that the Winter Break schedule was extended through January 15, 2021 to reflect the University's new schedule and that Sunday Routes include: A, CM, CW, D, J, N, NS and NU.

5C. Orange County Transit Plan Update

Prepared by: Brian Litchfield, Transit Director
Nick Pittman, Transit Planning Manager

Background

The County hosted a virtual transit summit on October 1st from 5-8pm (<https://octransit2020.com/event/fall-transit-summit/>). The purpose of this first Transit Summit was to:

- Identify community goals/priorities related to transit
- Manage expectations (what can/can't a transit plan accomplish?)
- Establish shared understanding of transit systems, transit system users, budgeting/available funding (including potential impacts of COVID), and how choices/values impact service
- Clearly connect feedback received to plan development and
- Promote transit services that are already available, that people may not be aware of (particularly rural, dispersed, and/or transit dependent populations).

It appears that the first summit was well attended by Local/Regional agency/government representatives. We also understand that engagement during COVID can present challenges. To assist with identifying needs, Chapel Hill Transit has provided the Consultant with our recent rider surveys and our Short Range Transit Plan, which includes over \$2.2M in unfunded service needs. We will continue to support the County and Consultant Team in their community engagement efforts.

The Local Reporter Q/A

For your information we are also including the Q/A we recently had with Nancy Oates who was working on a story about the plan update for The Local Reporter:

-- What were the key takeaways for you?

-- How does the plan update impact Chapel Hill?

I am excited to see another update to the Orange County Transit Plan (OCTP). The Chapel Hill Transit team has contributed, over several years, to the development of the initial Transit Plan (approved in 2012) and the subsequent updates. The Policy Steering Committee established to help guide this important update will provide strong leadership and guide the plan toward identifying regional and local transit investments that will continue to improve access and mobility for Orange County residents and visitors.

This effort is different because of the challenges COVID brings to a community/stakeholder based public process and by being led by Orange County and a consultant team. Additionally, there is a critical need to meet local transit needs within Orange County, both urban and rural areas, while also identifying regional solutions that provide high-capacity, high-frequency, reliable and fast transit service, in coordination with the Durham and Wake County Transit Plans to help address our regional commuting needs. It's important to note that the type of services provided and their costs will be different.

The OCTP and the funding it provides is critical to the Chapel Hill Transit budget, providing around \$2.2 million annually to fund services we operate. Since FY13, Chapel Hill Transit has been using OCTP funds to invest in service improvements. Most recently funding from the OCTP helped introduce Sunday Fixed Route and EZ Rider service expansions that were included in our adopted Short Range Transit Plan. Service improvements are guided by the following priorities adopted by the Chapel Hill Transit Partners Committee:

- 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 (especially critical as the State has reduced funding and COVID has and will continue to impact budgets for the near future)

Along with meeting regional service needs, we hope this update:

- Begins to address our significant unfunded service needs (\$2.8M),
- Expands funding for bus stop/shelter/sidewalk improvements (\$5M+ unfunded),
- Funds for new buses and other bus capital needs (\$3.3M annually – this number increases as we transition to electric buses),
- Maintains funding for the North South Bus Rapid Transit (NSBRT) project, and
- Identifies funding for the annual operation of NSBRT (~\$3.4M/ year unfunded).

I imagine that COVID will impact the revenues for the OCTP, and while this is hopefully a short term issue, this will impact how projects move forward. This may also influence the thinking about investments in the OCTP, as transit systems funded through the plan may continue to see State funding reductions or other serious revenue impacts from COVID. Funding from the OCTP could be the difference between systems maintaining services during this challenge time and reducing services – as COVID is creating greater challenges for transit systems than the challenges during the Great Recession of 2007-2009.

-- How does the BRT fit in with it?

Chapel Hill Transit will strongly advocate for the NSBRT project to continue as a signature project of the OCTP. The project is at 30% design and after our environmental clearance is provided we can advance our design work. The current OCTP allocates \$14.1M for NSBRT as it is critical we maintain that amount going forward and as we seek State and Federal funding. We also need additional funding to operate the project (about \$3.4M annually).

This is a critical and exciting project for our County and region – it could be the first BRT project implemented in the region (although our friends in Wake County are blessed with more robust funding and are moving quickly on their BRT project). We look forward to continuing to work with our Partners, stakeholders and Orange County on NSBRT.

-- How much total cash is on hand to move ahead with the plan?

Orange County or GoTriangle staff may be the best to answer this question. The OCTP, pre-COVID was generating or estimated to generate around \$9-10M annually. COVID and closeout of DOLRT may have had impacts on the cash on hand for the plan. The approved FY21 Work Plan may also provide some details that you may find helpful - <http://goforwardnc.org/wp-content/uploads/2018/04/Orange-Work-Plan-FY21-4-20-DRAFT-for-Public-Comment.pdf>

-- Will the public have a chance to decide on fixed and flexible routes?

-- Other than the transit survey, will there be another chance for the public to weigh in?

Orange County staff can provide the most up to date information. At the Transit Summit on October 1st, the County and consultant teams said they are developing an evolving community input plan, considering impacts from COVID. We have provided our Short Range Transit Plan to the team – which identifies many unmet needs that were identified through a robust and multi-year community engagement effort. GoTriangle and Chapel Hill Transit have also provided the results our most recent customer surveys – which should help provide a good start to determining the needs for local fixed routes and express routes and regional needs.

The plan has not evolved to the point where we are considering service options like fixed or flexible routes. The plan presented on October 1st indicated that there would be opportunities for members of the public to comment and provide feedback on potential service scenarios. The Chapel Hill Transit team certainly has a strong interest in this and will continue doing all we can to support the engagement efforts for the plan. I would also note that services that meet the needs for urban areas may look different than the needs for rural areas. Fixed routes, flexible routes and other public transit service types meet different needs, and flexible routes typically work best in lower-demand markets/areas.

Attachment

- Orange County Transit Plan Summit Presentation

ORANGE COUNTY TRANSIT PLAN UPDATE TRANSIT SUMMIT #1

October 1, 2020



AGENDA

- Welcome
- Introductions
- Logistics and ground rules for virtual participation
- Project information
- “Transit Planning 101”
- Q & A
- Next Steps





○ Welcome & Introduction

WELCOME

- Craig Benedict, AICP;
Orange County Planning
and Inspections Director



PLANNING TEAM: INTRODUCTIONS





○ Participation & Logistics

GROUND RULES FOR SUCCESSFUL VIRTUAL PARTICIPATION



- Have patience - new approaches may require occasional troubleshooting
- Please remain muted to minimize background noise
- Make use of the chat box for questions and suggestions
- Listen with an open mind
- Attack the problem, not the person
- Be present – mentally and physically

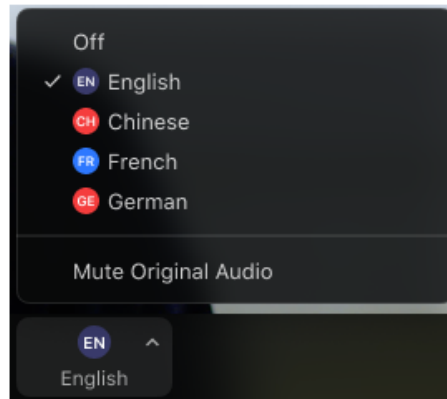
LOGISTICS

Access Spanish translation/ acceder a la traducción al español

1. In your meeting/webinar controls, click **Interpretation**.



2. Click the language that you would like to hear.



3. (Optional) To hear the interpreted language only, click **Mute Original Audio**.

Haces clic en “Interpretation”

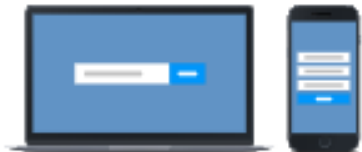
Haces clic en el idioma que te gustaría escuchar – “Spanish”

LOGISTICS

Using Poll Everywhere

How to join

Web

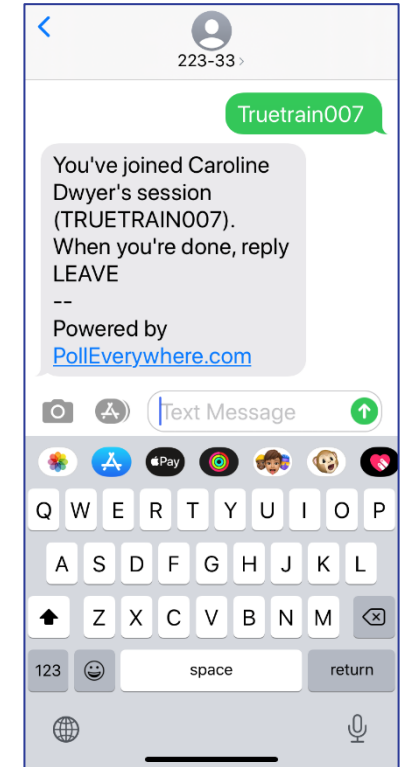
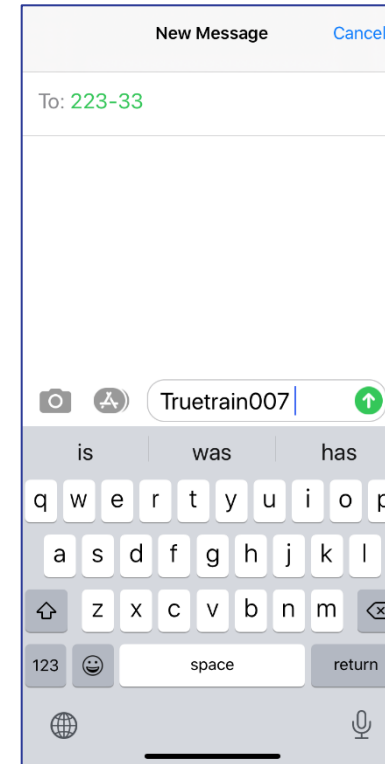


1. Go to PollEv.com
2. Enter TRUETRAIN007

Text



1. Text TRUETRAIN007 to 22333
2. Reply with poll responses





What are you looking forward to most after the quarantine?

LOGISTICS

Using Zoom Chat

The chat box is being monitored, we will stop several times throughout the presentation to address questions and comments.

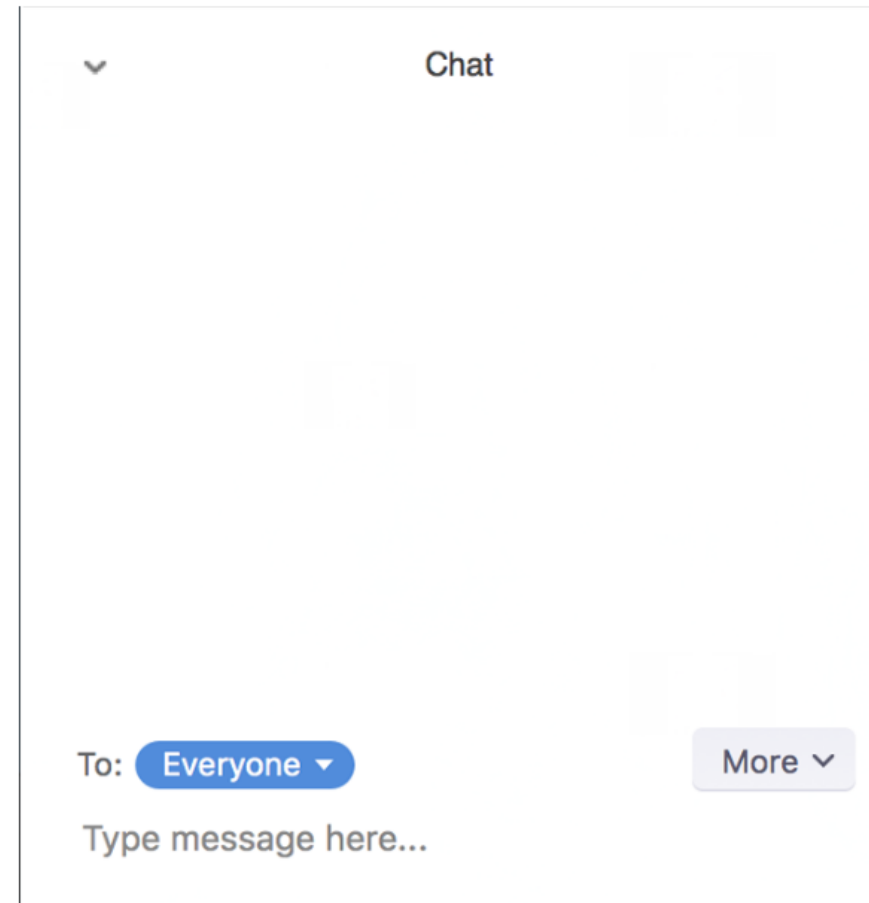
Accessing in-meeting chat

Video only or while viewing a screen share

1. While in a meeting, click **Chat** in the meeting controls.



2. This will open the chat window. You can type a message into the chat box or click on the drop down next to **To:** if you want to send a message to a specific person.



LOGISTICS

Using Zoom Q & A

You can “upvote” questions but clicking the thumbs up

Question & Answer: Open the Q&A window, allowing you to ask questions to the host and panelists.

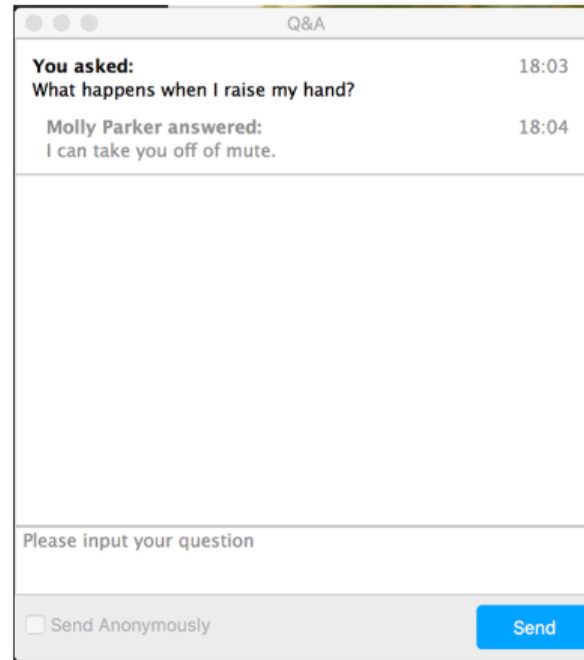
They can either reply back to you via text in the Q&A window or answer your question live.

To ask a question:

1. Type your question into the Q&A box. Click **Send**.

Note: Check **Send Anonymously** if you do not want your name attached to your question in the Q&A.

2. If the host replies via the Q&A, you will see a reply in the Q&A window.





○ Project Information

WHY A NEW TRANSIT PLAN FOR ORANGE COUNTY?

- As one of the fastest growing regions in the US, transit is essential to the growth and development of the Triangle
- Durham and Orange Counties have been regional leaders, developing ambitious transit plans nearly a decade ago and backing them up with funding from a half-cent sales tax
- LRT was a central element to both the 2012 and 2017 transit plans; discontinuation of the DOLRT provides an opportunity to explore alternative strategies for enhancing public transit



HOW WILL ORANGE COUNTY'S TRANSIT PLAN BE UPDATED?

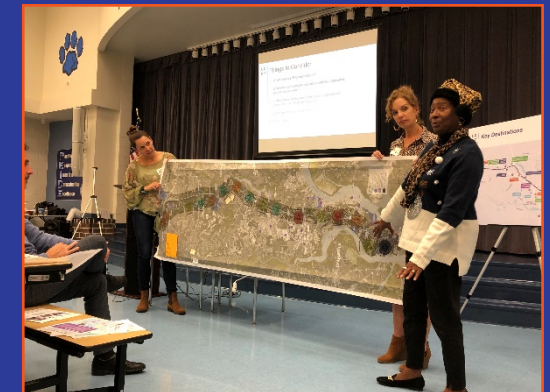
Tasks by Phase		
Phase 1	T1	PSC Coordination
	T2	Transit Choices Brochure
	T2	Regional Connections Opportunities Report
	T3	Engagement Preparations
	T3	Engagement Wave 1
	T4	Conceptual Scenario Development
Phase 2	T5	Identify projects
	T5	Prioritization process development
	T5	Preferred Scenario
	T6	Engagement wave 2 prep
	T6	Engagement Wave 2
	T7	Revenue forecasting
	T7	Implementation Plan
	T8	Final Report

PHASE 1 Introduces key transit planning concepts and frames choices in terms of easy-to-understand values to generate alternative conceptual transit scenarios

PHASE 2 Identifies proposed projects, prioritization criteria, and available revenues to produce implementation recommendations through 2040.

OUTREACH & ENGAGEMENT

- Policy Steering Committee & Staff Working Group
- Transit Summits (2)
- Elected Officials and Jurisdictional Status Updates
- E-mail Announcements
- Informational & Educational Materials
- Interactive Mapping
- Strategies for Diversity, Inclusion, and Equity
- Media Relations
- Website (www.octransit2020.com)
- Surveys
- Social Media
- Email and Comments database



How do you prefer to get information about plans/projects?

A Email/ electronic newsletter

B Website

C Public event

D Print media

E Social media

F Family/friends

G Educational materials

How do you prefer to provide feedback on a project?

A Public meeting

B Survey

C Email

D Submit comments
through website

E Social Media

WHAT IS THE PURPOSE OF THE TRANSIT SUMMIT?



- Identify community goals/priorities related to transit
- Manage expectations (what can/can't a transit plan accomplish?)
- Establish shared understanding of transit systems, transit system users, budgeting/available funding (including potential impacts of COVID), and how choices/values impact service
- Clearly connect feedback received to plan development
- Promote transit services that are already available, that people may not be aware of (particularly rural, dispersed, and/or transit dependent populations)



○ Transit Planning 101

Thinking Clearly about the Real Products of Your Transit Investment

Scudder Wagg, Jarrett Walker + Associates



WHAT IS THE TRANSIT
“PRODUCT”?



Is this the transit product?



WHAT'S THE ESSENTIAL PRODUCT OF A FIRE DEPARTMENT?

Firefighters participate in community programs, fundraising for good causes

Provide dramatic content for film, TV, video

Build confidence in cities as places to live and invest

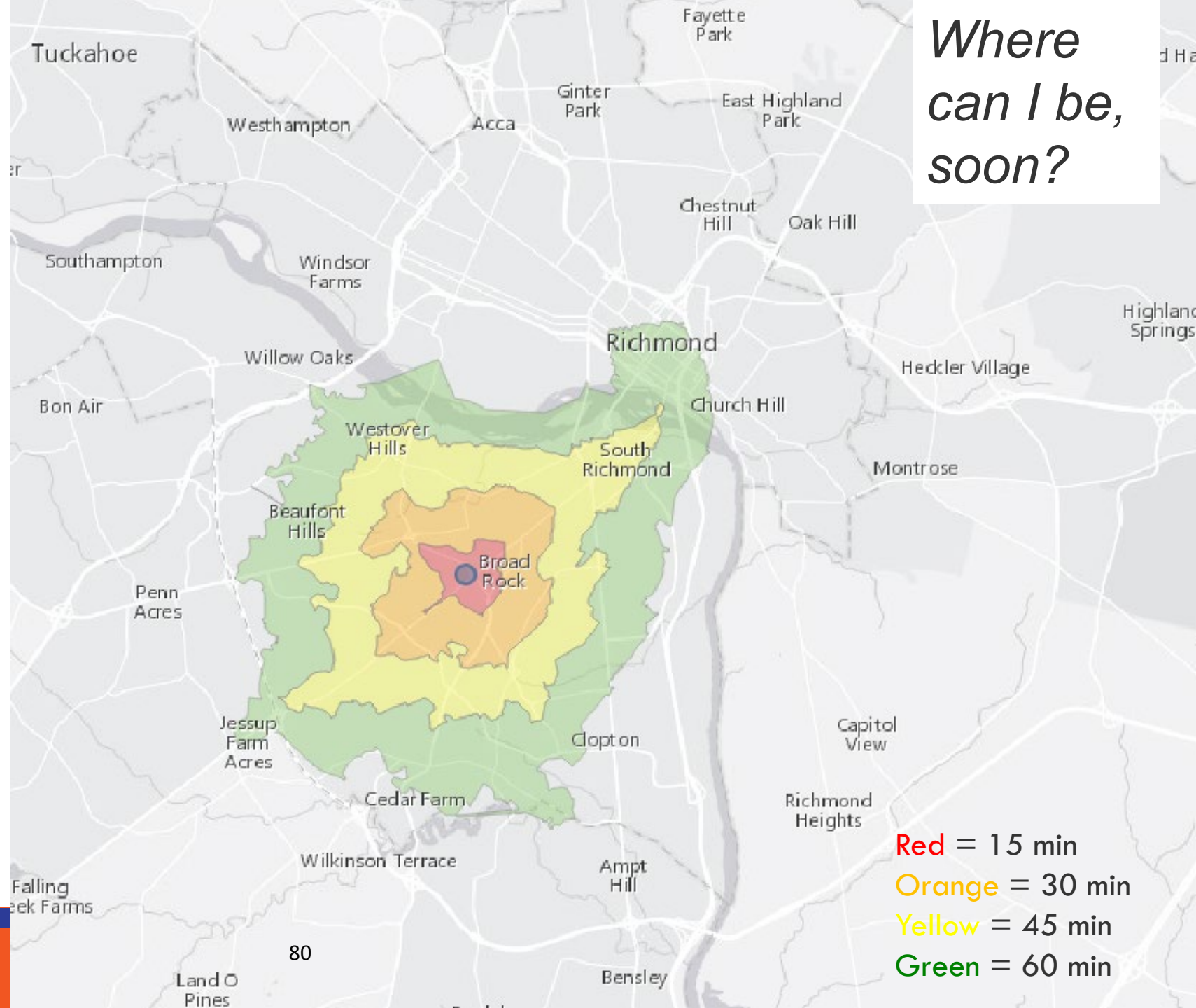


Fire and building safety

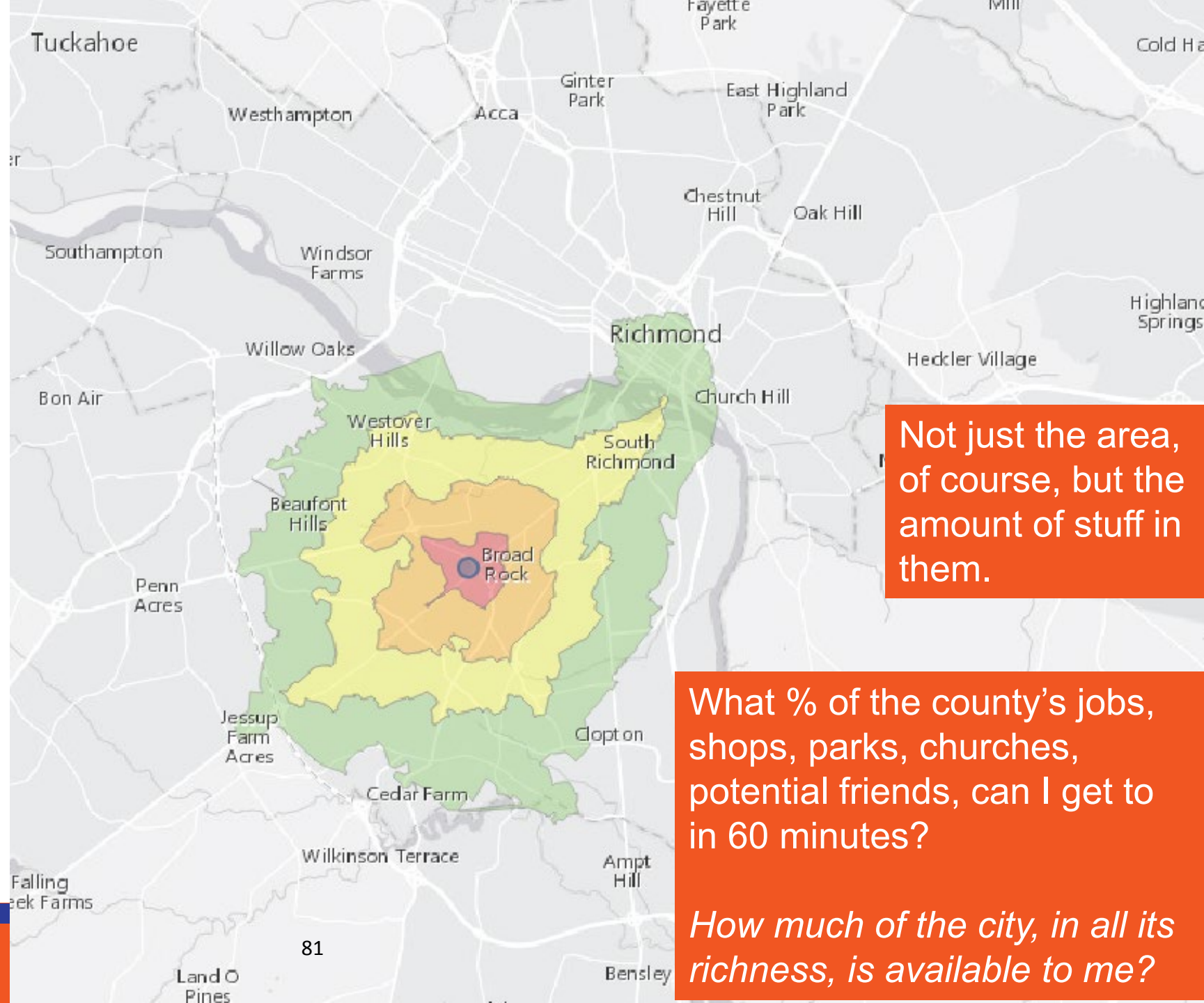
Sirens make city sound exciting

The walls around your life

Where can I be, soon?



What if we were trying to grow these “blobs”?



Not just the area, of course, but the amount of stuff in them.

What % of the county's jobs, shops, parks, churches, potential friends, can I get to in 60 minutes?
How much of the city, in all its richness, is available to me?

THE FREEDOM (AND RIDERSHIP) RECIPE

High all-day frequency ...

Forming a connected network ...

With reasonable speed and reliability ...

With sufficient capacity ...

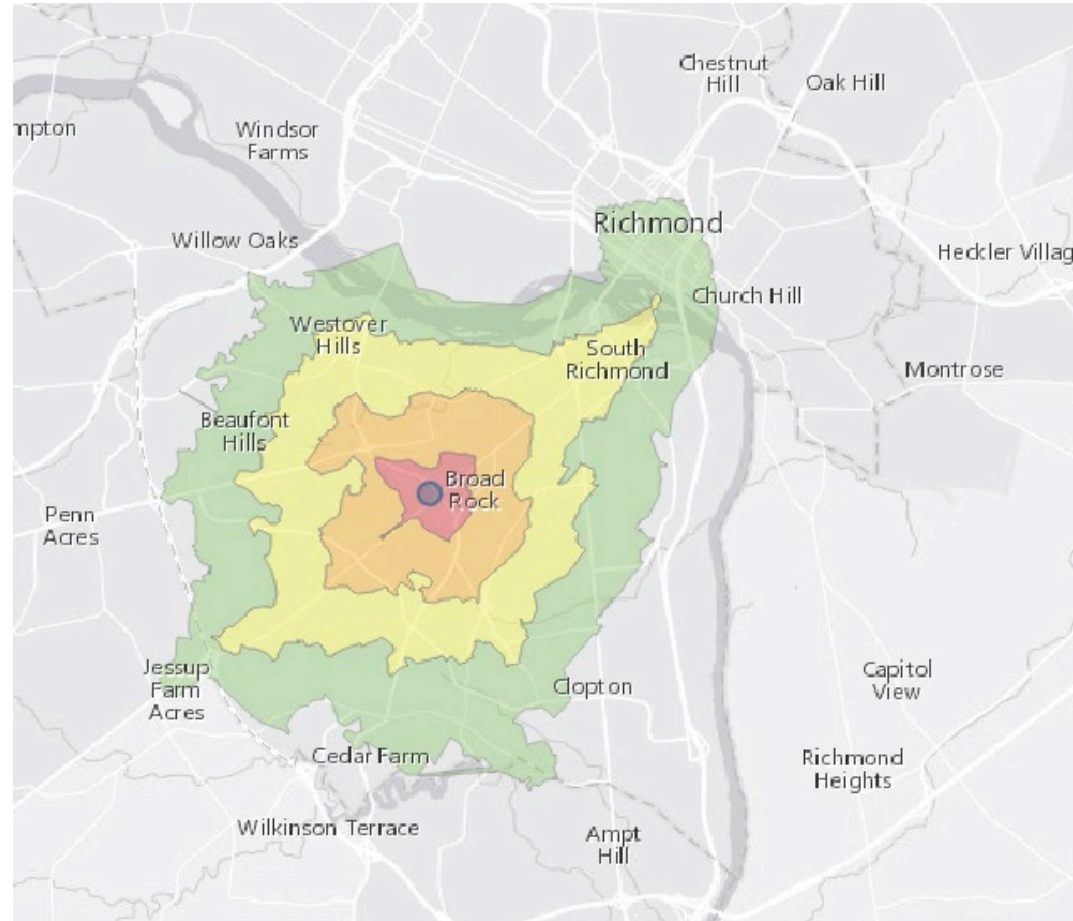
following patterns of ...

Density

Walkability

Linearity

Proximity



Another term for this: Abundant Access



How do they contribute to freedom?



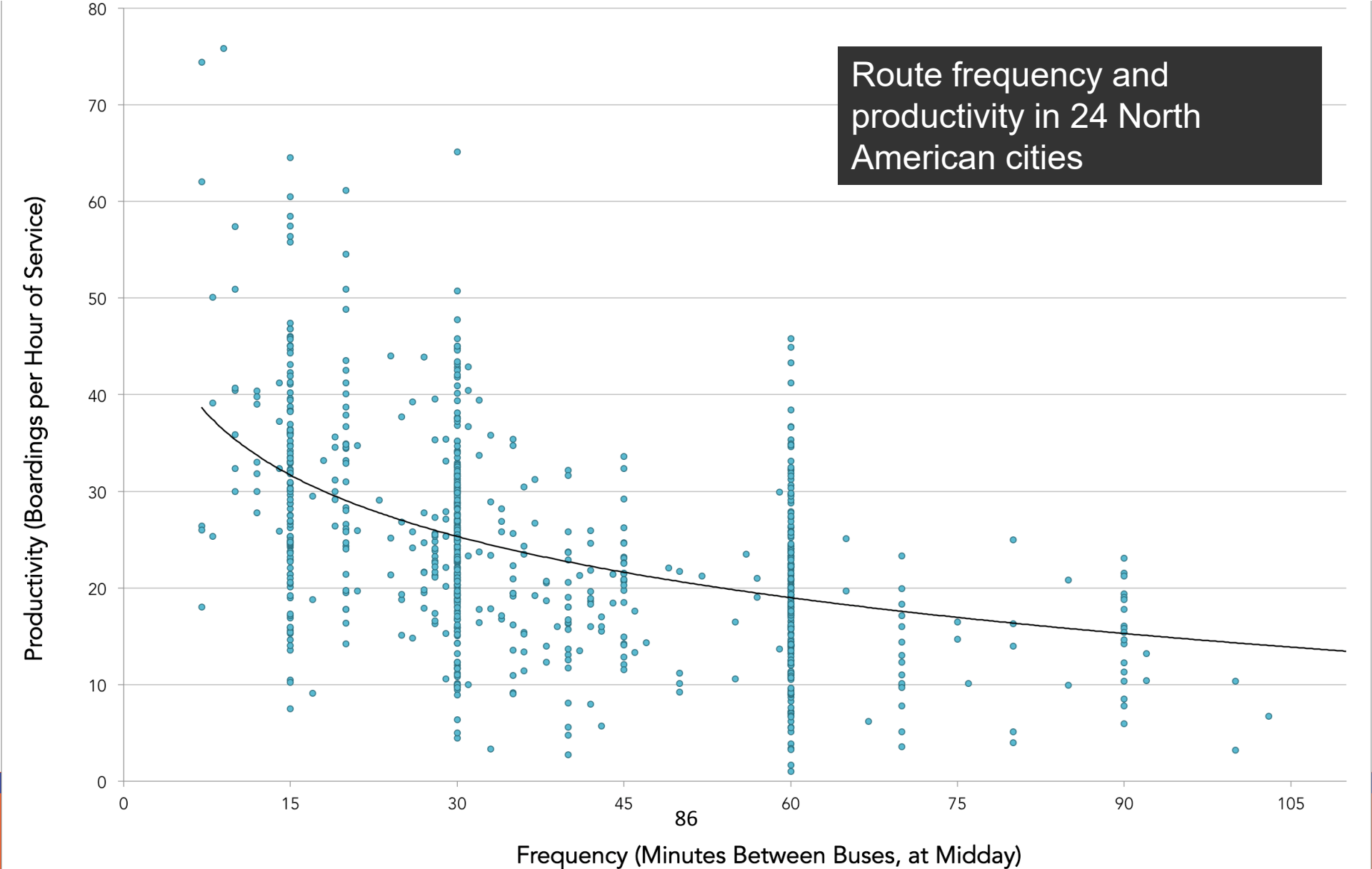
FREQUENCY

FREQUENCY IS KEY

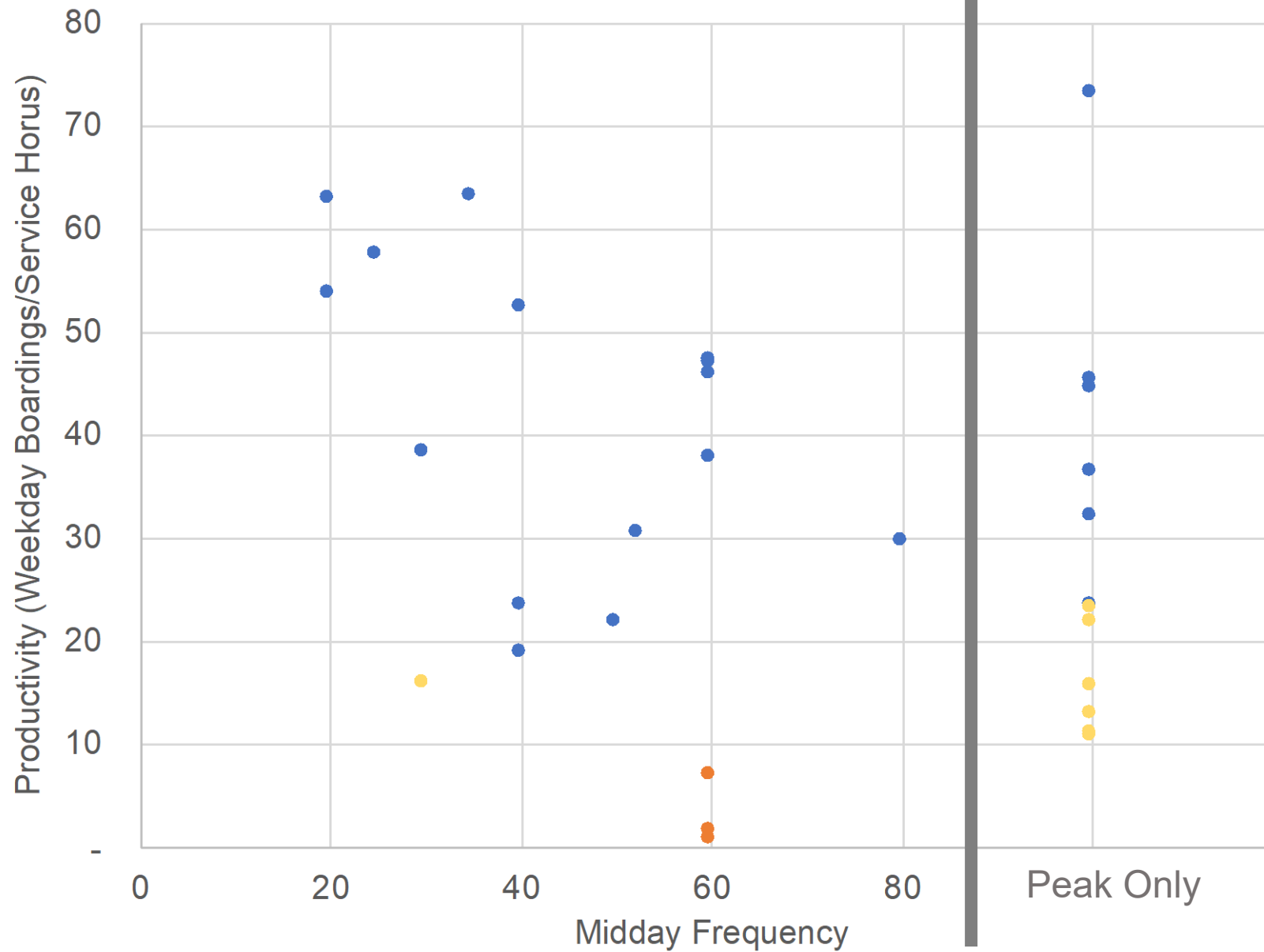
- Most overlooked
- Offers a “cubed” value:
 - Go when you want to
 - Connections!
 - Reliability
- Key to affordability



HIGH FREQUENCY (LEFT) = HIGH PRODUCTIVITY



Weekday Productivity and Midday Frequency



87
● CHT ● OCPT ● GoTriangle

... But frequency is hard to explain.

- Elevators?
- Traffic signals?



Imagine that there's a gate at the end of your driveway that opens only once an hour!

WHERE DOES TRANSIT SUCCEED

. . . on ridership and freedom terms?

DENSITY

How many people are going to and from the area around each stop?

High ridership



+ Many people and jobs are within walking distance of transit.

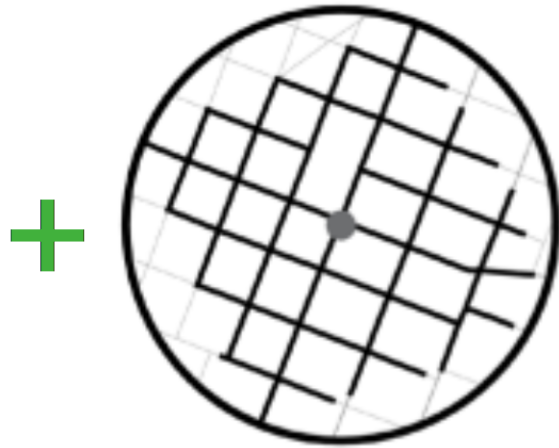
Lower ridership



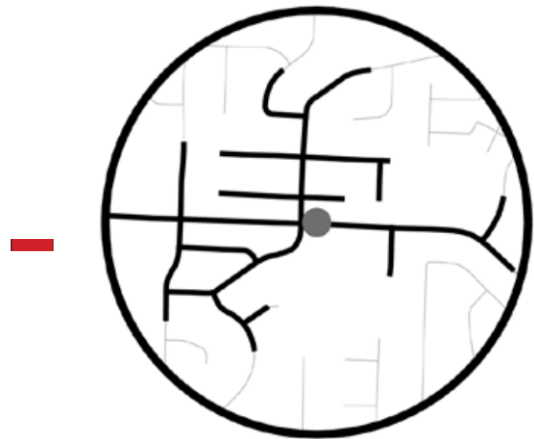
- Fewer people and jobs are within walking distance of transit.

WALKABILITY

Can the people around the stop walk to the stop?



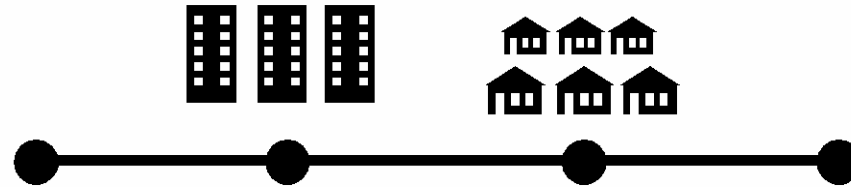
The dot at the center of these circles is a transit stop, while the circle is a 1/4 mile radius. The whole area is within 1/4 mile, but only the black-shaded streets are within a 1/4 mile *walk*.



+ It must also be safe to cross the street at a stop. You usually need the stops on both sides for two-way

PROXIMITY

Does transit have to cross long low-ridership gaps?



+ Short distances between many destinations are faster and cheaper to serve.

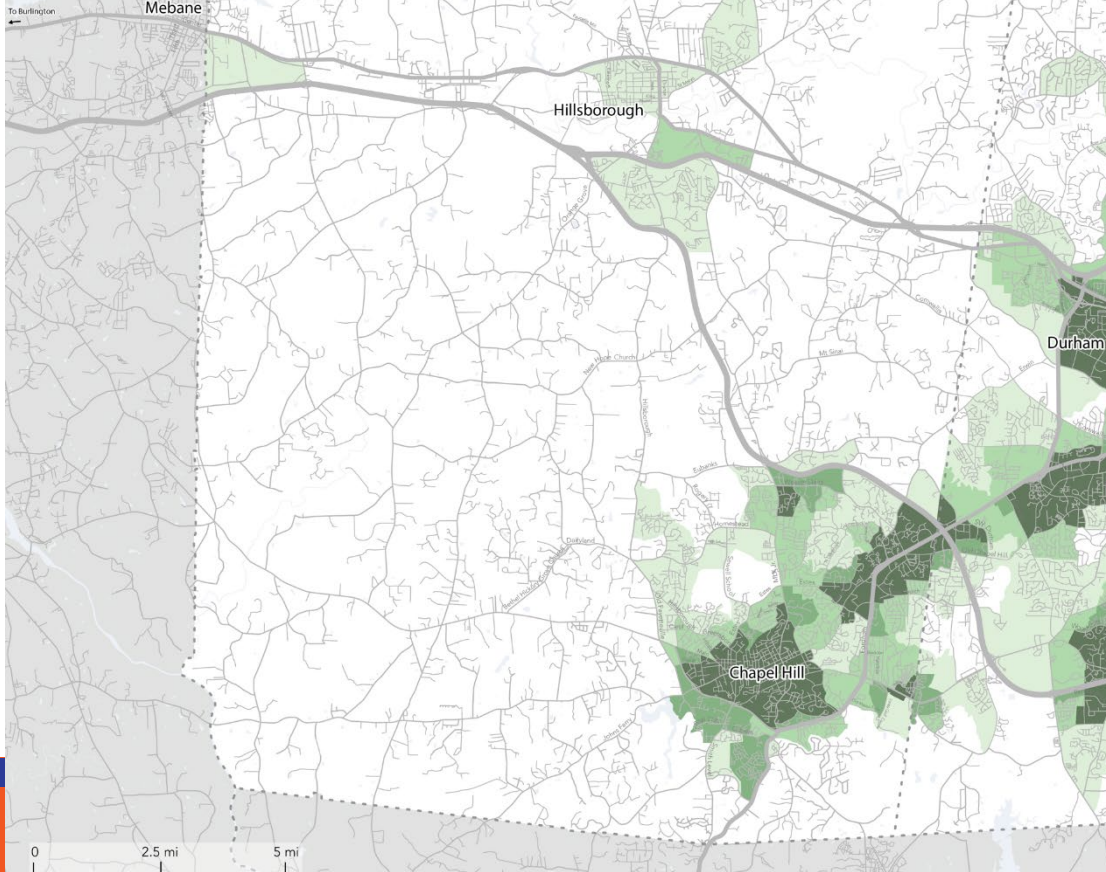


- Long distances between destinations means a higher cost per passenger.
(Distance-based fares can compensate in part.)

Orange County, North Carolina
Population Density

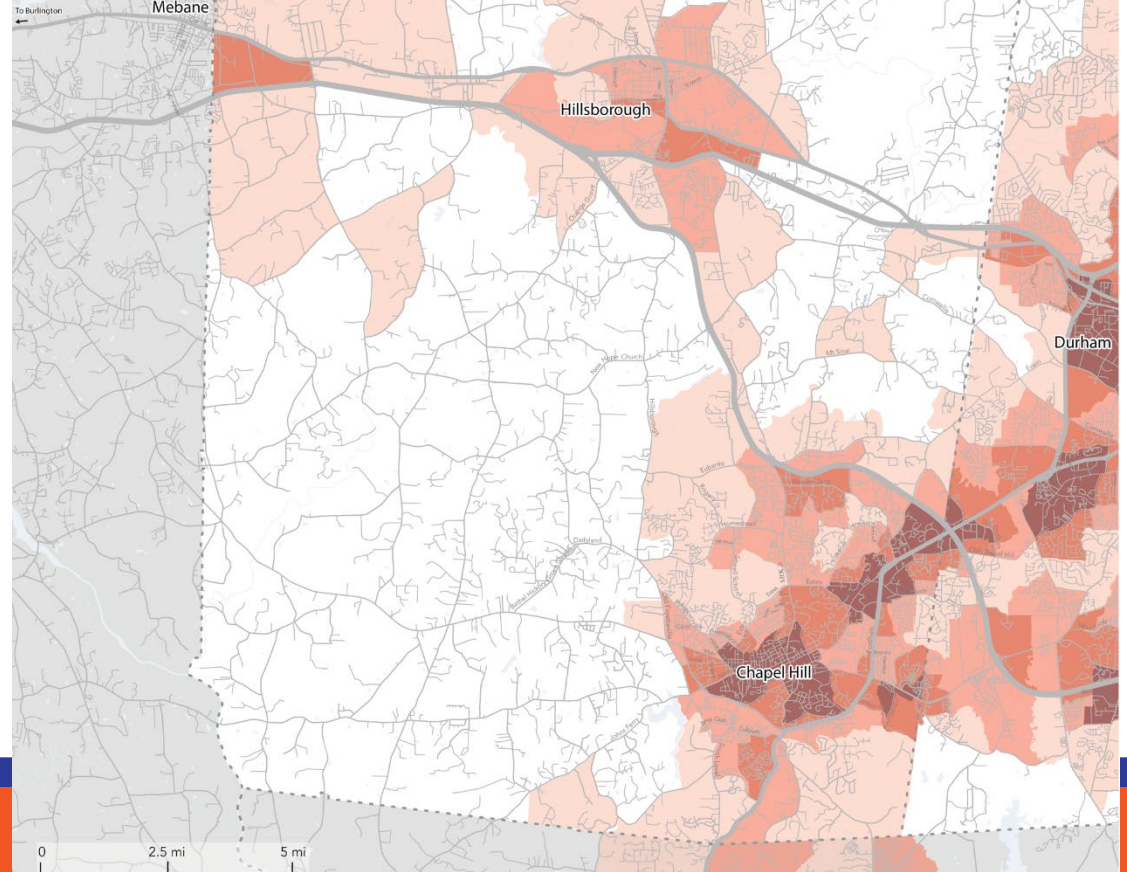
Residents per Square Mile

- Less than 1,500
- 1,501-3,000
- 3,001-4,500
- 4,500-6,000
- 6,001+



Orange County, North Carolina
Employment Density

- 0-25
- 25-200
- 200-750
- 750-2,000
- More than 2,001
- Outside study area



FREQUENCY OR COVERAGE?

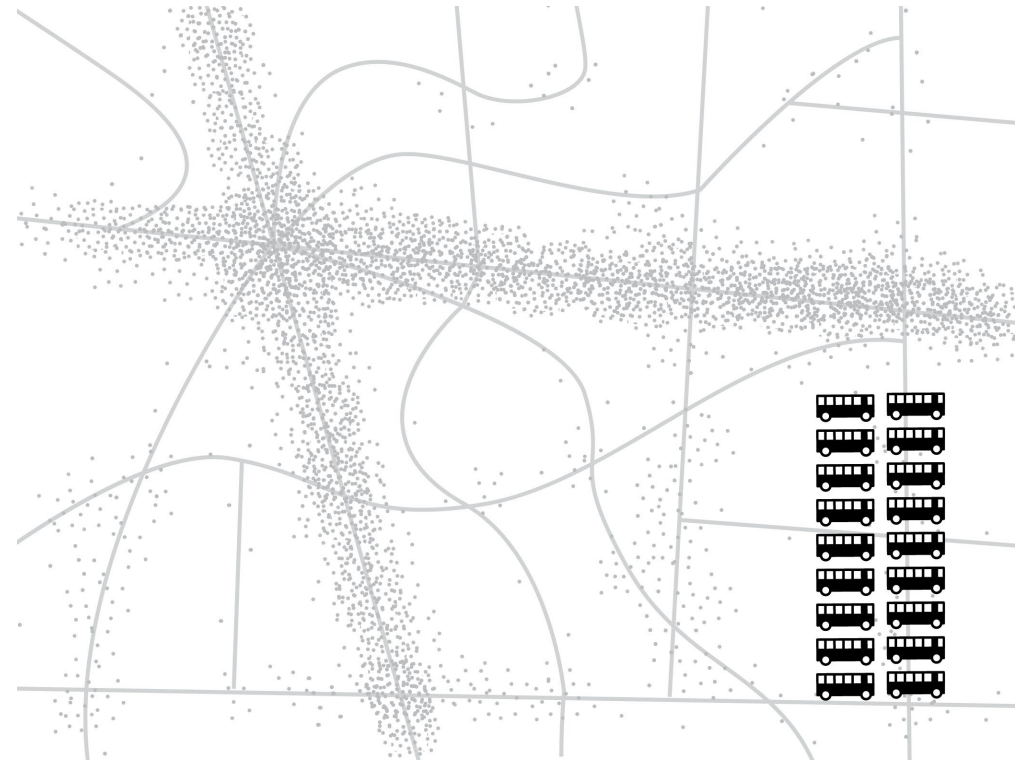
Access for many or something for all?

HOW SHOULD A TRANSIT AGENCY ALLOCATE ITS RESOURCES?

Fictional Urban Area

Dots = residents and jobs

You have 18 buses



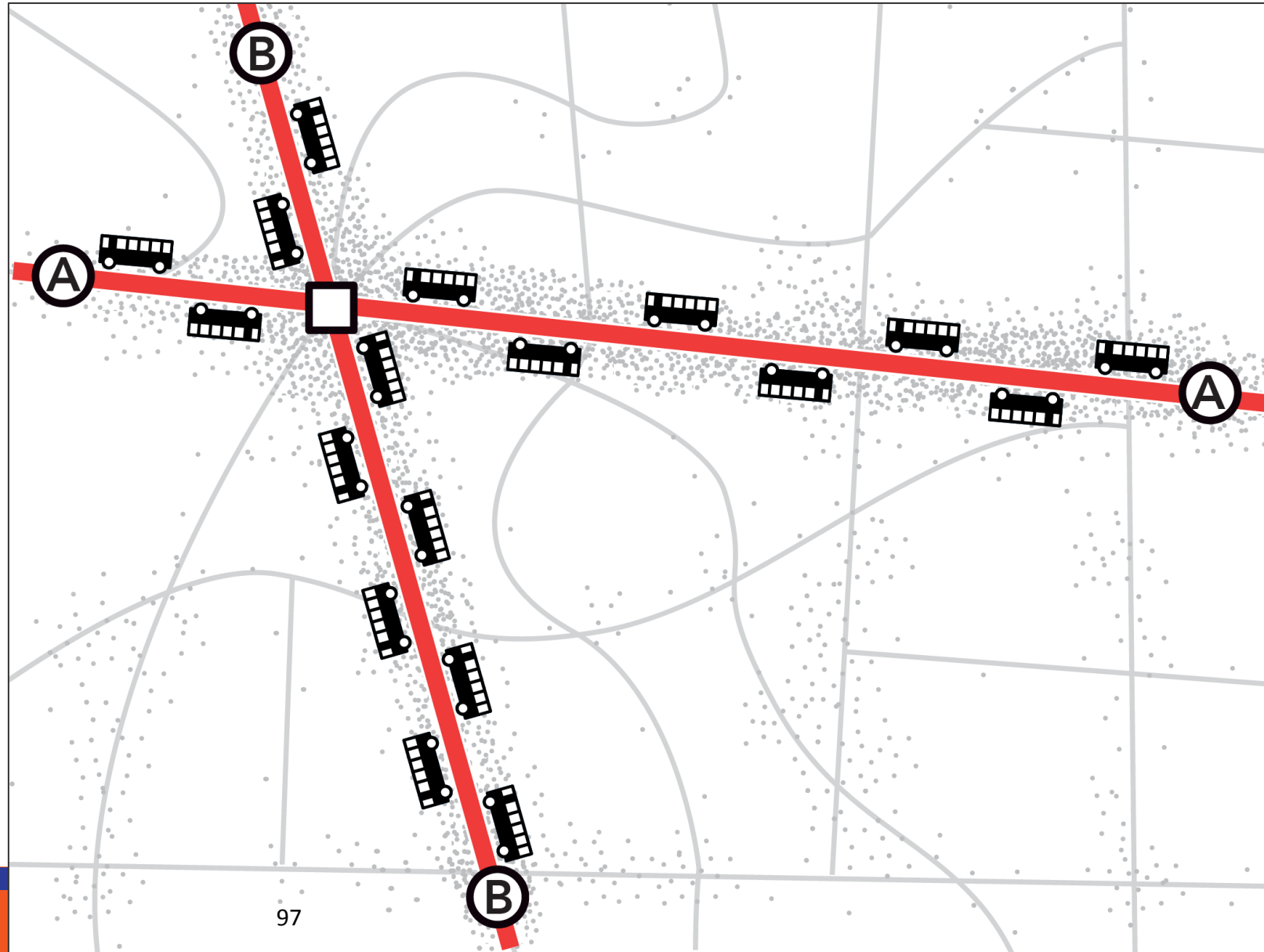
Ridership Goal “Frequent Network”

Think like a business,
*choosing which markets
you will enter.*

High frequency for high
ridership places, but no
service elsewhere.

Performance Measure:
Productivity

Ridership relative to cost



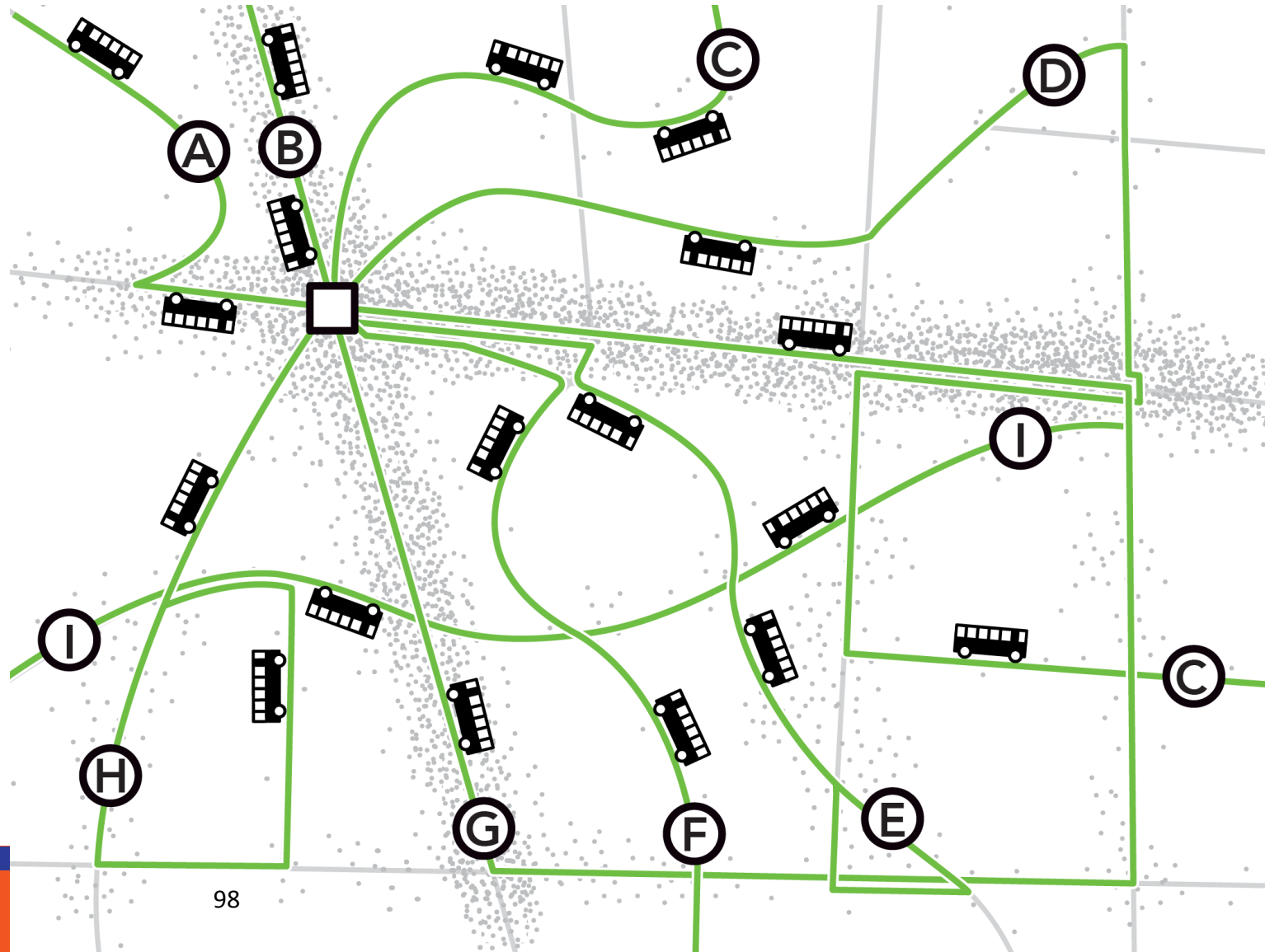
Coverage Goal “Some service for everyone”

Go everywhere, *even those in expensive-to-serve places.*

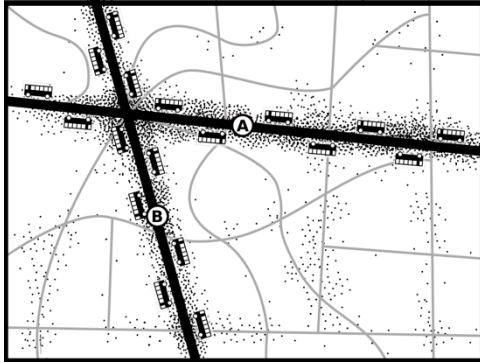
Low frequency.

Performance Measure:
Coverage

% of population and jobs near
any service

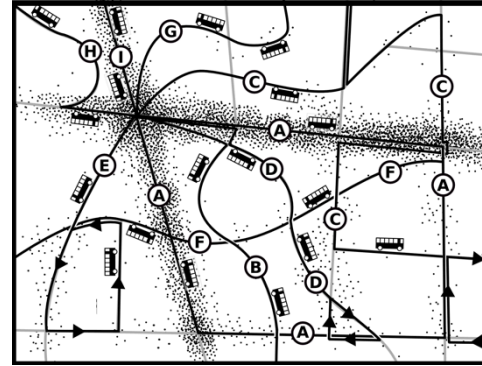


Both goals are important, ... but they lead opposite directions!



“Think like a business.”

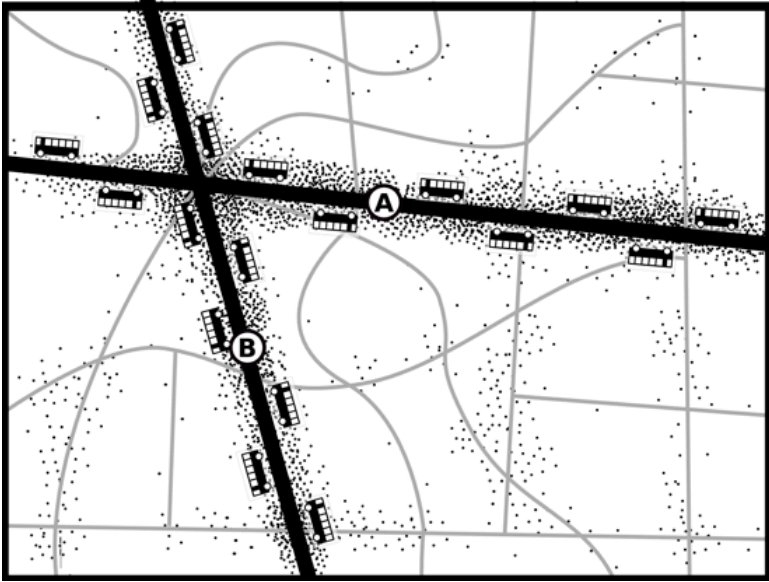
- Focus where ridership potential is highest.
- Supports dense redevelopment.
- Environmental benefits.
- Congestion benefits.
- Maximum job access.



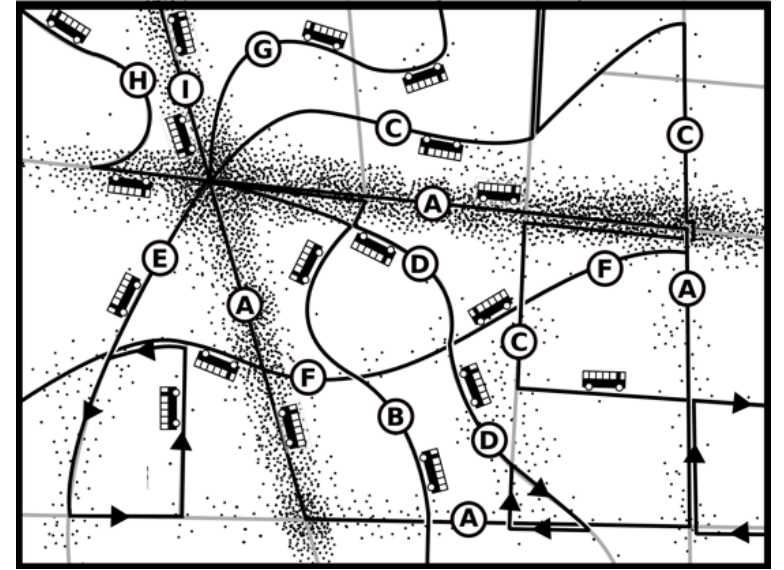
“Access for all”

- Services for suburban, hard-to-serve areas, despite low ridership.
- Lifeline access for everyone.
- Political equity: Service to every neighborhood or electoral district.

So it helps to choose a point on the spectrum ...



Ridership Goal



Coverage Goal



2012 AND 2017 PLAN GOALS

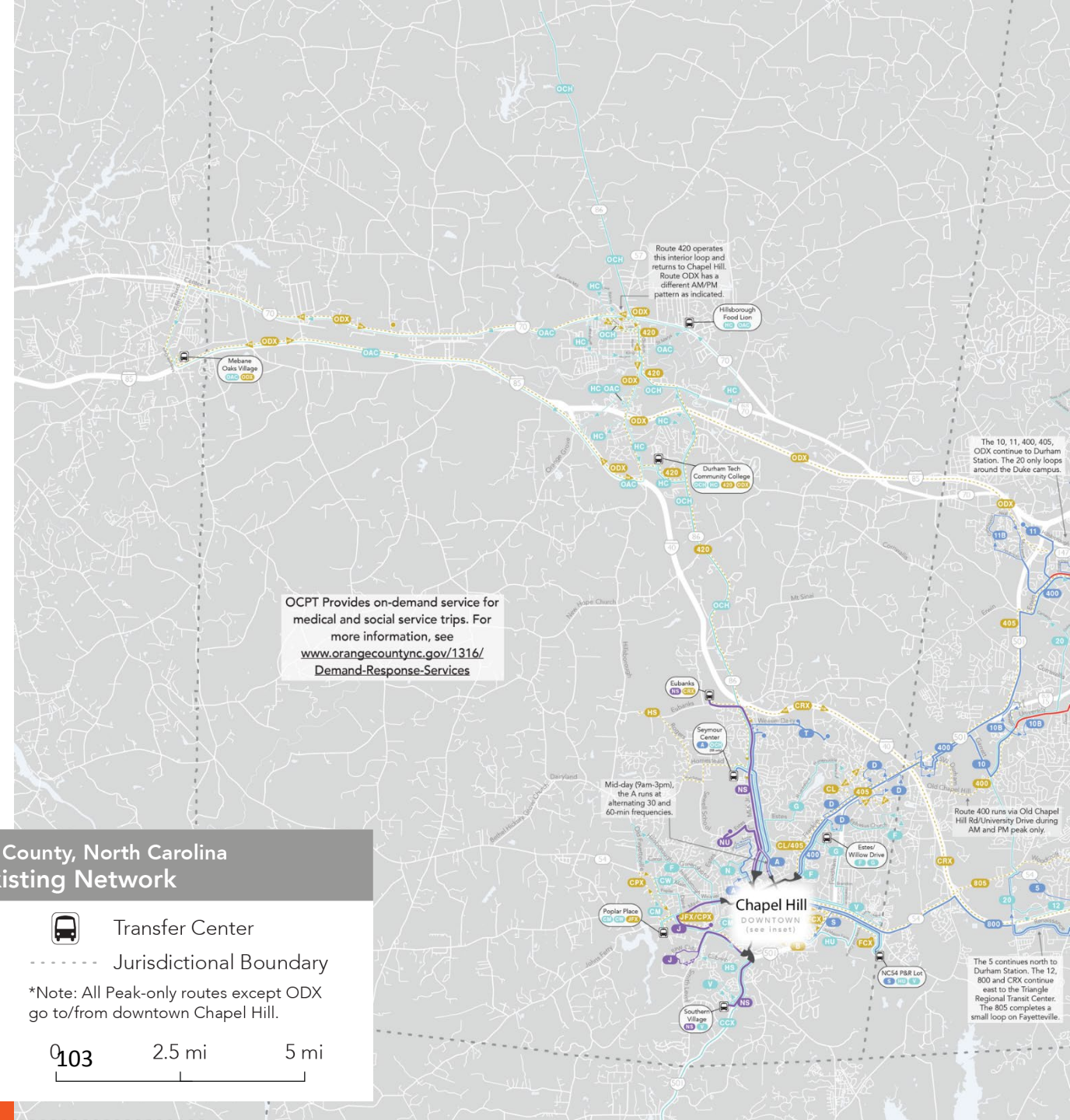
- Improving overall mobility and transportation options
- Providing geographic equity
- Supporting improved capital facilities
- Encouraging transit-supportive land use
- Providing positive impacts on air quality

2012 AND 2017 PLAN GOALS

- Ridership:
 - Improving overall mobility
 - Encouraging transit-supportive land use
 - Providing positive impacts on air quality
- Coverage:
 - Improving transportation options
 - Providing geographic equity
- Other
 - Supporting improved capital facilities

Existing Network

- Most service is in Chapel Hill and Carrboro
 - Because that's where most people and jobs are
 - And they pay for most service
- Remainder of county only has
 - Hourly service on three fixed routes (OCH/420, HC, OAC)
 - Peak service on one route (ODX)
 - On Demand Services for specific groups and/or at high cost



**Orange County, North Carolina
Existing Network**

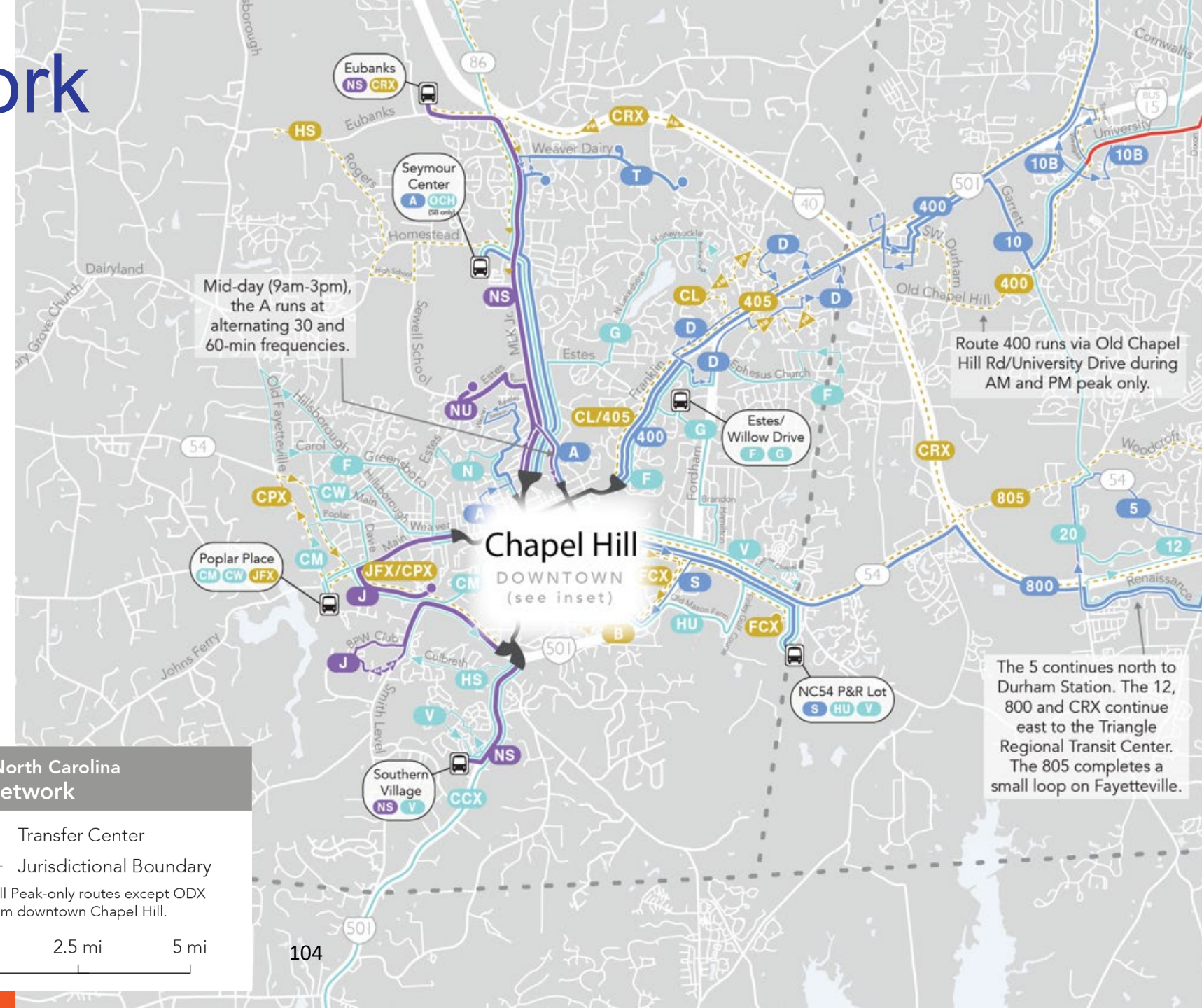
Midday Frequency		Transfer Center
15 min		----- Jurisdictional Boundary
20 min		
30 min		
60 min		
Peak only		

*Note: All Peak-only routes except ODX go to/from downtown Chapel Hill.

0 103 2.5 mi 5 mi

“Existing” Network

- Most service is in Chapel Hill and Carrboro
- 80% of County jobs
- 57% of County residents
- Highest densities in the county
- 15/501 and 54 corridors are major regional links



**Orange County, North Carolina
Existing Network**

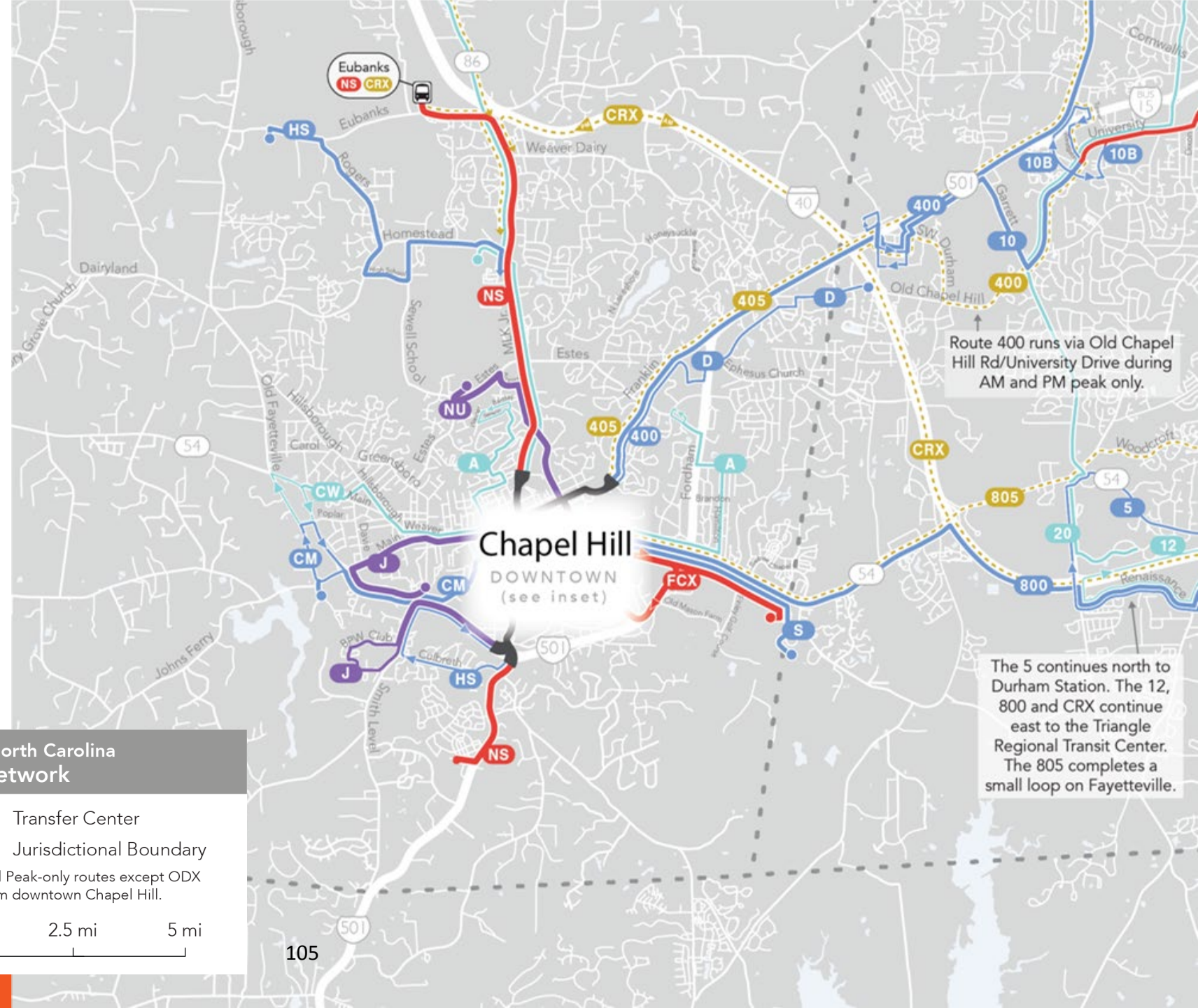
Midday Frequency	Transfer Center
15 min	Jurisdictional Boundary
20 min	
30 min	
60 min	
Peak only	

*Note: All Peak-only routes except ODX go to/from downtown Chapel Hill.

0 2.5 mi 5 mi

New Network








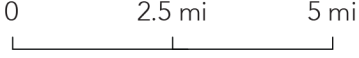
- Revised Network
- Launching now
 - Simpler
 - Concentrated service into fewer routes
 - More frequency on key corridors



Route 400 runs via Old Chapel Hill Rd/University Drive during AM and PM peak only.

The 5 continues north to Durham Station. The 12, 800 and CRX continue east to the Triangle Regional Transit Center. The 805 completes a small loop on Fayetteville.

Orange County, North Carolina Existing Network

 15 min	 Transfer Center
 20 min	 Jurisdictional Boundary
 30 min	<i>*Note: All Peak-only routes except ODX go to/from downtown Chapel Hill.</i>
 60 min	0 2.5 mi 5 mi
 Peak only	

Existing Network

Orange County, North Carolina Existing Network

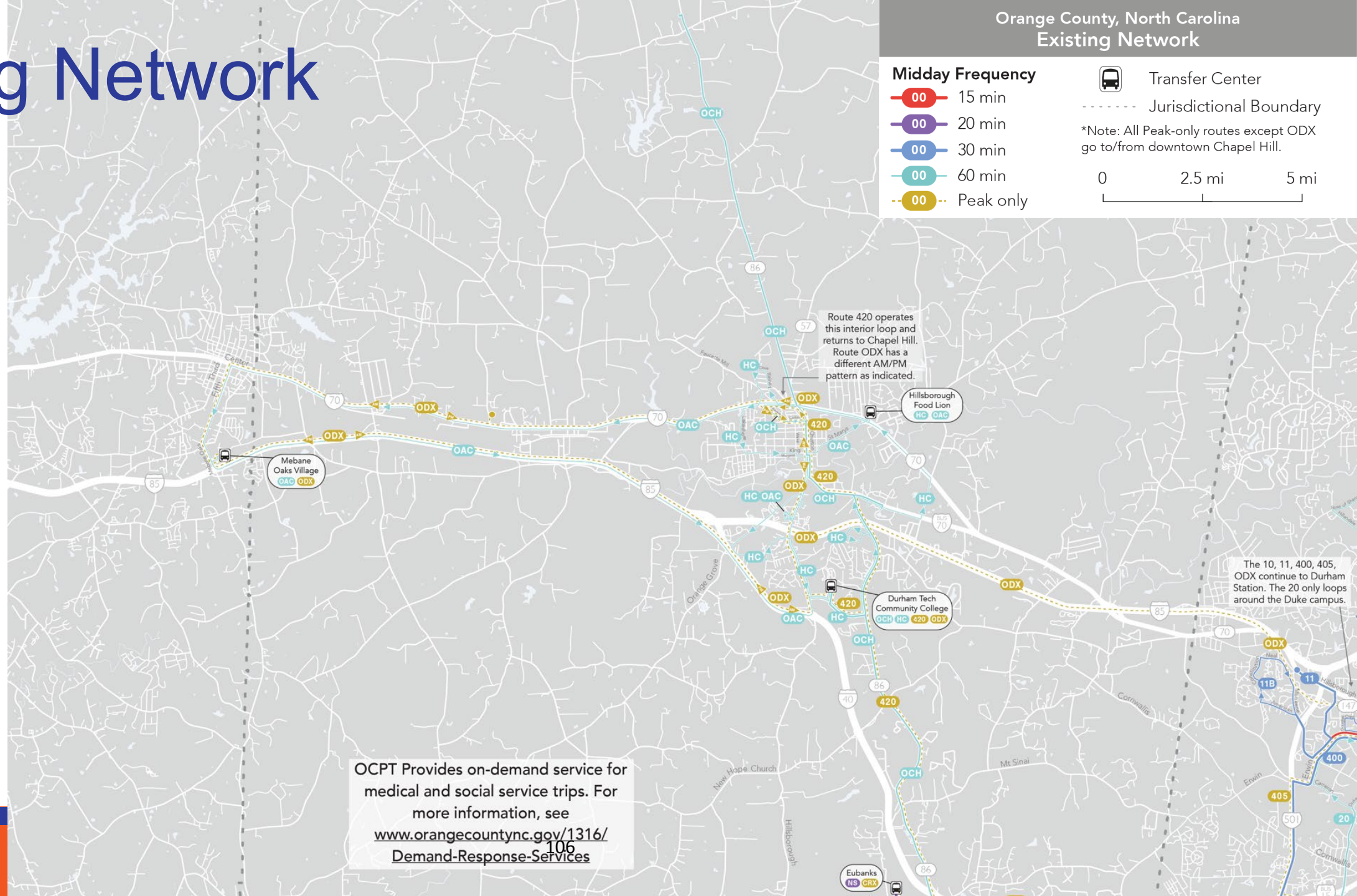
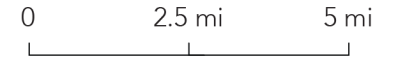
Midday Frequency

-  15 min
-  20 min
-  30 min
-  60 min
-  Peak only

 Transfer Center

 Jurisdictional Boundary

*Note: All Peak-only routes except ODX go to/from downtown Chapel Hill.





Route 420 operates this interior loop and returns to Chapel Hill. Route ODX has a different AM/PM pattern as indicated.

The 10, 11, 400, 405, ODX continue to Durham Station. The 20 only loops around the Duke campus.

OCPT Provides on-demand service for medical and social service trips. For more information, see www.orangecountync.gov/1316/Demand-Response-Services

Ridership vs. Coverage: How should Orange County balance its investment?

- A 100% higher ridership service
- B 80% higher ridership service/
20% higher coverage service
- C 60% higher ridership service/
40% higher coverage service
- D 40% higher ridership service/
60% higher coverage service
- E 20% higher ridership service/
80% higher coverage service
- F 100% in higher coverage
service



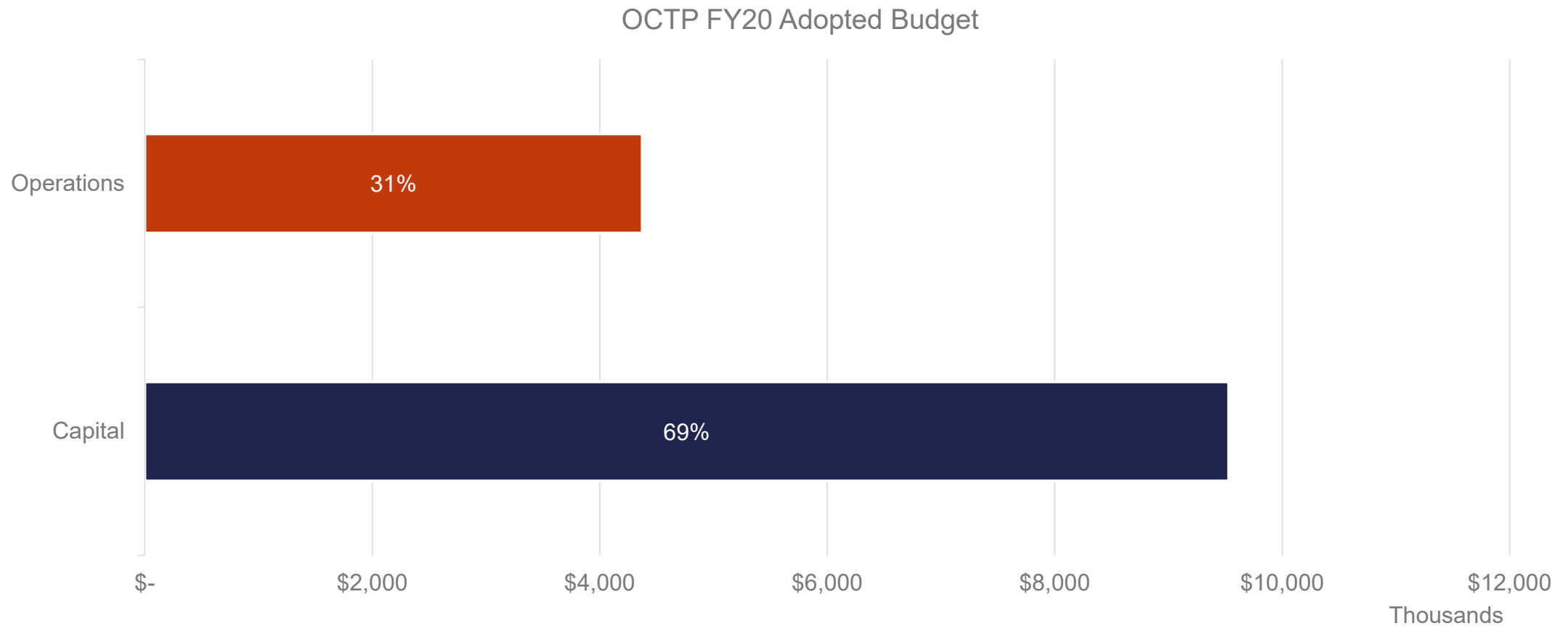
Coverage Priorities: When we deploy coverage service, is the priority...

A Service where or when needs are greatest (low-income, seniors, etc.)

B Serving new development, even if it won't produce high ridership

C A little service everywhere

Orange County Transit Plan Budgeted Funding (FY20)



CAPITAL VERSUS OPERATING

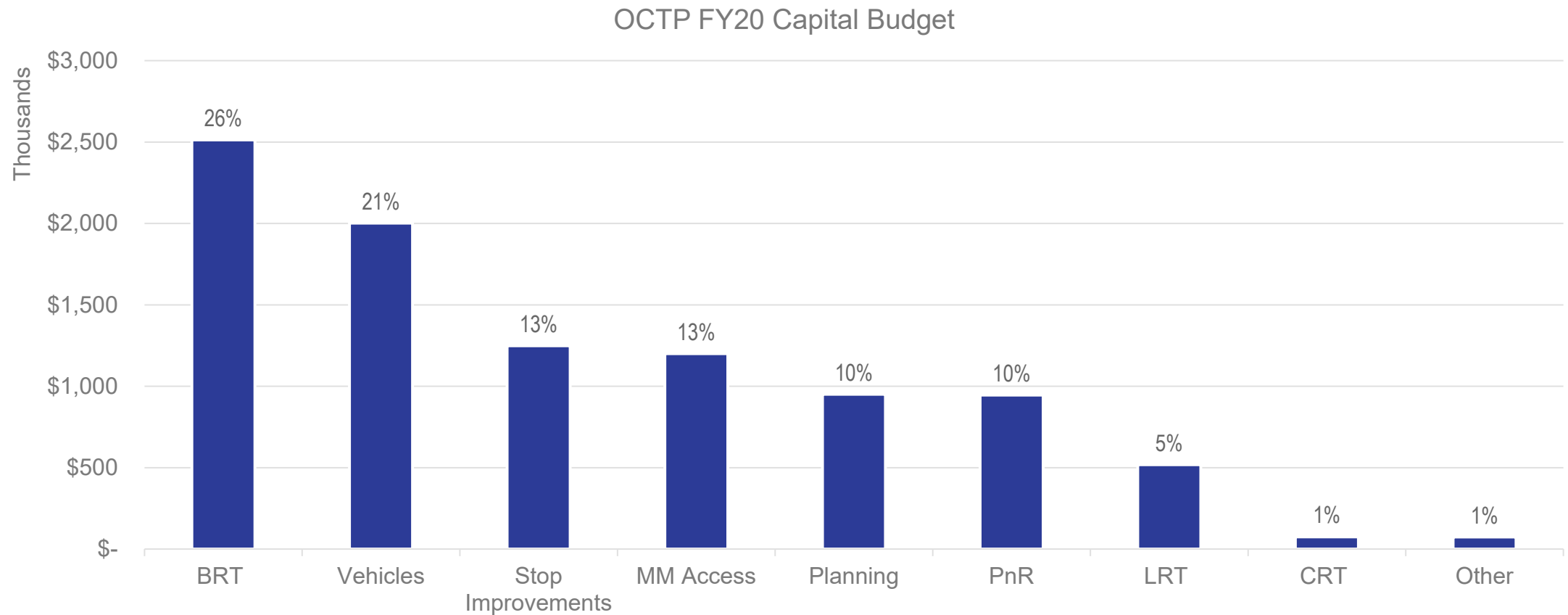
- Operating

- Provides the actual transit service
- Is hard to fund from other sources

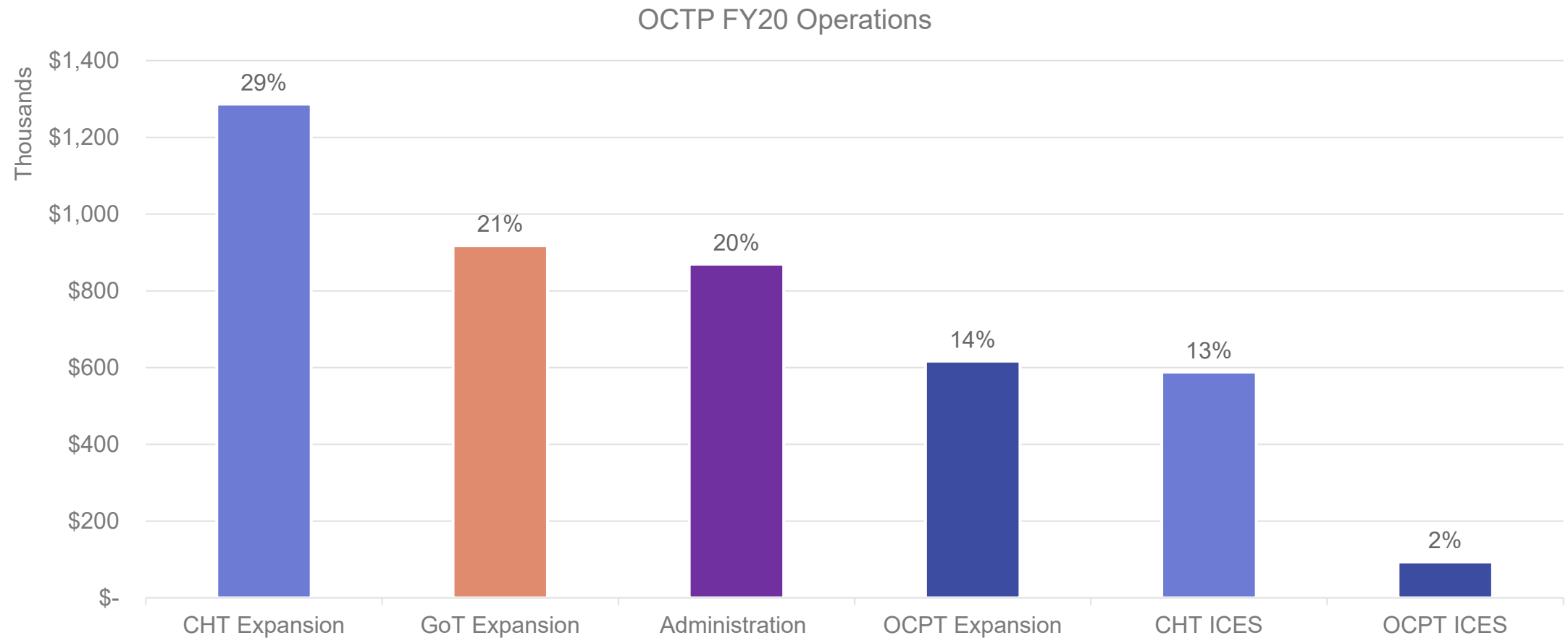
- Capital

- Necessary for long-term service provision (vehicles, garages)
- Can leverage other funding sources for high impact
- Can improve operating cost or service levels
 - speed and reliability
- Can build ridership
 - sidewalk improvements, shelters
- Highly visual

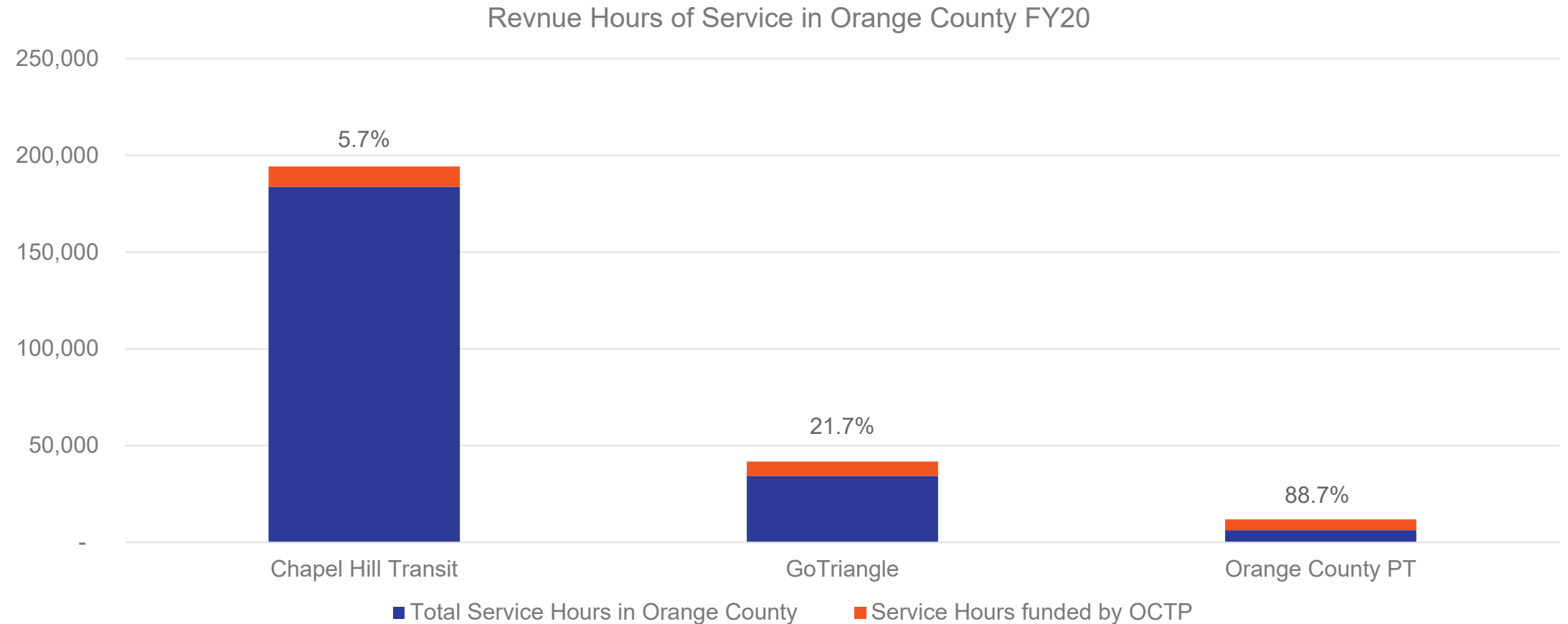
WHERE ARE CAPITAL FUNDS GOING?



WHERE ARE OPERATING FUNDS GOING?



HOW MUCH SERVICE IS FUNDED BY OCTP?



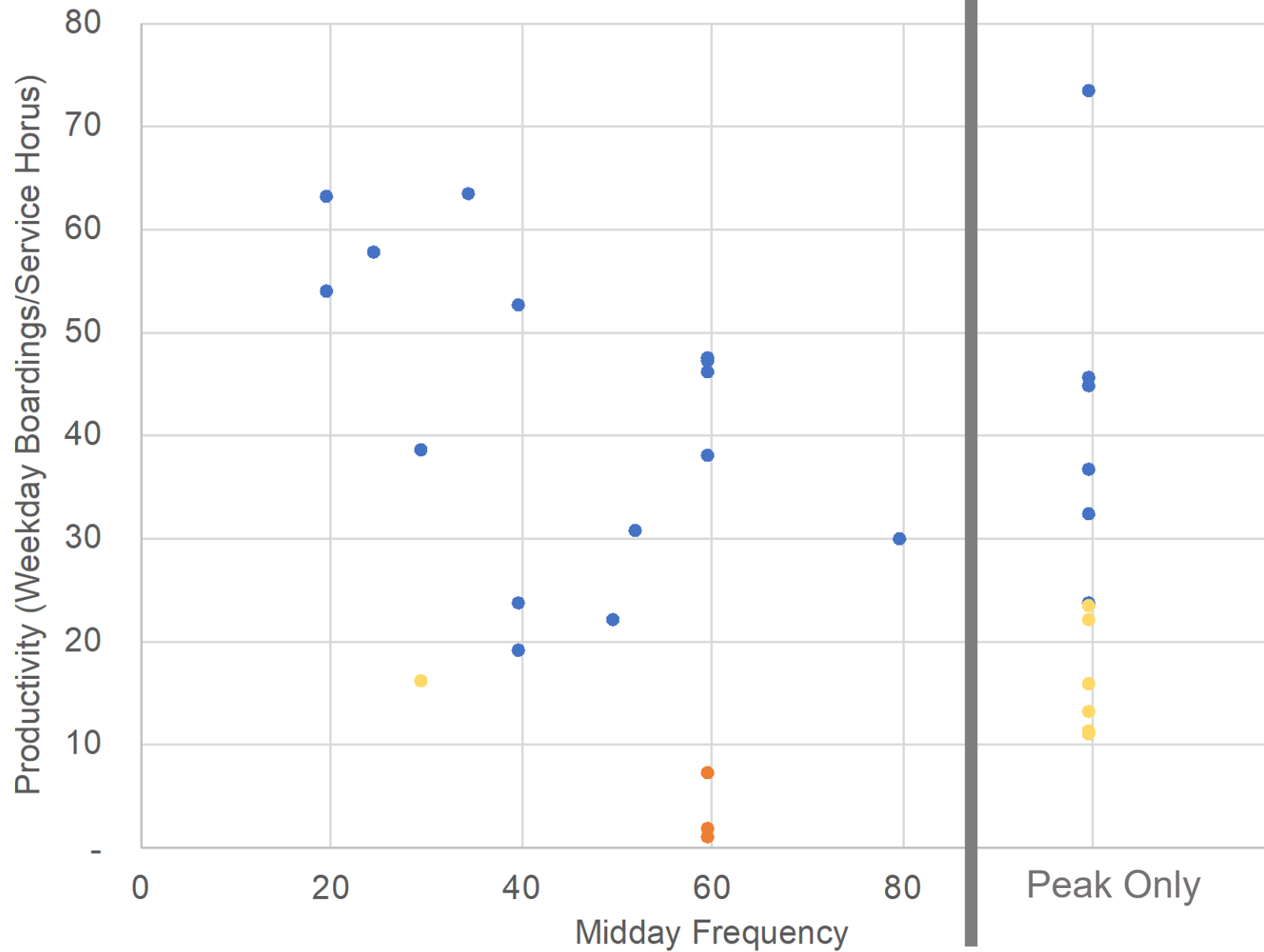
OPERATING VERSUS CAPITAL

- Operating funding actually provides the services that people use
- Capital funding supports the service (vehicles, planning)
 - Pays for new vehicles
 - Provides amenities at stops
- Some communities over-invest in capital improvements since it is highly visible to all

Operating vs. capital: How should Orange County balance investments in capital and operating?

- A Invest 100% in operating service
- B 80% in operating service/ 20%
in capital improvements
- C 60% in operating service/ 40%
in capital improvements
- D 40% in operating service/ 60%
in capital improvements
- E 20% in operating service/ 80%
in capital improvements
- F Invest 100% in capital
improvements

Weekday Productivity and Midday Frequency



116
● CHT ● OCPT ● GoTriangle

PRODUCTIVITY FOR CHT AND GOTRIANGLE

- Most CHT services are highly productive
 - Average more than 40 boardings per hour, around \$3 per boarding.
 - Being fare free helps
- GoTriangle Services vary in productivity and cost-per-rider
 - Route 400, 405, 800, and 800S average
 - 16-23 boardings per hour
 - \$5-7 in cost per boarding
 - ODX, CRX, and 420 are the least productive and highest cost per rider
 - Average 11 to 13 boardings per hour
 - Average \$8.57 to \$10.18 in cost per riders



PEAKING HAS EXTRA COSTS

- Extra buses in the fleet to:
 - Purchase
 - Maintain
 - Garage
 - Replace
- Slight additional labor costs
- Less service in the midday, evenings, and on weekends
- Requires a higher capital to operating ratio

Trade-off: Longer distances, or more riders

Route	What does it do?	How should we measure it?	Results:	
A	4 people, 3 miles each	Number of people (boardings)	4 boardings	12 passenger miles
B	2 people, 10 miles each	Number of miles (people x miles)	2 boardings	20 passenger miles

Which of these routes is doing work that you care about more?



Which is more important to you: the number of lives touched, or the distances traveled?

A More riders, shorter distances is of utmost importance.

B More riders, shorter distances is a little more important.

C I value them equally.

D Longer distances, fewer riders is a little more important.

E Longer distances, fewer riders is of utmost importance.

F I'm not sure.



Q&A

Q & A

- Please submit your questions and comments using Zoom's Q&A feature or in the chat box
 - Is there something you want to know more about?
 - Is there anything we missed?
 - Do you have ideas about potential transit opportunities in Orange County that you'd like to share?
 - How can you/your clients/your constituents be better served by transit in Orange County?
 - Are there areas of the county with high need that are currently being under-served?
 - What can we do to help you participate in the planning process?



○ Next Steps

We Need Your Help!

- Share link to public survey:
<https://www.surveymonkey.com/r/OCTransit>
- Be a project “ambassador” – help us share accurate information about the transit plan update
- Stay informed – visit the project website and sign up for project updates!
www.octransit2020.com



Next Steps

- Summarize feedback from Transit Summit and share
- Use findings from Transit Summit to develop conceptual transit scenarios
- Transit Summit 2 (Winter 2021): Get more feedback and identify a preferred transit investment scenario



Thank you!

Connect with the project team:
www.octransit2020.com



MORE SLIDES!



Technology Will (NOT) Save Us!

Technology never changes geometry!

What kind of certainty?

People don't like buses.

Subjective

Transit use is higher in denser places.

Empirical

A car takes up at least 50 sq ft.

Geometric

Geometry bats last:



Problem

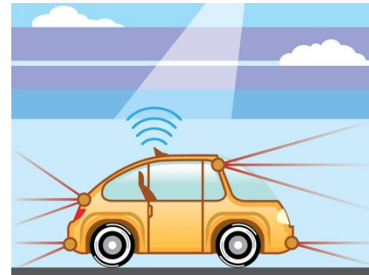
Solution

Emissions
Efficient Use of Energy



Electric
Vehicles

Efficient use of Human Labor
Safety



Autonomous
Vehicles

Efficient Use of Space
(in dense cities)

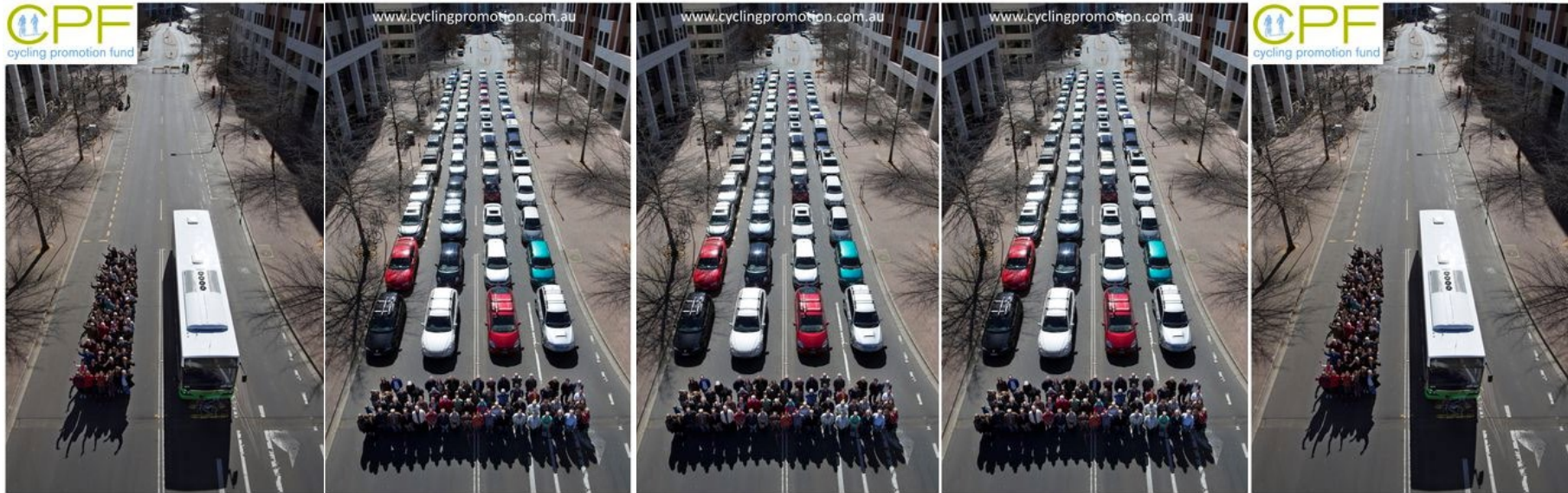


Big Vehicles
(Transit)

It's about Space

- Technology never changes geometry!

Much worse,
really! Induced
demand!



Bus

Private Car

Uber/Lyft Car

Driverless Car

Driverless Bus?

Common Transit Fallacy: Technology Love

The Tourist's Fallacy

1. Go somewhere.
2. See something you love.
3. Buy one and take it home.
4. Discover that you don't enjoy it in daily life the way you enjoyed it *as a tourist*.



Does technology matter at all?

Yes, at the extremes ...

1. Frequency
2. Span
3. Speed
4. Reliability
5. Capacity

These two are about how long you spend stopped and what can get in your way.





Isn't this the question?



Focusing on choosing vehicles and technologies ...

- ... is easy because everyone has reactions to vehicles ...
- ... is a false analogy with choosing personal vehicles.
- ... presumes that people care about the vehicle more than about their freedom.



Technology as Goal

1. What a great vehicle!



2. Where should we run it?

Technology as Tool

2. What vehicle best provides that?



1. How can we maximize freedom?

5D. Project Update

Staff Resource: Tim Schwarzauer, Grants Compliance Manager
Matt Cecil, Matt Cecil, Transit Development Manager
Brian M Litchfield, Transit Director

Bus Stop Assessments: the following stops are currently under surveying and review/design (funded through Orange County Transit Plan and Grant Funds). We have received the first design packet and sent off for review by Town and University staff:

- 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 and Associates is working to complete surveying and review/design at the following stops:

- Carrboro Plaza Park and Ride
- Jones Ferry Park and Ride
- Old Fayetteville Road at Poplar Place Apartments
- Culbreth Road at Covenant Place
- 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

Electric Bus Update: We currently have three (3) battery electric buses on order with Gillig, which are likely to be delivered around May 2021. These buses have been delayed due to COVID shutdowns. The newest grant funds we have received from the Federal Transit Administration and the Volkswagen Settlement Fund will allow us to purchase up to an additional seven (7) buses. We are considering a combination of 40' and 60' buses for this funding, as our five (5) current 60' buses are beyond their useful life. We will place an order once we have approved grant applications from FTA and Council adopts the budget amendments – this usually take several months. We will also need to identify the necessary local match for these funds (\$1.5M). The 60' buses would also require the completion of bus specifications and an Invitation for Bid (IFB).

Bus Bid: Our current diesel bus bid comes to an end in June 2021 and we do not have current contracts for battery-electric or diesel 60' buses. We are coordinating a regional effort to issue a cooperative bus bid for some or all types of these buses. We will continue to keep you updated on this effort.

Employee Parking Lot Project: The Town/Transit awarded a contract to L & L Concrete to complete this work. We hosted a pre-construction meeting outside at the construction site on September 10th. Work is expected to begin as soon as the electrical utilities have been relocated.

Solar Power Feasibility Study: Transit staff provided Town Procurement staff with our proposed Statement of Qualifications for the Solar Power Feasibility Study (attached), as approved by the Transit Partners Committee. Once reviewed and approved, we will solicit qualifications and proposals from interested bidders. A review team, consisting of Transit maintenance, planning and Town Sustainability staff will review prospective firms and select a qualified applicant. We hope to begin the contract at the beginning of 2021.

Solar Real-Time Sign Pilot Implementation: Transit staff have been working with Connexionz to install 25 real-time solar information signs at locations throughout our service area:

- Pritchard Avenue at Longview Street
- Merritt Mill Road at Manley Estates
- NC 54 East at Carrboro Plaza (ABC Store)
- Smith Level Road at BLW Club Road
- BPW Club Road at the Villages
- Rock Haven Road at Rock Creek West
- NC 54 at Kingswood

- NC 54 at Westbrook
- NC 54 at Dominion Ramsgate
- Martin Luther King Jr. Blvd. at Airport Gardens Apartment
- East Franklin Street at the Planetarium
- Martin Luther King Jr. Blvd. Timber Hollow
- Martin Luther King Jr. Blvd. at Chapel View
- Martin Luther King Jr. Blvd. at Stateside
- East Franklin Street at Elliott Road
- East Franklin Street at Franklin Woods
- University Place
- NC 54 East at The Crest
- Jones Ferry Road at Collins Crossing
- East Main Street at Weaver Street Realty
- Weaver Street at Carrboro Century Center
- East Main Street at Arts Center Plaza
- Homestead Road at Southern Human Services
- Caldwell Street at Housing Authority
- Rock Haven Road opposite Rock Creek West

Each sign required the installation of a concrete mounted square pole. All the concrete work has been finished and poles are installed. Here is an example of the new poles from the stop at East Main near the Arts Center and Grey Squirrel Coffee in Carrboro:



We anticipate that the contractor will begin installing the signs in November 2020.

Attachment

- Notice of Request for Qualifications (RFQ) For a Solar Energy Development Evaluation at Chapel Hill Transit.



**Notice of Request for Qualifications (RFQ)
For a Solar Energy Development Evaluation at Chapel Hill Transit**

BID:

TO: All Prospective Bidders

From: Zakia Alam, Purchasing and Contracts Manager

SUBJECT: RFQ for a Solar Energy Development Evaluation at Chapel Hill Transit

DATE:

The Town of Chapel Hill seeks written statements of qualifications (SOQ) from professional engineering firms (Consultant) specializing in the evaluation of solar power energy production and public-private energy collaborations to perform a feasibility study at Chapel Hill Transit, located at 6900 Millhouse Road, Chapel Hill, NC 27516.

The Town and the Consultant would negotiate a scope of work, deliverables, schedule, and budget.

The successful Consultant will demonstrate proficiency and experience in developing North Carolina-specific: cost–benefit analysis, energy return on energy invested (EROEI), legal and environmental research, utility interconnection, energy production, storage and use models, solar leasing options and engineering and construction design.

A pre-submittal conference will be held on **(INSERT DATE)** at 10:00 AM in the Second Floor Conference Room at Chapel Hill Transit, 6900 Millhouse Road Chapel Hill, NC 27516.

All submittals are due by **(INSERT TIME AND DATE)**, 2019 to the Purchasing and Contracts Manager, 405 Martin Luther King Jr. Blvd, Chapel Hill, NC 27514.

The Town of Chapel Hill reserves the right to reject any and all qualifications.

Any questions concerning the advertisement should be directed to Zakia Alam at zalam@townofchapelhill.org or by telephone at 919 969-5022.

Any questions concerning the project should be directed to Timothy Schwarzauer at tschwarzauer@townofchapelhill.org or by phone at (919) 968-2835.

PROJECT BACKGROUND

The Town of Chapel Hill owns and maintains the property located at 6900 Millhouse Road Chapel Hill, NC and uses the property for operation of the Transit Department. The large bus-yard parking lot presents the Town with an untapped resource.

The parking lot offers an expansive, un-shaded and unobstructed space ideal for housing commercial-scale solar energy systems. With the growing energy demand expected from the inclusion of all-electric transit buses in the Chapel Hill Transit fleet, a solar PV parking lot is a possible solution to counteract the increase in energy demand.

The Federal Transit Administration has awarded a federal grant to the Town of Chapel Hill to perform a feasibility and alternatives analysis study, reviewing the potential to convert the Chapel Hill Transit facility to solar power. This includes meeting the energy needs of operating the facility as well as charging the Town's electric bus fleet.

Chapel Hill Transit has been successful in securing a federal Low-No grants and funding from RESPC for the purchase of a total three (3) battery-electric buses (BEBs) and associated charging infrastructure. While Chapel Hill Transit will continue to pursue additional grants, these resources are likely not of a scale to address the bulk of the non-diesel conversion strategy. Chapel Hill Transit may also be able to further expand the use BEBs with an allocation of VW settlement funds.

As part of our greener fleet initiative, we are now reviewing the possibility of turning the entire energy supply chain into a renewable-based system.

SCOPE OF SERVICES

The selected Consultant will perform the following services:

1. DEVELOP FEASIBILITY ANALYSIS

- A. Research and create a break-even analysis as part of a greater cost-benefit analysis related to converting the Chapel Hill Transit facility to solar-power by investigating all financial, legal, regulatory and environmental impacts and ramifications to any project designed to convert the facility to a self-sufficient energy producer.
- B. Work with the Town to fully identify available grants, public-private partnerships, state-based programs, utility leasing options and any other financial or technical support that could be used to move toward construction.
- C. Work with the Town to conceptualize the most cost-effective and pragmatic design that delivers the greatest EROEI.

The scope of services, as defined above, may be modified after final selection of the Consultant.

EVALUATION CRITERIA AND PROCESS

The Town follows **qualifications-based selection process (NCGS 143-64.31)** for procuring professional services. The Town may choose to interview firms or directly negotiate with the top ranked firm(s). The Town will seek to negotiate a contract, a general scope of services, fee schedule, etc. with the preferred firm(s). If unable to reach an agreement, the Town of Chapel Hill will terminate negotiations and commence negotiations with the next ranked firm(s). Each SOQ will be evaluated on the Consultant's responsiveness to the requirements of this SOQ. Evaluation Criteria will include, but are not limited to the following:

1. Qualifications of the firm and the key individuals proposed for this project, on relevant and recent (within the last 5 years) projects providing similar services:
 - Legal research
 - Financial projections and cost estimation
 - Energy production projections
 - Design Work and presentation to Town Staff and Board members
2. Qualifications of staff assigned to the Project.
3. Extent of the specialized experience of the Consultant firm as well as personnel proposed for this project, in this type of work.
4. Degree of familiarity of the Consultant with the particular project's requirements and their approach.
5. Past performance of the Consultant including performance related to budgets and schedules as well as feedback from references.

A committee selected by the Town of Chapel Hill will review the Requests for Qualifications, rank the submittals, and make the selection based on consensus with their review committee. Personal interviews are not anticipated but the Town reserves the right to shortlist up to (3) consultants and request an interview.

The resultant contract may be funded in part or in full with appropriations provided from federal and state funding sources. All Bidders must certify that they will follow all federal requirements identified in this SOQ (attached). All Bidders must provide signed certifications and assurance documentation with the Bids using the required attachments. Any updates and modifications to federal and/or state certifications and assurances not contained herein will be made available to all Bidders if such action occurs. The successful Bidder must comply with any and all modifications that are enacted by the federal, state, or local governments throughout the life of the Award and for any contract it executes with the Town.

All Bidders must certify they are not on the Comptroller General's list of ineligible contractors. The single successful Bidder shall be required to comply with all applicable Equal Employment Opportunity laws and regulations. Disadvantaged Business Enterprises will be afforded full opportunity to submit Bids and compete for subcontracting work and will not be discriminated against on the basis of race, color, religion, sex, national origin, or disability

OPEN RECORDS

Information submitted to the Town of Chapel Hill is public information and is available upon request in accordance with the North Carolina Public Information Act. As provided by North Carolina statute and rule, the Town will consider keeping confidential the trade secrets, which the Bidder does not wish to be disclosed. For such information, the Bidder must mark each page in boldface at the top and bottom as "CONFIDENTIAL". Cost information shall not be deemed confidential. In spite of what is labeled as a trade secret, the determination whether it is or not will be determined by North Carolina General Statutes 132-1.2(1).

Once a final price is negotiated the cost information will not remain confidential.

PREPARATION COSTS

The Town of Chapel Hill will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any statements of qualification.

ADDITIONAL TERMS AND CONDITIONS

All proposals and other material submitted become the property of the Town of Chapel Hill. The Town of Chapel Hill reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the SOQ and will not affect the proposal evaluations.

The Town may elect not to execute a contract immediately but at the time requested services are first needed. The Town will use the standard Town of Chapel Hill contract for professional services. The Town's standard contract document is attached. The terms and conditions of the contract are subject to change without notice.

PROHIBITED CONTRACT TERMS:

Prohibited Contract Terms: In no event shall there be any of the following unless Town's express prior written agreement is obtained: (1) any limitation on, or disclaimer of, implied or express warranties or the liability of Contractor; (2) any limitation of damages, including a limitation on consequential damages; (3) any requirement for arbitration or for mandatory mediation; (4) any requirement that Town officials or employees keep information confidential or any requirement that records be kept confidential by the Town, unless the requirement for confidentiality meets the requirements of the Public Records Law.

INSTRUCTIONS

QUESTIONS

Any questions concerning this Request for Qualifications (RFQ) shall be referred to:

Timothy Schwarzauer
Chapel Hill Transit
Phone: (919) 969-4912
Email: tschwarzauer@townofchapelhill.org

RFQ for a Solar Energy Development Evaluation at Chapel Hill Transit Town of Chapel Hill, NC

XXXXX

Page 4

Written requests for clarifications to this RFQ will be accepted until 5:00 PM on February 18th, 2019. If necessary, the Town will issue a written addendum to clarify any issues raised. An Addendum will be published on the Town's website at www.townofchapelhill.org on February 22nd, 2019 by 5:00 PM. Any oral explanations or instructions given by Town staff will not be binding on the Town.

SUBMITTAL REQUIREMENTS

In order for your submission to be considered responsive, the SOQ should consist of clear and concise responses to the items noted below. Consultants shall provide **2 originals**, and 1 CD, or USB thumb drive, with a PDF version of the SOQ to the Town. Limit the response to ten (10) numbered, two-sided, 8 ½"x11" pages. Covers, one-page cover letter, and dividers do not count towards the page limit. Please submit packages that are easily recyclable or reusable at the end of the evaluation process.

1. Identify the legal entity that will enter into contract with the Town.
2. Describe your experience with work requested, and experience with federally funded procurements
3. Describe your project understanding and approach for this project's scope of services.
4. Organizational Chart– Indicate the project manager, primary point of contact, and other key personnel.
5. Resumes – Provide resumes for Key Personnel and include, at a minimum, Professional Licensure, Proposed Role, Number of Years with Current Firm, list of at least 5 relevant projects
6. Identify any proposed sub-consultants and indicate if they are registered DBE firms.
7. Relevant Projects – provide at least 3 relevant projects and indicate: client, your Firm's role, and the ability of consultant to provide services in a timely and economical manner. Indicate what role the personnel listed on the Organization Chart performed on these projects.
8. References – Provide 3 references for Project Manager of the primary submitting consultant.

Two sets of hardcopy Qualification Statements must be submitted in a sealed envelope, by **(INSERT DATE)** with the RFQ title, **“Chapel Hill Transit Solar Power Feasibility RFQ”** marked on the envelope and addressed to:

Purchasing and Contracts Manager
405 Martin Luther King Jr. Blvd
Chapel Hill, NC 27514.

SAMPLE CONTRACT

CONTRACT FOR

{DESCRIPTION OF SERVICES TO BE PROVIDED UNDER THIS CONTRACT}

This Contract is made and entered into by and between the “Town of Chapel Hill”, herein “Town”, and “{Contractor’s Full Legal Name}”, herein “Contractor”, for services hereinafter described for the Town of Chapel Hill. This Contract is for {Description of Services to be Provided Under This Contract}.

WITNESSETH

That for and in consideration of the mutual promises and conditions set forth below, the Town and Contractor agree:

1. Duties of the Contractor: The Contractor agrees to perform those duties described in Exhibit A attached hereto and incorporated herein by reference.
2. Duties of the Town: The Town shall pay for the Contractor’s services as set forth in Exhibit A.
3. Fee Schedule and Maximum Sum: Contract amount is not to exceed {insert a not to exceed amount}. Payment shall be made according to Exhibit A.
4. Billing and Payment: The Contractor shall submit a bill to the Town for work performed under the terms of this Contract. The Contractor shall bill and the Town shall pay the rates set forth therein. Payment will be made by the Town within thirty (30) days of receipt of an accurate invoice, approved by the contact person or his/her designee.
5. Business License: The Contractor shall have a valid Business License with the Town of Chapel Hill before beginning work as required by Ordinance (if applicable).
6. Indemnification and Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents and employees from all loss, liability, claims or expense (including reasonable attorneys’ fees) arising from bodily injury, including death or property damage to any person or persons caused in whole or in part by the negligence or willful misconduct of the Contractor except to the extent same are caused by the negligence or misconduct of the Town.
7. Insurance Provisions: The Town requires evidence of Contractor’s current valid insurance (if applicable) during the duration of the named project and further requires that the Town be named as an additional insured. The required coverage limits are \$1,000,000 per occurrence for Comprehensive General Liability and Business Automobile. Workers’

Compensation coverage requirements are \$100,000 for both employer's liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit.

8. Non-Discrimination: The Contractor shall administer all functions without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.
9. Federal and State Legal Compliance: The Contractor must be in full compliance with all federal and state laws, including those on immigration.
10. Amendment: This Contract may be amended in writing by mutual agreement of the Town and Contractor.
11. Termination: Either party may terminate this Contract at any time by giving the other party thirty (30) days written notice of termination prior to the end of the term as described herein.
12. Interpretation: This Contract shall be construed and enforced under the laws of North Carolina. In the event of any dispute between the parties, venue is properly laid in Orange County, North Carolina for any state court action and in the Middle District of North Carolina for any federal court action.
13. Preference: In the event that the terms of any exhibit attached hereto are not consistent with terms of this Contract, this Contract shall have preference; provided that where either any exhibit attached hereto or this Contract establishes higher standards for performance by either party, the higher standard, wherever located, shall apply.
14. Severability: The parties intend and agree that if any provision of this Contract or any portion thereof shall be held to be void or otherwise unenforceable, all other portions of this Contract shall remain in full force and effect.
15. Assignment: This Contract shall not be assigned without the prior written consent of the parties.
16. Entire Agreement: This Contract shall constitute the entire agreement of the parties and no other warranties, inducements, considerations, promises, or interpretations shall be implied or impressed upon this Contract that are not expressly addressed herein. All prior agreements, understandings and discussions are hereby superseded by this Contract.
17. Non-Appropriation Clause: Contractor acknowledges that the Town is a governmental entity, and the Contract validity is based upon the availability of public funding under the authority of its statutory mandate.

In the event that public funds are unavailable and not appropriated for the performance of Town's obligations under this Contract, then this Contract shall automatically expire

without penalty to the Town, thirty (30) days after written notice to Contractor advising of the unavailability and non-appropriation of public funds. It is expressly agreed that the Town shall not activate this non-appropriation provision for its convenience or to circumvent the requirements of this Contract, but only as an emergency fiscal measure during a substantial fiscal crisis, which affects generally its governmental operations.

18. Term: This Contract, unless amended as provided herein, shall be in effect until { _____ }, 20{_____}.

[SIGNATURES ON FOLLOWING PAGE.]

This Contract is between the Town of Chapel Hill and {Contractor's Full Legal Name} for {Description of Services to be Provided Under This Contract}.

IN WITNESS WHEREOF, the parties hereunto cause this agreement to be executed in their respective names.

{CONTRACTOR'S FULL LEGAL NAME}

SIGNATURE

PRINTED NAME & TITLE

WITNESS

PRINTED NAME & TITLE

TOWN OF CHAPEL HILL

DEPARTMENT HEAD OR DEPUTY/TOWN MANAGER

ATTEST BY TOWN CLERK:

TOWN CLERK

TOWN SEAL

Town Clerk attests date this the _____ day of _____, 20____.

Approved as to Form and Authorization

TOWN LEGAL STAFF

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

FINANCE OFFICER

DATE

5E. January Service Scenarios and 405 Route Pilot Project Update

Staff Resource: Nick Pittman, Transit Planning Manager
Jeffrey Sullivan, Community Outreach Manager
Brian Litchfield, Director

Background

During the September 22, 2020, Transit Partners Committee Meeting, Transit staff presented possible service scenarios for January. Based on the University's schedule January service would begin on Saturday, January 16, 2021.

Using the same assumptions that were presented during the April 28, 2020 meeting, and with the understanding that the University is undertaking planning efforts to potentially return students to campus and classes in January, staff has developed service scenarios for the Transit Partners consideration. The scenarios also take into consideration our staffing capacity.

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.

Possible scenarios for January:

- **Scenario A:** Continue August 2020 service plan, along with October adjustments. This scenario will allow for capacity limits due to safety concerns and includes additional trippers on high-frequency routes.
 - Reduced Weekday Service: A, CL, CM, CW, D, FCX, J, HS, N, NS, NU, RU, S, U, Senior Shuttle, 420 and Demand Response.
 - Weekend Service: A, CM, CW, D, J, N, NS, NU, U and Demand Response (No Safe Ride Routes).

- **Scenario B:** Implement full 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.
- Weekend Service: A, CM, CW, D, J, NS, NU, U and Demand Response.

We will continue to work closely with our University partners as plans are developed for the Spring Semester and provide the Transit Partners with regular updates.

405 Route Pilot Project

Chapel Hill Transit and GoTriangle staff have developed a pilot fare free project for GoTriangle's 405 route that serves Durham (Durham Station, Duke and VA Hospitals), Chapel Hill (Downtown Chapel Hill, and UNC Hospitals) and Carrboro (Downtown Carrboro and Collins Crossing) on weekdays. The pilot will allow customers to use the 405 Route fare free to and from four (4) stops in Chapel Hill and Carrboro (Varsity Theater/Coffee Shop, West Franklin at Columbia/University Baptist Church, East Main Street at Jade Palace/Art Center and Jones Ferry at Collins Crossing/Alabama Street). The interest is to use the public transportation service in this key corridor to help address capacity concerns on Chapel Hill Transits CW and J routes during the afternoon/evening peak, demonstrate collaboration between GoTriangle and Chapel Hill Transit and utilize existing transit capacity. The pilot will allow us to test demand in this area, identify potential issues/challenges and determine if the concept is sustainable and/or could be applied in other areas.

GoTriangle and Chapel Hill Transit staff and working on marketing materials for the pilot.

The pilot was initially scheduled to begin in August 2020; however, we delayed the project at that time due to the University moving to remote instruction. We anticipate the pilot beginning on January 18, 2021.

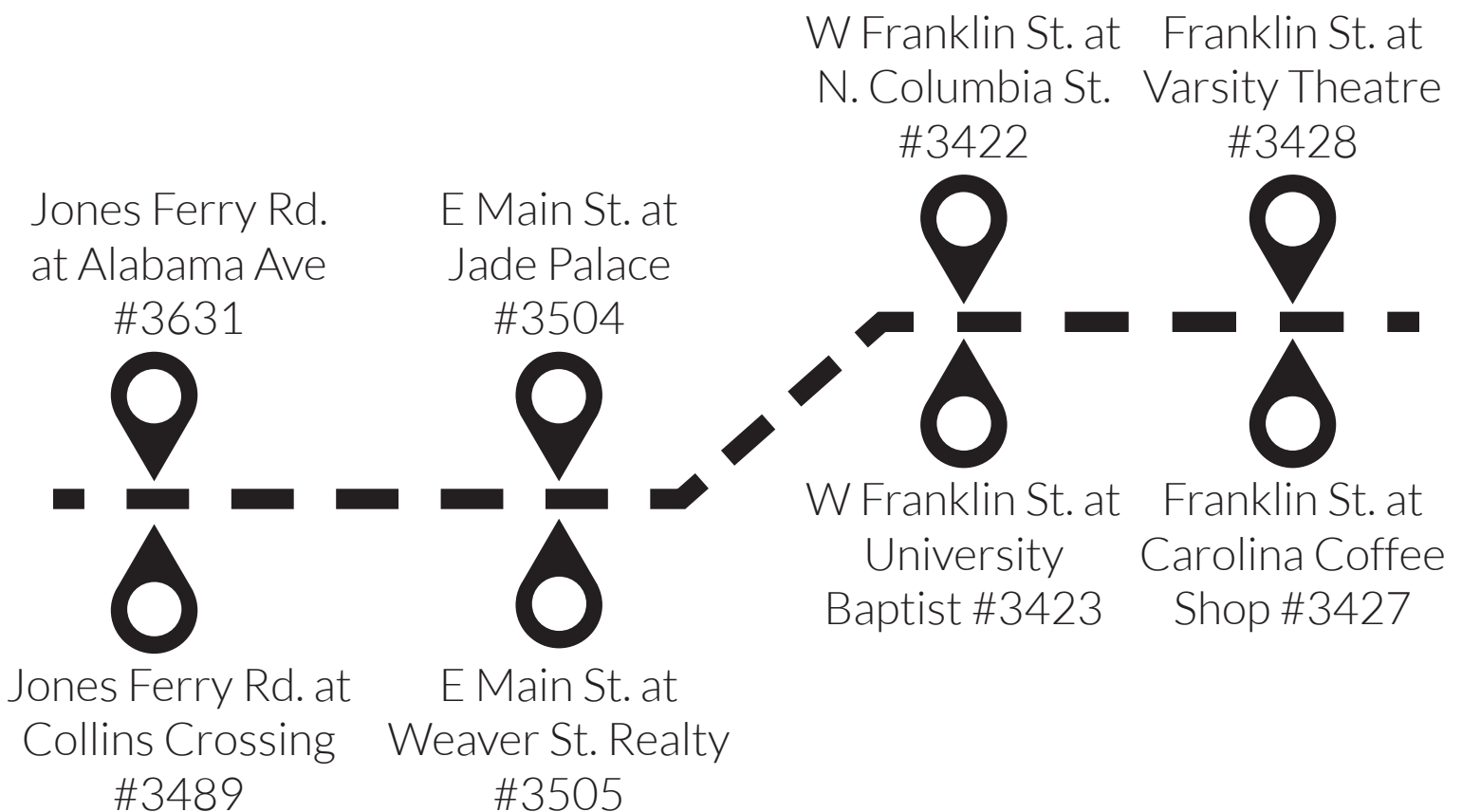
Attachment

- Draft marketing flyer for 405 Pilot Project.



GOTRIANGLE 405 PILOT PROJECT

For a limited time Chapel Hill Transit customers can use the 405 fare-free to and from eight stops in Carrboro and Chapel Hill.



6A. Operations

Staff Resource: Peter Aube, Maintenance Manager
Joe McMiller, Assistant Operations Manager – Fixed Route
Tim Thorpe, Assistant Operations Manager – Fixed Route
Mark Rodgers, Interim Assistant Operations Manager - Demand Response
Katy Fontaine, Training Coordinator

Tim Thorpe and Joe McMiller - Fixed Route Division

- September 1st – Chapel Hill Transit’s newly retired Operator Stan Norwood was featured in Chapelboro.com “ Hometown Hero”
- September 11th – Operators Chris Latta (13 years) and Dianna Thigpen (8 years) retired from CHT
- September 11th – The Town adopted Juneteenth as an official holiday. This effort was supported by the Transit Employee Forum and Fixed Route Operator Shelia Neville (TEF Chair)
- September 17th – Safely operated during the remnants of Hurricane Sally
- September 21st – Adjusted the S route as Friday Center South lot was closed; S route will serve Friday Center Park and Ride Lot until further notice
- October 1st – Operator are allowed to wear Pink Transit uniform shirts in support of Breast Cancer Awareness Month
- October 2nd – End of Summer Cookout for Team members for their dedication and hard work thus far through COVID-19
- October 3rd – Weekend N went back in service as part of the SRTP
- October 5th – CL and Weekday N went back in service as part of the SRTP
- October 14th – Conducted our 1st Operational Meeting since February via Zoom for Operators

Mark Rodgers - Demand Response

- a. Temperature Screening: Temperature screening was initiated on September 28th, 2020.
- b. CHT Safety Initiatives: CHT continues to have all the same safety precautions in place.
- c. Update to Trapeze: Automated scheduling, Route mapping,
- d. Reservations by e-mail: one step closer to customers being able to book reservations through e-mail.

EZ Rider Assistant Mgr. Monthly Report

Aug – 2633 trips/ No shows-85/ Cancellations- 357

Sep – 2445 trips/ No show- 78/ Cancellations- 369

On-Time Performance

Aug – 93%

Sep – 94%

Katy Fontaine – Training

1. Training Classes
 - a. Four (4) Operator Trainees currently in training
 - b. Next Class on November 2nd

2. Projects
 - a. Transit Training Solutions Audit
 - b. Microaggression Training
 - c. Fill-In Supervisor Professional Development

Peter Aube - Maintenance

- Demand response ran 29,904 miles in September
- Non-revenue vehicles ran 25,654 miles in September
- Fixed route ran 152,402 miles in September
- Maintenance performed 72 Preventive Maintenance Inspections in September (100% on-time).
- Maintenance performed nine (9) road calls in September, (16,933) miles between road calls for fixed route.
- Maintenance performed zero (0) road calls in September (50,509) miles between road calls for demand response.
- Completed meeting with contractor to work on final site plan for Battery Electric Bus Charge stations.
- Maintenance continued twice daily deep cleaning (disinfecting) on all buses and LTV's in use and twice daily common area deep cleaning with CDC approved disinfectant.

Communications and Community Outreach Report

Transit Partners Meeting
May 26, 2020

Draft Marketing – New Sunday Service



Expanded Saturday and Sunday service means Chapel Hill Transit can help you go to more places all week long.

Routes Include:

A CW J NS U
CM D N NU



<http://chtransit.org> 919.969.4900 chtransit@townofchapelhill.org



Expanded Saturday and Sunday service means Chapel Hill Transit can help you go to more places all week long.

Routes Include:

A CW J NS U
CM D N NU



<http://chtransit.org> 919.969.4900 chtransit@townofchapelhill.org

Notes:

- Going to do a photoshoot to get new photos with customers wearing masks
- Developing a different headline
- Need to send for translation

To-Do:

- Reach out to apartment complexes for distribution
- Share with community partners for distribution

Public Communication – Service Changes

- Sent service alerts/news releases about CL and N additions
- Updated website, removed out-of-date information until it could be corrected.



Public Communication – COVID-19

- Continued to communicate about measures used to limit spread of COVID-19
- Updated graphics and messaging around new capacity limits on buses.

Internal Engagement: Employee Appreciation

- Employee Gift Bags (10/19-10/24)



6C. Director

Staff Resource: Brian Litchfield, Transit Director

- The Director's Report will be provided at the meeting on October 27, 2020.



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
 FUTURE MEETING ITEMS
 OCTOBER 27, 2020**

November 17, 2020	
Action Items	Informational Items
January Service Plan	NSBRT Update COVID Response
December, 2020 – No Meeting	
Action Items	Informational Items
January 26, 2021	
Actions Items	Informational Items
Program of Projects	Legislative Update NSBRT Update

<u>Key Meetings/Dates</u>
MPO Technical Committee Meeting October 28, 2020 9-11AM Committee Room, Durham City Hall
MPO Board Meeting November 4, 2020, 9-11AM Committee Room, Durham City Hall
MPO Technical Committee Meeting November 18, 2020 9-11AM Committee Room, Durham City Hall
MPO Technical Committee Meeting November 25, 2020, 9-11AM Committee Room, Durham City Hall
MPO Board Meeting December 9, 2020, 9-11AM Committee Room, Durham City Hall
MPO Technical Committee Meeting December 16, 2020 9-11AM Committee Room, Durham City Hall
MPO Technical Committee Meeting December 23, 2020, 9-11AM Committee Room, Durham City Hall