

Metropolitan Transit Commission



March 25, 2020

METROPOLITAN TRANSIT COMMISSION

Wednesday, March 25, 2020

5:30pm

Charlotte Mecklenburg Government Center

Room 267

AGENDA

- I. Call to OrderCommissioner Susan Harden
 - Invocation
 - Pledge of Alliance
 - Introductions
- II. Approval of the February 26, 2020 Summary (**p.5-23**)Commissioner Susan Harden
- III. Report from the Chair of the Transit Service Advisory Committee (TSAC)Krissy Oechslin
- IV. Report from the Chair of the Citizens Transit Advisory Group (CTAG)..... No Meeting
- V. Public Comments
 - March 25, 2020 Comments
- VI. Information Items
 - CATS Bus Stops & Amenities Evaluation System (**p.25-44**) Larry Kopf
 - Highlights of Preliminary FY2021 Budget &.....John Lewis, Jr./Blanche Sherman
Preliminary FY2021-25 Capital Budget (**p.46-57**)
- VII. MTC Commissioners' BusinessCommissioner Susan Harden
 - None
- VIII. Chief Executive Officer's Report (**p.59-62**) John Lewis, Jr
 - COVID 19 Operational Update
- IX. Adjourn

METROPOLITAN TRANSIT COMMISSION
MEETING SUMMARY
February 26, 2020

Presiding: Commissioner Susan Harden, BOCC Mecklenburg County

Present:

Mayor Vi Lyles (City of Charlotte)	Mayor John Higdon (Town of Matthews)
Taiwo Jaiyeoba (Assistant Manager, Charlotte)	Mayor Brad Simmons (Town of Mint Hill)
Mayor Woody Washam, (Town of Cornelius)	Brian Welch (Town Manager, Mint Hill)
Andrew Grant (Town Manager, Cornelius)	Bill Thunberg, (Mooresville Representative)
Mayor Rusty Knox (Town of Davidson)	Mayor Jack Edwards (Town of Pineville)
Mayor John Aneralla, (Town of Huntersville)	Mayor Walker Reid III (City of Gastonia)

CATS Chief Executive Officer: John Lewis, Jr

I. Call to Order

The regular meeting of the Metropolitan Transit Commission was called to order at 5.30p.m. by MTC Chairwoman Commissioner Susan Harden.

- Invocation was delivered by Commissioner Harden - The Greatest Public Project in History – The Interstate Highway System
- All stood for the Pledge of Alliance
- Introduction / Municipality Transportation Updates
 - **Mayor John Aneralla (Town of Huntersville)** - A lot of infrastructure going on in our downtown. Our Main Street improvement project is actually going to be put out to bid. This has been a 20-year project, so we're actually going out to bid in the next week or two, just got our final approval from NCDOT. And looking forward to hearing how our express bus service is going. Plus, excited to have the Park & Ride at Hambright Road being funded.
 - **Mayor John Higdon (Town of Matthews)** - NCDOT is continuing to clean up debris from the tornado that hit our town pretty severely a couple weeks ago, mostly along the Highway 51 corridor. The damaged was pretty bad. Unfortunately, what's happening, as soon as both the Town and NCDOT think they've cleaned everything up, people bring more stuff out and dump it in the right-of-way. It's a continual process to clean it up. Other things that are happening are the Weddington Road interchange on I-485 is being worked on as well as the John Street intersection. The Town has abdicated that that be a diversion diamond intersection, but I think it's going to end up being a partial cloverleaf because it's already headed that way. Also, several other infrastructure projects are in progress.
 - **Taiwo Jaiyeoba (Planning Director and Assistant City Manager, City of Charlotte)** - The City has embarked on what I call the strategy mobility plan for our city, which is really linking everything, including the transit 2030 plan, related to mobility. Understanding that the comprehensive plan that we are working on, the success will depend on how we plan to do mobility in the city.

Some of you probably attended the kickoff of the region transit plan. That's a big deal not just for Charlotte but also how we connect to people in the region.

- **Mayor Jack Edwards (Town of Pineville)** - We are in the process of doing one road realignment. We have the Department of Transportation doing two leader lanes on Downs Road, which has been a real roadblock. Cleaning it up so there will be two full lanes instead of 1-1/2 because of the debris that is gone over the street. We're tearing down the old mill in Pineville right now, which will be done in about three months and we'll start development after that. New town hall, we'll be breaking ground for that in about four months with a library, which we haven't had for about 40 years. A lot of new developments which includes a lot of single-family houses.
- **Mayor Vi Lyles (City of Charlotte)** - We are working really hard around the idea of how do we change from transportation mobility meaning:
How can we be more walkable?
How can we look at things like the Atlanta beltline?
How can we incorporate bikes and buses and all that?
There are lots of discussions around the work that we're doing for improving the bus system. The next thing that we are working on is that I will announce a committee to look at how we can begin to plan to actually fund the 2030 plan; what's necessary? Several of you have been invited to participate. Our format will be the committee will meet, but every meeting will include a public time to have comments about publicly saying what's going on in the meeting, what did you hear, what did you see, so we can have a lot of the advocacy groups put together.
- **Mayor Rusty Knox (Town of Davidson)** - The newest thing to kick off the express bus service. We work in unison with CATS to get a shuttle that runs about two miles towards River Run outside of town to pick people up and bring them into the shuttle. I rode on the inaugural day. We did the #Ride with Rusty, on the express bus, and I realized how deficient I was in knowledge of public transportation because I got to Charlotte six minutes after the express bus left to go back up there. I navigated and I got on a bus, went to the Huntersville Park & Ride and got to go drive back. I met a lot of new neighbors on the bus that rode it that inaugural day and continue to ride it today, which has been good. We just passed our comprehensive plan in January that folded the new mobility plan into Davidson, and not only does it have a bike, but it's everything from autonomous vehicles to going to E-vehicles. We're looking at electrical vehicles now for our town fleet, trying to figure out how to budget that. For some reason or another our little town has had, in five years, nine pedestrians hit in crosswalks, including two of my friends who died from injuries associated with that. We are doing a really good job educating the residents of Davidson as far as pedestrian safety, yielding to pedestrians, putting all the beacons out, things like that. Where we're having trouble is educating people that pass through our town. We're getting ready to start an initiative with our police department where we're going to start ticketing people for blocking crosswalks and not stopping for pedestrians. If that hawk beacon is on, it's the same thing as a red light and we're going to ticket you for it, because at some point you've got to say enough is enough.

- **Mayor Walker Reid, III (City of Gastonia)** - We're still pursuing deal grant for the Lineberger connector coordinating future I-85 widening right after Lowell exit off of I-85. State's gave improvements for our FUSE project, Franklin Urban Sports Entertainment venue. We ask people to support efforts of ridership, as well as a I-85/US 321 connector. They're still working on that project. Hopefully it will be a little better congested once we finish it.
- **Mayor Woody Washam (Town of Cornelius)** - We are absolutely tickled. Our citizens are tickled with the new bus service that's in our area that the service was kicked off in our town at our Cornelius Park & Ride. Thanks for doing that and thinking of us when we got all that going. We want to enhance that and want to support that in any way we can. The other thing that we have finalized is some municipal agreements with NCDOT related to three of our bonus allocation projects, which is going to greatly enhance transportation travel in our town, which is pretty gridlocked, honestly, as North Mecklenburg is overall, but it includes the Torrance Chapel intersection and Highway 21 at Catawba and the 115 Main Street and Potts Street and the YMCA. The other thing I'm working a lot on is to try to get DOT funded so our projects won't be delayed related to some of the other major projects, like Catawba Avenue and others that we so need in our town. The other good news is demolition should start on Catawba Avenue right across from Town Hall on the current buildings that are there for our new Cain Arts Center. We're real excited about that. It's a \$25M facility which will serve all of North Mecklenburg, but that will be the first step in getting the current ugly building demolished and making our town look a little a bit better.
- **Bill Thunberg (Town of Mooresville Representative)** - Mooresville has passed their One Mooresville Comprehensive plan that includes land use and mobility, their local transportation plan. We finalized the North-South parkway sub-area study to look at how north/south mobility from Charlotte up through Highway 3 in Mooresville. We had a build grant for the East-West connector. We've got another half a billion dollars' worth of road projects in some form or another, some of them delayed, that are going on in Mooresville. We are trying to enter into discussions with CATS for the Metro Rapid Extension from Mecklenburg County into Iredell County in Mooresville.
- **Mayor Brad Simmons (Town of Mint Hill)** - We are in a holding pattern with NCDOT. We had a couple major projects that we thought were going to start between Matthews and Mint Hill, the Highway 51 widening that's going to affect a great deal of things going on out there, and then the Idlewild Road project that takes both sides of the road as well because of our boundary between Mint Hill and Matthews, and those are both on hold currently waiting on funding. We are still working really hard on making our area walkable. We've got a large project going on for sidewalks that we're going to be able to tie a great big loop in and be able to tie our town together, so it gives our citizens more access to our downtown.

II. Review of Meeting Summary

The meeting summary of January 22, 2020 with 2 edits was approved.

III. Transit Services Advisory Committee (TSAC) Chairman's Report

Krissy Oechslin (Chair) reported the following:

I am happy to report that since this last meeting we have added two members. Jack Zovistoski from Huntersville and Jessi Healey is representing Mint Hill.

At our February TSAC meeting we had several information items. We heard a presentation on the budget from Blanche Sherman similar to what we heard here last month. One thing we noted is that there are capital funds allocated to bus shelters for Envision My Ride, but they're not until fiscal year 2025, which is a long time to wait for bus amenities. We also received an overview of the City's ADA Transition Plan from Tracy Van Tassell, who is CDOT's ADA coordinator. It's a several year project to assess all the pedestrian facilities and their ADA compliance across the City of Charlotte. That report is just about done. Once it is done, there will be a plan on how to implement suggested changes. There will be public meetings tentatively planned for June and July to get feedback on those recommendations.

Our next information item, which is a detailed look at bus stops from several members of CATS staff, which dovetails with one of the issues that Mayor Aneralla brought up last time in this meeting about getting more bus shelters in Huntersville and throughout the system. I provided a hard copy of the bus stop policy that's been circulated for your reference just to have. The presentation we heard went over everything from how CATS determines where to put bus stops and then which bus stops get amenities of just shelters and benches and discussing some of the obstacles to getting those amenities, such as lack of sidewalk access, funding, whether it's a state or local managed road, et cetera. Larry Kopf and others at CATS have had discussions with staffs in several of the towns to continue this discussion. We also talked about how CATS, CDOT, and CMPD provide input into bus stop placement, including requests for new stops or to discontinue or move them, as well as ADA considerations, as I previously mentioned.

We also had a discussion with John Howard, who reviews rezoning requests on behalf of CATS. We had Phil Gussman in attendance, who's the vice chair of the City of Charlotte's zoning committee on the Planning Commission, who also discussed how his group can better coordinate with CATS to make sure that we're thoroughly taking into consideration planning and things like that when we look at, you know, when there's a rezoning request that transportation concerns are fully considered.

We continue to hear feedback from riders about their frustration with the Blue Line delays. I know there was a recent announcement from Mr. Lewis, and I know there will be more discussion. I hope the discussion provides more information on the issue, as it seems that the root cause is that the end-to-end run time on the Blue Line is longer than expected and then that has a waterfall effect requiring more transit service, and then there aren't spares, and so now we have longer headways between trains and people are frustrated because the service is less than what was promised. We hope to hear more about what CATS is doing to resolve the root cause. We hope that ridership won't suffer due to the reduced service and reliability.

IV. Citizens Transit Advisory Group (CTAG) Chairman's Report

Adam Pasiak (**Co-Chairman— Mecklenburg County**) reported the following:

Envision My Ride has been a big help in adjusting the bus routes so there was a good discussion about the positive feedback we received from those reports that we got back. Out of those discussions, one of the feedbacks we received from a couple members was that bus route information was a little outdated. Two of our members from the north side of the county, Davidson-Cornelius, had made reference that a few of our schedules and maps were maybe a little outdated after we made those improvements after the Envision My Ride adjustments.

There was some question and answer about how do we get those updated and what can we do to better inform the public when these changes are made.

Part of that discussion was the pending launch in Q2 of 2020 on the Ride CATS app having live mobile data available for riders and what we can possibly do. And this was more of just a question and topic of how do we make that live data available at stations and bus stops, similar to what we have along the Blue Line where it announces how many minutes until the train arrives, you know, maybe how many minutes until an express bus arrives, stuff like that, so there was some discussion about what we can do from a CATS system to better inform our public, either prior to arrival at the bus station or at bus stops or at Park & Rides, or even once they're there give them live feedback about where our buses are and how long they're going to ride so they can be better informed about where their routes are.

There was a discussion coming out of Envision My Ride about how do we take that information and use it to ensure that all of our citizens are given the best service they can, specifically around affordable housing, so how do we leverage the information we got from Envision My Ride and make sure that our stops and as we plan those future stops are coordinating with where affordable housing is, where those developments are coming. I believe a development over in the Scaleybark area was used as reference on how do we better figure out the metrics and make sure we can create better cohesive bus stops and livable areas for our folks that maybe don't have a car or don't have easy access to our system, ensuring that they have adequate bus routes to places of work and live and play. I know Mr. Lewis was going to seek to see if we can get some more land around these stations and the lines and dig a little bit deeper into that.

Also, there was more topic similar to I believe it was Mayor Knox about how do we better equip our fleet in the future with electric buses. We know it's a long-term play because the technology is changing so much, and just even since we first started discussing it a couple of meetings ago, I believe that the price of an electric bus had decreased somewhere around 10%, so how do we plan near-term and long-term to kick the tires, so to say, on electric buses and see where that may fit into our fleet, either sprinter service out to the airport or select routes throughout the system, to leverage that technology, knowing that it's still pretty fluid in the mass transit world but knowing that E-vehicles are popping up and growing in popularity; how do we better eliminate our carbon footprint by looking at those options. So there was a little bit of discussion around that, and I think we're going to keep that kind of tabled knowing that the current budget, which we are reviewing now, doesn't quite have the luminant for electric vehicles but how do we make that somewhat of a priority on future, you know, looking at the system holistically but then also where it fits currently, if we can do it.

Then obviously budget questions, there's a few about where budget monies are allocated based off of the region, the north region, Matthews, south area, how are we allocating our overall CATS budget based off of the townships and the cities as a whole, so we're going to look into and see if we can get some more specifics on that information, and then CTAG will make our budget recommendation on the 15th of April.

V. Public Comments

No Public Comment for February 26, 2020 meeting

Response to January 22, 2020 Public Comment – David McDonald, CATS Transportation Planner Manager – Reported the following: At the January 22nd, 2020 MTC meeting, Mr. Spaulding spoke regarding concern over the continued closure of the busway on Independence Boulevard. This is a follow-up. CATS closed the busway in mid to late 2017 to accommodate

replacement of the Hawthorne Lane bridge over Independence Boulevard as part of the CityLYNX Goldline Phase 2 streetcar project. NCDOT was to follow our project with a planned project to convert the busway to a reversible express lane immediately following the completion of our project. Unfortunately, the bridge replacement has been delayed from 2018 to 2019 due to some issues with the girders of the bridge. That has been resolved and they are back moving ahead toward completing that bridge, but NCDOT has also experienced some delays on their part of the project. They've actually eliminated the reversible piece and they're going to go to the final solution, which is two-way express lanes that will go under the bridge in the future.

In coordination between our project and theirs, we're minimizing a duplication of effort. We relocated the center pier of the bridge closer to the middle of the road, which then means that we can't fully restore the busway to completion of the bridge. We need the follow-on project with NCDOT. What we have done, though, is be able to determine we can restore the inbound use of the busway upon the completion of the bridge this summer, and we are studying viability and cost of restoring to their operation to the busway in the interim until the State's follow-on project which is scheduled to begin in 2023.

VI. Information Items

a. CATS Customer Satisfaction Survey Results

Mark Aesch

John Lewis, Jr. – Chief Executive Officer, Charlotte Area Transit System – introduce this presentation as follows: I just want to remind MTC board members that what Mark is going to report on is our customer satisfaction survey result. This is a part of our ongoing direct CATS TRAX initiative. Transit agencies across the nation are very good at measuring output. We do a lot of reporting to the federal government on lots of different statistics. The challenge that we have in many of those measurements don't drive outcomes for our customers, and so we engaged with TransPro to help us develop a system of measurement that measures and manages outcomes to our customers rather than just things like how long are the intervals between us changing fuel filters, as an example. Important measurement but to the individual that's standing on a bus stop corner or a train station, they probably have a little different thought on that. We've developed the CATS TRAX measurement. We've talked about the performance measurements in our budget presentation, but we just finished our customer satisfaction survey where we survey our customers just to ensure that what our priorities are fall in line with what our customers believe should be our priorities. This is a second filter for us to ensure that we are continuing to move in the proper direction.

Mark Aesch – Chief Executive Officer of TransPro Consulting made a presentation on the CATS Customer Satisfaction Survey Results based on pages 20-32 in the MTC Agenda packet for February 26th, 2020 meeting.

Discussion:

MAYOR HIGDON (Town of Matthews): You mentioned several times that the metrics were weighted. Can you explain that a little bit? I mean, does that mean that we think cleanliness is more important than some other metric? How do you weight them?

MR. AESCH: It's weighted based upon what the customer thinks is most important. So the score that you get at the end of the day, it doesn't recognize that all metrics are created equal so the driver smiling at them is not as important as on-time performance, not based on what we might think or the management team might think, but instead the customer saying -- I'm making

up the example here -- that on-time performance is 14% more important than vehicle cleanliness, which is 9% more important than travel time, so they prioritize what's important to them.

MAYOR HIGDON (Town of Matthews): It's weighted by the number of responses that say this is important?

MR. AESCH: Correct, exactly right.

MS. OECHSLIN (Chairwoman-TSAC): What are the dates that the weights were conducted?

MR. AESCH: It was late October, early November.

MS. OECHSLIN (Chairwoman-TSAC): That was the wave 5?

MR. AESCH: Yes.

MS. OECHSLIN (Chairwoman-TSAC): When were the earlier ones?

MR. AESCH: I can't speak to that. Typically, it's every quarter.

MS. OECHSLIN (Chairwoman-TSAC): Okay, quarterly. The other question is maybe it's not specifically about this report, it's more the findings on on-time performance so the definition is within 5 minutes of the scheduled time. Is there any thought to changing that as a proportion of the headway? Because a 5-minute delay on a bus that runs every 10 minutes is very different from a 5-minute delay on a bus that runs every 45. It's a pretty wide definition of on-time in some cases.

CATS CEO LEWIS: Actually, let me give that some thought. I think that is a valid question. I think the challenge that we have, and this is not the answer, is that so many of our routes are interline. It starts at one route and may turn into another. We measure our on-time performance based on time points. Let us dig into that a little and get back to you on that.

MR. AESCH: We'll add from a data point that 60% of customers, and it's remained relatively stable, it was actually a little bit higher before. Historically, it's in that 60% to 70% range of customers believe that if the vehicle arrives within 5 minutes that's considered to be on-time. I'm looking at five waves of data now and it runs typically in that 70% range. If you come within 5 minutes, I consider that to be on-time from a customer perspective.

CATS CEO LEWIS: Board members, later on in the agenda the staff is going give you an update on our recommendation for changing our schedule for our rail service intervals. Our focus on that has been as a direct result of the information we are getting from our customer satisfaction surveys. On-time performance is our #1 concern for our customer, and the decision to make the recommendation to go from 7-1/2 minutes to 9 minutes is based on our ability to meet our customers' expectations on that. We'll get in deeper onto what are the reasons for that but again connecting to what is important to our customers and the action, the outcomes from the measurements that we are focused on is again pointing towards our customer satisfaction in that regard. Even though during the last couple of months we've had some

challenges with our Blue Line trains being on time, still 90% of our trains each day make it on time. My goal is 100% and we will continue to move towards that, but again paying attention to what our customers are saying.

MAYOR KNOX (Town of Davidson): Kudos to the staff for these kind of results, because you're just knocking it out of the park right now, and we can look at the consistency over time, and the metric for satisfaction hasn't changed. You know, sitting on this board we hear occasional challenges from citizens. We're not inundated with the calls that CATS receives. We get to hear a select few from citizens that come in here and we've always seen those addressed, but this just is proof that when there is a problem, when there is a challenge, that you guys have met it head on and addressed it and taken care of it. Thank you all for what you do.

MR. THUNBERG (Mooresville Representative): I'd like to follow up with what Mayor Knox said because these metrics are not metrics that we imposed on CATS to have them be accountable to us. These are metrics that Mr. Lewis developed to be accountable to himself and to us, and he brought these metrics to us as a way of maintaining that accountability, and they're included in every budget package. I think that's a tribute to Mr. Lewis' leadership style and I think it's a tribute to his team, as Mayor Knox said, that they take these seriously and they monitor them closely, and they take direction from the people that this service is designed to benefit. I think that's a feather in the cap of the organization but also to Mr. Lewis' leadership as well because he brought the CATS TRAX to us, we didn't say we need CATS TRAX. Thank you.

b. Preliminary FY2021 Budget & FY2021-25 CIP Updates **John Lewis, Jr/Blanche Sherman**
John Lewis, Jr – CATS CEO and Blanche Sherman – CATS Chief Finance Officer made a presentation on the updates to the Preliminary FY2021 Budget & FY2021-25 Capital Improvement Plan, based on pages 34-41 in the MTC Agenda packet for February 26th, 2020.

Discussion:

MAYOR LYLES (City of Charlotte): Is Transit Management the management company for the bus system?

MRS. SHERMAN: Yes

MAYOR LYLES (City of Charlotte): And so is that not in their contract, it's just increasing for the contract, got it, but they don't increase their staff. When do we have our next labor negotiation?

MRS. SHERMAN: I think it's underway as we speak for bus operations.

MAYOR LYLES (City of Charlotte): Have you incorporated an estimated cost for the contract year?

MRS. SHERMAN: Typically, it's in line with our budget.

CATS CEO LEWIS: Yes. We give them parameters and Mayor and members of the board, this is a touchy line for us.

MAYOR LYLES (City of Charlotte): I just asked if it's there. I didn't ask what it was.

CATS CEO LEWIS: It is there. They are under contract negotiations. We give them parameters of what our budget is. They have to then get into collective bargaining. We are not directing it.

MAYOR HIGDON (Town of Matthews): Can you refresh my memory as to why we have that arrangement?

CATS CEO LEWIS: It's part of the federal requirement. Transit agencies, when they went through deregulation, if there was a union in place when they were private companies, when they transferred to under the Federal Transit Administration that even relationship maintained. Now, in many states like North Carolina which are right-to-work states, what in essence we do is we create a shell company that then hires a private provider to run that service. They do the collective bargaining and we fund the overall contract.

MAYOR ANARELLA (Town of Huntersville): Can you refresh me with the relationship with the Goldline and MTC?

MRS. SHERMAN: The Goldline really is a City project. Again, the City has funds in their capital budget for the Goldline, like for vehicle replacement, that they're allowing us to use those funds for project expenses. We had some overruns in the project as a result of the Feds pulling out about \$1.9M from the project so we have to close that gap, and that's what these funds are going to do. It covers some staff charges, adds some contingency to the budget.

MAYOR ANARELLA (Town of Huntersville): In other words, we are supplementing the shortfall with the MTC?

MRS. SHERMAN: And some City funds as well.

MAYOR LYLES (City of Charlotte): Some? I want to be sure? I didn't think it was some of the City funds?

CATS CEO LEWIS: These are City funds that we have to go show in our budget. It's a pass-through.

c. Rail Service Interval Change

Allen Smith III

Allen Smith, III – CATS Chief Operating Officer made a presentation on the CATS Rail Operations Service Interval Change Overview, based on pages 43-48 in the MTC Agenda packet for February 26th, 2020.

Discussion:

MAYOR LYLES (City of Charlotte): What year did we -- I'm just trying to track the schedule.

MR. SMITH: We did the BLE pre-revenue. In 2017 we started pre-revenue service. That is something you have to do before you open up alignment. And what it does, it gives you an opportunity to check the system. You really can't check the system until you make the cars part of the system. If you remember in December 2017, we would not allow anybody to ride from 7th Street to UNC singly-operated in in-service mode without picking up passengers, and we did

that until we opened up in March of 2018. And that's when we were able to get the running time to 61 to 63 minutes, which caused us to have less than what the industry norm is.

MAYOR LYLES (City of Charlotte): I may have just lost it so let me just try. All right, so if you go back to the slide that you say the pre-revenue operation is fine and the actual run time is 61 to 63 minutes and then the 28 was required, increased to 36. When did that happen?

MR. SMITH: That happened during pre-revenue operations.

MAYOR LYLES (City of Charlotte): That was in March of 2017 or December of 2017?

MR. SMITH: No. December 2017 is when we tried to implement the initial schedule at 7-1/2 minutes with 28 cars. We could not operate and remain on time.

MAYOR LYLES (City of Charlotte): When did you go to the 36 vehicles?

MR. SMITH: We went to the 36 vehicles when we opened up in March 2018. That was through trial and error during the pre-revenue operations.

MAYOR LYLES (City of Charlotte): Then on the ratio, the spares, when was that calculation, did that happen in March as well?

MR. SMITH: Yes.

MAYOR KNOX (Town of Davidson): Part of the customer satisfaction survey was on-time service. 90 seconds doesn't seem like a lot to a guy that's in his car all the time, but does that 90 second interval change people's perception? Does it change their satisfaction level with the service, and will we achieve a point of going back to that 7-1/2-minute cycle or is 9 minutes going to be the new rule?

MR. SMITH: I'm going to answer in two parts. The first part is the 90 second interval increase, that's also a schedule increase. That will be the new schedule. That will allow us to run on time. Right now, because of maintenance and later on with the midlife overhauls, that might not be a possibility if we didn't go to 9 minutes. By doing it that way we will be able to maintain that 9-minute interval, and that was the reason, the strategic reason, to do that. I agree with you totally, Mayor, 90 seconds, who's going to notice 90 seconds. It's not a lot. If you have a schedule that's posted at 9 minutes and you're running on time, that's the on-time service. Even with the service challenges that we've had in the last several months, you see we still run above 90%, but as you heard Mr. Lewis say earlier, he wants 100%. He's driving us to strive higher than the industry norm.

MAYOR HIGDON (Town of Matthews): What is the value of the spare parts you keep on hand? I heard you say that cars are kept out of service for longer than expected waiting on long lead time parts. Is there any way to get those on the shelf so we have them, we don't have to wait?

MR. SMITH: What happens with spare parts, you have what they call running maintenance. One of the things that we're lacking here at CATS and on the Blue Line, we don't have a heavy

maintenance facility. We remove and we replace parts. We don't keep heavy items. We do keep spare trucks, which is a very heavy item, but we don't have heavy maintenance capabilities. We have to send out everything to the original manufacturer.

MAYOR LYLES (City of Charlotte): I always hear about just in time inventory and things like that. Amazon being able to deliver things, Whole Foods in two hours, Amazon 24 or whatever. I just wondered about the inventory, but there is also the issue of you said because we don't have a heavy shop here. Have we actually done a cost analysis on sending something out versus constructing a heavy shop?

CATS CEO LEWIS: When you look at the need for heavy maintenance, when we opened the line with 20 cars, 20 new cars, that wasn't enough vehicles for us to make that investment. It's not a section of our shop, it's an entire facility. As we continue to grow, as a part of the Silver Line analysis we will get to that point where we probably need to consider having heavy maintenance here, but just with the Blue Line and the Goldline, that cost-effectiveness utilization didn't work.

MR. SMITH: In all of our previews with the Silver Line management team, project team, that is the number one thing that we have to build. Not only do we have to build a heavy maintenance facility, but we actually have to build a yard before we start building an alignment to receive the cars. Right now we're maxed out at both yards as far as availability just to store the cars.

MAYOR LYLES (City of Charlotte): I think we ought to have a handle on when that comes up, and as you describe it, I understand it, but I think that we need to see this as a part of our fiscal accountability on the system. I think that when that happens or when you project it to happen, and I don't know if that's a part of the Silver Line estimate or is that spread around to every cost center, or is it just charged to the Silver Line because it's a tipping point?

CATS CEO LEWIS: Right, it is. The analysis will happen during the current engineering. When we get to the point when we build the Silver Line, that will be a part of the project. If we don't build the Silver Line, I would say we will continue to operate in this mode where we would send things away.

MAYOR LYLES (City of Charlotte): Where did the 7-1/2 come into play? I'm trying to figure out, is there a standard that we want to be 7-1/2 minutes or is it always around what's available, because if I recall, when we were just coming up to Center City you were pretty much in a situation where the gates were down and working. You didn't have a lot of people. Since then our Center City has thousands of more people, and I see people crossing train tracks in a different way and things like that, so for me one of the questions I have is if the safety drives the time line we're talking about in the context of cars when I hear you having to deal with safety issues so that everything operates well. I heard you said 7-1/2 was promised. Is that a standard or is it based upon safety and pedestrian traffic gates? I'm muddled on the reason for the number.

CATS CEO LEWIS: What we tend to do as transit agencies is focus on the mobility aspect, how can we move the largest number of people as quickly as we possibly can. We had gone to 10-minute headways. We wanted to make it better as we wanted to attract more riders, but

when we got into revenue service, pre-revenue service, and we were operating for the first time in North Tryon, and for all of the reasons that you have mentioned we decided there were some things where safety had to trump speed. The model is great on paper, but when you get out there and run trains for the first time and you see this intersection looks a little different from an operator than what it looked like on a computer on a spreadsheet, the interaction of pedestrians and cars, members will remember, we had quite a bit of challenge the first couple of months with cars going around getting stuck in front of the gate arms, and safety was our #1 priority.

We added more pedestrian safety facilities on the Blue Line extension than we had on the SouthEnd, and all of that combined for slower operating service. The speed on North Tryon was reduced. The vehicular speed I believe was 45, it now is 35. We are mandated we can only go 10 miles an hour higher than the posted vehicular speed. All of those things combined together gave us a longer time frame to go from end to end.

The change was for two reasons: 1) We always want to have the spares available so that we can do preventive maintenance. I do not want to ever be in the position to put a car out there just to meet service when it should be in the shop getting fixed. We were using our spares to meet a vicious runtime, which we just weren't able to maintain. 2) The goal is for safety, and we're going to provide a time frame that we can meet consistently and do so safely.

MR. SMITH: And just to be clear; the modeling did not get it wrong. We just made safety enhancements to better provide service to our customers and to the city of Charlotte.

MAYOR LYLES (City of Charlotte): This is important. If there was an expectation of 7.5 that would be not the safest way to do things, then we ought not set an expectation like that. How often do we look at this and adjust it so that we are not just saying well, it's about fixing a car as much as it is about how the train operates. And is that an annual adjustment, is it something that's every three years? You've got this midterm coming up, or midterm/midlife, whatever coming up, and that will require, I expect, another type of adjustment for it to be on time.

CATS CEO LEWIS: Now, this will get us through midlife going to 9 minutes. Remember Allen originally said that we had 42 cars, we thought we could run the service with 28 and we're actually going to go to 36. We've lost those spares then. Again, it's not that the model was wrong, we just decided that safety was our #1 priority and we slowed down some areas to meet that. I will say we operated 10-minute service for 12 years on the SouthEnd. It's not something that we will annually adjust. I think as we are getting more experience with operating a robust Light Rail system. We will do better in our modeling moving forward, but the things that we saw in operations were things that I don't think you could have found just through a model in terms of safety.

MS. OECHSLIN (Chairwoman-TSAC): I appreciate that by setting the expectation that trains will run every 9 minutes does provide a measure of reliability and predictability, but I think that what we haven't talked about is that every day at rush hour, which is the time that these changes will be in effect, the trains are already so crowded that people can't get on them. I'd welcome anyone to join me after work. I'm going the opposite direction. I fortunately don't have this problem, but I see people on the other side of the platform at Stonewall. There's a huge crowd after the train leaves. They couldn't get on the train. By adding 90 seconds, 90 seconds is a big deal. 90 seconds of more people arriving that can't get on that next train. It's one thing to talk about meeting the service schedule and having a predictable schedule, but it's

another to talk about accommodating all the people that want to ride the train. I think unfortunately that problem is going to continue to get worse because we have increased ridership and the TOD mass rezoning.

MR. THUNBERG (Mooresville Representative): This rezoning that decreases the number of passengers that you can carry because of the decrease in the number of trains.

CATS CEO LEWIS: I consider that is that tipping point of having a successful service, but what the answer to that will be is the next series is that we will have to go to three-car trains faster than we originally projected. There is a cost associated and we'll start talking about that, how we move that forward. The Blue Line extension was built to accommodate three-car trains. We did four of the 11 stations on the SouthEnd. We need to figure out how to do the other seven.

MS. OECHSLIN (Chairwoman-TSAC): But there's no funding for that? It's the solution but there's no way to do it right now.

MR. THUNBERG (Mooresville Representative): This is a non-service-oriented question. Do you have to send those to California, or is there a way that you can have Siemens set up a facility here?

MR. SMITH: First of all, we have not identified when we'll do the midlife overhaul, but those are discussions that we will have with whoever the successful bidder is..

VII. MTC Commissioners' Business

Bus Stop Amenities Program

Discussion:

MAYOR ANARELLA (Town of Huntersville): I have been trying to do this for about four years. Just to give you all a quick little bit of history, there was an item many years ago, four years ago, that was to allocate about \$780,000 to a Red Line study for just a placeholder for the Red Line. We met four years ago and determined that we weren't going to do any studying of the Red Line and that we would use this money, handshake-free, we would use this money for bus stop enhancements in North Mecklenburg. Long story short that didn't happen, but that \$780,000 was still in as a placeholder, a couple of documents here, fiscal year '20, '21, '22, what hasn't been spent on bus stop enhancements. I think it's time for us to codify in the budget, the 2021 budget, bus stop enhancement funding for all the six towns.

The reason why I picked the six towns instead of Center City of Charlotte is because obviously you already have a billion-dollar rail line and we're just looking for scraps here to get our bus service enhanced. And you know, Park & Rides are great and I'm really happy we got that Hambright Road Park & Ride, but those people have cars typically, and what we're trying to do is service people that don't typically have a car and they still have to go to work or wherever they have to go.

Our staff did an analysis. We probably have 75 to 80 bus stops, however you define them, whether it's just a stake in the ground or what have you. We have five benches, two of which were just donated by Novant, and we have two shelters at the Park & Rides. We identified five, right off very quickly five of our most active bus stops, and other than the Park & Rides there we're building a sidewalk to one of them just coincidentally. A couple of them are just small neighborhoods, apartments and so forth, and I think if we could bring some more

enhancements to our bus riders, and these are typically people that are not capable of getting to work unless they take a bus or what have you, we'll see more ridership.

I actually have a motion to fund in fiscal year '21 \$800,000 -- this is just rounded up for inflation -- towards improved bus transit services and towns, Cornelius, Davidson, Huntersville, Matthews, Mint Hill, and Pineville, including the purchase of right-of-way for future Park & Ride, interconnections for the bicycle, pedestrian infrastructure, bus shelters, and any other use stated in house bill 1480 Article 43, and to authorize these funds to be distributed according to the Office of State Budget and Management, the population numbers at the end of calendar year 2019. I think this is a promise that was made. I felt like it was a promise that was made several years ago, and we've been talking about it for a long time, and I think we all are in agreement we can enhance the quality of life for a lot of people if we allow them safety and accessibility to our bus stops.

CATS CEO LEWIS: Members will notice in Ms. Sherman's presentation that we have advanced funding for additional bus stop amenities. I think what we have tried, the staff has been working, we have heard the board members' concerns about bus stops. Larry and his team have been meeting with staff members from each of the towns to get an understanding of what the opportunities are, but I think it would be a disservice to the board if we did not take a look at this in a comprehensive way, and staff is working on a proposal to bring back to the MTC because we have to look at this in terms of the entire system.

We will fund bus stop amenities but there are a couple of challenges in that. How do we handle state roads, how do we handle the decision of what is the threshold at which a bus stop will get a shelter, and then the third, which is one of the largest items, is I think our recommendation will be that the board develop a standard shelter that can be implemented throughout the system. We have five or six different custom-styled shelters that cost an inordinate amount of money to deploy and lowers our ability to be able to meet the customer's needs, and our recommendation for the board to consider in March will be based on the funding level, we have a \$1.5M over five years. We have to understand what are the criteria, what are the standards, and then to develop a prototype shelter that we can maximize our investment across the entire system.

MAYOR ANARELLA (Town of Huntersville): I just want to follow-up. And I appreciate that, and I appreciate there's funding, but this is pretty much the same thing we've heard for the last few years. You know where I come from, and we've been very frustrated about this for a number of years, but I think we need to see a definitive allocation for each town. We believe we have a need that can be fulfilled.

MAYOR LYLES (City of Charlotte): How would you manage; what is the thinking around the programming and how it would be managed?

MAYOR KNOX (Town of Davidson): Let me just say, basically we've got 30 bus stops in Davidson, and we score them and rank the top 10. And to that end I don't think to ask is that right because at the end of the day we've got one stop that had 14,000 riders last year, another stop that had 7,000 riders last year so we would ask to put shelters there. We had three stops that averaged 1,500, 1,300, and 1,000 for the year for mini-covered shelters, and then the remaining five would be the Simme-Seats. For us I don't think it's a big ask because the only seats that we have anywhere are seats that individuals have put on town sidewalks in honor of someone that passed away.

I think implementation has to be something collaborative, not only with CATS but with DOT, with private property owners as well. I spoke with several private property owners, well, one in particular where one of these covered shelters would have to go, and he would share in the cost, and that's just a private owner. I think facilitation of this can be implemented, it's just bringing it to the table and get the funding to the respective towns.

MAYOR EDWARDS (Town of Pineville): You've got \$1.5M for five years. That's not enough even to touch what needs to be done. At \$300,000 a year it's squat. It's not going to do anything. The only shelters we have private businesses built them in my town. Our problem is ADA is coming through town and they're telling us that these are unacceptable, they're on hills, they're on slides going down to 51. No one in a wheelchair or even probably a cane or a walker is going to be able to utilize a lot of them. We've got to actively look at how, be it by population or be it by number of bus stops or how many people are using these bus stops, but we can't satisfy seven communities on \$300,000 a year.

MAYOR LYLES (City of Charlotte): That's my point. It's like okay, Mayor Knox would say I've got the top 10, but you may have the top 2 and how do you put that together and how do you standardize for the maintenance and repair and all the things that have to be done, like are you going to take on like if you have unique bus stops in your town do you take on the maintenance of it because that's the best way to do it, or are we going to try to standardize so that we have -- I actually do understand very much about bus stops and how important they are. It's not a question of that. I'm just trying to figure out, out of the six towns how do you come to a place where limited funding and solid maintenance and repair and standardization for equipment to be replaced. I know we have the two little, the pole, two seats on either side, six seats or whatever, so how do we do that?

I'm asking is that I think that this needs to have some discussion. I also think that we ought go to NCDOT and start talking to them and having something that how do we actually make sure that those highways that are NC based are actually going to be made available to us. It's not actually getting the bus stops. I just wonder about the efficiency and effectiveness of getting a plan so that everybody's got a level playing field and that the next time it comes up we're not fighting it, well, I'm doing this, I'm doing that, and we be a little bit more consistent around it.

MAYOR WASHAM (Town of Cornelius): I'm sitting here looking at the actual pictures of ours, and you know, the safety factors. It's a very significant safety factor. We've talked a lot about that tonight. I don't know what kind of matrix we use to rank and make decisions about the highest priorities or lack thereof, but that certainly needs to be a part of it as well because we've really got some problems in our town related to that. I hope it doesn't take a tragedy to get our attention here. I think that's something we really need to think about, but as the negotiation goes forward what roles can the towns play? We're pretty serious about this, I think. I'm throwing this out. Can we play a role in helping with the maintenance part of it? I don't know? We haven't talked about any of that yet.

MAYOR LYLES (City of Charlotte): Yes, but I think that's why you decide on is it a standard type of equipment or is it something that you are willing to say well, we are unique and we're going to take on this unique effort. I just think we need to have something written and in place to work from because I'm not quite sure how it works.

MAYOR EDWARDS (Town of Pineville): The first thing we need to do is get the Department of Transportation rep here. He has a responsibility. He should be here in attendance just like we have in MPO. We had two of them at every meeting. There's no reason that they're not here representing the Department of Transportation. The whole thing is if we put off and start going into this mega planning, another year is going to go by and we're still not going to have anything, and nothing is going to get accomplished. If we look at forcing it through, maybe that's the wrong word, this budget and at least getting something in place and moving in the right direction, if we don't it's going to be on the '21-22 budget.

MAYOR HIGDON (Town of Matthews): We have about 45 bus stops in Matthews and we're a little late in the game, but I just want to echo that it's definitely a need and I think we could easily prioritize which bus stops in Matthews require some help. I see some of our bus stops that are very heavily used and just recently with the bad weather we had people standing out with groceries standing in the rain without an umbrella, no shelter. It's not good.

MAYOR LYLES (City of Charlotte): Well, I think that happens everywhere.

MAYOR HIGDON (Town of Matthews): I agree.

MAYOR SIMMONS (Town of Mint Hill): I met with Larry earlier. I think Larry is working on a solution. Having to be the new guy in the room pretty much, I'm hearing stories and it sounds like we just keep kicking it down the road, and I see this happening in so many situations. When we get it on the budget, at least the money is there to start the study, start the organization, start everybody working together on the project. If we push it aside another year then we're going to be talking about this next year at this meeting.

MAYOR KNOX (Town of Davidson): We are fortunate. We are sidewalk rich in Davidson. We don't have a problem with ADA compliance and facilitation or placement of stops as you alluded to earlier. We are good. Just fund them and we'll put them in place. I've got Eagle Scouts that will build them. It doesn't matter.

MAYOR LYLES (City of Charlotte): Yes, but two years after that who's going to take care of the Eagle Scout project and maintain it, and what crew is coming out there, and then it just starts to --

MAYOR KNOX (Town of Davidson): We're putting them on the greenways so they're helping us out. The Scouts are on the greenways.

MAYOR LYLES (City of Charlotte): I guess what I'm saying is I don't think this ought to wait over a year. I think, though, you have to have some idea of how it's going to work. And I'm not saying it doesn't have to have the money, I'm just asking the question about who's going to decide 10, 2, 3, 4, what's the standard that we're going to use? And this board is accountable for the funding. If you're going to say I'm going to do a unique bus stop, then you're needing to sign something that says I'm going to do a unique bus stop and I'm going to maintain it for the life of the bus stop. There are some things about this that's beyond the funding. It's actually a responsibility that all of us have as a board so that John doesn't come back in and say well, you know, this is what we're doing, and this is where we're changing or going.

I'm just one of those folks that really looks at not just the funding but the process of making sure everybody understands and agrees to it, but I don't think that we have to do this. I mean the budgets aren't adopted until June, and if Larry has met with everyone and the questions are addressed, this board meets monthly. I'm trying to say that we're all accountable for each of us as a system and how we use our money and comply and have our own compliance. And I don't want to go into something that it's kind of like okay, we're going to have money, now we're going to decide how to use it and everybody not agreeing on it, so I would suggest that we just try to get something out of this that's consistent and we be in compliance with it.

MR. THUNBERG (Mooresville Representative): What I hear from the jurisdictions is that they want confidence that this issue is going to be addressed and it's going to be addressed somehow in the coming budget. What I hear from Mr. Lewis and others is that you've got to do this right. I think the elected officials are not going to figure out what the right is. The elected officials are going to say this is something that we want to do this year. We want to have money in the budget to help get it started and we can't finish it in one year, whatever it is, but let staff come back and tell us, because those are the professionals, tell this board what right is and then have each of the towns do it. It sounds to me like they've already done, is to identify the potential opportunities for having bus shelters, and then get started as a part of the budget. I don't know what that number is.

MS. HARDEN (MTC Chairwoman): If I can just again mirror that back, there were some promises made, there is concerns that the amount budgeted is not adequate to meet the need, there's concerns that there should be a process, that that process be fair, and that it's timely so that it's taken care of this year, is that correct?

CATS CEO LEWIS: Thank you for all the comments, and I think I will take responsibility for this kind of falling by the wayside over the last couple of years, but I think we have to remember that this has to be allocated based on a formula or policy, and our current policy is clearly inadequate. Mayor Knox, I'm just going to use your example as an example. You mentioned a bus stop that had 1,500 annual passengers. If you average that it's probably somewhere between 3 and 5 passengers a day. If Mayor Edwards has one that's got 10 passengers a day, we have to be able to say we are building these amenities based on this policy based on these measurements, rather than just here's some money and you all go out and build what you want. We will make that recommendation. It will be this board's decision to you can slide that number wherever you like but it's got to be one that then I can go back and say this is the filter in which we implemented this program. We have funding in the budget. If it's not enough we will find a number that we can all agree upon, and this will get done beginning this year. My biggest ask is can we standardize the program so that our folks can get efficient in the deployment and procurement of that.

MS. HARDEN (MTC Chairwoman): I think we can standardize it. I would also say that just on Mecklenburg County we balance the needs, and I do think it is important that the residents in every area have access to the opportunity to have a shelter, so yes.

MAYOR WASHAM (Town of Cornelius): We are trying very hard in my town to enhance ridership. One of the best ways in my opinion to do that is to have appropriate bus stops for folks to catch the bus, safe ones as well. I'm hoping somewhere in this study, your recommendations, it's not all about current ridership as it may be about future ridership and

what the enhancements may do to increase that. I just ask that you make that a consideration as well.

MAYOR ANARELLA (Town of Huntersville): I think, especially in the town but I know the city is growing like crazy too, but we are just at such a critical planning time with the roads and also with businesses coming in that there are just certain situations where there is a business coming in and they want to build a building, they're going to have to enhance the sidewalk and be a good place for a bus stop. It just has to happen now because we know where the roads are all going to be developed, so we can work with NCDOT now and so forth.

MS. HARDEN (MTC Chairwoman): Thank you. Mr. Lewis, do you feel like we can have an update on this at the next meeting?

CATS CEO LEWIS: Our intention is to bring a proposal to the board at the next meeting for you to react to, edit, and implement so that we can get into implementation.

MR. GRANT (Town Manager – Cornelius): I think Larry and his staff are off to a good start. He met with my staff yesterday or the day before. We provided him some information, so the staffs work pretty well together. I'd encourage before recommendation comes before this body in March that staffs have more conversations. A lot of times we can iron a lot of things out prior to getting to the board, which includes comments about standardization. And every town may have some different thoughts about what that means to them, and also about priorities. As Mayor Washam mentioned, we've handed a list of 10 stops I think to Larry. If all 10 don't make it, we may want to prioritize. Those kinds of conversations I think would be really helpful.

MS. HARDEN (MTC Chairwoman): Does that process feel okay where staff are engaged in conversations?

CATS CEO LEWIS: I think in order to keep up with the budget process, I think at least allow us to bring a recommendation for policy standards. And we can get into the implementation a little later, but I think we need to start the conversation, at least start with it as an information item next month and then if necessary, we can go to action in April.

MAYOR KNOX (Town of Davidson): When we're talking about standardization, if you're looking at Huntersville or Cornelius I'll never be able to get the number of riders in place that a town that's four times or five times as large as my town is, I hope whatever that rubric is that we use as a measurement is weighted based on populace as well.

MAYOR LYLES (City of Charlotte): Have we talked to NCDOT in Raleigh about this at all? Have you guys mentioned that? They have an assistant director who is in charge of transit and aviation, and I wonder if anybody had actually reached out to the business secretary? I think that would be helpful.

VIII. Chief Executive Officer's Report

John Lewis, Jr. shared the following:

An announcement that the Silver Line public meetings begin next month. The first one is March 10th in Matthews, and then other dates can be located on our website. This is a very intensive effort to inform the public of the corridor. What the process is moving forward is mostly from

soliciting their input as we get into the design. And lastly, early ridership on the Metro Rapid, we're looking at a 3% increase in the first month with that not a full month of service.

IX. Adjourn

The meeting was adjourned at 7:33 p.m. by Commissioner Susan Harden – MTC Chairwoman (Board of County Commissioners - Mecklenburg County).

NEXT MTC MEETING: WEDNESDAY, MARCH 25TH, 2020, STARTS AT 5:30 P.M.

**METROPOLITAN TRANSIT COMMISSION
INFORMATION ITEM
INFORMATION SUMMARY**

SUBJECT: Bus Stop Candidates for Amenities

DATE: March 25, 2020

1.0 PURPOSE/SCOPE: To inform the Metropolitan Transit Commission (MTC) of proposed adjustments to the criteria regarding amenities and bus stops in the Transit Services Guidelines.

2.0 BACKGROUND/JUSTIFICATION: The Transit Services Guidelines is a policy adopted by MTC providing guidance to staff pertaining to various aspects of service delivery. In particular, the policy provides guidance regarding the bus stops that staff should consider to be candidates for amenities such as benches and shelters.

The current Transit Services Guidelines policy states that staff should give priority to bus stops with 25 or more boardings per day when considering where to put benches and shelters.

Discussion has been held among MTC members regarding amenities in the towns. Specifically, it has been noted that many of the bus stops in the towns are not candidates for shelters and benches according to the existing criteria.

This presentation proposes an adjustment to the existing criteria that would give additional consideration to town stops when identifying candidates for benches and shelters. The Transit Services Advisory Committee recommended adoption of the new criteria at their March meeting.

3.0 PROCUREMENT BACKGROUND: Not Applicable

4.0 POLICY IMPACT: Not applicable at this time. In the future, if the new criteria are adopted, the Transit Services Guidelines would have to be adjusted and adopted by MTC.

5.0 ECONOMIC IMPACT: Not Applicable

6.0 ALTERNATIVES: Not Applicable

7.0 RECOMMENDATION: Not applicable

8.0 ATTACHMENT(S): Current Transit Services Guidelines policy.

SUBMITTED AND RECOMMENDED BY:



**John M. Lewis, Jr.
Chief Executive Officer, Charlotte Area Transit System
Director of Public Transit, City of Charlotte**

1.0 PURPOSE

The Transit Service Guidelines outline principles designed to provide services that are comfortable, convenient and easy to use for customers, and to ensure that services are designed to be reliable, timely, safe and efficient. The guidelines define the conditions that require action when standards are not met, but allow flexibility to respond to varied customer needs and community expectations in an accountable, equitable and efficient manner. Due to the sustaining and projected growth in the Charlotte region, markets and customer expectations are ever changing and growing. Thus, CATS must be responsive to these changes in order to retain current customers and achieve and sustain ridership growth.

2.0 CATS SERVICE GUIDELINES

The adopted service guidelines are in the following areas:

- Travel Markets
- Transit Coverage
- Transit Access
- Bus Stop Spacing and Amenities
- Bus Route Monitoring System
- New Transit Services
- Load Standards
- On-time Performance
- Duplication of Service
- Route Directness
- Route Patterns
- Service Frequency and Span
- Vehicle Assignment

The service guidelines are intended to be applied to two primary areas of focus: the evaluation of existing services and the evaluation of proposals for new service. As an example, the service guidelines can be applied in the following situations: restructuring service to eliminate lower-productivity segments or branches or adjusting service frequency to better reflect the demand for service. Routes that do not meet standards are not automatically eliminated. These guidelines call for the elimination of unproductive routes only as a last resort when it has been determined that no cost-effective actions are available to improve the productivity of the service.

The guidelines for evaluation of existing routes are not intended to preclude changes to routes that meet these minimum standards. In many cases, it may be possible to improve the productivity of routes that meet the minimum standards by making changes to headways or trip times. These guidelines should not be used to prevent changes to improve the efficiency of existing routes, as long as the changes meet the route design standards.

The evaluation of new service proposals will take place as proposals are received or needs identified. New service proposals will be evaluated based on the most recent information available regarding system standards. Decisions regarding implementation of new routes will be made through the service planning process and by the Service Development Review Committee, in consultation with the Transit Services Advisory Committee.

2.1 Travel Markets

Public Transportation cannot reasonably serve all person trips within a region. However, transit can compete effectively for market share in many situations.

To guide decisions on resource allocation and to provide a basis for measuring performance over time, CATS has identified those markets where it will seek to be competitive. The selected local travel markets are consistent with the CATS Mission and will support attainment of the CATS Vision and the goals of the 2025 Transit/Land Use Plan as amended and updated by the 2030 Transit Corridor System Plan.

- **Travel Markets:** CATS will identify and consider the Metropolitan Transit Commission Travel Markets Policy when service changes or reductions are proposed.

2.2 Transit Coverage

The purpose of these guidelines is to provide convenient access to transit service in all areas exceeding a minimum density. It is very difficult to provide effective transit services in low-density areas. This guideline supports the land-use goal of encouraging higher densities in coordination with transit services. Census block group and Traffic Analysis Zone (TAZ) data will be used to measure residential and employment density. The coverage area will be one-half mile (about a 10-minute walk) around the bus route.

- **Residential and Employment Density:** In order for an area within Mecklenburg County to be considered for CATS fixed route services, the area must meet a residential density of at least three persons per acre and/or an employment density of three employees per acre.
- **Suburban Areas:** In outlying suburban areas served primarily by express bus routes, park and ride lots will be sited in areas likely to attract good ridership and in locations where they can effectively intercept potential riders.

2.3 Transit Access

Buses can do substantial damage to parking lots and roadways that are not built to accommodate the weight of a bus. This needs to be taken into account in the planning for bus services.

- **Road Condition:** Transit service will only be provided on paved roadways that have sufficient strength to accommodate repetitive bus axle loads. The roadways must be in good condition and buses must safely be able to maneuver.

2.4 Bus Stop Spacing and Amenities

It is recognized that bus stops and amenities help customers access CATS services and make their riding experience more comfortable, safe and friendly. Amenities include bus shelters, benches, trash cans, and static/electronic travel information signs.

- **Bus Stop Spacing:** Factors that should be considered in determining bus stop locations/spacing are as follows:
 1. Provide stops at major generators (For example: employment centers, residential areas with 500+ units, retail centers, public education centers, major medical facilities).
 2. Provide bus stops at transfer locations.
 3. To the extent possible, provide bus stops at signalized intersections where there are designated crossings.
 4. Provide intermediate stops based on the density of the area:
 - Central Business Districts or Major Commercial District: Minimum 500 feet
 - High to medium density areas: 750 to 900 feet
 - Medium to low density areas: 900 to 1,300 feet
 - Low density to rural areas and areas served by micro transit: as needed
- **Amenities:** Placement of amenities should be based upon factors that consider equity in distribution throughout the service area, and factors that consider the benefit to the user and site-related constraints. Greater consideration should be given to stops on key bus routes due to a generally higher level of demand. Stop locations that have boardings greater than 25 people per day will be given priority.

Other factors that should be considered in determining the priority for amenities at stops are:

- Lengthy wait times between buses (beyond 30 minutes),
- High percentage of transfer passengers (more than 25 percent), and
- High percentage of seniors or individuals with disabilities using the stop (more than 25 percent).

The necessary infrastructure (such as sidewalks) must be in place in order to consider an installation. The integration of the necessary infrastructure and amenities in newly developed or redeveloped areas should be coordinated with the development. CATS should work with private land owners and developers, to the extent practicable, to leverage the construction or the monies to offset the construction costs of necessary infrastructure and bus stop amenities.

- **Accessibility:** When establishing new bus stops, CATS strives to select locations that are accessible to all customers, including customers who use mobility devices. CATS will work with the jurisdiction that is responsible for the street and/or sidewalk (if applicable) to include accessibility improvements to the stop within the jurisdiction's Americans with Disabilities Act (ADA) transition plan. When installing amenities at existing bus stops, the amenities will be accessible to individuals with disabilities in accordance with the ADA of 1990 as amended.

2.5 Bus Route Monitoring System

CATS will utilize a Route Monitoring System that uses a performance index based upon Passengers per Revenue Hour and Subsidy per Passenger. An index score is calculated by taking the ratio of a given route's performance on a specific measure to the average of all routes in the service category. A score of 1.0 represents average performance within the given service category. A score above 1.0 is better than average, and for scores above 1.0, the score itself indicates how much better the route is performing above the average (1.5 is 50 percent above average, 2.0 is 100 percent, and so forth). A score below 1.0 represents below-average performance. A route with a score of 0.5 is at only 50 percent of the category.

- **Bus Monitoring System:** CATS will monitor routes with an overall index score between 0.75 and 0.99, and make changes to the service as needed. Routes falling between 0.50 and 0.74 should be subject to a more detailed analysis that examines performance by route segment and time of day and makes appropriate recommendations. Routes falling below 0.50 need immediate analysis and action.

2.6 New Transit Services

Proposals for new service come from a variety of sources including: the 5-Year Transit Service Plan, customers, employees, and reviews of system performance. New service proposals are reviewed during the service change process and are implemented based upon customer need and resource availability.

- **Performance Evaluation:** All new services will be subject to performance evaluations and will be expected to meet the performance standards for their service type within two years of implementation.

New services will be expected to meet a performance monitoring score of 0.5 or better after one year. If this does not occur, CATS will review the service and look for ways to improve its performance. If the service performance slips to below 0.5 after two years, the route will be a candidate for discontinuation.

- **New Employment Shuttles:** New shuttle services in employment areas may require a financial contribution from business community stakeholders of up to 104 percent of the marginal operating cost.
- **Bus Services Outside of Mecklenburg County:** CATS will follow the Metropolitan Transit Commission Financial Policies (MTC-01) regarding financial contribution for bus services outside of Mecklenburg County.

2.7 Load Standards

The objective of load standards is to balance passenger comfort and safety with operating cost.

- **Load Standards:** CATS standard load factors for its bus services in regular service are:
 - 115% of seated capacity for express services
 - 130% of seated capacity for local and shuttle services

CATS will not exceed its standard load factors for more than 20 minutes on a regular basis per trip on a given route. If a service is consistently above the seated capacity, CATS will make adjustments that may include adding additional service at the next scheduled service change, if funding is available. If the standing load compromises safety in any way, CATS will implement additional service to meet the demand.

Rail Vehicle Loading Standards

Vehicle Load Standard	Load Factor*	Passengers Per Vehicle	Acceptable Application
Service Standard	221%	150	Peak Hour Service
Maximum	285%	194	Special Events

* Load factor as percent of seated capacity

CityLYNX Gold Line Vehicle Loading Standards

Vehicle Load Standard	Load Factor*	Passengers Per Vehicle	Acceptable Application
Service Standard	242%	131	Peak Hour Service
Maximum	317%	171	Special Events

* Load factor as percent of seated capacity

- **Wheelchair Boardings:** CATS will analyze wheelchair boardings annually, and make necessary schedule adjustments. Trippers will be utilized if particular trips continually are not able to provide service to all wheelchair boardings on a given fixed route services.

2.8 On-Time Performance

To ensure that transit riders have confidence that the service will perform reliably in accordance with the public timetables prepared and distributed by CATS, on-time performance standards have been established. A vehicle is considered "late" when it arrives five minutes or more after the scheduled time. A vehicle is considered "early" if it

departs one minute or more prior to the scheduled time. All other trips are considered “on time”.

- **On-Time Performance:** CATS bus routes that achieve an on-time performance score of 80 percent or less over a course of two service changes will be reviewed and remedial action to improve performance will be put in place at the next service change.

CATS will monitor the Light Rail service for on-time performance. Any trips that are consistently early or late will be identified and schedule adjustments will be made at the next service change.

2.9 Duplication of Service

Service duplication occurs when two or more bus routes serve the same roadway. Duplication of service can sometimes be needed or unavoidable due to the presence of activity centers or the lack of alternate routing options. When services share the same street segment CATS will do the following:

- **Duplication of Service:** If two services use the same street, schedules should be adjusted to maximize frequency on the shared alignment.

2.10 Route Directness

CATS will design bus routes to operate as directly as possible to and from major destinations in order to minimize passenger travel time. Routes shall operate on major arterial streets as much as possible. When a deviation exists or is being considered, the gain in convenience to those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the passengers traveling through.

- **Directness:**
 1. To the extent possible, bi-directional service shall be provided on the same street.
 2. Express service shall be routed in the most direct manner possible.
 3. Deviations from the basic route alignment to serve activity centers will be made only when they have the potential to attract new riders equal to or exceeding the route performance evaluation standard for the corresponding route category.
 4. Additional time to operate route deviations should not exceed five minutes (one-way) or 10 percent of the one-way run time, whichever is less.
 5. No mid-route loops shall be operated.
 6. Terminal loops shall not exceed 25 percent of a route’s total length for routes that exceed 30 minutes in one-way travel time.

2.11 Route Patterns



It is sometimes more efficient to provide service to a certain area with one route having several branches than to operate several different routes. In addition, some bus trips on a route may not go to the end of the line due to very low ridership in that area at a particular time of day, also known as a turnback. These service designs can result in a route network that is difficult for current and potential customers to understand and utilize. Therefore, to provide a user-friendly service and to encourage maximum use of the system by all current and potential riders, standards for branches and turnback's shall be set.

- **Route Patterns:**

- No route shall have more than two distinct branches.
- No route shall have more than one turn around on a given branch.

When two routes are interlined, each route shall be treated as a separate route for the application of this standard.

2.12 Service Frequency and Span

Service frequency is established to provide a sufficient number of vehicles to accommodate passenger volume at the most crowded location(s), during a given time period. On high ridership routes, the frequency of service provided is a function of demand and peak period loads. Service span refers to the hours that service is provided and defines the minimum period of time that service will operate at any point in the system.

- **Headways/ Frequency:** The policy headway for CATS local and neighborhood shuttle bus routes will be 60 minutes or better. In peak periods, CATS will strive to provide at least 15-minute service on core routes and at least 30-minute service on common local routes. Express and Regional Express services will have a minimum of three trips in each peak direction.

CATS light rail services will operate at a frequency of 10 minutes or better during the peak periods and at least 30 minutes during the off-peak periods.

- **Service Span:** CATS Fixed Route Bus, Special Transportation Service and Light Rail services will operate between 5:00 a.m. and 1:30 a.m.

Exceptions will be based on ridership and productivity.

2.13 Vehicle Assignment

CATS vehicles shall be assigned to specific service types according to the following guidelines. Exceptions to this may take place based upon operational and scheduling practices to maintain optimal efficiency.

- **Vehicle Assignment:** Fleet types should be assigned based on the service type it is intended to serve when feasible.



- Express Service = 40-foot suburban and MCI coach buses
- Local Service = 40-foot low floor
- Neighborhood Shuttle Service = 30-foot low floor

Definition of Density

- **Low Density** – Three to 10 residents or employees per acre
- **Medium Density** – 10 to 20 residents or employees per acre
- **High Density** – More than 20 residents or employees per acre

Summary of Changes

- 2.1 Revised to specify that the selected local travel markets are consistent with the CATS Mission and will support attainment of the CATS Vision and the goals of the 2025 Transit/Land Use Plan as amended and updated by the 2030 Transit Corridor System Plan.
- 2.2 Revised to specify the coverage area will be one-half mile (about a 10 minute walk) around the bus route (previously one-quarter mile around the desired pick-up area).
- 2.4 Item 4: Revised to specify intermediate stops should be provided based on the density of the area.” Revised to specify low density to rural areas and areas served by micro transit will have stops as needed.

Amenities: Changed “disabled persons” to “individuals with disabilities.”

Accessibility: Revised to specify that when establishing new bus stops, CATS strives to select locations that are accessible to all customers, including customers who use mobility devices. Added content about accessibility improvements. Revised to specify that when installing amenities at existing bus stops, the amenities will be accessible to individuals with disabilities in accordance with the ADA of 1990 as amended.
- 2.6 Changed the Countywide Transit Service Plan to the 5-Year Transit Service Plan.
- 2.7 Made minor wording changes for clarity. Added CityLYNX Gold Line Vehicle Loading Standards.
- 2.12 Headways/Frequency: For peak periods, increased frequency to 15 minutes from 30 minutes for core routes.
- 2.13 Vehicle Assignment: Added reference to MCI coach buses. Deleted “Gold Rush Service=Rubber tired trolley.”

Previous Revision: May 27, 2015



Bus Stops & Amenities Evaluation System

Presented to the
Metropolitan Transit Commission
March 25, 2020



CITY OF CHARLOTTE 

www.RIDETRANSIT.org



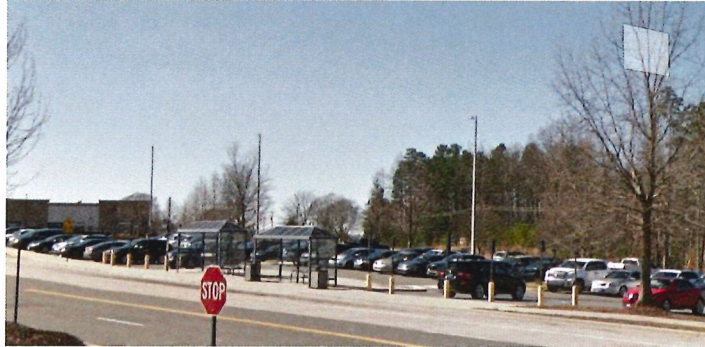
Discussion of Needs with Town Staff

- Cornelius 3/24
- Davidson 3/25
- Huntersville 2/4 and 3/24
- Matthews 3/27
- Mint Hill 3/26
- Pineville 2/20

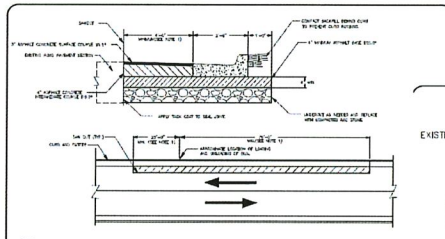
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Northlake Mall Park and Ride Lot

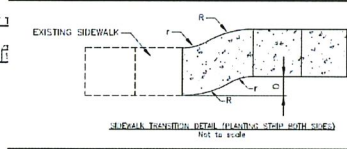
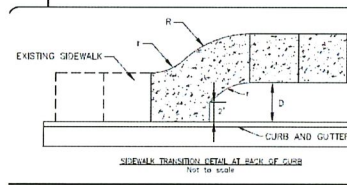


- Including CATS in Process
- Cornelius Transportation Review Committee
 - Matthews Review Process
 - Pineville Transportation Study



CITY OF CHARLOTTE
LAND DEVELOPMENT STANDARDS
EXCLUDES CHARLOTTE 871

CURB REPAIRS AT EXISTING BUS STOPS



KEY

D	R	I
0'-2.0'	10'	4'
3'-7.9'	25'	19'
8'-4'	50'	44'

CITY OF CHARLOTTE
LAND DEVELOPMENT STANDARDS
EXCLUDES CHARLOTTE 871

SIDEWALK TRANSITION

10.231



Transit Friendly Environment



Difficult Transit Environment





MTC Transit Services Guidelines

It is recognized that bus stops and amenities help customers access CATS services and make their riding experience more comfortable, safe and friendly. Amenities include bus shelters, benches, trash cans, and static/electronic travel information signs.

- **Bus Stop Spacing:** Factors that should be considered in determining bus stop locations/spacing are as follows:
 1. Provide stops at major generators (For example: employment centers, residential areas with 500+ units, retail centers, public education centers, major medical facilities).
 2. Provide bus stops at transfer locations.
 3. To the extent possible, provide bus stops at signalized intersections where there are designated crossings.
 4. Provide intermediate stops based on the density of the area:
 - Central Business Districts or Major Commercial District: Minimum 500 feet
 - High to medium density areas: 750 to 900 feet
 - Medium to low density areas: 900 to 1,300 feet
 - Low density to rural areas and areas served by micro transit: as needed
- **Amenities:** Placement of amenities should be based upon factors that consider equity in distribution throughout the service area, and factors that consider the benefit to the user and site-related constraints. Greater consideration should be given to stops on key bus routes due to a generally higher level of demand. Stop locations that have boardings greater than 25 people per day will be given priority.
 - Other factors that should be considered in determining the priority for amenities at stops are:
 - Lengthy wait times between buses (beyond 30 minutes),
 - High percentage of transfer passengers (more than 25 percent), and
 - High percentage of seniors or individuals with disabilities using the stop (more than 25 percent).



Ridership is Not Only Consideration

Stop Should Meet ADA

- Path of Travel (Sidewalk)
- Firm & Stable Surface
- Length & Width Requirements
- Slope Requirements



36th & Davidson



East / West Boulevard Shelters in South End

Cost/Benefit Test

- Will People Use the Shelter
- Construction Cost Considerations
 - Utilities Relocate
 - Topo Issues
 - Private Property Purchase



Plaza / Commonwealth Business Corridor Project

Service Considerations

- Long Wait Time Between Buses
- Transfer Locations

Stops Serving Vulnerable Populations

- Senior Centers
- Schools
- Hospitals



Beatties Ford Rd @ Kids Workshop

Current System Gives Priority to Stops > 25 Boardings

List #	Location	Boardings
163	Beatties Ford/Oaklawn	26.0
164	Monroe/Lumarka	25.9
165	Tryon at 28 th St.	25.9
166	Waverly Shopping Ctr	25.75
167	Tom Hunter/Echo Glen	25.65
168	Eastway/Weldon	25.65
169	Griffith at Watson	25.61



About 200 Stops Reach the Threshold Bus Do Not Have Shelter

List #	Location	Boardings
163	Beatties Ford/Oaklawn	26.0
164	Monroe/Lumarka	25.9
165	Tryon at 28 th St.	25.9
166	Waverly Shopping Ctr	25.75
167	Tom Hunter/Echo Glen	25.65
168	Eastway/Weldon	25.65
169	Griffith at Watson	25.61

How Can Town Stops Be Given Extra Consideration While Still Considering the Importance of Ridership



Average Stop in CATS System has 6.97 Boardings

List #	Location	Boardings	System Score
163	Beatties Ford/Oaklawn	26.0	$26.0 \div 6.97 = 3.73$
164	Monroe/Lumarka	25.9	$25.9 \div 6.97 = 3.72$
165	Tryon at 28 th St.	25.9	$25.9 \div 6.97 = 3.72$
166	Waverly Shopping Ctr	25.75	$25.75 \div 6.97 = 3.70$
167	Tom Hunter/Echo Glen	25.65	$25.65 \div 6.97 = 3.68$
168	Eastway/Weldon	25.65	$25.65 \div 6.97 = 3.68$
169	Griffith at Watson	25.61	$25.61 \div 6.97 = 3.67$



In Addition to the System Average, What If You Also Looked at the Town Average

Jurisdiction	Average Boardings Per Stop
Total System	6.97
Charlotte	7.239
Cornelius	0.954
Davidson	4.308
Huntersville	2.093
Matthews	5.389
Mint Hill	2.238
Pineville	5.097



Average Stop in CATS System has 6.97 Boardings

List #	Location	Boardings	System Score
169	Griffith at Watson	25.61	$25.61 \div 6.97 = 3.67$

List #	Location	Boardings	Davidson Score
2	Griffith at Watson	25.61	$25.61 \div 4.308 = 5.95$

New Total Score for Griffith at Watson $(3.67+5.95)/2=4.81$

109 Griffith at Watson (New Rank)



Old Score – Select Town Stops

List #	Location	Boardings	System Score
236	West/Old Steele Creek	19	2.78
237	WT Harris/Rosecroft	19	2.77
238	Tryon/Wellingford	19	2.75
239	Mint Hill Festival	19	2.75
240	Tryon/Thornfield	19	2.75
241	Park Rd/Black Lion	19	2.72
242	WT Harris/Meadowdale	19	2.71



New Score – Mint Hill Festival

List #	Location	Boardings	New Score
80	Beattis Ford/Sunset	41	5.77
81	Trade/Tryon	40	5.74
82	So Tryon/Herman	40	5.68
83	Mint Hill Festival SC	19	5.66
84	Tryon/Arrowood	39	5.44
85	W Sugar Creek/Food Lion	38	5.37
86	Beatties Ford/Sanders	38	5.31



New Score – Park Rd at Black Lion (Aldi's)

List #	Location	Boardings	New Score
193	Plaza/36 th Street	23	3.25
194	Statesville/Samuel	23	3.23
195	Monroe/Old Post Rd	23	3.23
196	Park @ Black Lion	19	3.22
197	Tryon/Old Concord	23	3.21
198	Tryon/Choate	23	3.20
199	West Blvd/Ross	23	3.20



Next Steps

- TSAC Recommended for Approval 3/12/2020
- Present to MTC for Information 3/25/2020
- Present to MTC for Action 4/22/2020



**METROPOLITAN TRANSIT COMMISSION
INFORMATION ITEM
STAFF SUMMARY**

**SUBJECT: CEO Recommended
FY2021 Preliminary Operating and
FY2021-2025 Preliminary Capital Investment Plan (CIP)**

DATE: March 25, 2020

1.0 PURPOSE/SCOPE: To highlight items in the FY2021 Preliminary Operating Budget and FY2021-2025 Preliminary Capital Investment Plan.

2.0 BACKGROUND/JUSTIFICATION:

An executive summary of the FY2021 Preliminary Operating and Debt Service Budget and FY2021-2025 CIP was presented to the MTC on January 22, 2020.

Budget Updates were presented to the MTC on February 26, 2020, to provide additional information on technical adjustments and enhancements.

3.0 PROCUREMENT BACKGROUND: Not Applicable

4.0 POLICY IMPACT: The FY2021 Preliminary Operating and Debt Service Budget and FY2021-2025 CIP have been developed in compliance with the following MTC Policy directives:

- A. CATS Mission, Vision and Strategic Goals
- B. CATS Financial Policies (Rev. 2016)
- C. The 2030 Transit Corridor System Plan
- D. CATS Service and Fare Policies

5.0 ECONOMIC IMPACT:

The Charlotte Gateway Station Phase 1 is currently underway as well as the CityLYNX GoldLine extension of the existing streetcar services. Both are anticipated to have a positive impact on fare revenue and ridership.

6.0 ALTERNATIVES: Not Applicable

7.0 RECOMMENDATION: Not applicable at this time since information is being presented for review by the MTC.

8.0 ATTACHMENT(S): Not Applicable

SUBMITTED AND RECOMMENDED BY:



**John M. Lewis, Jr., Chief Executive Officer
Charlotte Area Transit System (CATS)
Director of Public Transit, City of Charlotte**



FY2021 PRELIMINARY OPERATING & CAPITAL BUDGET HIGHLIGHTS

Presented To
METROPOLITAN TRANSIT COMMISSION
March 25, 2020



Agenda

FY2021 Preliminary Operating & Capital Budget Highlights

- I. Budget Overview
- II. Operations
- III. Development & Planning
- IV. Next Steps





FY2021 PRELIMINARY ADJUSTED BUDGET

BUDGET SUMMARY					
	FY2020	FY2021	Variance	Variance	
	Adopted Budget	Adjusted Preliminary Budget	(millions)	(%)	
	(millions)	(millions)			
Revenue:					
Operating Revenues	\$ 170.5	\$ 180.3	\$ 9.8	5.7%	
CATS Control Account	-	-	-	0.0%	
Total Operating Revenue	\$ 170.5	\$ 180.3	\$ 9.8	5.7%	
Expenses:					
Operating Expenses	\$ 169.5	\$ 180.3	\$ 10.8	6.4%	
Transfer to Capital	1.0	-	(1.0)	-100.0%	
Total Operating Expenditures and Transfers	\$ 170.5	\$ 180.3	\$ 9.8	5.7%	
Debt Service Budget	\$ 115.6	\$ 50.9	\$ (64.7)	-56.0%	
Capital Investment Plan (CIP) Budget	\$ 248.1	\$ 41.8	\$ (206.3)	-83.2%	

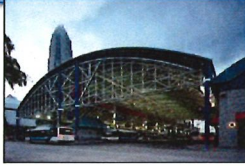
Note: FY2021 Preliminary Capital Budget includes some prior year re-allocation but excludes carry over amounts



FY2021-FY2025 PRELIMINARY ADJUSTED CAPITAL PROGRAM

SOURCES OF FUNDS	FY2021	FY2022	FY2023	FY2024	FY2025	TOTALS
Grants - Federal	\$ 13,792,773	\$ 17,614,010	\$ 10,308,985	\$ 10,298,388	\$ 11,042,587	\$ 63,056,743
Grants - State	2,021,567	2,666,098	1,050,740	1,126,780	1,145,322	8,010,507
Local ½% Sales Tax	25,965,879	29,101,080	6,657,246	6,460,346	5,777,890	73,962,441
Carry Over Project Balance	-	-	-	-	-	-
TOTALS	\$ 41,780,219	\$ 49,381,188	\$ 18,016,971	\$ 17,885,514	\$ 17,965,799	\$ 145,029,691

USES OF FUNDS	FY2021	FY2022	FY2023	FY2024	FY2025	TOTALS
State of Good Repair - Vehicle Replacement, Facilities & Others	\$ 14,490,956	\$ 13,893,344	\$ 13,446,112	\$ 13,483,138	\$ 12,966,028	\$ 68,279,578
Transit Safety & Security	314,067	1,250,065	298,897	301,136	761,339	2,925,504
Transit Long Range Capital Improvement	25,749,217	32,930,000	3,200,000	3,200,000	250,000	65,329,217
Transit Non-Revenue Vehicle	685,010	530,320	390,530	320,740	370,000	2,296,600
Transit New Equipment	540,969	777,459	681,432	580,500	2,618,432	5,198,792
Transit Other Programs	-	-	-	-	1,000,000	1,000,000
Carry Over Projects	-	-	-	-	-	-
TOTALS	\$ 41,780,219	\$ 49,381,188	\$ 18,016,971	\$ 17,885,514	\$ 17,965,799	\$ 145,029,691



Operations



Special Transportation Services

ADA Assessments

✓ Increase \$100,000

Contract for STS Trips

✓ Increase \$235,000

- **ADA assessments** –Customers must be certified to ride STS. STS currently does not have a contract with a vendor to provide functional assessments to certify new customers who ride STS. Currently this function is being performed in-house. In FY21 CATS wants to procure services to have those services outsourced.
- **Contract for STS trips** – Procure the services of an outside vendor to perform a pilot project to determine the cost effectiveness of outsourcing some STS services with the intent to increase On-Time Performance.



FY2021 Operating Budget Highlights: Operations

Rail Car Maintenance

Equipment Maintenance

- ✓ Increase of \$1,031,144

- ✓ The first 20 LRV's are due for multiple sub systems overhauls. These funds will be allocated to cover the Braking & Suspension Systems, Auxiliary Power Supply and Knorr Parts. This will bridge our maintenance until the midlife overhaul.

Rail Admin

Required Training

- ✓ Increase of \$98,309

Study for Maintenance System

- ✓ Increase of \$150,000

- ✓ Training will enhance the technical ability and increase knowledge of our highly skilled Signal and Power Maintainers to increase efficiency and reliability.
- ✓ Our current Maintenance Management system (Spear) is out of date and unsupported by the manufacturer. The funds listed above will allow for a study to assess the system requirements and workflows in order to acquire a new maintenance managements system. This is a FTA TAM requirement to ensure that our assets remain in a state of good repair.



FY2021 Capital Budget Highlights: Operations

- ✓ All vehicles listed have met there useful life

Replacement Vehicles

- ✓ 11 local bus replacements in FY2021
 - 40' Hybrids

Revenue Vehicles	FY2021	FY2022 - 2025	Total Vehicles
Bus Replacements	11	43	54

STS Vehicle Replacement

- ✓ 17 vehicle replacements in FY2021

Revenue Vehicles	FY2021	FY2022 - 2025	Total Vehicles
STS Replacements	17	68	85



FY2021 Capital Budget Highlights: Operations

Vanpool Replacement

- ✓ 16 vehicles replaced in FY2021
- ✓ 5 expansion vehicles in FY2021

Vanpool Vehicles	FY2021	FY2022 - 2025	Total Vehicles
Vanpool Replacements	16	41	57
Vanpool Expansions	5	0	5
Total	21	41	62

- ✓ Vanpool expanded to increase the size of their more utilized 7-passenger fleet vehicles.

Non-Revenue Fleet Replacement

- ✓ 16 new or replacement vehicles in FY2021

Non-Revenue Vehicles	FY2021	FY2022 - 2025	Total Vehicles
Bus Operations & Maintenance	8	19	27
Special Transportation Services	4	12	16
Rail Operations	1	2	3
Maintenance of Way	2	0	2
Facilities	1	3	4
Technology	0	1	1
Total	16	37	53

- ✓ All vehicles listed have met their useful life



FY2021 Capital Budget Highlights: Operations

CATS Facilities

South Blvd Light Rail Facility HVAC Replacement

- ✓ \$325,000 Investment

LED Lighting Upgrades

- ✓ \$300,000 Investment

South Corridor Lighting Upgrades

- ✓ \$300,000 Investment

- ✓ The Light Rail Vehicle Maintenance Facility at 3200 South Boulevard is approaching its' 15th year in operation. The HVAC systems is 15 years nearing its' useful life. The funding provided will replace the chiller at the facility.
- ✓ Enhancing "lighting" at the Rail and Bus Facilities will decrease the energy consumption, improve lighting and increase the safety of the staff.
- ✓ Lighting upgrades along the South Corridor will decrease the maintenance cost (due to efficiencies) and energy consumption. This project will also increase visibility in the south corridor, which will enhance the safety of customers and employees.



DEVELOPMENT



FY2021 Operating Budget Highlights: Development

Technology Services

- ✓ Project Management Software \$ 183,000 (e-Builder licenses Single Sign-On feature, Bluebeam annual plan, and Adobe Professional Version)

Professional & Technical Services

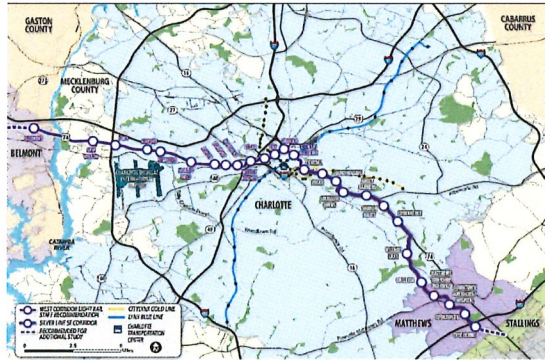
- ✓ Regional Transit Plan - Contract/Agreement with COG \$227,943



SilverLine Design

- ✓ Preliminary Design & Environmental Study

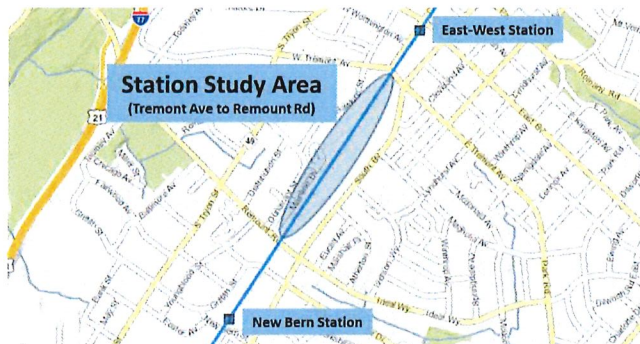
Fiscal Year	Amount
FY2021	\$21,175,000
FY2022	19,825,000
Total	\$41,000,000



New South End Light Rail Station Design

- ✓ Design Services for a proposed Blue Line light rail station in the vicinity of Publix

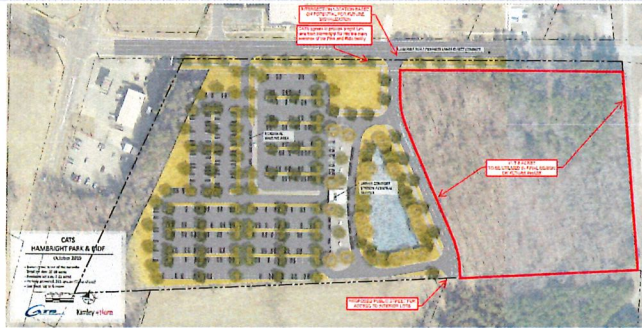
Fiscal Year	Amount
FY2021	\$1,581,717
FY2022	3,000,000
FY2023	3,000,000
FY2024	3,000,000
Total	\$10,581,717



Hambricht Park & Ride Lot and Transit Center

- ✓ Design Services for a planned Park and Ride facility close to the I-77/Hambricht Road interchange

Fiscal Year	Amount
FY2021	\$2,792,500
FY2022	9,905,000
Total	\$12,697,500



Bus Shelters & Replacements

The upcoming Bus Corridor Study includes a task to develop the next generation of CATS “Family” of customer service amenities. The work will include:

- Review and update of the MTC Policy for Passenger Amenities including direction on Public/Private partnerships
- Design of passenger amenities that address many competing needs:
 - Aesthetically pleasing while easily maintained
 - Public involvement/input from neighborhoods and developers
 - Incorporate the Planning Department’s Placemaking Program
- Set the stage for procurement of the selected passenger amenities

Fiscal Year	Amount
FY2021	\$585,000
FY2022	505,000
FY2023	185,000
FY2024	-
FY2025	300,000
Total	\$1,575,000

LYNX Blue Line Platform Extensions – South 11 stations

- ✓ Design and incrementally construct the platform extensions on the LYNX Blue Line in order to meet the FTA required capacity needs.
- ✓ The incremental approach positions CATS to take advantage of potential federal and state grants as they become available

Fiscal Year	Amount
Year 1	\$5,247,000
Year 2	3,578,000
Year 3	4,628,000
Year 4	9,671,000
Year 5	21,090,000
5-Year Total	\$44,214,000



North Corridor BRT Design

- ✓ This work will build on the North Corridor BRT Planning initiative funded in FY21, currently in procurement and now planned to occur in FY22/FY23 upon securing funding.

Fiscal Year	Amount
Year 1	\$5,000,000
Year 2	5,000,000
Year 3	17,000,000
Year 4	42,000,000
4-Year Total	\$69,000,000



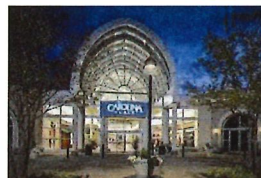
Freedom Drive Transit Center

✓ Staff submitted a funding request of almost \$7.5 million in FY23 to conduct the planning and design of a Transit Center/Mobility Hub at the Valerie C. Woodard Center located at Freedom Drive and Ashley Drive



**Pineville-Ballantyne Extension
Planning & Design**

✓ Staff submitted a funding request for FY25 of about \$21 million to initiate design of the Blue Line extension from I-485 to Ballantyne. This work would further refine the MTC adopted alignment and allow better coordination with the Ballantyne owner/developer to preserve/protect the preferred alignment.





Next Steps

- | | |
|----------------|-----------------------|
| April 15, 2020 | CTAG Recommendation |
| April 22, 2020 | MTC Approval |
| June 8, 2020 | City Council Adoption |



Thank you



Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Feb-20

Mode / Service	Percent			YTD		Percent Increase/Decrease	Avg Daily Ridership per Month		
	Feb-20	Feb-19	Increase/Decrease	FY 2020	FY 2019		WeekDay	Saturday	Sunday
Local									
BOD Local	854,803	875,493	-2.4 %	7,447,787	7,683,061	-3.1 %	34,283	21,373	15,585
Subtotal	854,803	875,493	-2.4 %	7,447,787	7,683,061	-3.1 %	34,283	21,373	15,585
Local Express									
Arboretum Express	4,647	4,145	12.1 %	37,812	31,167	21.3 %	232	-	-
Carmel Road Express	-	-	n/a	-	3,654	n/a	-	-	-
Harrisburg Road Express	2,003	2,622	-23.6 %	18,737	19,354	-3.2 %	100	-	-
Northcross Express	6,645	8,331	-20.2 %	69,736	67,849	2.8 %	332	-	-
Idlewild Road Express	2,137	1,907	12.1 %	16,020	17,422	-8.0 %	107	-	-
Independence Blvd Express	3,925	4,272	-8.1 %	33,222	35,000	-5.1 %	196	-	-
Lawyers Road Express	2,656	2,463	7.8 %	21,008	21,690	-3.1 %	133	-	-
Matthews Express	3,924	3,868	1.4 %	30,276	29,440	2.8 %	196	-	-
Mountain Island Express	1,276	1,186	7.6 %	10,595	9,810	8.0 %	64	-	-
Northlake Express	6,031	5,998	0.6 %	48,236	51,041	-5.5 %	302	-	-
North Mecklenburg Express	6,711	13,629	-50.8 %	93,618	103,626	-9.7 %	336	-	-
Huntersville Express	9,060	-	n/a	9,080	-	n/a	453	-	-
Rea Road Express	3,362	2,888	16.4 %	26,250	22,776	15.3 %	168	-	-
Steele Creek Express	1,128	1,457	-22.6 %	10,840	13,120	-17.4 %	56	-	-
Huntersville Greenhouse Express	312	197	58.4 %	3,336	1,874	78.0 %	16	-	-
Airport Connector - Northlake	-	-	n/a	-	14,282	n/a	-	-	-
Subtotal	53,817	52,963	1.6 %	428,766	442,105	-3.0 %	2,691	-	-
Regional Express									
Gastonia Express	3,325	3,151	5.5 %	29,917	26,811	11.6 %	166	-	-
Rock Hill Express	2,868	2,664	7.7 %	23,665	21,725	8.9 %	143	-	-
Union County Express	2,511	2,299	9.2 %	19,058	18,398	3.6 %	126	-	-
Subtotal	8,704	8,114	7.3 %	72,640	66,934	8.5 %	435	-	-
Community Circulator									
Neighborhood Shuttles	27,225	30,500	-10.7 %	254,650	257,744	-1.2 %	1,103	707	406
Eastland Neighborhood Shuttle	14,521	14,595	-0.5 %	127,071	137,131	-7.3 %	543	457	348
Pineville-Matthews Road	2,872	3,319	-13.5 %	26,502	25,949	2.1 %	120	93	-
Village Rider	6,460	6,608	-2.2 %	55,808	53,100	5.1 %	267	146	97
Subtotal	51,078	55,022	-7.2 %	464,031	473,924	-2.1 %	2,033	1,403	851
Human Services Transportation									
Special Transportation Services	20,184	20,540	-1.7 %	168,567	170,220	-1.0 %	892	284	233
DSS	257	377	-31.8 %	2,201	2,755	-20.1 %	13	-	-
Subtotal	20,441	20,917	-2.3 %	170,768	172,975	-1.3 %	905	284	233



**Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report**

Feb-20

Mode / Service	Percent			YTD		Percent Increase/Decrease	Avg Daily Ridership per Month		
	Feb-20	Feb-19	Increase/Decrease	FY 2020	FY 2019		WeekDay	Saturday	Sunday
Rideshare Services									
Vanpool	7,778	12,144	-36.0 %	90,038	89,579	0.5 %	389	-	-
Subtotal	7,778	12,144	-36.0 %	90,038	89,579	0.5 %	389	-	-
Rail									
LYNX Blue Line	740,304	671,346	10.3 %	6,105,957	5,147,328	18.6 %	30,072	20,218	9,444
CityLynx Gold Line	-	14,875	n/a	-	163,006	n/a	-	-	-
Subtotal	740,304	686,221	7.9 %	6,105,957	5,310,334	15.0 %	30,072	20,218	9,444
Total	1,736,925	1,710,874	1.5 %	14,779,987	14,238,912	3.8 %	70,808	43,278	26,113



February | CATS Sales Tax Report FY2020

October Receipts

Sales Tax Collections and Distribution – December 2019

- December receipts of \$9,800,116 are:
 - -\$1,311,676 (-11.8%) below budget target for the month;
 - \$893,342 (10.%) above December of 2018; and
 - -\$1,636,418 (-14.3%) below forecast for the month.

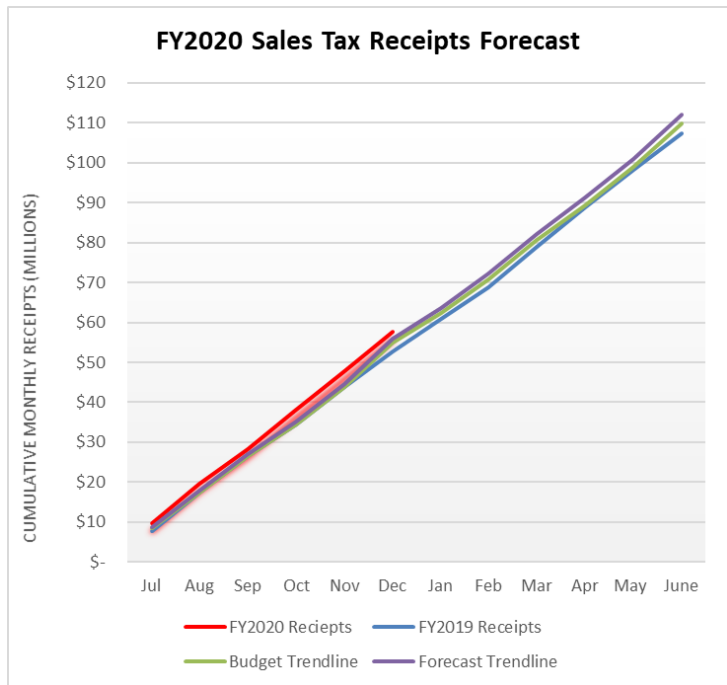
The monthly receipts (December retail sales) were below the amount anticipated by either the budget or forecast due to a higher than average refund ratio to reimburse tax-exempt agencies for their sales tax payments. In recent years December had an average of 7.8%, but December 2019 was a 17.0% refund ratio, significantly impacting receipts and lowering the year-end receipts forecast.

Sales Tax Budget Data

- The model forecasts year-end receipts of \$112,142,010 which is \$2,208,626 (2%) above the budget target of \$109,933,384.
- FY2020 sales tax budget is \$109,933,384
- FY2019 actual sales tax was \$107,535,197

Local Government Sales and Use Tax Distribution

- Source: North Carolina Department of Revenue Sales & Use Distribution Report for the month ending December 31, 2019
- Published by NC Secretary of Revenue on 2/12/2020 with actual receipts through December 2019
- CATS sales tax report only includes Mecklenburg County Article 43 sales tax



FY2020 Sales Tax Receipts

Jurisdiction	Population	% of Total	Jul 19 actuals	Aug 19 actuals	Sep 19 actuals	Oct 19 actuals	Nov 19 actuals	Dec 19 actuals	Jan 20 estimate	Feb 20 estimate	Mar 20	April 20	May 20	June 20	Total
Charlotte	830,258	40.5%	\$ 3,930,152	\$ 3,972,525	\$ 3,519,419	\$ 4,013,989	\$ 4,001,177	\$ 3,977,453	\$ 3,050,313	\$ 3,494,662	\$ -	\$ -	\$ -	\$ -	\$ 29,959,691
Cornelius	30,207	1.5%	141,321	142,845	126,552	144,335	143,875	143,022	109,684	127,145	-	-	-	-	1,078,778
Davidson	12,572	0.6%	59,316	59,956	53,117	60,582	60,388	60,030	46,037	52,917	-	-	-	-	452,344
Huntersville	57,145	2.8%	266,988	269,867	239,086	272,683	271,813	270,201	207,218	240,531	-	-	-	-	2,038,386
Matthews	30,849	1.5%	145,777	147,349	130,542	148,887	148,411	147,531	113,142	129,847	-	-	-	-	1,111,486
Mint Hill	26,690	1.3%	125,384	126,736	112,280	128,058	127,650	126,893	97,314	112,342	-	-	-	-	956,656
Pineville	8,873	0.4%	41,895	42,347	37,517	42,789	42,653	42,400	32,516	37,348	-	-	-	-	319,465
Meck. County	1,053,545	51.4%	4,972,736	5,026,350	4,453,045	5,078,813	5,062,603	5,032,586	3,859,495	4,434,505	-	-	-	-	37,920,133
Total	2,050,139	100.0%	\$ 9,683,570	\$ 9,787,973	\$ 8,671,558	\$ 9,890,136	\$ 9,858,570	\$ 9,800,116	\$ 7,515,719	\$ 8,629,296					\$ 73,836,938
Year-over-Year Comparison (FY20-FY19)			25.6%	1.7%	-4.7%	22.6%	4.6%	10.0%	-8.3%	9.0%					13.7%
FY20 Budget Target			\$ 8,818,165	\$ 9,132,038	\$ 8,444,238	\$ 8,460,092	\$ 8,734,473	\$ 11,111,792	\$ 8,401,451	\$ 8,375,431	\$ 9,860,806	\$ 9,167,984	\$ 9,220,067	\$ 10,206,848	109,933,384
% of FY20 Budget Achieved			8.8%	17.7%	25.6%	34.6%	43.6%	52.5%	59.3%	67.2%					

Sales Tax Receipts: FY2016 – FY2019

Fiscal Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
FY2019	\$ 7,708,503	\$ 9,621,386	\$ 9,103,726	\$ 8,067,019	\$ 9,425,129	\$ 8,906,774	\$ 8,195,787	\$ 7,918,012	\$ 10,155,891	\$ 9,880,419	\$ 9,435,500	\$ 9,117,052	\$ 107,535,197
FY2018	\$ 8,147,197	\$ 8,436,960	\$ 8,784,051	\$ 7,883,713	\$ 8,884,437	\$ 9,324,267	\$ 6,897,695	\$ 7,842,800	\$ 9,303,951	\$ 8,539,748	\$ 9,277,676	\$ 9,699,263	103,021,757
FY2017	6,706,169	8,123,310	8,099,598	6,984,259	8,275,157	9,927,120	5,142,666	7,510,515	9,105,261	7,459,176	6,747,425	8,520,759	92,601,412
FY2016	7,470,371	6,971,746	7,551,677	6,188,499	6,607,520	9,383,261	6,142,552	6,944,204	7,858,189	7,952,022	7,781,259	8,765,518	89,616,819

