



**TRANSIT SERVICES ADVISORY COMMITTEE
AGENDA**

**December 10, 2020
4:00- 5:30 pm
WebEx**

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- | | |
|---|--|
| I. Call to Order
Approval of October Summary | 4:00-4:05 Chair Krissy Oechslin |
| II. Public Comment | 4:05-4:07 |
| III. Information Items: | |
| A. Year of Reflection and a View of the Future | 4:07- 4:15 Jason Lawrence |
| B. Charlotte Moves Task Force | 4:15 - 4:35 Taiwo Jaiyeoba |
| C. Service Change-February Service | 4:35 – 5:00 Pamela White |
| V. Chairman’s Report | 5:00-5:10 Krissy Oechslin |
| VI. Service Issues | All |
| VII. Operation Planning Report | 5:20-5:35 Pamela White |

NEXT MONTH’S TSAC MEETING IS JANUARY 14, 2021

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, November 12, 2020

TSAC Members Present: Krissy Oechslin, Charlotte
Terry Lansdell, Charlotte
Sam Grundman, Charlotte
Jessi Healey, Mint Hill
Walt Horstman, Matthews
David Snyder, Cornelius
Sherri Thompson, Charlotte
Jack Zovistoski, Huntersville
Patrick Paige
Heather Seagle

CATS/City of Charlotte Staff: Jason Lawrence, Pamela White, Allen Smith, Jennifer Fehribach, Bruce Jones, Thurston Davis,

Meeting Time 4:00-5:30 PM

I. **Call to Order**

Chair Krissy Oechslin called the meeting to order at 4:00 p.m.

Approval of October 2020 Meeting Summary

Krissy asked for a motion to approve the meeting summary from October 2020. Terry Lansdell made a motion to approve the summary. Heather Seagle seconded the motion. The October 2020 meeting summary was approved unanimously.

II. **Public Comment on Agenda Items:**

No members of the public were in attendance.

III. **Information Items**

A. **Review of Rail Trail**

Krissy started off the TSAC meeting with the discussion to the Rail Trail maintenance issues. The maintenance issues that are being worked on that will

improve the experience for the people that use the Rail Trail. Riders of transit that use the Rail Trail to access whether it is a bus stop or the light rail as well as the people that use the Rail Trail for recreation. The Rail Trail has been a significant part of the original Blue Line and is being planned along the new Silver Line. Krissy introduced Thurston Davis from CATS helping to implement and Bryan Geers. Bryan is on the neighborhood association and worked on a lot of projects there. He brought issues to CATS attention. He lives along the Rail Trail. Bryan noticed things that impact safety for people that use the Rail Trail and that could be better maintained. He put together a list of things which will be in an email attachment that has not gone out. Allen commented that the Rail Trail does not fall under TSAC preview. CATS is very happy to share the information, but it is information only. Krissy stated it was not an action item and Krissy thought it was relevant since a lot of riders use Rail Trail to access transit.

Bryan started off his introduction by sharing that he has lived along the light rail for about 11 years. Krissy and Bryan have worked on many projects together. Most that have had an impact of safety of users of the Rail Trail and safety of people in South End. There were things that stuck out to Bryan as a general user of the trail. In May of 2019, Bryan did a safety walk with engineers along the Rail Trail to access what the conditions were. A lot of the Rail Trail is the portion of the original Blue Line and no one expected the amazing success that it had. The infrastructure has taken a beating as infrastructure does over time. Some of the conditions found were lights going out constantly. Fencing that was falling apart or occasionally falling into the tracks that could impact scooters and pedestrians. Bryan thanked CATS and Thurston for all the work and all the effort put into the Rail Trail. CATS has been great to work with. Bryan feels that this will be positive for everyone that uses the trail. All the information is in an email to show conditions on the trail from May 2019. The process has taken a while but has taken a while for good reasons. A lot of it is about procurement and figuring out infrastructure and what can be done.

Thurston Davis started off the South End Rail Trail Maintenance Updates presentation with an overview of what CATS has done and the main areas the Rail Trail that CATS is looking to improve. The Rail Trail is extending from where Morehead Carson Street and where 277 begins at South End and goes down to 3200 where South Boulevard light rail facility ends. That is the technical boundaries of Rail Trail from there it is mainly sidewalks. The City is working on plans to extend it across 277. Working on Convention Center portion now to make connection over Stonewall Street. The 277 portion will come within the next couple of years to tie the uptown area into the one trail system.

The main areas to focus on is fencing. Fencing was there when Blue Line was first built about 12-13 years old. There are some areas that are not fenced for various reasons or may not have been covered as part of the original installation. CATS is looking to improve the railing that was put in on Blanche Street which is about ½ foot to 1 foot taller than what the grain fencing is. Instead of aluminum it is a steel fence, so it does not shift and buckle over time. One reason the fencing

was replaced was the damage from patrons sitting on the fence. CATS removed and replaced with a sturdier fence that will be more durable than the past. CATS has been doing monthly inspections of the Rail Trail. Inspecting monthly to make sure bolts are still there. Over time the bolts will rattle and come loose. Replacing bolts as needed and any panels that are loose are being tightened up. Any loose bolts will be tightened up. Whenever there are accidents along the alignment and fencing is damaged, the damage is taken care of through the Risk Management Program to replace sections of the fence. CATS was hoping to start on the current fencing project, but unfortunately the funding is not available. This portion of the project will be pushed out. CIP Project to replace an upgrade fencing will be fy23/24.

There is a lot of construction that happens along the alignment end up with silt fencing. Different areas that might have been dug out. CATS will take out the silt fencing if no longer needed. As the developments are happening, CATS is partnering with developers to make improvements to the trail and have developers cover costs and make improvements as the sections are being developed. Allen commented that initially when Blue Line opened with the Rail Trail, a lot of agreements were made initially were through a hand shakes, winks and nods. The responsibility of the Rail Trail became CATS's responsibility. CATS had to work with other properties to get a lot of the work done. Thurston mentioned the lights that CATS is responsible for is approximately 94 of green and gold lights only. All other lights belong to either Duke (tall square poles) or owned by the adjacent properties (other decorative black poles). CATS is working on upgrading lights to LED and changing some of the ways the lights work. CATS tested the lighting at Blanche Street by flipping one of the lights over and removed the bottom cap and inserted the LED light which makes it shine on the ground as opposed to shining up. Between the end of this fiscal year and going into fiscal year 2022, CATS expects to work on getting the 94 lights replaced with LED lights. Make a vast improvement on the trail and cut down on the amount of maintenance needed. Bulbs will not have to be replaced as often and will last 5-10 years. Thurston brought up the contact information when there are issues with lighting or issues on Rail Trail. People can either call 704-336-RIDE or call 311 and report that lights are out on Rail Trail and it will make its way to Thurston's group to investigate who is responsible for and to make notification to replace. CATS is doing monthly light inspection and noting where lights are out. There are a few layers of being able to identify when lights are out. Repairs will be made monthly.

Bryan mentioned that there is a small staff under Thurston and asked if CATS is solely reliant on third party contractors for a lot of the repairs? Some of the repairs take time and citizens have some patience and some have none. Thurston responded that CATS does rely heavily on third party contractors to do a lot of work for CATS. Thurston has made adjustments this year to repurpose staff to do more work inhouse and looking at doing some other organizational changes. For as much real estate that CATS covers, CATS does rely on city contracts and General Services. Allen responded that CATS will be adding staff to address it. The Rail Trail when initially developed, was not CATS responsibility and then

became CATS responsibility.

Jason Lawrence commented that the large amount of lessons that CATS has learned from the Blue Line and Blue Line Extension the list keeps growing. Part of list is how CATS implemented and over time had to maintain more of the Rail Trail. Think as doing the Rail Trail study, part of the broader Silver Line program. CATS will start looking at 26 miles of pedestrian bike improvements through five different jurisdictions and three counties, CATS will have to think through who owns different pieces and what gets built by different developers. How does it get branded so it feels like a continuous pedestrian experience? CATS will apply all those lessons learned to the Silver Line. CATS is formalizing these things more upfront and understanding what the project is a part of and what is not part of the project. There will be more on Silver Line early next year and the thinking of future projects.

Patrick asked if there has been any discussion on the aspects of the project being ultimately managed by a different agency like County Parks and Rec? Does it make sense as a CATS's responsibility? Allen responded that CATS has been charged to take care of it. There are lot of opportunities for improvement and a lot of lessons learned. CATS is in a better position now with new development that CATS can give responsibility to them. Licensing agreements will benefit CATS going forward and give CATS the ability to enforce keeping that stuff up. Jason added that CDOT is asking the same questions. CDOT has built a number of multi-use paths and CDOT does sidewalks and roads but maintaining multi-use paths is a new thing. Sometimes it comes down to the machines that CDOT has to do the pavement and the cleaning. Conversations going on between CDOT and the County about maintenance of these types of facilities. It is a good time for CATS to try to formalize this going forward.

Terry asked Jason if it is his intent over the next 90 days to bring this issue before the City's Transportation Environment Committee and make a presentation to the County's Park and Rec if that is the avenue to go to unburden it from CATS? This is an emerging issue and it was built but how does it get maintained and improved moving forward? Terry asked Jason if he has plans to move forward with this to make it more official in the City or the County? Jason responded that it is too early in Silver Line to make the determinations right now. CATS has to determine what is being built with the project and is CATS going to be able to get FTA dollars to build portions of the LNYX Silver Line Rail Trail. CATS didn't do that with South End. The Rail Trail on Northern Extension between Parkwood and 25th that was part of City's CIP program that went with that. If it is in the City's right of way typically it sometimes falls under CATS. Jason feels it is too soon to take it to them. South End is a little bit different because of the different agreements. CATS needs to define what will be built by the Silver Line. The new TOD Ordinance allows developers to build the adopted Rail Trail or future TOD stations that are yet to be constructed. CATS is collecting these questions and CATS has been working with the County. Jason presented to the Greenway Advisory Committee just a few weeks ago. It is a little too soon to get in front the official Council

Committee on this level. Allen commented that CATS has taken a more proactive approach in budgeting and make it part of the CIP in the next five years to cover the Rail Trail. It is now on the list of CATS's high priorities to address.

B. STS Scheduling Update

Dietrich Brown introduced himself. Dietrich is the interim director of STS and wanted to provide an update with CATS's scheduling software at STS. The initial question is has Route Match been completed? Route Match went live August 4, 2020. CATS started using Route Match to schedule and reserve paratransit trips. CATS was previously using software that was 18-19 years old. CATS was able to update/upgrade software and provide better options. Route Match is working with three paratransit agencies Charlotte, Boston and Dallas. Charlotte was the first in terms of going live. CATS did experience some delays. CATS was largely delayed in the project because of the scheduling engine. The scheduling engine is the software that determines who CATS is going to pick up, how efficiently CATS can pick up customers and how efficiently CATS can drop the customers off. There are around 5,000 active customers in the database. At any given day or time, all active customers could be calling to schedule a trip. The scheduling engine has to find the best and most efficient way to meet the requests of customers. There are still things that CATS is working through to make sure that the software is being fully utilized. Web scheduling was added a month ago. Route Match had to develop that piece for their software so there were some delays with getting the web scheduling. Web Scheduling is running and working well with minimal issues.

Dietrich is very excited to announce that there will be a mobile app that will allow customers via cell phones to schedule or reserve trips. CATS was attempting to get something special for customers. This is something new and something that customers will appreciate. A customer can schedule via mobile app. CATS is in the process of being able to roll it out. In testing and CATS is very close in being able to provide to customers the mobile app as an option.

Sherri commented that she is grateful for this finally coming out. Is there going to be a training app like CATS pass to help customers that ride STS to learn how to use the app? Dietrich answered that it is not currently included and that CATS can work with IT to put together a video that is compliant for persons with disabilities to be able to take that tool and learn how to use the app.

Terry asked if Dietrich as seen since August an improvement in on time scheduling and reduction in complaints for scheduling, drop off and pickup. Dietrich responded that CATS has experienced a low in ridership due to the pandemic. It is hard to say right now that this is 100% associated with CATS having new scheduling software versus not transporting as many customers. The information that CATS is receiving, CATS is able to see more specifically how CATS is performing on time. CATS is able to look at driver's individually to see

how that driver is performing. Dietrich feels that he needs more historical data to determine how efficient Route Match is. Terry commented that he has recently had conversations with Wake and Durham and their STS programs and they are struggling with the same issues. Terry said that it is refreshing to hear CATS commitment to move forward and to embrace new technology to have a better service profile. Any opportunity to share with or make known to NCDOT and other state agencies to talk about operational impact that STS has on budget and community and help to prioritize those investments. Dietrich commented that there are lessons to be learned and information from other organizations that CATS can gather information from. CATS is always able and willing to share information about experiences.

Krissy asked whether it was the online or mobile app that was being developed for CATS? Dietrich responded that the vendor did not offer the web scheduler initially. CATS had a thoroughly written contract with some requirements. During implementation, CATS found out that Route Match didn't have the tool to meet the requirement that CATS needed which was web scheduling. That further delayed the project and the rebuild of a new engine. Dietrich commented that the tool now seems to be working well.

IV. Chairman's Report

Krissy started off the Chairman's Report by stating there were two public comments at the last MTC meeting. Both public comments spoke in favor of the pilot bus lanes on Central Avenue. There are still a lot of people that are not thrilled with the lanes and organized in speaking out. She commented that people have been at the last couple of Council meetings to speak against the bus lane. They are all car drivers. It was nice to have two comments in favor. Krissy suggested everyone go on the MTC website to look at the materials because it goes into details about potential corridors where there could be high capacity transit. Highlight areas that might have commuter rail or bus rapid transit at some point in the future.

John Lewis stated that Duke submitted an unsolicited RFP to convert the entire bus fleet as well as STS fleet to electric vehicles. It is in discussion and there is no timelines or specifics yet. They would pay for the capital costs and CATS would pay for it by a higher electrical charge. MTC is usually the 4th Wednesday of each month but because of Thanksgiving MTC has been moved to next week. There is no December MTC meeting. Krissy thinks that it is really interesting to sit in on a MTC meeting and encourages people to go to at least one MTC meeting since MTC is the board of directors for CATS.

Jason went into more detail about CONNECT Beyond effort. The CONNECT Beyond Effort could serve as the foundation of the next long-range plan. Jason feels that touches so many things. What is the next generation of projects for the City of Charlotte and for the region for high capacity light rail, bus rapid transit,

commuter rail opportunities? In 2000, 2030 was a long-range plan. In 2020, 2030 is not a long-range plan. CATS needs to start thinking about how to adopt a new long-range plan and what does it look like. Start thinking about 2040 and 2050. What does that mean from a service standpoint?

V. Service Issues

Terry reported a service issue at the 16 S Tryon bus route as it intersects with Clanton Road. There is a shelter on one side and bus stop on other side of the road. Just to the south of Clanton Road, not perfect how the bus stops are set up. There a lot of midblock crossings and there is a high volume at that stop of riders. Terry was wondering if there can be any eyeballs on that particular location for a potential prioritization or evaluation of improvements. Dietrich commented that he is aware there are issues with bus stops being ADA compliant. Dietrich mentioned that bus stops need to be revisited to make sure the stops are compliant and that the stops make sense. Jason responded that the City is doing ADA Transition Plan and the City has done an assessment of all stops. In a future meeting, Jason can talk about the overall program and looking as a capital program how to address those through budgeting process. It is time for CATS to take a stronger look at bus stop program. Bruce Jones will be looking it at through the Bus Priority Study.

Pamela wanted to comment on the ADA Transition Plan. When CATS makes a stop today, there is a checklist that CATS takes a look at. The types of stops that were put in years ago, the stops no longer go in. A couple years ago, CATS visited every single bus stop. CATS utilizes that assessment plus other assessments that CATS has done since that time to put in some efforts into the enhancement. Pamela mentioned the stop south of Clanton is a highly utilize stop and sometimes one of the challenges is the City does not have the right of way. CATS has to contact and work with the landowners to try to get stops improved and enhanced. Sometimes CATS has to work a little harder with landowners and that is the case with the stop south of Clanton. The City does not own enough right of way. CATS does note those things and work on those things. CATS tackles this issue by working on the stops that can easily enhanced first and being to tackle other bus stops.

Terry asked Pamela about the updates on the Rosa Park mini hub improvements. Terry received a comment from a resident regarding help in improving the Rosa Park hub area for improvements and transit shelters and clean-up. Pamela started off the update by stating that the glass was broken on the shelter. The facilities department is great at responding to anything that happens to the shelters and the shelters are marked. The glass had to be ordered and then the pandemic hit which slowed down the manufacturer. Pamela confirmed that the glass has arrived. It will take a crew to insert the glass and has been scheduled. The washing of the building has been scheduled.

VI. Operation Planning Report

Pamela started off the Operation Planning Report by asking Bruce to give an update on Priority Project and Bus Lane Project. Bruce started the update by stating that CATS is working to analyze the data. Traffic data and what impact it has on bus network from an operation standpoint. The survey closes tomorrow, and CATS has had over 500 responses. The survey will help CATS take a closer look at the responses and analyze to see what individuals are reporting.

Pamela is going to ask TSAC to be involved in participating and giving feedback to CATS updated website. TSAC is being asked to be part of the process and be testers.

CATS is continuing to monitor services and is still currently on a modified schedule. Still taking a look at all routes to see how ridership is impacted. There are opportunities to make some changes to make sure CATS is providing service that is out there. During the last service change, CATS added more frequency to several bus routes that were experiencing ridership that was constantly over the 20 that CATS was shooting for.

Sherri commented that there are going to be public comments coming up in the next month or so. Not just on bus stops but on sidewalks and other various things. It would be great for everyone to see that since it is very educational. Pamela will send out dates of any meetings that may be near members.

Patrick asked about an update on the Gold Line. Pamela responded that she will look into when David McDonald can come and give an update on the Gold Line. Patrick also asked if there are any bus route changes planned in conjunction with the Gold Line. Pamela responded that there will be bus route changes in conjunction with the Gold Line. There is an employer survey that will help CATS in properly planning. The survey will show the businesses that are coming back fully and businesses that may be relocating to another area. CATS will be able to take the information from the survey and plan. There will changes in how the bus routes enter uptown. All the details are still being worked out.

Krissy confirmed a December TSAC meeting.

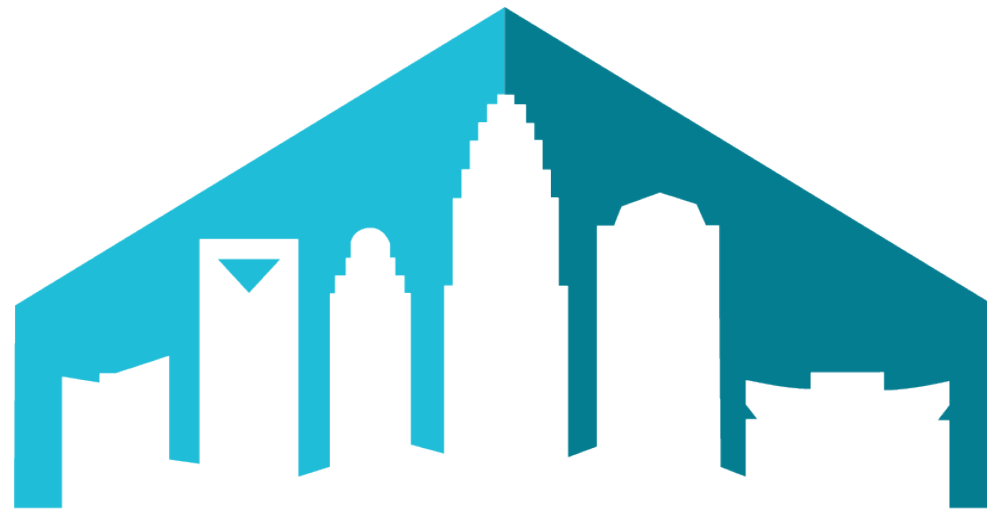
Motion to adjourn. Terry forward the motion and Sherri second.

Action Items:

Person Responsible	Action Item
Pamela	Send out the dates of public meetings.
Pamela	Look into when David McDonald can attend to give update on Gold Line.

The meeting was concluded and adjourned at 5:10 p.m.

NEXT MEETING: THURSDAY November 12, 2020



CHARL[👑]OTTE

MOVES

TASK FORCE

Transit Services Advisory Committee
December 10, 2020



Rapid Transit
Corridors

~110 miles



Bus Priority
System

~140 miles



Greenway
System

~115 miles



Bicycle
Network

~75 miles



Pedestrian
Walkability

½ mile distance
from Network



Roadway
Network

~60 miles

“Charlotte will provide **safe** and **equitable** mobility options for all travelers regardless of age, income, ability, race, where they live, or how they choose to travel.

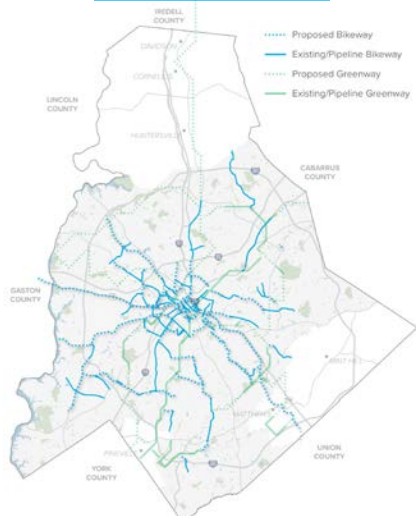
An integrated system of transit, bikeways, sidewalks, trails, and streets will support a **sustainable, connected, prosperous, and innovative** network that connects all Charlotteans to each other, jobs, housing, amenities, goods, services, and the region.”

- From Charlotte Future 2040 Plan

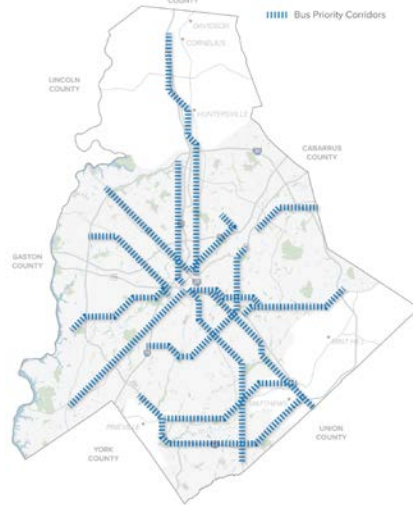


Transformational Mobility Network | Why We Need One

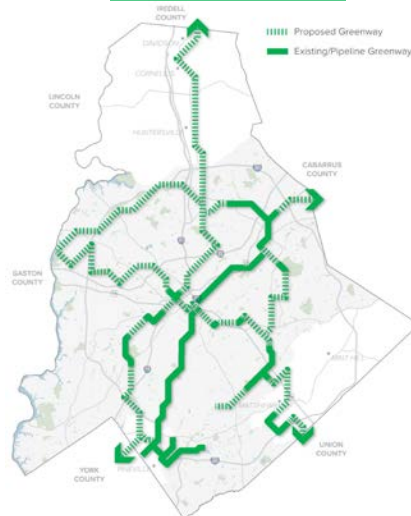
Bicycle



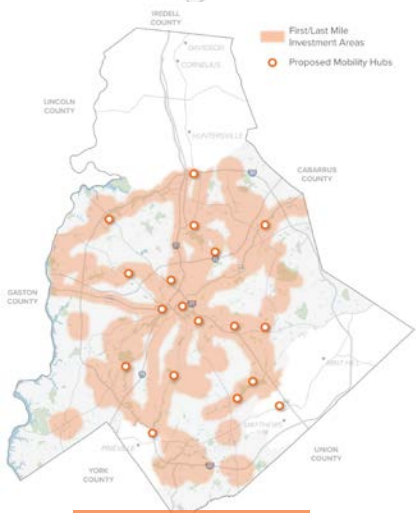
Bus Priority



Greenway

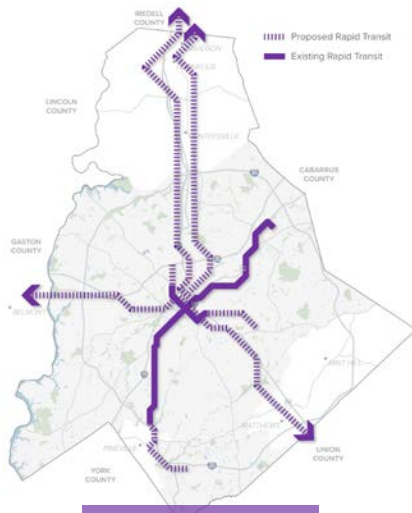


First/Last Mile Investment Areas



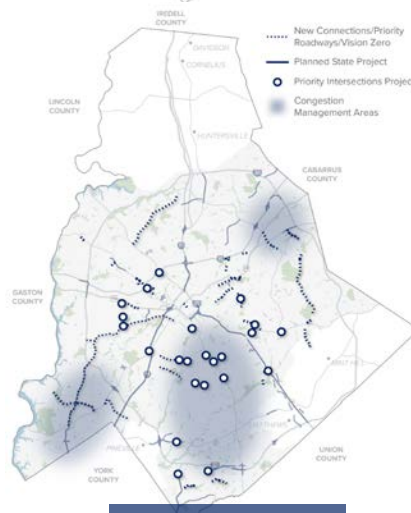
Pedestrian

Proposed Rapid Transit



Rapid Transit

New Connections/Priority Roadways/Vision Zero



Roadway

OUR WHY?

Changing needs are increasing and outpacing the implementation of our transportation plans.

We will be unable to advance additional rapid transit investments without a new revenue stream*

We will position itself to compete successfully with a significant investment in mobility infrastructure.

We need to increase multimodal investments to implement the Transportation Action Plan.

Rapid Transit Corridors



Our complete rapid transit vision

shaping our growth and connecting us to the jobs, housing, and opportunities of our city and region.

Building on Our Plans:

Existing:

CATS 2030 System Plan (2006)

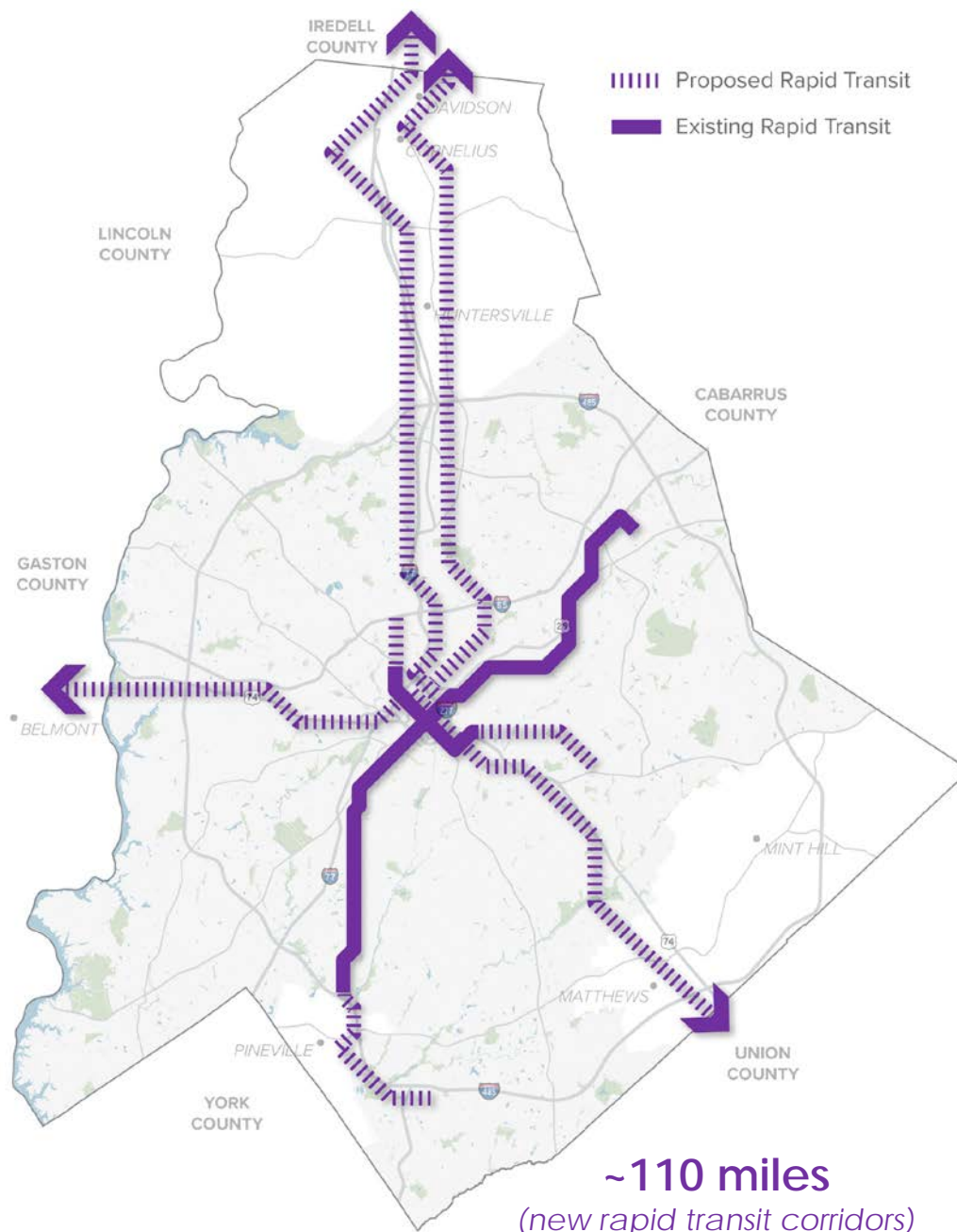
Strategic Energy Action Plan (2018)

On-Going:

Connect Beyond

Charlotte Future 2040

Strategic Mobility Plan



Selection Criteria/Approach:

- CATS 2030 System Plan

Key Projects/Programs:

- Silver Line LRT Corridor
- I-77 BRT Corridor
- Red Line Commuter Rail Corridor
- Gold Line Streetcar (Phase 3)
- Blue Line Extension (Pineville/Ballantyne)

What we've heard from the Task Force:

- Prioritize light rail
- High capacity regional corridors (CONNECT Beyond)
- Include "true" BRT
- Connect largest employers to largest areas of population
- Plan to support future connections to surrounding counties
- Pair transit stations with neighborhood planning

Bus Priority System



Our expanded & prioritized bus network

ensuring our access to opportunity is not limited by where we live or owning a car.

Building on Our Plans:

Existing:

Envision My Ride (2018)

CATS 2030 System Plan (2006)

Strategic Energy Action Plan (2018)

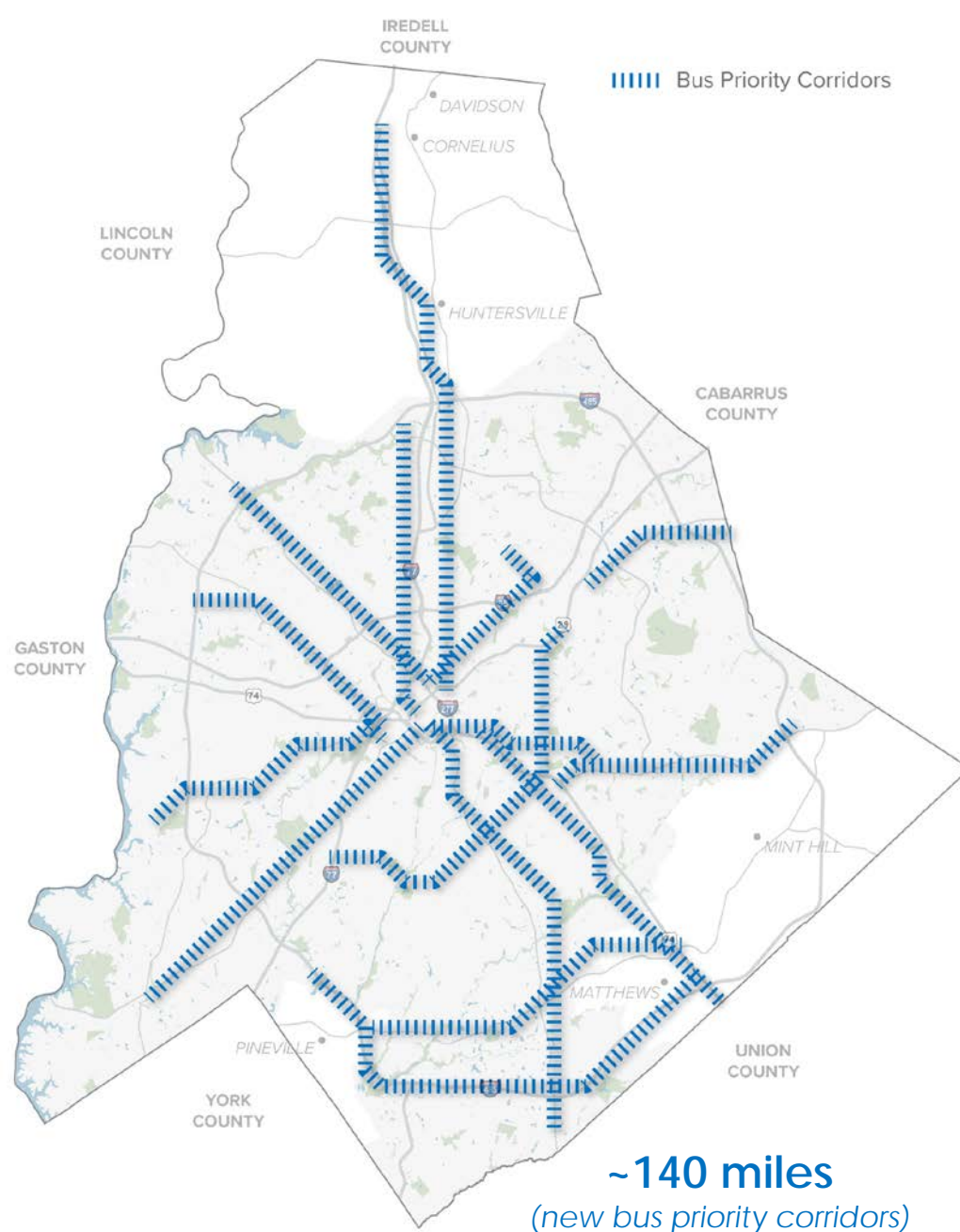
On-Going:

Bus Priority Plan

Connect Beyond

Charlotte Future 2040

Strategic Mobility Plan



Selection Criteria/Approach:

- Key corridors from the CATS Bus Priority Study (*ongoing*)
- Provide fast/frequent bus service throughout the city
- Supporting and connecting to the corridors identified in the Connect Beyond regional transit study.

Key Projects/Programs:

- Central Ave.
- South Tryon St.
- Freedom Dr.
- Statesville Rd.
- Other key corridors from the CATS Bus Priority Study

What we've heard from the Task Force:

- Repurpose vehicular lanes to incentivize alternative travel (carpool, bus, etc.)
- Increase high-frequency bus routes beyond the few that are planned – link to areas of high residential density
- Bus shelters everywhere!
- Need to be able to track buses in real time

Greenway System



Our parks & streets for recreation & mobility

reaching into our neighborhoods to support walking & biking as a natural extension of our daily life.

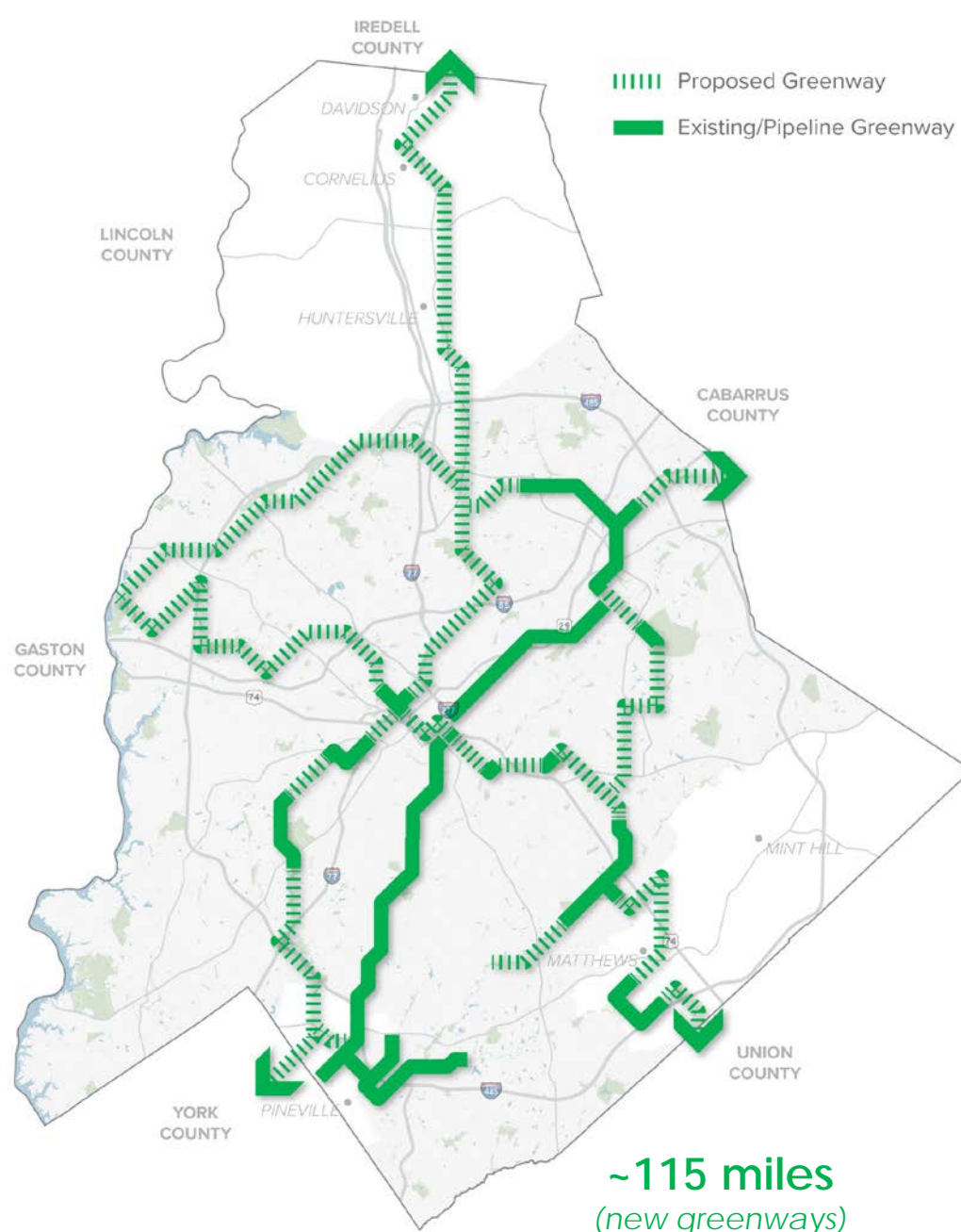
Building on Our Plans:

Existing:

Greenway Master Plan (2008)
Strategic Energy Action Plan (2018)

On-Going:

Meck Playbook
Charlotte Future 2040
Strategic Mobility Plan



~115 miles
(new greenways)

Selection Criteria/Approach:

- Corridors that provide the greatest opportunity to connect people to employment centers, parks, schools, and other critical needs
- Connect the greenway network to the rest of the mobility network (ped/bike/transit) and to the region

Key Projects/Programs:

- XCLT 2.0
- Mooresville to Charlotte Trail
- North Charlotte Arc Trail (Long Creek to Reedy Creek)

What we've heard from the Task Force:

- Cross Charlotte Trail
- Connect greenways to the rest of the network
- City + County partner to complete the planned Mecklenburg County system
- Connect to the broader region (i.e. Carolina Thread Trail)

Bicycle Network



Our bicycle vision for all ages & abilities

establishing cycling as integral to our character and mobility culture.

Building on Our Plans:

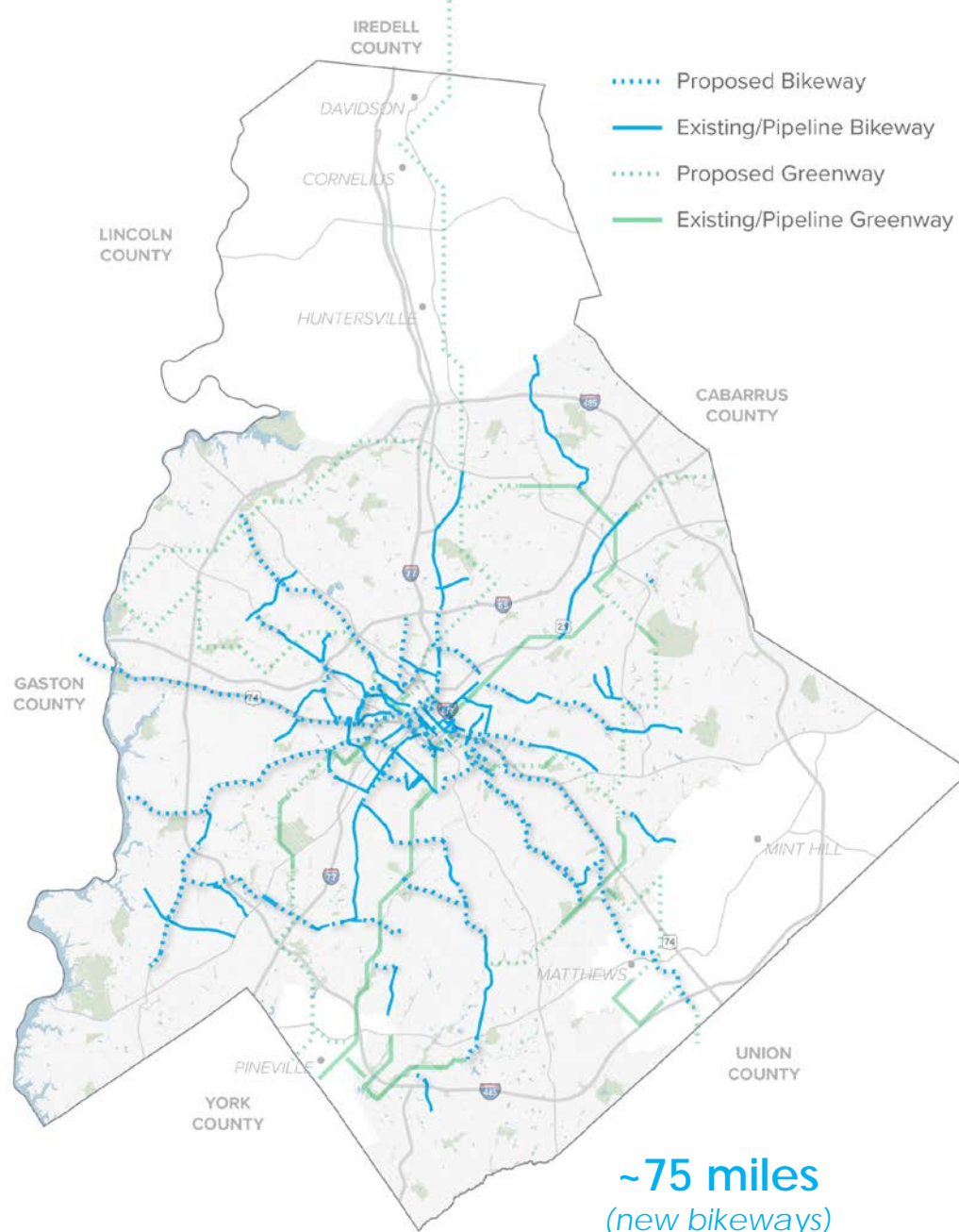
Existing:

Charlotte Bikes (2017)

- Vision Zero Action Plan (2018)
- Greenway Master Plan (2008)
- Transportation Action Plan (2017)
- Metropolitan Transportation Plan (2016)
- Strategic Energy Action Plan (2018)

On-Going:

- Meck Playbook
- Charlotte Future 2040
- Strategic Mobility Plan



Selection Criteria/Approach:

- Leverage/extend existing greenways and bike facilities to create "AAA" (all ages and abilities) bicycle corridors
- Connect to the rest of the mobility network and support "first/last mile" connectivity
- Create bicycle commuting corridors that provide affordable access to jobs and critical needs

Key Projects/Programs:

- Silver Line Rail Trail
- Steele Creek / West Blvd. Commuter Route
- Brookshire Parallel Bikeway
- Critical Network Gaps

What we've heard from the Task Force:

- Micromobility = bicycles + e-scooters + bike share + ...
- Create/enhance corridors for commuting
- Focus on facilities for "all ages and abilities"
- Connected to other modes

Pedestrian

Walkability



Our investment in first & last mile mobility

Elevating walkability as the foundation of our mobility and community identity.

Building on Our Plans:

Existing:

Charlotte Walks (2017)

Vision Zero Action Plan (2018)

Greenway Master Plan (2008)

Transportation Action Plan (2017)

Metropolitan Transportation Plan (2016)

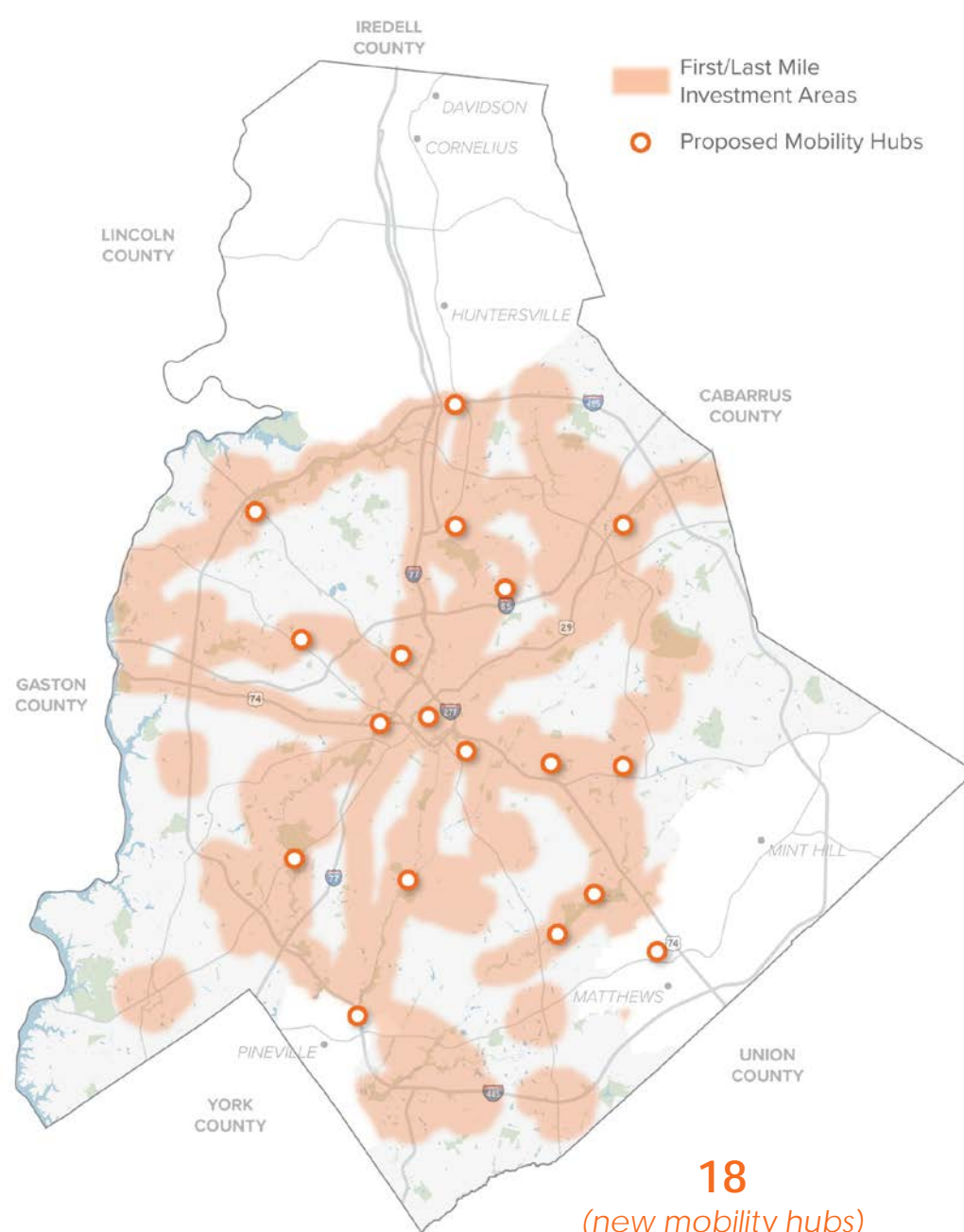
Strategic Energy Action Plan (2018)

On-Going:

Meck Playbook

Charlotte Future 2040

Strategic Mobility Plan



Selection Criteria/Approach:

- Focused on improving safety and “first/last mile” connectivity to transit and greenway corridors
- Improve pedestrian access by investing in mobility hubs at the confluence of other key mobility networks

Key Projects/Programs:

- First/Last Mile Sidewalk Gaps
- First Last Mile Pedestrian Safety Projects (*new crossings*)
- Mobility Hubs

What we’ve heard from the Task Force:

- Focus on sidewalks that complete first/last mile gaps
- Shared-use paths (pedestrian and bicycles)
- Funding for micromobility hubs

Roadway Network



Our investment to manage congestion

managing our congestion and extending the capacity and connectivity of our roads and rights of way.

Building on Our Plans:

Existing:

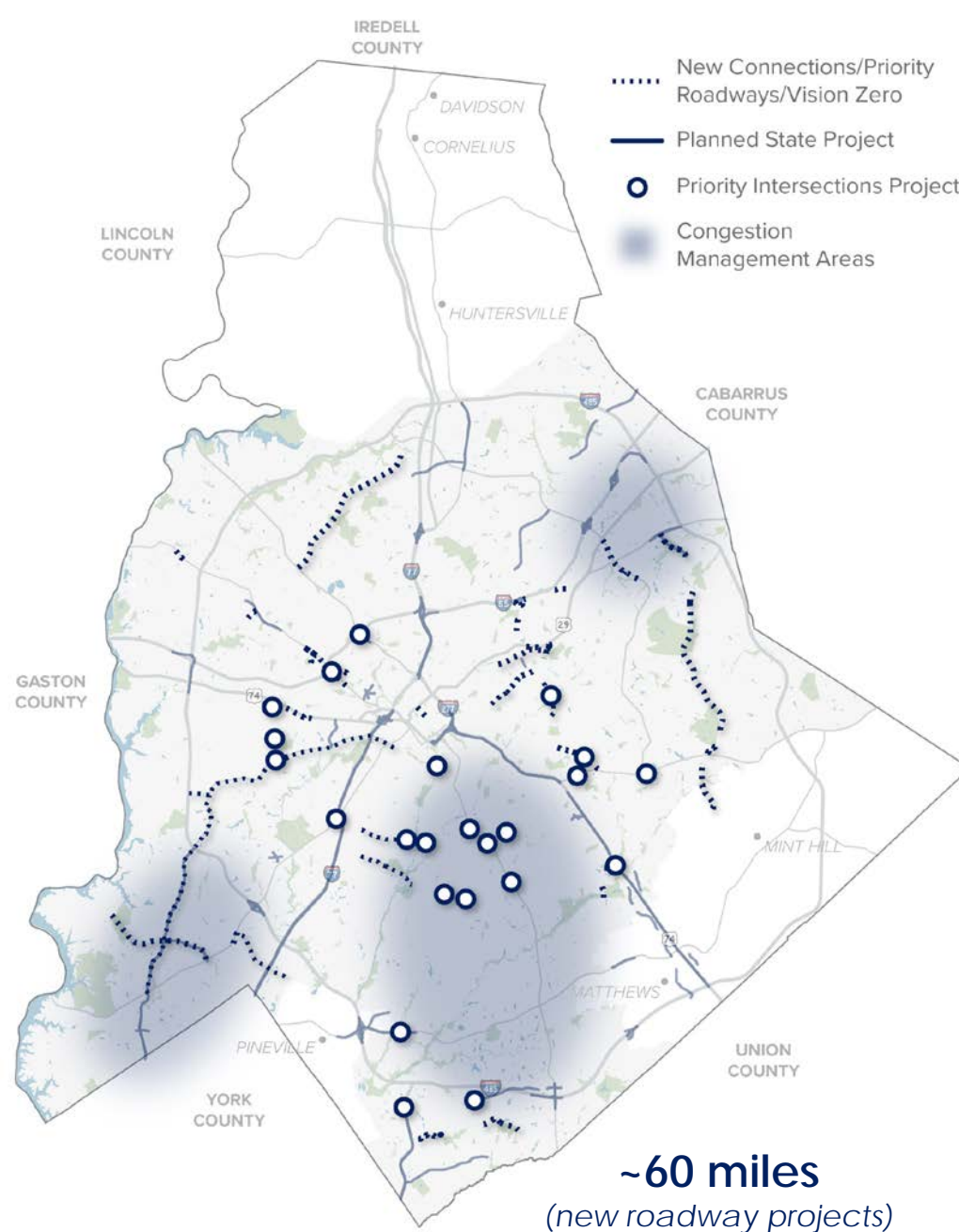
Transportation Action Plan (2017)

Metropolitan Transportation Plan (2016)

Strategic Energy Action Plan (2018)

On-Going:

Charlotte Future 2040
Strategic Mobility Plan



Selection Criteria/Approach:

- New multimodal transportation options and mitigate areas of high congestion
- Support Vision Zero safety commitment by investing in the High Injury Network
- Establish greater network connectivity, efficiency, and route choice by building new street connections

Key Projects/Programs:

- New Street Connections
(Eastern Circumferential, Fred D. Alexander Blvd., Bryant Farms Rd., Philemon Dr., Carowinds Blvd.)
- Priority Roadways & Vision Zero
(West Blvd., Tyvola Rd., The Plaza, etc.)
- Priority Intersections
- Connectivity Program/Partnerships

What we've heard from the Task Force:

- Focus on safety
- Stitch together a more complete street grid – new streets, more connectivity
- Maintenance
- Redesign roads through residential areas to be less like highways for automobiles and more about moving people



Recommended Funding Strategy



TIME & DURATION

Construction:
10+ Years

Financing:
30 Years

Exact duration influenced by
an agreed upon Financial Plan
and construction program



PROGRAM SCALE & AMOUNT

Total Program:
\$8 to \$12 Billion

Local Portion:
\$4 to \$6 Billion

Program Includes design,
construction, operation,
maintenance & financing



FUNDING SOURCES

Primary New Sources:
Transit Sales Tax
Dedicated Property Tax

Partnerships:
State & Federal Grants

Existing Sources:
Planned Capital Investment



Recommended Funding Strategy Funding Source – Transit Sales Tax



FUNDING
SOURCES

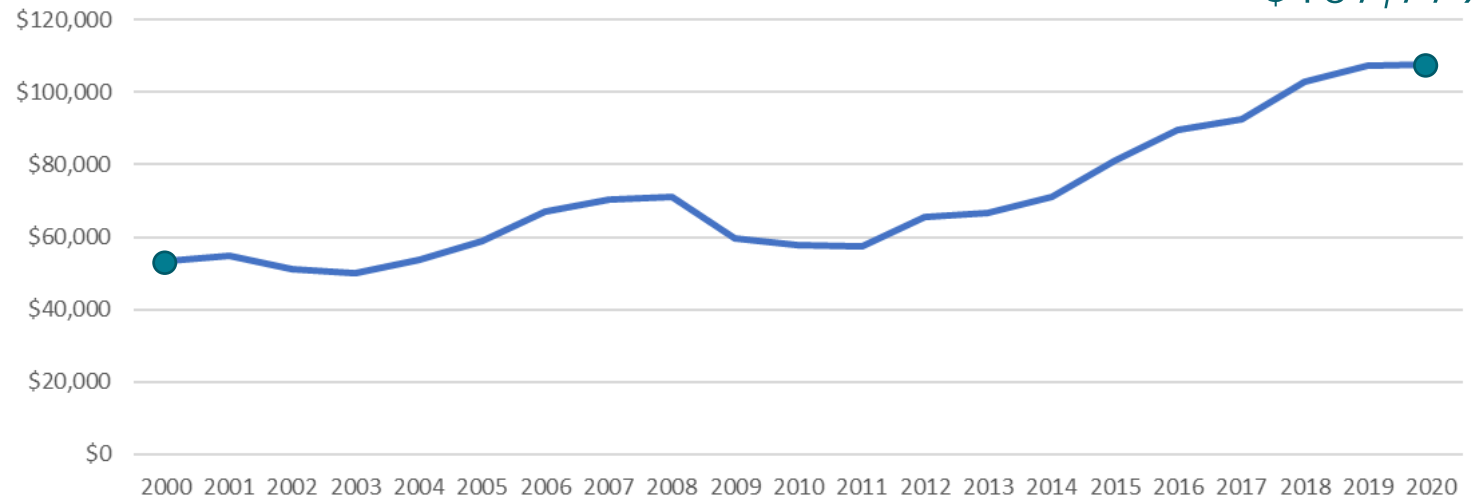
TRANSIT SALES TAX

Characteristics

Assessed Rate.....	0.5%
Ave Growth.....	3.58%/Yr.
Designated Use...	Design Construction Operations



Transit Sales Tax Actuals in Thousands



\$107,779,000

Roadway

Bicycle

Pedestrian

Greenway

Bus Priority

Rapid Transit



Recommended Funding Strategy Funding Source – Transit Sales Tax



FUNDING SOURCES

TRANSIT SALES TAX

Sales Tax Comparison

Sales Tax	City	Local Portion for Transit/Transportation	
10.25%	Chicago	1.25%	Transit
9.5%	Los Angeles	2.0%	Transit & Transportation
9.25%	Oakland	1.0%	Transit & Transportation
9.25%	Nashville	None	No state income tax
8.9%	Atlanta	1.5%	Transit
8.5%	San Francisco	1.0%	Transit & Transportation
8.31%	Denver	1.0%	Transit
8.25%	Austin/Dallas/Houston	1.0%	Transit, no state income tax
8.0%	Cleveland	1.0%	Transit
7.5%	Durham	0.5%	Transit
7.25%	Charlotte	0.5%	Transit
7.25%	Raleigh	0.5%	Transit



Charlotte Moves
Transformational Mobility Network

Tax & Fee Comparison (Largest cities in North Carolina)

	Charlotte	Raleigh	Cary	Wilmington	Concord	Greensboro	Durham	Winston-Salem	Greenville	Fayetteville	High Point
Property Tax											
Property Tax Rate (City)	0.3481	0.3552	0.3500	0.4984	0.4800	0.6625	0.5317	0.6374	0.5200	0.4995	0.6475
Property Tax Rate (County)	0.6169	0.6000	0.6000	0.5550	0.7400	0.7305	0.7122	0.7435	0.6797	0.7990	0.7305
Combined Tax Rate	0.9650	0.9552	0.9500	1.0534	1.2200	1.3930	1.2439	1.3809	1.1997	1.2985	1.3780
Combined Property Tax Bill	\$2,073	\$2,052	\$2,041	\$2,263	\$2,621	\$2,992	\$2,672	\$2,966	\$2,577	\$2,789	\$2,960
Sales Tax											
Sales Tax Rate (local portion)	2.50%	2.50%	2.50%	2.25%	2.25%	2.00%	2.75%	2.25%	2.25%	2.25%	2.00%
Average Sales Taxes	\$450	\$450	\$450	\$405	\$405	\$360	\$495	\$405	\$405	\$405	\$360
Fees											
County Fees (Waste & Vehicle)	\$40	\$20	\$35	\$0	\$0	\$0	\$15	\$0	\$120	\$0	\$0
City Average Annual Water/Sewer Bill	\$817	\$887	\$1,016	\$883	\$779	\$603	\$806	\$772	\$907	\$907	\$967
Storm Water	\$129	\$66	\$0	\$100	\$62	\$47	\$87	\$54	\$80	\$72	\$48
Vehicle	\$60	\$60	\$60	\$0	\$60	\$60	\$0	\$0	\$60	\$10	\$40
Waste	\$68	\$173	\$234	\$256	\$27	\$0	\$0	\$0	\$192	\$190	\$168
Recycling	\$0	\$55	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Fees	\$1,113	\$1,262	\$1,345	\$1,240	\$928	\$710	\$908	\$826	\$1,359	\$1,179	\$1,223
Total Taxes and Fees	\$3,636	\$3,764	\$3,835	\$3,908	\$3,953	\$4,062	\$4,074	\$4,197	\$4,341	\$4,373	\$4,543

Charlotte Moves Task Force
RECOMMENDATIONS
To City Council

1 Invest in **MOBILITY** as a response to our increasing and changing needs:

Endorse the Transformational Mobility Network (TMN)

Identify a mode-share target

Adopt a Strategic Mobility Plan (SMP) in 2021 that establishes the TMN as the policy of the City

2 Hold ourselves **ACCOUNTABLE** for successfully implementing the program:

Communicate the program

Align related initiatives

Measure the progress

3 Commit the **RESOURCES** necessary to achieve the vision:

Endorse the TMN.

Endorse a fully funded TMN with 50% local funding (\$4-6B) and 50% partnership with NCDOT and Federal Transit Administration.

Invest in a Mobility Infrastructure Program.

Establish a 10-year Mobility Infrastructure Program investment financed over a 30-year period.

Develop a detailed Financial Plan.

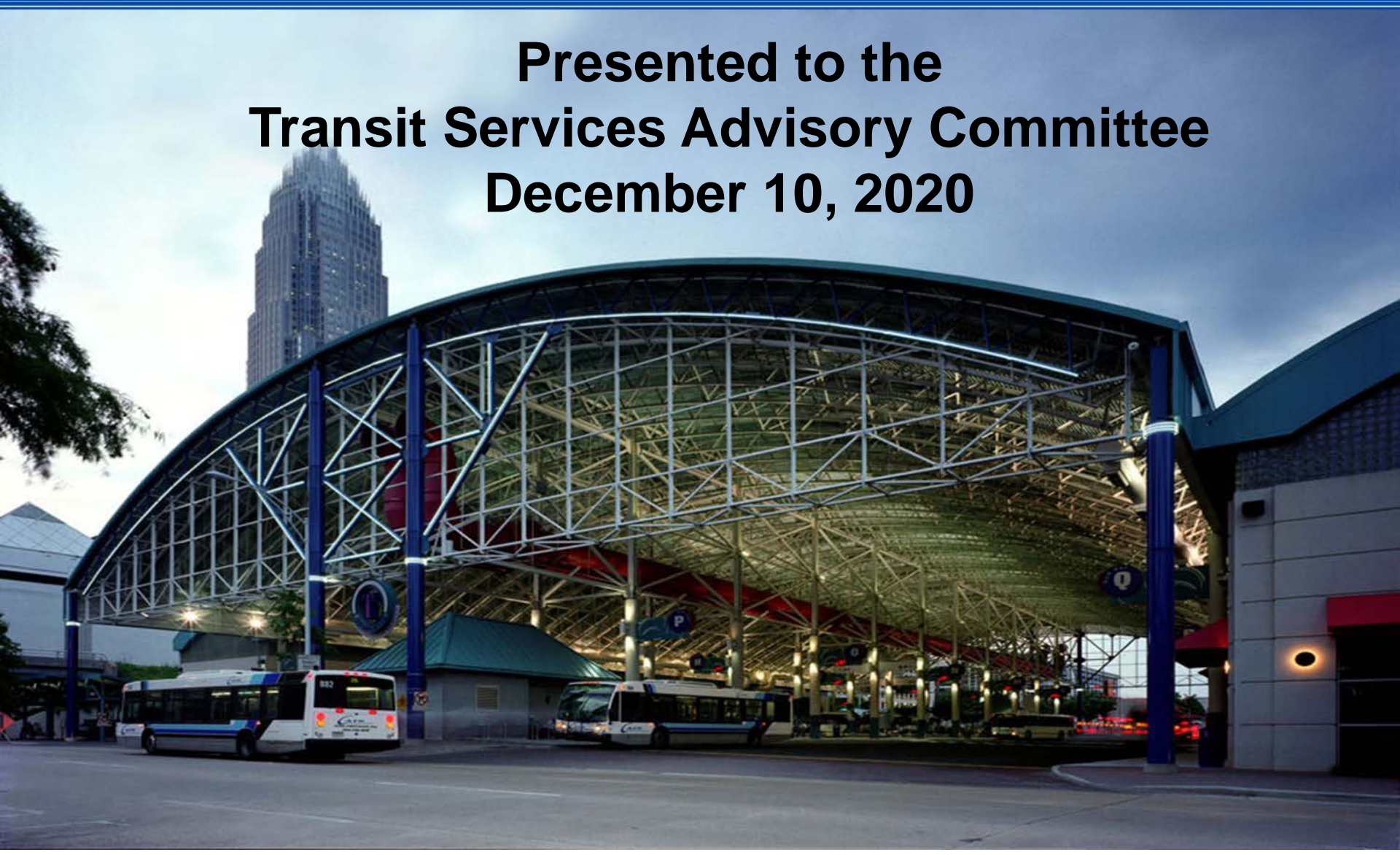
- Pursue a new transit sales tax to support the program (one cent)
- **(If needed)** A significant major one-time City of Charlotte Capital Bond to augment a sales tax increase as a single funding source
- Proceed to a Fall 2021 Charlotte Moves Funding Referendum



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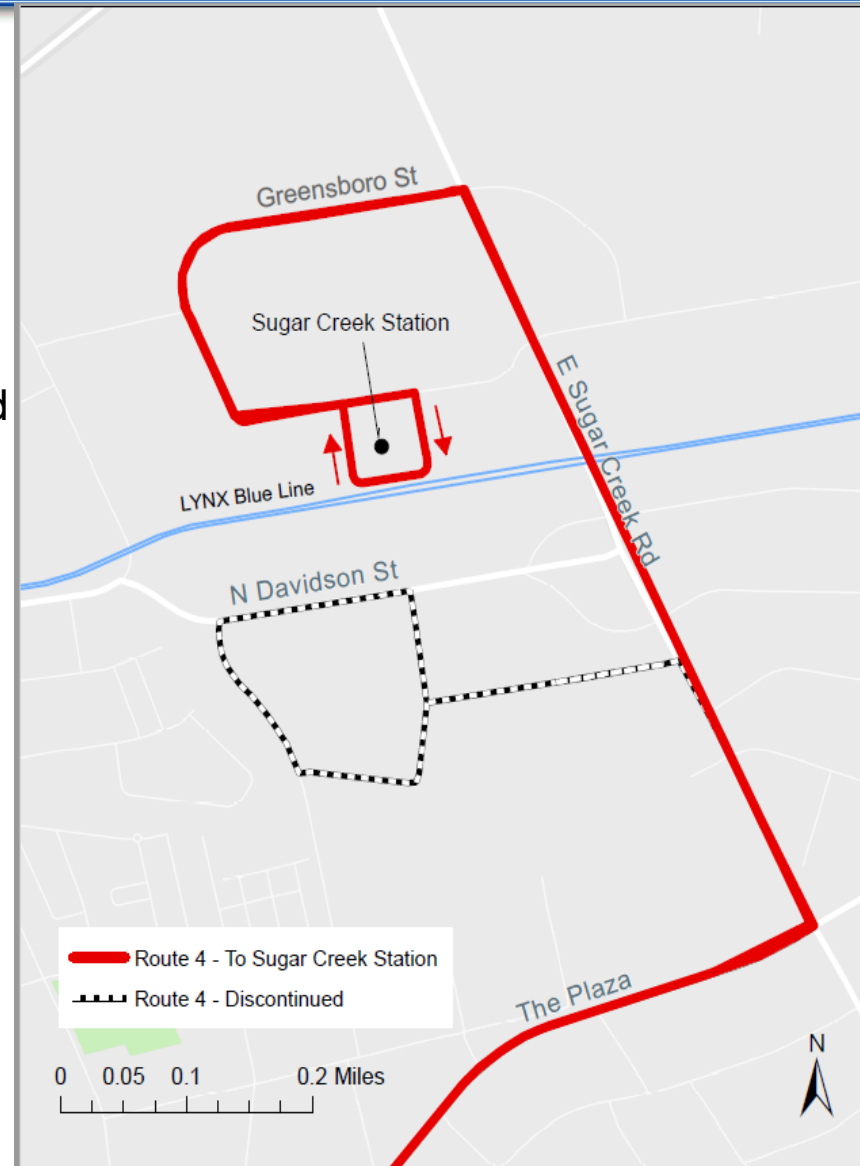
MOVES

**Presented to the
Transit Services Advisory Committee
December 10, 2020**



CATS Service Changes

- CATS has three changes per year February, June, and October
- Service Change - any addition or deletion resulting in the physical realignment of a transit route, a change in the type or frequency of service provided in a specific regularly scheduled transit route:
 - Route Eliminations
 - Routing Adjustments
 - Frequency & Service Decreases:
- Service Changes require approximately 105 planning/development days to implement changes.



Two Types of Service Changes

1. Major Service Changes
 - Any change to an existing bus or light rail route that affects 25% or more of the route's daily revenue miles or 25% or more of the route's ridership
 - Any system-wide change that affects 25% or more daily revenue miles or 25% or more passengers system-wide
 - Elimination of an existing transit route without replacement
 - New service routes
 - Triggers Title VI Review

2. Minor Service Changes
 - A change that affects the less than 25% of a service revenue miles/ridership



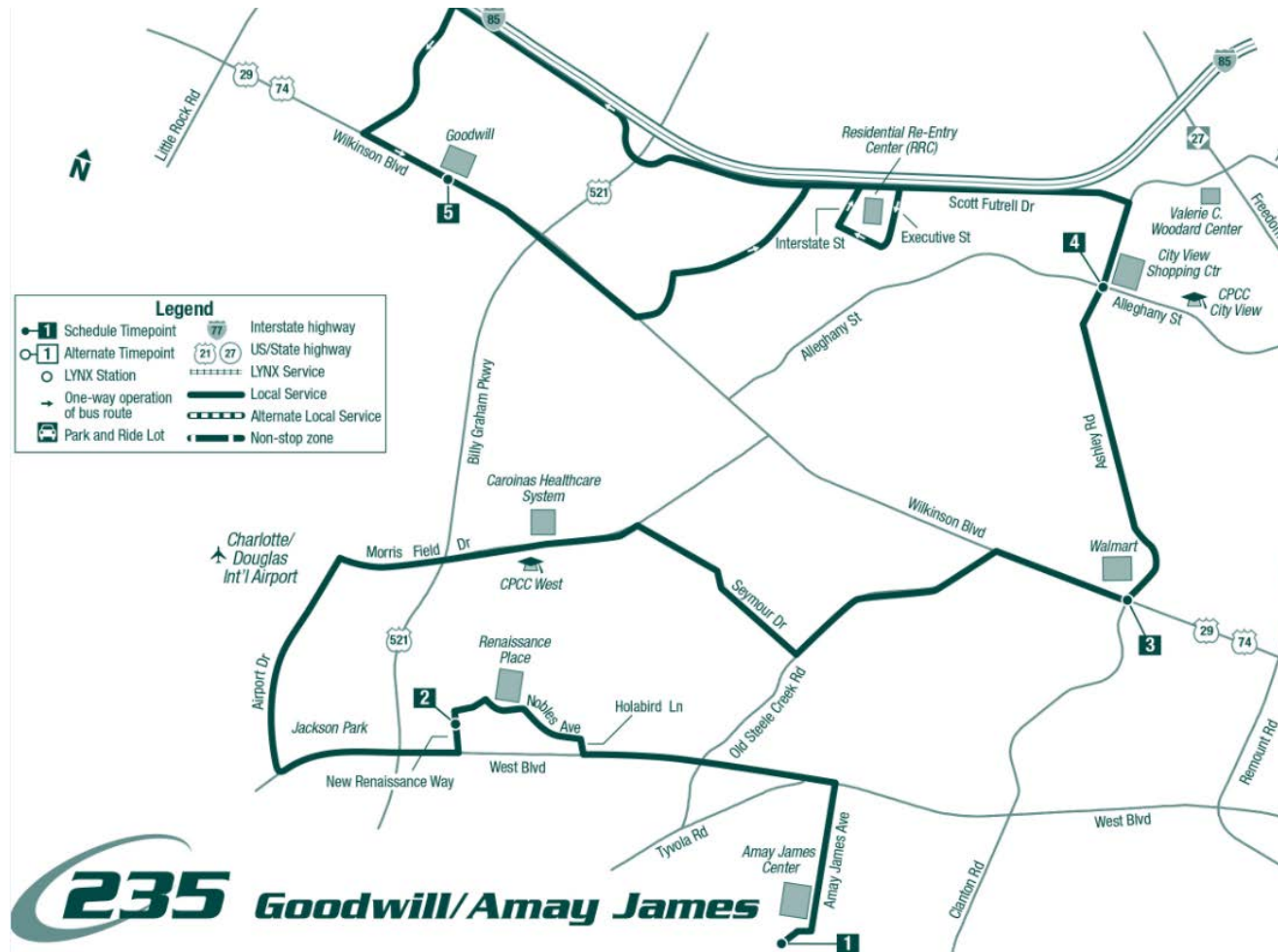
Service Change Process

Service Development Review Committee – (SDRC) composed of CATS Operations Planning and Scheduling, Customer Service, Bus Operations Division (BOD), Paratransit (STS), Public Information, Civil Rights, and Facilities Maintenance staff.

- SDRC develops and oversees the service change process, establishes targets and objectives for each service change, and reviews and provides feedback on service change proposals.
- SDRC conducts a major service change review whenever there is a major service change to any transit service provided by CATS.

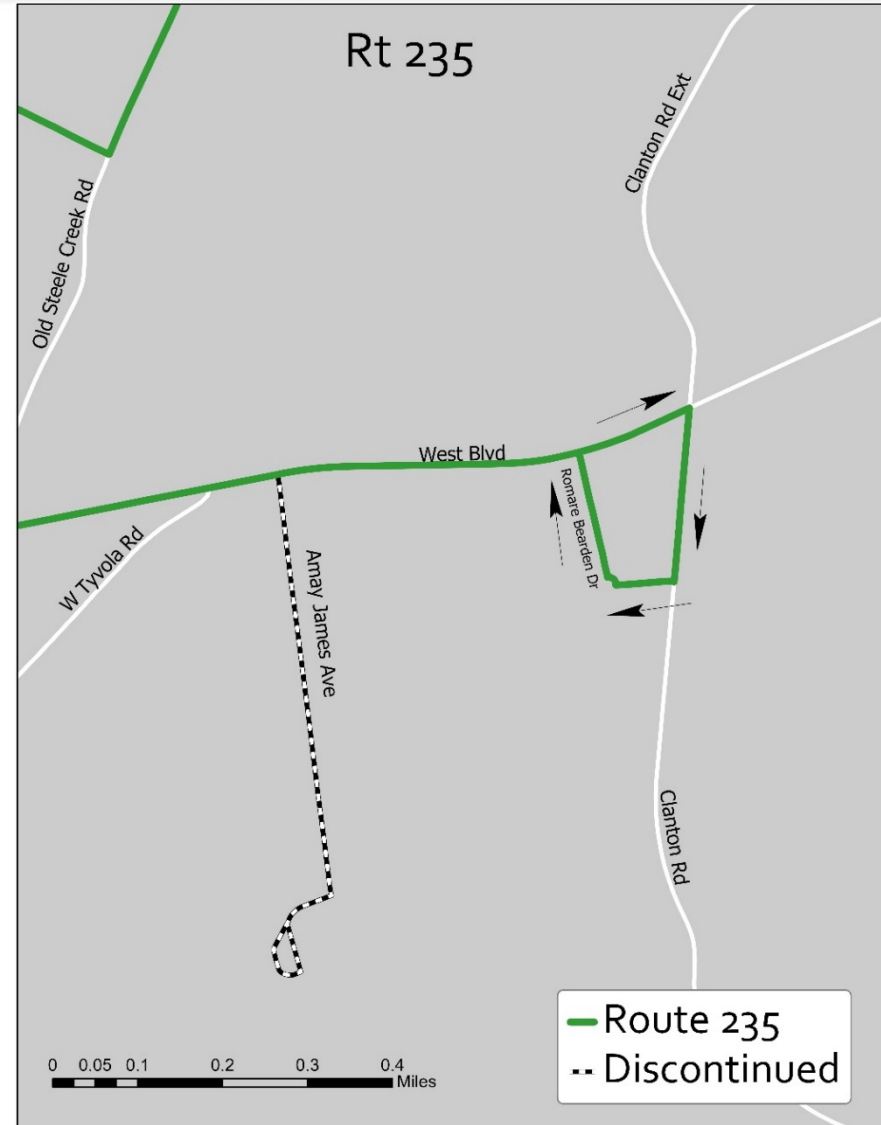


- In June 2020, the SDRC met to brainstorm on route ideas/proposals and/or adjustments
- Operator Feedback Sessions
- Over the next 30–60 days the team develops potential route changes
- Determine the need for public meetings vs neighborhood meetings



February 2020 Service Change

- Amay James Center is county recreation center that has had a variety of county uses over the years. In its highest use there were 25 daily passengers warranting a bus shelter.
- Special considerations are for routing dues to the end of line (EOL) requirements and needs. The Center served as the EOL and operators were able to use the facilities even when the Center open to staff only.
- In November, Mecklenburg County contacted CATS and communicated the closure of the center and the elimination of vehicle access. Resulted in CATS needing locate a new EOL.
- CATS redesigned the Route 235 to serve the West Blvd Library. The library allows the the adequate use of EOL activities.



Route Adjustment:

235 Jackson Park – Discontinue service to Amay James Center on November 23, 2020

Minor Schedule Adjustments

Schedule adjustments to improve on-time performance and/or to ensure seamless transfer with LYNX

Frequency Changes: 5, 6, 16, 27

OTP Review: 2, 57, 60

Rail Connection Improvements: 2, 12, 24, 30, 55, 56, 57, 60, 50, 54

February 2021 Service Change

TSAC December 2020
Information Item

TSAC January 2021
Approval

