



**TRANSIT SERVICES ADVISORY COMMITTEE  
AGENDA**

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

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| <b>I. Call to Order<br/>Approval of August Summary</b> | <b>4:00-4:05 Chair Krissy Oechslin</b> |
| <b>II. Public Comment</b>                              | <b>4:05-4:07</b>                       |
| <b>III. Information Items:</b>                         |  |
| <b>A. CATS BOD and Light Rail Divisional Update</b>    | <b>4:07-4:15 Allen Smith II</b>        |
| <b>B. Envision My Ride Central Avenue Bus Lane</b>     | <b>4:15-4:35 Bruce Jones</b>           |
| <b>C. Silver Line</b>                                  | <b>4:35-4:45 Jason Lawrence</b>        |
| <b>D. Bus Stop Committee Process</b>                   | <b>4:45-5:05 Pamela White</b>          |
| <b>E. October Service Change</b>                       | <b>5:05-5:15 Pamela White</b>          |
| <b>V. Chairman's Report</b>                            | <b>5:15-5:20 Krissy Oechslin</b>       |
| <b>VI. Service Issues</b>                              | <b>All</b>                             |
| <b>VII. Operation Planning Report</b>                  | <b>5:20-5:30 Pamela White</b>          |

**NEXT MONTH'S TSAC MEETING IS OCTOBER 8, 2020**

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday, August 13, 2020**

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**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  
Antonette Love  
Leroy Fields

**CATS/City of Charlotte Staff:** Jason Lawrence, Pamela White, Allen Smith, Bruce Jones

***Meeting Time 4:00-5:30 PM***

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**I. Call to Order**

Chair Krissy Oechslin called the meeting to order at 4:05 p.m.

**Approval of June 2020 Meeting Summary**

Before Krissy approved the June 2020 Meeting Summary there was an edit Krissy had to the minutes. The list of attendees was incorrect. That was the meeting where there were some miscommunication and some members did not get the invitation and unfortunately did not attend because of that. Some were listed have attended and did not attend. Krissy asked that the missed meeting not be held against those members attendance records. The minutes listed Sam, LG and Patrick in attendance but they were not since they did not get the invitation. Jessi is listed on there twice.

Krissy asked for a motion to approve the meeting summary from June 2020. Sherri Thompson made a motion to approve the summary. Terry Lansdell seconded the motion. The June 2020 meeting summary was approved unanimously.

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

No members of the public were in attendance.

## **III. Information Items**

### **A. New TSAC Members**

There are two new members of TSAC Antonette Love and Leroy Fields. Krissy wanted the new members to tell the group what part of Charlotte you live in and how you use Transit and anything else you would like to share. Antoinette started with that she does use both the light rail and buses from time to time. Been using the bus on and off since childhood. She was born in Charlotte. Glad to be part of the board. Terry welcomed Antonette and introduced himself as co-chair to the new members. Terry asked staff for confirmation that TSAC members have access to transit pass. He thought the discussion last time on the topics was that the group would not be getting cards but upload them on the CATS Ride Pass. Has the CAT PASS been completed? Terry does not see it on his app. Pam will update and answer question during her report and it is something they are looking into. Leroy Fields was able to join the meeting. Leroy introduced himself and shared with the group that he works for Wells Fargo and lives in the town of Huntersville. He is part of an environmental group and helped facilitate some transit activities. It was with a government organization and the organization signed up individuals that used vanpooling and carpooling to track data for a couple of years straight. When Leroy does commute, he uses the light rail and carpooling. That is his main mode of transportation. It is a great opportunity to be on TSAC. The past year, Leroy has been working from home mostly so he has not had to use public transportation as much as he has in the past. Looks forward to working with everyone.

### **B. Operational Issues**

Allen Smith started off by giving a little background on the light rail to the new members. The light rail has been in existence since 2007 and the BLE came online in 2018. Allen introduced this item by giving an update on operations for Covid-19. Still operating at a Saturday schedule except for Sundays when operating on a Sunday schedule and that is bus and rail. Added extra cleaning to our buses and trains and practice social distancing on buses, trains and facilities. All of operating employees at all times are required to wear face masks unless they have a doctor's medical reason and why they can't comply and then they are provided with face shield. STS employees wear face shields because they come in close contact with people with medical issues and we want them to have maximum protection. Keep a constant stock pile of PPE (face masks, face shields, gloves, and hand sanitizer). CATS has done everything to enforce the Governor's execute order to try to slow and help stop the spread of Covid-19. We have been very successful for the number of employees we have. CATS CMGC

employees have had to relocate from Government Center. CATS is moving to another floor we have been able to accomplish all those things and provide service while being displaced. Allen mentioned that he has a tremendous staff to work with. Jason, Pamela, and his staff and all of CATS's operating people.

Terry asked about ridership numbers with whatever is available. Allen responded probably supporting 30 percent of ridership we normally have maybe less. Jason commented that we have seen a stabilizing of bus services. We were up a bit from the June change to the prior month. You will see that in the MTC reports when they come out. We think a lot of that has to do with the Phase II reopening. We did implement more frequency on some of the core routes route 9, route 10 on West Boulevard, route 7. Routes that were higher ridership prior. Seen some increase from where we were between March, April and May timeframe. Still seen reduction on express ridership that has to do with the amount of service that we are running. Seeing some little bright spots, but still down from where we were at pre-COVID-19.

Sam noticed that CATS is handing out masks in certain spots. Sam wanted to know if CATS offer masks on buses? Allen answered that CATS is trying to go to the most disadvantaged communities and pass out masks because they are not readily available for a lot of people. We do not want riders interacting with our passengers because of COVID-19. This would cause close proximity and would not be good for social distancing. We are not going to implement passing out masks on buses, but anyone can go to CTC and other locations to receive a mask if they are readily available.

#### **IV. Bus Prioritization Work**

Bruce welcomed new committee members and introduced this item by presenting the Envision My Ride PowerPoint presentation. Going to give an update on the Bus Priority Study. He did an initial presentation on this last year. It will be an update with where we are now. Give context for new members to be able to understand the project and next steps moving forward. Brief overview of Envision My Ride is that it is an initiative that CATS has been working on since 2016. We took a comprehensive look at our bus network and worked with the public and stakeholders to identify needs on how they would like to get around Charlotte. There are four guiding principles that lay the foundation for Envision My Ride. Individuals want more cross-town connections shifting away from that hub and spoke model and creating more hubs outside of town. Another key component is creating more direct service to and from destinations. Sticking to main route as possible so we have more direct service to and from destinations. Integrating services between different modes especially our light rail with the light rail extension 2018 and creating a better transfer experience. Another major component is increasing frequency on our bus routes and increasing the number of routes we have to operate every 15 minutes or better. Building upon the efforts of increasing frequency on core routes. Also, focusing on how we can continue to increase speed and reliability of our service. How can we increase service to

priority treatment on major corridors to better increase speed and reliability of service? This could be implementing bus only lanes, implementing queue jumps and being able to communicate with traffic signals to have a longer green lights so buses can get through intersections. Queue jumps is another example of that so you would have a dedicated space at the intersection where the bus can pull and get a specialized signal and the bus will be able to bypass through the intersection to get a jump start to get ahead of traffic. The goal of this is to increase the speed and reliability of our service but also to identify ways to implement mobility hubs. Integrating connectively between different modes of travel. Mobility hubs including transit stops but enhanced transit stops so you have different forms of mobility interacting at that sight. Opportunities for mode share, bicyclists, and scooter riders. Typically, there are charging stations where people can bring their electric car. Enhancing the current level of our bus stops to include other modes of transit.

Last year CATS and CDOT came together to pilot bus only lanes throughout Charlotte. 4<sup>th</sup> street has a shared bus/bike lane. CATS took a look at different corridors in the area including bus ridership and bus frequency. Wanted to make sure good use of land if convert to bus only lane. What impact would that have on traffic volume? Look at what impact that would have on capacity of roadway. What impact that would have to take a lane away and convert it to a bus only lane overall from a traffic standpoint. During initial phase looking at corridors came up with two final lists. The first one was Central Ave from Eastland Transit Center to Eastway Drive. The second one was Uptown 4<sup>th</sup> street between McDowell and the transit center. With the initial pilot, we went with 4<sup>th</sup> street for several reasons. There are high capacity of buses coming along the corridor to access the transit center but also the capacity of roadway. Before it was a four-lane roadway with a bike lane that was existing on the street. Converted far right lane into a shared bus/bike line. There were some operational benefits. There was a survey conducted to compare the before and after. Two-week period comparing before and after. From the survey, travel was 30% faster between McDowell and transit center mainly during the morning peak. Modest increase in on time performance for customers to make better transfer connections. Survey was sent out to the general community (individuals driving, taking the bus, using bike or scooter on corridor). Of the transit riders that were surveyed, 15% would increase their transit usage if there were additional bus lanes throughout Charlotte. 83% of cyclists said that there was an improved sense of comfort compared to the conditions before.

Bruce showed a visual of what other cities have done with their pilot. Charlotte added signage and enhancing lane with indicating it was a shared bike/bus lane. Other cities have used similar approaches where they have used traffic cones to indicate a bus only lane. They have had peak period only. Some cities did 24 hours 7 days a week. Other cities did a peak period Monday through Friday bus only lane pilot. Some used temporary paint to mark it. There has been a number of pilots throughout the country that were used as examples. At the point where we can future pilots bus only lanes throughout Charlotte. CATS and CDOT

recently partnered with NACTO (National Association of City Transportation Officials) group of different transit agencies and department of transportation groups across the country. Come together to exchange best practices and different ideas and scenarios on what worked well in their jurisdiction and get feedback on what we can apply at a local level. Charlotte was partnered with Indianapolis, Columbus and Portland and it was an exchange of best practices and ideas on how we can improve. Taking a look at how we can increase safety conditions for pedestrians. Took a look at two common intersections or common scenarios. One scenario was more of a suburban approach and the other scenario was a more intercity approach in Charlotte. The intercity approach was where there was less capacity and terms of what can be done with roadway. Take feedback and figure out where an additional pilot can be done in Charlotte. Still in beginning stages of planning. The bus priority study will help CATS to identify how to make the pilots more permanent. What treatments can CATS apply to create more permanent infrastructure.

Bruce then gave some of the Components involved with Bus Priority Study. Building upon our high frequency network. Identify where we can implement priority treatments on some of those corridors where we are currently struggling with on time performance or travel conditions. Another component is looking at infrastructure with bus only lanes, shelter enhancements and being able to communicate with the traffic signal. Next important concept is taking a deeper look at our bus stops. What can we do to enhance overall passenger experience when it comes to facilities? Taking a deeper look at how we can rollout different shelter types and enhance the stations. Also, the concept of mobility hubs and how we can better integrate and build out those. Another important component is currently the City is undergoing ADA transition plan to meeting Americans with Disability Act guidelines. With this effort, we will be building upon to determine how we can best design to improve our bus stops so we can meet ADA guidelines and better serve passengers. Public and Stakeholder engagement throughout the process. Interacting with the public to help define project goals and also to hear feedback throughout the process as we begin to develop final plans.

Bruce provided a visual of examples of Permanent Bus Priority Treatments. In DC they painted red and have markings. An example of permanent infrastructure that cities have implemented. Portland still has a shared bus/bike lane but they have enough width in their corridor to implement a dedicated space for the bus and a dedicated space for the cyclist. NACTO has a number of best practice guidelines that we can review to see how we can incorporate into some corridors at a local level here.

Bus stop amenities and spacing is part of this and looking into s. CATS is not going to be eliminating every stop in our system. We are going to be aware of where individuals are traveling to and how far customers are walking to get to their bus stop. There is some room to make some enhancements to CATS's bus stops in terms of spacing and amenities that we have there. Consolidated bus stops is similar to what we have currently that serves the airport from uptown. We



have limited stops on that corridor but at every stop outside of uptown there are enhanced amenities. They have shelters and some of the stops have real time information. In the future, is there room for off board fare payment. Providing something we have similar to light rail platform. Continue to enhance some of those shelters providing real time information and creating those mobility hubs. Key component to enhance those other tactics level boarding. When the train pulls up you are able to board at the same level as the platform. How can we incorporate something similar to our bus stops so that when we do pick up individuals that are boarding by wheelchair since we don't always have to deploy the ramp which sometimes slows down the process as far as boarding process?

Bruce also had a slide for ADA Requirements for Bus Stops. A key component is to look for firm and stable surfaces and concrete path that connects from the sidewalk to the curb to make sure there is a firm and stable surface that individuals are easily able to enter the bus. Having an 8 x 5 pad connecting it to the street sidewalk. Another key component is making sure that our slope isn't greater than 2% when it comes to the bus stop design. Bringing our stops up to ADA compliant.

Bruce shared another slide on CATS Current Bus Stop Improvement Process. CATS has a Bus Stop Committee made up of members from CATS's planning team, CATS's Bus Operations team, CATS's Safety and Security team and CDOT planning. The committee takes a look at requests for new bus stops, requests for removal or relocation of existing bus stop, and the requests for removal of amenities. Also, issues regarding safety and ADA conformity. Currently we do not review the installation of bus stop amenities or any bus route changes. The goal of this study is to take a deeper look at our internal process for how we roll out amenities and identify ways in which we can enhance the Bus Stop Committee or other internal practices so we can better design a game plan for improving our bus stops. The committee takes a deeper look at CATS's internal process and develops some recommendations to how we can move forward to better roll out those amenities.

The next slide was Public & Stakeholder Engagement. Identifying ways that CATS can engage the public with virtual meetings and pop-up sessions at transit stations and bus stops. The key players are Transit Services Advisory Committee, Bicycle Advisory Committee and Neighborhood Groups. City is currently finalizing a contract to bring a consultant onboard. Anticipated kickoff is Fall 2020. Looking at an estimated 1-year completion date. Public and Stakeholder input is an important component to this.

Bruce opened it up to TSAC to see how TSAC would like to be involved in the process. Bruce suggested quarterly meetings or dedicating a future TSAC meeting to bus priority and bring the consultant on board to share initial ideas. Would TSAC like to be involved in surveys? Patrick wanted clarification on the deliverable of the report. Is it delivering a proposed design of these things on multiple corridors? Bruce responded that the main deliverable will be a design

study. It is not a final design study. Have to come back in the future to identify engineering study to come up with final design concept but will be taking a look at a number of corridors and depending on what we find with that we may have recommendations for 3 or 4 corridors in general. CATS will be looking at how some of those treatments can be implemented. Whether it be at the intersection level, corridor segment, maybe the entire corridor the study will help focus and identify key areas. Other components tie into it. How can we improve the bus stop not only on these corridors but through our entire network as a whole? That is another main deliverable that we will be getting out this. Look at internal process for how we are going to rollout some of the design and updates for bus stops. Jason added for many years we have had our service planning and the 2030 transit system plan and the goal of this effort is to give us something in-between. Not every corridor can be a light rail or a full BRT or commuter rail. The goal of this is to give us a capital plan for our bus side on priority. Portland has something called the Rose Corridors, Seattle has a program called Rapid Ride, and Houston has like a BRT light kind of program. This will help us create a system of priority corridors that we can have a capital plan for. Not just the bus route but the whole customer experience with the bus stop and the ADA improvements and technology improvements. We have this effort that comes through and we finish it and we say Freedom Drive for example and the study recommends bus only lanes, four mobility hubs and a transit center and we can package that as a project to advance in either design, coordinate with our public and private partners to pull off and help on the bus side. Big gap in capital planning between bus stops and our 2030 plan. Helps to fill the gap.

Terry shared a link to what he feels is a similar project called The Fast Project Freeway and Street Level Transit Improvements in the Raleigh area. The same types of prioritization and consideration and bus stop enhancements improvements associated with the transit networks increased efficiency and access. Terry would love to have representation and consideration for inclusion in the Bus Stop Committee getting a feedback channel. As a Transit Service Advisory Committee that committee has an integrated view of prioritization associated with pedestrian interface for transit and would love to have more information in more of a stakeholder engagement opportunity as that committee moves forward. Terry also mentioned that he would love to have a regular involvement in the process moving forward.

Patrick asked about what were some of the lessons learned from Indianapolis and Portland? Bruce responded that there were two scenarios looked at in Charlotte. One was more of an auto centric corridor where there were two dual left lanes, a right turn lane, and the roadway was wider. It was designed for the automobile. The second scenario was more of a dense corridor where there is not a lot of capacity. Discussed different concepts and scenarios and what CATS can do in those situations. Restricting left hand turns at some intersections is a possibility for continuing to increase reliability of their transit service and limit any impacts they might have traffic conditions overall. Best practices that they have utilized in design concepts. Some things can't be applied to Charlotte. The other cities are



working with a grid network and Charlotte is not that lucky in that regard in a lot of areas. Charlotte has more limitations on what we can do. Jason mentioned that they built good relationships with staff from those areas and can possibly get one of them to present to the TSAC group. Indianapolis seems pretty comparable to what Charlotte offers similar size city and similar structure. Bruce commented that not every corridor will be able to support a bus only lane and that is where the additional treatments will come into play. Better communicate with traffic signals. Still find some room to build some infrastructure for some of those queue jumps. Traffic conditions will be factor that has to be considered and do not want to impact some of those conditions. Sherri asked if the surveys on the bus stops that are not compliant are being put together in data or report? Bruce answered that they are still finalizing the report with consultants. When it is available, it will be shared. Since this is so connected to everyday riders need to be involved.

## V. 2030 System Plan

Jason gave an update on 2030 system plan. Quick rundown on where we are at on the various projects that are advancing. System update has generated some projects on our side. The biggest one in the LYNX Silver Line 3 county 5 jurisdiction 2 NPOs 26-mile project. It is a mega project in all senses. To recap, we are approaching that from three tiers it is not just a design project. We also have a TOD effort and a rail trail effort which has just kicked off. Jason is the lead for that. Round one of public meetings were able to hold two in March. Meeting in Matthews for Silver Line and a daytime meeting at the Charlotte Mecklenburg Public Library. Been doing virtual meetings. Meeting with neighborhoods to educate about the project. Entering phase 2 of public involvement for that project and kicking off what is called scoping that is the National Environmental Policy Act statement where we are officially entering into the NEPA process. Just part of the steps to complete the big projects. We did it for Blue Line, Blue Line Extension and Gold Line and kicking that off on August 31<sup>st</sup> for public meetings that will start in mid-September. There will be focus areas for each night. Broken the project up in six different groups. There will be a focus area for each night and the meetings will be recorded. The recordings will be available on YouTube and other social media sharing places. Those are our big official meetings and we are doing smaller meetings with neighborhoods.

Terry asked if the NEPA submission will include the rail trail as part of the overall project. Jason responded parts of the Silver Line will enable us to build the rail trail so parts of Silver Line will parallel in Kings Blvd. Could build a trail right beside it and it could be considered part of the project. When we go aerial over and under and the median of a roadway the rail trail is going to have to be something else. The goal is to stitch it together as a single experience. If we are building a new road it could be part of the multi-use path on one side. Maybe when we go aerial over Independence Boulevard, maybe we use the Briar Creek Greenway to connect us between both sides. The goal is to stitch it together as a single experience that will be built by Silver Line maybe City of Charlotte Capital Investment Program working with county on their piece. Yes, part of it will be

design. Still on track for early next year to go back to the Metropolitan Transit Commission with a refined locally preferred alternative so if there are any changes that we need to make to the project then that will make further into environmental design.

North Corridor Bus Rapid Transit Team has selected a consultant. We are working with that team to finalize the scope and go through contract phase as the Bus Priority Study. Have to kick it off this fall. North Corridor BRT is not replacing the commuter rail that is proposed for Norfolk Southern Line going through the town of Charlotte, Huntersville, Cornelius, Davidson and Mooresville. That is still a long-range plan implement commuter rail once agreement can be worked out with the railroads. In the meantime, we feel there is a unique opportunity to use the express lanes on 77 to deliver a Bus Rapid Transit Project using existing direct connects potentially building new direct connects new Park and rides and incorporating park n rides with development in the towns. The purpose is how to build and construct. Is it through a Federal process like Small Starts we did street car or is it through the state's transportation planning? Or is it some combination of building it incrementally and maybe a park in ride at a time or direct connect at a time and building in phase? Brian Nadonly is managing that project and as we move forward, he can give updates.

Pineville/Ballantyne extension was adopted later in the system update. It was adopted in September of 2019 southern by the Metropolitan Transit Commission. It is an extension of the southern portion of LYNX Blue Line. Ballantyne Corporate Park. We have been working with rezoning that was in place at the Ballantyne Corporate Park. About 500 acres has been rezoned. We were able through that rezoning to get our right-of-way. Rezoning was approved June 13<sup>th</sup> this year. Continuing to work with developer to work out all the ins and outs how that reservation is going to work out. Continuing to advance the Pineville/Ballantyne effort through coordination with development partners.

Regional Transit Plan. Recent brand rename update. Used to be called Centralina Council of Government now called Centralina Regional Council. Working with that regional group to pull together a regional transit plan across 12 counties and two states. We have been meeting with technical advisory committee, our policy advisory committees, and community advisory committees. The goal by October/November this year to get out to the public our initial ideas for extensions of the 20/30 plan, commuter rail network ideas, and other high capacity corridors throughout this region. Excited to get it started. Over half of the plan is thinking about travel demand management on a regional scale. Coordinated bus infrastructure and bus planning on a regional scale and human services transportation on a very broad scale. Special transportation services we have coordinating with all the different human transportation services across the region. Big effort and just getting started.

Charlotte Moves Committee. Mayor pulled together. Pulls together citizens and residents of Mecklenburg County to talk about the future of all the transportation

investments. Not just transit PED and roadway. Charlotte Moves Committee meets monthly and it is public forum. It is streamed live on the City's YouTube channel. The goal of that effort of the different groups is to see everything that is happening in Charlotte/Mecklenburg County and what is the recommendation to Charlotte City Council about how we are going to achieve our goals. Going to need new funding sources and all the things that will go with that. Supporting that effort.

Patrick had a question regarding the funding mechanisms for all of this. Been silenced for a while. What is the discussion like for actually funding some of these things? Jason responded that our CEO John Lewis has challenged us to find ways and get design complete so that we can build out the 2030 plan by 2030 on the staff side. As far as funding goes, that will be a conversation with our public and politics and all the things that go to that. We will need new federal, local and state funding to deliver the projects in the 2030 plan. From the staff side the projects are getting ready to start those conversations. Jason would anticipate with Charlotte Moves there will be more of that type of dialogue that you are interested in coming out that group with Charlotte City Council and all of the towns across the region.

Krissy asked brief update on the Gold Line. Hawthorne bridge has been delayed again. There was some talk at City Council that phase three seems a little more in doubt. What is the timeline for opening? Jason responded that the bridge has been delayed for full vehicular traffic. We are working towards opening the bridge for pedestrians. There is an issue with the concrete where the rail will fit in. Will be able to focus on other aspects of the project over the 2 ½ miles. There is still work to do on the project. Then next phase for us would be to begin testing at some point but there is no date that has been set for that. It has been challenging. Allen commented viable options because of the delay to maybe have a soft opening. All options are on the table.

Walt had a question with the regards to the Hawthorne Bridge but not the bridge but the expressway that goes underneath, is that going to be open anytime soon or is that going to have to wait until everything is cleaned up? Jason does not know if the lanes underneath the bridge are connected. This has been a request that they have heard several times and they will look into it. The state is beginning their early design on a full conversion of that lane to be a two-way operation. Allen since it is still a structural issue with the Hawthorne Bridge that anything beneath it will be impacted.

## **VI. Chairman's Report**

Krissy mentioned that since MTC did not meet in July or August there is not a lot of updates. Gave an update on the COVID response which changes all the time. Six electric buses that CATS is getting with the federal grant to do wheelchair services to airport on the sprinter line. John Lewis mentioned that they are going to get two buses from three different manufacturers to be able to test out. Jason

touched on a couple of things with the Regional transit planning. MTC did vote to adopt a new Blue Line station in south end between East Boulevard and New Bern to put a new station into the transit plan. The exact location is to be determined. There are two proposed spots. There will be a new station.

Terry serves a transportation representative for Mecklenburg County on the Air Quality Commission. The commission was asked by the county manager to submit comments and requests for potential use of COVID-19 funds the Cares Act Fund that the county is asking for. In the request, there were seven votes immediately in support of this and are going to be asking for a portion of the 15 million dollars to have a line item request for the Charlotte Area Transit System. The county submits 51% of the tax revenue associated with the operating costs of Charlotte Area Transit System. They have a role in MTC. In an effort to support the previous 10 million dollars they wanted to make sure it was on the County's radar to specifically allocate the cares act funding for PPE and continuing a continuity of service associated with the Charlotte Area Transit System. This is not written in stone. This is just an Air Quality Commission recommendation to the county manager to include a specific line item that would directly impact CATS funding. More information will follow. Should be able to get an update next month.

## **VII. Service Issues**

Pamela wanted to take the time to let new members know that during the service issues it is the time for members to share some things that they have seen while riding or seen from constituents that utilize services that you are in close contact with. Antonette brought up an issue on the 211 they were discussing at one time months back but for residents that ride 211 the only grocery store in some areas that they can access is Walmart on North Tryon. The closer grocery store is the Food Lion at Graham and Sugar Creek, but the only bus that services that is 22 and they would have to go all the way downtown to get the 22 to go right down the street from where they would normally be. Is there any way to get a neighborhood bus to go from Reagan and Sugar Creek right down the street down Sugar Creek and Graham so that they can access 22 a lot easier? It takes at least an hour to go downtown and access it. Allen commented that this is something that we can evaluate but need to look at the potential ridership that we would generate. It doesn't mean we will implement and look at the numbers to see if it meets the criteria.

Walt notices that every weekend the light rail has been stopping at the Convention Center. What construction is going on at the Convention Center and how long are things going to be closed on the light on the weekends? Allen responded that we agreed to eight shutdowns to allow the Convention Center to do some renovations and expansion. To make sure we have all the safety requirements in place, we have to remove the power and we still have to allow for the construction. Looked at weekends and with COVID-19 going on to be less impactful than something during the week. They wanted 8 or 9 straight days and we put it out on

weekends. The construction should be completed by the end of the year. On Labor Day weekend there will be three-day shutdown. This will allow Duke Energy to do some work under our alignment. It will be 3-4 more for the calendar year. Not every weekend. Allen doesn't have the specific date. Over Labor Day weekend, the shutdown will be Saturday, Sunday and Monday.

Sherri asked if it is just going to be the one that has been shutting down on weekends? Allen responded that it will be for the whole alignment will be completely shut down due to the work Duke has to do. Krissy asked the whole system and every light rail stop? Allen answered with from 485 to University. There will be bus substitutions at the same intervals that the train runs. Alternative service will be provided. Allows us to catch up on our maintenance and that is why we are one of the safest systems in the country.

Sherri made a comment that she has taken the light rail and CATS is doing a really good job at cleaning and most people are doing a great job at social distancing. Allen thanked Sherri for the comment and mentioned that staff has worked throughout COVID-19 and the operations people are exposed daily and nice to hear a compliment. Krissy said that we all appreciate you keeping the buses and trains running.

### **VIII. Operation Planning Report**

Pamela started off the Operation Planning Report by noting that the TSAC page on CATS website needs to be updated and that CATS's marketing department is working on getting the site up to date. RNC is coming up and the RNC will have minimal impact with some disruptions closer in town. CATS has made provisions for that and are ready. Working with Envision my Ride. Started in 2016. The pandemic has given the opportunity for CATS to implement or kick off Envision my Ride Beyond. The pandemic has highlighted the need to take a look at what we have planned and what has been going on during and post pandemic. Also, the pandemic has highlighted how important CATS is to our community and our essential workers. This has helped how we can supply transit to meet those needs. Transit is not the way that it used to be and now there is social distancing that we have to accommodate to. Prior to the pandemic, it was a success to see a full bus. Planning will not be solely based on ridership but on how we can meet the needs of essential workers and our riders. Pamela brought up that Ms. Love mentioned and Allen addressed it that the 211 we will get to revisit as part of Envision My Ride Beyond and those are things we can look at.

Terry asked the schedule for union and security contracts. Allen can respond to the operational contract. Expired last year and they did finished negotiations with unions and an agreement was settled between June 15<sup>th</sup> and July 15<sup>th</sup> timeframe. At the next meeting, Allen will introduce the new General Manager of Bus Operations. Pamela followed up on Terry's earlier comment on utilizing the app on for our services instead of the card. Our marketing team is going to communicate through a letter to everyone on the committee.

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

**Action Items:**

<b>Person Responsible</b>	<b>Action Item</b>
Pam & Marketing Team	<b>CATS Pass App</b> – Request Marketing Division to send information concerning directly loading pass for TSAC members
Jason	<b>Silver Line Project</b> - Give more details at next TSAC meeting
Jason	<b>Public Meetings</b> - Send everyone on distribution list the focus areas for the LYNX Silver Line
Jason	<b>Charlotte Moves</b> – send link to TSAC
Bruce	<b>Pilot bus/bike lanes</b> - Possibly get one representative from another City to present to TSAC and share what they have learned during their pilot bus/bike lanes
Jason & Allen	<b>Hawthorne Bridge</b> – Report on the proposed total completion and opening and the use of the bridge.

The meeting was concluded and adjourned at 5:24 p.m.

***NEXT MEETING: THURSDAY September 10, 2020***





***Please welcome Jennifer Fehribach as CATS new General Manager of Bus Operations.***

Ms. Fehribach will provide operational and contract oversight for operations and maintenance of bus, Special Transportation Services (STS), and Vanpool. Ms. Fehribach comes to us with extensive knowledge of multi-modal transit management, federal reporting and special audits, emergency management and national security events.

**Fast Facts:**

- Jennifer's previous role was Chief Operations Officer (COO) for the Regional Transit Authority in New Orleans.
- She helped introduce one of the first Autonomous Vehicle programs in the country during her tenure at Corpus Christi Regional Transportation Authority.
- Jennifer has held various leadership positions in grant administration, capital programs and operations management with the Metropolitan Transit Authority of Harris County in Houston.

Jennifer holds a bachelor's degree in Liberal Arts from Murray State University.

**Please join me in welcoming Ms. Fehribach to the CATS family!**



# Central Ave Bus-Only Lane Pilot

## Transit Service Advisory Committee

*September 10, 2020*



# In the News!



## Mayor Bowser Bolsters Bus Transit with New Car Free Lanes

Thursday, July 9, 2020

(Washington, DC) – Today, Mayor Muriel Bowser and the District Department of Transportation (DDOT) announced plans to install Car Free Lanes in high-traffic corridors that will support improved efficiency in bus travel and create space for bicyclists.



## 20 Miles of Bus Lanes and Car-Free Busways Coming to New York City

While it falls short of a more ambitious proposal pitched by the MTA recently, a new plan to expand bus priority on the streets of New York City would mark a significant expansion of a trend that started on 14th Street in Manhattan.

TRAFFIC

## Charlotte's shared bike-bus lane pilot program rolls out Monday

The city's first shared bus and bike only lane will be on 4th Street in uptown.





**Envision My Ride (EMR)** launched in 2016 to redesign CATS existing bus system.

## **Goals:**

- Transition from a hub-spoke network
- Developing a more frequent & direct bus network

Implementing improvements through **3-phase** approach:

- 1. Structure**
- 2. Frequency**
- 3. Reliability**





## 1. Structural

### March 2018 (*Opening of LYNX BLE*)

- 22 existing routes adjusted
- 9 new routes established
- 4 new cross-town routes

### October 2018

- 24 additional routes adjusted



## 2. Frequency

### February 2020

- Increase frequency on 4 routes to 15 minutes
- MetroRapid (I-77 Express Lanes)

## 3. Reliability

### Fall 2020

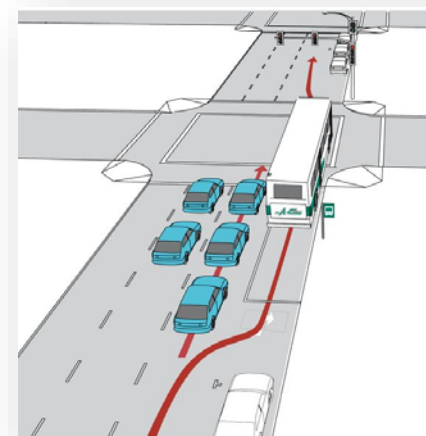
- CATS to conduct Bus Priority Study as EMR's 3<sup>rd</sup> phase
- Central Avenue Bus-Only Lane Pilot Program (1st component of the study)



# Phase 3: Bus Priority Study

## Goals:

- Identify bus enhancements on major corridors to improve speed and reliability
- Bus treatments recommended may include:
  - Bus only lanes
  - Queue jumper
  - Transit signal priority
  - Adjustments to bus stop amenities and spacing
- 1<sup>st</sup> Step = Implementing Bus-Only Lane Pilot Projects



## Queue Jump

A queue jump is a tool known to improve transit operations on a busy street.

It typically consists of an additional travel lane at an intersection. To allow transit vehicles (like buses) to merge smoothly back into the regular through-lanes, a transit-only signal is used, giving buses a brief head start ahead of traffic.

Excerpt from South Lamar Blvd. Corridor Improvement Program. Picture from [www.actransit.org](http://www.actransit.org).





# Other Pilots: Bus-Only Lanes



## Boston Area

City of Everett. (Upper right) City of Arlington, MA cone pilot. Photo MBTA. to: (Left) City of Boston cone pilot.

## Denver, CO



## Cambridge, MA

## Arlington, MA







# Permanent Treatments

## Washington DC



## Portland



## New York City





# Bus-Lane Pilot Approach

## CDOT & CATS determine potential corridors

- Engineers, Planners, Operators, Schedulers, GIS Data Analysts, Communications & Marketing Staff



## Corridors were analyzed to look at:

- Bus ridership & frequency
- Traffic volumes & potential impacts
- Roadway Capacity



		Daily Traffic Volume	Peak Hour Traffic Volume	Peak Hour Dir Split	Volume Rating	% Change Travel Time	Travel Time Rating	% Change Delay	Total Signals	Before LOS E/F	After LOS F	Delay Rating	Downstream Signals Blocked	Blocked Signals Rating	Average Signal Spacing	Signal Spacing Rating	Unsign. Side Streets w/o Left-Turn Lanes	Sign. Side Streets w/o Left-Turn Lanes	Left-Turn Lane Rating	Driveway Density	Driveway Rating	Total Traffic Points	Transit Points	Total Points
Outer	Eastway to Albemarle	27000	2100	59	72	54%	95	54%	6	1	4	100	4	-200	1700	35	0	0	100	M-H	25	226	296	522
Inner	Remount to Tryon	20000	1800	51	100	38%	100	64%	4	0	2	100	1	-50	900	4	5	0	67	M-H	25	347	155	501
Outer	BGP to Remount	22000	2000	57	86	88%	83	109%	4	2	2	93	3	-150	3000	85	8	1	-3	L	100	294	155	449
Inner	Wendover to Hawthorne	21000	1700	59	94	109%	77	75%	6	0	4	72	4	-200	1800	38	6	1	10	M-H	25	117	201	318
Outer	Galleria to Wendover	30000	2500	57	58	145%	64	191%	12	3	6	9	7	-350	3400	100	10	0	33	M-H	25	-60	201	141
Inner	Laurel to Kings	26000	2800	61	54	340%	0	113%	2	0	2	0	1	-50	800	0	8	2	-53	M-H	25	-24	171	147
Outer	Sharon Amity to Laurel	28000	2500	64	54	177%	54	293%	6	1	6	-141	5	-250	2400	62	7	1	3	L	100	-118	171	53
Outer	Johnston to Selwyn	34000	2700	52	50	153%	62	268%	8	1	4	-63	7	-350	2700	73	3	1	30	L-M	75	-123	168	45
Outer	NC 160 to Clanton	44000	3500	60	0	229%	37	128%	13	0	10	15	10	-500	2600	69	9	0	40	L-M	75	-264	163	-101
Inner	Selwyn to Scott	30000	2500	57	58	98%	80	84%	10	0	7	60	10	-500	1800	38	7	4	-147	M-H	25	-385	168	-217
Inner	10th to Eastway	26000	2100	61	72	248%	31	288%	8	2	5	-87	8	-400	1000	8	15	5	-250	H	0	-627	296	-331
Inner	Clanton To Morehead	24000	2300	54	78	833%	-163	824%	7	0	4	-547	6	-300	1700	35	10	5	-217	M-H	25	-1089	163	-925





# Corridor Finalists

## 4th St Pilot

- Shared bus/bike lane between McDowell St & Charlotte Transportation Center
- December 2019

## Central Ave. Pilot

- Bus only lane between Eastland Transit Center & Eastway Dr.
- October 2020
- Future phases will look at implementing a bus only lane on entire Central Ave. corridor



4<sup>th</sup> St near the Charlotte Transportation Center



A  
30" x 36"



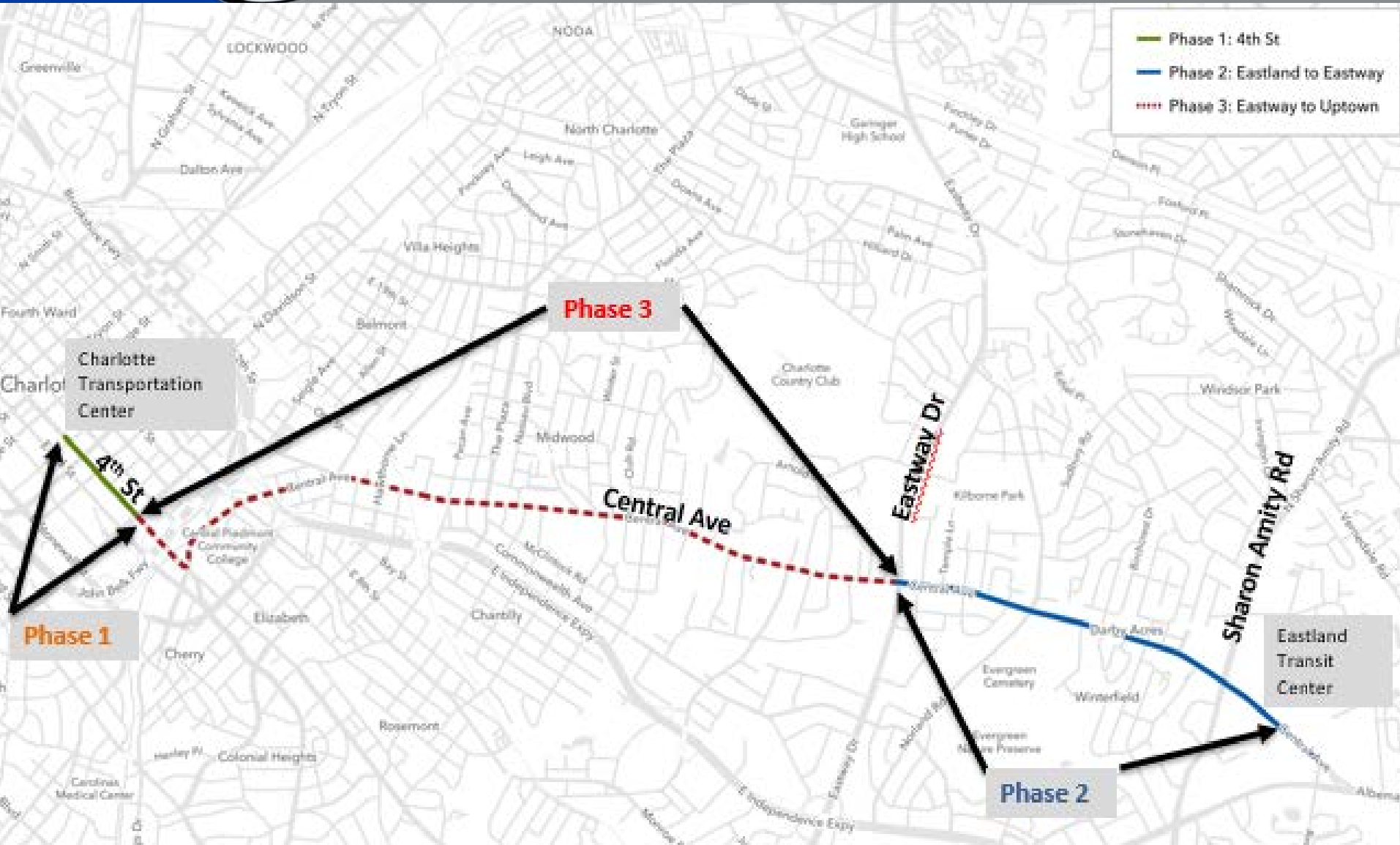
B  
36" x 36"



C  
R3-5a  
30" x 36"



# Building the Connection





# Phase 1: 4th Street

## Operational Results:

- Buses traveled over **30% faster** between McDowell and the Transit Center
- On time performance at the transit center improved, making service more reliable for customers

## Survey results:

- **15%** of bus riders would *increase* their transit usage if more bus lanes were implemented
- **83%** of cyclists felt an improved sense of comfort







# Phase 2: Central Ave

## October 2020

- Phase 2: Central Ave from Eastland Transit Center to Eastway Drive
- Includes lane restriping, signal work, and signage installation
- Evaluating increased bus frequency along Route 9





# Phase 3: Central Ave

## Spring 2021

- Phase 3: Central Avenue from Eastway to Uptown (**Constrained**)
- CATS & CDOT will begin work to develop design plans in Fall 2020
- **Bus Priority Study** will continue to identify additional design treatments





## Phase 2: Eastland to Eastway

- Public Engagement
- Perform impact analysis



## Phase 3: Eastway to Uptown

- Design & engagement to begin Fall 2020
- Approval of Bus Priority Study consultant contract at Sept. 14 Council Business Meeting
- Kittelson & Associates will lead effort





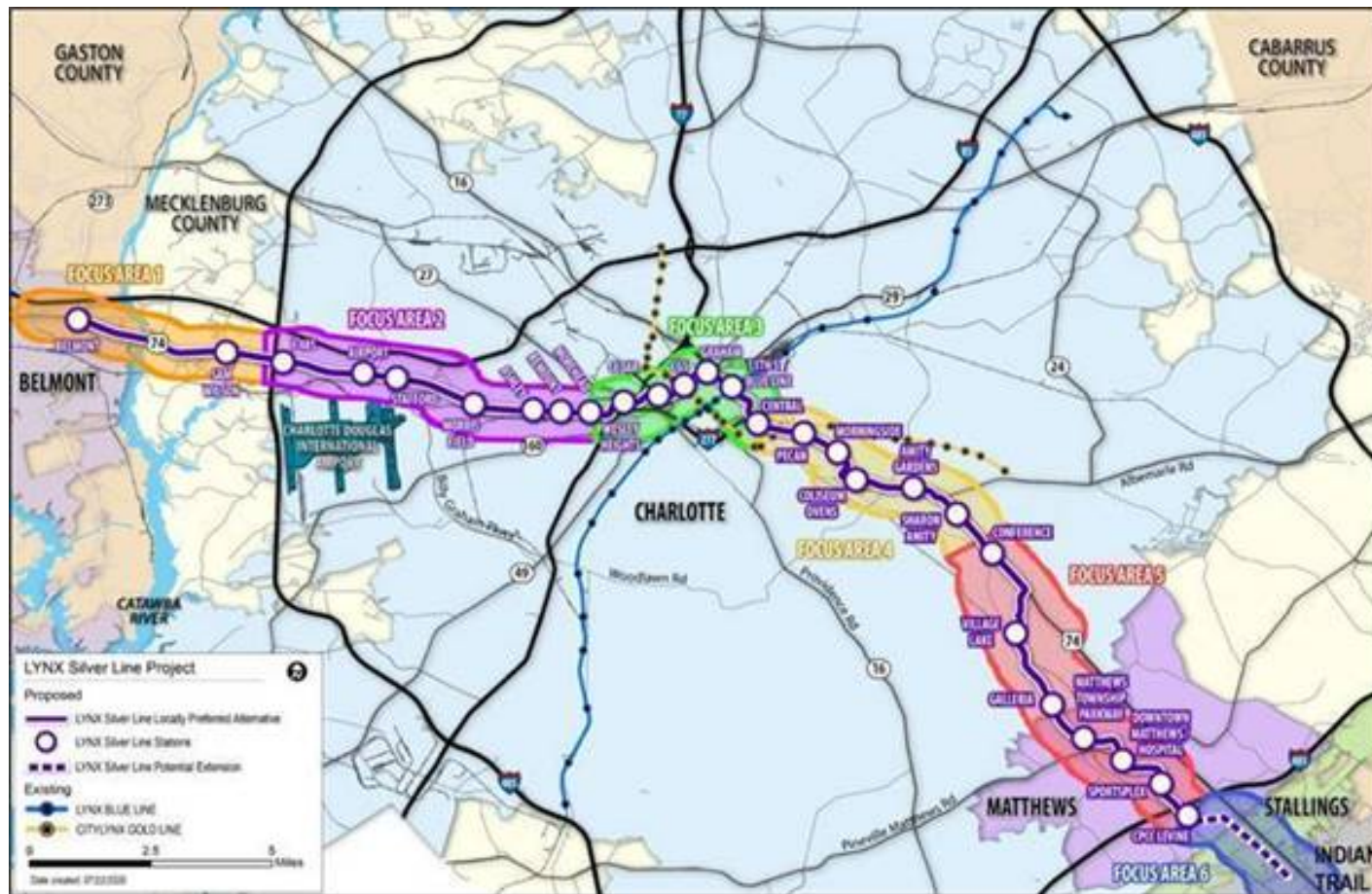


# Questions?





## CATS to Host Public Meetings during Second Round of LYNX Silver Line Project Engagement



The LYNX Silver Line light rail project has entered the Pre-Project Development phase. The project team is currently making refinements to the proposed light rail alignment, also known as the locally preferred alternative (LPA). CATS will present several refined LYNX Silver Line alignment options to the public starting Tuesday, September 15 when CATS will kick-off a series of live virtual public meetings. Each meeting will include a presentation and Q&A session with the project team. The 26-mile alignment has been sectioned into six focus areas.

Tuesday, September 15, 5:30 p.m.

**Focus Area 1:** Wilkinson Boulevard (City of Belmont to I-485)

Wednesday, September 16, 5:30 p.m.

**Focus Area 2:** Wilkinson Boulevard (I-485 to West Morehead Street)

Thursday, September 17, 5:30 p.m.

**Focus Area 3:** Center City (West Morehead Street to Charlottetowne Avenue)

Tuesday, September 22, 5:30 p.m.

**Focus Area 4:** Independence Boulevard (Charlottetowne Avenue to Idlewild Road)

Thursday, September 24, 5:30 p.m.

**Focus Area 5:** Independence Boulevard (Idlewild Road to just south of I-485 at CPCC Levine)

Tuesday, September 29, 5:30 p.m.

**Focus Area 6:** Union County Extension

The LYNX Silver Line Project has also entered into *Early Scoping*, a Federal Transit Administration (FTA) public planning period that allows the public to provide comment on a project before entering a formal National Environmental Policy Act (NEPA) process. **From August 31 – October 14**, all public comments on the LYNX Silver Line project will be registered with the FTA and will help the LYNX Silver Line team make project development decisions that will refine the alignment.

For more information on upcoming live virtual public meetings and to provide public input, visit [RideTransit.org/LYNXSilverLine](https://RideTransit.org/LYNXSilverLine).



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





CATS Bus Stop Committee is comprised of members selected to represent areas of their expertise, these include:

- BOD Road Supervisor
- CATS Safety & Security
- CATS Transportation Planner
- CATS Accessibility Coordinator
- BOD Quality Manager
- CATS Amenity Coordinator
- CDOT Transportation Planner
- CDOT Traffic Safety
- CAT TAMS Supervisor



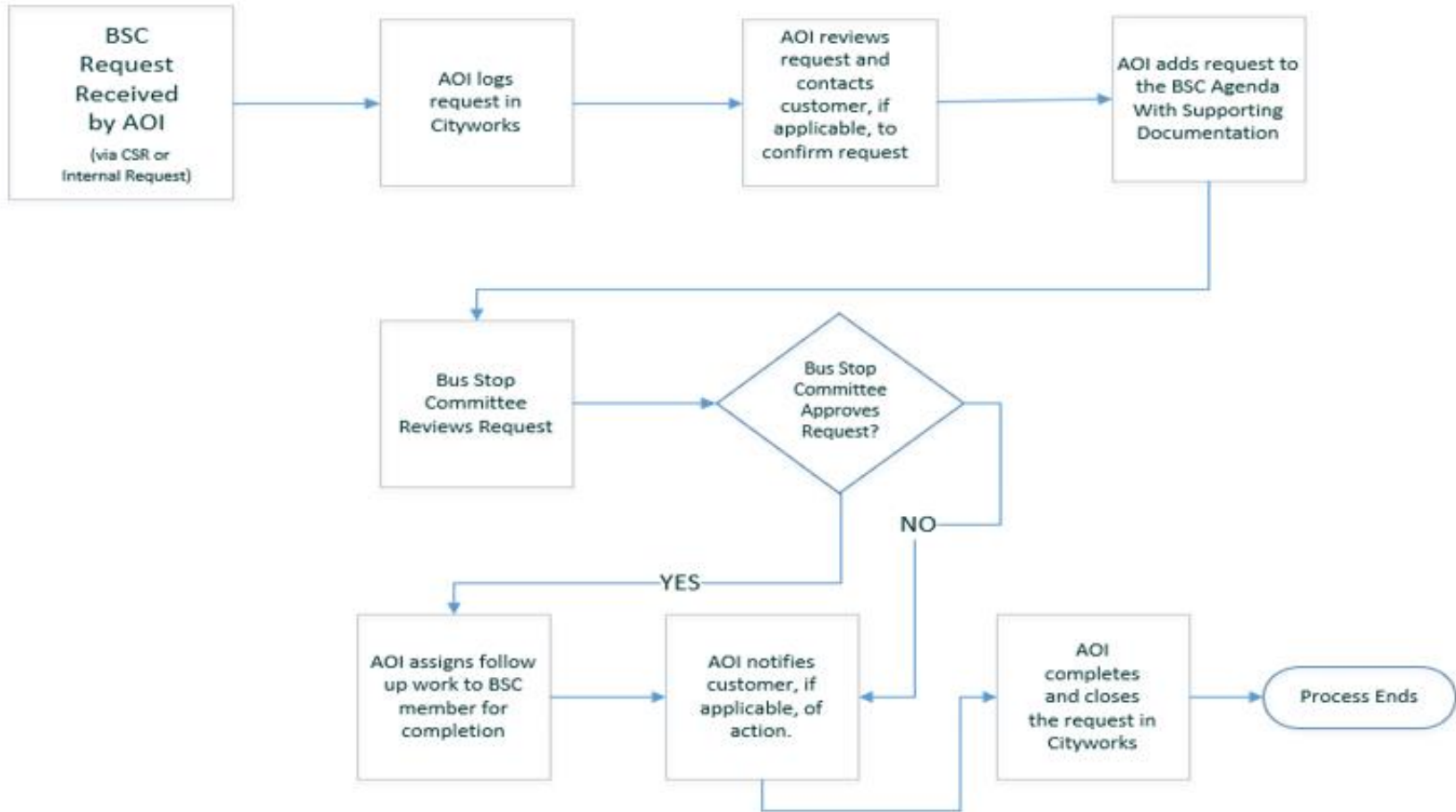
CATS Bus Stop Committee reviews complaints and/or requests regarding bus stops including:

- Request for a new bus stop
- Request for removal/relocation of existing bus stop/amenities
- Adding or removing existing route to active bus stop
- Reviews issues regarding safety at a bus stop and ADA conformity

Bus Stop Committee is NOT to review the following:

- Installation of a bus stop amenity (shelter/bench/trash can)
- Bus stop route changes
- Rail Station complains and/or requests

## CATS BUS STOP COMMITTEE PROCESS



AOI – Administrative Officer I







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



## Service Adjustments – Morning trips added to schedule

- 9 Central Avenue
- 27 Monroe Road

## Routing utilizing the 4<sup>th</sup> St Bus and Bike Lane will become permanent for inbound trips on Routes:

- 9 Central Avenue
- 27 Monroe Road
- Independence Express Routes (46x, 52x, 64x, 65x\*, 74x)

\*Service on 65x is temporarily discontinued due to the modified Covid-19 schedule





