



TRANSIT SERVICES ADVISORY COMMITTEE AGENDA

Charlotte-Mecklenburg Government Center

CH-14 [Join TSAC Meeting via Zoom here.](#)

July 13, 2023

4:00- 5:30 pm

- | | |
|--|--|
| I. Call to Order
Approval of June Summary | Chair Krissy Oechslin |
| II. Public Comments | |
| III. Service Planning Manager Report
A. Service Planning Updates | Pamela White |
| IV. TSAC Chair Report | Krissy Oechslin |
| V. Information Item:
A. Bus Stop Improvement and Plan Strategy
B. 74X Union County Express Update
C. Independence Busway Lanes Update | Bruce Jones
Pamela White
Kelly Goforth |
| VI. Service Issues | All |

NEXT MONTH'S TSAC MEETING IS AUGUST 10, 2023

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, June 8, 2023

Recording:

[TSAC Recording June 8, 2023](#)

TSAC Members Present: Krissy Oechslin, Charlotte
Jarrett Hurms, Charlotte
Leroy Fields, Charlotte
Sam Grundman, Charlotte
Antonette Love, Charlotte
Bob Moran, Charlotte
Tim Spaulding, Charlotte
Kevin Walsh, Huntersville

CATS/City of Charlotte Staff: Jason Lawrence, Pamela White, Brent Cagle, Elizabeth Presutti, Kelly Goforth, Jennifer Fehribach, Rachel Gragg, Kimera Coburn, Edwin Johnson, Lashima Tate, Logan Lover, Brandon Hunter, Arlanda Rouse, Brad Thomas, Keith Sorenson, Catherine Kummer, Patrick Hoskins, Brian Horton, Carlos Parada

Meeting Time 4:00-5:30 PM

I. **Call to Order**

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

Approval of May 2023 Meeting Summary

Chair Krissy Oechslin asked for a motion to approve the meeting summary from May 2023. Jarrett motion to approve the summary. Kevin seconded the motion. The May 2023 meeting summary was approved unanimously.

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

No public comment.

III. **Progress Report Update**

Brent Cagle – Interim CEO (CATS) - The Mayor and City Manager asked for a working group to be formed to look at specific issues related to CATS and to monitor those issues. The working group includes Council Member Driggs, Mayor

Pro Tem Winston, Council Member Anderson, Council Member Bokhari, as well as MTC members Mayor Bales and Mayor Higdon. Brent gave an update on the May 10th 2023 derailment and gave an update on the truck overhaul maintenance on the Blue Line fleet. Brent also gave an update on the bridge inspections and parking decks. He went over CATS staffing changes and the letters received from NCDOT.

IV. **Action Items:**

A. Proposed Changes to MTC Policies:

- a. MTC-05 Transit Markets**
- b. MTC-06 Transit Service Guidelines**

Brian Horton – Transportation Planner (CATS) – presented on the Travel Market & Transit Service Guidelines Proposed Policy Changes.

CATS Staff recommends the proposed changes to the MTC-05 and MTC-06 policies be approved and adopted by the MTC.

Discussion:

The performance standards are in this update. Not at a capacity threshold need right now to consider articulated buses. Seating configuration is not part of this. This specifically is about the size of the vehicle to the type of service. The seating capacity is something that CATS does with each order and has that flexibility to adjust as needed depending on the demand. Signal spacing destinations varies. Have some cleanup to do that will be part of Bus Stop Improvement Plan.

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) – Krissy asked TSAC members if there is a motion to recommend the proposed changes to the MTC-05 and the MTC-06 policies to be approved and adopted by the MTC.

Sam approved and Jarrett seconded the motion. Krissy, yes. Kevin, yes. Bob, yes. Antonette, yes. Leroy, yes.

Motion is approved.

V. **Information Items:**

A. CTC Redevelopment NEPA

Monifa Woodside – Project Development Manager (CATS)- presented the Charlotte Transportation Center Redevelopment Update: Environmental Process & Potential Bus Routing Scenarios.

Bruce Jones – Transportation Planner (CATS) – gave an overview of CATS bus network concepts that CATS is thinking for future and permanent facilities.

Discussion:

The goal of route consolidation is to merge two routes in terms of the number of operators, the vehicles, frequency, and service hours. Still early in the process and will work with scheduling team to test out scenarios. Planning around Envision My Ride with no routes that have a frequency of more than 30-minutes and a number of routes with 15-minute or better service. Did an analysis with buses sharing bays and that would only give roughly around seven to ten minutes in terms of a layover. It would be tight if buses shared bays. CATS is trying to invest in other hubs instead of just the CTC.

Bus Stop Improvement Plan presentation will be moved to July's TSAC meeting.

B. Transit Ambassadors

Jennifer Fehribach – General Manager Bus Operations (CATS) – presented a quick overview and summary of the Ambassador Program.

Discussion:

The decisions on which routes and what times are based on the safety and security data. CATS will trend the routes and the Ambassadors are put onto those challenging routes that CATS may see a spike in escalated occurrences. The customers don't know when or where staff will show up. This is in addition to what is in the pipeline with CATS security that will also be riding the buses. Finally catching up with the contracts and filling the positions.

C. Proposed 74x Discontinuation

Pamela White – Service Planning Manager (CATS) – gave a presentation on Proposed Discontinuation: 74X Union County Express.

Discussion:

The most utilized stop for that group is the Matthews Park & Ride for the 64X. Number of trips will increase combining the 64 & 65 and there will be more frequent service. Roughly around 300 spaces so plenty of room for CATS owned park & ride. CATS has been engaging with the towns and the City of Monroe. CATS needs a funding partner, and the funding partner does not need to be Union County but could be a jurisdiction.

VI. Service Planning Manager Report:

Pamela White – Service Planning Manager (CATS) – There will be additional passenger surveys.

VII. Chair Report:

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) – Krissy asked TSAC members availability in July and August to hold TSAC meetings. No plans to cancel July or August TSAC meeting.

VIII. Service Issues:

Krissy saw the QR codes at the CTC for the CTC survey.

The meeting was concluded and adjourned 5:45pm.

NEXT MEETING: THURSDAY July 13, 2023

Bus Stop Improvement Plan & Strategy

Transit Services Advisory Committee

July 13, 2023



Envision My Ride

Adopted by MTC in May 2022

■ Improving time

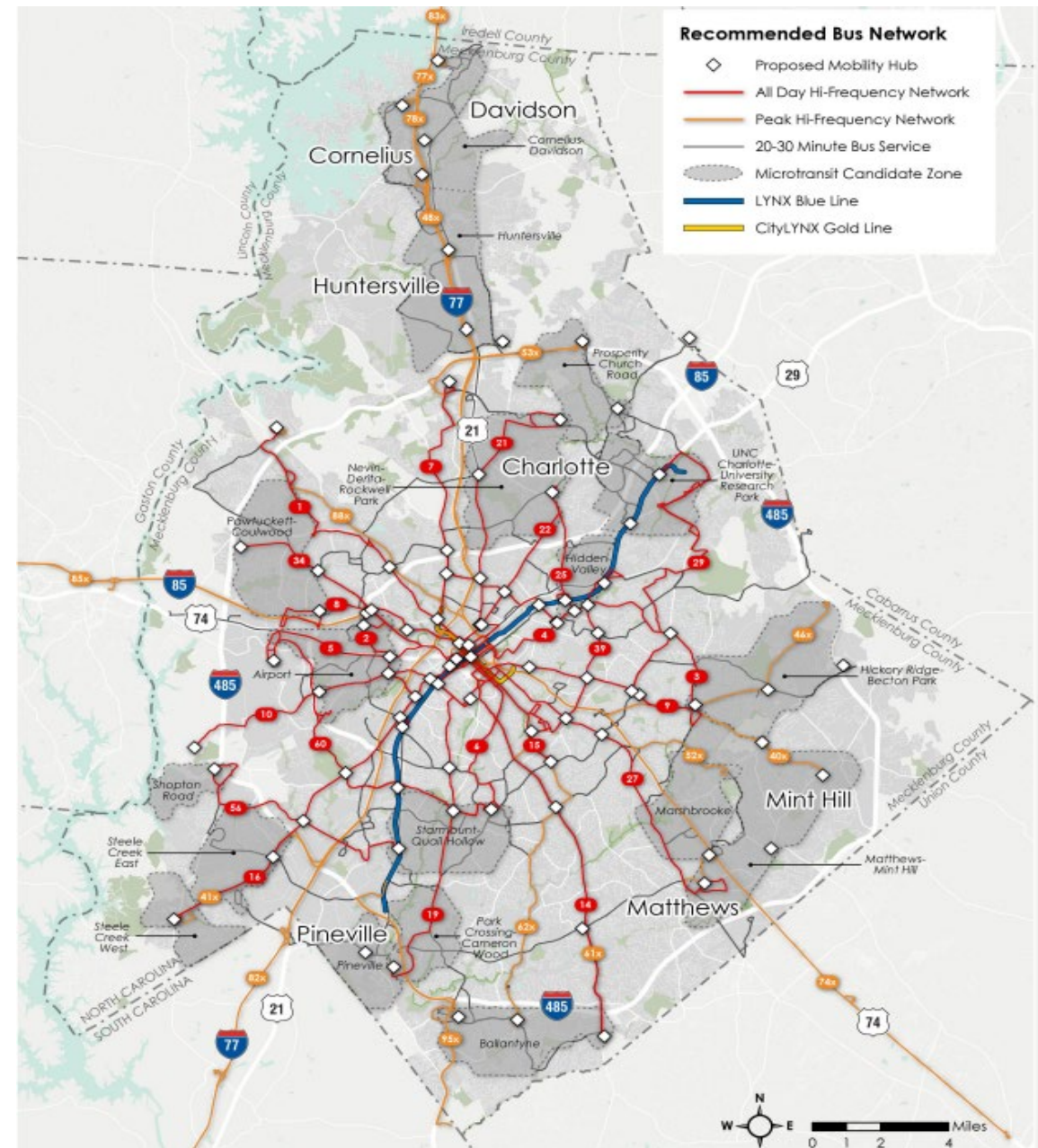
- More frequent service
- Consistent schedules
- Priority bus treatments

■ Enhancing experience

- Bus stop, amenity, and ADA improvements
- Mobility hubs

■ Increasing access

- New crosstown connections
- First / last mile & On-demand solutions
- Single app for Microtransit



- ▶ Develop Strategy & Plan
- ▶ Update Policy Guidance
- ▶ Create a Prioritized List
- ▶ Staffing
- ▶ Contracts
 - Amenities
 - Public Art
 - Design/Construction



PROCESS FOR DETERMINING BUS STOP TYPOLOGY

- ▶ New “scoring” approach to determine amenity type for each bus stop
- ▶ Higher score reflects need for additional improvements and amenities
- ▶ Scoring used to identify set of near-term bus stop improvements

Evaluation Category	Evaluation Criteria	Score Unit
Ridership	Boardings	1 per Boarding
	On Bus Priority Corridor	Yes/No
Wait Time	Transfers	Yes/No
	Wait Time (Not on BPC)	Yes/No
Rider Profile	Equity Populations	Greater than 50%
	Reliant Populations	Greater than Average
Activity Generator	Human Service Facility	Yes/No
	Activity Destinations	Yes/No
	Major Employer	Yes/No
	Operator Relief	Yes/No

Evaluation Category	Evaluation Criteria	Criteria Scoring	Scoring Unit	Unit Input	Notes
Ridership	Average Daily Boardings	1	per Boarding	NA	Based off October 2019 AVL/APC Data
	On Bus Priority Corridor	50	Yes/No Binary AND Passengers must exceed:	15	Based off October 2019 GTFS, stops served by HF route
Wait Time	Transfers	5	Yes/No Binary	NA	For each stop, when the number of unique routes served by stops with a 1/8 mile buffer is greater than 1
	Wait Time (Not on Bus Priority Corridor)	0	Yes/No Binary	NA	Based off October 2019 GTFS, stops NOT served by HF route
Rider Profile	Equity Populations	10	Either/Or:	NA	
	Minority Population		Greater than Percentage of:	50%	All population except white, non-Hispanic
	Low-Income Population		Greater than Percentage of:	50%	Less than 100% AMI
	Reliant Populations	10	Either/Or:	NA	NA
	Elderly Population		Greater than Percentage of:	12%	Population 65 years and older, area average is 12 percent
Disabled Population		Greater than Percentage of:	11%	Area average is 11 percent	
Activity Generators	Human Service Facility	10	Yes/No Binary	NA	Results of Google Maps scraper tool that includes hospitals, dialysis centers, clinics, and social security offices.
	Activity Destinations	5	Yes/No Binary	NA	Results of Google Maps scraper tool that includes the following terms: City Hall, Senior Center, Community Center, Library, YMCA, College, University, High School, Recreation Center, Pharmacy, Grocery Store, Supermarket, Walmart, Target
	Major Employer	5	Yes/No Binary	NA	Facilities provided by CATS
	Operator Relief	5	Yes/No Binary	NA	Facilities provided by CATS

PROPOSED AMENITIES BY STOP TYPE

Stop Amenity	Standard Bus Stop (Level 0)			Mobility Hubs		
	Type A	Type B	Type C	Enhance Stop Pair (Level 1)	Mobility Plaza (Level 2)	Mobility Center (Level 3, Types A, B, C)
5'X10' Or 5'X15' Shelter			●	●	●	●
Bench		●	●	●	●	●
Simme Seats		●	●			
Trash Receptor	●	●	●	●	●	●
Bicycle Rack			●	●	●	●
Scooter & E-Bike Storage					●	●
Bus Stop Marker: Signpost With Sign	●	●	●			
Bus Stop Marker: Pylon				●	●	●
Sidewalk Wayfinding				●	●	
Boarding & Alighting Area	●	●	●	●	●	●
Crosswalk Improvements			●	●	●	● ¹
Operator Restroom						●
Bus & Sidewalk Bulb				●	●	
Bus Bay						●
Offboard Fare Payment						●
Public Wifi				●	●	●
Microtransit Pickup/Dropoff Area						●
Lighting	●	●	●	●	●	●
Information Kiosks					●	●

PRIORITIZATION PLAN FOR BUS STOP IMPROVEMENTS

- ▶ Developed priority ranking based on the following metrics:
 - **Severity Ranking/Score** as determined in the ADA Transition Plan
 - **Activity Ranking** (destinations served, etc.)
 - **Wheel-Chair Boardings** (per route)
 - **Total Boardings/Alightings**
 - **Equity Factor**
- ▶ Maximum of **4 points** per category
- ▶ Total possible score of **20 points**
- ▶ Highest stop received **16 points**

Improvement Score	Stop_ID	stop_name	Latitude	Longitude	Proposed Typology	Simme Seat (Existing)	Bench (Existing)	Shelter (Existing)	Shelter Rating	Proposed ADA Solution
16	60398	36th Street Station	35.249106	-80.80583	Mobility Center	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area. Remove or Relocate Protruding Objects/Obstructions.
16	160	Central Ave & Reddman Rd	35.2041765	-80.7483286	Level 1 (Enhanced Stop Pair)	Y	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area. Provide Clear Floor Space.
15	8240	3rd St @ Marshall Park	35.2200353	-80.8388696	Level 1 (Enhanced Stop Pair)	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
15	1310	Ashley Rd & Alleghany St	35.2378743	-80.8971371	Mobility Plaza	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
15	60010	Church St & 11th St	35.233569	-80.836485	Level 0, Type C	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
15	285	Albemarle Rd & Lawyers Rd Park and Ride	35.2039085	-80.7241066	Mobility Center	N	N	N		Remove & Replace Clear Floor Space. Remove or Relocate Protruding Objects/Obstructions.
15	5560	Central Ave @ 4908	35.2115166	-80.7606133	Level 0, Type B	N	N	N		Remove & Replace Boarding Area. Remove & Replace Sidewalk To Boarding Area.
15	5580	Central Ave & Winterfield Pl	35.2110731	-80.7592183	Level 1 (Enhanced Stop Pair)	N	N	Y	3	Remove & Replace Boarding Area. Remove & Replace Sidewalk To Boarding Area. Provide Clear Floor Space.
15	28810	Sharon Rd & Coltsgate Rd	35.1489766	-80.8304408	Level 1 (Enhanced Stop Pair)	Y	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area. Provide Clear Floor Space.
14	5050	Central Ave & Oakland Ave	35.2215486	-80.8199701	Level 1 (Enhanced Stop Pair)	N	N	N		Provide Clear Floor Space.
14	5060	Central Ave & Heath Ct	35.2216103	-80.8197483	Level 1 (Enhanced Stop Pair)	N	N	Y	2	Remove & Replace Sidewalk To Boarding Area. Remove or Relocate Protruding Objects/Obstructions.
14	7500	4th St & Torrence St	35.2132503	-80.8279411	Level 1 (Enhanced Stop Pair)	N	N	N		Remove & Replace Boarding Area. Remove & Replace Sidewalk To Boarding Area. Provide Clear Floor Space.
14	7820	Morehead St & Harding Pl	35.206301	-80.8377558	Level 0, Type C	N	N	N		Provide Boarding Area. Provide Sidewalk Connection to Boarding Area.
14	7900	7th St & Alexander St	35.2232295	-80.8323168	Level 0, Type B	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
14	7910	7th St & McDowell St	35.2229672	-80.8322046	Level 0, Type B	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
14	8250	3rd St & McDowell St	35.2189238	-80.837673	Level 1 (Enhanced Stop Pair)	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
14	8260	3rd St & Kings Dr	35.2144188	-80.8316088	Level 1 (Enhanced Stop Pair)	Y	N	N		Remove & Replace Boarding Area. Remove & Replace Sidewalk To Boarding Area. Provide Clear Floor Space.
14	8530	Trade St & Alexander St	35.2221012	-80.8371717	Level 1 (Enhanced Stop Pair)	Y	N	N		Remove & Replace Boarding Area. Provide Clear Floor Space. Remove or Relocate Protruding Objects/Obstructions.
14	18040	Elizabeth Ave & Kings Dr	35.218607	-80.832519	Level 1 (Enhanced Stop Pair)	Not Surveyed	N	Not Surveyed	Not Surveyed	Remove or Relocate Protruding Objects/Obstructions.
14	18300	Tryon St & Wadsworth Pl	35.2360043	-80.830999	Level 1 (Enhanced Stop Pair)	N	N	N		Remove & Replace Boarding Area. Remove or Relocate Protruding Objects/Obstructions.
14	20680	Park Rd & Park Slope Dr	35.1852201	-80.8529003	Level 0, Type B	N	N	N		Provide Boarding Area. Provide Sidewalk Connection to Boarding Area.
14	20770	Park Rd & Heather Ln	35.1745578	-80.8512697	Level 1 (Enhanced Stop Pair)	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
14	30600	Statesville Ave & Alma Ct	35.2663481	-80.8372573	Level 1 (Enhanced Stop Pair)	N	N	N		Provide Boarding Area. Remove & Replace Sidewalk To Boarding Area.
14	31420	The Plaza & Herrin Ave	35.242485	-80.7951353	Level 0, Type C	N	N	N		Provide Boarding Area. Provide Sidewalk Connection to Boarding Area.
14	45768	4th St & McDowell St	35.2207103	-80.8375111	Level 1 (Enhanced Stop Pair)	N	N	N		Remove & Replace Sidewalk To Boarding Area.
14	45914	Tryon St & 13th St	35.2338563	-80.8338018	Level 1 (Enhanced Stop Pair)	N	N	N		Remove & Replace Boarding Area. Remove & Replace Clear Floor Space.
14	45947	Tryon St & Tom Hunter Rd	35.2768122	-80.7667667	Level 0, Type C	N	N	Y	2	<Null>

PROCESS TO IDENTIFY INITIAL IMPROVEMENT BATCH

- Filtered list to remove stops that will be improved through other projects
 - Land Development, streetscape improvements, road projects, etc.
- Prioritized stops based on the following:
 - Does not currently have an amenity in place
 - Does not currently have a boarding area
 - Ridership
 - Customer requests, etc.
 - Geographic distribution (Towns, Council Districts)
- Initial list for FY 23 consists of 30 stops (**25 stops in Charlotte and 5 in Towns**)
 - **26 stops** will be upgraded to accommodate a shelter
- Identifying **60 additional stops** for the next round of improvements
- Will continue to add to list and develop plans for the upcoming FY's

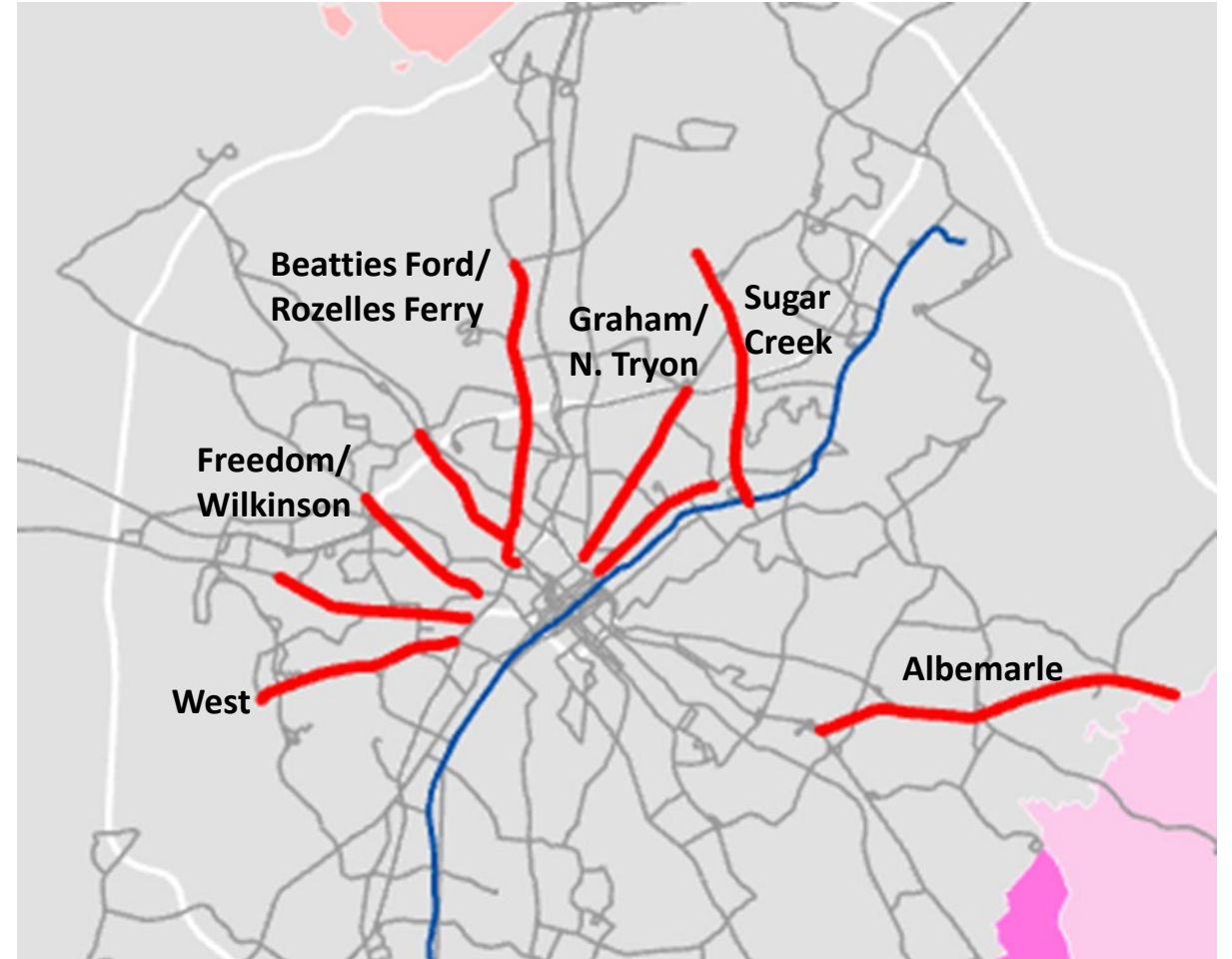
CITY OF CHARLOTTE CORRIDORS OF OPPORTUNITY

► Funded Projects

- West & Remount mobility plaza
- Beatties Ford Rd sidewalk improvements
 - Improvements to 2 inbound stops between LaSalle and St. Paul St
- RAISE grant funding for Sugar Creek Rd mobility hubs
 - Includes Sugar Creek & Reagan stop

► Pending & Possible Projects

- West & Clanton mobility plaza
- CRTPO funded improvements along Albemarle Rd
- North Graham mobility hubs (design)



PROCESS TO IDENTIFY INITIAL STOPS FOR SHELTER REPLACEMENT

- Filtered list to remove stops that will be improved through other projects
 - Land Development, streetscape improvements, City projects, etc.
- Identified shelters that are currently in poor condition
 - Based on assessment provided through Facilities
 - Shelters were ranked on a scale of 1-4, with 1 indicating poor condition
 - Included stops that received a score of 2 or less
- Prioritized locations based on the following:
 - Ridership
 - Customer requests, etc.
 - Condition
- Initial list includes **30 stops**
- Will continue to add to list and develop locations for the upcoming FY's

IMPROVEMENT MAP

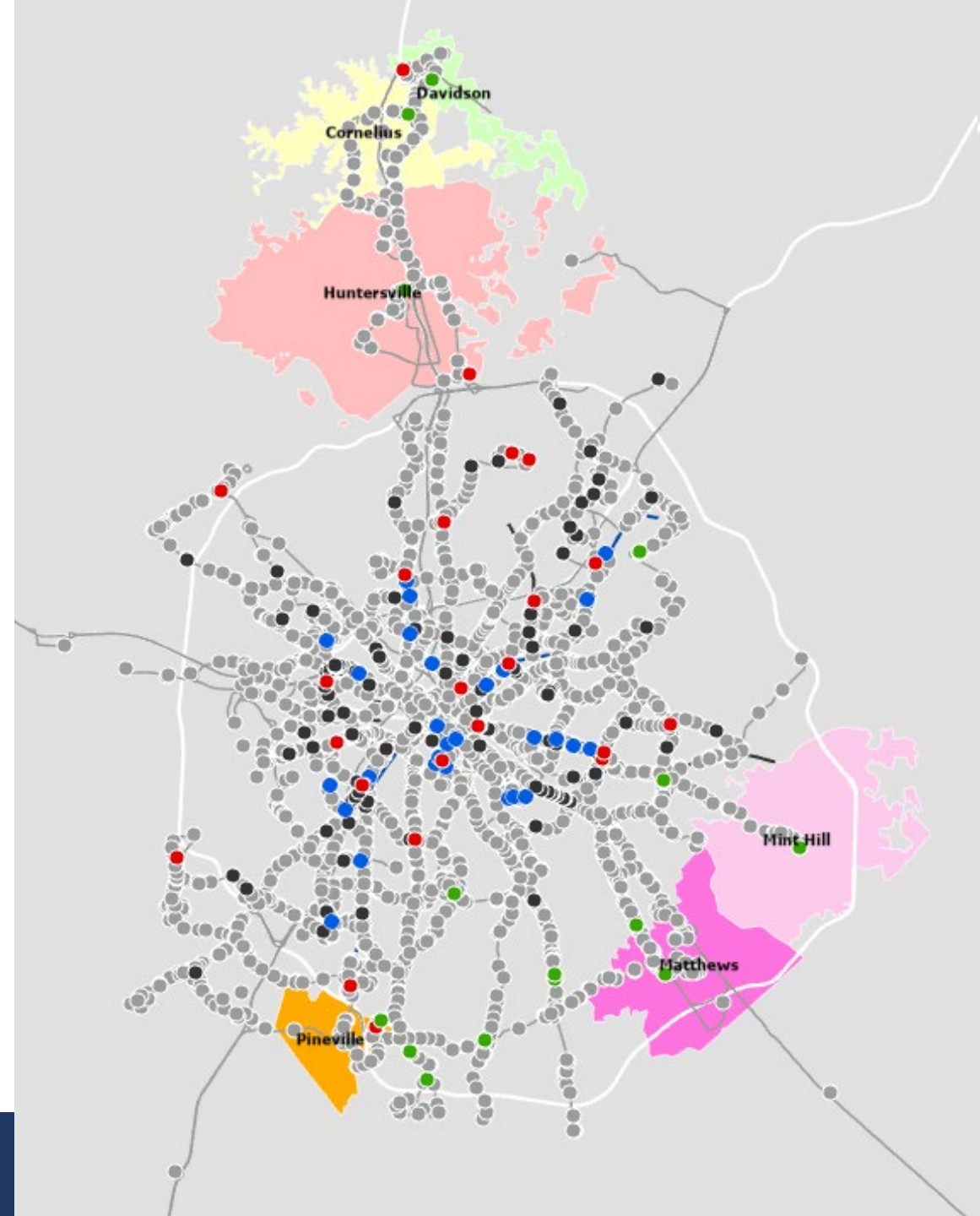
30 stops

+ Additional stops (16)

+ Shelter replacement (30)

+ Improvements from other projects (113)

+ Remaining stops (2,458+)



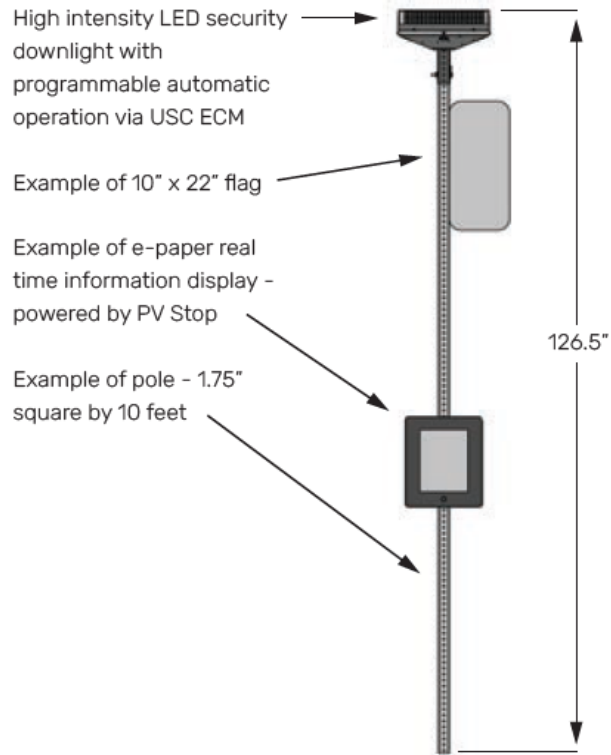
TRANSIT AMENITIES PROCUREMENT

- New stop amenity contract approach
 - Shelter
 - Benches
 - Trash Cans
 - Solar Lights
 - Bike Racks
 - Glass
- Public Art
 - May RFQ
 - Proposals – June 2023
 - Artist selection in – July/August 2023
 - Public Outreach – Late Summer 2023

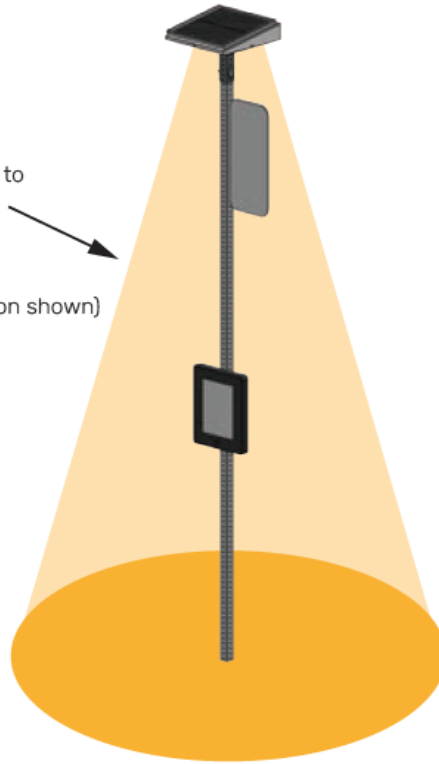


Solar Lighting Pilot

- “Urban Solar” lighting at bus stops
- Opportunity to pilot units in the field
- Will function as “**push to activate**”
- Emits light in any direction CATS sets



Up to 3 luminaires to provide security lighting exactly where you need it (only center position shown)



ADDITIONAL BUS STOPS IMPROVEMENTS STRATEGIES

- Seeking additional funding through CRTPO and other grant sources
- Align bus stop improvement list with jurisdictional priorities.
- Bus stop consolidation plans
 - Start with Uptown stops, Express routes and recommendations from EMR for six priority corridors
 - Microtransit focused stops
- [Adopt-a-stop](#)
- Signage replacement in Uptown Charlotte
- Eye level display removal





Questions?

MISSION STATEMENT

Charlotte Area Transit System provides essential mobility solutions that connect communities, opportunity, places, and each other.

74X Union County Express Discontinuation Update

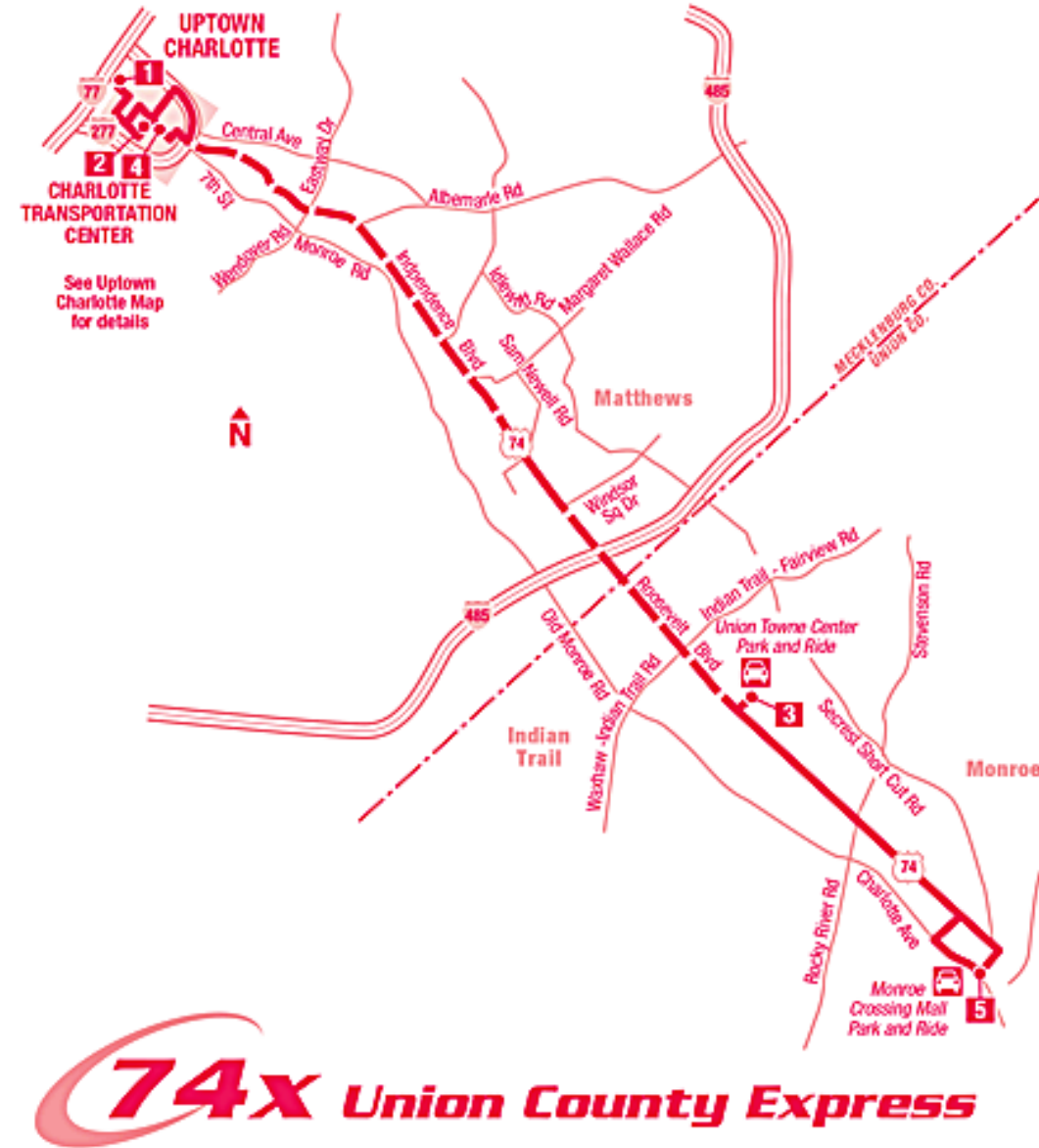
Transit Service Advisory Committee

July 13, 2023



74X Union County Express

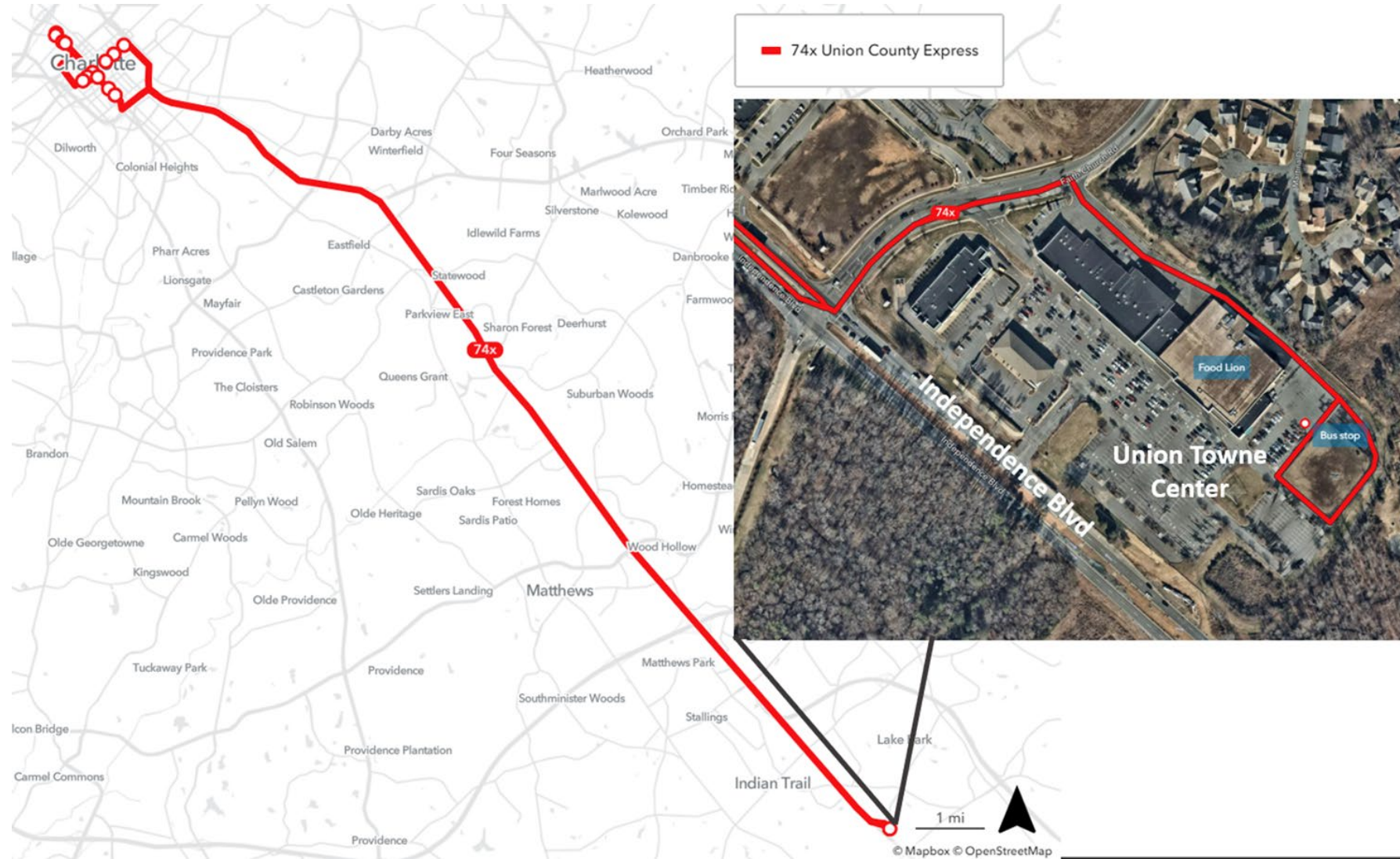
- ▶ Per MTC Policy, Union County and CATS jointly fund the 74x
- ▶ Current service is two morning and two evening trips
- ▶ Park and Rides
 - ▶ Monroe Crossing Mall Park and Ride
 - ▶ Union Towne Center Park and Ride



74X Union County Express

- ▶ On April 17, 2023, the Union County Board of Commissioners voted to no longer fund their portion of the 74X bus service.
- ▶ On April 19, 2023, Union County requested that CATS begin the process to discontinue the 74X Union County Express bus service.
- ▶ On June 13, 2023, Indian Trail Town Council voted to contribute funding for the 74X route to Uptown Charlotte.
- ▶ On Monday, June 19, 2023, the Union County Board of Commissioners voted to continue funding the 74X Union County Express bus service to the Town of Indian Trail. The 74X and will no longer serve the City of Monroe after September 29, 2023.

74X Union County Express – Indian Trail



Next Steps

- ▶ Current funding level provides service to Indian Trail, NC.
- ▶ If additional funding is provided, service past Indian Trail will be considered
- ▶ Implement Proposed Change: October 2, 2023



CATS
CHARLOTTE AREA TRANSIT SYSTEM

Questions?

MISSION STATEMENT

Charlotte Area Transit System provides essential mobility solutions that connect communities, opportunity, places, and each other.

ADVERTENCIA
CUIDADO
AL BORDAR

Independence Busway Restoration

Transit Services Advisory Committee

July 13, 2023



Presentation Outline

- ▶ Busway Restoration Project Background
- ▶ Current Status
- ▶ Project Benefits



Independence Blvd. Busway Restoration

- ▶ Busway was closed in 2017 during construction of the Hawthorne Lane bridge for the Gold Line 2 streetcar project
- ▶ Was anticipated to remain closed while NCDOT converted the busway to a toll facility as part of the Independence Blvd widening
- ▶ NCDOT funding shortfalls delayed the busway conversion to toll facility
- ▶ In 2022, CATS requested funding to restore busway operation in interim period
- ▶ Project would modify entrance and exit of busway near Hawthorne Land Bridge
- ▶ NCDOT to manage and execute the work
- ▶ NCDOT Municipal Agreement
 - Approved in 2022
 - Original Estimated Cost \$750,000

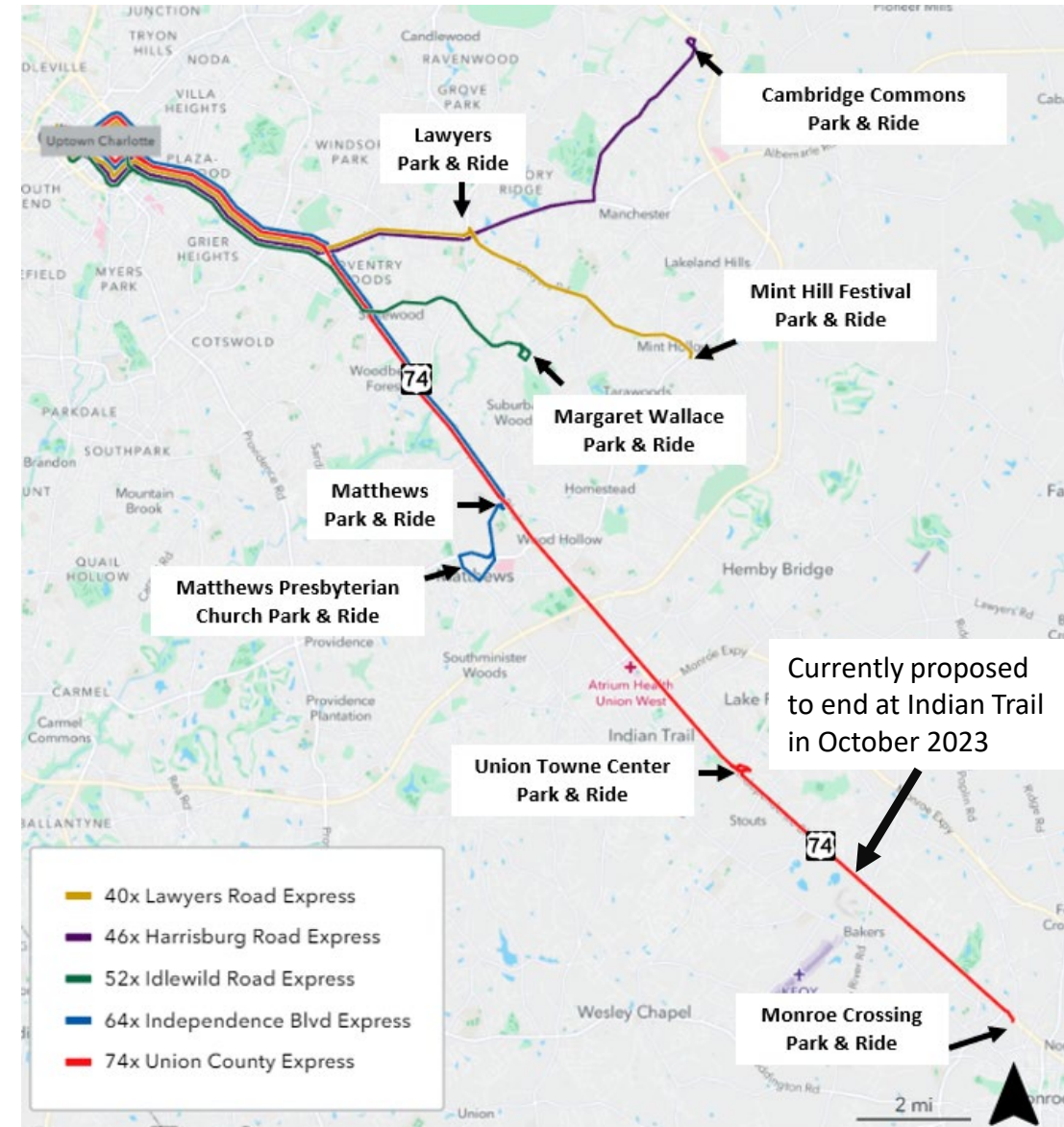
Current Status

- ▶ NCDOT completed Final Design June 2023
- ▶ Revised Cost Estimate \$1.3 million
 - Design \$0.25 million
 - Engineer's Estimate \$1.05 million
 - Cost Increase due to higher unit prices and contractor shortages
- ▶ NCDOT Expressway Project currently scheduled to begin in 2028
- ▶ Busway Use \approx 4 years (minimum)



Busway Benefits

- ▶ Independence Blvd Busway will be used by 5 CATS bus routes
 - Routes 40x, 46x, 51x, 64x and 74x
- ▶ Ridership declined during the pandemic, but since return to work last Spring average daily riders have increased
 - January 2022 - 85 to May 2023 – 259 (205% increase)
- ▶ Faster travel time (up to 15 minutes faster)
- ▶ Consistent travel time / improved reliability
- ▶ Increased transit ridership
- ▶ Highly visible / promotes benefits of transit investment
- ▶ Improves operational efficiency and reduces operating costs
 - Estimated Annual Savings: \$106K



Proposed Schedule

Construction ITB	July 19, 2023
MTC Approval	July 26, 2023
Bid Opening	August 16, 2023
Council Approval	August 28, 2023
Division Contract Award	August 29, 2023
Construction NTP	September 2023
Construction Complete	December 2023
Busway Reopens	Early 2024

Questions?

