



**CITIZENS TRANSIT ADVISORY GROUP (CTAG)  
Agenda**

**Tuesday, October 18<sup>th</sup>, 2022**

**7:30 am to 9:00 am**

**Charlotte-Mecklenburg Government Center**

**WebEx Conference Meeting**

- 
- I. **Call to Order** Edward Tillman, CTAG Co-Chairman
  - II. **Approval of September 20<sup>th</sup>, 2022 Meeting Summary**
  - III. **Charlotte Transit Center Update** Jason Lawrence
  - IV. **CEO's Comments** John Lewis, Jr.
  - V. **Other Business**
  - VI. **Adjourn**



**CITIZENS TRANSIT ADVISORY GROUP (CTAG)**  
**Meeting Summary**  
**September 20<sup>th</sup>, 2022**  
**DISCUSSION SUMMARY**

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Present: Edward Tillman, City of Charlotte, CTAG Co-Chairman  
Michael Cataldo, Charlotte City Council  
Robert Hillman, Charlotte City Council  
Todd Steiss, Town of Davidson  
Kevin Walsh, Town of Huntersville  
Donald Rhodes, Town of Matthews  
Jessi Healey, Town of Mint Hill  
Justin Musick, Town of Pineville

Staff: John Lewis Jr, Blanche Sherman, Brandon Hunter, Jason Lawrence, Catherine Kummer,  
David Moskowitz, Nicki Galloway, Tina Hall, Kelly Goforth, Brad Thomas, Brian  
Horton, Larina Green, Paulus Ford

Meeting time 7:30 a.m. – 9:00 a.m.

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**I. Call to Order**

The regular meeting of CTAG was called to order at 7:30am by Co-Chairman Edward Tillman (City of Charlotte) via WebEx conferencing.

**II. Introduction of New Member – Charlotte City Council**

Robert Hillman is a new appointee of the Charlotte City Council.

**III. Approval of Meeting Summary from May 17<sup>th</sup>, 2022** – Approved

**IV. CATS Transit System Temporary Service Modifications & Microtransit Update**

(presentation attached) – **Jason Lawrence, CATS Planning Director** presented the updates for the temporary service modifications and Microtransit.

**Discussion:** During the temporary service modifications. The discussion made mention of ridership, manpower challenges, retention which included increased compensation for operators and updated safety measures.

**V. CATS Training and Instruction** (presentation attached) – **Tina Hall, CATS Transit Training Manager** presented the Reskilling and Upskilling the Workforce presentation.

**VI. CEO Comments** – The CATS Pass mobile payment and service finding app is fully functional with real-time tracking of our bus and rail service. Last week we also announced our fare capping functionality. This aspect of our app allows CATS to level the playing field from an equity standpoint between those higher income riders who benefit from our monthly pass savings and those who are unable to make that investment at the beginning of each month. Fare capping through our app allows us to track individual payments of all of our

daily riders and capping their outlays once they reach the \$88 threshold for the monthly pass. All subsequent rides after that threshold will be fare-free until the beginning of the new month when the capping process will begin again.

**VII. Other Business** – None

**VIII. Adjourn**

The meeting was adjourned at 8:35am

NEXT CTAG MEETING: OCTOBER 18<sup>TH</sup>, 2022 AT 7:30 AM



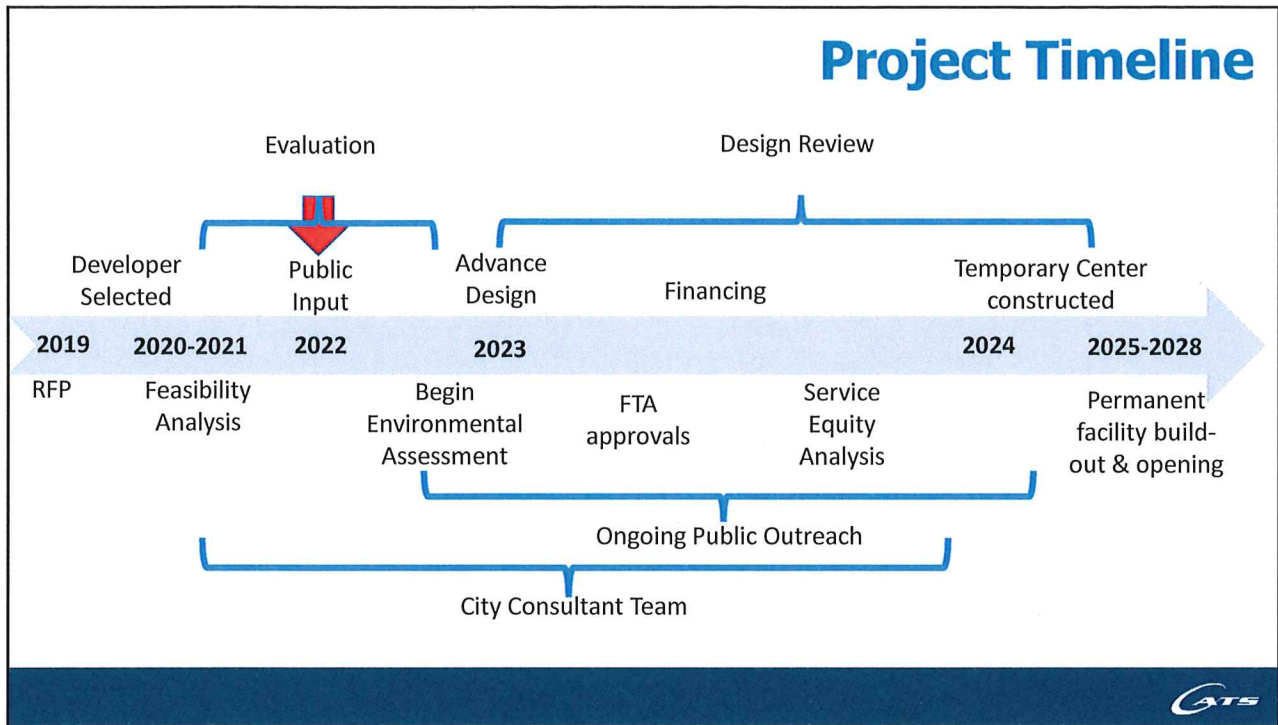


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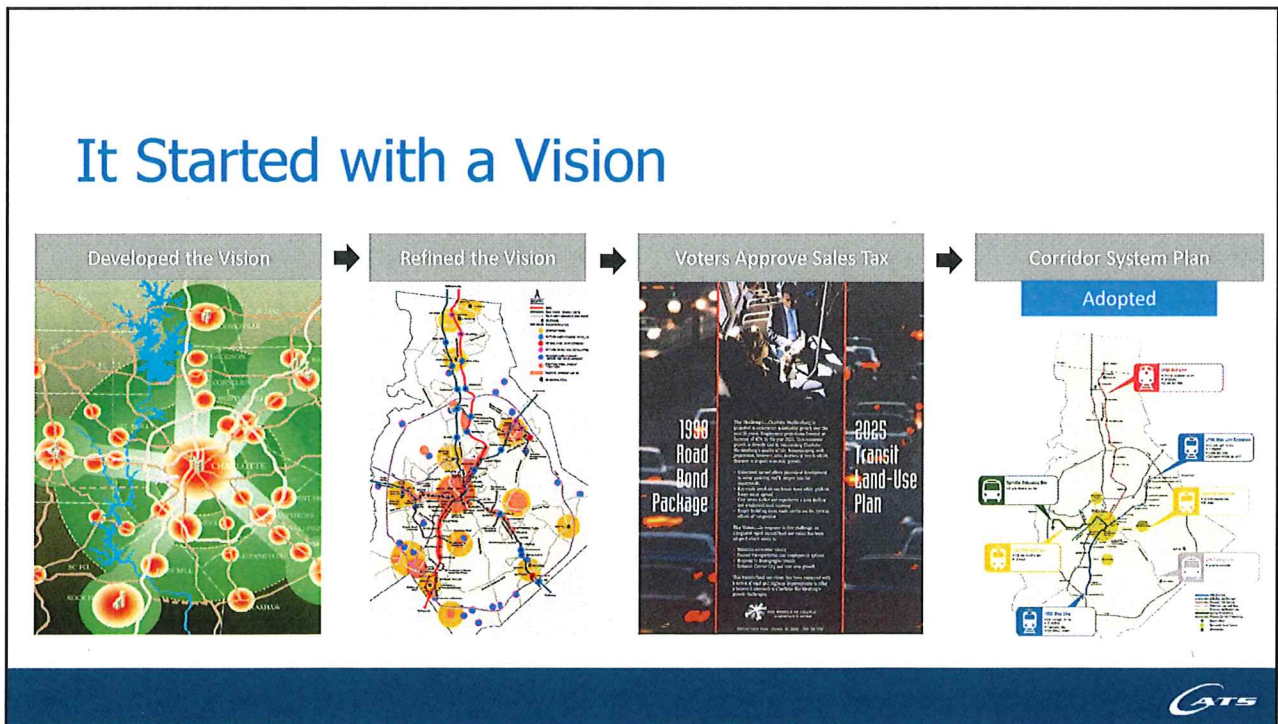
## Agenda

- Charlotte transit & land use vision
- Charlotte Transportation Center: Past | Present | Future
- Public Private Opportunity
- Mobility Goals
- Evaluation & Refinement
- Public Outreach and Stakeholder Engagement
- Next Steps

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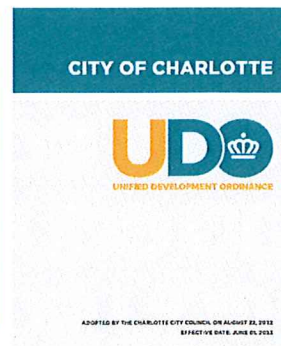
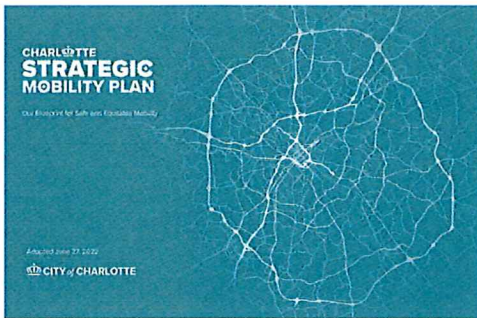


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# Today Transit is Integrated into City's Land Use, Transportation, and Sustainability Policies



**GOAL 1: 10-MINUTE MICRO-MOBILITIES**  
 All Charlotte residents should be able to access a variety of shared mobility options within a 10-minute walk from their homes. This includes shared bicycles, scooters, and other micro-mobility options.

**GOAL 2: BICYCLES, WALKERS, AND INCLUSIVE**  
 Charlotte will strive to be a leader in providing safe and accessible infrastructure for all modes of transportation, including bicycles, pedestrians, and people with disabilities.

**GOAL 3: BUSINESS ACCESS FOR ALL**  
 Charlotte will provide safe and accessible infrastructure for all modes of transportation, including bicycles, pedestrians, and people with disabilities.

**GOAL 4: TRANSIT AND PARK-ORIENTED DEVELOPMENT (POD)**  
 Charlotte will provide safe and accessible infrastructure for all modes of transportation, including bicycles, pedestrians, and people with disabilities.

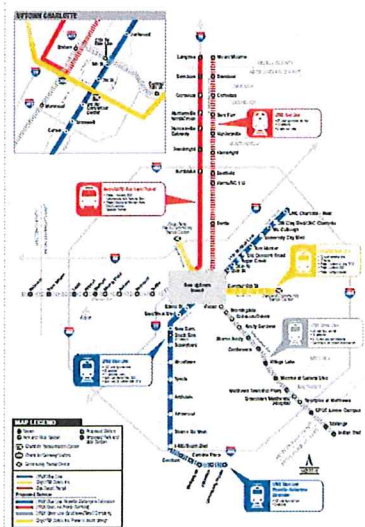
**GOAL 5: LAST MILE EQUITY MOBILITY**  
 Charlotte will provide safe and accessible infrastructure for all modes of transportation, including bicycles, pedestrians, and people with disabilities.

## Equitable | 50-50 Mode Share

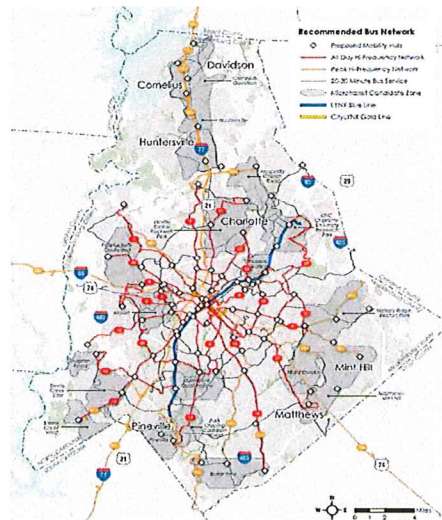
**2040 Aspiration**  
 As a community, half of our commute trips will be made by means other than a single-occupancy vehicle, through walking, biking, and taking transit.



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2030 Transit System Plan



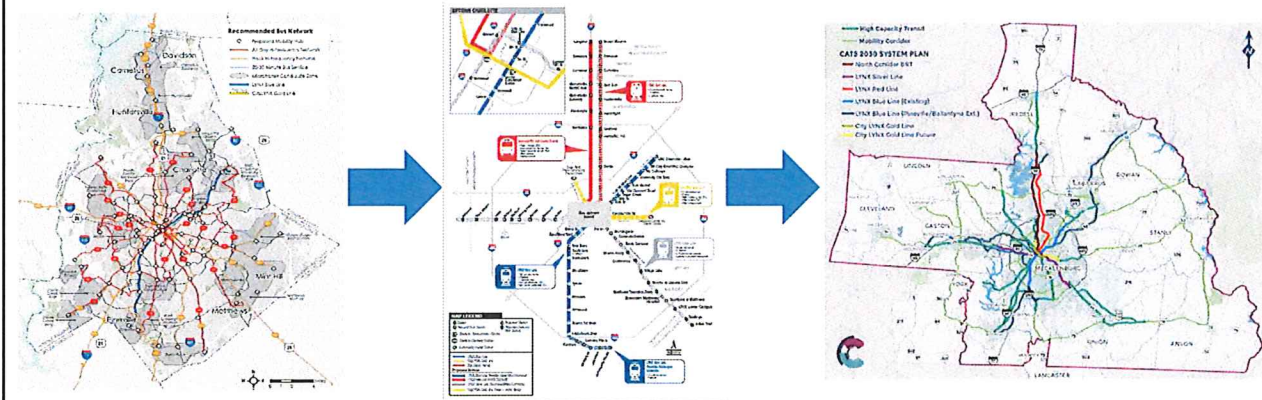
Envision My Ride



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## Building Upon The Vision


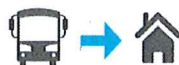

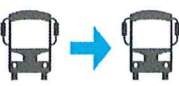


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## Envision My Ride

### Building a Better Bus Network

Envision My Ride established the foundation:

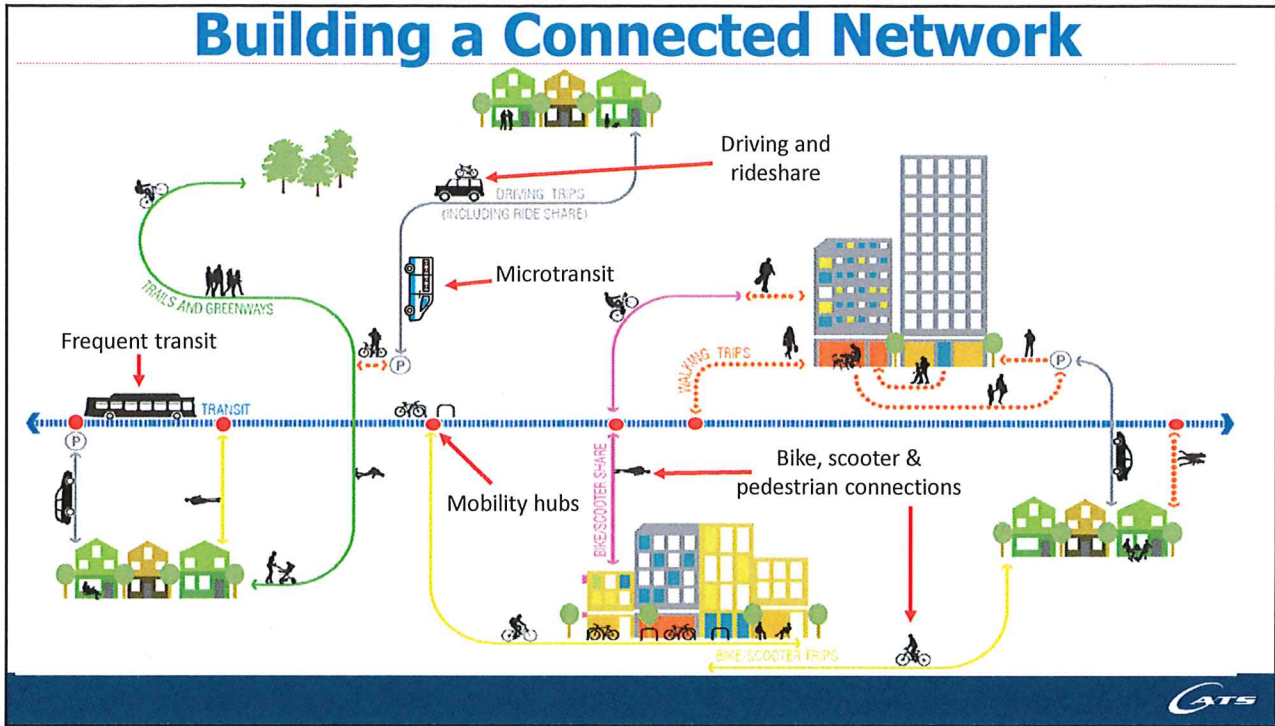
 Create more frequent bus service  
 Create more direct bus service  
 Develop more crosstown connections  
 Greater connectivity between different routes

Bus Priority Study recommended capital improvements that:

 Makes bus trips faster, more reliable, and more enjoyable.  
 Improves connections to other transit lines, bikeshare, park & rides, and other mobility options  
 Improves the bus stop system-wide. Includes mobility hubs and greater amenity types




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## Yesterday's transit solution




**Prior to 1995:**


- Bus transfers occurred at Trade & Tryon
- Bus staging and stopping occurred on street
- All passenger activity on sidewalk

**Problems to solve:**

- Create a more comfortable transit experience.
- Locate a site to centralize bus transfer in line with future transit corridors
- Minimize pedestrian (non-transit) and automobile conflicts

**Solution:**

- Move uptown transit activity to a single covered facility

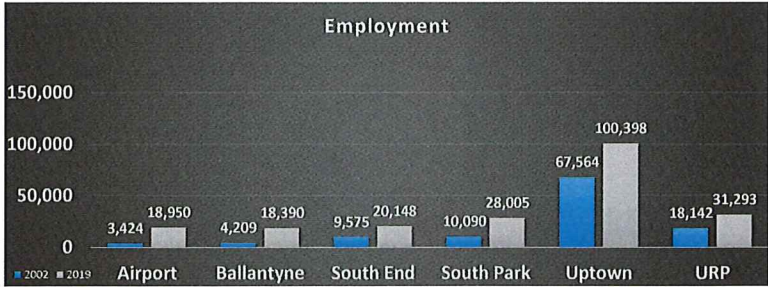


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## Uptown Charlotte Mobility Need

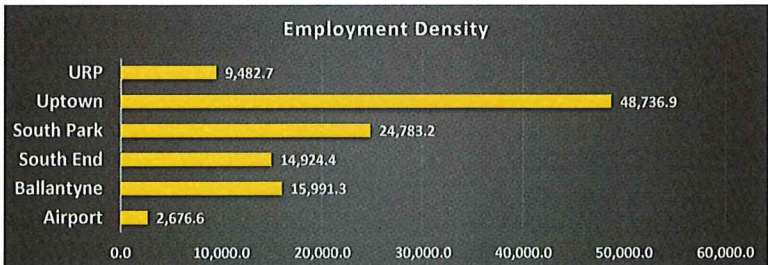
- Uptown Charlotte and large employment centers should all be served by transit
- Uptown Charlotte is largest/most dense employment center in region
- A robust mobility hub in Uptown will provide options to future congestion

**Employment**




Area	2002	2019
Airport	3,424	18,950
Ballantyne	4,209	18,390
South End	9,575	20,148
South Park	10,090	28,005
Uptown	67,564	100,398
URP	18,142	31,293

**Employment Density**



Area	Employment Density
URP	9,482.7
Uptown	48,736.9
South Park	24,783.2
South End	14,924.4
Ballantyne	15,991.3
Airport	2,676.6



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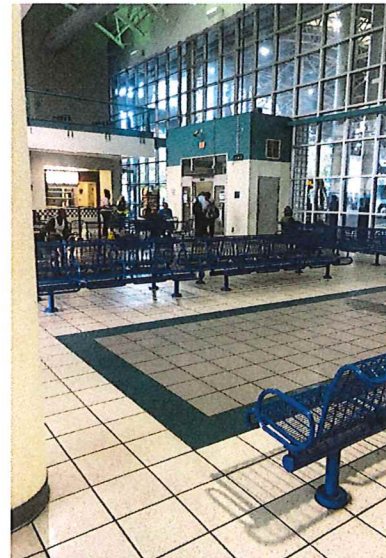
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### Crossing bus lanes to platform



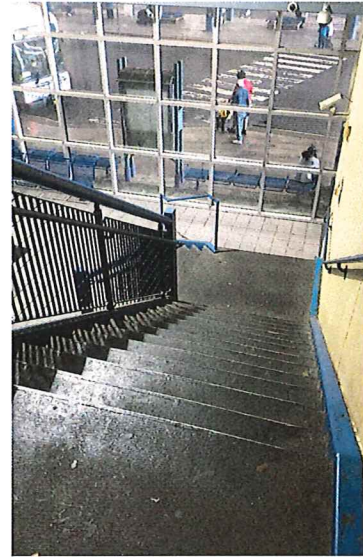
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### Small, unconditioned passenger spaces



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## Poor connections to Blue Line and Gold Line



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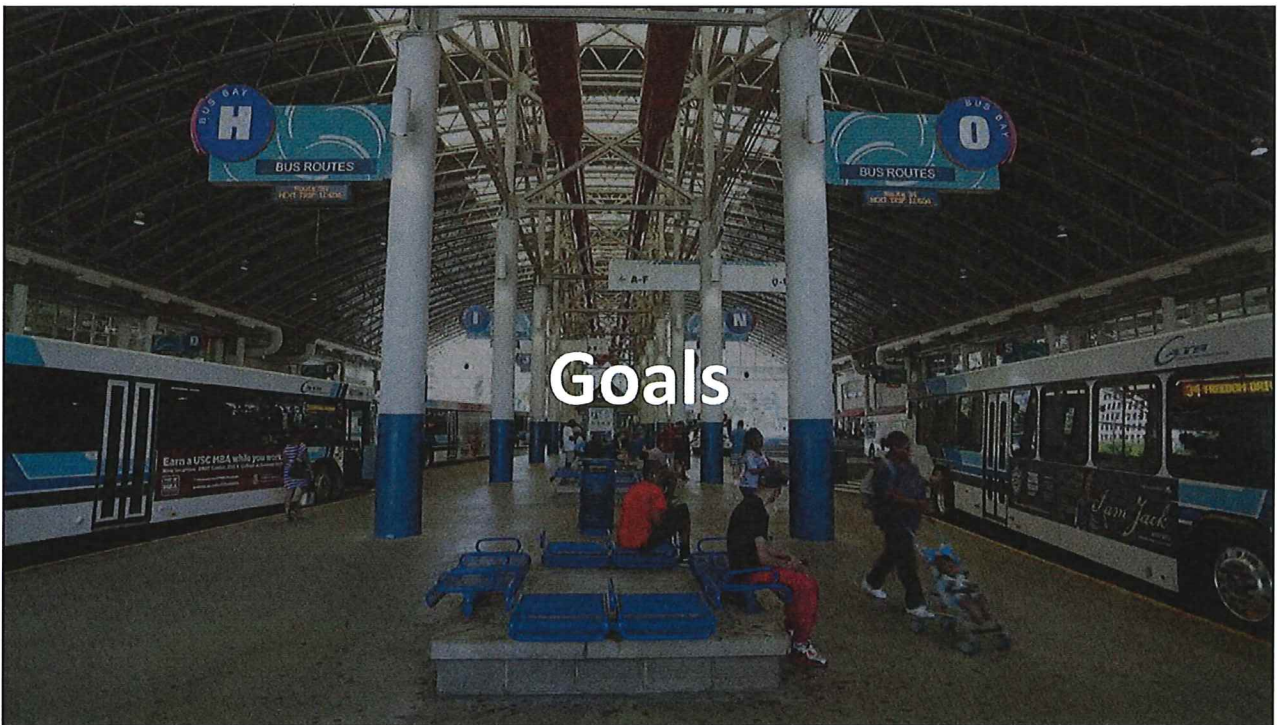
## No Active Street Frontages



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## Transit and Mobility Goals

- **Continuity in Service via a Temporary Facility**
- **Elevate the Transit Rider Experience**
  - ✓ Comfortable, Climate Controlled Space
- **Safety and Security is Top Priority**
  - ✓ Controlled access to transit space
  - ✓ Minimize Pedestrian and Vehicle Conflicts
- **Easy and Convenient Transit Connections**
  - ✓ Central Mobility Hub for Bus, Light Rail, Streetcar
- **Sustainable Design**
  - ✓ LEED Certified and/or Envision Certification
  - ✓ Battery Electric Bus Hub
- **Integrated with Mixed Use Development**
  - ✓ Create an Active, Vibrant Place



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## A Unique Opportunity

Commercial Real Estate

### CATS selects JV for negotiations on redeveloping uptown bus terminal into major mixed-use center

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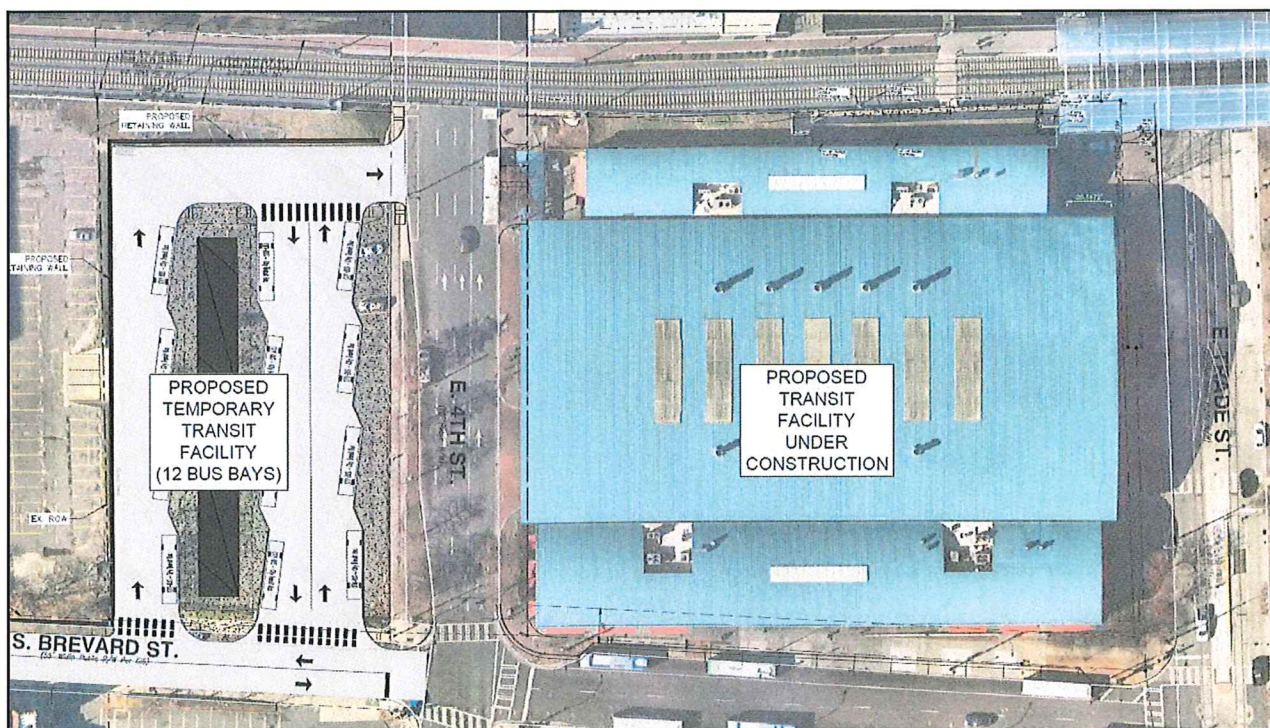


- City received an unsolicited proposal to redevelop the Charlotte Transportation Center from a Greensboro developer
- CATS issued a formal request for proposals in June 2019
- Three groups submitted proposals and the joint venture partnership of Charlotte-based White Point Partners and Dart Interests, a Dallas real estate investment firm, was selected



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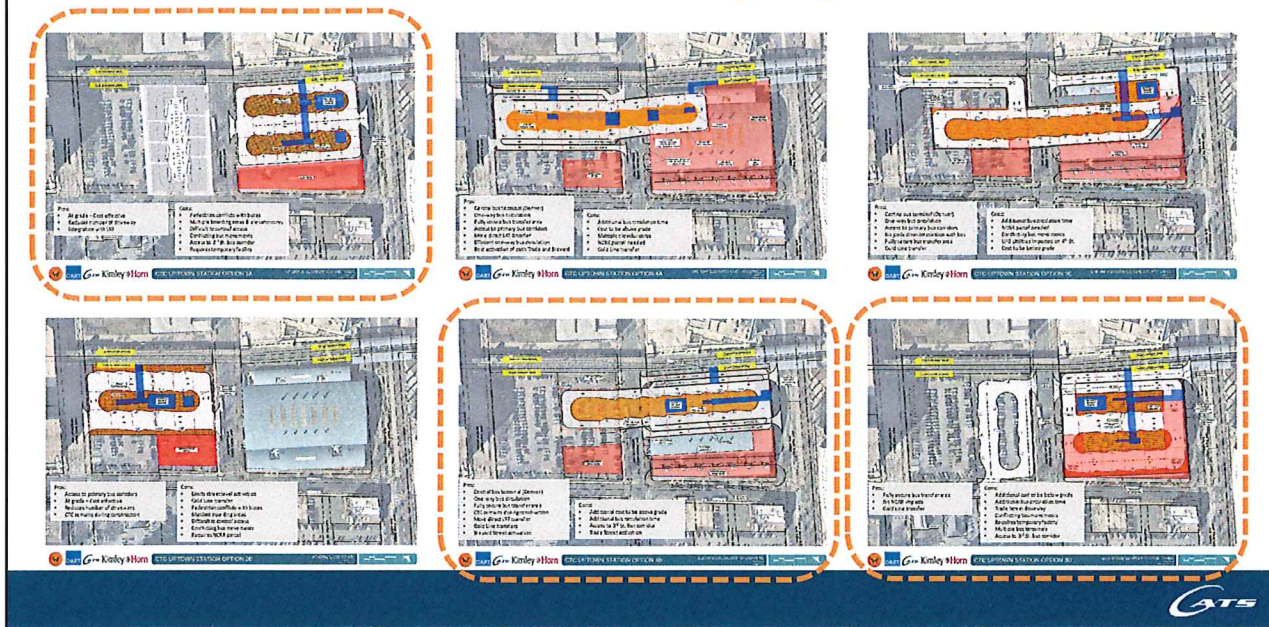
## Feasibility Analysis of Initial Options

- Optimizing and Reinforcing the Existing Transit Network
- Focusing on Efficient and Cost-Effective Solutions
- Integrating and Enhancing Existing Development
- Effective Use of Available Real Estate
- Building From Existing CATS Transit Objectives



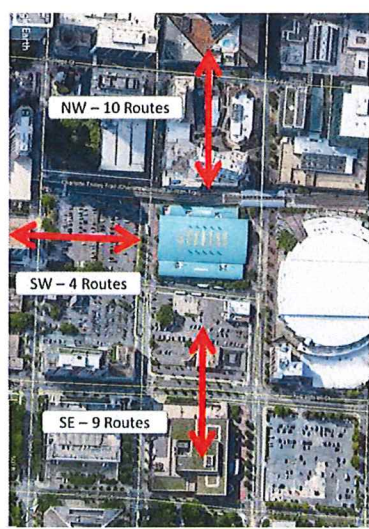
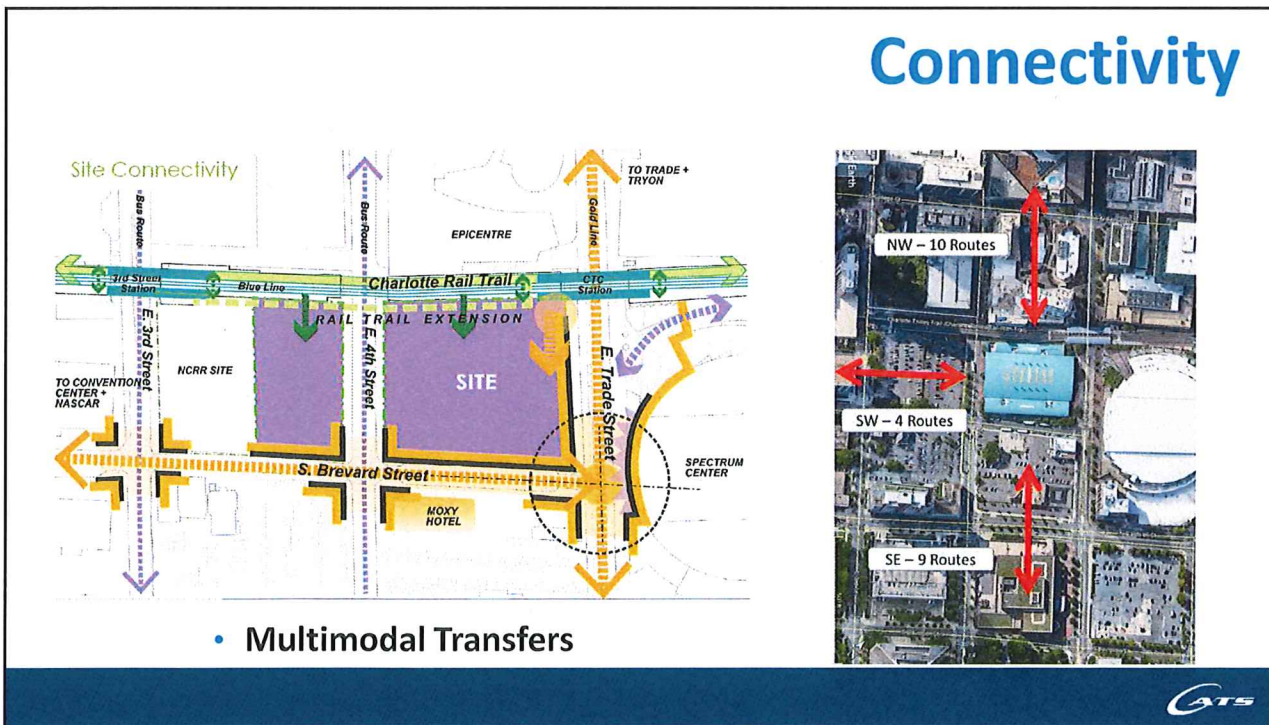
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# Many options studied



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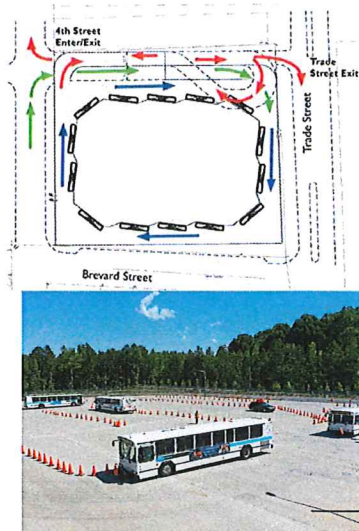
# Connectivity



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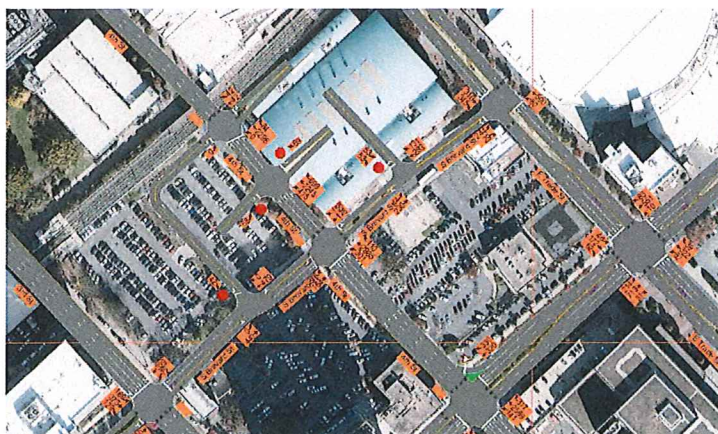
# Transit Operational Analysis

- Bus Routing Options
- Route Ingress/Egress
- Route Consolidation
- Parking and Layover Scenarios
- Operator Break Times
- Bus Boarding Locations,
- Travel Time Efficiency
- Interactions Between Modes
- Multimodal Transfer and Connections

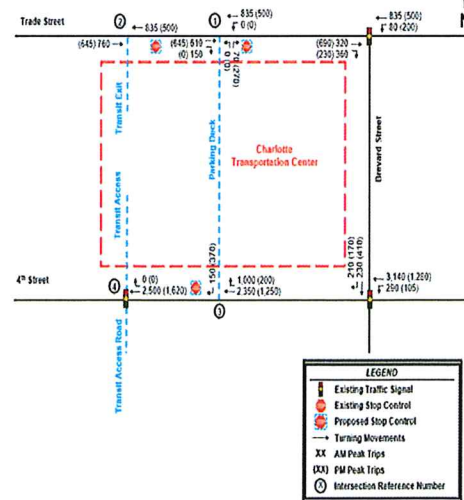


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# Traffic Operational Analysis

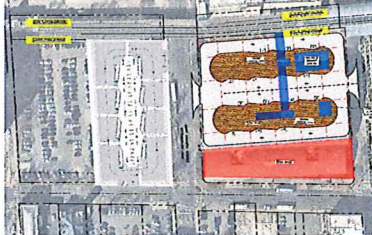


- Multimodal Traffic Model

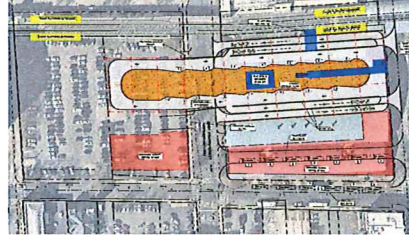


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## Studied at three levels



Street Level



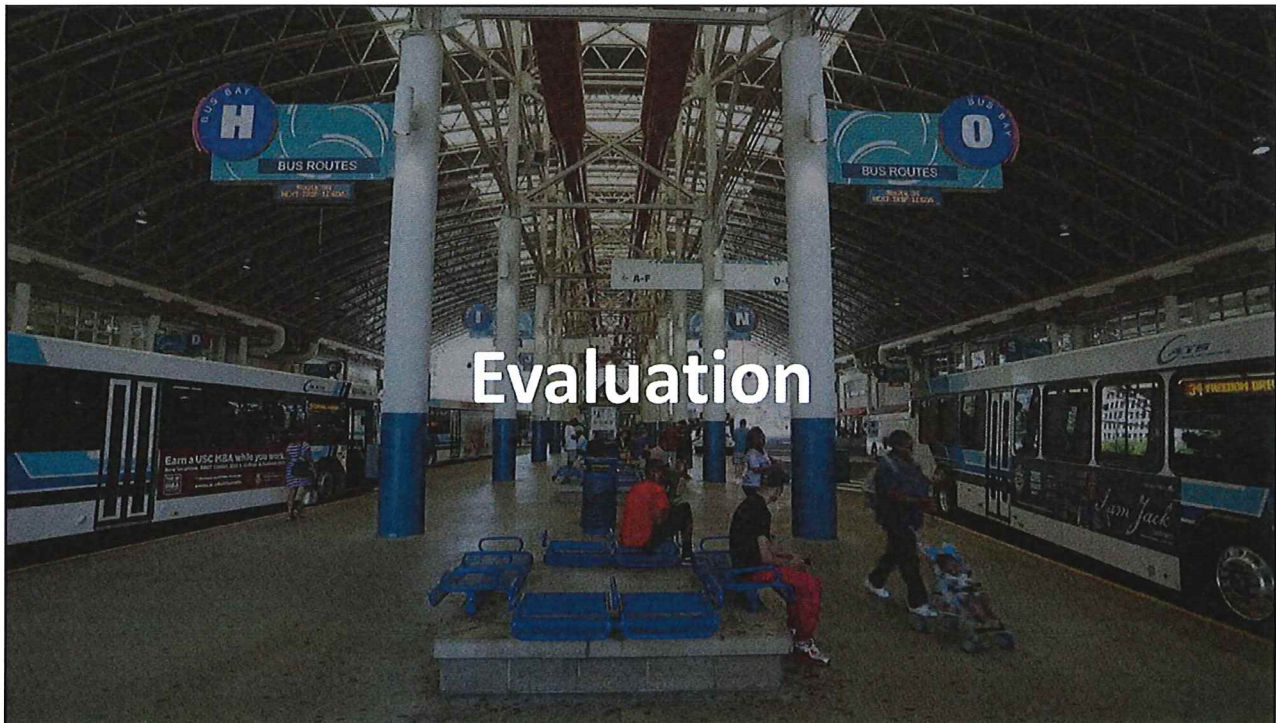
Terrace



Concourse



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## Site Connectivity

### HOW WILL THE OPTIONS BE FURTHER EVALUATED?

- Best meets the goals as set forth
- Passenger first design approach that is safe, secure & climate controlled
- Reduce bus route circulation on surrounding streets
- Incorporate Public/Stakeholder input
- Maximize development potential

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## STREET LEVEL

**Pros:**

- Easily accessible from street level
- Reduces number of driveways from existing design
- Simple access to Light Rail

**Cons:**

- Pedestrian conflicts with buses
- Difficult to control access
- Multiple boarding platforms (no centralized boarding area)
- Driveway conflict on Trade Street
- Conflicting bus movements

**Recommendation**

- Eliminate as an option due to lack of secure access, pedestrian conflicts, and lack of climate-controlled area
- Bus movements would conflict with Brevard St and Trade St land use and placemaking goals

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## TERRACE

**Pros:**

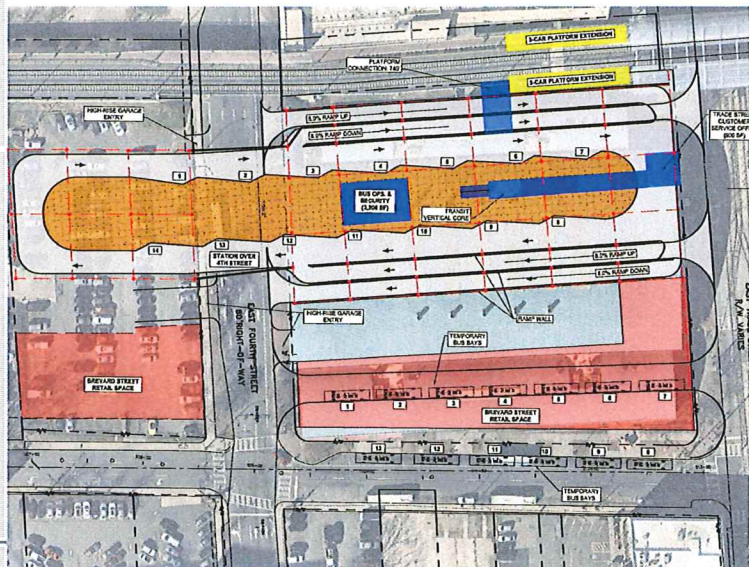
- Central bus terminal
- One-way bus circulation
- Fully secure bus transfer area
- Direct LRT transfer

**Cons:**

- Additional cost to be above grade
- Additional bus circulation time
- Trade Street activation
- Temporary Transit Center would be constructed along Brevard Street and would likely require the whole street.
- Spanning 4<sup>th</sup> St requires additional property
- Bus movements would conflict with Brevard St and Trade St land use and placemaking goals
- Difficult to climate control the entire bus platform

**Recommendation:**

- Refine option to fit on the CTC block and reduce conflicts with Trade St and Brevard St



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## CONCOURSE LEVEL

**Pros:**

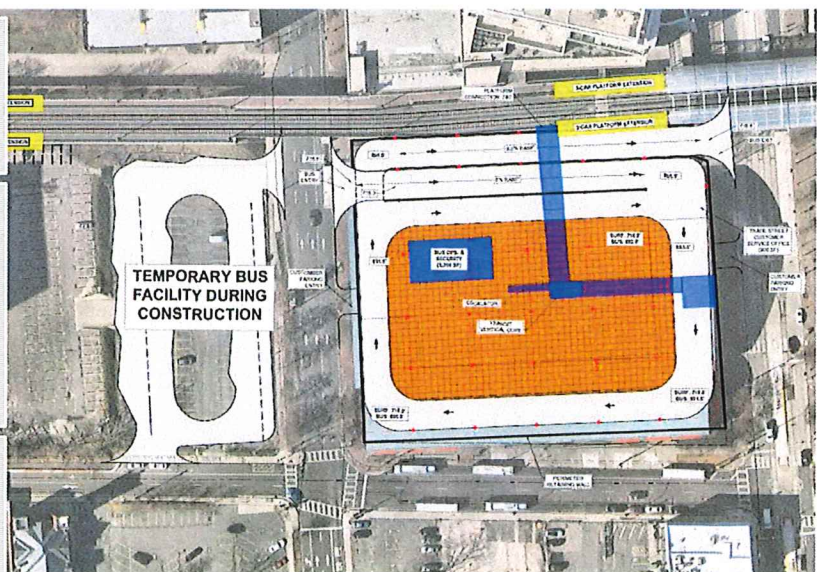
- Fully secured bus transfer area
- Eliminates conflicts between pedestrians and buses
- Limited conflicting bus movements

**Cons:**

- Additional bus circulation time
- Driveway conflict on Trade Street
- Additional design will be required to provide more natural lighting
- Bus movements would conflict with Brevard St and Trade St land use and placemaking goals

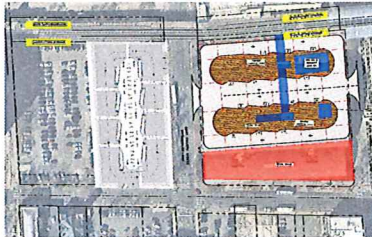
**Recommendation**

- Refine option to maximize bus bay potential, reduce bus movement conflicts, and limit driveway conflict on Trade St

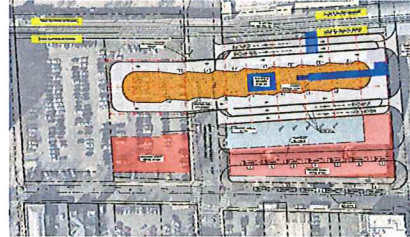


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# Initial evaluation and refinement



Street Level  
**Eliminate**



Terrace  
**Refine**



Concourse  
**Advance**

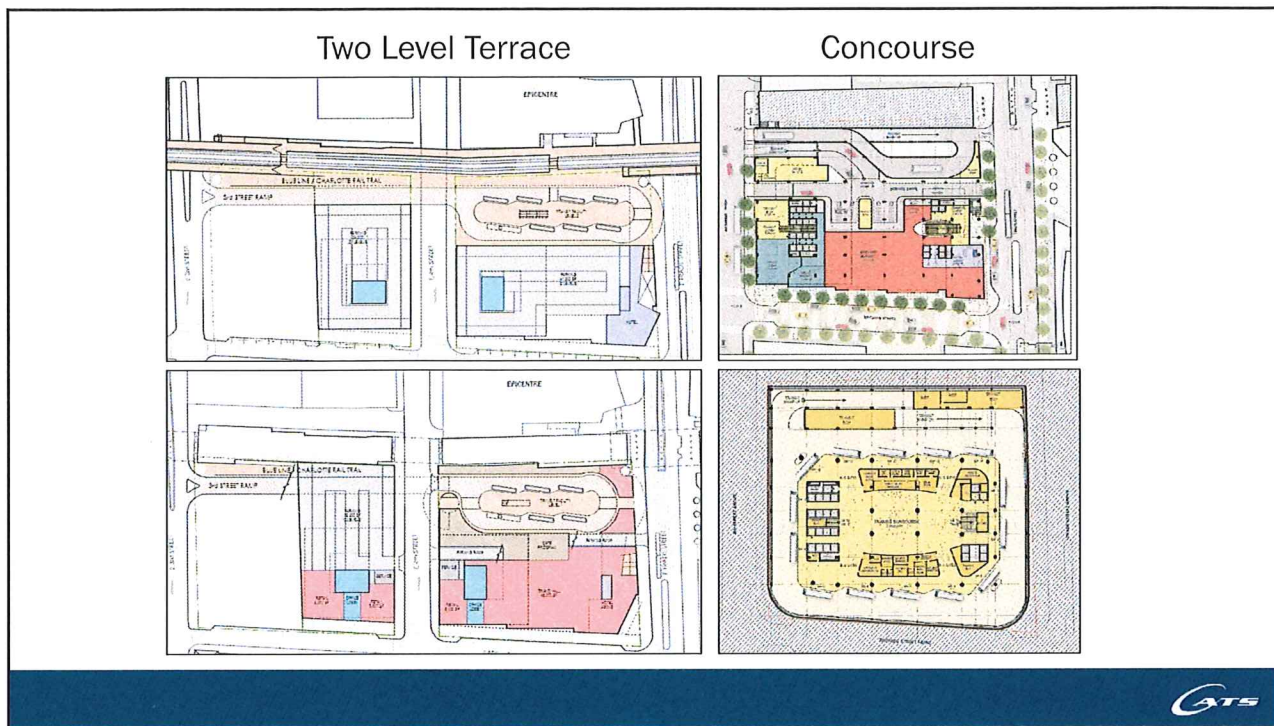


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# Design Refinement

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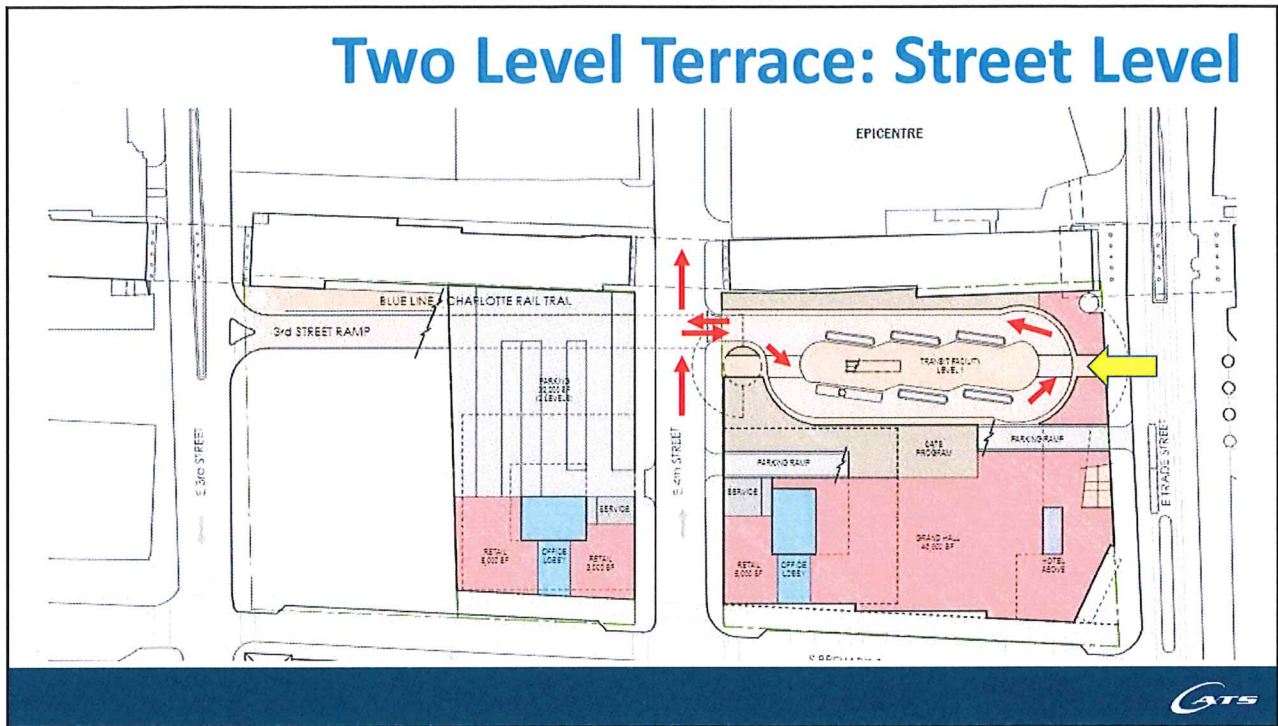
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## INDEPENDENT REVIEW

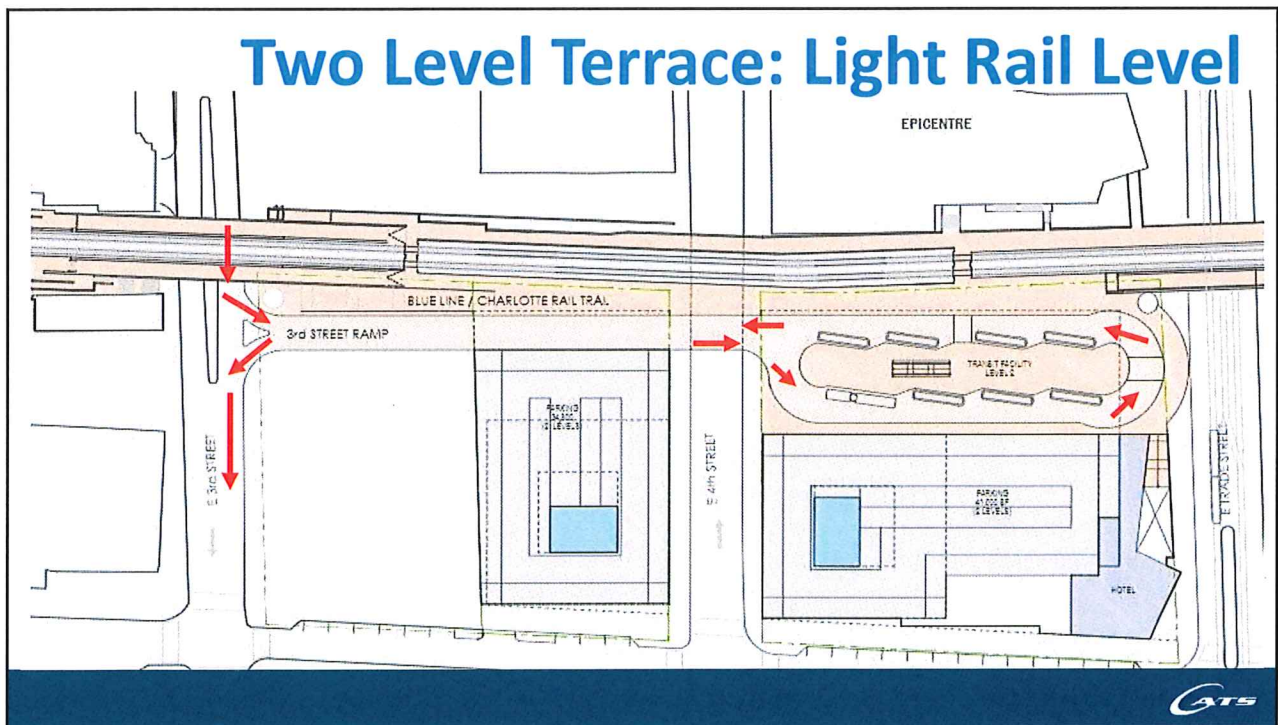
- High-level evaluation based on available information
  - Service/Operations
    - Best meet the goals set forth by Charlotte Area Transit Service
  - Safety/Security
    - Utilize a “passenger first” design approach which maximizes safety, security, and comfort for its users.
  - Efficiency/Congestion
    - Maximizes space and efficiency and reduces route circulation on surrounding streets (congestion).
  - Economic Development
    - Maximizes economic development potential.
  - Environmental Considerations
    - Minimizes the impacts to the natural and human environment.
- Evaluation will inform the selection of a Locally Preferred Alternative for the purposes of the upcoming, detailed NEPA study.

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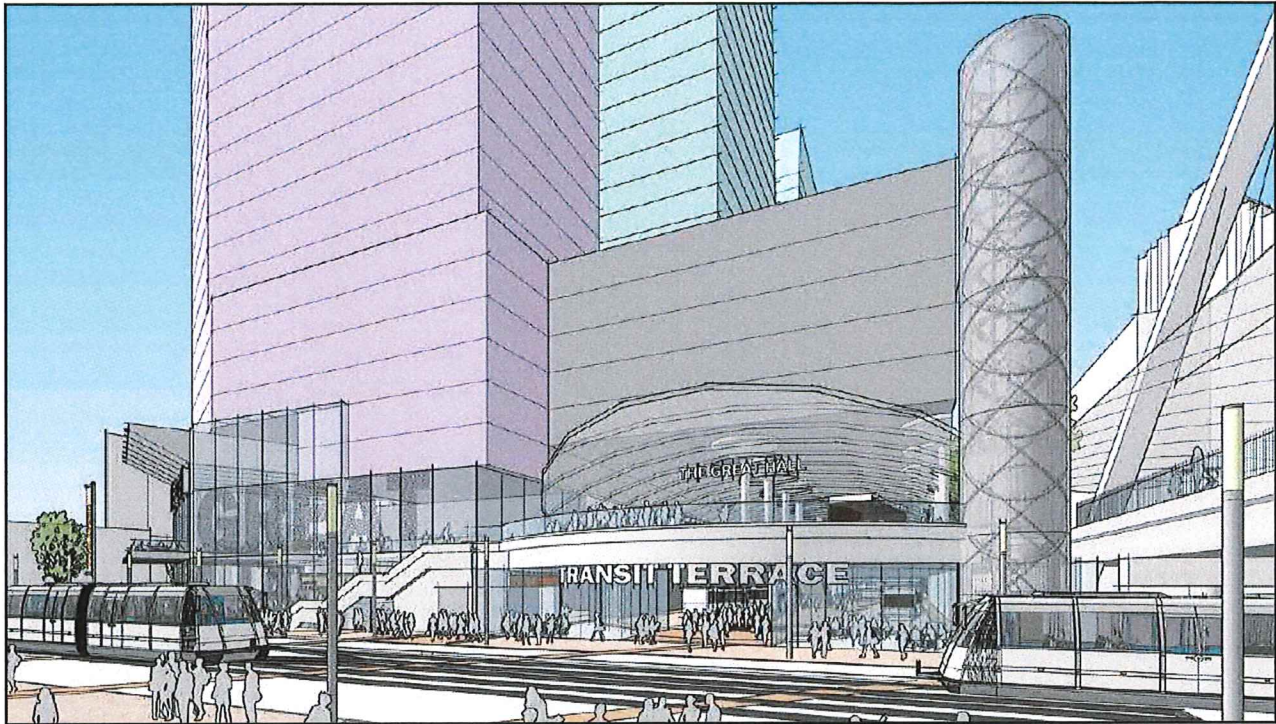




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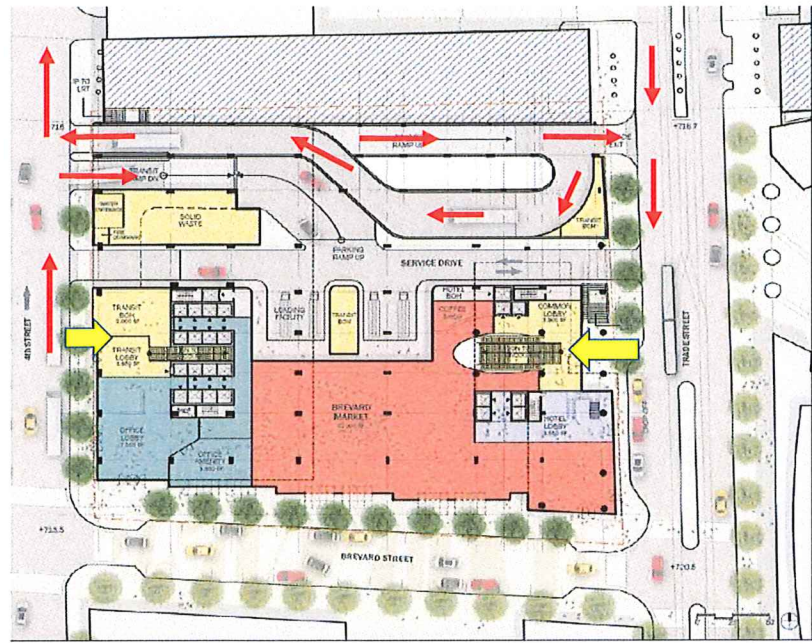
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## Two Level Terrace

- Service/Operations:
  - Transfer between bus routes is challenging
- Safety/Security:
  - Higher amount of natural lighting
  - Less climate controlled space
- Efficiency
  - Complicated bus routing
- Economic Development:
  - Integration with mixed use development is less efficient
- Environmental Considerations:
  - Based on a high-level NEPA screening, there is a low potential for negative human or natural resource impacts.

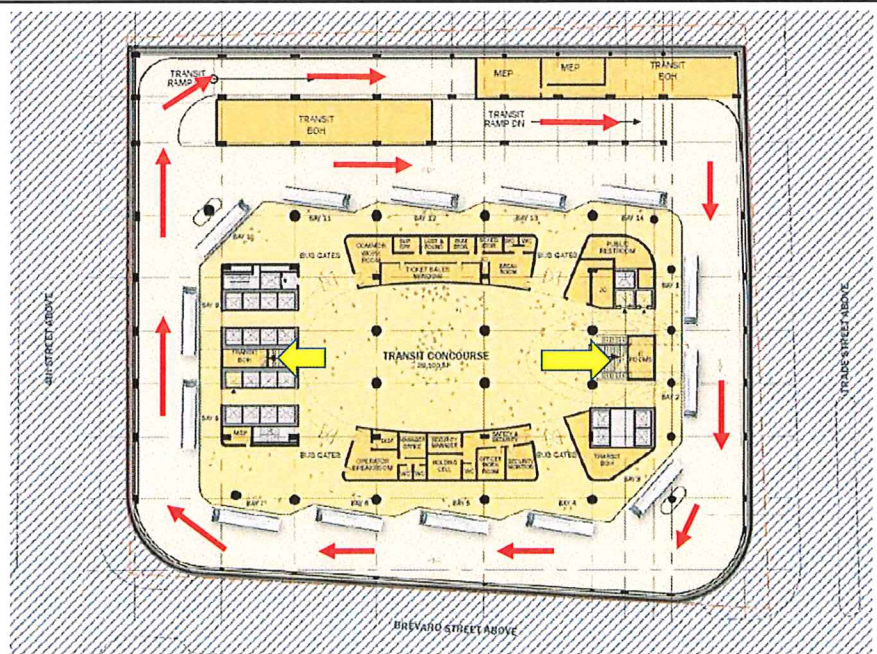
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# Concourse: Street Level

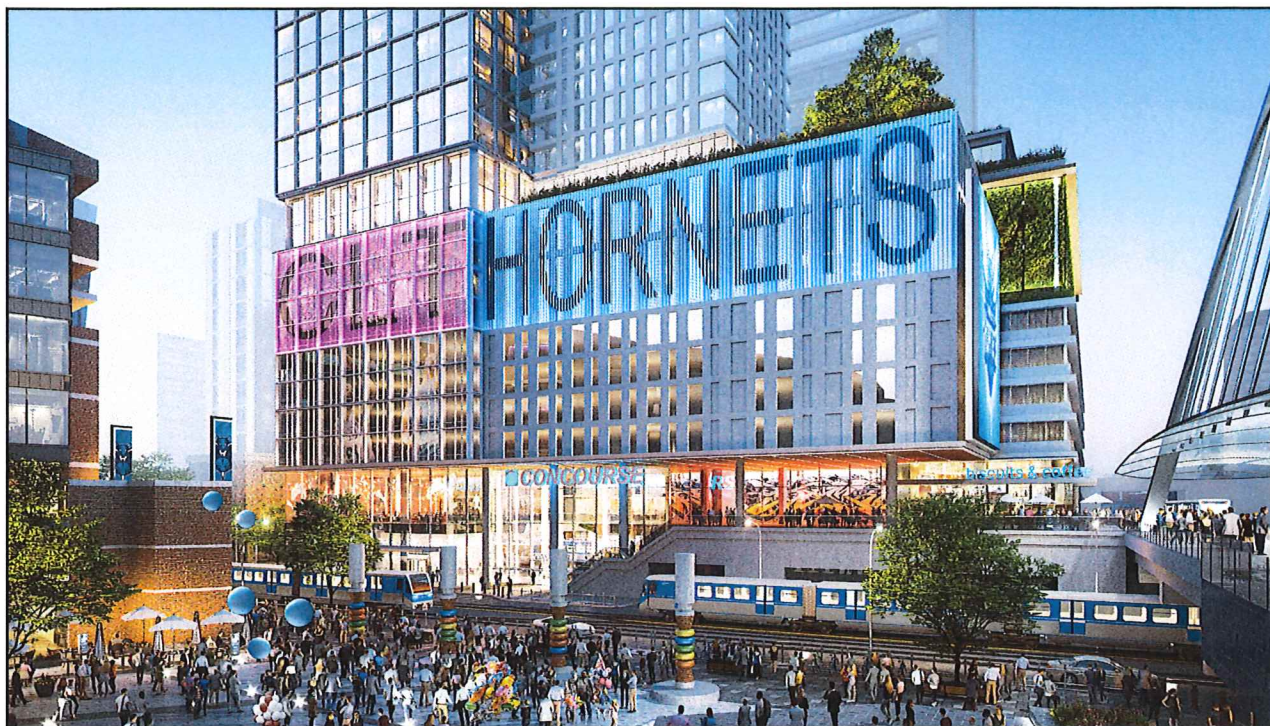


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# Concourse: Transit Level



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## Concourse

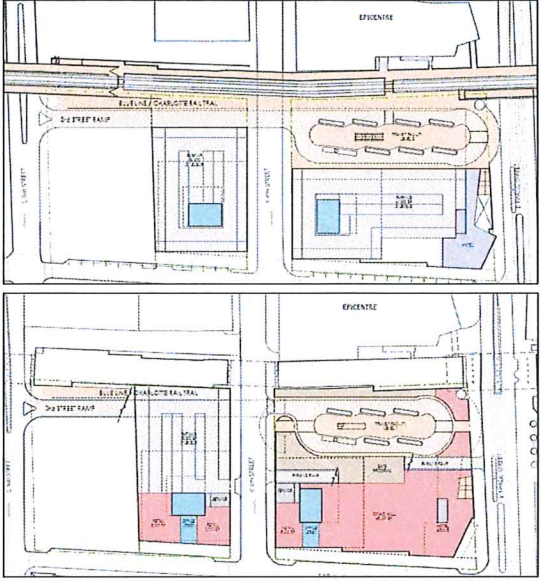
- Service/Operations:
  - Simple transfer between bus routes
  - Consolidated climate controlled space
- Safety/Security:
  - Single platform is more secure and reduces pedestrian conflicts.
- Efficiency:
  - More efficient bus routing
- Economic Development:
  - Maximizes integration with mixed use development
- Environmental Considerations:
  - Based on a high-level NEPA screening, there is a low potential for negative human or natural resource impacts.
  - Through the design process careful attention to air quality will be addressed but will be mitigated by CATS bus fleet electrification.

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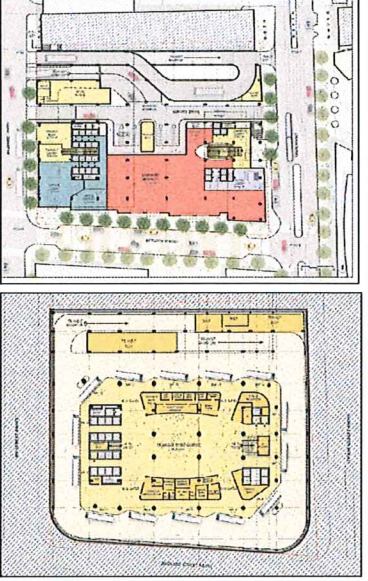
**Key Differences**


- Natural Light
- Bus operational flexibility
- Secured climate controlled space
- Passenger experience

**Two Level Terrace**



**Concourse**





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**Public Outreach**

- October 4-6: CTC Pop Ups
- October 11: Virtual Public Meetings
- October 13: Transit Services Advisory Committee
- October 13: CMGC Public Meeting
- October 18-20: CTC Pop Ups



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## Passenger Experience Survey

1. What mobility options do you currently use?
2. Please rank the amenities that could improve your experience at the CTC?
  - Shelter from inclement weather
  - More seating
  - Better signage
  - Digital schedules
  - Easier transfer between bus and rail
  - Air conditioning/heat (climate-controlled)
  - Other
3. How important is it to have an air-conditioned/heated (climate-controlled) transit center?



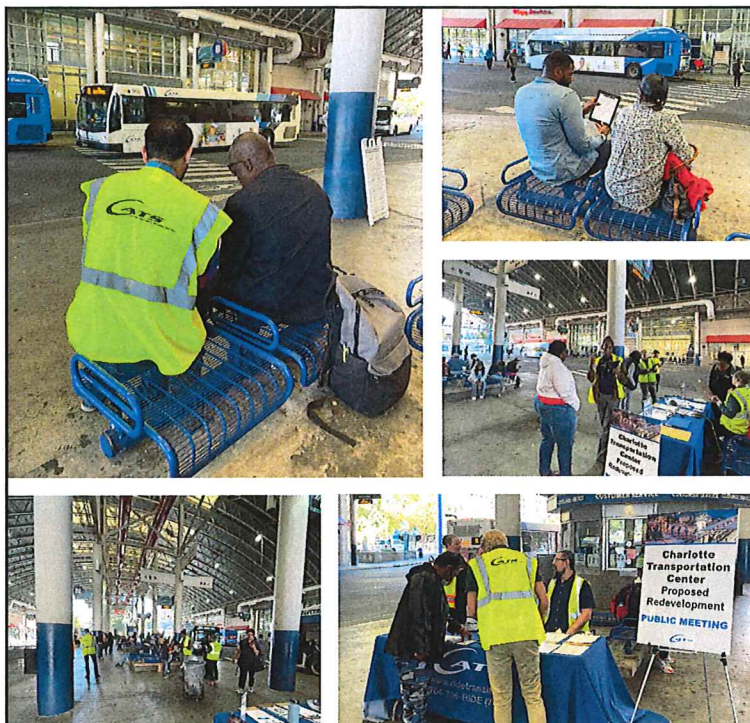
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## Passenger Experience Survey

4. Please rank the safety amenities that may improve your sense of security?
  - More visible security presence
  - Ticket controlled access
  - Improved lighting
  - Other
5. How important is it to have easy transfers?
6. Currently, how convenient is it to transfer from bus to bus and bus to rail?
7. Would it be easier for you to complete your trip if your transfer occurred outside of Uptown? If yes, where?
8. When you are walking through the CTC, how safe do you feel crossing bus travel lanes?



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## Initial Results

- Nearly a third use rideshare, bike, or scooters
- Shelter from inclement weather, climate control, digital schedules, and easier transfers are top priorities
- Majority of participants indicated a preference for transferring in Uptown but 30% detailed other locations.
- Less than a third indicated transfers as “extremely convenient”
- Over a third felt unsafe crossing bus travel lanes
- Visible security presences and improve lighting ranked high

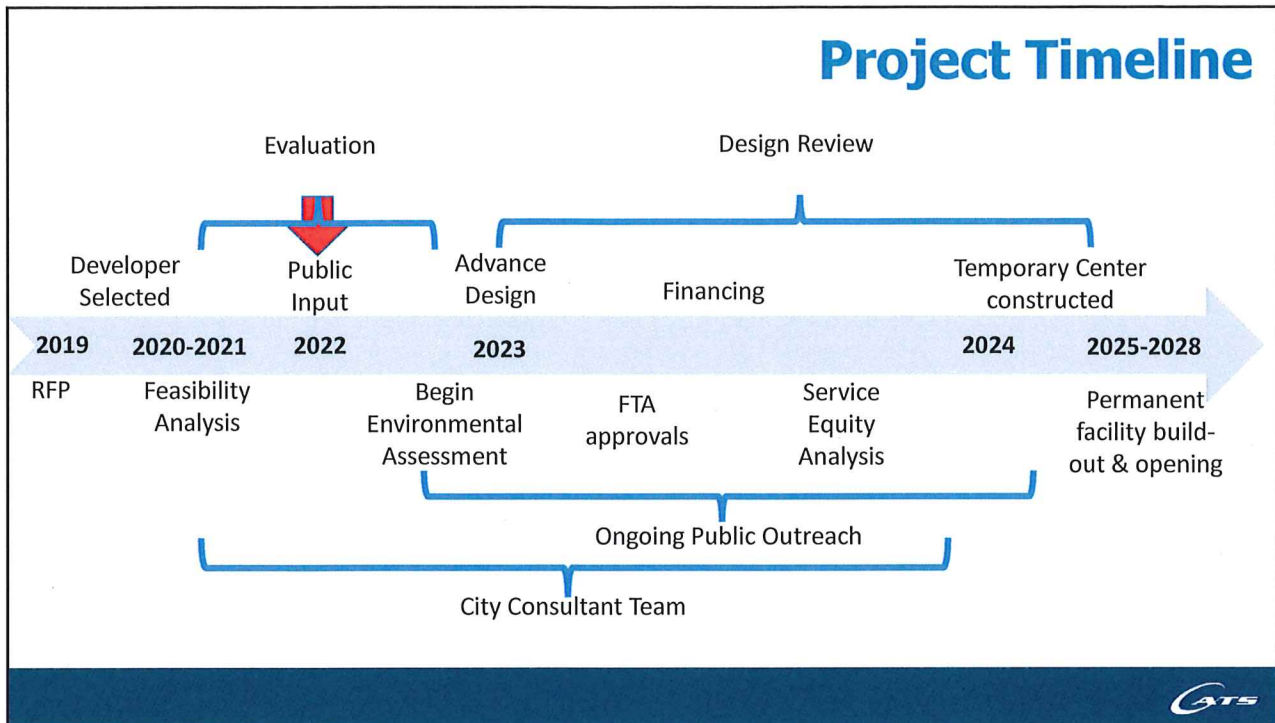
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## Design Option Questions

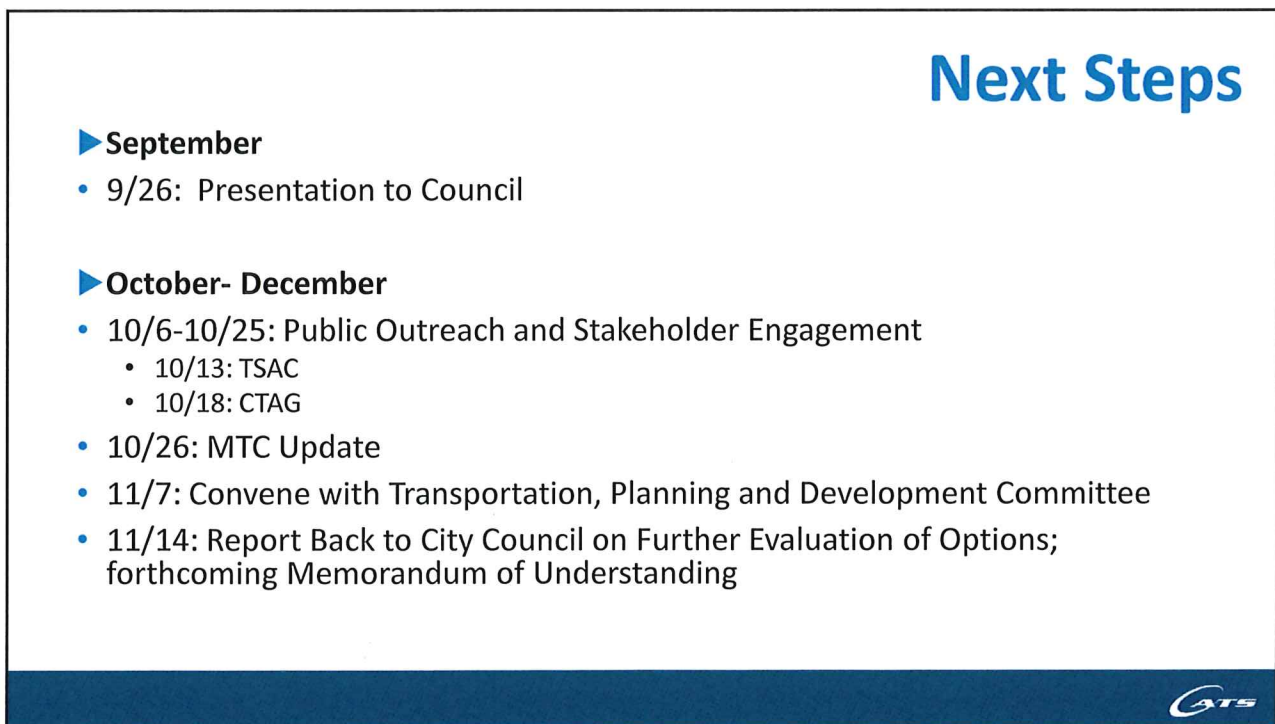
Which option:

- ▶ Provides greater ease of transfer between bus to bus and bus to rail?
- ▶ Creates more air-conditioned/heated space?
- ▶ Reduces pedestrian conflicts better?
- ▶ Creates a more secure passenger waiting area better?
- ▶ Overall provides the best passenger experience?

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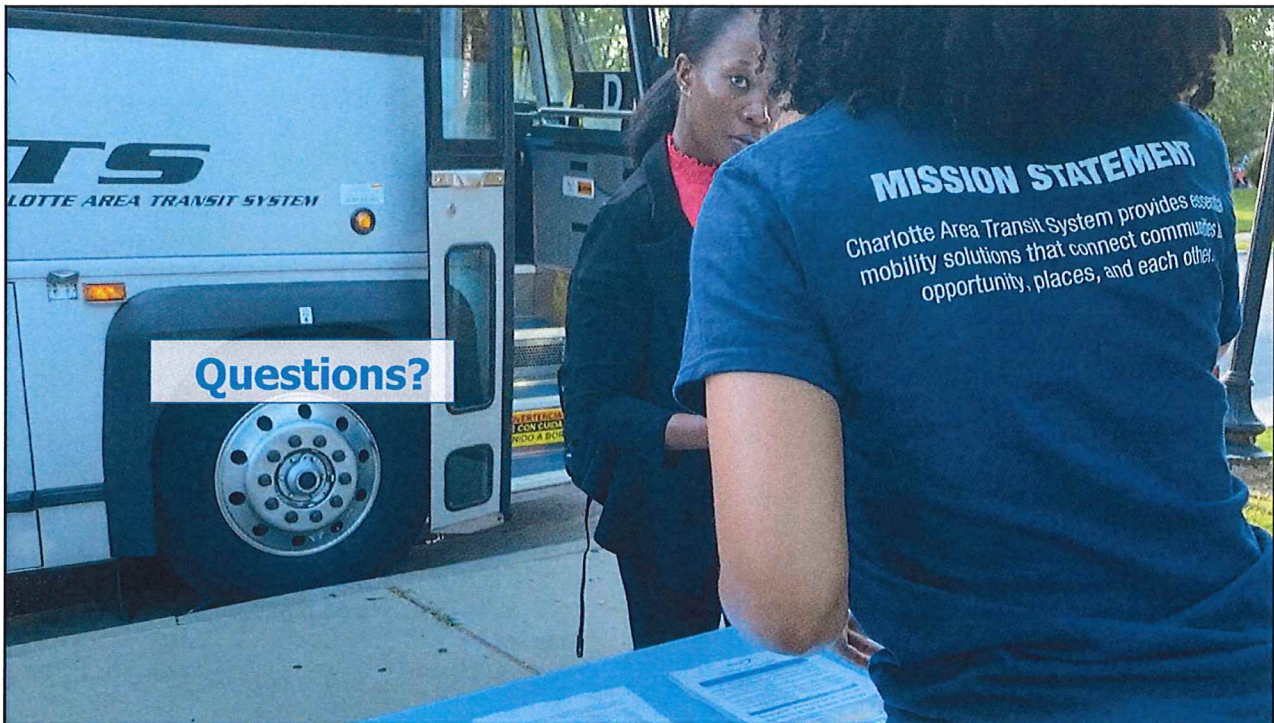


## Questions and Feedback

- ▶ [CTCRedevelopment@publicinput.com](mailto:CTCRedevelopment@publicinput.com)
- ▶ 704-336-RIDE (7433)



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