



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

**Tuesday, September 20<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. **Introduction of New Member – Robert Hillman (Charlotte City Council)**
  - III. **Approval of May 17<sup>th</sup>, 2022 Meeting Summary**
  - IV. **Service Update** Jason Lawrence
  - V. **CATS Training Program** Tina Hall
  - VI. **CEO's Comments** John Lewis, Jr.
  - VII. **Other Business**
  - VIII. **Adjourn**



**CITIZENS TRANSIT ADVISORY GROUP (CTAG)**  
**Meeting Summary**  
**May 17<sup>th</sup>, 2022**  
**DISCUSSION SUMMARY**

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Present: Adam Pasiak, Mecklenburg County, CTAG Co-Chairman  
Michael Cataldo, Charlotte City Council  
Michael Young, Charlotte City Council  
Anna Davis, Town of Cornelius  
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, Rachel Gragg, Allen Smith III, Jason Lawrence, Catherine Kummer, David Moskowitz, Krystal Green, Nicki Galloway, 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 7:31am by Co-Chairman Adam Pasiak (Mecklenburg County) via WebEx conferencing.

**II. Introduction of New Members – Cornelius and Pineville**

Anna Davis is the new representative for Town of Cornelius. Justin Musick is the new representative for Town of Pineville.

**III. Approval of Meeting Summary from April 19<sup>th</sup>, 2022 – Approved**

**IV. Charlotte Transit Center Updates (presentation attached) – Jason Lawrence, CATS Planning Director presented the proposed Charlotte Transit Center Redevelopment.**

**Discussion:** The initial reception of the rendering and bus transit concourse were well-received by CTAG. The feedback from membership hinged around the connectivity from Bus to Light Rail to Streetcar, as well as the ease of axis to our bus riders who may be riding in via bicycles since the new proposed transit concourse would be below street level. Those remarks were well-received by CATS leadership and notes were taken on how we may be able to improve those through the use of elevators and bicycle parking areas.

**V. CEO Comments – None**

**VI. Other Business – None**

**VII. Adjourn**

The meeting was adjourned at 7:55am

NEXT CTAG MEETING: SEPTEMBER 20<sup>TH</sup>, 2022 AT 7:30 AM



# Charlotte Area Transit System Temporary Service Modifications & Microtransit Update

Citizens Transit Advisory Group  
September 20, 2022



1

## Service Modifications Timeline

- ▶ June 22, 2022: CATS detailed specific service issues related to the nationwide operator labor shortages.
- ▶ CATS staff developed a ridership based methodology to adjust bus and rail schedules to improve service reliability.
- ▶ July 14, 2022: TSAC approved CATS approach to modify schedules.
- ▶ July 27, 2022: MTC approved temporary service modifications on fourteen local and express routes schedules as well as LYNX Blue Line service levels to improve reliability system wide.



2

# Temporary Service Modifications

	Frequency 6am-7pm		Additional Trips	Notes
	Current	Modified		
LYNX Blue Line	15	20		20-minutes from 5:00am-8:30pm, then 30-minutes until 2:00am
9-Central	10	15	5	10-minute service outbound from Uptown: 3:30pm-5:30pm; 1 early morning trip
Sprinter Airport	15	30	2	20-minute service from 1:30pm-3:00pm
7 - Beatties Ford	15	20	2	15 minute outbound from Uptown : 1:30pm-3:30pm
16 - S. Tryon	15	30	2	20-minute service outbound from Uptown: 3:30pm-5:30pm
27 - Monroe	15	30	3	20-minute service outbound from Uptown: 3:30pm-6:00pm
6 - Kings Dr	20	30		
8 - Tuckaseegee	20	30		
10 - West Blvd	20	30		
11 - North Tryon	20	30		
21 - Statesville Ave	20	30	2	20-minute service outbound from Uptown: 3:00pm-5:00pm
34 - Freedom Drive	20	30		



3

# Temporary Service Modifications

- ▶ 1 – Mt. Holly: Eliminate 11:41pm and 12:41am Inbound trips and 12:00am and 1:00am Outbound trips
- ▶ 4 – Belmont: Eliminate 1st AM Outbound trip at 5:29am
- ▶ 11 – North Tryon: Eliminate 11:31pm and 12:29am Inbound trips and 11:55pm and 1:00am Outbound trips
- ▶ 12 – South Blvd: Eliminate 6:14am Inbound trip; Eliminate late night short turn trips between Scaleybark and Pressley Rd area at 1:06am (Outbound) and 2:03am (Inbound)
- ▶ 60 – Tyvola : Convert midday trips serving Jackson Park to serve the VA Hospital



4



# Temporary Service Modifications

- ▶ Routes 48x, 63x, and 77x reduced by 3 trips each day, and shifted trip times to account for the adjustment
- ▶ Based on ridership levels 2 morning trips, and one afternoon trip were consolidated
- ▶ Adjusted remaining trip times to better cover the service span.
- ▶ Maintained 20 – minute frequency during main peak periods
  - 6:30am - 8:30am
  - 4:00pm - 5:30pm

	Number of AM/PM Trips	
	Current	Modified
77x - North Mecklenburg Express	17	14
48x - Northcross Express	17	14
63x - Huntersville Express	17	14
53x - Northlake Express	8	8
85x - Gastonia Express	6	6
82x - Rock Hill Express	6	6
74x - Union County Express	6	6
64x - Independence Blvd Express	9	9
52x - Idlewild Road Express	6	6
46x - Harrisburg Road Express	6	6
40x - Lawyers Road Express	6	6
62x - Rea Road Express	6	6
47x - Huntersville Greenhouse Express	2	2



5

# Public Outreach

- ▶ August 2: Cornelius and Davidson Park and Rides  
**5:30 am – 9 am**
- ▶ August 3: Charlotte Transportation Center  
**12 pm – 2pm & 4 pm – 6 pm**
- ▶ August 4: Northcross and Huntersville-Gateway Park and Rides  
**5:30 am – 9 am**
- ▶ August 4: Virtual Public Meetings  
**12pm and 6pm**
- ▶ August 15: Davidson, Cornelius, Huntersville  
**5:30 am – 9 am**
- ▶ August 15-19: Charlotte Transportation Center  
**7:30 am – 3 pm**



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## Service Change Update

- ▶ CATS implemented a temporary adjustment to 20% of local and express routes as well as modifications to light rail service to improve service reliability on August 13<sup>th</sup> (rail) and August 15<sup>th</sup> (bus).
- ▶ Adjusted schedules provide transit users a consistent and reliable schedule to plan their travel.
- ▶ As operator availability improves, service will be added back based upon trip level ridership analysis.
- ▶ On Monday, August 15 out of 2,998 bus trips only 44 were missed.
- ▶ Compare that to past Mondays, which ranged anywhere from 300-500 missed trips.
  - Tuesday, August 16: 4 missed trips
  - Wednesday, August 17: 0 missed trips
  - Thursday, August 18: 7 missed trips



8

# Updates on Service Modifications

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Aug. 8 – 11	Missed Trips	480	127	74	199	495	790	199
Aug. 15 – 21	Missed Trips	42	4	0	7	4	166	45
Aug. 22 – 28	Missed Trips	2	0	0	0	0	4	0
Aug. 29 – Sept. 2	Missed Trips	0	0	2	0	0	95	0



9

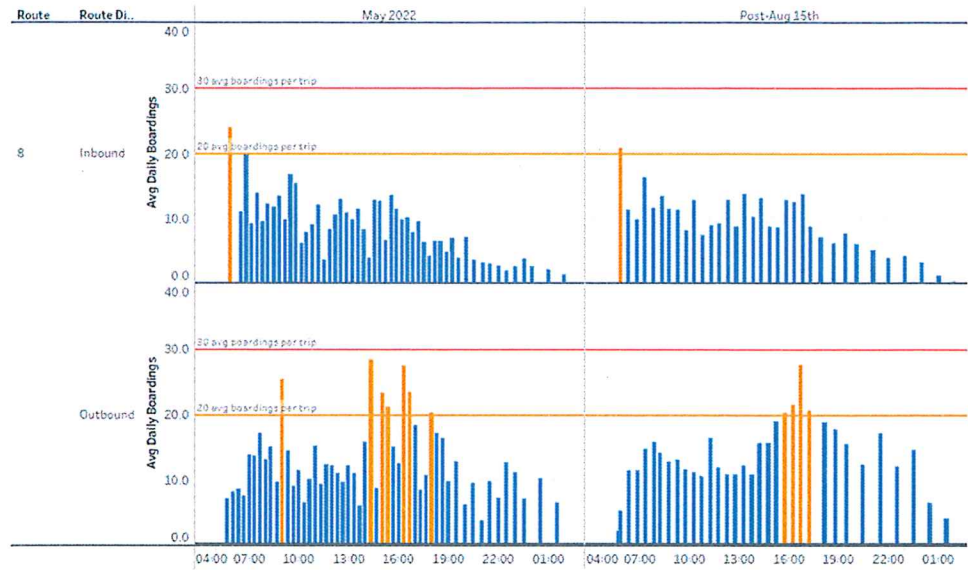
► Routes 5 and 16 had some increase in load through the day, though still within target thresholds



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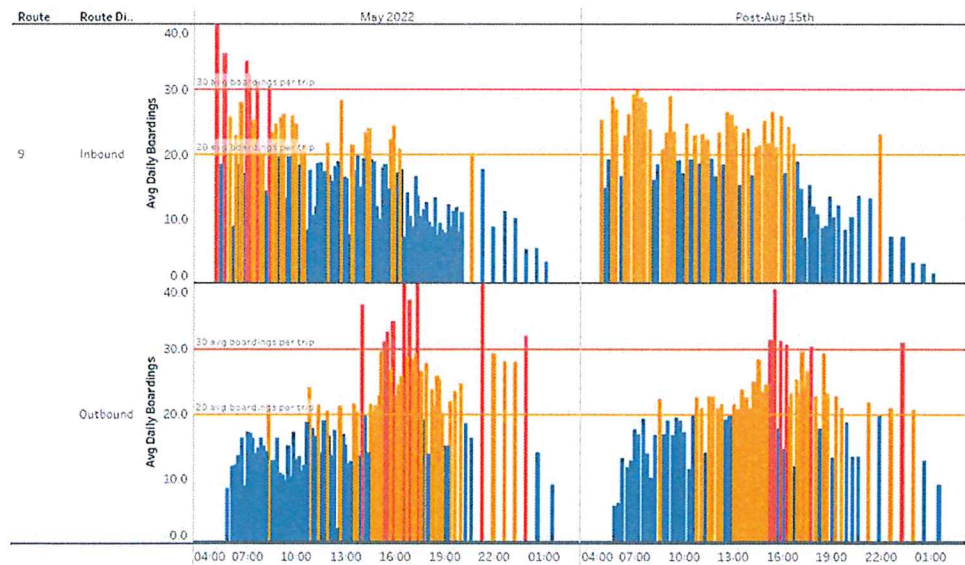


- ▶ Routes 8 and 34 have had no noticeable impacts to reductions



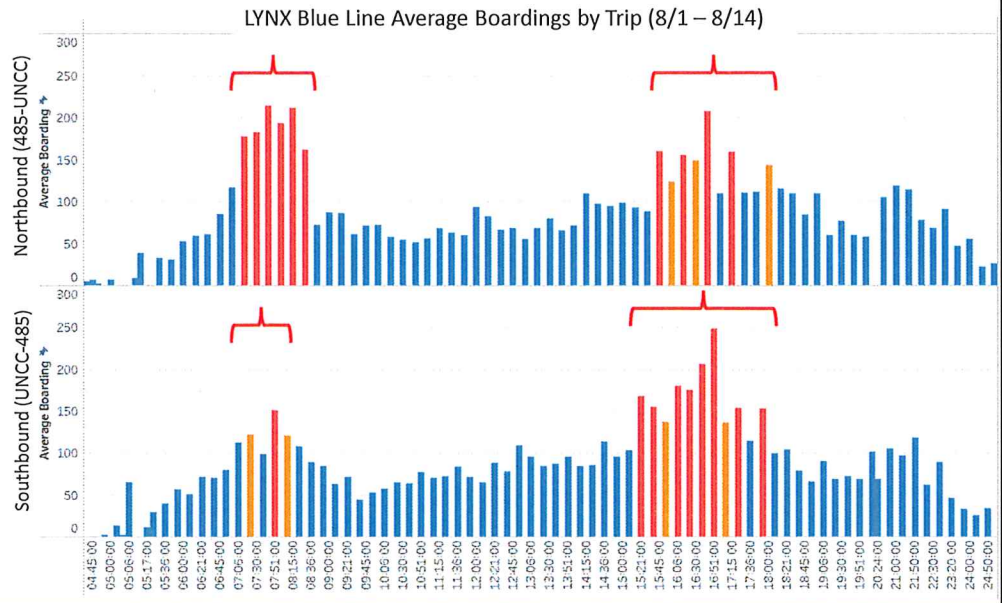
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- ▶ Route 9 trips that were maintained in PM remain necessary
- ▶ Loads seem to have stabilized, possibly indicating that headways are now more consistent



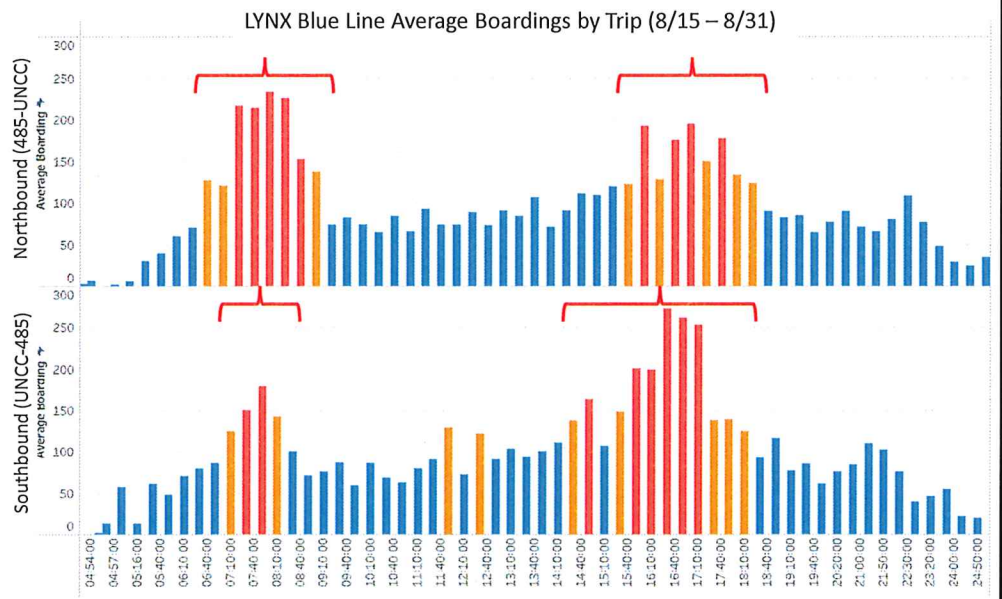
12

- ▶ Ridership has steadily increased during the AM/PM Peak
- ▶ Frequency was modified from 15 to 20 minutes



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- ▶ The duration of peak ridership expanded
- ▶ Developing scenarios to improve peak frequency based upon operator availability



14





15

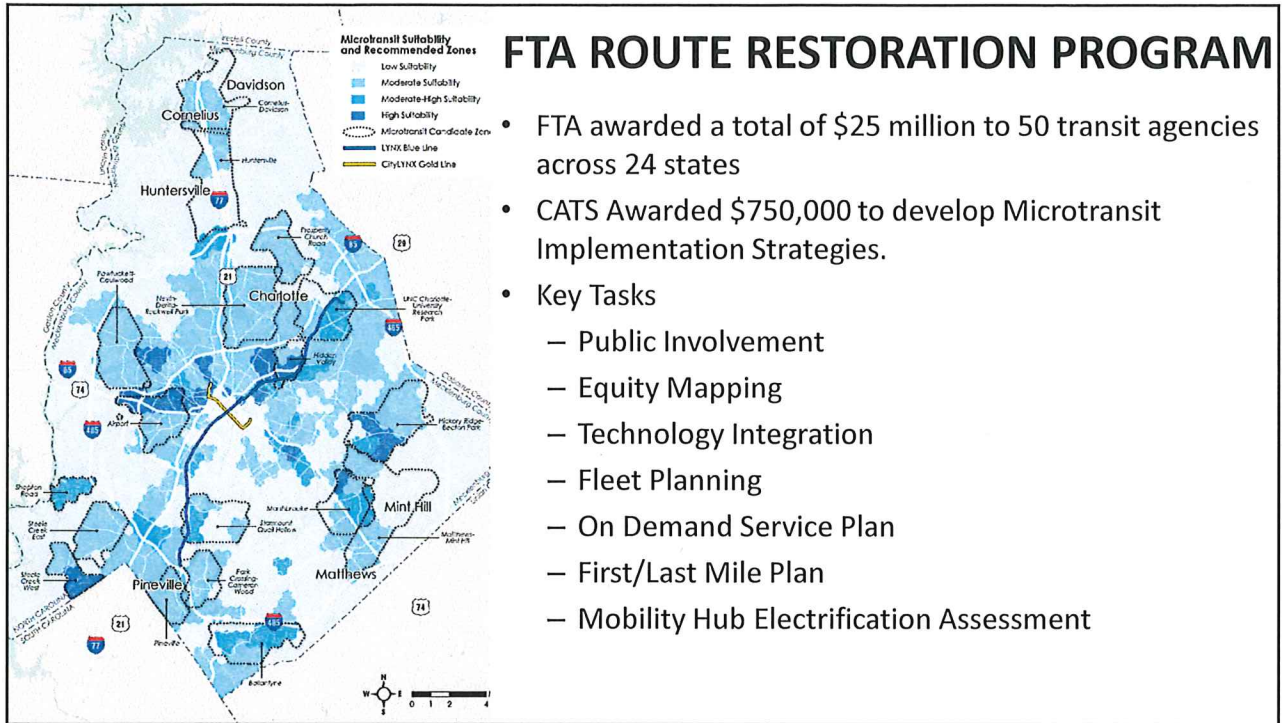
## Envision My Ride Adopted by MTC in May 2022

- **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**

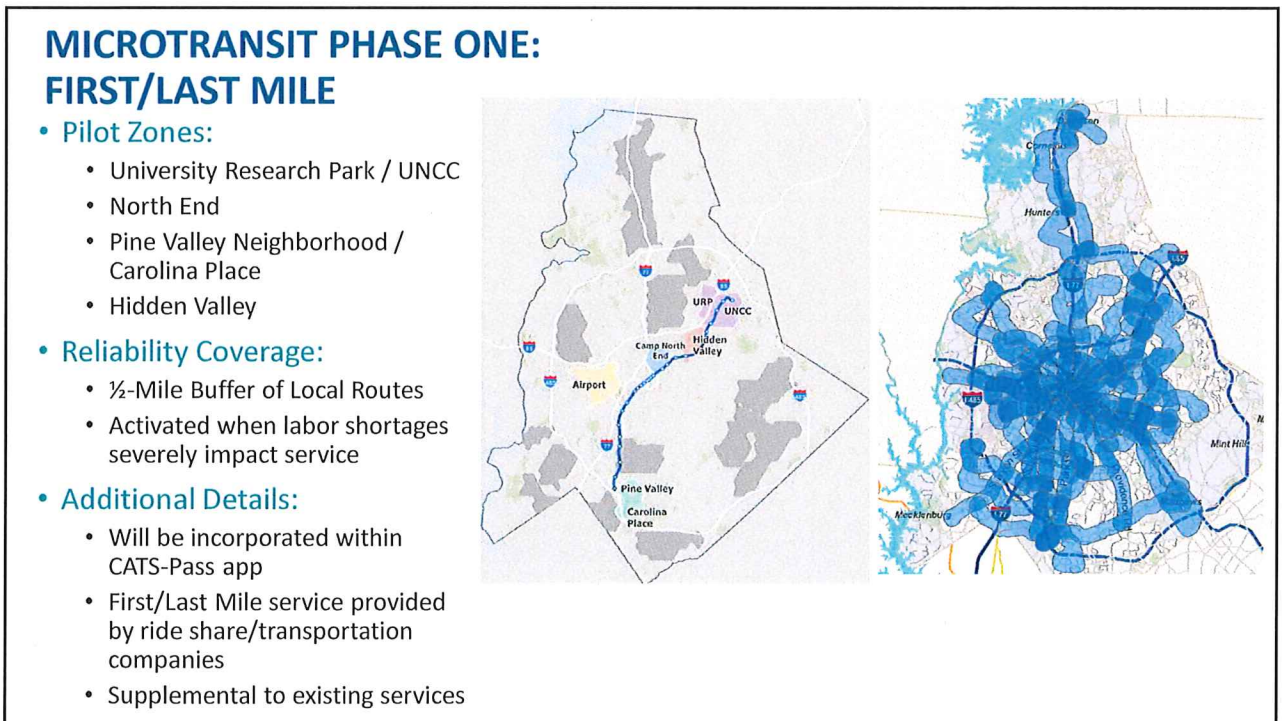
**Recommended Bus Network**

- ◊ Proposed Mobility Hub
- All Day Hi-Frequency Network
- Peak Hi-Frequency Network
- 20-30 Minute Bus Service
- Microtransit Candidate Zone
- LYNX Blue Line
- City LYNX Gold Line

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17

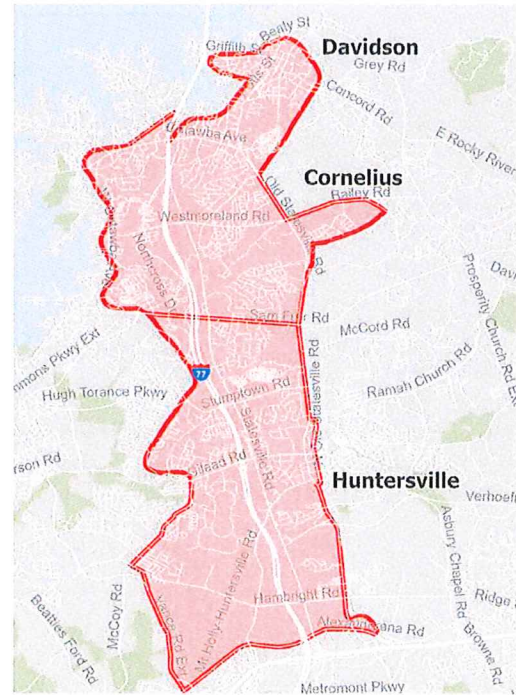


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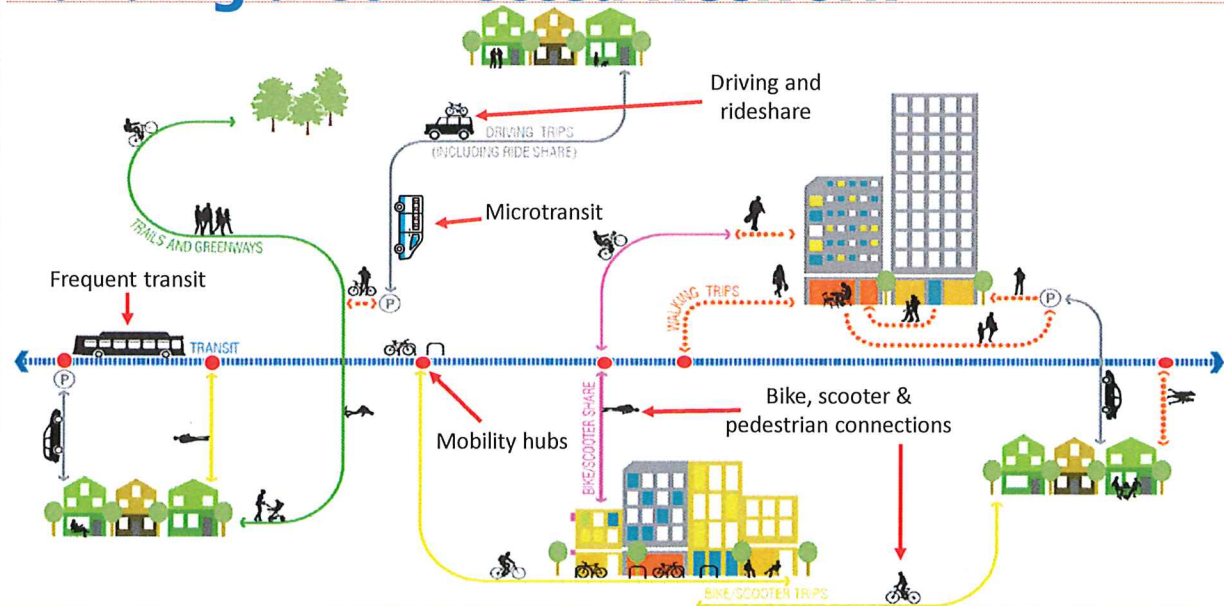
## MICROTRANSIT PHASE TWO

- **Conversion Pilot:**
  - Village Riders (97, 98, & 99)
  - Route 290 Davidson
- **Service Strategy**
  - On demand service will be an expansion proposed to be provided by third party
  - Service hours will be reinvested back into fixed route
  - No reduction in fixed route service
- **Next Steps**
  - Fall 2022 Public Outreach
  - Service & Fare Equity Analysis
  - 2023 Implementation



19

## Building a Connected Network



20



Questions?







# Reskilling and Upskilling the Workforce

Citizens Transit Advisory Group



CATS Training & Instruction

1

**reskill** verb (/rē'skil/)

to teach someone new skills for a different occupation

**upskill** verb (/ʻəp,skil/)

to refine and update someone's skills in the same occupation

After the pandemic, at least 50% of workers will need to gain new skills to advance their occupations, as compared to only 6% before the pandemic.

From the individual employee to the organization as a whole, all trends are pointing towards retraining, reskilling, and developing more versatile skill sets overall.

2

## CAREER PATHWAYS SYSTEMS DEVELOPMENT



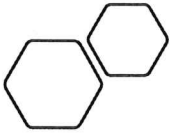
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In April 2012, the U.S. Departments of Education, Labor, and Health and Human Services issued a joint commitment to...

*“promote the use of career pathways approaches as a promising strategy to help adults acquire marketable skills and industry recognized credentials through better alignment of education, training and employment, and human and social services among public agencies and with employers.”*

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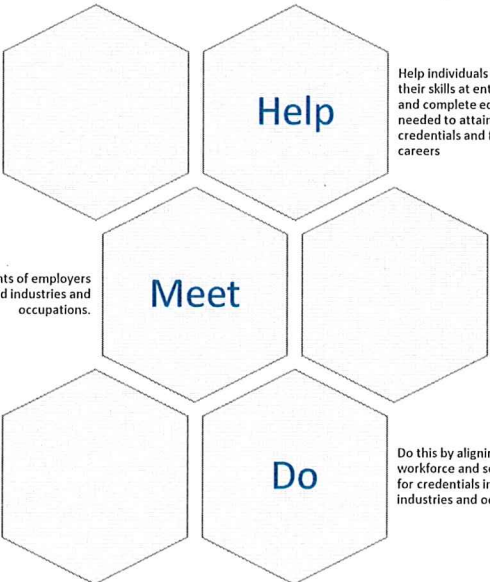


The U.S. Departments of Labor, Education, Health and Human Services have agreed that Career Pathways are:

“A series of connected education and training strategies and support services that enable individuals to secure industry relevant certification and obtain employment within an occupational area and to advance to higher levels of future education and employment in that area.”

5

# CAREER PATHWAYS









Meet skill requirements of employers in high-demand industries and occupations.

Help individuals pursue, regardless of their skills at entry, progress through and complete education and training needed to attain industry-recognized credentials and family-sustaining careers

Do this by aligning the education, workforce and social supports needed for credentials in high demand industries and occupations.

6



 <p>IDENTIFY SECTOR OR INDUSTRY AND ENGAGE EMPLOYERS</p>	Conducted Gap Analysis
 <p>DESIGN PROGRAMS</p>	Programs were designed to provide a clear sequence of courses and credentials that meet the skill needs of high demand industries
 <p>BUILD CROSS-AGENCY PARTNERSHIPS &amp; CLARIFY ROLES</p>	Key cross agency partners were engaged to participate in the initiative. Roles and responsibilities were clearly defined and formalized.
 <p>IDENTIFY FUNDING NEEDS &amp; SOURCES</p>	Required resources are being leveraged to develop and implement career pathway programs.
 <p>ALIGN POLICIES &amp; PROGRAMS</p>	Currently aligning federal, state, local legislation and administrative policies to promote implementation.
 <p>MEASURE SYSTEM CHANGE &amp; PERFORMANCE</p>	Measures will be used to assess and determine system change and performance

7



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- Blended learning as combining two or more approaches to optimize learning and development using both formal and informal methods.
- The formal method is learning conducted in a structured manner and the informal method is learning outside of a classroom and is self-directed.
- The most common approach is combining classroom learning with on-line learning, however, there are many combined approaches that enhance the learning and development experience.

**BLENDED LEARNING STRATEGIES**

**FACE TO FACE** (Left Circle):

- POSTERBOARDS
- MODELS/EXHIBITS
- DEBATES
- HANDS ON LEARNING
- DIAGRAMS
- DIRECT INSTRUCTION
- PERFORMANCES

**ONLINE** (Right Circle):

- INTERACTIVE FLASHCARDS
- PODCASTS
- ONLINE ASSESSMENTS
- INTERACTIVE SIMULATIONS
- RESEARCH
- INSTRUCTIONAL VIDEOS
- ONLINE DISCUSSIONS

**Intersection (Blended):**

- STEM PROJECTS
- PEER COLLABORATION
- SLIDE PRESENTATION
- 1:1 TEACHER/STUDENT CONFERENCE
- WRITING ASSIGNMENTS
- DIGITAL LESSON
- SMALL GROUP INSTRUCTION OR STATIONS
- CODING

eDynamic Learning

10



# Curriculums



Safety & Security



Rail Operations



Rail Car Maintenance



Rail Maintenance of Way



Bus Operations



Paratransit



Bus Maintenance



Supervisory

# Training Plans

- A document that communicates to management and stakeholders' details of the proposed training program.
- Outlines critical information regarding the training program's objectives, schedule, methods for implementation, and helps to ensure stakeholders are properly trained for their specific job function.

Name	Employee #	Max Date	Full Operation Training Plan	Comments	Training #
HR 4010000	HR 4010000			A Training Plan for Non-Employees	
HR 4010001	HR 4010001			A Training Plan for Non-Employees	
HR 4010002	HR 4010002			A Training Plan for Non-Employees	
HR 4010003	HR 4010003			A Training Plan for Non-Employees	
HR 4010004	HR 4010004			A Training Plan for Non-Employees	
HR 4010005	HR 4010005			A Training Plan for Non-Employees	
HR 4010006	HR 4010006			A Training Plan for Non-Employees	
HR 4010007	HR 4010007			A Training Plan for Non-Employees	
HR 4010008	HR 4010008			A Training Plan for Non-Employees	
HR 4010009	HR 4010009			A Training Plan for Non-Employees	
HR 4010010	HR 4010010			A Training Plan for Non-Employees	
HR 4010011	HR 4010011			A Training Plan for Non-Employees	
HR 4010012	HR 4010012			A Training Plan for Non-Employees	
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HR 4010024	HR 4010024			A Training Plan for Non-Employees	
HR 4010025	HR 4010025			A Training Plan for Non-Employees	
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HR 4010027	HR 4010027			A Training Plan for Non-Employees	
HR 4010028	HR 4010028			A Training Plan for Non-Employees	
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HR 4010030	HR 4010030			A Training Plan for Non-Employees	
HR 4010031	HR 4010031			A Training Plan for Non-Employees	
HR 4010032	HR 4010032			A Training Plan for Non-Employees	
HR 4010033	HR 4010033			A Training Plan for Non-Employees	
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HR 4010040	HR 4010040			A Training Plan for Non-Employees	
HR 4010041	HR 4010041			A Training Plan for Non-Employees	
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HR 4010044	HR 4010044			A Training Plan for Non-Employees	
HR 4010045	HR 4010045			A Training Plan for Non-Employees	
HR 4010046	HR 4010046			A Training Plan for Non-Employees	
HR 4010047	HR 4010047			A Training Plan for Non-Employees	
HR 4010048	HR 4010048			A Training Plan for Non-Employees	
HR 4010049	HR 4010049			A Training Plan for Non-Employees	
HR 4010050	HR 4010050			A Training Plan for Non-Employees	

# Practical Training

- The primary focus of practical training is to teach the skills requisite to perform the job.
- List the skills needed to perform the job to the standards specified by the employer.
- Training is aligned with the skills required for the job

**Maintenance  
On-The-Job-Training Record**

Learner: \_\_\_\_\_ Instructor: \_\_\_\_\_  
 Badge: \_\_\_\_\_ Badge: \_\_\_\_\_  
 Position: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
 \_\_\_\_\_ Badge: \_\_\_\_\_

Date	W.O.#	Assignment / Task	Knowledge	Skill	Safety	Hours	Initial
Comments: _____							

Date	W.O.#	Assignment / Task	Knowledge	Skill	Safety	Hours	Initial
Comments: _____							

Date	W.O.#	Assignment / Task	Knowledge	Skill	Safety	Hours	Initial
Comments: _____							

Codes:  
 1 Fails to meet requirements  
 2 Improvement is needed  
 3 Meets established requirements

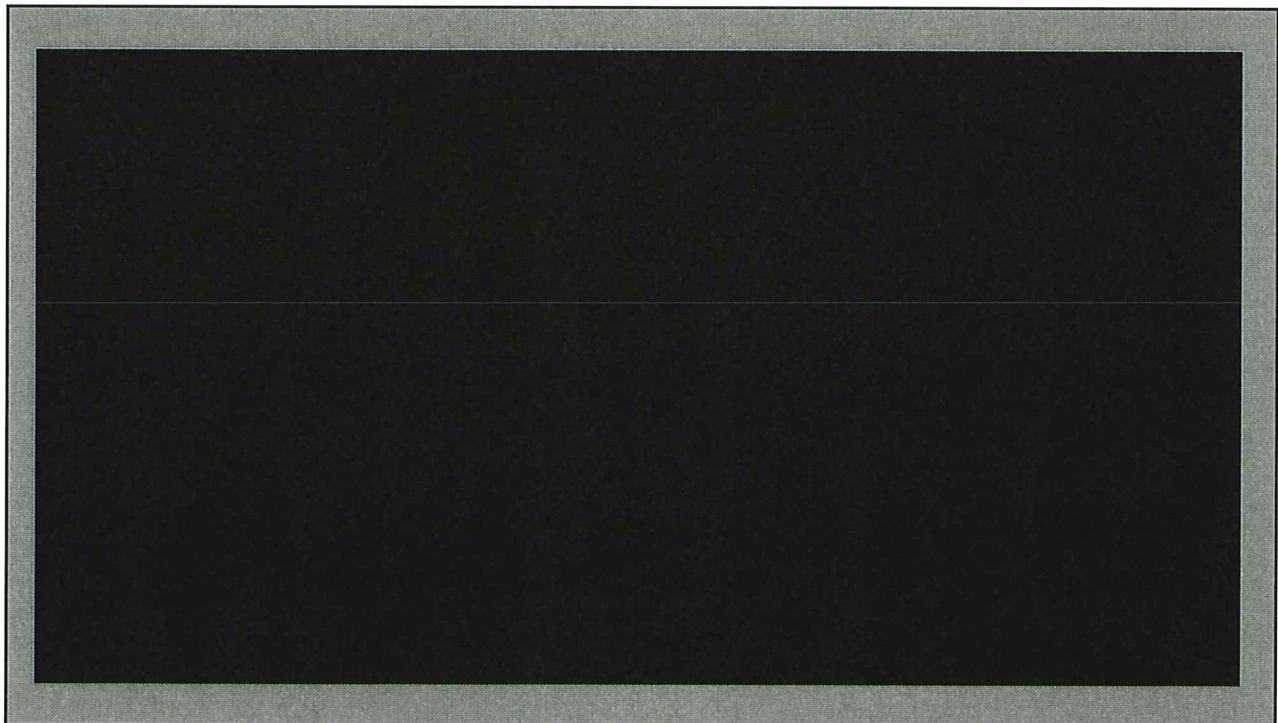
\_\_\_\_\_  
Instructor / Supervisor Signature

July 2020

MAINTENANCE OJT Record  
K09F36A

Note: Employee initials after completion of each assignment / task

13



14

The graphic features the word "Partners" in a large, bold, black font on the left. To its right, several logos are arranged within a cluster of overlapping hexagonal shapes. The logos include: Handshake (red text with a handshake icon), ally (purple text with "do it right." below it), GM (blue and yellow logo), Central Piedmont Community College (green and black logo), City of Charlotte (green text with a crown icon), International Transportation Learning Center (blue and red logo with a train icon), and SHECAN (blue text with a right-pointing arrow).

15

The graphic has a vertical gold bar on the left side. A black circle with a white border is positioned on the gold bar, containing the text "Dr. Tina Hall", "CATS", "Training & Instruction" in white. To the right of the circle, the words "Thank you" are written in a black cursive font, with a yellow underline beneath the word "you".

16

