



Metropolitan Transit Commission



March 22, 2023

METROPOLITAN TRANSIT COMMISSION

Wednesday, March 22, 2023

5:30pm

Charlotte-Mecklenburg Government Center

Conference Room 267 - WebEx

AGENDA

- I. Call to Order Mayor Vi Lyles
 - Attendance (Roll Call)
- II. Approval of the January 31, 2023 Summary (p.5-25) Mayor Vi Lyles
- III. Interim Chief Executive Officer’s Report (p.27-32) Brent Cagle
 - Management Partners’ Update (p.34-39) Marcus Jones/Liz Babson/Brent Cagle
- IV. Report from the Chair of the Transit Service Advisory Committee (TSAC) Jarrett Hurms
- V. Report from the Chair of the Citizens Transit Advisory Group (CTAG) Edward Tillman
- VI. Public Comments
- VII. Informational Items
 - Preliminary Budget Update – Revenues & Operating Expense (p.41-57).. Chad Howell
 - Ridership Update (p.59-83) Jason Lawrence
 - BEB Mid-Pilot Update (p.85-92) Catherine Kummer
 - Safety and Security Contract (p.94) David Moskowitz
- VIII. Action Items
 - Train Derailment Operational Investigation Commissioner Leigh Altman
- IX. MTC Commissioners’ Business
 - Chief Executive Officer’s Search Update Liz Babson
- X. Adjourn

METROPOLITAN TRANSIT COMMISSION
SPECIAL MEETING SUMMARY
January 31, 2022
(Approved on March 22, 2023)

Presiding: Mayor Vi Lyles, City of Charlotte

Present:

Commissioner Leigh Altman (BOCC)	Brian Welch (Town Manager, Mint Hill)
Mayor Woody Washam (Town of Cornelius)	Mayor Jack Edwards (Town of Pineville)
Andrew Grant (Town Manager, Cornelius)	Bill Thunberg (Town of Mooresville)
Mayor Rusty Knox (Town of Davidson)	Mayor Walker Reid III (City of Gastonia)
Mayor Melinda Bales (Town of Huntersville)	Randi Gates (GCLMPO, Gastonia)
Anthony Roberts (Town Manager, Huntersville)	Mayor William Dusch (City of Concord)
Mayor John Higdon (Town of Matthews)	Mayor Pro-Term David Scholl (Town of Stallings)
Mayor Brad Simmons (Town of Mint Hill)	

Interim CATS Chief Executive Officer: Brent Cagle

I. Call to Order

The hybrid regular meeting of Metropolitan Transit Commission was called to order at 5:30pm by MTC Chairwoman Mayor Vi Lyles, City of Charlotte.

II. Action Item – Selection of MTC Vice Chairperson

A motion to nominate **Mayor John Higdon (Town of Matthews)**, as the MTC Vice Chairman was made by **Mayor Rusty Knox (Town of Davidson)**; and seconded by **County Commissioner Leigh Altman (Mecklenburg County Board of Commissioners)**. Motion carried unanimously.

III. Review of Meeting Summary

The meeting summary of November 16, 2022 was approved.

IV. Interim Chief Executive Officer's Report – Based on pages 11-16 in the MTC Agenda Packet for January 31st, 2023 meeting.

Discussion:

Interim CATS CEO CAGLE: First of all, this is my first MTC meeting. I'm glad to be here. I am the new interim CATS CEO. My name is Brent Cagle. I've been with the City of Charlotte for about 10 years. I am full time, or a non-interim, and assistant city manager with the City of Charlotte. Before that I was the aviation director and now, I'm interim CEO of CATS.

A little bit of comments, so I know that there have been some questions/concerns about the possibility of a transit operator strike. I'm sure that we've all seen in the media this week the report that a tentative agreement has been reached. I will note that the City of Charlotte is not a party to the agreement. It is an agreement between RATPDev, the contractor, and the transit union, the operator's union.

We are not a party to the agreement or to the negotiations that are ongoing, but we do take it as a good sign that both parties are negotiating in good faith and that they have apparently come to a tentative agreement. I will note that a tentative agreement is not a final agreement, but we are certainly very optimistic and hopeful that that tentative agreement will

be ultimately approved by the union. It's our understanding that that vote will occur this week and so we should know more next week related to the outcome of the vote. But again, we take it as a good sign that both parties are negotiating in good faith.

I know we have a loaded agenda, but just talk to you a little bit about I guess my first 60 days. I assumed the interim CEO position December 1st upon Mr. Lewis' resignation or last day in November. I have been working, first, to get to know everyone. To learn the faces all with the team here tonight, but I also have spent a lot of time out with our field operations with our field groups across all our shifts. CATS is a 24/7 operation. We have employees literally working all day, all night, every day of the week.

I really went out to speak to them and understand what they love about their job and what their concerns are. I will say the first thing I learned is we have a lot of great people working at CATS who love working there. They take pride in what they do and they're proud of working for the City, working for CATS, and serving the community every day, so that was good.

I will also say there are some concerns, right, and we have some things that we can do better as management of CATS and we're committed to do that, things like communication with our employees about the decisions we make, about budget decisions, about operating decisions, and being able to support them in our budget decisions. And so that this been the second thing that has been front and center for me for the first 60 days and for Chad Howell, our interim CFO, is really preparing our 2024 budget, getting it prepared. Chad will provide an update tonight on that.

We're not done yet, but I will say in the last 60 days we have really put a lot of energy into thinking about this budget, making sure that it's a balanced budget, and then really focusing on a few priorities. I don't want to steal Chad's thunder. I'll stop there and just say that has been very, very important.

Then of course the last thing is making sure that whether it's day-to-day operations or the nature of projects that we have on the horizon, that really CATS doesn't miss a beat, right? We keep moving forward because the work we do is so important, and I think we've done that, and we'll continue to do that.

V. Transit Services Advisory Committee (TSAC) Chairman's Report

Krissy Oechslin (Chairwoman) reported the following recap: I'd like to introduce everyone to Jarrett Hurms. Jarrett was elected TSAC co-chair for 2023. He and I will be alternating at MTC meetings this year. You'll see him in this seat next month. Welcome to Jarrett.

In December TSAC held a joint meeting with the Bicycle Advisory Committee for Charlotte where we discussed the overlap between the needs of transit riders and the needs of cyclists; there's a lot of overlap, and we look forward to more collaboration with them. We are also planning to collaborate with CTAG, whose chair, Edward Tillman, is sitting next to me, he will be attending our next TSAC meeting, and then Jarrett and I will be attending their next meeting. We feel we can better advocate for the needs of transit riders by working together.

In our January TSAC meeting we met Brent Cagle and heard an update on the contingency plan should there be a bus strike. If the news reports are accurate, it looks like we may avert that. That's great news all around.

We were also thrilled that there will be increased frequency on the Blue Line starting next week during peak hours. Many people have reached out to members of TSAC to complain about crowding on the Blue Line, so this is a good first step towards alleviating that.

We also took a straw vote on the CTC Redevelopment because there had been an inquiry about what did TSAC members think about the CTC Redevelopment options and so we

did like a straw vote so I could share with you how people feel about the different options. We had four people who preferred the concourse underground option and then two of us preferred the elevated terrace option, and unfortunately, we didn't have time to review the Silver Line Uptown alignments and hold a straw vote on that, but there's lots of opinions on it.

Finally, while all the mayors are here, we have a lot of open positions on TSAC, and so I wanted to let you know that we're looking for members for a lot of spots, and I'm going to follow up after this meeting and email to each of you where there is a vacancy. We have one for Huntersville, we have one for Pineville, Mint Hill, Davidson, Cornelius. Mayor Washam, I think there may have been someone who's already reached out to you who's interested. Matthews, I think there also might be somebody in the works for that open seat. We have an open seat for a van pool rider that has been open for a long time. It's hard to fill that spot. We have a seat open to be appointed by the Mecklenburg Board of County Commissioners, and we also have a seat recently vacated to be appointed by Charlotte City Council for a local or express bus rider.

I'd like to stress that for this County and Charlotte City Council appointed seats, this is an opportunity to get more local bus riders represented on TSAC as well as to get broader representation from areas of Charlotte where we don't have members, such as the west side. That concludes my remarks. I will follow up with an email to each of the mayors with open seats.

Discussion:

MAYOR LYLES (City of Charlotte): On the appointments I always appreciate recommendations, and if you send the email and if you have someone that you believe would be a really good candidate, please, I think all of us would appreciate getting that kind of information if you have it. And I know sometimes it's hard to get these designated seats, and I know also people have lives, or most of us, some of us.

VI. Citizens Transit Advisory Group (CTAG) Chairman's Report

Edward Tillman (Co-Chairman – City of Charlotte) reported the following recap: Our January 17th meeting we had an introduction to interim CEO Mr. Cagle, as well as received a preliminary budget report from CFO Mr. Howell. Due to their recent appointments as of December, it was clear we did not have as much of a robust conversation, as they were getting up to speed with those items, so certainly during our next meeting come February we'll probably have a little more meat on that conversation at that point.

We also received a presentation from Mr. Lawrence regarding the CTC Redevelopment and the LPA recommendation, which we do have an action item on that this evening. There was a bit of a light reading there. We have three open seats on our CTAG group. We've got the co-chair (Mecklenburg County), which would be helpful for me, as well as Mecklenburg County and CMS appointees also; not nearly as many but certainly still the support would be greatly appreciated.

Discussion:

MAYOR LYLES (City of Charlotte): Mecklenburg County and CMS. We don't have a representative from CMS here tonight. If you can get that information over to the interim superintendent that would be helpful as well.

VII. Public Comments

1) JOSH BENNER: I'd like to talk about the CTC Redevelopment. I just want to start with it's kind of a bald-faced lie that this is a transit-focused project, even in it says that you guys

were approached about, from a developer, about development, Encore Development, but if this is our transit center, and it's the most important transit center in our whole entire city, we need to focus on transit. I can tell that some options clearly weren't put out from a transit point of view.

Part of my issue is with the concourse design. We're going to end up having three different levels of transit between the Blue Line, the buses, and the Gold Line. Why are we considering putting the concourse design on the second level, so it is the same exact design just on the second level, so it still has the climate-controlled security, but the transfers between the Blue Line are the most important. That's completely being disregarded. You can tell it's by the developer. They want to put parking. Put it in the basement of this building. Part of that is the CTC. But we really should not be putting people in the basement just because development wants to have a second floor open. We should be prioritizing our transit riders, and part of that is the Blue Line, instead of putting it in the basement.

2) MARK MOORE: My name is Mark Moore. I'm a daily transit rider who works in Uptown. My primary comments were also somewhat about transfers, both for the Silver Line and for the CTC. My main concern with some of the CTC design is again, similarly, about transfers between the Blue Line and other modes of service.

As someone who transfers in the Blue Line, to us it's a lot already. It's already kind of difficult getting up and down between those two levels, and I fear that the underground version would make that harder with the current designs where it didn't seem to be a very direct way to get between the underground concourse and the upper levels.

Similarly, somewhat for the Silver Line I am not opposed to the LPA, but my biggest concern is that there isn't really a good transfer between Gold and Silver on the southern side of the rail, so effectively you have it where people are either going to have to go all the way to Gateway and double back on Gold or they're all going to be trying to crush-load onto Blue. If you have people coming from Matthews and from southern part commuting towards offices in the other part of Charlotte that's mostly accessible by Blue or Gold, I'm a little bit concerned that that could cause some issues there. And just for transferability between people who are coming from some of the poorer parts of East Charlotte and needing to get into areas that will be connected by the Silver just kind of not having that ability to transfer.

I guess my other thoughts really were just for CTC in general. Especially if it's going to be underground, there needs to be more attention paid to enforcing rules and keeping it clean and maintained. You know, even if a new space, if you don't do that it's not going to be any better than what we currently have, to be honest. Other than that, just thank you, and I would like to just kind of re-emphasize that knowing some of the controversy that's been going around the Silver and everything, that we don't have to put all our eggs in one basket.

Like, there are things we can do to advance a transit system, you know, with Envision My Ride, improvements with Central Ave bus lane, even things like the Sprinter, perpetually getting that more BRT style service as its brand name would imply, that could do some substantial benefits of trans system as it currently stands without having to focus too much on defunding them. Thank you.

Discussion:

MAYOR LYLES (City of Charlotte): To both of you, thank you for taking the time to be thoughtful about this, and thank you for giving us ideas that we will review. Mr. Cagle is going to be able to address some of these comments.

VIII. Informational Items

A. Envision My Ride-MicroTransit Update

Jason Lawrence

Jason Lawrence - CATS Planning Director – shared a presentation with updates on Envision My Ride; based on pages 18-33 in the MTC Agenda Packet for January 31st, 2023 meeting.

Discussion:

MAYOR LYLES (City of Charlotte): It says spring and summer of 2023. That's a lot of work to be done, and I guess one of the questions, as we're going through this, what is going to be the marketing or the information that allows for the changes and people having the awareness that these things are going to be implemented, so is that being discussed now?

MR. LAWRENCE: Absolutely. This will be clearly indicated, and, on our website, we'll have signs for this and other education campaign. We have been working on this mostly on the back end just to get the technology right to make sure our app will work, getting all the contracts lined up in place, and so the first implementation that you mentioned will be that spring summer for the first last mile. Full implementation is later this year or early next year across the various zones in the county.

MAYOR LYLES (City of Charlotte): I hope that we'll use our committees to spread the word, our riders and ways to advertise in the way that gets it really out there, because this is pretty cool to be able to do.

COMMISSIONER ALTMAN (Mecklenburg County): Scrolling back to slide 11 in the first half of your presentation under Bus Service Reliability, this is a tremendous improvement. I'm really happy to see it. One question and clarification, on the left-hand axis it seems to suggest 1K, 2K, 3K. I don't think that means 1000 misses, 2000 misses, but what does that mean?

MR. LAWRENCE: So that's missed trips per week, so that's a summary for the month. For January there's four weeks in that month so that would be over the course of a month. We provide close to 3000 trips every single day, and so to give it some context, we still are providing a lot more trips than we're missing each and every day. It may seem like a big number but each day we provide close to 3000.

COMMISSIONER ALTMAN (Mecklenburg County): I see, so we're still missing about 1000 trips a month? I'm looking at December, last month, are we still missing about 1000 trips a month?

MR. LAWRENCE: It varies from day-to-day. Usually weekends we have higher missed trips than we do during the week, but if we can, I'd like to provide the exact number from that. That might be more helpful too.

COMMISSIONER ALTMAN (Mecklenburg County): Thank you. And is the app updating when a bus is not coming? Because I know that that was important at least to let people know not to stand around if something is canceled out.

MR. LAWRENCE: Yeah, those were the reliability improvements that were rolled out in August was to show that. There will be a line through the trip if you scroll down the various

trips. When you click on your bus stop, if a trip is not scheduled or if it's on time or it's delayed, all that will be detailed in the app.

COMMISSIONER ALTMAN (Mecklenburg County): You feel like the reliability of the update is good?

MR. LAWRENCE: Yes, that's been very helpful.

MAYOR WASHAM (Town of Cornelius): I think one of the key things that we need to do that has been alluded to is making sure the communications are in order, so I would invite you to please use our -- we all have PIOs in our little towns, communications managers or whatever, and that's just a great resource for them to reach the grassroots.

MAYOR LYLES (City of Charlotte): That's a great comment. I think it was successful. We had to make some changes in the towns before; it was really very successful. We should try to when success happens let's just mimic it.

MAYOR EDWARDS (Town of Pineville): I know we laid down a lot of sidewalks along bus rides, and for nine months we've been trying to get the MTC to commit to putting ads in, and we laid the sidewalks, nothing is done. We're talking about amenities and ADA improvements and everything else, but we talk about it, but when does it all happen?

MR. LAWRENCE: I think it would be imperfect to come back and give you a more expansive update of our strategy to prioritize bus stop location improvements, and we have folded in the stop request for each of the jurisdictions to develop that list. And there has been some back-and-forth communication with town staff in Pineville, and I'll follow back up to see where we are with that.

But I think a more substantive update about coming out of Envision My Ride, looking at the prioritization scores that we developed through that but also our ADA improvements, because we have that score for all our system, to develop a way how do we address the 3000 stops that we have and making sure they we're putting those improvements geographically equitably throughout the system. I'd be happy to come back and give an update on that.

B. LYNX Silver Line Update

Andy Mock

Andy Mock - CATS Senior Transit Planner – shared a presentation with updates on LYNX Silver Line; based on pages 35-44 in the MTC Agenda Packet for January 31st, 2023 meeting.

Discussion:

MAYOR HIGDON (Town of Matthews): Just really one question. This being the higher cost alternative and additional costs possibly with changing the terminus, is this going to adversely affect the buildout of other sections of it through value engineering? Since this is so costly are other sections going to be kind of short-changed? I'm specifically talking about Matthews of course, but anywhere along the line.

MR. MOCK: We will have to go through a federal process, and that process will include value engineering. I'll say one thing is that the cost is the cost. The LPA cost doesn't really change, right? That cost is what we have adopted and it's the same. There will be a process, and we'll have to evaluate cost. Cost is always a consideration. I say right now our financial

models don't project that at this point, but cost-effectiveness is an important thing that we're going to have to balance as we go forward. We don't have a crystal ball, but we see this as a reasonable alternative at this point, given the previous adoption.

MAYOR LYLES (City of Charlotte): I think it is the process of value engineering that will have to go with the feds, and that will be every part of what we do. We'll see how that goes.

MAYOR HIGDON (Town of Matthews): I certainly don't want to put the overwhelming majority of our funding into the Charlotte section and leave none for the other things.

MAYOR LYLES (City of Charlotte): It's not going to work if it's just for Charlotte because there are a lot more people coming to Matthews than going up north. We're going to try to work to make sure that happens.

COMMISSIONER ALTMAN (Mecklenburg County): I just want to publicly thank CATS staff that were so generous with their time and taking me to look. I wanted to see some of this in person, and I just want to say publicly how impressed I was with the planning and the vision. If we're going to do this, we need to do it right, and I really believe -- you know, I see in my Twitter feed every day where there are delays because a car is not where it's supposed to be and it's holding up the Gold Line or what have you, and we want to have something that's really reliable.

I really like the vision, and I feel like where it's planned to intercept through the LPA at 11th Street is going to be a beautiful area that we're going to be able to activate and bring great amenities to our residents and just bring a lot -- you know, a whole new infusion of vitality. And of course, its connectivity to the Charlotte Gateway station is key and also going to be just amazing for our residents. Thank you for the tour and taking the time and thank you for all the hard work. I think it's an incredible vision and plan.

C. Preliminary Budget Update

Chad Howell

Thurman (Chad) Howell – Interim CATS Chief Finance Officer – shared a presentation with Preliminary Budget updates; based on pages 46-57 in the MTC Agenda Packet for January 31st, 2023 meeting.

Discussion:

INTERIM CATS CEO CAGLE: I just wanted to correct something and make sure that we're level-setting. When Mr. Howell mentioned increased passenger fare revenues, he means increase revenues not increasing fares. I wanted to be clear that we all were understanding exactly what that meant, we are not basing any new revenue projections on increasing individual fares. It will be increases in fare revenue in total.

INTERIM CATS CFO HOWELL: Yes, sir, thank you. There is no projected fare increase in 2024.

MR. THUNBERG (Town of Mooresville Representative): I just want to compliment you on the fact that you put so much emphasis on maintenance and safety in the operating budget, and I think those are critical issues and they are part of the strength of CATS, the ability to focus on these maintenance issues and not put those off, because with a lot of agencies it's just easier

to put that off for financial reasons, and I appreciate your emphasis on that. I've got a couple of things that I want to throw out there I don't need answers to today.

One is that are there any refits that could be advanced or rebuilds that could be advanced that would be helpful in the budget? And I don't know whether those would show up in the operating budget or in the CIP. And 2 is, are there any maintenance facility improvements as a part of that CIP, particularly for rebuilt vehicles and/or is there a contract for off-site servicing of battery vehicles. In your next presentation I'd like to hear those answers. Thank you.

INTERIM CATS CEO CAGLE: Chad, I think you can answer these pretty quickly now. I'm happy to include them in the next presentation with more detail. To your first question about refits and rebuilds, one thing that is in the current year's budget, so you don't see it here, is we do have about \$50 million for what my operations folks called the midlife rebuild, or rehabilitation of the first tranche of Blue Line cars that the City purchased 15 years ago. They're at their midlife, and that will be significant efforts to do complete rebuild of the first tranche of cars. That effort is starting now, so it's in the current budget, and will take I'm going to say 3 to 5 years to complete, or 6 or so years, we'll see.

A little bit of this rebuild is very substantial. It's literally taking the cars apart and rebuilding them. It's a little bit hard to tell exactly how long but it is substantial. The point to that is in future budgets, maybe not next year, but you will see the second tranche of cars, they will reach their 15-year mark and they will need to be rebuilt. We will be in this cycle periodically.

On the buses on the rebuild, we have a significant number of buses that just need to be replaced, so we are going to aggressively do that in the current year and in years forward. What I was saying on bus replacements is the numbers that Chad presented today may actually go down next time we present, because to the extent possible we're going to try to buy as many buses as possible this year to get ahead of that rather than have to wait to next year. It is a priority.

On our facilities specific to electric vehicles, we are pursuing grants. We've received grants and pursuing grants and we will continue doing that, because the short answer of facilities for electric vehicles is yes, we will have significant facility needs and infrastructure needs around supporting electric vehicles. We are currently working with a consultant to identify those infrastructure needs, and once those needs are identified the budget needs will come out, but they will be significant.

MAYOR LYLES (City of Charlotte): And just a reminder, how many electric buses did we have from our grant from the federal government?

INTERIM CATS CEO CAGLE: We currently have all 18 of the original battery electric buses are in the fleet. I believe the last two are to be delivered or were just delivered, but we basically had completed the 18-bus purchase that we had from the original grant.

MS. OECHSLIN (TSAC Chairwoman): I have sort of two questions. 1) Of the replacement buses that are budgeted, are any of those electric? And I ask because part of the premise of putting CTC in the underground option was that in the future when that's built most of the fleet would be electric but if we're buying non-electric buses now and they last a long time that's why I'm asking.

INTERIM CATS CEO CAGLE: I'll field that one as well. We are committed to battery electric buses. That is an absolute. Will all of the next purchase be electric? Probably not. They will be a mix of electric and hybrids. They will represent a significant improvement towards our goals in the buses we have, because remember, the buses we currently have that will be replaced are the oldest and they're pure diesel buses.

They will be an improvement but no, they will likely not to be entirely electric. I think that before we're able to go full purchases electric we need to make sure we have all the charging infrastructure in place to support it. We will continue making improvements, but I would fully expect that this year and possibly next year's purchase will be a mix of hybrid and electrics.

MS. OECHSLIN (TSAC Chairwoman): 2) It may be more granular than what would normally go in this presentation, but one of the reasons that TSAC and CTAG would like to meet? A lot of people have brought up that there are not enough sufficient bus stop amenities. Like where it's mentioned, there's sidewalks but then there's no benches or shelters. Some of the questions we've asked in the past is I know that CATS has put a lot of time into making sure that bus stop amenities, that where they put them is based on a fair methodology, and that's wonderful, but then we would like to know essentially, like, what's the budget for building benches and shelters and how much of it was spent, is that budget going to go up year-to-year, like putting the money where the methodology is and replacing it, like are they getting built, are we increasing the budget for building them. That's something that I think we'd like to talk about because our two committees, that's of interest to us and we'd like to be able to see that in the budget.

INTERIM CATS CFO HOWELL: We can definitely come back with that. You want to see what was budgeted and what was spent?

MS. OECHSLIN (TSAC Chairwoman): Yeah, because we'd like to know if more will be budgeted than did get spent. We hear a lot of times why facilities can't be built, because there's no sidewalk or a million reasons, but surely there are places where they can be built, and we'd like to see. How much has been spent building more of the shelters and benches and things like that and are we going to spend more year-to-year.

INTERIM CATS CFO HOWELL: Yes, ma'am, we can do that.

MAYOR WASHAM (Town of Cornelius): I want to follow up on that and then I've got a couple more comments, but the scenario that you just described is critically important in North Mecklenburg. We've been begging for better amenities for years and years, and we've gotten a few but it's not nearly enough. I've ridden by a lot of those on the way to work sometimes, and we've got to do better if we want to increase our ridership up in the North Mecklenburg region. We're little different up there. We're a little more rural, and we're not rural but we're spread out a little bit more at the moment. We've got to fix that because it's just never been right for us.

The other thing is as relates to the budget itself, I think there's two factors that I want to know as we work through it, not necessarily tonight, but how are you incorporating the inflationary factors in there, interest rate risks and things like that which are critically important? I mean we've all experienced and watched DOT go through some bad projections if you will from time to time, and I think we are a little bit vulnerable as it relates to those factors. I think

that we need to understand that you've got that right. I assume you're leaning on the resources of some economic projections within the City and that's great, but I just think we need to feel really good that we've done as good as we can on those two items.

COMMISSONER ALTMAN (Mecklenburg County): Ms. Oechslin, you asked my question about electric buses, and I appreciate Mr. Cagle's answer. That is important. I really appreciate your second point as well, and it's so important, and it seems like something of a stubborn issue, that maybe it would be a good idea to consider putting it on a future agenda for us to really see how the decision has been made in the past with the allocation of resources and how is it going to increase over time, because it just seems like a lot of us would like to understand that better because we get feedback from our residents.

My questions would be, If we do go into a recession and we have reduced sales tax are you projecting for any of that in terms of your budget?

INTERIM CATS CFO HOWELL: The way we're tackling it right now. There is also still the trend line so we're holding back, we're not budgeting to spend every cent that comes in. We're still keeping the trend line there, and there is a difference between the two, so that's one. We're trying to be conservative about what we are budgeting in total based on the feedback that we've gotten from City economist. Short of that, on the expense side just looking back there's always some -- we can't fill every single position that becomes vacant. There's a certain amount of built-in attrition there. We would definitely look there at what might already be there as we look to build up to fully staffed. Then if it comes to it, and I've been through these before, if we're really going to take a hit that is beyond what we feel like we could recover from with other revenues, we would look at a reduction exercise, and we would work very openly with that.

COMMISSONER ALTMAN (Mecklenburg County): Looking at the employment expenses, what is the minimum wage for a CATS employee?

INTERIM CATS CEO CAGLE: The minimum wage for any city employee is \$20 an hour. That was just implemented by the city manager in the current year's budget, and that applies to all CATS employees. If you'd like more wage information particular to CATS we could pull that figure.

COMMISSONER ALTMAN (Mecklenburg County): No, I was wanting to know what that figure was. My last question--looking at the projected expenses for the CIP I must not be looking in the right spot. Would the contribution or expenses for the CTC rebuild be reflected here or would it not be?

INTERIM CATS CFO HOWELL: When you see continuous prior year initiatives, that's anything that's already in there, that money was already programmed in a prior year. Anything that was already programmed, also it would be on top of what's here. These are just new dollars.

COMMISSONER ALTMAN (Mecklenburg County): I'm sorry, I don't understand.

INTERIM CATS CEO CAGLE: Let me try to clarify that. The CTC, there is an action item tonight on that, but we are basically at the beginning stages of design. Yes, there will be CTC

design money that we would need better information before we would ever be able to enter that for construction into the budget, and you would expect to see that. Assuming that the CTC continues moving forward you would expect to see that in future years.

MAYOR HIGDON (Town of Matthews): One more comment with regard to the bus stops. Previously, and I don't remember exactly when, but we spoke about possibly having town staff assist to accelerate this effort maybe as a partnership. I don't expect an answer tonight but maybe we can revisit that as well. I know in Matthews we're certainly willing to do that if we can get shelters built more quickly.

MR. TILLMAN (CTAG Co-Chairman-City of Charlotte): In regards to the \$3.5 million increase to the security contract for the next coming year that's been laid out, is that in physical personnel or is that in technology, what's behind the I will say significant increase in that, based upon conversations last year and previous that all incidents that we were having was somewhat overblown. It was sort of a 10% of the teapot and there wasn't that many of them. Why such a significant increase in two consecutive years for security?

INTERIM CATS CFO HOWELL: I'll give the short answer and then we can obviously come back with a longer more detailed answer. It's predominantly in additions to staffing as far as the uniformed folks that you see on the platforms, trains, so that is a piece of it. Those would be the two different -- we have both folks that carry sidearms and folks that do not, and it would be on both sides of that. That is coming from we just concluded or are in the process of concluding a procurement process for those two new contracts. Part of it is we are ramping up and adding some additional staff.

I believe there is a technology piece to it, but I think predominantly it's the staffing and it costs more now to do anything than it did the last time we were there. Even if we stayed the same number of staff, it would be more expensive. That's kind of the 50,000-foot level, but I know you're wanting more information than that and we can definitely come back with some more things.

INTERIM CATS CEO CAGLE: Mr. Tillman, one thing I will say, for this contract it's time for the RFP to go out to get a new contract. There is an expansion of staff, but equally as impactful on this cost increase is this service is just much more expensive in today's environment. The security agencies have a very difficult time paying what they used to pay, and so there are significant inflationary increases associated with the service just fundamentally in today's environment.

MR. TILLMAN (CTAG Co-Chairman-City of Charlotte): Absolutely. I think back to some of the incidents where we have, I'll say, responses from our riders saying that it seemed like it was coming a little bit of a police force, a lot more aggressiveness, a lot more just intimidation in some respects and making them uncomfortable. When we talk about adding staff, that's where my concern starts to go.

INTERIM CATS CEO CAGLE: Yeah, and I also want to clarify, in addition to staff, right, the staff are not there to be on every bus type of thing, right? This is not where buses, we try to have armed security or even unarmed security; they're there for support. In addition to safety and security, honestly, we're looking at training. The best way to keep our drivers safe is to

keep them out of confrontations and de-escalation training. There are many different approaches to it, but there is an element of increased staffing in the inflationary increase.

I think that safety and security, it has to be first. Our drivers and passengers, they deserve to have a safe working environment and a safe transit experience. I'd be happy -- we'd be happy to provide more detail on this particular item because it is so important and such a big part of our operating budget at our next meeting if you'd like.

IX. Action Item

A. LYNX Silver Line – Bojangles Alignment

Andy Mock

Andy Mock - CATS Senior Transit Planner – present the LYNX Silver Line – Bojangles Alignment for action; based on pages 59-70 in the MTC Agenda Packet for January 31st, 2023 meeting.

Discussion:

MAYOR KNOX (Town of Davidson): If you go back to the slide showing the overview with the purple line and the dotted line, so if I turn in on Briar Creek and I'm going to go into the existing parking behind Bojangles, am I going to have to cross over these the new track if you will?

MR. MOCK: Yes, I think the idea is that this surface parking lot that you see out there will no longer be there and it will be a completely reconfigured area, because really to get the Silver Line in any situation we have to rebuild that entire parking lot. It really doesn't meet any standard today. What you see out there will be a completely different environment than you see today but you will have to cross. There will be station with pedestrian crossings on either side of the station to facilitate the safe crossover.

MAYOR HIGDON (Town of Matthews): What are those particular impacts up there on the northwest corner of Shenandoah Avenue, the neighbors are in favor of the LPA?

MR. MOCK: We've had a number of conversations with some of these communities, Commonwealth Park and others. There certainly are concerns, private property concerns, direct private property concerns. There are always going to be. Any change in the alignment is going to induce some of that. Some of those folks who are probably opposing it were the folks who may have a private property concern. From a broader perspective we didn't hear anything that was overwhelming that would create or induce a change or a concern of this adjustment, but certainly with a new alignment there will be new private property concern and there will be new transactions that's required, and there's new opportunity for people to be displaced with that choice.

MAYOR HIGDON (Town of Matthews): Is that going to be really disruptive to the tree save area there?

MR. MOCK: There will have to be removal of those trees. I don't know if they are actually tree save or not, but certainly those trees will have to be removed. There's also a lot of utilities in that area as well that would have to be redone.

MAYOR BALES (Town of Huntersville): Is there an estimated cost differential between the two?

MR. MOCK: There is. The change in the alignment creates what we estimate to be somewhere around \$8M of increased cost because of the height of the bridge. It's a much more complicated bridge. That's defrayed a little bit because we have to relocate a lot less road construction, but we think that the bottom-line number is somewhere about \$8M difference between the two, but there's also that benefit of not creating challenges to the community as far as that traffic actually getting this through, and the traffic analysis will restate this also as well. But yes, there is a cost difference.

COMMISSIONER ALTMAN (Mecklenburg County): 73% support it and 22% were neutral. That's a net of 95% of the folks surveyed in the neighborhood were in favor of the proposed refinement?

MR. MOCK: This is everyone who took the survey on the entire Silver Line length, so we didn't distinguish between in the community or along the 26 miles.

COMMISSIONER ALTMAN (Mecklenburg County): Of course, but I'm sorry that was my mistake, but they were in favor of the proposed refinement?

MR. MOCK: Correct.

COMMISSIONER ALTMAN (Mecklenburg County): Okay, not the LPA, okay. And remind me why the proposed refinement is less damaging to the neighbors living at the top of this image than the LPA.

MR. MOCK: Well, I think the impact is different depending on where you are. If you're on the LPA, if we choose the LPA, then the impact is defraying traffic to these communities down here and less here, but if we're choosing here there is a smaller impact at some point on specific properties here, and there is a concern from digital of that taller bridge in this area certainly, but you mitigated some concern here. From a community neighborhood impact it's kind of a trade-off between these two specific areas.

MAYOR BALES (Town of Huntersville): How many properties do you estimate are going to be impacted to the north?

MR. MOCK: At least one, maybe more. It's relatively large. This is an NCDOT right-of-way here. There is a home here, so at least one, maybe up to three or four.

MAYOR BALES (Town of Huntersville): And the height of the bridge itself?

MR. MOCK: It's going to be about 30 feet above the existing Briar Creek Road, so it will be a third level bridge. Independence is here, Briar Creek is here, it will be a level above that.

MAYOR KNOX (Town of Davidson): Compared to the Eastway bridge?

MR. MOCK: Right.

MAYOR KNOX (Town of Davidson): So right down the street and compared to the Eastway bridge, is it roughly the same height as Eastway going over Independence or is it substantially higher?

MR. MOCK: Independence, Eastway, it would be the same sort of configuration. It would be a third level bridge above Eastway or Briar Creek in either situation.

MAYOR LYLES (City of Charlotte): I can't remember who the council member was that is in this district, but if I recall, Andy, there was a discussion among the neighborhoods and their associations if I recall, and the preferred was from a neighborhood association if I recall correctly.

MR. MOCK: We presented this to several neighborhoods. Charlotte East was kind of a coalition of many. I don't know if there was a vote or a preference, but there certainly was no objection beyond the specific property concerns that were noted.

COMMISSIONER ALTMAN (Mecklenburg County): Why do you think such a large preponderance of residents wanted the Bojangles proposed refinement, though it was \$8M more? What's your sense of that?

MR. MOCK: I think a lot of people like the idea of not crossing a street on a special event to get directly from the station to the special event generator. I think a lot of people see that image of that rendering of the station right outside of Bojangles and they imagine themselves going to a hockey game or taking their kids to a concert or whatever and seeing that benefit of that pedestrian access. We heard a lot of good things about that idea of having the station right outside the special event venues.

MAYOR LYLES (City of Charlotte): I know that Ed Driggs is watching this meeting, and I know that he did not sign up for a conversation, but I think that when the transportation committee looked at this it was fully supported unanimously. There were very few that was a deeper dive and perhaps some of the things that I don't recall.

MR. MOCK: Yeah, we presented this in October as well, to the public meeting.

Resolution: A motion to accept the LYNX Silver Line – Bojangles Alignment was made by **Mayor Brad Simmons (Town of Mint Hill)**; seconded by **Mayor Rusty Knox (Town of Davidson)**. Motion carried unanimously.

B. Charlotte Transit Center Redevelopment-LPA Recommendations **Jason Lawrence**
Jason Lawrence - CATS Director of Planning – present the CTC Redevelopment-LPA Recommendations for action; based on pages 72-90 in the MTC Agenda Packet for January 31st, 2023 meeting.

Discussion:

MAYOR KNOX (Town of Davidson): Since they're both citizens task force I'd like to hear from Krissy and Edward to weigh in on where we are from your groups.

MS. OECHSLIN (TSAC Chairwoman): We did a straw vote of the people that had a preference with the concourse underground and for the terrace. I mean people have brought up lots of questions over the time. We've discussed this probably like three or four times in meetings. You know, it's pros and cons, right? I can't speak for everybody, but I don't know that anyone is violently opposed to any of the options.

Jason laid out the pros and cons as a bus rider. I have my own preference but it's not perfect. I think a lot of it will be the execution. I think there's probably a greater risk to poor execution of an underground one because some of the criticisms have been like you're hiding bus riders away, and there tend to lower income riders of color and we're hiding them from the world. It's a little dramatic, but a lot of people do think that.

Part of the upside for putting it underground is that you can do secure access if you have to have a ticket to go in. I mean is this a public space, is that good or bad? The concern I brought up before about electric buses if they're not all electric, how does that impact putting it underground? I mean, I don't know, like, how are you going to deal with the exhaust, but yeah, there's pros and cons.

MR. TILLMAN (CTAG Co-Chairman-City of Charlotte): And from a CTAG perspective, the concourse was the choice that made the most sense. More importantly, what we saw in this, is this a decision based not only on today but also the next 20-25 years, does it play well in the future, because if we only look at what we see and have a vision for as of today and tomorrow, then that's a very short-sighted visual.

Cost is not so much a concern because if we don't make the right decision today, 20 years from now we have to redo and find new land and new costs. And rail costs don't go down in years, they always go up. We saw the concourse as the better option for making this work. Also, if we can get more federal money from doing the move in that manner as I understand it to be, then that's also a great benefit as well.

MAYOR HIGDON (Town of Matthews): Just a comment. I can support the concourse option, but for me air quality is going to be the main concern. And we've all been to cities throughout the country or across the world where you've been in a stuffy garage with diesel smoke spewing in your face and it's a pretty miserable experience. That's going to have to be key. There's going to have to be some great mitigation to make sure the air quality remains comfortable and breathable.

MAYOR WASHAM (Town of Cornelius): I think the public-private economic development opportunities that come from that option are immeasurable really. I mean, you don't know what the value of that is, but you know they add a lot so that's encouraging.

MAYOR BALES (Town of Huntersville): I would say too, the other piece to not only the air quality but the lighting. I've been in various places all over the world with this same scenario, right? You're going into a darker place with the fumes, et cetera. That's not what any of us want. I think as you're going through the design process making sure lighting, making sure that the air quality, those two pieces are paramount. And frankly, and you're talking about from an economic perspective, those utilizing that space are going to also demand it.

COMMISSIONER ALTMAN (Mecklenburg County): I'm interested on the financial framework, the take from the County, because I sit on the Economic Development Committee

and I get the proposal at the very end. Sometimes I hear my colleagues say, "I would have liked to have known sooner."

Here I am on the other side of the equation, and I'm interested in the process, like, have you already reached out to our Economic Development staff people, like is this already in process with the County, is this something that already the way has been cleared. We can count on it to make this make this financial framework work?

MR. LAWRENCE: In the earlier phases of this analysis, there were some earlier conversations, I understand, between the two economic development groups, and that will be spear-headed by the City of Charlotte's Economic Development office so we can follow up to see where they are with that process right now as it stands.

COMMISSIONER ALTMAN (Mecklenburg County): Yes, I would like to know the involvement of staff, and I would be interested to know if the staff has gotten it at the County. I'm pretty confident that commissioners haven't. I'm always looking to improve that sort of thing that people are on board and don't feel blind-sided on such an important piece of this plan.

MR. LAWRENCE: We can certainly follow up with that.

MAYOR LYLES (City of Charlotte): I want to make sure I understand, what is the arrangement that –

COMMISSIONER ALTMAN (Mecklenburg County): My understanding is the yellow part of the financial framework, the \$20M take as a County, County take.

MR. LAWRENCE: It would have to be a condition of the County to have that.

COMMISSIONER ALTMAN (Mecklenburg County): Right. That's what I'm asking about.

MAYOR LYLES (City of Charlotte): I will say that the concerns that you've expressed are the same ones that many of the council members express. I think that what we also have really tried to talk about is the activation around the Spectrum Arena, and a large part of that is to have a look at what Brevard is now and making more public spaces to take advantage of the Center City, access to the Performing Arts Center, more lighting.

And all of us have been to these trade shows lately that have these big kiosks and how you put your hand up and it tells you the next place that you can get your coffee, things like that. I think in large part that all of us have the same concerns, that we're not trying to make this a place that is what we would say ordinarily. I have been around when we stood at the front of Eckerd's Drugstore on the square, and when it rained you had to go inside and put a white towel on the floor. We've come a long way in terms of that.

I do believe that -- you know, my daughter lives in Washington, D.C., and they have underground, and they are clean and they're well-lit, they're secure. I think that there are some places that we can look at and say would we do this or do better than. I always liked that idea of get some places that we can work with and say how do we do this in a way -- and I know that the staff has done some of that work, and I would say that this community wants to have a quality reliable and safe system, and you do that starting with where people enter into it. This is

going to be something that's going to be very important for us to do and we all understand the weight of that decision.

Resolution: A motion to accept the Charlotte Transit Center Redevelopment-LPA Recommendations was made by **Commissioner Leigh Altman (Mecklenburg Board of County Commissioners)**; seconded by **Mayor Rusty Knox (Town of Davidson)**. Motion carried unanimously.

X. MTC Commissioners' Business

A) CONNECT Beyond / Advancing the Plan

Discussion:

MAYOR LYLES (City of Charlotte): I think you probably know everyone in this room. This discussion is around advancing the CONNECT Beyond partnership between the CAV and the MTC. I know that many of you are very much aware that the Centralina Regional Council subcommittee Advancing the Plan has been organized, and Kannapolis Mayor Darrell Hinnant and myself are co-chairing this initiative, but I think there are six MTC members that are also on the commission. Raise your hand. I know that several were not available for our first meeting because you had conflicts. I tell you, it's a lot, I understand that, but I thought it might be good to talk about the CONNECT Beyond Advancing the Plan subcommittee serving as a steering committee that is both working and implementing around the CONNECT Beyond mobility plan.

The committee, and I would say this, between Geraldine and Mayor Hinnant, that the very first thing that we thought about as we were trying to pull together this idea was that we wanted to have the opportunity to build trust in our region among our jurisdictions. That was one of the very first things that we wanted to do. But we also want to get some things done, so we want to do that. First get to know each other, talk about what we think and what our plans are, what do we see is our future, but also to do that in a way that we can think about it beyond our jurisdictional lines.

City of Concord's Mayor Dusch and Mayor Hinnant are talking about a bus system now. One's got an on-demand service and one's got a fixed route service. And these are the kinds of things that we have as opportunities to work together to build coalitions that we may not have, but also, we build those as well as bring those collaborations that we do have to the table and are aware of them. CONNECT Beyond is really to do that -- trust, information, communication -- but also to try to determine what project we can work on that would actually make a difference.

At our first meeting we talked of the agenda, talked about a couple of things. First, the objectives over all of the subcommittee were to advise on short-term opportunities for regional collaboration and determine feasible options for a regional mobility governance approach, to endorse a regional communications framework for CONNECT Beyond and support its implementation, and to collaborate to educate our state lawmakers on CONNECT Beyond, and to advocate for local funding initiatives to make the plan work across our region.

With that I'm going to turn it over to Geraldine to see what I left out and what additional things you want us to know.

GERALDINE GARDNER (Centralina Regional Council): Thank you, Mayor, I appreciate that. You did a fantastic job of recapping the goals of the committee. We have really strong participation from across the region as far away as Anson County, Stanly, Union, Gaston. We're working on confirming our Lincoln and Iredell County representatives, but it was a very strong start when it came to participation. For those of you who were not able to attend the meeting and for general information sharing with the MTC, tomorrow we'll be sending out a follow-up

communication with a one-pager that recaps the goals of the committee. It talks about some of the key discussion points from our first meeting, so that's a recourse to our MTC representatives that could be shared out with the full MTC.

I will highlight, Mayor, that there were some interesting discussions that we had on several topics at the committee meeting. The first item that the committee discussed was a review of some of the work we did during the CONNECT Beyond planning process around models for regional partnerships and governance, and we had the strong feedback from the group where we as a staff need to do further research and bring back other models for consideration and further analysis and reflection by the committee. That speaks to that first goal that Mayor Lyles mentioned that's more long-term in nature around governance.

The second topic of discussion focused on what were the key message points that the committee feels is important to share with our state legislature around CONNECT Beyond as the local initiative to implement the pieces of the plan. We had a very robust discussion around that, and that will inform the legislative strategy around stakeholder engagement communications.

We appreciate the participation and the interest for the MTC and look forward to following up after each meeting with sharing out some of the key take-aways. As always, we invite your input and guidance as partners in the process.

MAYOR LYLES (City of Charlotte): Thank you very much. Aside from myself and Commissioner Altman and Mayor Bales and Mayor Knox, I think Marcus Jones is on this group as well county manager Dena Diorio. I think that that covers a lot of the membership that we have, but I want to say that we had small group discussions that were very, very effective. We had the county manager Anson County, and there are differences there. Just imagine what those conversations were about.

But then we also had a great conversation, Mayor Reid, with Gastonia and Gaston County and we had the conversations about models and what they might look like. I thought the Gaston County manager, Kim, gave us a great foundation for it when she talked about how do we work together on a comprehensive plan that we all agree upon but allow for guardrails that we connect things correctly but also allow for timing that people could come when they were ready but come, knowing that they're working in a regional group. I thought that was one of the highlights of our presentation.

But it was also interesting because we talked about all of these places where how they govern, and almost every one of them was a union-organized state, and I said one of the things we have to do is look at what people in a right-to-work state versus having what many of you who lived in a lot of places where there are just different opportunities that you have when you have unionized labor, union labor.

There was a lot of just really tidbits that I think we talk about. I want to make sure that you have the opportunity to ask Geraldine or myself any questions that I can give to Geraldine particularly. Any questions about the initiative and what's being done? I think our next meeting is in March, and I hope that people will be able to make it at that time. I think it's truly one of the initiatives that will make a difference to this region and I'm looking forward to everyone.

B) Chief Executive Officer's Search Update

Discussion:

ASSISTANT CITY MANAGER BABSON: We're early in the process. I'm Liz Babson. I'm an assistant city manager here with the City of Charlotte working very closely with Center City Manager Jones to go through the recruitment process for the next CATS CEO.

We're real early in the process, but we want to make sure to keep this body updated as we go through that process. I'll give you a couple of pieces of information about where we are in the process and then talk about next steps. I'm happy to answer any questions that you might have.

We hired Ralph Andersen & Associates as the executive search firm. We have already started working with him, and he's developing recruitment materials, including developing a job posting, as well as interviewing key stakeholders, some of you sitting in the room with us this evening. And he's also developing a hiring strategy so that we have a good perspective on how we're going to move through this process in the coming months.

The next steps for us are to post the position. We hope to do that very quickly because we are nearing completion of those materials, and the executive search firm will also provide recruitment and outreach in addition to posting on all kinds of venues to get the word out across the country. This will be a national search, and then we'll move into evaluating candidates and we'll define the interview process and panel selection.

I'll add, within the MTC's interlocal agreement it specifies that the CEO is a City of Charlotte employee hired by the city manager with concurrence of the Mecklenburg County manager, as well as an MTC representative that would not be either Charlotte or Mecklenburg County, and that MTC representative is selected by this body. And with that I will take any questions that you might have.

MAYOR LYLES (City of Charlotte): Before we go to questions, I believe that the consultant will be interviewing every voting member of this body, so that's a good thing, but I think at some point think about who we would choose to represent that's not the City or the County. Leigh and I are out but begin to think about that. You may want to wait until you get the survey results or the interview results before you make that decision.

COMMISSIONER ALTMAN (Mecklenburg County): I thought that person had already been selected, so what is the time frame to select that member and what's the hope-for time frame for the whole CEO selection process?

ASSISTANT CITY MANAGER BABSON: Two questions; the first question was about the MTC member that would be selected on the panel. Well, that's up for this body to decide. We are just now posting. We're still early in that process. You have some time to do that. Obviously, we don't know how long it will take us to go through this recruitment process. We're optimistic. We're the 15th largest city in the country. We think we will get some national interest and attention in this recruitment process. We have a substantial transit system that not only includes bus but rail as well, and folks that work in that industry are really attracted to that kind of transit system. We are again optimistic, but we'll keep this body informed as we progress through that process.

MAYOR LYLES (City of Charlotte): I think that the expectation is that, as I said, everyone that's a voting member gets interviewed, and then maybe this is a question of when do we choose that next person. I think, Liz, if we can get with the consultant to see what that timeline is that would make a difference.

C) Adjustment to MTC February Meeting Date

Discussion:

MAYOR LYLES (City of Charlotte): We have to adjust our MTC meeting in February, because the meeting is scheduled for the 22nd, which falls on the evening as the league state dinner and it's also the day that the Alliance travels to Tampa for the intercity visit, which I don't know, I was thinking that I could be in two places at one time and I will not be able to be at the league state dinner and I'm so regretful for that. I wanted us to have a good representation from Charlotte, but we're not because most of us are going to Tampa for the Alliance Intercity visit.

The question that we have is that the staff has looked at it, and we do not have anything that will require a vote in February, and given all of the work that we're doing, one of the questions that I'd like to put before you is that we not plan on having an in-person meeting but if we need to have the appointment of the person for the search, then we would do a Zoom if we are legally able to do a Zoom meeting with all the public notice. We will get some kind of option about that to see if we can, and if not, we may have to have a called meeting as soon as we get that time, but we'll communicate that with everyone. Does that seem reasonable to you? All right, I think it would be great because in March we would have the CONNECT Beyond meeting, and I think that will be good for us to be able to have that discussion as well.

Right now our plan is to -- I want to make sure we're clear -- we will not have a February 22nd meeting because we'll be in Raleigh or in Tampa, and that we will adjust that meeting based upon the requirements of whether or not we need to vote to select or take any business up, and we'll advertise it and do that as quickly as we can. Brent, do you have anything else to add?

INTERIM CATS CEO CAGLE: No, ma'am. I will work with Brad Thomas, the city attorney's office, to determine what the requirements are for designating that member of the MTC. It may not require a meeting at all. It may be something that can be conducted internally via email or other things.

XI. Other Business

MAYOR HIGDON (Town of Matthews): Shortly before Christmas I was in a coffee shop in Matthews and I ran into a friend that's a long-time CATS bus driver, and we started discussing how things were going. I just wanted to share with CEO Cagle that he said he felt that the biggest heartburn among the drivers was a lack of communication, that they didn't mind that decisions, had been made, but it wasn't adequately communicated to them in a timely manner as to why or maybe even at all. That was his number one complaint over anything else, over wages or whatever, just communication, and I wanted to share that with you and the MTC.

MAYOR LYLES (City of Charlotte): I actually want to compliment Brent because he has taken that on, and in the processes that we've had on identifying the changes in the line for one of the first things and first times we actually had the operators come in, and it was small things like where do we have facilities to eat our lunch and a place to sit, because things are changing, and that has been tremendous effort by this team to help us do that, and I think you can see a visible difference. Even with the negotiations I think we all understand that in this day of talent and workforce you've got to include people in decision-making. Thank you for bringing that up.

COMMISSIONER ALTMAN (Mecklenburg County): I just wanted to say that Mr. Tillman, I was communicating with school board chair Dashew in the meeting, and I wanted to pass on the good news, that they just approved their CMS representative, a gentleman by the name of Jonathan Wells.

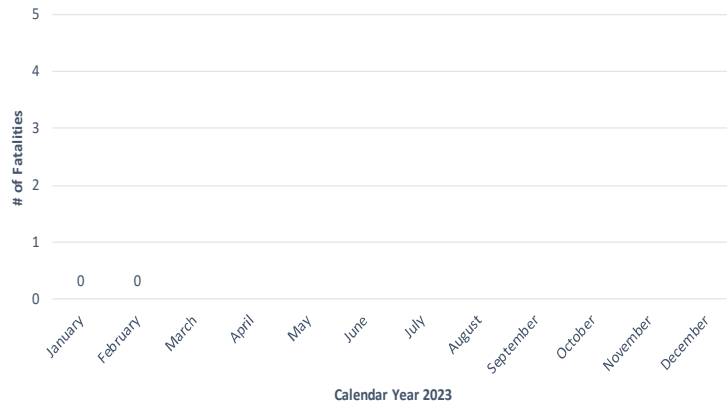
XII. Adjourn

The meeting was adjourned at 7:56 p.m. by Mayor Vi Lyles, City of Charlotte – MTC Chairwoman.

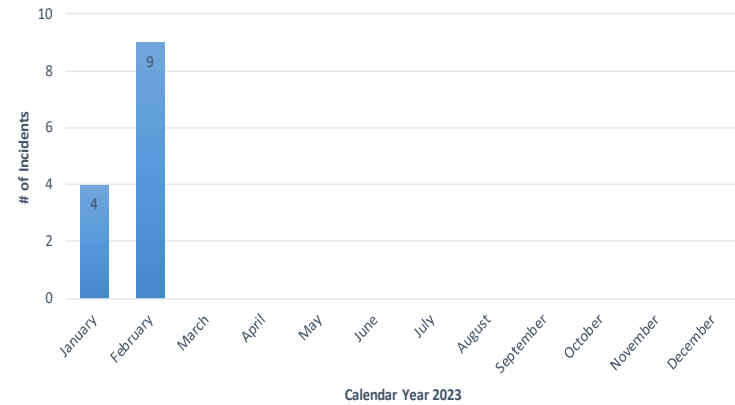
NEXT MTC MEETING: WEDNESDAY, MARCH 22ND, 2023; STARTS AT 5:30 P.M.

Bus Operations Division Safety Performance Measures

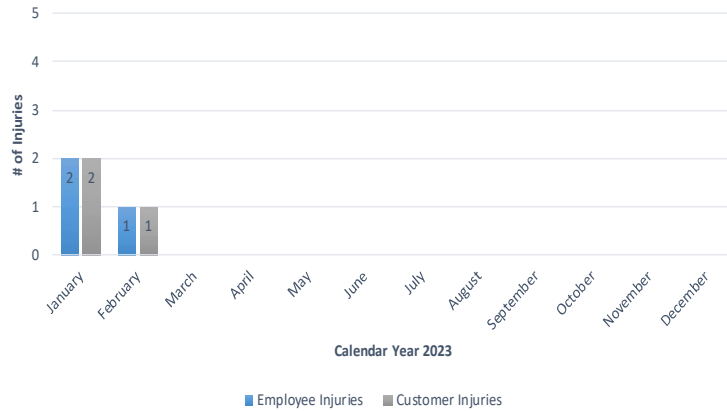
CY 2023 CATS BOD Fatalities



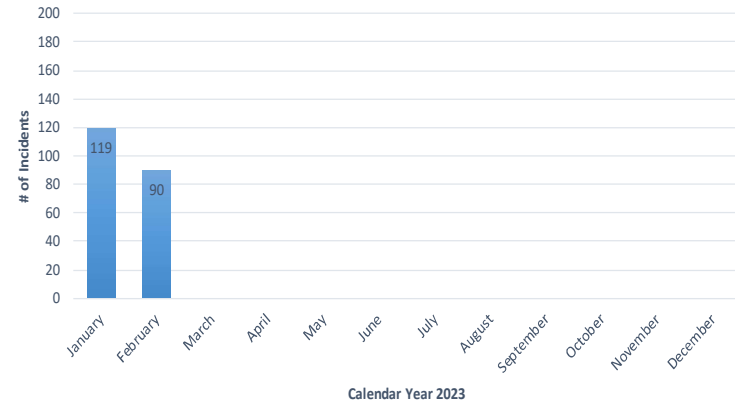
CY 2023 CATS BOD Preventable Collisions > \$500



CY 2023 CATS BOD NTD Reportable Injuries

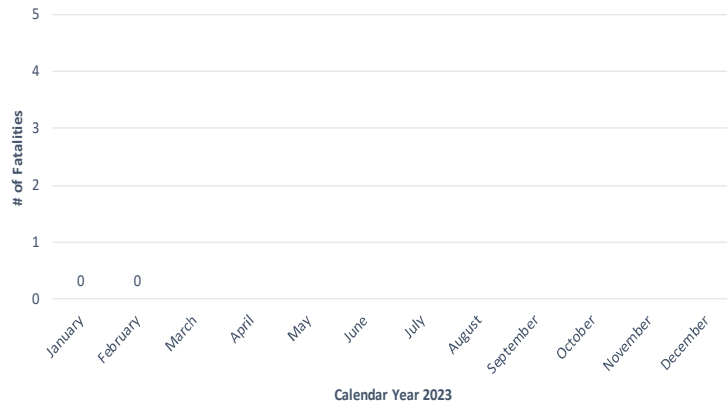


CY 2023 CATS BOD System Reliability Incidents

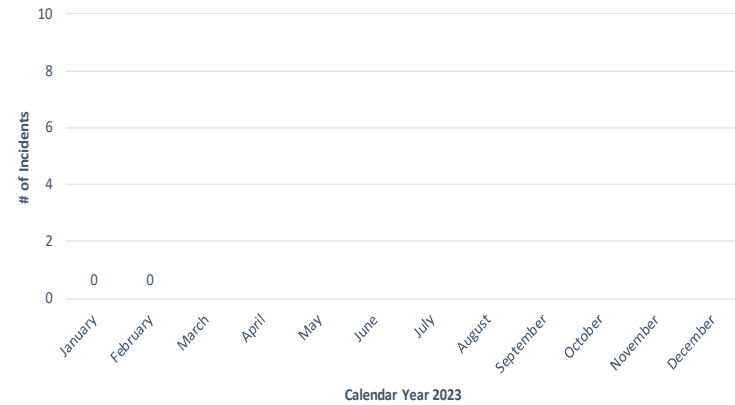


Special Transportation Service Safety Performance Measures

CY 2023 CATS STS Fatalities



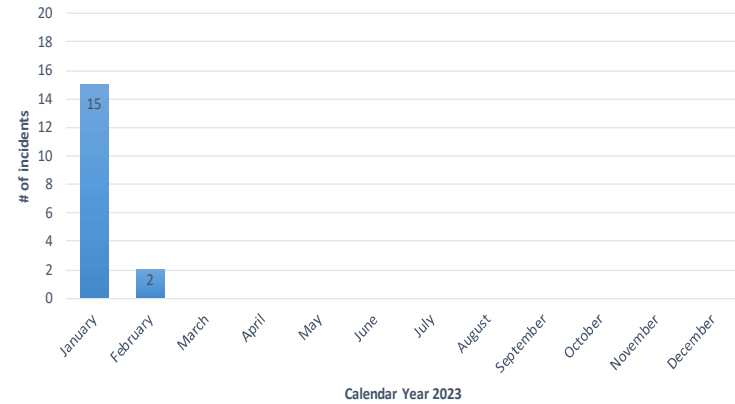
CY 2023 CATS STS Preventable Collisions > \$500



CY 2023 CATS STS NTD Reportable Injuries

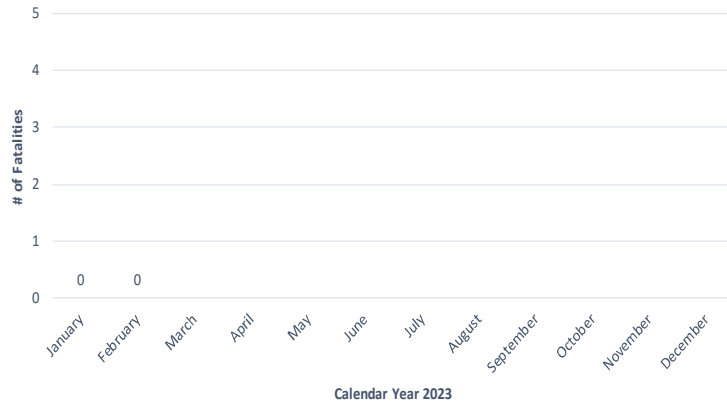


CY 2023 CATS STS System Reliability Incidents

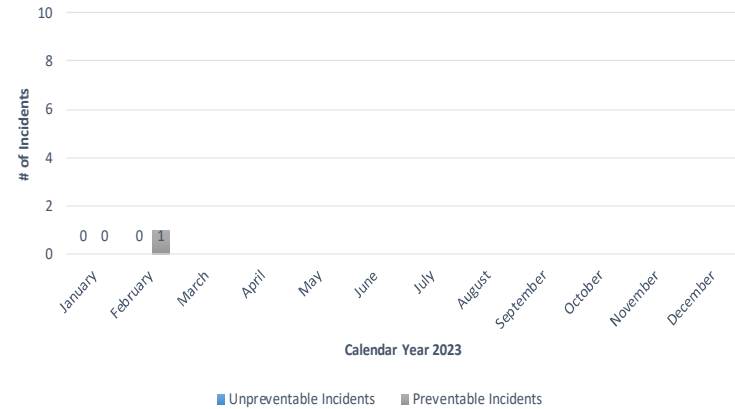


Rail Operations Blue Line Safety Performance Measures

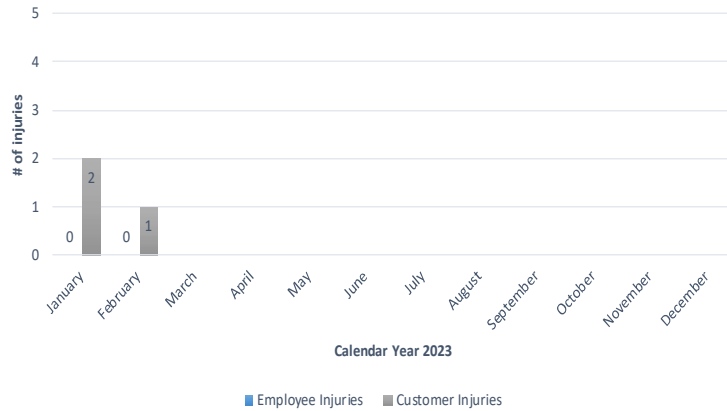
CY 2023 CATS Blue Line Fatalities



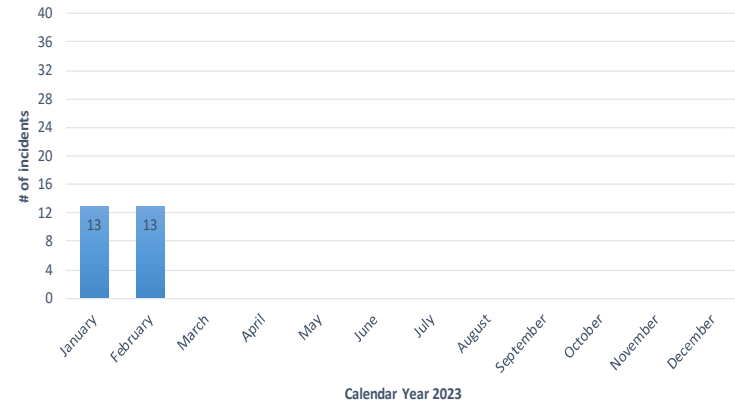
CY 2023 CATS Blue Line Safety Incidents



CY 2023 CATS Blue Line NTD Reportable Injuries

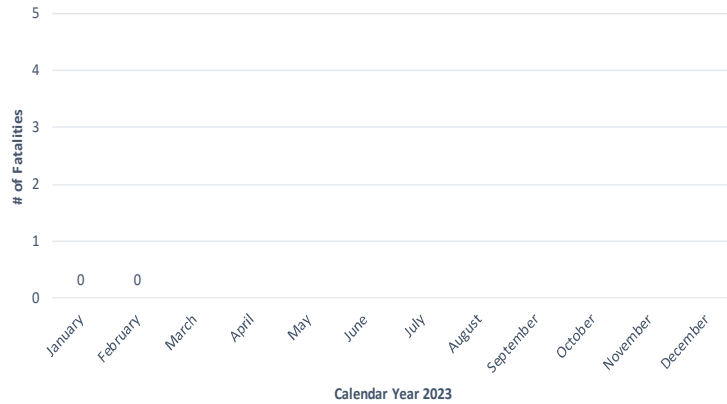


CY 2023 CATS Blue Line System Reliability Incidents

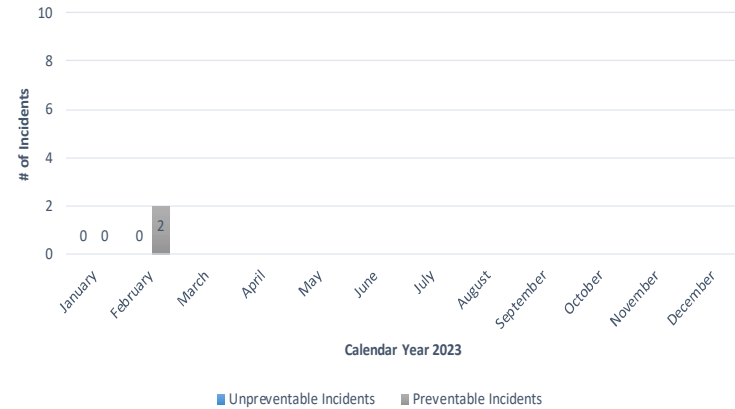


Rail Operations Gold Line Safety Performance Measures

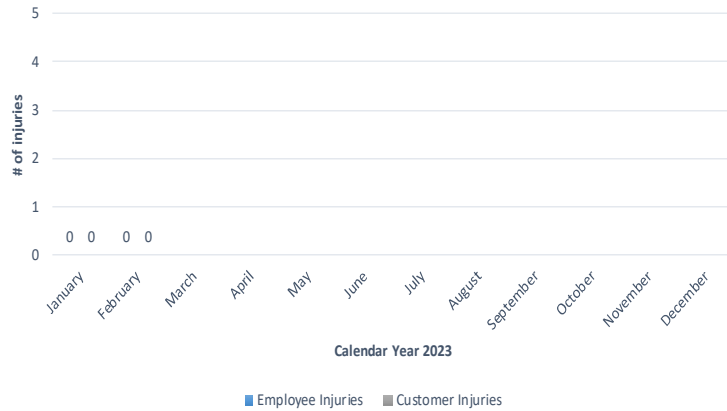
CY 2023 CATS Gold Line Fatalities



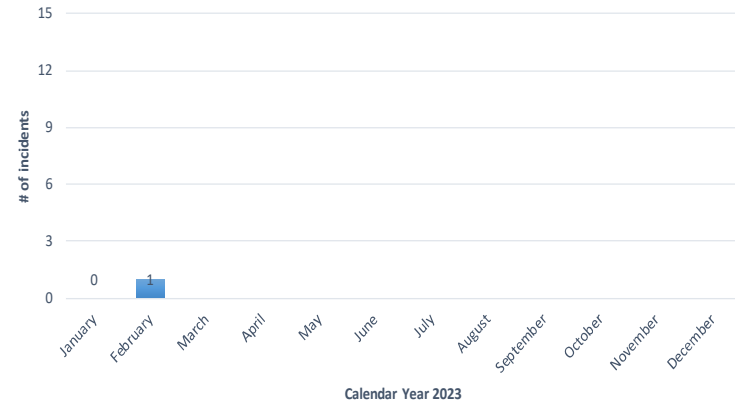
CY 2023 CATS Gold Line Safety Incidents



CY 2023 CATS Gold Line NTD Reportable Injuries



CY 2023 CATS Gold Line System Reliability Incidents



February | CATS Sales Tax Report FY2023

November Receipts

Sales Tax Collections and Distribution – November 2022

- The November 2022 receipts of \$13,151,617 were \$1,160,720 (9.7%) above budget target for the month
- The November 2022 receipts were \$911,392 (7.4%) above forecast for the month
- The November 2022 receipts were \$1,036,352 (8.6%) above November 2021

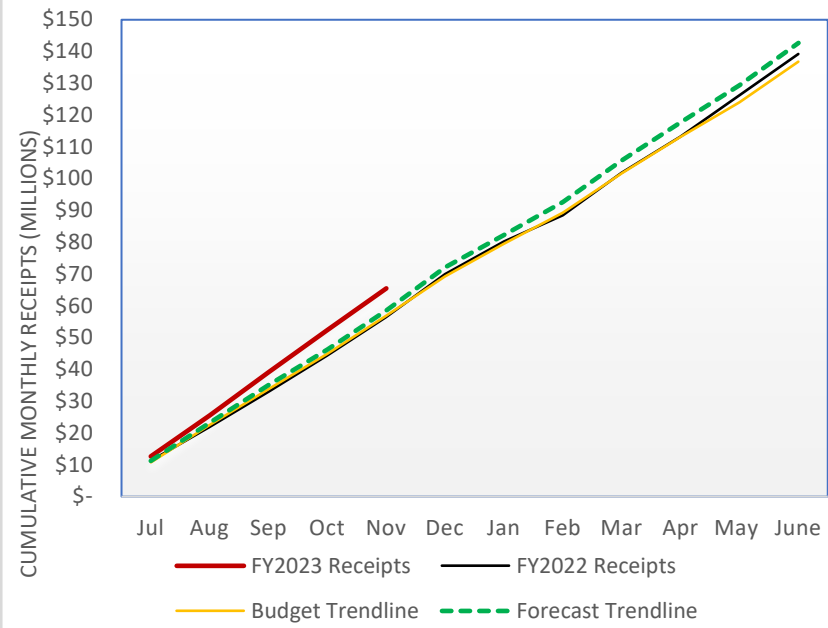
Sales Tax Budget Data

- FY2023 sales tax budget is \$136,807,021
- The FY23 model forecasts year-end receipts of \$149,655,655 which is \$12,848,634 (9.4%) above the FY23 budget target of \$136,807,021
- FY2022 actual sales tax was \$139,225,568

Local Government Sales and Use Tax Distribution

- Source: North Carolina Department of Revenue Sales & Use Distribution Report for the month December 31, 2022
- Published by NC Secretary of Revenue on 02/10/2023 with actual receipts through November 2022
- CATS sales tax report only includes Mecklenburg County Article 43 sales tax

FY2023 Sales Tax Receipts Forecast



FY2023 Budget Sales Tax Receipts (Actuals and Forecasts)

Jurisdiction	Population	% of Total	Jul 22 Actuals	Aug 22 Actuals	Sep 22 Actuals	Oct 22 Actuals	Nov 22 Actuals	Dec 22 Forecasts	Jan 23 Forecasts	Feb 23 Forecasts	Mar 23 Forecasts	April 23 Forecasts	May 23 Forecasts	Jun 23 Forecasts	Total
Charlotte	878,778	40.4%	\$ 5,125,892	\$ 5,204,877	\$ 5,465,688	\$ 5,366,667	\$ 5,313,561	\$ 5,506,836	\$ 4,088,403	\$ 4,197,849	\$ 5,288,458	\$ 4,809,052	\$ 4,717,794	\$ 5,379,312	\$ 60,464,389
Cornelius	31,442	1.4%	\$ 183,400	\$ 186,227	\$ 195,558	\$ 192,015	\$ 190,115	\$ 197,030	\$ 146,280	\$ 150,196	\$ 189,217	\$ 172,064	\$ 168,799	\$ 192,468	\$ 2,163,369
Davidson	14,907	0.7%	\$ 86,952	\$ 88,292	\$ 92,716	\$ 91,037	\$ 90,136	\$ 93,414	\$ 69,353	\$ 71,209	\$ 89,710	\$ 81,578	\$ 80,029	\$ 91,251	\$ 1,025,677
Huntersville	61,840	2.8%	\$ 360,711	\$ 366,270	\$ 384,623	\$ 377,655	\$ 373,918	\$ 387,519	\$ 287,703	\$ 295,405	\$ 372,151	\$ 338,415	\$ 331,993	\$ 378,545	\$ 4,254,906
Matthews	29,502	1.4%	\$ 172,084	\$ 174,736	\$ 183,492	\$ 180,168	\$ 178,385	\$ 184,873	\$ 137,254	\$ 140,929	\$ 177,542	\$ 161,448	\$ 158,384	\$ 180,592	\$ 2,029,887
Mint Hill	26,465	1.2%	\$ 154,370	\$ 156,748	\$ 164,603	\$ 161,621	\$ 160,022	\$ 165,842	\$ 123,125	\$ 126,421	\$ 159,266	\$ 144,828	\$ 142,080	\$ 162,002	\$ 1,820,926
Pineville	10,651	0.5%	\$ 62,127	\$ 63,084	\$ 66,245	\$ 65,045	\$ 64,402	\$ 66,744	\$ 49,552	\$ 50,879	\$ 64,097	\$ 58,287	\$ 57,181	\$ 65,199	\$ 732,843
Meck. County	1,121,482	51.6%	\$ 6,541,578	\$ 6,642,379	\$ 6,975,221	\$ 6,848,852	\$ 6,781,079	\$ 7,027,733	\$ 5,217,553	\$ 5,357,226	\$ 6,749,042	\$ 6,137,232	\$ 6,020,771	\$ 6,864,990	\$ 77,163,657
Total	2,175,067	100.0%	\$ 12,687,115	\$ 12,882,613	\$ 13,528,146	\$ 13,283,060	\$ 13,151,617	\$ 13,629,992	\$ 10,119,224	\$ 10,390,113	\$ 13,089,483	\$ 11,902,903	\$ 11,677,031	\$ 13,314,358	\$ 149,655,655
YTD Budget															\$ 56,874,254
Variance (YTD)															\$ 8,658,297

FY2023 Budget Sales Tax Comparison Year over Year

Year-over-Year Comparison (FY23-FY22)	12.3%	20.9%	22.2%	17.1%	8.6%	1.0%	-1.0%	25.0%	-2.0%	4.7%	-9.7%	2.1%	7.5%
FY23 Budget Target	\$ 10,837,385	\$ 11,730,084	\$ 11,265,334	\$ 11,050,554	\$ 11,990,897	\$ 12,399,931	\$ 10,211,129	\$ 9,806,473	\$ 12,405,318	\$ 11,428,653	\$ 10,914,935	\$ 12,766,327	\$ 136,807,021
% of FY23 Budget Achieved	9.3%	18.7%	28.6%	38.3%	47.9%	57.9%	65.3%	72.9%	82.4%	91.1%	99.7%	109.4%	109.4%

FY2023 Budget Tax Receipts: FY2019 - FY2022

Fiscal Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
FY2022	\$ 11,298,388	\$ 10,659,682	\$ 11,073,183	\$ 11,342,634	\$ 12,115,265	\$ 13,501,568	\$ 10,221,788	\$ 8,315,108	\$ 13,351,825	\$ 11,369,039	\$ 12,932,254	\$ 13,044,834	\$ 139,225,568
FY2021	\$ 8,921,474	\$ 9,466,946	\$ 9,245,058	\$ 9,317,741	\$ 9,964,913	\$ 11,402,907	\$ 9,134,772	\$ 6,785,996	\$ 11,253,531	\$ 10,287,447	\$ 8,942,957	\$ 11,945,450	\$ 116,669,192
FY2020	\$ 9,683,570	\$ 9,787,973	\$ 8,671,558	\$ 9,890,136	\$ 9,858,570	\$ 9,800,116	\$ 8,278,036	\$ 8,606,547	\$ 8,735,473	\$ 7,635,380	\$ 6,997,727	\$ 9,833,896	\$ 107,778,982
FY2019	\$ 7,708,503	\$ 9,621,386	\$ 9,103,726	\$ 8,067,019	\$ 9,425,129	\$ 8,906,774	\$ 8,195,787	\$ 7,918,012	\$ 10,155,891	\$ 9,880,419	\$ 9,435,500	\$ 9,117,052	\$ 107,535,197

**METROPOLITAN TRANSIT COMMISSION
INFORMATION ITEM
STAFF SUMMARY**

SUBJECT: Management Partners Update

DATE: March 22, 2023

1.0 PURPOSE/SCOPE: In 2022 the City Manager's Office engaged Management Partners to conduct an organizational review of CATS. In December 2022, Management Partners had completed their review and the City Manager's Office released their report to the City Council, the MTC and the public. At that time, the City Manager also committed to providing City Council and the MTC with an overview of the Management Partners report and a status update from the Interim CEO in March 2023.

2.0 BACKGROUND/JUSTIFICATION: In 2022 the City Manager's Office and CATS contracted with Management Partners to conduct an organizational review of CATS. Management Partners, a consulting firm that has assisted the City with similar types of reviews in the past, led this effort. The evaluation phase of this work was designed as an initial review of the following areas:

1. Procurement/Contract Oversight
2. Employee Moral
3. Contract Relationship with TMOC/RAPT Dev
4. Service Provision/Bus System Reliability

The goal of this organizational review was to identify and prioritize opportunities for improvement.

Management Partners reported their initial findings to the City Manager's Office in December 2022 and the City Manager's Office released the report to the City Council, MTC and the public.

3.0 PROCUREMENT BACKGROUND: N/A

4.0 POLICY IMPACT: N/A

5.0 ECONOMIC IMPACT: N/A

6.0 ALTERNATIVES: N/A

7.0 RECOMMENDATION: N/A

8.0 ATTACHMENT(S): N/A

SUBMITTED AND RECOMMENDED BY:



Brent Cagle
Interim Chief Executive Officer, Charlotte Area Transit System
Assistant City Manager, City of Charlotte

Management Partners Update

Metropolitan Transit Commission – March 22, 2023



1



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Management Partners Review

- ▶ Initial Review of the following areas:
 - Organizational Structure and CATS Leadership Team
 - Procurement/Contract Oversight
 - Employee Moral
 - Contract Relationship with RATP Dev
 - Service Provision/Bus System Reliability
- ▶ Council received the assessment in December 2022
- ▶ High-level roadmap with identified areas of improvement
- ▶ Serve as long term Action Plan

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Review Process

- ▶ MP conducted interviews with City employees and RATP Dev Management
- ▶ Reviewed documents, including budgets, ACFR, Audits & Performance Reviews, Strategic Plans and customer satisfaction surveys
- ▶ Surveyed City of Charlotte CATS employees
- ▶ Conducted a limited review of other transit systems

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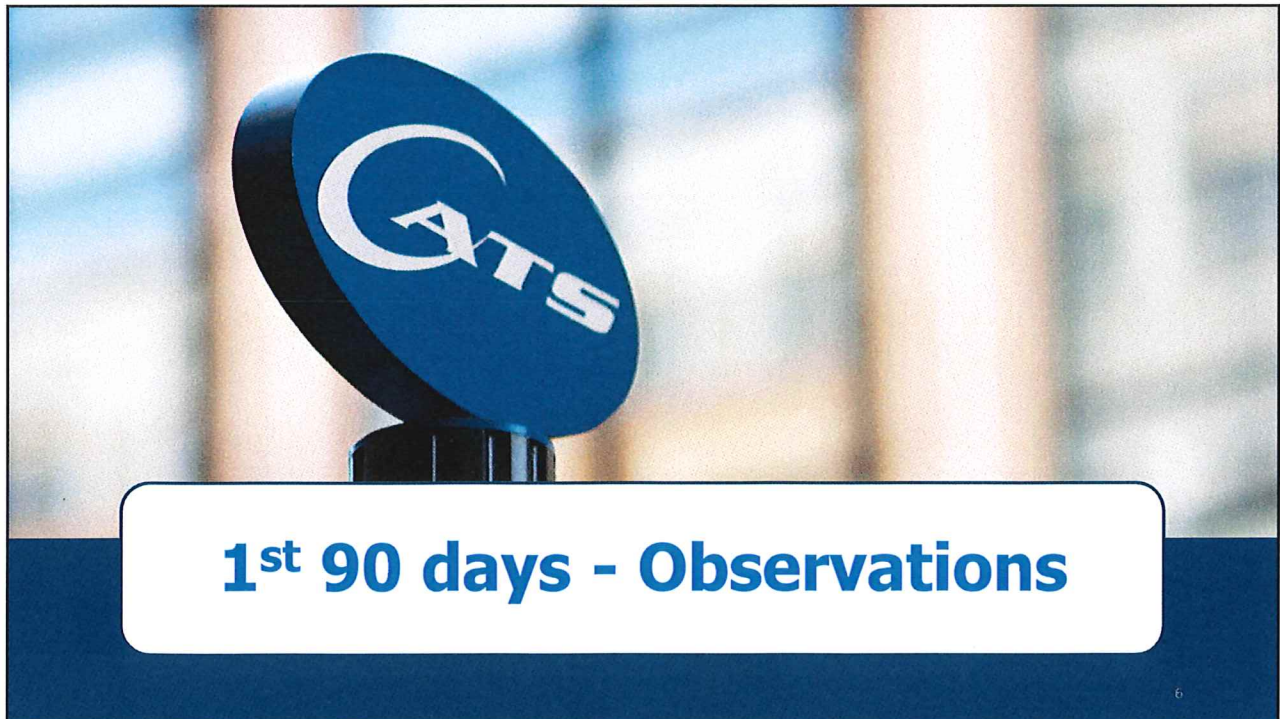
Management Roadmap Objectives

- ▶ Collaborative team with shared mission and values
- ▶ Organizational culture that encourages transparency and staff retention
- ▶ Clear expectations and accountability
- ▶ Clarified roles and responsibilities related to contracted services
- ▶ Governance structure accountable and transparent to the community it serves

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Early Successes

- ▶ Staff Are Proud to Work for CATS
 - Spent time talking to employees and found a strong sense of pride in serving the community
 - Staff are committed to helping CATS be a great organization
- ▶ CATS Has Stabilized Bus and Rail Operations
 - January "missed-trips" was less than 1% down from summer 2022 when it was 8-9%
 - Rail operations remains consistent with 20 minute headways and 15 minute peak-hours headways
 - New CBA that provides enhanced pay and benefits is in place and a bus operator strike was avoided
 - Bus operations contract RFP will be issued this month
 - Focus on daily operations – Safe and Reliable Service
- ▶ Budget Is Stable and CATS Is Meeting Financial Targets
 - Interim CFO, Chad Howell, is finalizing a collaborative budget for presentation to MTC and City Council in March/April
 - Budget Focus is on Day-To-Day Operations with three primary areas of focus
 - Employees - Retention and Recruitment and Career Development/Training
 - Safety and Security – Focus on Training and Additional Security Resources
 - Asset Preservation – Additional Investments in Rail and Bus Fleets and Facilities

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Continued Work

- ▶ Better Communication
 - Need to spend more time talking to field units to understand their needs and better support daily operations
 - Need to break down silos to create a shared mission and vision
 - Provide better communications around budget process and funding decisions – Collaborative Budgeting
- ▶ Must Start to Spend on Asset Management
 - Aggressive bus replacement of over-age fleet is a priority
 - Must immediately implement rail fleet major maintenance program and enter into service agreements to insure fleet is properly maintained
 - Need to conduct full facility assessment and conduct major facility rehabilitation on CATS buildings – Also prioritize immediate hiring of Asset Manager for all CATS assets
- ▶ Need to Have a Five Year Financial Plan to Meet Upcoming Operation Needs
 - CATS is projecting increasing operating expenditures over next five years to address aging bus fleet and deferred maintenance
 - Still have additional safety and security program needs that must be funded
 - Need to develop enhanced employee training program and focus on employee retention and recruitment

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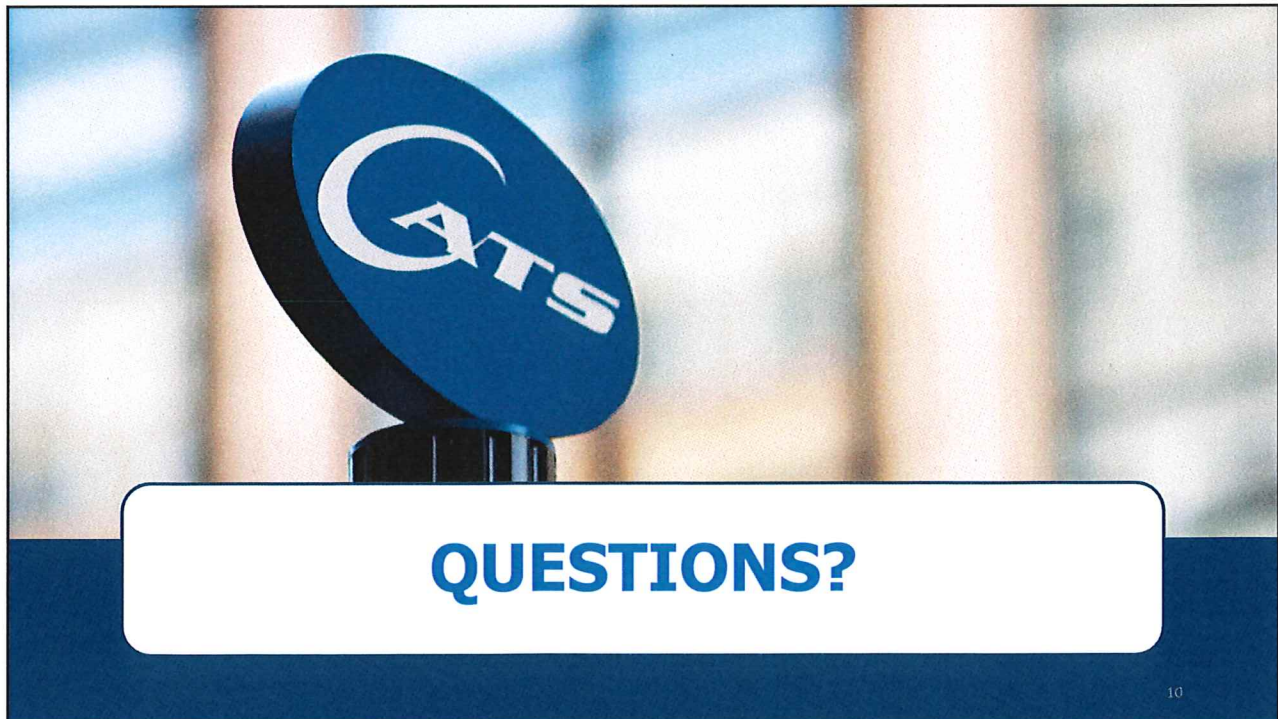
Next 30-60 Days

- ▶ Issue Bus Operations provider RFP
- ▶ Submit budget to MTC and City Council for consideration March-June
- ▶ April 10 Council Business Agenda will include consideration of new and amended contracts with Siemens to enhance and expedite necessary rail car maintenance
- ▶ Develop strategies for retention and recruitment of field staff
- ▶ Continued communication with staff
- ▶ FY2024 budget will include additional \$3.5M for security contract and we anticipate an additional \$3.5M of spending in FY2025
- ▶ CATS will add a dedicated Asset Manager position in FY2024 budget and evaluate organizational changes to put more emphasis on facility maintenance

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**METROPOLITAN TRANSIT COMMISSION
INFORMATION ITEM
STAFF SUMMARY**

**SUBJECT: CEO Recommended
FY2024 Preliminary Operating and Debt Service Budget
FY2024-2028 Preliminary Capital Investment Plan**

DATE: March 22, 2023

-
- 1.0 PURPOSE/SCOPE:** This item advises that the Chief Executive Officer will present CATS' FY2024 Preliminary Operating and Debt Service Budgets, and the FY2024-2028 Preliminary Capital Investment Plan (CIP) to the Metropolitan Transit Commission on January 31, 2023.
- 2.0 BACKGROUND/JUSTIFICATION:** The CATS FY2024 Preliminary Operating and Debt Service Budgets and the FY2024-2028 Preliminary Capital Investment Plan (CIP) will be presented in compliance with the Transit Governance Interlocal Agreement. The balanced budgets were developed in compliance with CATS' Financial Policy guidelines and objectives.

The FY 2024 Preliminary Operating and Debt Service Budgets and the FY 2024-2028 Capital Investment Plan maintains and enhances current services and commitments, with a focus on safety and security, valuing employees, and maintenance and asset preservation.

- 3.0 PROCUREMENT BACKGROUND:** N/A
- 4.0 POLICY IMPACT:** The recommended FY2024 Preliminary Operating and Debt Service Budget and FY2024-2028 Preliminary Capital Investment Plan (CIP) were developed in compliance with the following MTC Policy directives:
- A. CATS Mission, Vision and Strategic Goals
 - B. CATS Financial Policies (Rev. 2016)
 - C. The 2030 Transit Corridor System Plan
 - D. CATS Service and Fare Policies
- 5.0 ECONOMIC IMPACT:** N/A
- 6.0 ALTERNATIVES:** N/A
- 7.0 RECOMMENDATION:** N/A
- 8.0 ATTACHMENT(S):** N/A

SUBMITTED AND RECOMMENDED BY:



**Brent Cagle
Interim Chief Executive Officer, Charlotte Area Transit System
Assistant City Manager, City of Charlotte**

FY 2024 Preliminary Operating Budget & FY 2024 – FY 2028 Capital Improvement Plan

Presentation to Metropolitan Transit Commission
March 22, 2023



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Discussion

- ▶ CEO Focus Areas
- ▶ Operating Revenue
- ▶ Operating Expenditures
- ▶ Debt Service
- ▶ Capital Investment Program



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CEO Focus Areas

- ▶ Balanced budget
- ▶ Safety and Security
- ▶ Valuing Employees
- ▶ Maintenance & Asset Preservation



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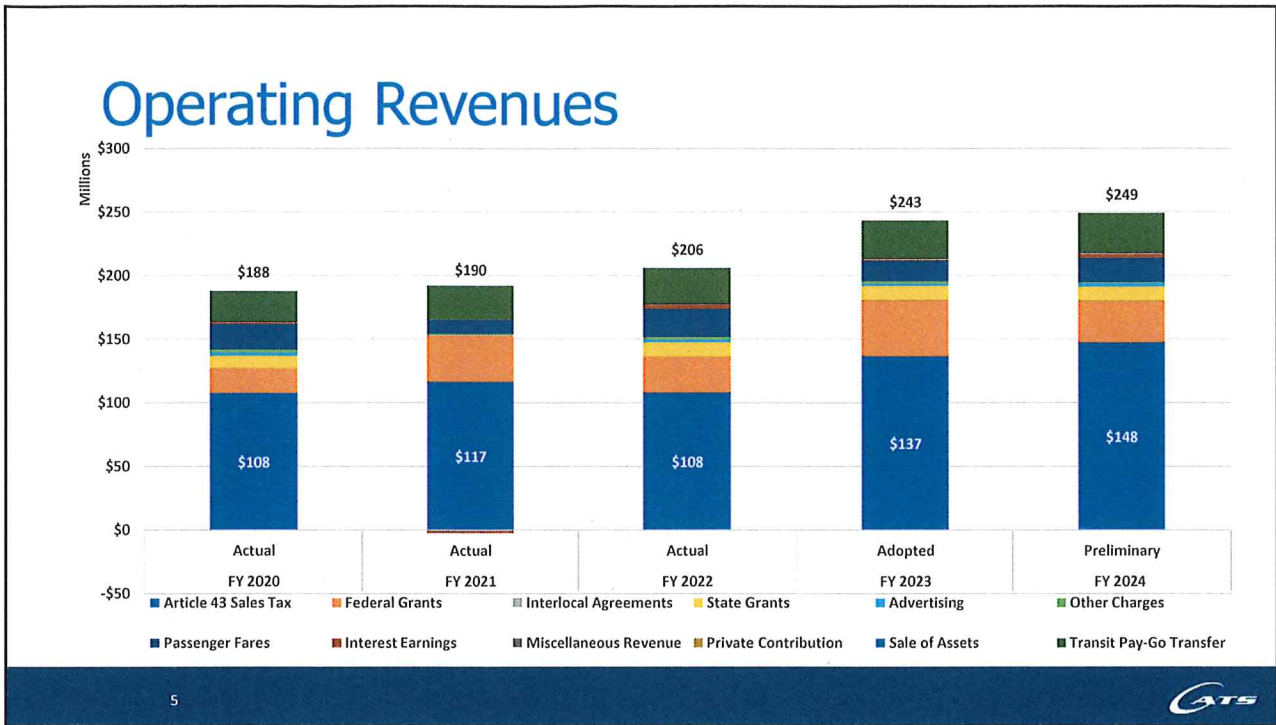


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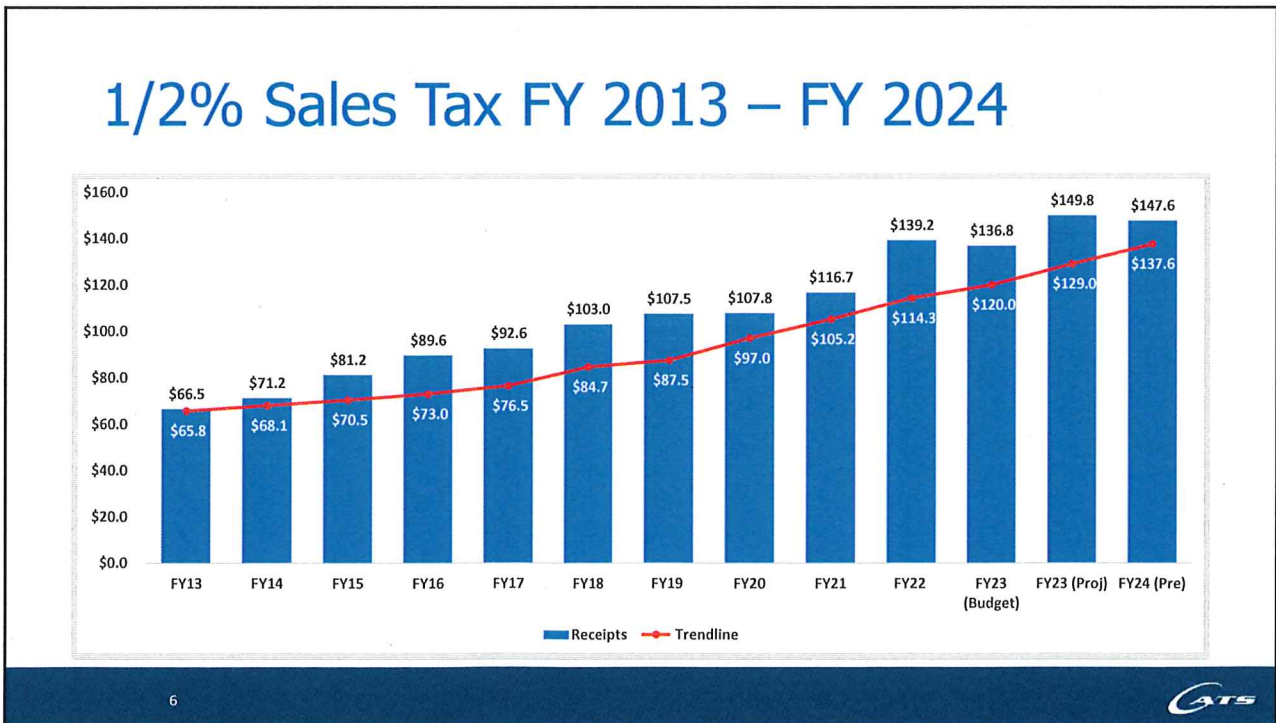
Preliminary Revenue Projections



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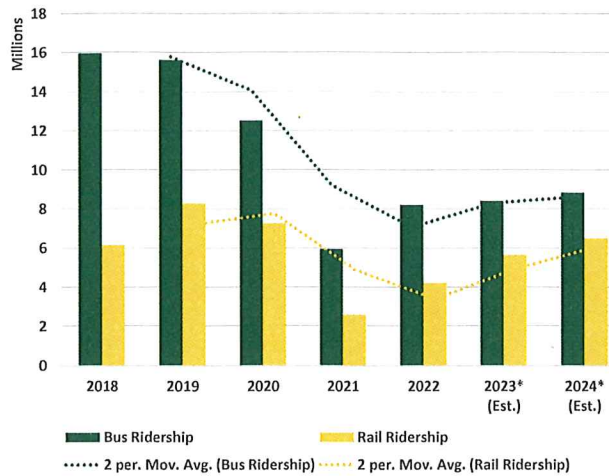


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Ridership Trends



Based on current trends:

- ▶ In FY 2024, Bus ridership is estimated to recover to 57% of pre-pandemic levels
- ▶ In FY 2024, Rail ridership is estimated to recover to 78% of pre-pandemic levels

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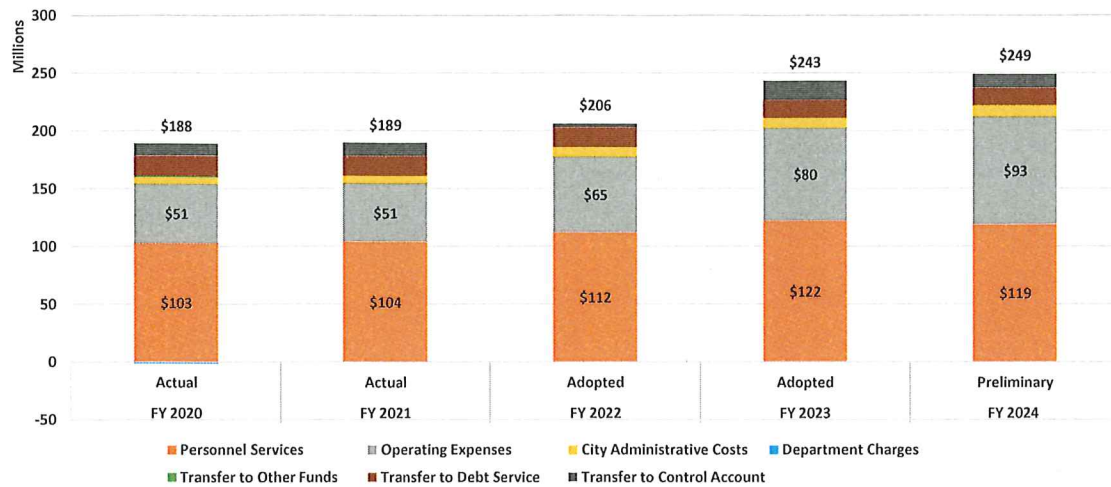
Preliminary Operating & Debt Service Expenditures



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Operating Expenses - Summary

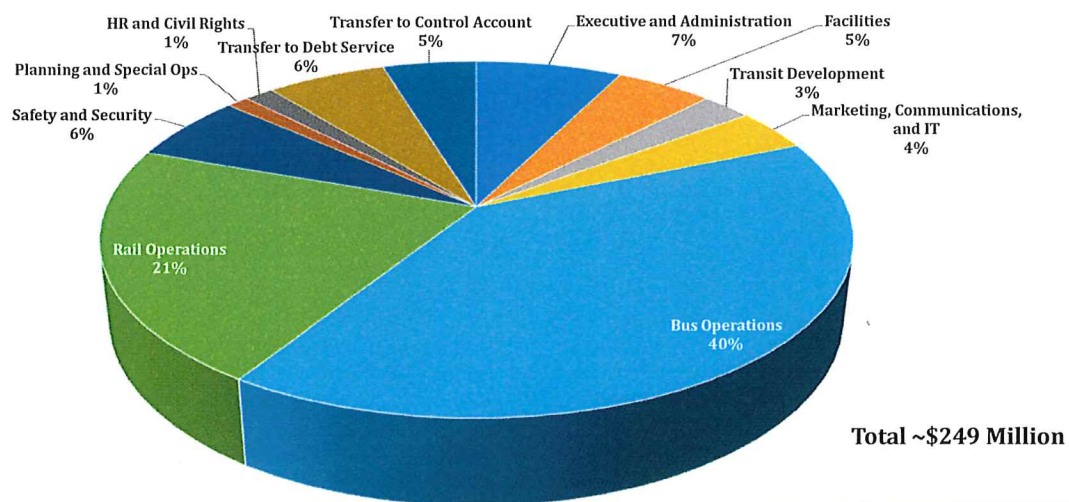


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Operating Expenses By Division / Function

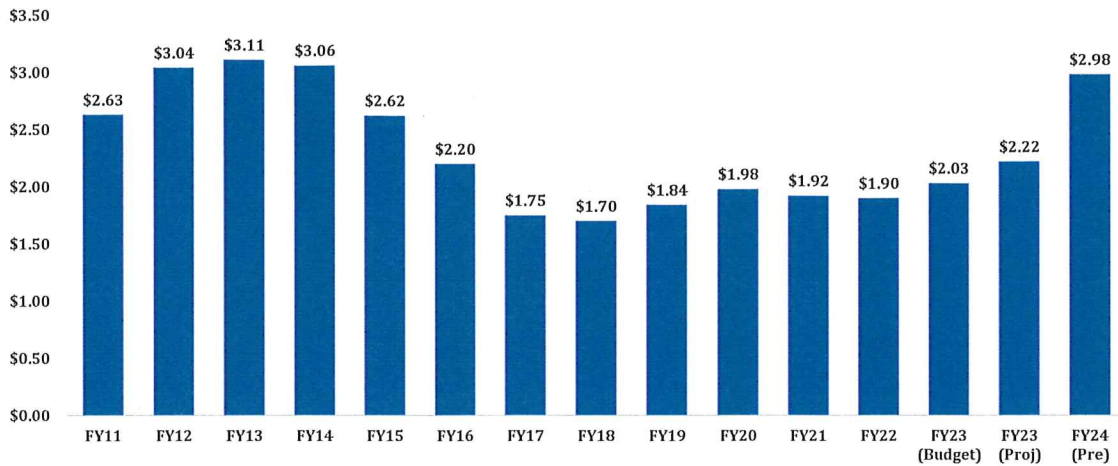


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Diesel Fuel Average Price Per Gallon



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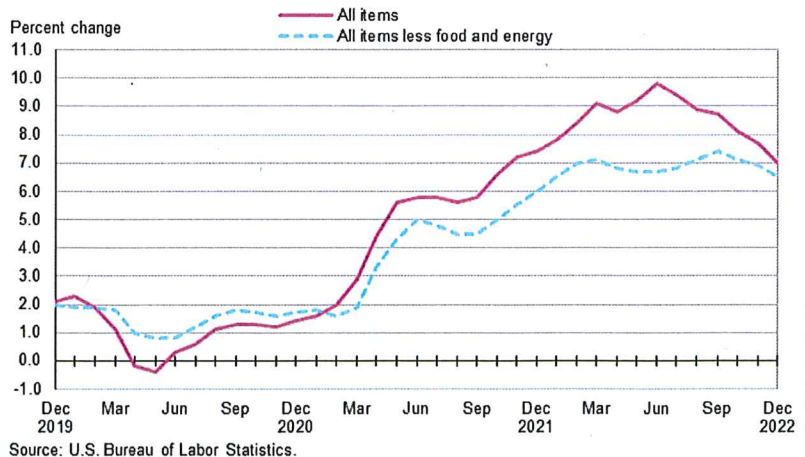
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CPI, South Region — December 2022

► CPI for the South increased 7.0% for the year ending December 2022

► Business Impacts

- Rising costs of commodities and services
- Decreased buying power for businesses



Source: U.S. Bureau of Labor Statistics

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Enhancements

- ▶ Safety and Security
 - Funding for expanded security contract
 - Funding for driver and employee training
- ▶ Valuing Employees
 - eServe Academy – 4 program staff plus funding for 14 apprentices and 10 interns
 - Rate & Compensation Study
 - Right sizing workforce based on operational tempo and current needs – 23 FTE
- ▶ Maintenance & Asset Preservation
 - Increased preventative maintenance for facilities, bus, and rail

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FY 2024 Debt Service

- ▶ FY2024 Debt Service Budget \$18.1 million
Transit Sales Tax, Federal and State grant funds pay annual principal and interest expenses

	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Adopted	FY 2024 Preliminary
Revenues					
Transfers from CATS Operating	\$17,410,943	\$17,368,654	\$16,939,110	\$15,168,881	\$15,169,500
Transfers from CATS Capital	\$15,000,000	\$81,810,000	-	-	-
Federal Grants	\$4,888,713	\$4,646,121	\$3,549,340	\$2,929,475	\$2,927,800
State Grants	\$1,006,825	\$863,031	\$41,637,850	-	-
Interest on Investments	\$163,985	\$35,502	-	-	-
Total Revenues	\$38,470,466	\$104,723,308	\$62,126,300	\$18,098,356	\$18,097,300
Expenditures					
Principal Payments	\$24,148,288	\$91,346,094	\$51,214,000	\$8,920,000	\$9,365,000
Interest Payments	\$14,292,699	\$13,329,951	\$10,798,300	\$9,064,356	\$8,618,300
Other Fees	\$29,479	\$47,263	\$114,000	\$114,000	\$114,000
Total Expenditures	\$38,470,466	\$104,723,308	\$62,126,300	\$18,098,356	\$18,097,300

- ▶ No new debt issuance is programed for FY 2024

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Preliminary Capital Investment Plan



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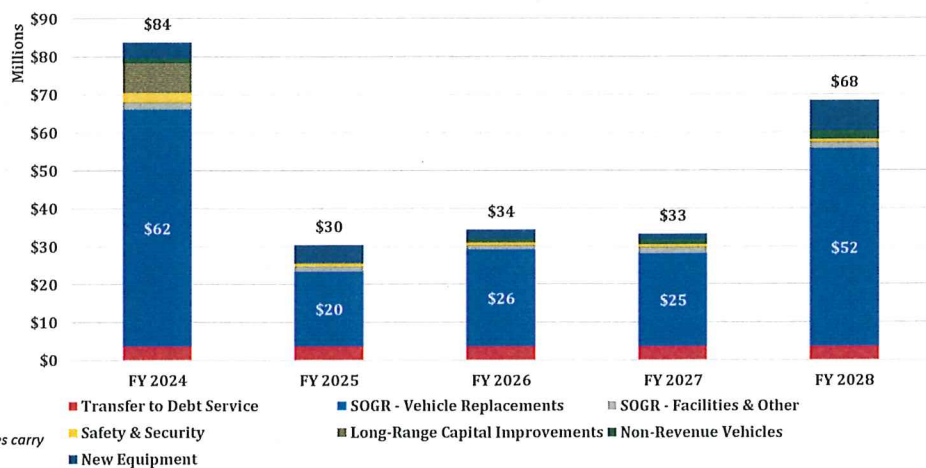
FY 2024 – FY 2028 CIP Expenditures

FY 2024 Highlights

- ▶ 37 Replacement Buses
- ▶ 19 Replacement STS Vehicles
- ▶ Replacement Tow Truck
- ▶ Silverline
- ▶ ADA Improvements
- ▶ Security Improvements
- ▶ Continues prior-year initiatives

Notes:

1. FY2024 Preliminary Capital Budget excludes carry over amounts
2. Excludes Grant-Funded Operating Projects



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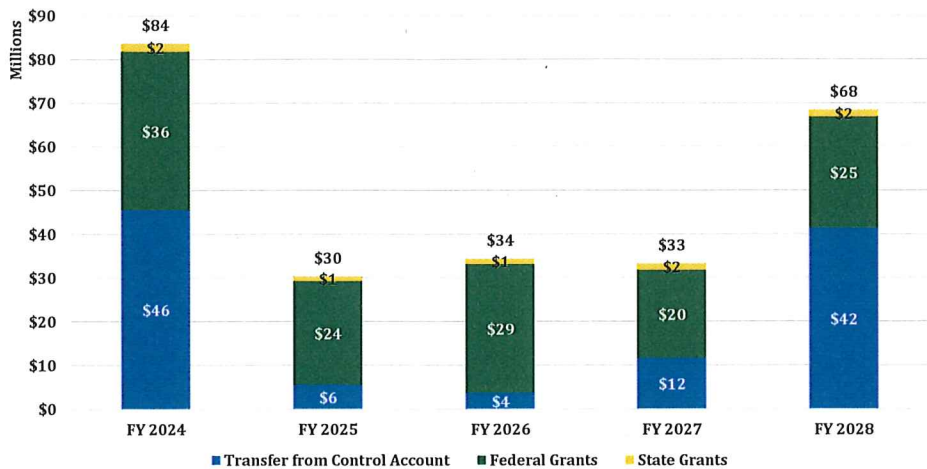


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FY 2024 – FY 2028 CIP Sources of Funds

FY 2024 Highlights

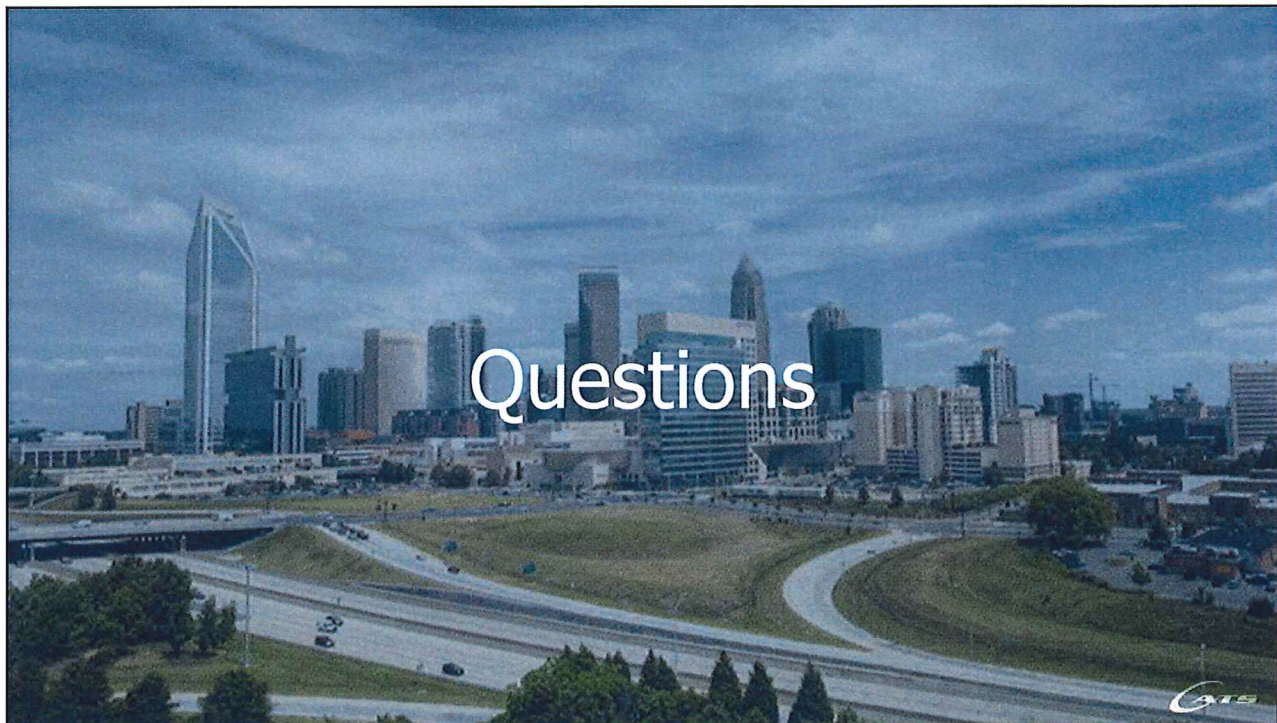
- ▶ Utilizes ~\$27 million in reserve funds to increase bus purchases
- ▶ Utilizes ~\$10 million in reserve funds for other projects and equipment purchases
- ▶ Working with City Finance to develop a long-term funding strategy for future revenue vehicle purchases



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Battery Electric Bus Mid-Pilot Update

Metropolitan Transit Commission Meeting
March 22, 2023



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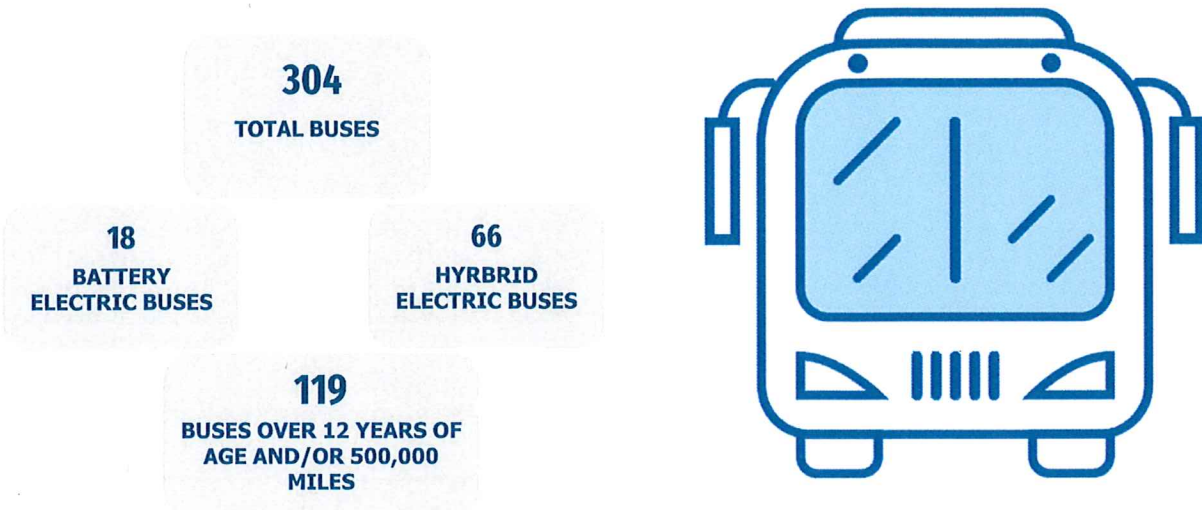
Areas of Focus

- ▶ Current Bus Fleet Composition
- ▶ Re-introduction | Timeline
- ▶ Opportunities and Challenges – To Date
- ▶ Zero Emission Fleet (ZEF) Transition Plan
- ▶ Next Steps



2

Current Fleet Composition



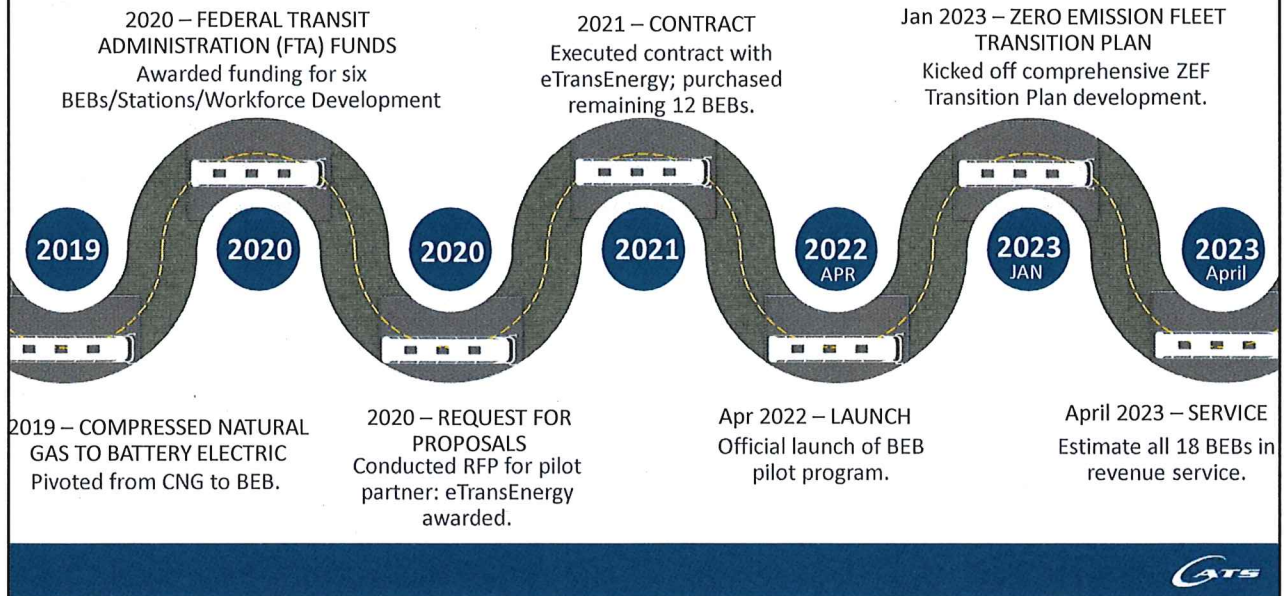
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Re-introduction

- ▶ Kicked off our first battery electric bus pilot program with eTransEnergy to pilot performance of BEB vehicles and charging infrastructure.
- ▶ Pilot program is allowing CATS to collect data and assess vehicle performance while operating across the transit system in preparation for future phases.
- ▶ Pilot supports our Strategic Energy Action Plan (SEAP) which strives to have city fleet and facilities fueled by 100 percent zero carbon sources by 2030.
- ▶ Buses arrived in a staggered capacity over 2022, all 18 have arrived and are planned to be in service together for the first time in April.

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Timeline



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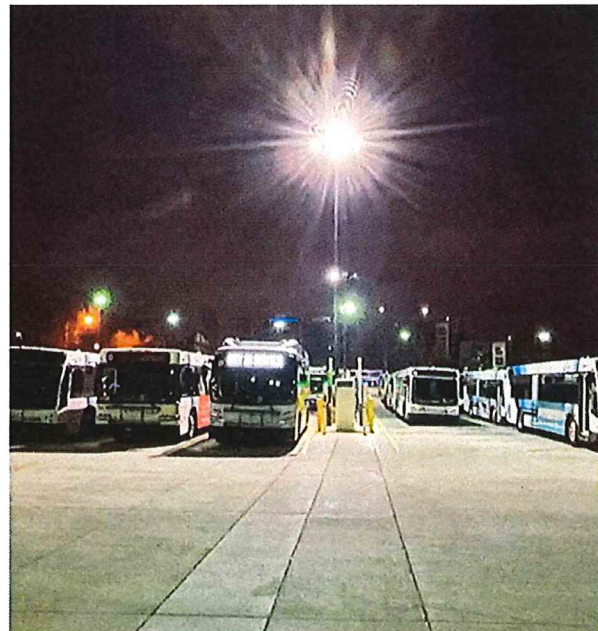
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Opportunities and Challenges

Opportunities	Challenges
<ul style="list-style-type: none"> ➤ BEB technology currently works for 70% of our current routes. ➤ BEBs provide a zero-emission option. ➤ Early industry modeling forecasts lower Total Cost of Ownership with BEB technologies. ➤ Federal Grant Funding 	<ul style="list-style-type: none"> ➤ BEB technology does not work for 30% of our current routes. ➤ Increased shakeout period. ➤ Space limitations. ➤ Zero Emission Fleet Transition Plan is in process – limits full understanding now.

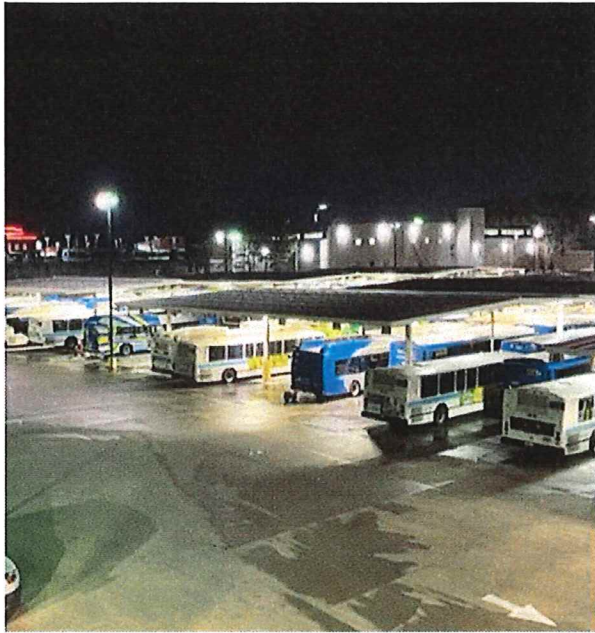


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North Davidson Bus Lot – Early A.M. – Non-Peak Charging Window

8



South Tryon Bus Lot – Early A.M. – Non-Peak Charging Window

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Zero Emission Fleet (ZEF) Transition Plan

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Zero Emission Fleet (ZEF) Transition Plan

- ▶ Comprehensive transition plan to 100% zero carbon technologies.
- ▶ Federal requirement for future fleet and charging infrastructure grants.
- ▶ Nine-month development period with consultant STV that builds upon BEB Pilot Program.
- ▶ Strategize infrastructure, operations, training, etc. for fleet conversion.



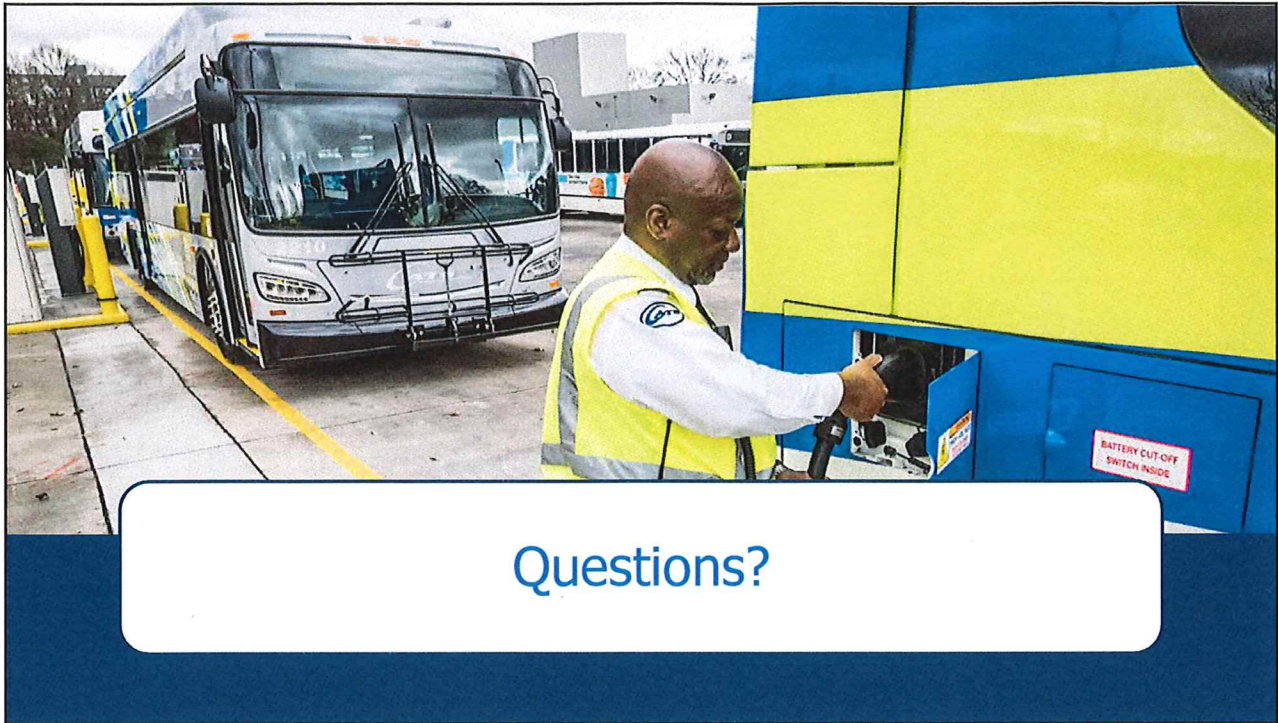
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Next Steps | Key Dates

- ▶ March 22 – Metropolitan Transit Commission (MTC)
- ▶ March 29 – Strategic Energy Action Plan (SEAP) External Content Team
- ▶ October – BEB Pilot Program/ZEF Transition Plan completion



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**METROPOLITAN TRANSIT COMMISSION
INFORMATION ITEM
STAFF SUMMARY**

SUBJECT: Ridership Update

DATE: March 22, 2023

1.0 PURPOSE/SCOPE: Staff will provide an update on current ridership trends as well detail data sources available for reporting

BACKGROUND/JUSTIFICATION: CATS reports ridership to various organizations and agencies including the Metropolitan Transit Commission and the National Transit Database (NTD). There are three sources of ridership data that CATS utilizes for various reporting and analysis needs: farebox, automatic passenger counts, and sampling. The MTC report is a combination of farebox (bus) and APC (rail). For NTD, a sampling method is used for reporting bus ridership at a system level and APC for rail ridership. The APC dataset is used primarily for planning and analysis.

2.0 PROCUREMENT BACKGROUND: N/A

3.0 POLICY IMPACT: N/A

4.0 ECONOMIC IMPACT: N/A

5.0 ALTERNATIVES: N/A

6.0 RECOMMENDATION: N/A

7.0 ATTACHMENT(S): N/A

SUBMITTED AND RECOMMENDED BY:



**Brent Cagle
Interim Chief Executive Officer, Charlotte Area Transit System
Assistant City Manager, City of Charlotte**

Ridership Update

Metropolitan Transit Commission
March 22, 2023



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Presentation Topics

- ▶ Ridership Sources & Reporting
- ▶ Ridership Trends
- ▶ Service Outlook



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Ridership Sources & Reporting

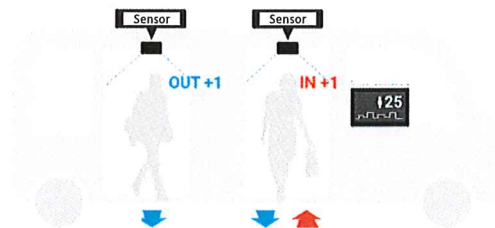


3

Sources



Farebox



Automatic Passenger Counter



Sampling



4

Sources

► Farebox

- Details fare type and payment method
- Used for MTC reporting
- Provides transfer data
- Only available as a daily dataset

► Automatic Passenger Counts

- Provides Boardings and Alightings at the stop/station level
- FTA certified method for NTD Blue and Gold Line reporting
- Largest data set available and most useful for planning analysis
- Trip level dataset

► Sampling

- FTA certified method for NTD bus reporting
- Commonly used method for NTD reporting across transit agencies
- Used to verify rail ridership
- Only valid at the annual and system level



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Reporting

- Quality issues with November and December farebox data.
- March MTC packet includes November-February APC and Farebox ridership reports.
- Real time data requirements have improved APC data quality.
- Gap between APC and Farebox has increased.
- Beginning evaluation of expanded APC ridership reporting.

Farebox vs APC Percent Difference			
Nov-22	Dec-22	Jan-23	Feb-23
39%	41%	41%	25%



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Ridership Trends



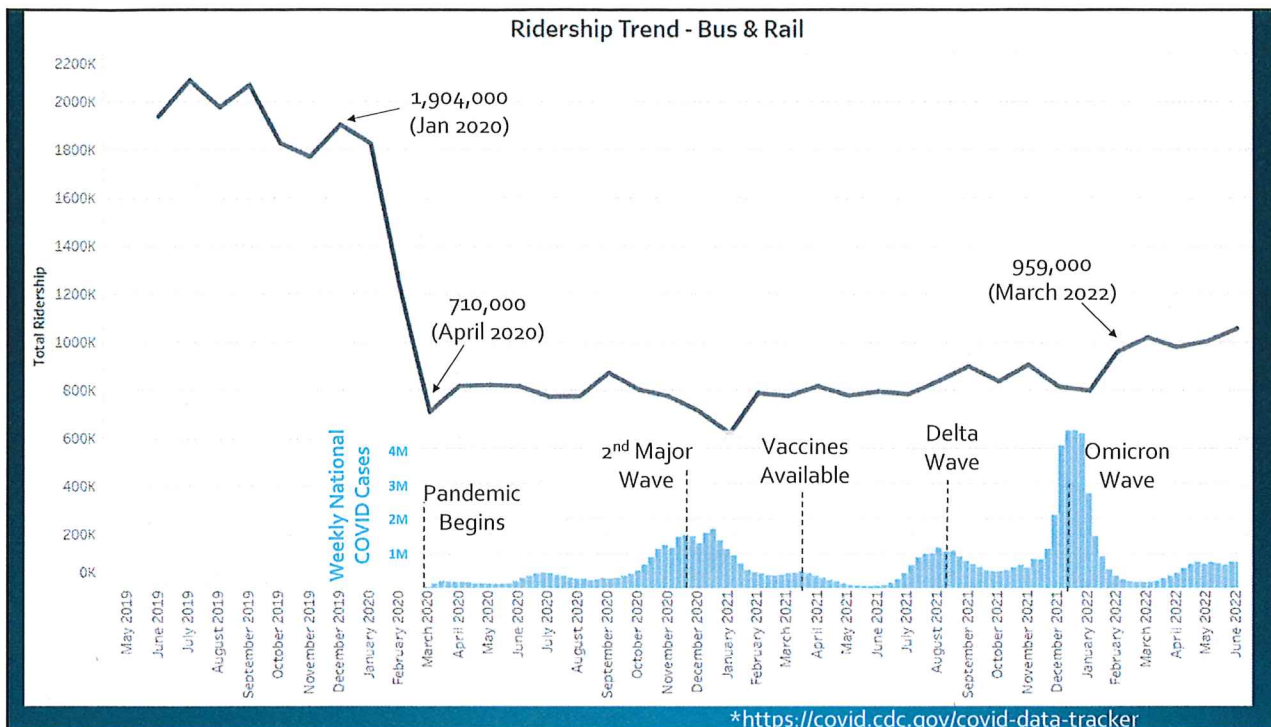
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What to compare?

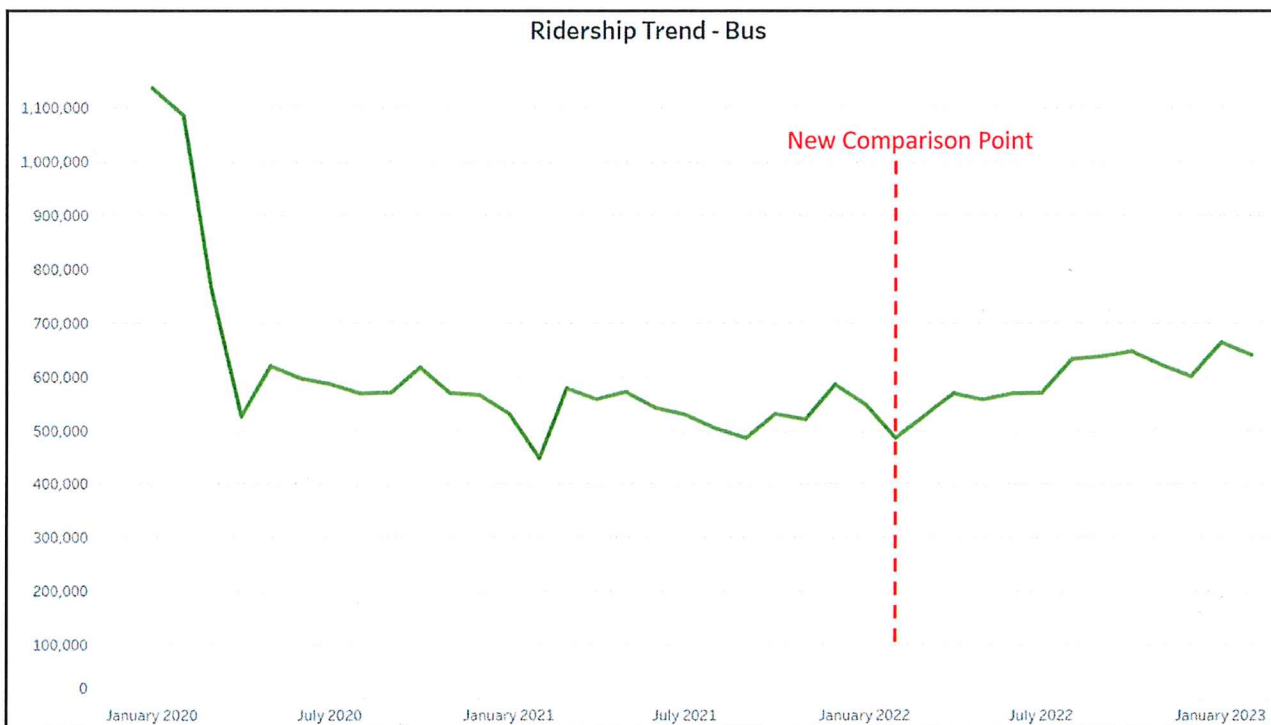
- ▶ Peak-hour ridership on the LYNX Blue Line has experienced increased demand, and CATS improved frequency in February 2023 to respond to the added demand
- ▶ Bus ridership has continued a modest increase since February 2022, helped in part by a more reliable schedule that was introduced in August 2022
- ▶ Early-2022 marked a major turning point in the post-pandemic world.
 - In January 2022, the Omicron variant spiked through our region, and ridership again experienced a decline.
 - However, the impacts of the Omicron variant were short-lived, and many major employers were returning employees to the office in March of 2022.
 - Ridership has since stabilized and going forward CATS will use 2022 as a point for comparison of ridership trends.
- ▶ Bus ridership was 21% higher in January 2023 compared with January 2022, and Rail ridership was 69% higher in January 2023 compared with January 2022.



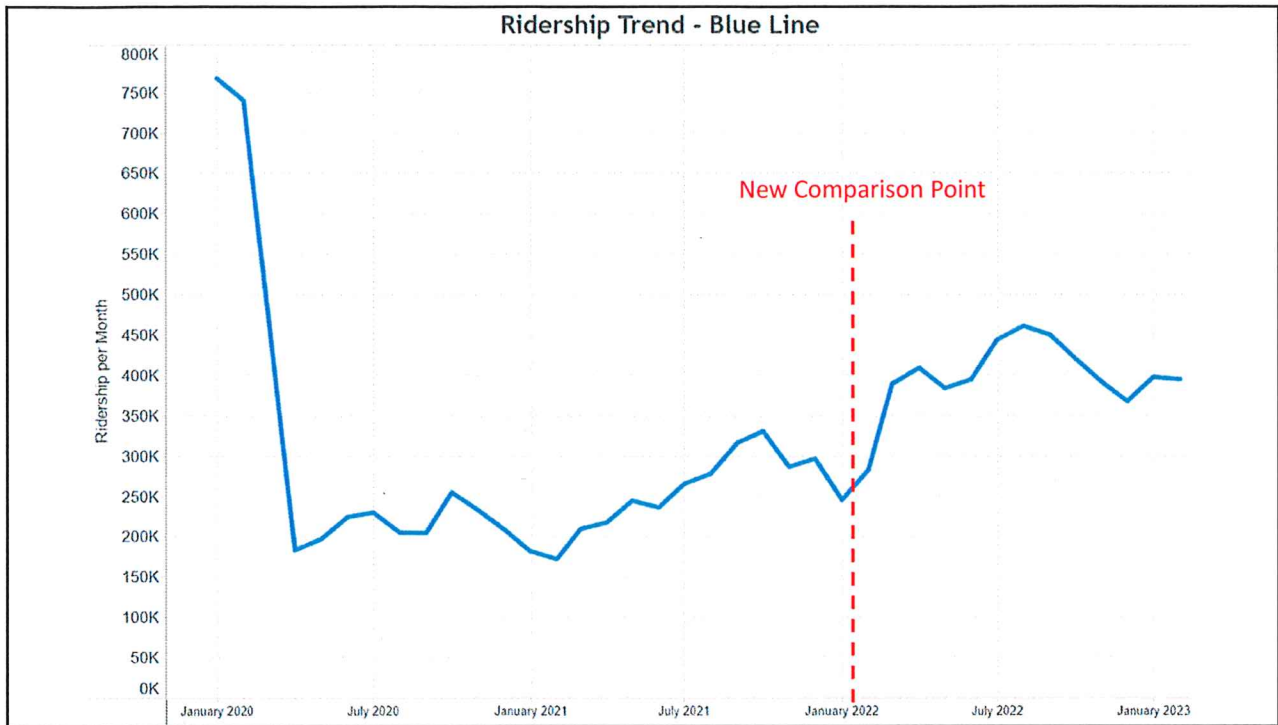
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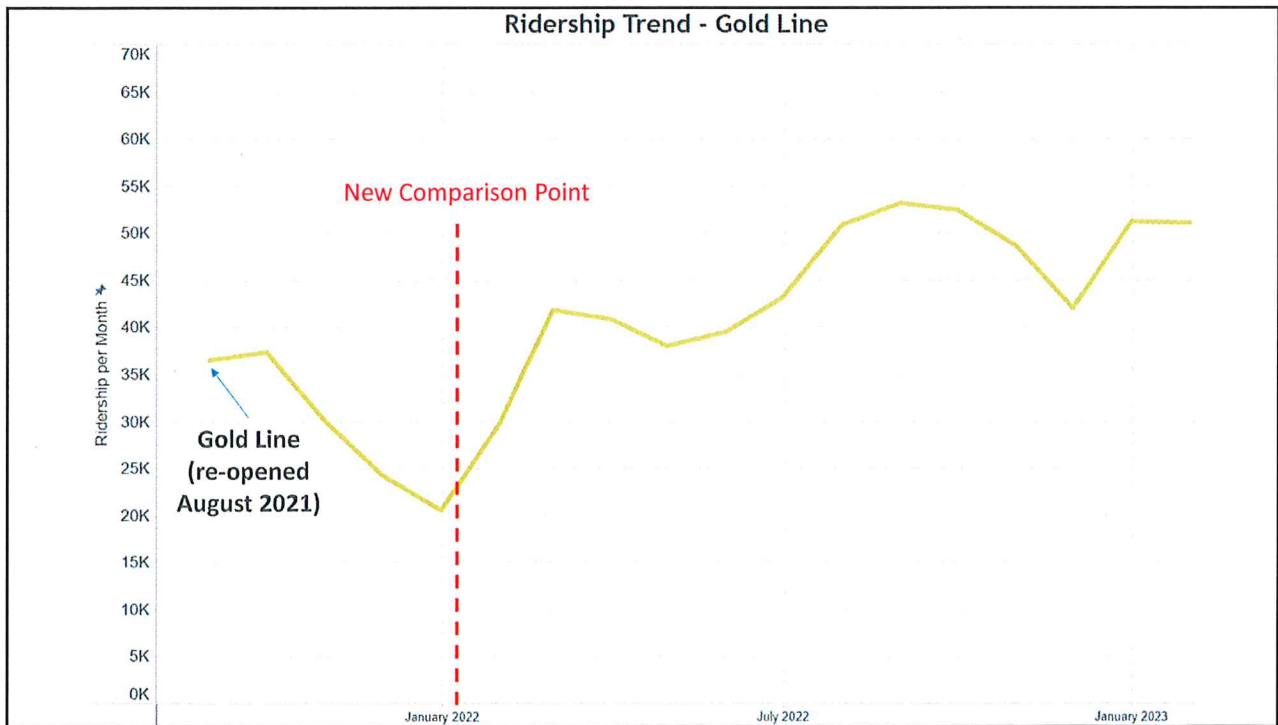
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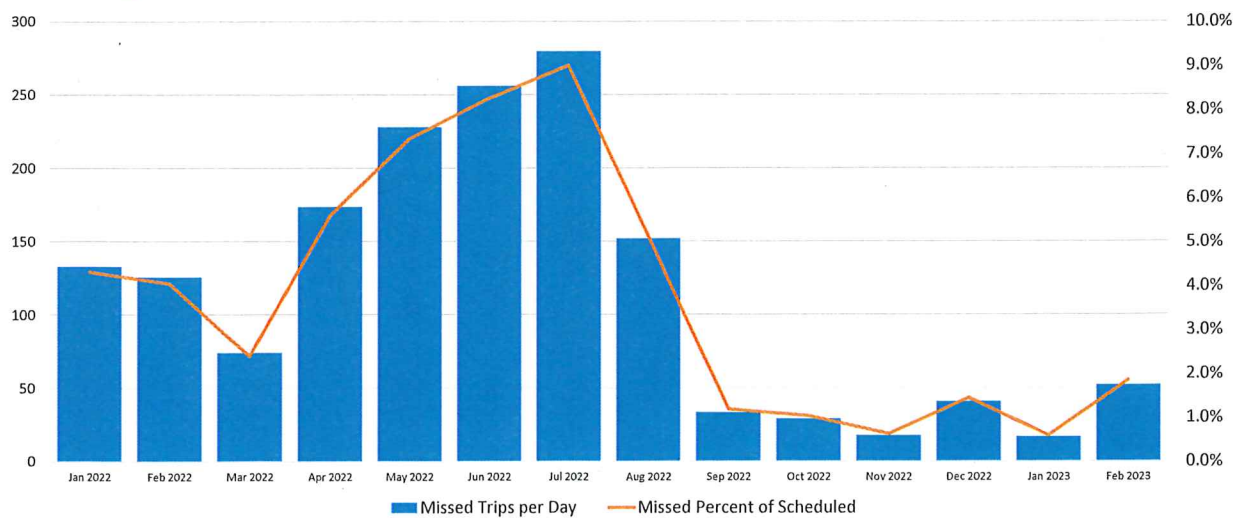
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Service Outlook



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Improved Reliability



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Look Ahead

- ▶ Retain August 2022 adjustment to 20% of local and express routes to ensure improved service reliability.
- ▶ Begin a Microtransit pilot
- ▶ Continue evaluating bus ridership and operator levels to improve reliability and efficiency.
- ▶ Future presentation on Bus Stop Improvement Plan



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Questions?



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Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Nov-22

Source:

Fixed Route Bus - Automatic Passenger Counts

Rail - Automatic Passenger Counts

Mode / Service	Nov-22	Nov-21	Percent Increase / Decrease	Average Daily Ridership		
				Weekday	Saturday	Sunday
Local						
BOD Local	633,296	601,686	5.3%	24,512	17,375	11,285
Subtotal	633,296	601,686	5.3%	24,512	17,375	11,285
Local Express						
Arboretum Express	179	-	-	9	-	-
Harrisburg Road Express	1,128	891	26.6%	56	-	-
Northcross Express	3,124	2,039	53.3%	156	-	-
Idlewild Express	874	823	6.2%	44	-	-
Independence Blvd Express	2,892	1,094	164.3%	145	-	-
Lawyers Road Express	1,156	697	65.8%	58	-	-
Steele Creek Express	29	-	-	1	-	-
Northlake Express	2,181	1,450	50.4%	109	-	-
North Mecklenburg Express	4,849	3,220	50.6%	242	-	-
Huntersville Express	3,650	2,759	32.3%	183	-	-
Rea Road Express	1,221	988	23.7%	61	-	-
Mountain Island Express	41	-	-	2	-	-
Huntersville Greenhouse	155	174	-10.6%	8	-	-
Subtotal	21,479	14,133	52.0%	24,512	-	-
Regional Express						
Gastonia Express	1,046	1,083	-3.4%	52	-	-
Rock Hill Express	1,044	646	61.6%	52	-	-
Union County Express	940	664	41.6%	47	-	-
Subtotal	3,031	2,394	26.6%	152	-	-
Community Circulator						
Neighborhood Shuttles	20,285	15,022	35.0%	795	622	252
Eastland Neighborhood Shuttle	10,660	9,727	9.6%	391	364	209
Pineville-Matthews Road	2,467	2,175	13.4%	99	97	-
Village Rider	6,641	6,260	6.1%	248	197	137
Subtotal	40,053	33,185	20.7%	1,532	1,281	598
Human Services Transportation						
Special Transportation Services	15,543	13,766	12.9%	638	238	192
DSS	1,290	2,577	-49.9%	57	17	-
Subtotal	16,833	16,343	3.0%	695	255	192
Rideshare Services						
Vanpool	3,798	2,900	31.0%	162	38	42

Subtotal	3,798	2,900	31.0%	162	38	42
Rail						
LYNX Blue Line	391,900	286,604	12.9%	26	0	0
CityLynx Gold Line	48,592	30,048	61.7%	1	0	0
Subtotal	440,492	316,652	39.1%	27	0	0
Total	1,158,981	987,293	17.4%	51,591	18,949	12,117

Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Nov-22

Source:

Fixed Route Bus - Farebox

Rail - Automatic Passenger Counts

Mode / Service	Nov-22	Nov-21	Percent Increase/Decrease	YTD FY 2023	YTD FY 2022	Percent Increase/Decrease	Avg Daily Ridership per Month		
							WeekDay	Saturday	Sunday
Local									
BOD Local	458,628	480,611	-4.6 %	2,227,782	2,391,533	-6.8 %	17,840	12,161	8,198
Subtotal	458,628	480,611	-4.6 %	2,227,782	2,391,533	-6.8 %	17,840	12,161	8,198
Local Express									
Arboretum Express	10	-	n/a	21	-	n/a	1	-	-
Harrisburg Road Express	926	589	57.2 %	4,620	2,836	62.9 %	46	-	-
Northcross Express	2,315	712	225.1 %	11,500	2,407	377.8 %	116	-	-
Idlewild Road Express	735	673	9.2 %	3,509	2,628	33.5 %	37	-	-
Independence Blvd Express	1,677	591	183.8 %	7,861	2,952	166.3 %	84	-	-
Lawyers Road Express	808	368	119.6 %	4,135	1,932	114.0 %	40	-	-
Mountain Island Express	11	-	n/a	11	-	n/a	1	-	-
Northlake Express	1,157	520	122.5 %	7,071	2,123	233.1 %	58	-	-
North Mecklenburg Express	2,772	1,359	104.0 %	15,659	5,100	207.0 %	139	-	-
Huntersville Express	2,272	1,229	84.9 %	11,924	4,838	146.5 %	114	-	-
Rea Road Express	784	587	33.6 %	5,498	2,644	107.9 %	39	-	-
Steele Creek Express	8	-	n/a	8	-	n/a	-	-	-
Huntersville Greenhouse Express	91	164	-44.5 %	626	616	1.6 %	5	-	-
Subtotal	13,566	6,792	99.7 %	72,443	28,076	158.0 %	680	-	
Regional Express									
Gastonia Express	514	703	-26.9 %	3,258	3,402	-4.2 %	26	-	-
Rock Hill Express	640	543	17.9 %	3,290	2,058	59.9 %	32	-	-
Union County Express	698	355	96.6 %	3,342	1,619	106.4 %	35	-	-
Subtotal	1,852	1,601	15.7 %	9,890	7,079	39.7 %	93	-	
Community Circulator									
Neighborhood Shuttles	14,926	11,772	26.8 %	67,014	61,796	8.4 %	582	461	195
Eastland Neighborhood Shuttle	7,657	7,855	-2.5 %	40,665	38,076	6.8 %	272	265	177
Pineville-Matthews Road	1,647	1,181	39.5 %	7,709	6,334	21.7 %	68	57	-

Village Rider	3,940	3,715	6.1 %	19,544	17,339	12.7 %	157	104	55
Subtotal	28,170	24,523	14.9 %	134,932	123,545	9.2 %	1,079	887	427
Human Services Transportation									
Special Transportation Services	15,543	13,766	12.9 %	76,211	70,752	7.7 %	638	238	192
DSS	1,290	2,577	-49.9 %	2,782	15,040	-81.5 %	57	17	-
Subtotal	16,833	16,343	3.0 %	78,993	85,792	-7.9 %	695	255	192
Rideshare Services									
Vanpool	3,798	2,900	31.0 %	18,860	15,000	25.7 %	162	38	42
Subtotal	3,798	2,900	31.0 %	18,860	15,000	25.7 %	162	38	42
Rail									
LYNX Blue Line	391,900	286,604	36.7 %	2,167,450	1,477,418	46.7 %	13,472	14,237	9,634
CityLynx Gold Line	48,592	30,048	61.7 %	248,231	106,573	132.9 %	1,870	1,291	946
Subtotal	440,492	316,652	39.1 %	2,415,681	1,583,991	52.5 %	15,342	15,528	10,580
Total	963,339	849,422	13.4 %	4,958,581	4,235,016	17.1 %	35,891	28,869	19,439

Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Dec-22

Source:

Fixed Route Bus - Automatic Passenger Counts

Rail - Automatic Passenger Counts

Mode / Service	Dec-22	Dec-21	Percent Increase / Decrease	Average Daily Ridership		
				Weekday	Saturday	Sunday
Local						
BOD Local	615,038	613,630	0.2%	22,778	15,306	11,057
Subtotal	615,038	613,630	0.2%	22,778	15,306	11,057
Local Express						
Arboretum Express	437	-	-	21	-	-
Harrisburg Road Express	986	947	4.2%	986	-	-
Northcross Express	2,524	1,802	40.1%	120	-	-
Idlewild Express	757	1,060	-28.6%	36	-	-
Independence Blvd Express	1,634	1,006	62.4%	78	-	-
Lawyers Road Express	946	1,207	-21.6%	45	-	-
Steele Creek Express	324	-	-	15	-	-
Northlake Express	1,979	882	124.5%	94	-	-
North Mecklenburg Express	3,601	2,653	35.7%	171	-	-
Huntersville Express	2,807	2,789	0.6%	134	-	-
Rea Road Express	943	952	-0.9%	45	-	-
Mountain Island Express	609	-	-	29	-	-
Huntersville Greenhouse	115	188	-39.0%	5	-	-
Subtotal	17,664	13,485	31.0%	841	-	-
Regional Express						
Gastonia Express	1,226	982	24.9%	58	-	-
Rock Hill Express	756	1,058	-28.5%	36	-	-
Union County Express	695	1,247	-44.3%	33	-	-
Subtotal	2,677	3,286	-18.5%	127	-	-
Community Circulator						
Neighborhood Shuttles	20,606	16,126	27.8%	779	523	268
Eastland Neighborhood Shuttle	10,561	9,682	9.1%	367	326	220
Pineville-Matthews Road	2,465	2,085	18.2%	99	63	-
Village Rider	6,415	6,270	2.3%	229	173	141
Subtotal	40,047	34,163	17.2%	1,474	1,084	628
Human Services Transportation						
Special Transportation Services	14,483	12,358	17.2%	568	252	183
DSS	1,382	1,648	-16.1%	61	17	1
Subtotal	15,865	14,006	13.3%	629	269	184
Rideshare Services						
Vanpool	3,455	2,932	17.8%	143	33	36

Subtotal	3,798	2,900	31.0%	143	33	36
Rail						
LYNX Blue Line	367,727	296,748	12.9%	12,650	12,487	6,788
CityLynx Gold Line	42,020	24,303	72.9%	1,480	1,187	954
Subtotal	409,747	321,051	27.6%	14,130	13,674	7,742
Total	1,104,836	1,002,521	10.2%	40,123	30,366	19,647

Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Dec-22

Source:

Fixed Route Bus - Farebox

Rail - Automatic Passenger Counts

Mode / Service	Dec-22	Dec-21	Percent Increase/Decrease	YTD FY 2023	YTD FY 2022	Percent Increase/Decrease	Avg Daily Ridership per Month		
							WeekDay	Saturday	Sunday
Local									
BOD Local	439,266	473,500	-7.2 %	2,667,048	2,865,033	-6.9 %	17,231	10,541	6,289
Subtotal	439,266	473,500	-7.2 %	2,667,048	2,865,033	-6.9 %	17,231	10,541	6,289
Local Express									
Arboretum Express	231	-	n/a	252	-	n/a	12	-	-
Harrisburg Road Express	722	617	17.0 %	5,342	3,453	54.7 %	36	-	-
Northcross Express	1,739	532	226.9 %	13,239	2,939	350.5 %	87	-	-
Idlewild Road Express	671	633	6.0 %	4,180	3,261	28.2 %	34	-	-
Independence Blvd Express	1,107	524	111.3 %	8,968	3,476	158.0 %	55	-	-
Lawyers Road Express	631	438	44.1 %	4,766	2,370	101.1 %	31	-	-
Mountain Island Express	81	-	n/a	92	-	n/a	4	-	-
Northlake Express	819	434	88.7 %	7,890	2,557	208.6 %	41	-	-
North Mecklenburg Express	1,822	1,055	72.7 %	17,481	6,155	184.0 %	91	-	-
Huntersville Express	1,754	940	86.6 %	13,678	5,778	136.7 %	88	-	-
Rea Road Express	460	616	-25.3 %	5,958	3,260	82.8 %	23	-	-
Steele Creek Express	93	-	n/a	101	-	n/a	5	-	-
Huntersville Greenhouse Express	83	106	-21.7 %	709	722	-1.8 %	4	-	-
Subtotal	10,213	5,895	73.2 %	82,656	33,971	143.3 %	511	-	
Regional Express									
Gastonia Express	604	599	0.8 %	3,862	4,001	-3.5 %	30	-	-
Rock Hill Express	494	393	25.7 %	3,784	2,451	54.4 %	25	-	-
Union County Express	514	370	38.9 %	3,856	1,989	93.9 %	26	-	-
Subtotal	1,612	1,362	18.4 %	11,502	8,441	36.3 %	81	-	
Community Circulator									
Neighborhood Shuttles	14,963	13,234	13.1 %	81,977	75,030	9.3 %	614	334	137
Eastland Neighborhood Shuttle	8,087	7,088	14.1 %	48,752	45,164	7.9 %	300	236	136
Pineville-Matthews Road	1,662	1,259	32.0 %	9,371	7,593	23.4 %	69	46	-

Village Rider	3,706	3,134	18.3 %	23,250	20,473	13.6 %	144	96	49
Subtotal	28,418	24,715	15.0 %	163,350	148,260	10.2 %	1,127	712	322
Human Services Transportation									
Special Transportation Services	14,483	12,358	17.2 %	90,694	83,110	9.1 %	568	252	183
DSS	1,382	1,648	-16.1 %	4,164	16,688	-75.0 %	61	17	1
Subtotal	15,865	14,006	13.3 %	94,858	99,798	-4.9 %	629	269	184
Rideshare Services									
Vanpool	3,455	2,932	17.8 %	22,315	17,932	24.4 %	143	33	36
Subtotal	3,455	2,932	17.8 %	22,315	17,932	24.4 %	143	33	36
Rail									
LYNX Blue Line	367,727	296,748	23.9 %	2,535,177	1,774,166	42.9 %	12,650	12,487	6,788
CityLynx Gold Line	42,020	24,303	72.9 %	290,251	130,876	121.8 %	1,480	1,187	954
Subtotal	409,747	321,051	27.6 %	2,825,428	1,905,042	48.3 %	14,130	13,674	7,742
Total	908,576	843,461	7.7 %	5,867,157	5,078,477	15.5 %	33,852	25,229	14,573

Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Jan-23

Source:

Fixed Route Bus - Automatic Passenger Counts

Rail - Automatic Passenger Counts

Average Daily Ridership

Mode / Service	Jan-23	Jan-22	Percent Increase / Decrease	Weekday	Saturday	Sunday
Local						
BOD Local	655,778	566,049	15.9%	24,721	17,584	11,226
Subtotal	655,778	566,049	15.9%	24,721	17,584	11,226
Local Express						
Arboretum Express	733	-	-	37	-	-
Harrisburg Road Express	1,024	725	41.3%	51	-	-
Northcross Express	3,479	1,198	190.3%	174	-	-
Idlewild Express	878	684	28.4%	44	-	-
Independence Blvd Express	2,401	802	199.4%	120	-	-
Lawyers Road Express	1,208	821	47.2%	60	-	-
Steele Creek Express	342	-	-	17	-	-
Northlake Express	2,503	579	332.5%	125	-	-
North Mecklenburg Express	5,417	1,801	200.8%	271	-	-
Huntersville Express	4,221	1,506	180.3%	211	-	-
Rea Road Express	1,326	691	91.9%	66	-	-
Mountain Island Express	318	-	-	16	-	-
Huntersville Greenhouse	127	204	-37.7%	6	-	-
Subtotal	23,979	9,011	166.1%	1,199	-	-
Regional Express						
Gastonia Express	1,157	1,054	9.8%	16	-	-
Rock Hill Express	988	386	156.1%	49	-	-
Union County Express	1,013	437	131.7%	51	-	-
Subtotal	3,159	1,877	68.3%	158	-	-
Community Circulator						
Neighborhood Shuttles	21,836	14,868	46.9%	827	349	271
Eastland Neighborhood Shuttle	11,256	9,058	24.3%	396	368	221
Pineville-Matthews Road	2,508	2,056	22.0%	101	82	-
Village Rider	6,464	5,702	13.4%	234	200	116
Subtotal	42,065	31,684	32.8%	1,558	1,303	608
Human Services Transportation						
Special Transportation Services	15,893	10,948	45.2%	29	65	37
DSS	1,410	1,229	14.7%	68	-	-
Subtotal	17,303	12,177	42.1%	97	65	37

Rideshare Services

Vanpool	4,033	3,283	22.8%	166	44	40
Subtotal	4,033	3,283	22.8%	166	44	40

Rail

LYNX Blue Line	397,855	245,725	12.9%	15,124	10,902	5,993
CityLynx Gold Line	51,217	20,596	148.7%	1,876	1,246	992
Subtotal	449,072	266,321	68.6%	17,000	12,148	6,985

Total	1,195,388	890,402	34.3%	44,900	31,145	18,895
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Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Jan-23

Source:

Fixed Route Bus - Farebox

Rail - Automatic Passenger Counts

Mode / Service			Percent	YTD	YTD	Percent	Avg Daily Ridership per Month		
	Jan-23	Jan-22	Increase/Decrease	FY 2023	FY 2022	Increase/Decrease	WeekDay	Saturday	Sunday
Local									
BOD Local	464,273	413,130	12.4 %	3,131,321	3,278,163	-4.5 %	18,490	12,332	6,496
Subtotal	464,273	413,130	12.4 %	3,131,321	3,278,163	-4.5 %	18,490	12,332	6,496
Local Express									
Arboretum Express	486	-	n/a	738	-	n/a	26	-	-
Harrisburg Road Express	705	384	83.6 %	6,047	3,837	57.6 %	37	-	-
Northcross Express	2,802	315	789.5 %	16,041	3,254	393.0 %	147	-	-
Idlewild Road Express	741	418	77.3 %	4,921	3,679	33.8 %	39	-	-
Independence Blvd Express	1,766	310	469.7 %	10,734	3,786	183.5 %	93	-	-
Lawyers Road Express	849	315	169.5 %	5,615	2,685	109.1 %	45	-	-
Mountain Island Express	82	-	n/a	174	-	n/a	4	-	-
Northlake Express	1,458	242	502.5 %	9,348	2,799	234.0 %	77	-	-
North Mecklenburg Express	3,558	732	386.1 %	21,039	6,887	205.5 %	187	-	-
Huntersville Express	2,938	506	480.6 %	16,616	6,284	164.4 %	155	-	-
Rea Road Express	990	458	116.2 %	6,948	3,718	86.9 %	52	-	-
Steele Creek Express	159	-	n/a	260	-	n/a	8	-	-
Huntersville Greenhouse Express	105	95	10.5 %	814	817	-0.4 %	6	-	-
Subtotal	16,639	3,775	340.8 %	99,295	37,746	163.1 %	876	-	
Regional Express									
Gastonia Express	712	393	81.2 %	4,574	4,394	4.1 %	37	-	-
Rock Hill Express	590	295	100.0 %	4,374	2,746	59.3 %	31	-	-
Union County Express	654	194	237.1 %	4,510	2,183	106.6 %	34	-	-
Subtotal	1,956	882	121.8 %	13,458	9,323	44.4 %	102	-	
Community Circulator									
Neighborhood Shuttles	17,283	11,688	47.9 %	99,260	86,718	14.5 %	688	506	196
Eastland Neighborhood Shuttle	8,608	5,965	44.3 %	57,360	51,129	12.2 %	322	293	122
Pineville-Matthews Road	1,845	1,133	62.8 %	11,216	8,726	28.5 %	81	51	

Village Rider	3,569	2,387	49.5 %	26,819	22,860	17.3 %	147	92	36
Subtotal	31,305	21,173	47.9 %	194,655	169,433	14.9 %	1,238	942	354
Human Services Transportation									
Special Transportation Services	15,893	10,948	45.2 %	106,587	94,058	13.3 %	29	65	37
DSS	1,410	1,229	14.7 %	5,574	17,917	-68.9 %	68	-	-
Subtotal	17,303	12,177	42.1 %	112,161	111,975	0.2 %	97	65	37
Rideshare Services									
Vanpool	4,033	3,283	22.8 %	26,348	21,215	24.2 %	166	44	40
Subtotal	4,033	3,283	22.8 %	26,348	21,215	24.2 %	166	44	40
Rail									
LYNX Blue Line	397,855	245,725	61.9 %	2,933,032	2,019,891	45.2 %	15,124	10,902	5,993
CityLynx Gold Line	51,217	20,596	148.7 %	341,468	151,472	125.4 %	1,876	1,246	992
Subtotal	449,072	266,321	68.6 %	3,274,500	2,171,363	50.8 %	17,000	12,148	6,985
Total	984,581	720,741	36.6 %	6,851,738	5,799,218	18.1 %	37,969	25,531	13,912

Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Feb-23

Source:

Fixed Route Bus - Automatic Passenger Counts

Rail - Automatic Passenger Counts

				Average Daily Ridership		
Mode / Service	Feb-23	Feb-22	Percent	Weekday	Saturday	Sunday
			Increase / Decrease			
Local						
BOD Local	611,049	568,849	7.4%	25,166	15,955	11,283
Subtotal	611,049	568,849	7.4%	25,166	15,955	11,283
Local Express						
Arboretum Express	792	-	-	40	-	-
Harrisburg Road Express	1,060	666	59.3%	53	-	-
Northcross Express	3,515	1,209	190.7%	176	-	-
Idlewild Express	890	782	13.7%	44	-	-
Independence Blvd Express	2,473	1,222	102.4%	2,473	-	-
Lawyers Road Express	1,257	839	49.8%	63	-	-
Steele Creek Express	468	-	-	23	-	-
Northlake Express	2,553	793	222.0%	128	-	-
North Mecklenburg Express	5,306	1,766	200.4%	265	-	-
Huntersville Express	3,960	1,560	153.9%	198	-	-
Rea Road Express	1,372	864	58.9%	69	-	-
Mountain Island Express	266	-	-	13	-	-
Huntersville Greenhouse	107	160	-33.3%	5	-	-
Subtotal	24,019	9,860	143.6%	1,201	-	-
Regional Express						
Gastonia Express	1,181	947	24.7%	59	-	-
Rock Hill Express	1,066	481	121.4%	53	-	-
Union County Express	933	720	29.5%	47	-	-
Subtotal	3,179	2,149	48.0%	159	-	-
Community Circulator						
Neighborhood Shuttles	20,839	15,647	33.2%	864	621	260
Eastland Neighborhood Shuttle	10,677	8,678	23.0%	408	379	249
Pineville-Matthews Road	2,438	2,002	21.8%	105	85	-
Village Rider	6,576	5,531	18.9%	254	192	175
Subtotal	40,530	31,859	27.2%	1,631	966	684
Human Services Transportation						
Special Transportation Services	16,091	12,543	28.3%	35	71	55
DSS	1,176	900	30.7%	57	-	-
Subtotal	17,267	13,443	28.4%	92	71	55
Rideshare Services						

Vanpool	4,033	3,044	32.5%	166	44	40
Subtotal	4,033	3,044	32.5%	166	44	40
Rail						
LYNX Blue Line	394,991	282,875	12.9%	15,087	15,794	7,519
CityLynx Gold Line	51,093	29,830	71.3%	2,019	1,629	1,049
Subtotal	446,084	312,705	42.7%	17,106	17,423	8,568
Total	1,146,161	941,908	21.7%	45,521	34,459	20,630

Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Feb-23

Source:

Fixed Route Bus - Farebox

Rail - Automatic Passenger Counts

Mode / Service	Feb-23	Feb-22	Percent Increase/Decrease	YTD FY 2023	YTD FY 2022	Percent Increase/Decrease	Avg Daily Ridership per Month		
							WeekDay	Saturday	Sunday
Local									
BOD Local	497,580	397,695	25.1 %	3,628,901	3,675,858	-1.3 %	20,772	11,657	8,893
Subtotal	497,580	397,695	25.1 %	3,628,901	3,675,858	-1.3 %	20,772	11,657	8,893
Local Express									
Arboretum Express	608	-	n/a	1,346	-	n/a	30	-	-
Harrisburg Road Express	945	470	101.1 %	6,992	4,307	62.3 %	47	-	-
Northcross Express	2,434	549	343.4 %	18,475	3,803	385.8 %	122	-	-
Idlewild Road Express	729	475	53.5 %	5,650	4,154	36.0 %	36	-	-
Independence Blvd Express	1,760	441	299.1 %	12,494	4,227	195.6 %	88	-	-
Lawyers Road Express	736	455	61.8 %	6,351	3,140	102.3 %	37	-	-
Mountain Island Express	102	-	n/a	276	-	n/a	5	-	-
Northlake Express	1,647	362	355.0 %	10,995	3,161	247.8 %	82	-	-
North Mecklenburg Express	3,293	1,057	211.5 %	24,332	7,944	206.3 %	165	-	-
Huntersville Express	2,898	867	234.3 %	19,514	7,151	172.9 %	145	-	-
Rea Road Express	1,088	413	163.4 %	8,036	4,131	94.5 %	54	-	-
Steele Creek Express	297	-	n/a	557	-	n/a	15	-	-
Huntersville Greenhouse Express	66	114	-42.1 %	880	931	-5.5 %	3	-	-
Subtotal	16,603	5,203	219.1 %	115,898	42,949	169.9 %	829	-	
Regional Express									
Gastonia Express	651	514	26.7 %	5,225	4,908	6.5 %	33	-	-
Rock Hill Express	665	325	104.6 %	5,039	3,071	64.1 %	33	-	-
Union County Express	680	262	159.5 %	5,190	2,445	112.3 %	34	-	-
Subtotal	1,996	1,101	81.3 %	15,454	10,424	48.3 %	100	-	
Community Circulator									
Neighborhood Shuttles	14,985	11,582	29.4 %	114,245	98,300	16.2 %	626	386	230
Eastland Neighborhood Shuttle	7,569	6,083	24.4 %	64,929	57,212	13.5 %	294	245	178
Pineville-Matthews Road	1,810	1,177	53.8 %	13,026	9,903	31.5 %	78	62	-

Village Rider	3,736	2,638	41.6 %	30,555	25,498	19.8 %	146	147	57
Subtotal	28,100	21,480	30.8 %	222,755	190,913	16.7 %	1,144	840	465
Human Services Transportation									
Special Transportation Services	16,091	12,543	28.3 %	122,678	106,601	15.1 %	35	71	55
DSS	1,176	900	30.7 %	6,750	18,817	-64.1 %	57	-	-
Subtotal	17,267	13,443	28.4 %	129,428	125,418	3.2 %	92	71	55
Rideshare Services									
Vanpool	4,033	3,044	32.5 %	30,381	24,259	25.2 %	166	44	40
Subtotal	4,033	3,044	32.5 %	30,381	24,259	25.2 %	166	44	40
Rail									
LYNX Blue Line	394,991	282,875	39.6 %	3,328,023	2,302,766	44.5 %	15,087	15,794	7,519
CityLynx Gold Line	51,093	29,830	71.3 %	392,561	181,302	116.5 %	2,019	1,629	1,049
Subtotal	446,084	312,705	42.7 %	3,720,584	2,484,068	49.8 %	17,106	17,423	8,568
Total	1,011,663	754,671	34.1 %	7,863,401	6,553,889	20.0 %	40,209	30,035	18,021

**METROPOLITAN TRANSIT COMMISSION
INFORMATION ITEM
STAFF SUMMARY**

SUBJECT: Battery Electric Bus Mid-Pilot Update

DATE: March 22, 2023

1.0 PURPOSE/SCOPE: To provide an informational mid-pilot update on the Charlotte Area Transit System (CATS) Battery Electric Bus (BEB) Pilot Program.

2.0 BACKGROUND: CATS launched its BEB Pilot Program on Earth Day, April 22, 2022. This pilot program is intended to test 18 BEB vehicles from two different bus manufacturers and two different charging infrastructure manufacturers. The program is allowing CATS to collect data and assess vehicle performance while operating across the transit system in preparation for future phases.

CATS was awarded \$3,723,712 through the FY2020 Low or No Emissions Grant (Low No) and that award went toward the purchase expense for the 18 BEBs, accompanying charging infrastructure and additional workforce development training.

Over the last ten months, CATS has received all 18 BEB vehicles and has installed all accompanying charging infrastructure. There are currently 15 BEB vehicles operating in revenue service with the remaining three anticipated for entry in April.

As last shared in January 2022, this 18-month pilot is in partnership with eTransEnergy, a subsidiary of Duke Energy and is set to conclude this Fall.

3.0 PROCUREMENT BACKGROUND: The BEB Pilot Program currently consists of a Master Services Agreement with eTransEnergy executed on August 13, 2021.

4.0 POLICY IMPACT: The BEB pilot program supports our Strategic Energy Action Plan (SEAP) which strives to have city fleet and facilities be fueled by 100 percent zero carbon sources by 2030 and sets a community-wide goal for Charlotte to become a low carbon city by 2050.

5.0 ECONOMIC IMPACT: N/A

6.0 ALTERNATIVES: N/A

7.0 RECOMMENDATION: N/A

8.0 ATTACHMENT(S): N/A

SUBMITTED AND RECOMMENDED BY:



**Brent Cagle
Interim Chief Executive Officer, Charlotte Area Transit System
Assistant City Manager, City of Charlotte**



Battery Electric Bus Mid-Pilot Update

Metropolitan Transit Commission Meeting
March 22, 2023



1

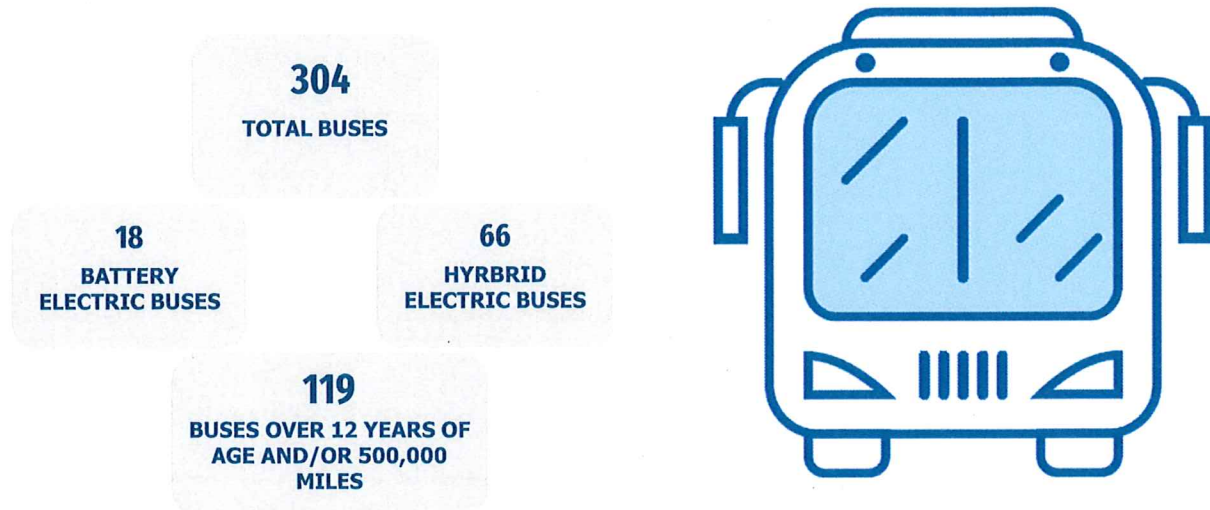
Areas of Focus

- ▶ Current Bus Fleet Composition
- ▶ Re-introduction | Timeline
- ▶ Opportunities and Challenges – To Date
- ▶ Zero Emission Fleet (ZEF) Transition Plan
- ▶ Next Steps



2

Current Fleet Composition



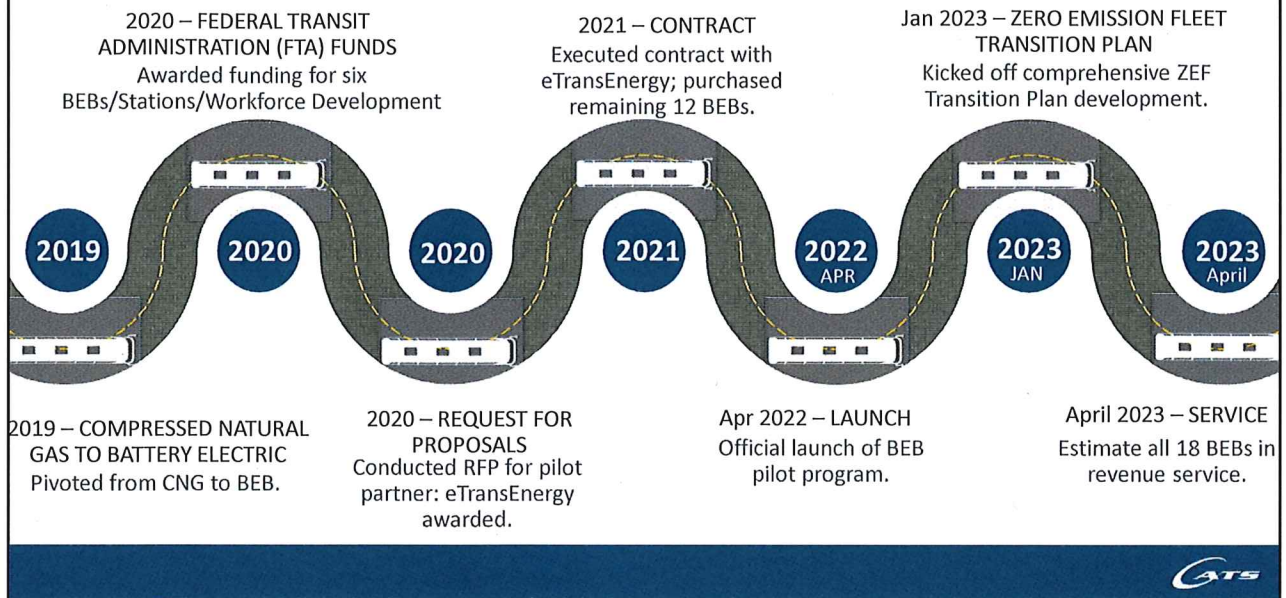
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Re-introduction

- ▶ Kicked off our first battery electric bus pilot program with eTransEnergy to pilot performance of BEB vehicles and charging infrastructure.
- ▶ Pilot program is allowing CATS to collect data and assess vehicle performance while operating across the transit system in preparation for future phases.
- ▶ Pilot supports our Strategic Energy Action Plan (SEAP) which strives to have city fleet and facilities fueled by 100 percent zero carbon sources by 2030.
- ▶ Buses arrived in a staggered capacity over 2022, all 18 have arrived and are planned to be in service together for the first time in April.

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Timeline



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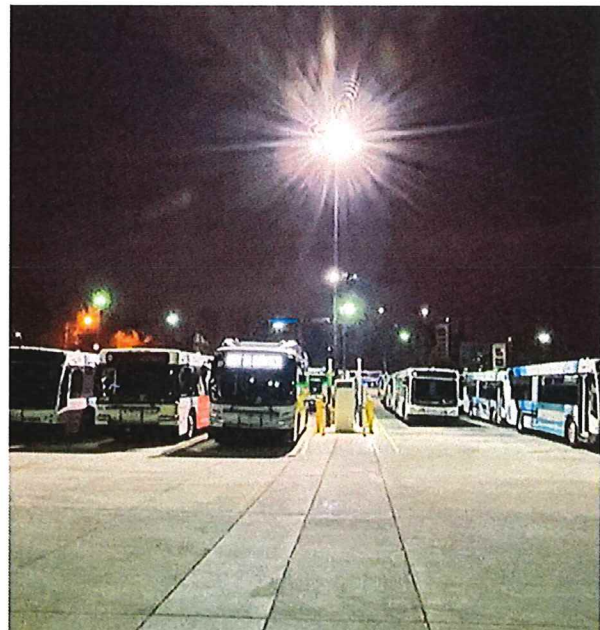
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Opportunities and Challenges

Opportunities	Challenges
<ul style="list-style-type: none"> ➤ BEB technology currently works for 70% of our current routes. ➤ BEBs provide a zero-emission option. ➤ Early industry modeling forecasts lower Total Cost of Ownership with BEB technologies. ➤ Federal Grant Funding 	<ul style="list-style-type: none"> ➤ BEB technology does not work for 30% of our current routes. ➤ Increased shakeout period. ➤ Space limitations. ➤ Zero Emission Fleet Transition Plan is in process – limits full understanding now.

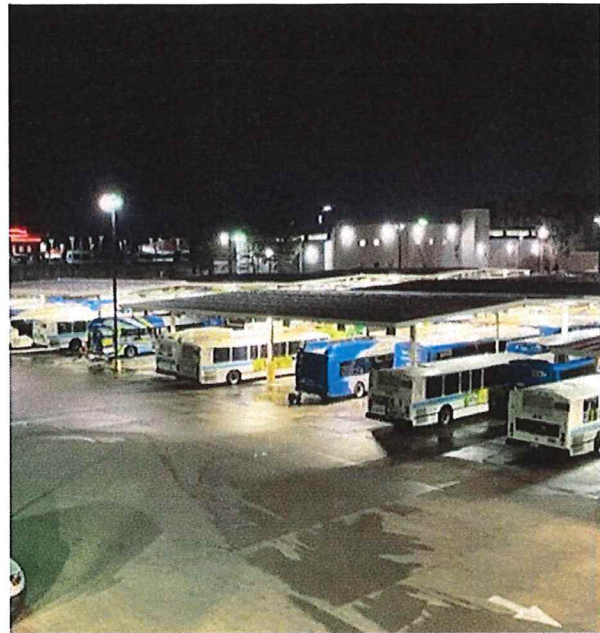


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North Davidson Bus Lot – Early A.M. – Non-Peak Charging Window

8



South Tryon Bus Lot – Early A.M. – Non-Peak Charging Window

9



Zero Emission Fleet (ZEF) Transition Plan

10

Zero Emission Fleet (ZEF) Transition Plan

- ▶ Comprehensive transition plan to 100% zero carbon technologies.
- ▶ Federal requirement for future fleet and charging infrastructure grants.
- ▶ Nine-month development period with consultant STV that builds upon BEB Pilot Program.
- ▶ Strategize infrastructure, operations, training, etc. for fleet conversion.



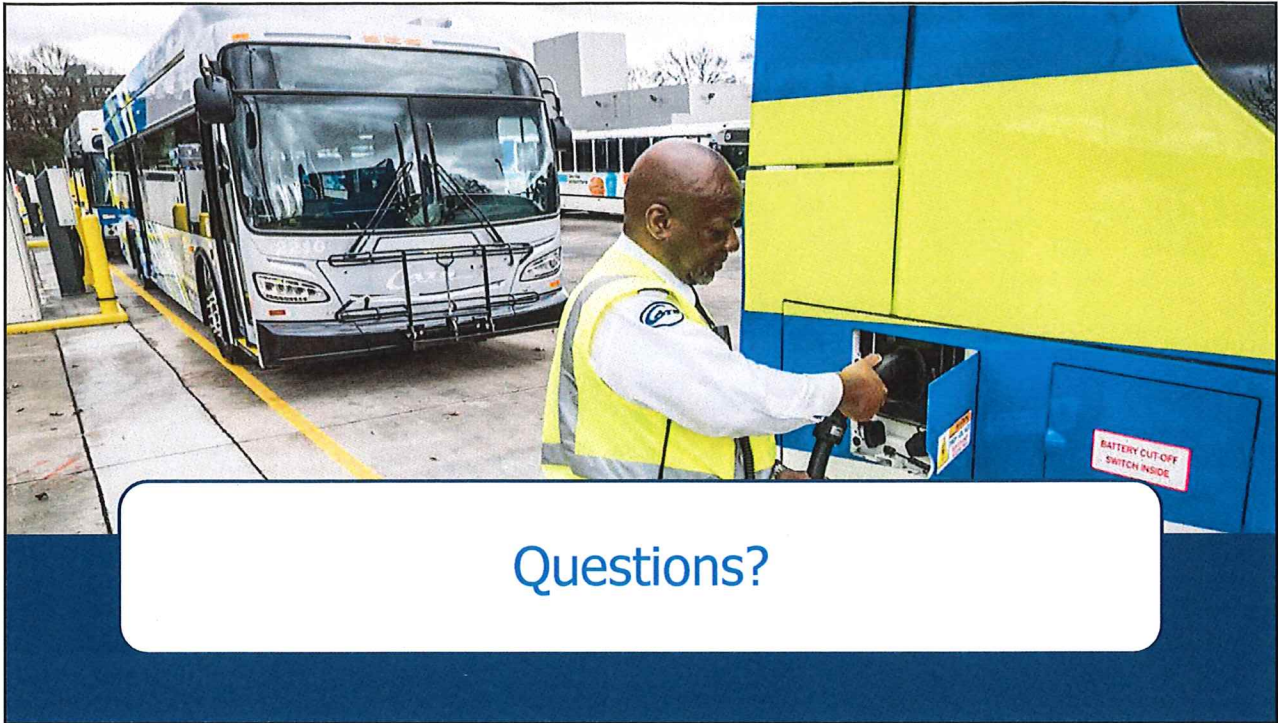
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Next Steps | Key Dates

- ▶ March 22 – Metropolitan Transit Commission (MTC)
- ▶ March 29 – Strategic Energy Action Plan (SEAP) External Content Team
- ▶ October – BEB Pilot Program/ZEF Transition Plan completion



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**METROPOLITAN TRANSIT COMMISSION
INFORMATION ITEM
STAFF SUMMARY**

SUBJECT: CATS Safety & Security Contract Update

DATE: March 22, 2023

1.0 PURPOSE/SCOPE: Review CATS Security Posture and Special Training

2.0 BACKGROUND

- Current security posture is focused on company police, armed guards and unarmed guards patrolling and securing the system and facilities.
- New security posture under the security contracts being issued over the next few months will focus on securing the system with an increase in visibility of uniformed personnel to enhance the deterrence of criminal and disruptive behavior.
- Discuss additional strategies to address security concerns including but not limited to ambassadors, special bus units and a variety of enhanced security trainings.

3.0 PROCUREMENT BACKGROUND: N/A

4.0 POLICY IMPACT: N/A

5.0 ECONOMIC IMPACT: N/A

6.0 ALTERNATIVES: N/A

7.0 RECOMMENDATIONS: N/A

8.0 ATTACHMENT: N/A

SUBMITTED AND RECOMMENDED BY:



Brent Cagle
Interim Chief Executive Officer, Charlotte Area Transit System
Assistant City Manager, City of Charlotte

