



**TRANSIT SERVICES ADVISORY COMMITTEE
AGENDA**

**June 9, 2022
4:00- 5:30 pm
WebEx**

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- | | |
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| I. Call to Order | Chair Krissy Oechslin |
| Approval of March Summary | |
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II. Public Comment | |
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III. Action Item: | |
| A. Title VI COVID–19 Review and 2022-2024 Service Plan | Pamela White |
| B. TSAC Summer Schedule | TSAC |
|
IV. Information Items: | |
| A. FTA Route Restoration Grant Award | Planning Department |
| B. Charlotte Transportation Center Redevelopment | Jason Lawrence |
| C. South End Station | Todd Thorne |
|
V. Chair Report | Krissy Oechslin |
|
Service Issues | All |
|
Operation Planning Report | Pamela White |

NEXT MONTH'S TSAC MEETING IS July 14, 2022

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, May 12, 2022

TSAC Members Present: Krissy Oechslin, Charlotte
Jack Zovistoski, Huntersville
Leroy Fields, Charlotte
Sam Grundman, Charlotte
Walt Horstman, Matthews*
Jarrett Hurms, Charlotte
Antonette Love, Charlotte
Heather Maloney, Davidson
David Snyder, Cornelius
Sherri Thompson, Charlotte
Linda Webb, Charlotte

CATS/City of Charlotte Staff: Jason Lawrence, Pamela White, Allen Smith, Kelly Goforth, Rachel Gragg, Jennifer Fehribach, Krystal Green, Kimera Coburn, Zachary Szczepaniak, Edwin Johnson, Natalie Bouchard, Lashima Tate, Logan Lover, Jayla Gittens, Deltrin Harris, Brandon Hunter, Laura Johnson

Meeting Time 4:00-5:30 PM

I. Call to Order

Chair Krissy Oechslin called the meeting to order at 4:02 p.m.

Approval of April 2022 Meeting Summary

Chair Krissy asked for a motion to approve the meeting summary from April 2022. Jack motion to approve the summary. Jarrett seconded the motion. The April 2022 meeting summary was approved unanimously.

II. Public Comment on Agenda Items:

No public comment.

III. Information Items:

A. Special Event Service

Krissy mentioned that she has heard feedback from folks after soccer games that

are in the evening when trains run less often that there have been long lines. People have wondered why CATS can't run more service for known events.

Allen responded that CATS runs more service than what is scheduled for special events. Upped service intervals to 15 minutes. Most special events CATS runs a 12 minute interval and when there are enough cars available, and personnel CATS will go as low as 10 minute interval. The first soccer game in Charlotte there were 75,000 people in attendance the only thing that probably gave people the impression that CATS did not have enough service is there was a train that went defective during the end of the game when people were trying to go home and the doors on the train caused a delay. Running that type of service for all events Panther games, Charlotte Football Club games and any other major event that might be at Bank of America Stadium.

Krissy asked if CATS had thought about advertising that. Krissy feels that people would be happy to hear that.

Allen responded that the only thing about advertising that type of service is that it is dependent on a lot of factors and being able to schedule people for overtime and that is not something CATS guarantees. CATS tries to provide the service.

Krissy mentioned that it could be advertised that evening so it doesn't have to be that far in advance so you would probably know by then if there would be enough operators.

Allen commented that sometimes CATS does not know until that day and time of the event because a lot of time CATS is asking people to work overtime that are already working.

Sam commented that Allen said that CATS had a train running and there was a mechanical issue with the doors. Sam was wondering about communicating that fact to people waiting on the platform at that time and how it can be done more effectively.

Allen responded that Deltrin General Manager of Light Rail is well aware of that and Allen thinks that there was not enough communication that being delayed by a defective train and that is something that Deltrin and his staff can do better on. Working on communicating delays as delays occur.

B. Coordinated Public Transit-Human Services Plan

Jason started off the Coordinated Public Transit-Human Services Plan with stating that this effort and he wouldn't say last planning effort that CATS is working on but as CATS has been working on the system update and have a whole series of projects been doing the CONNECT Beyond effort for a number of years and has been adopted. Wrapping up the CONNECT Beyond effort scheduled for adoption in May of this year. Have this locally coordinated Human Services Plan. Over the

past couple of years rounded out all of the planning and this is a key component to the overall conversation with how services provided to the community. What is unique about the approach taken with this version of the locally coordinated human services plan which is a much more regional look at this and an opportunity to line up and tie into Connect Beyond effort which will be looking at human service providers and human services across a broader region. At a really good point to have this conversation.

The Coordinated Public Transit-Human Services Transportation Plan PowerPoint was presented. Informational item that went in front of the MTC last month. Expect to come back to MTC later in May to request approval of plan. Looking at a regional area with the respect to human services transportation particularly the needs of seniors and individuals with disabilities. Review the study area, the purpose of the study, recommendations, and next steps.

The study is looking at a wider region than Mecklenburg County. The study is related to FTA 5310 funding which is allocated for Charlotte Urban Area. There is a little bit of transition happening with terminology with Charlotte Urbanized Area. The census is starting to call it Charlotte Urban Area instead of Urbanized Area. Generally, it is the area in green on the map. Looked at 9 counties which overlap with the Charlotte Urban Area and how the transportation systems in those counties connect to each other in between to provide those key transportation services. Working primarily with the Charlotte Regional MPO, CRTPO and CATS staff provided oversight to the study also interacted with local transit agencies and other MPO's in the surrounding areas including part of Gaston, Lincoln, Hickory, Cabarrus and included parts of South Carolina counties for reviewing some of the data. Did not include South Carolina counties in stakeholder coordination.

The purpose of updating this coordinated Public Transit-Human Services Transportation Plan there is a federal requirement to update this plan and is more focused on transportation needs of older adults and individuals with disabilities. Plan looks at transportation services currently provided and where are some of the gaps with existing services. The plan is also intended to identify strategies and activities to help address those gaps. This plan is to help guide future FTA 5310 funding in the Charlotte Urban Area. This funding is passed through CATS but is also available for other transit providers nonprofit agencies to apply. The last time this plan was updated was in 2016. Approximately a million dollars' worth of funding in FTA section 5310 funding allocated to Charlotte Urban Area on an annual basis.

The next slide presented was the key study process steps. Started in October 2021 and held three Steering Committee meetings during the duration of the study and held a number of stakeholder interviews between December and March 2021. Also held public engagement in January of 2022. There was an online survey at that time. Prepared draft recommendations in March and shared it with the Steering Committee. Going into to June presenting the draft plan recommendations for various regional committees including CRTPO Board and

MTC. Expecting to wrap up planning process at the end in June.

In terms of public engagement, the bulk of public engagement efforts were held January into early February. Held several online virtual public meetings as well as three in person pop up public engagement events. For the in person events went to CTC and to Scaleybark light rail station. Received about 157 survey responses between online surveys and short form postcard.

Stakeholder interviews talked to a variety of local transit agencies in the area. Again, looking across 9 county region and some of the non-profit in the area as well. Some of the key issues documented based on the stakeholder feedback. Dealing with a lot of transitions with COVID 19 and Medicaid Brokerage System that has been happening in North Carolina. As population is aging there is generally more an increase in demand for disabled transportation services currently public transportation providers are struggling to have sufficient funding to keep up with the increase in demand for transportation services. Looking at on demand community transportation provider in the 9 county region there is currently a lack of coordinated scheduling software. Different agencies are using slightly different platforms. Need for additional staff support to help with the regional mobility management efforts. Need for additional informational outreach efforts to help the general public understand better how to get from point A to point B and what public transportation services might be available to them in their county. For example, if someone is new to the region might not be aware provider is available.

Looked at a variety of data sources including the demographic data in the region population employment and also the transit agency data. Some of the key data sources looked at included looking at community destinations which would include local government offices, health care providers, schools some of those key destinations as well as where there is currently existing fixed route and deviated fixed route transit service across the region. For example, Union County is one of those areas where there is currently not a fixed route transit provider. There is an express bus route that goes out to Union County.

Looked at the presence of senior population and disabled population across the region. A little less than a third of 65 and older currently reside within the three quarter mile buffer of existing fixed route and deviated fixed route service. That means for the residence that are outside of that three quarter of a mile buffer for most of them would still have access to some on demand transportation through their local community transportation provider. It might be more limited in terms of what services will be available to those residences. Might have to wait a little bit longer to try to schedule a trip, they might be limited in terms of frequency general purpose trips maybe limited to doctor trips with maybe one general purpose trip. It becomes more limited outside of ADA paratransit service area.

Households with disabilities currently less than a third are currently served or located within three quarter of a mile buffer of existing fixed route and deviated fixed route transit. If not located in service areas STS is available there are some

services available, but it will be more limited what is available.

Future population and employment growth across the region it is no surprise that Charlotte region is growing fast and seeing that future population and employment growth is happening outside of the urban core of the region. There is rapid growth in suburban areas outside the core of region. Surrounding counties are seeing a lot of the population growth and some of this is happening due to the increase in housing costs. As the housing costs are going up some of the households are feeling the pressure to move a little bit out to find affordable housing. As people are moving further out it will increase the disconnect between where people and jobs are located and where existing fixed route and deviated fixed route transit services are available to connect people to some of those needed destinations.

Looking at the Needs and Gaps Assessment-Key Themes: Recognition with regional growth and housing costs more people will be living outside fixed route transit. Existing public transportation providers have limited budgets to keep up with increased demands. There is a need for additional information-sharing across the region so that people are more aware of what transportation services are available to them. That overlaps with regional mobility management recommendations coming out of CONNECT Beyond Study. There is a need for improved communication between existing transit providers and better connection points. For example, when two community transportation providers are trying to transfer a passenger back and forth it is easier to do so. There is a need to increase the existing transit service to a larger percentage of transportation-disadvantage population and that would include a variety of effort that would include frequency in hours for existing transit routes, establishing mobility hubs, improving walk access to transit and upgrading transit stops to be ADA accessible and continuing to work on key strategic transit corridor implementation including those routes identified in the CONNECT Beyond study.

The recommendations are organized around six themes. Those include mobility management and agency coordination, organizational assessments which is more internal focus for transit agencies, customer service, facility improvements and safety, connectivity, and service expansion.

As part of mobility management and agency coordination a lot of recommendations are repetition have been identified in CONNECT Beyond as well as some of those key regional needs. The first and foremost recommendation is to establish a Regional Mobility Manager position in the future that might become several positions but at least one staff position dedicated to that role. The Regional Mobility Manager would be responsible to organize some of the efforts. For example, to assemble the regional paratransit working group and to hold those meetings on a regular basis to help with regional information sharing about existing transit. Travel training and improving marketing information sharing about existing services, expanding mobility choices, and working on unified regional paratransit scheduling software would fall under mobility management agency coordination.

As part of the organizational assessments recommendation theme recommending for agencies to take a look at internal capacity. This would include reviewing impacts of Medicaid Managed Care on Transportation Providers in the Region. In some cases, Medicaid Transportation trips for some of them have decreased and some have stayed the same but in most cases the transition from Medicaid have an increased administrative paperwork workload. Have to fill out more paperwork. Sign up with multiple contracts to be able to provide the same trips. There is also a recommendation to perform a Regional Paratransit and Community Transportation Scheduling Integration Study. Doesn't mean that every provider will use the same scheduling software but maybe there are other opportunities to better export reports to share that information between agencies.

Recommendation to continue to validate additional funding options and strategies need for transit funding remains high. As part of customer service recommendations, the recommendations include establishing a Regional Information Center which could be in a form of a website or a mobile software tool or a transit rider guide that is in PDF form available online. Improving service times would help with customer experience. Also reducing reservation wait times for on-demand transportation. With STS transit in Charlotte a person can reserve trips for the next day. With a lot of other community transportation providers in the region people might have to schedule trip three to four days in advance. Regional Fare Strategy could include fare interoperability agreements and shared mobile ticketing platform who is transferring between different transit providers easier for that person to buy tickets at the same place or use the same mobile app. For example, if transferring from rider vehicles to CATS believe tickets are accepted but can't use the same mobile app tool to transfer between both. Regional Platform for Demand Response Trip Scheduling and Dispatching also falls here to work on tools for community transportation riders to better share information about scheduling. Developing a standardized ADA certification process across all agencies and reciprocity agreements intended to help customers that are eligible for ADA paratransit to fill out same form once instead of having to submit different form multiple times. Also, providing additional disability sensitivity training for private providers.

Under the theme of Facility Improvements and Safety recommendations are more focused on transit stop locations and how to improve those access points for transit riders. Develop a comprehensive transit safety and convenience program to review issues in proximity to transit stops and address them. Look at bus stops with highest ridership and target those for upgrades with ADA compliant bus stop pads, lighting and also adding braille to bus stop signs. The third recommendation is more ongoing implementation of ADA accessibility improvements with bus stops across the region as part of roadway projects part of Complete Streets implementation. If there is already a project underway to widen a road that would be a great time to go ahead and upgrade the bus stops with ADA accessible pad.

As part of connectivity recommendations some of those overlap with the recommendations coming out of the Envision My Ride Study. One of the

recommendations is to develop a Microtransit/Community Shuttle Pilot Program to take a look at what areas in the region are best positioned to try this mode of microtransit community shuttle and maybe implement into one or two places first. The next recommendation is to develop a Mobility Hub Pilot Program to learn best practices on mobility hubs and identify highest priority locations for Mobility Hub implementation. Upgrading those key transit stop locations to better connect multiple transportation modes together better information sharing and more comfortable transit rider experience. More comfortable waiting area or better shelter location. Expand mobility choices. Establish connecting service procedures between transit providers and can include both transfer locations and communication methods. Strengthen rural to urban connection.

The next theme is focused on service expansion. Recognizing that transit providers have limited budgets. Desire to see improvements in service over time. So, the first one is to increase trips on-demand non-emergency trips. The next one is to expand on-demand/community transportation service hours. For example increase evening and weekend trips so that someone is not limited to only being able to trip during weekdays 9-5. Variety of recommendations related to improving existing service. For example, to expand medical appointments transportation including dialysis transportation, purchase larger vehicles to accommodate oversized mobility aids, improve transportation options for employment and related needs, improve access to transportation for veterans and others with visual impairment and upgrade vehicle fleets to include more fuel-efficient, environmentally-friendly options.

Microtransit/Community Shuttle recommendation. Reviewed some of the demographic data and existing transit routes to identify several potential areas for microtransit study some of them are inside Mecklenburg County but a couple are just on the border outside of Mecklenburg including one larger area in Union County. Looked at based on combination of demographic data. Need a follow-up feasibility study would be required to take a look more specifically at what would be the service area, what type of vehicle would be appropriate and how frequently those vehicles would operate. In some cases, transit implemented in North Carolina sometimes a local transit agency will contract with a company and that company will provide vehicles.

Next steps posting draft report to CATS website dedicated to the study. Hoping to have it up early next week. Continue with presentations. May 18th is scheduled for CRPTO board. The presentation will be coming back to MTC for approval on May 25th. Come back to CRPTO in June. The future when the region does the FTA 5310 Calls for Project.

Sherri thinks it is great that there is talk of a website. That is one thing that Charlotte doesn't really have a one stop shop to look at for people with disabilities and seniors to go look at for resources here in Charlotte. A lot of other cities have committees with people with disabilities and seniors. Thinks it is a great idea looking at all of the services. Sherri runs into a lot of seniors that have relocated to

Charlotte because of kids moving here with grandkids. Trying to learn how to get around and how to get to places and try to remain independent as possible.

Krissy had a question on slide 21 Volunteer Transportation Services Program and what it is.

The Volunteer Transportation Services Program is usually made up of a local non-profit agency of some kind. See a need where existing public transportation providers can't fill all the needs for services especially for seniors or individuals with disabilities. Would like to have a little more hand on attention. It is sometimes scary to take a bus and dropped off at the doctor's office if not sure how to fully navigate. Volunteer transportation service can provide that door to door service but also the volunteers can provide more assistance with making sure the person gets to destination. With volunteer transportation service sometimes, that can be established in a way to reimburse volunteer drivers for mileage and a little bit of their time. Requires some start up.

C. CATS Organizational Structure Update

Jason for many years since the beginning of CATS had a development group and added a planning piece. During the pandemic a shift early this year to create two new divisions of Planning and Development. Always had some kind of planning function in the development group but also had merged the operation kind of planning focus that Larry Kopf and his team into development just before the pandemic. Mixture of Planning and Development throughout the pandemic and made a clean division structure at the beginning of this year.

Jason is lead of the Planning Division as the Director of Planning. Planning has three focus areas. Operations Planning arm that Patrick Hoskins leads that group. In charge of scheduling and reporting to National Transit Database. He has checkers that go out and do sampling of ridership along the routes. He is responsible for the logistical planning and scheduling for the bus/rail services that include the light rail and streetcar. The Service Planning Group which Pamela is the manager of. The group is more of the near term planning managing the service change process, community engagement, customer service, customer request that comes through Krystal's group. Looking at rolling out the changes in the 0-5 year timeframe. Long-range planning group that would handle all the coordination with Metropolitan Planning Organization, working on the long range plans like CONNECT Beyond, any kind of corridor planning, updating the system plan, advancing corridor level planning efforts and then working with outside departments like Charlotte Planning and also providing support to Silver Line Team. Think of this group as where the projects start and eventually go through Kelly's group and then come back into Patrick's space for the scheduling and the operations planning aspect of that.

Kelly Goforth is the Director of Development for CATS. The two groups have always worked closely together. The significant change is to consolidate the POP

planning functions into a group so moved long range planning in with service and operations. The Development Division is responsible for implementation of the system plan. It is CATS capital program. Capital projects are implemented out of Development. Five different sections in the Development Division. Project Development & Controls takes projects from the planning stage into design and developing the tools needed to control project schedule, budget and reporting on projects. Currently have a vacancy for the manager of that group and actively trying to hire that. The next group is the Real Estate and Transit Oriented Development. New section for Development. Have increasing demands for this group and this type of work. Responsible for managing CATS Real Estate real property assets and coordinated with private developers that are developing adjacent to CATS new transit oriented development opportunities in station areas. Reviewing rezoning and new development projects for CATS related needs. Planning to hiring a manger for this work. Currently have several staff working to support this area. Have over 90 active real estate related projects that actively reviewing and moving forward on. The next group is the LYNX Silver Line Team headed by Andy Mock as the Senior Project Manager. Engineering and Construction Group is led by Jill Brim. That is taking projects from project development into final design and construction implementing projects as well as providing ongoing engineering support to operations and smaller projects. Quality Assurance Group is led by Laura Johnson. Responsible for organization wide quality management including records management, policy and procedures, performance measurements and auditing functions. Pretty broad range of responsibilities for the Development Division related to overall system implementation as well as organizational wide quality and controls.

Jarrett had a specific question geared towards Real Estate & Transit Oriented Development portion. What part in the rezoning process would that team engage with the developer community relative to the rezoning process and after the rezoning process?

Kelly responded as a city department in the plan review process when plans comes in for rezoning prior to rezoning through early coordination and through the rezoning. Then development permitting process. Reviewing plans. If adjacent to the existing light rail, then determining if there are any comments/concerns related to that adjacent development. There might be a license agreement need for any construction access. Is the development consistent with transit and land use goals as well as any bus stop amenities or route planning needs? Service planning staff will also look at the plans. Not just a single person looking at the plans. Several divisions of CATS are reviewing the plans to those concerns/needs are being met through that process.

Jason commented that CATS has responsibilities county wide and often get pulled into conversations with other communities and look at service planning and bus stop needs. Often looking at rezoning and site plans outside of City of Charlotte. Kelly added that something unique that the department has been able to do over the past year with the Charlotte Unified Development Ordinance the draft

ordinance has some new requirements related to providing bus stop amenities by the private developers when previously had to negotiate with developers to provide amenities actually going to be required per ordinance and Kelly thinks that is a real achievement for CATS.

D. CATS TRAX

Laura Johnson started off the presentation with the CATS 3rd Quarter performance measures from business scorecard known as CATS TRAX. Provide results from the latest customer surveys of CATS riders. The surveys were performed in March/April of this year with approximately 1400 riders bus, rail, and paratransit riders.

Nicole from TransPro presented Q3 information to CATS team in May, Q2 CATS earned 27.4 out of 30 points for the customer satisfaction survey which was conducted in Q3. The fixed route and LYNX survey for a full week in early May and then the STS survey for 21 days. The customer satisfaction surveys were conducted in March and April. The paratransit was conducted in April over 21 days. Net promoter score decreased by 12% for fixed route and STS. LYNX increased by 8%, overall ridership decreased by 6% since last quarter, rail on-time performance improved by 14%. Customer access within 15-minutes increased by 34%.

Nicole presented a slide where TransPro actually performed the surveys. 7 days in March for fixed route and then 21 days for paratransit. Net promoter scores is based off the question how likely would you be to recommend CATS to friend or neighbor. If someone entered a 9 or a 10 then it is considered a promoter, 7 or 8 are passives which are happy with the service but not promoter and 6 and below would not promote CATS. Looking at net promoter score, fixed route dropped by 24% compared to the previous wave, LYNX increased 8% and STS decreased 24%.

Overall satisfaction dropped for all 3 modes but not by much. 5% for fixed route, 1% for LYNX, 3% for STS compared to the previous wave. Overall, do have a high satisfaction level but for some reason not promoting CATS as a mode of transportation. Community value CATS earned 21.0 out of 25 points for community impact for Q3. New housing exceeded Q2 year to date goal. New residential square footage and the dollars inputted into new development slightly missed the goals. The aggregated scorecard the community perception of community value is rather high still not at goal and the economic impact is almost right there. Have a goal of 1.2 and CATS is at 1.18.

Next steps are that TransPro will present Q4 results will be shared with the Executive Management Team on August 2nd.

Krissy asked about the community impact measurements and what the measurements are comprised of and define them a little.

Nicole responded that when looking at new housing units looking at housing units that are within the service area that have been either created or planned within the service area to see how that impacts ridership, the growth within the service area and those types of things. When looking at new residential square footage really want to look at urban core areas of service to see if residential square footage is increasing in those areas. It does impact ridership.

Krissy asked out of the five items that receive a score which of them new housing units and square footage which one does that feed into?

Nicole responded it feeds into the economic impact score.

Krissy asked is it measuring what percent of new housing units are served by CATS?

Nicole responded that it is explicitly measuring what percentage of new housing units occurred within that corridor or developed within that corridor within the service area.

Kelly commented that it is new housing units within the station areas for Blue Line, Gold Line, Blue Line Extension, and the Silver Line. Measuring the growth and is kind of a tricky area to set goals on because subject to the economy and cycles. Charlotte has had so much development occur that it is difficult to predict in the future how much more Charlotte will get in those station areas. This is an important aspect of what CATS does in terms of encouraging this transit oriented development and more dense development in station areas and that is why it is included in one of the performance measures for CATS.

IV. Chair Report:

Terry's term ended on TSAC between last two meetings. Krissy thanked Terry for years of service and expertise that will be missed. At the last MTC meeting heard a report out Envision My Ride, Human Services Plan, and there was a review for the budget and believe that voted to approve.

Service Issues

Sherri has a service issue with Bus 60 that goes from Tyvola station to the airport. Sherri takes the airport bus and she was there on May 2nd around 5:58pm. There were several employees and other travelers. Bus pulled up exact time it is supposed to and there was another bus sitting there. The people went to get up and the bus took off and left all employees sitting there trying to get home. Need to make sure that bus driver at least waits a few minutes so the people that worked all day can get on. Headed to the airport during the day 2 or 3 in the afternoon, noticed the bus did not go by the VA. The bus skipped the VA headed towards the airport. Bus 60 is not going to go to the VA like it is scheduled to

during the day then let the VA know that this bus is only going to go here. Need to let VA know. Have a lot of veterans that travel. Somehow let the people know that the bus is not going to come through here at this time. There is a bench out there, but it is hidden. Usually, the VA police car sits there so it hard for the bus drivers to be able to see. A lot of times the bus driver will just pull up and if the bus driver doesn't see someone standing there the bus takes off. Some of the veterans use walkers and some are older, and some have other disabilities and sometimes struggle to get from bench over to the bus. Sherri had someone tell her that she was on the LYNX and a person was harassing her. The person downloaded the See Say App and the police came right on as soon as they could get on. Big applause to CATS Police because she was very terrified. Really need to promote See Say App.

Jason Lawrence responded to Sherri to make sure that he knew her service issues that she was referring to the route 60 at the airport May 2nd around 5:58 pm. Route 60 does operate on a variant one variant goes to the airport and one variant goes to the Veterans. Have heard concerns from people that use the VA facility about the timing of the variant. Specifically, about the VA, Sherri was asking about the bench location and proximity of where the buses stop. Have Patrick on his team look over if there is any kind of layover over there and what kind of time the bus once the bus arrives at VA facility.

Jarrett why does the pedestrian crossing just north of Scaleybark seem to be fenced off? One of the difficulties for example going from CTC bus to Blue Line or vice versa from the Blue Line to the bus knowing exactly where to be able to navigate. Having better signage to be able indicate those. How do other passengers feel about the survey (#9 pilot), and have other passengers been able to access the survey easily? Not everyone may have a reliable phone connection. Follow up on any kind of outreach. Issue lately with ghost buses and buses don't seem to come.

Jason responded that CATS would take a look at the Scaleybark crossing. There is an active construction sight over there. Talk to CDOT and pedestrian and traffic and control over there. Wayfinding within the transit center to Blue to Gold to transit center. Jason will go back and look at it. There are some wayfinding signage there, but he will check with the Gold Line being a fairly new service make sure people know how to get across various modes.

Krystel commented that on the pilot program CATS has been getting good feedback back from it. Went out to several stops along the route 9 including the transit center talking to people about it and showing people how to use the QR code. Passengers were very excited. Operators were excited. There was one complaint about the eye level display. Talked about calling 366 ride and having that bus stop ID number right there to easily identify it people were ok with doing that. Survey will go out to all of CATS. One of the things CATS wants to find out is whether riders think this is a good idea and if it is a good idea, what routes would riders like to see next. Krystel will take it back to app vendor and CATS IT

department to find out what is going on with ghost bus #9.

Jason asked Jarrett the time of day that the ghost bus happened.

Jarrett responded that his experience was with the #9 but some other people take either the 16 or 20.

Krissy asked if it is CATS policy if someone has to skip a bus because maybe there is not an operator or for whatever reason a bus doesn't go out is it CATS policy to pull it out of the schedule in the Real Time app? It is not a matter of the bus being stuck in traffic. The bus isn't late it just never shows up. Not all the buses have a tracker. Deceptive to have the bus listed in there if it is not running.

Krystal responded that the app should say "data not available" or "trip not signed on yet" if the operator has not signed on to the trip for whatever reason it will say that in the app. The app should give the user a message letting user know the trip has not been signed onto yet.

Krissy has never seen that in there. She has noticed that about 25% of the buses she can tell that those buses don't have the Bluetooth or beacon because it doesn't say "on time" or "delayed." If it is in black it doesn't have Bluetooth on. If it doesn't have Bluetooth the driver can't sign on.

Krystal responded that it is an equipment issue because all of CATS buses should be tracked. Krystal will take that back to Unwire and IT that is something CATS has been working so when a customer sees "on schedule" it is probably outside the 30 minute window for CATS to be able to send that information to app or there is an issue on that particular bus.

Sam doesn't grab a bus at CTC often but when he does hard time finding bus on the message boards. It would be great for more signage around CTC about which buses are at what bays.

Jarret commented that he does like how the CATS app does have bays and when the bus is departing. He does agree with Sam regarding more signage to make it easier.

Operation Planning Report

Pamela started off the Operation Planning Report by going over the series of public meetings coming up. Back in 2020, CATS reduced services as response of COVID 19. One of the requirements of Title VI is that any reductions or any change that was made that lasts more than 12 months that it must go through the Title VI process. There are still areas where CATS is outside of pre-covid schedule. CATS is going to have a series of public meetings will talk about the changes that were made and proposed changes. Those meetings will begin in two weeks. The meetings will start the 24th of May and run through end of May. Once

meetings have concluded Pamela will bring feedback back to TSAC as part of the June meeting.

Krissy commented about updating the TSAC website. There are a couple of people that were on TSAC that stopped attending meetings and those people are still listed on there and probably still listed with the Clerk's office as TSAC members. Krissy would love to get that cleared up with City Clerk so the Clerk could post those openings. Like LG and Jessie Healey. Repost opening and those are spots that could be filled with people that could actually participate.

Pamela responded that CATS does report the attendance. The Clerk has to officially remove members. During the time of COVID the Clerk was extra lenient. Moving towards making adjustments. Pamela will make sure that the official information is accurate. That part of it is beyond CATS control. Have been updating the website.

Action Items:

Person Responsible	Action Item/Comments
Jason Lawrence	Bus 60 – at the airport leaving before passengers can get on the bus
Jason Lawrence/Patrick Hoskins	VA – Look into bench location and proximity of where the buses stop. Look at layover over there and what kind of time the bus once the bus arrives at VA facility
Jason Lawrence	Scaleybark Crossing – access north of Scaleybark Station. Appears to be fenced off.
Jason Lawrence	Wayfinding – within the transit center to Blue to Gold to transit center
Krystal	Ghost Bus # 9 – take back to app vendor in CATS IT department to find out what is going on
Krystal	CATS APP - app not giving the user a message letting user know the trip has not been signed onto yet.
Pamela	TSAC Webpage – continue to work on making sure members are updated

The meeting was concluded and adjourned at 5:27 p.m.

NEXT MEETING: THURSDAY July 14, 2022



**Transit Services Advisory Committee
Title VI COVID-19 Review and 2022-2024 Service Plan
June 9, 2022**

Why are we here today?

The FTA requires recipients of transit program funds, including CATS, to “evaluate significant system-wide service changes and proposed improvements at the planning and programming stages to determine whether those changes have discriminatory impact.” Those include temporary, major changes in effect for 12 months or more and those that will become permanent. Therefore, CATS is conducting a Title VI Service Analysis for the impacts of the LYNX Blue Line Light Rail temporary service in response to the public health emergency and pandemic of 2020.



Pandemic Service Changes

March 25, 2020 Service Change

- The LYNX Blue Line will operate on a Sunday schedule
- Local bus service implemented a Saturday schedule on Monday – Saturday and regular Sunday service on Sundays.
- Limited Express/Regional Express service.
- Express Routes 41X, 61X, 65X, 88X were suspended as there was an underlined local service.
- Route 290 Davidson Shuttle suspended

June 8, 2020 Service Change

- Monday-Saturday implemented a Saturday schedule with a modification: 15-minute service between 6:00 a.m. - 7:00 p.m. and the printed rail Saturday schedule after 7:00 p.m.
- Monday – Friday CATS implemented increased frequency on the following high ridership routes: 5, 7, 8, 9, 10, 11, 16, 21, 27 and 34.



Pandemic Service Changes

October 5, 2020 Service Change

- Additional morning trips added to routes 9 and 27.

February 1, 2021

- CATS implemented additional frequency on the following bus routes: Sprinter, 6, 16, and 27.

June 7, 2021 Service Change

- CATS implemented additional morning trips and improved Weekday frequency to 20-min throughout the day for routes: 8, 10, 11, 21, and 34.

July 11, 2021 Service Change

- CATS implemented additional morning/evening trips, improve service span and/or frequency on routes: 40X, 46X, 48X, 52X, 53X, 62X, 63X, 64X, and 77X.

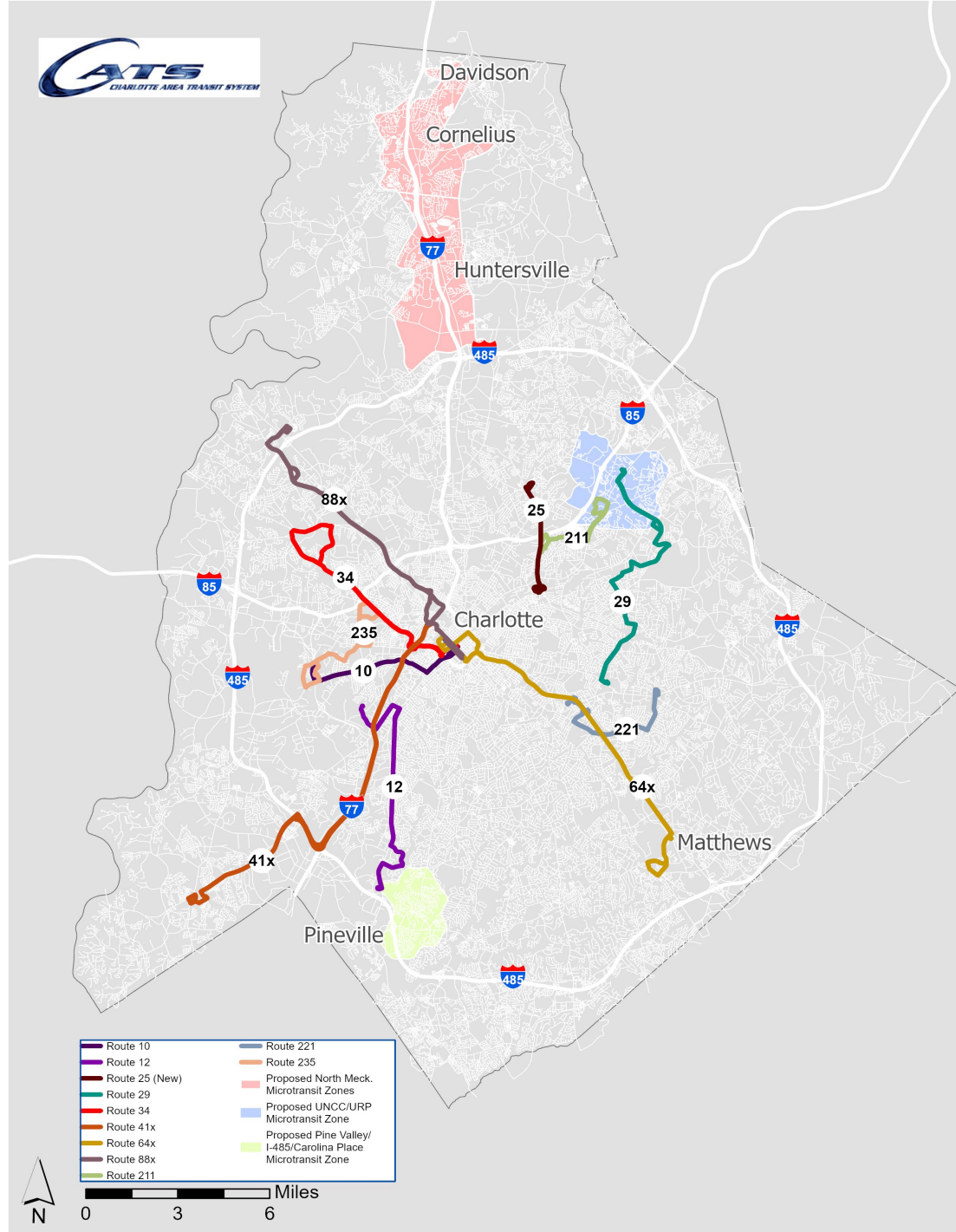
November 1, 2021

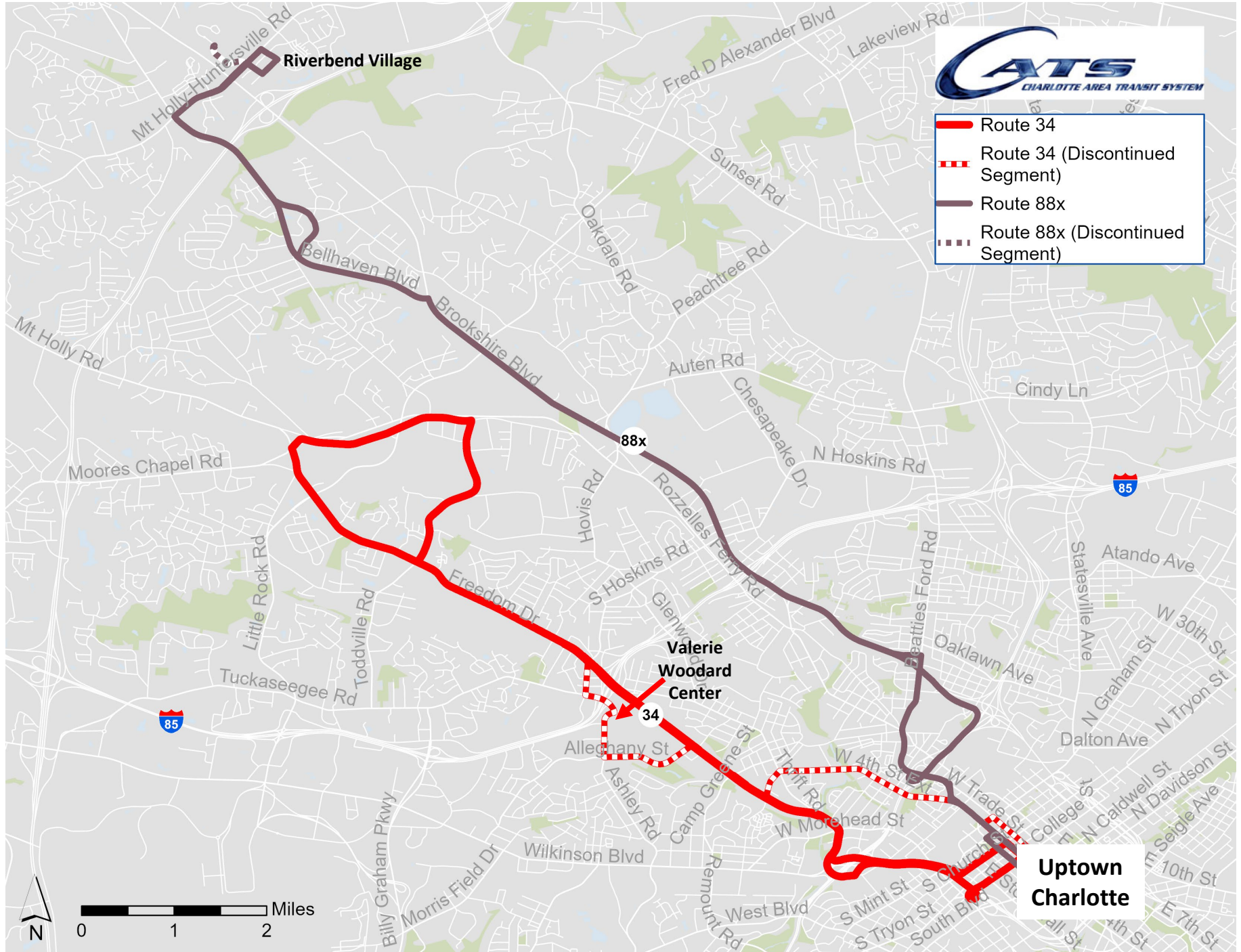
- CATS extended 64X Independence Express into downtown Matthews.



Envision My Ride Future Planned Service Adjustments

- Restoration of Service
- Increase frequency
- New service
- Adjusted Services
- Microtransit





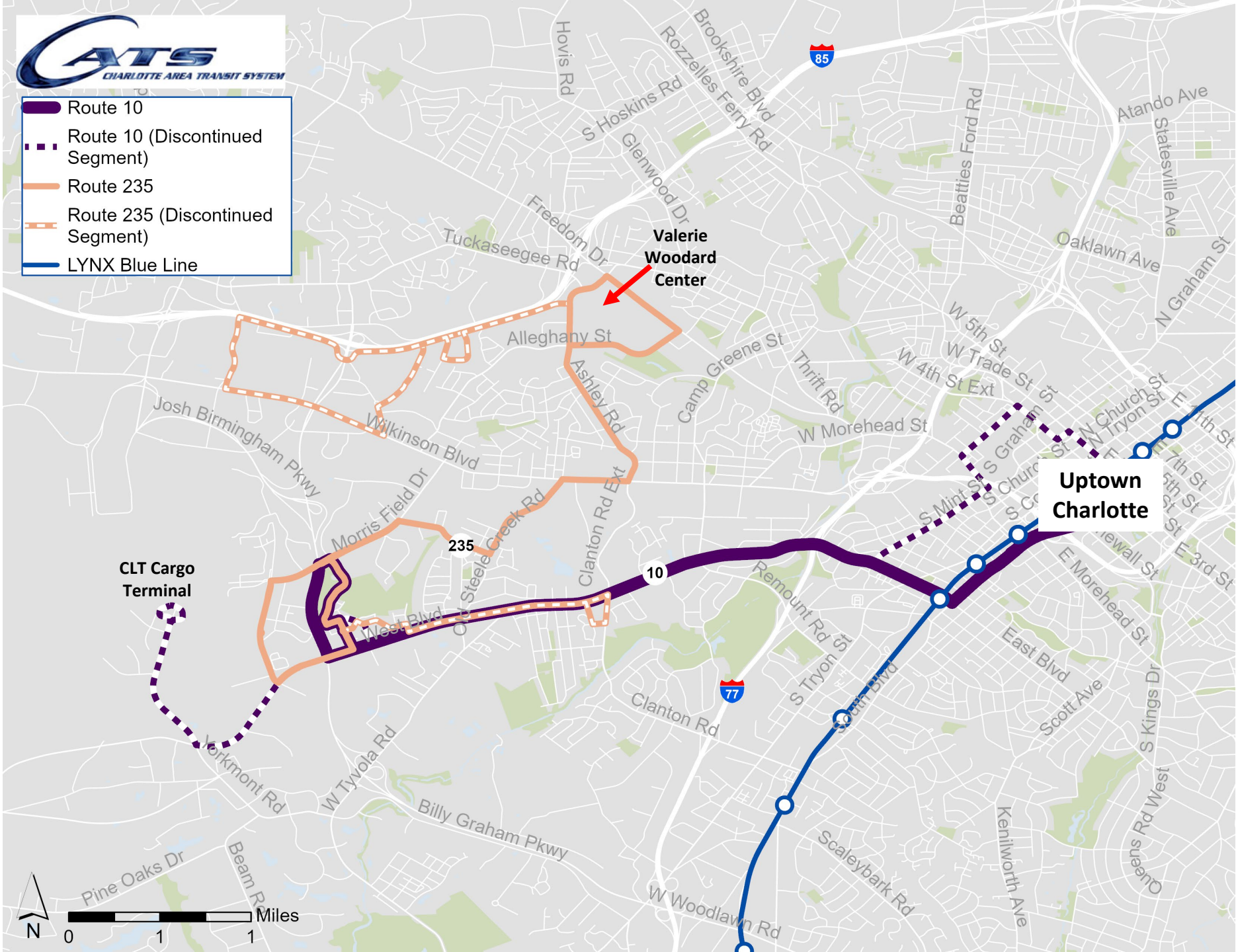
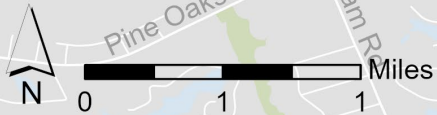


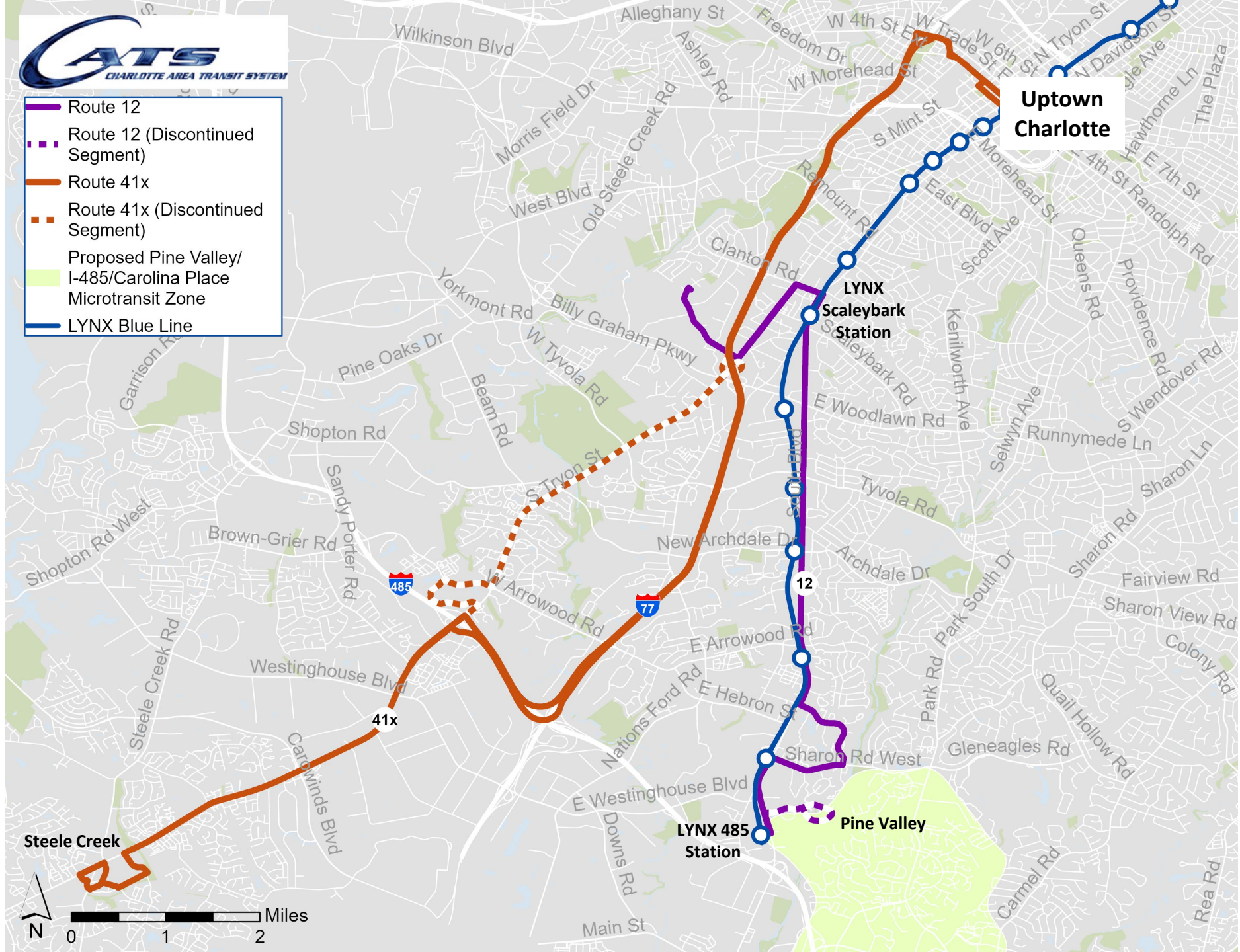
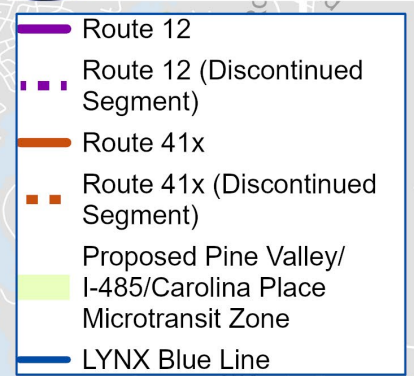
- Route 10
- Route 10 (Discontinued Segment)
- Route 235
- Route 235 (Discontinued Segment)
- LYNX Blue Line

CLT Cargo Terminal

Valerie Woodard Center

Uptown Charlotte





**Uptown
Charlotte**



- Route 64x
- Route 65x (Discontinued)

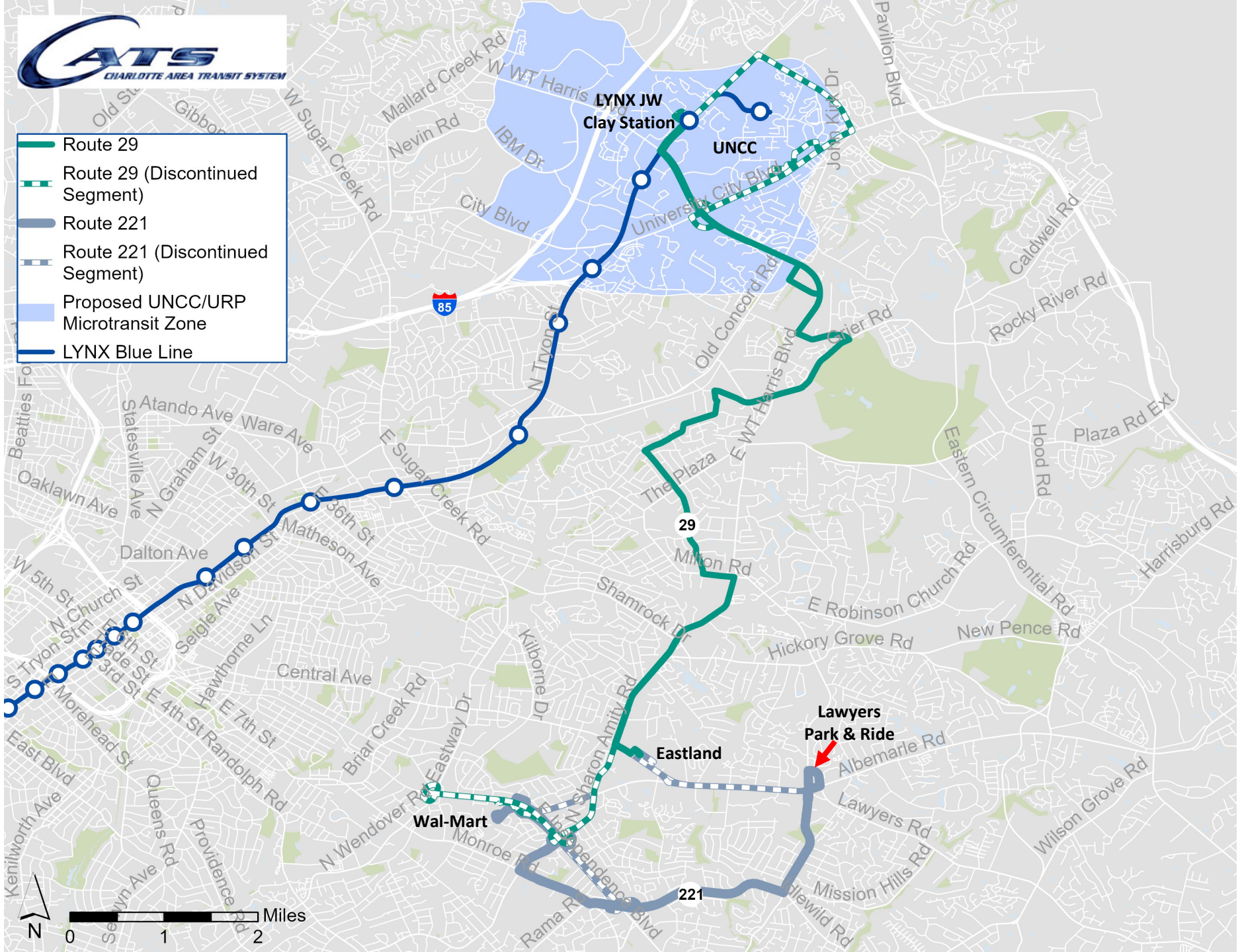


**Matthews
Park & Ride**

Matthews

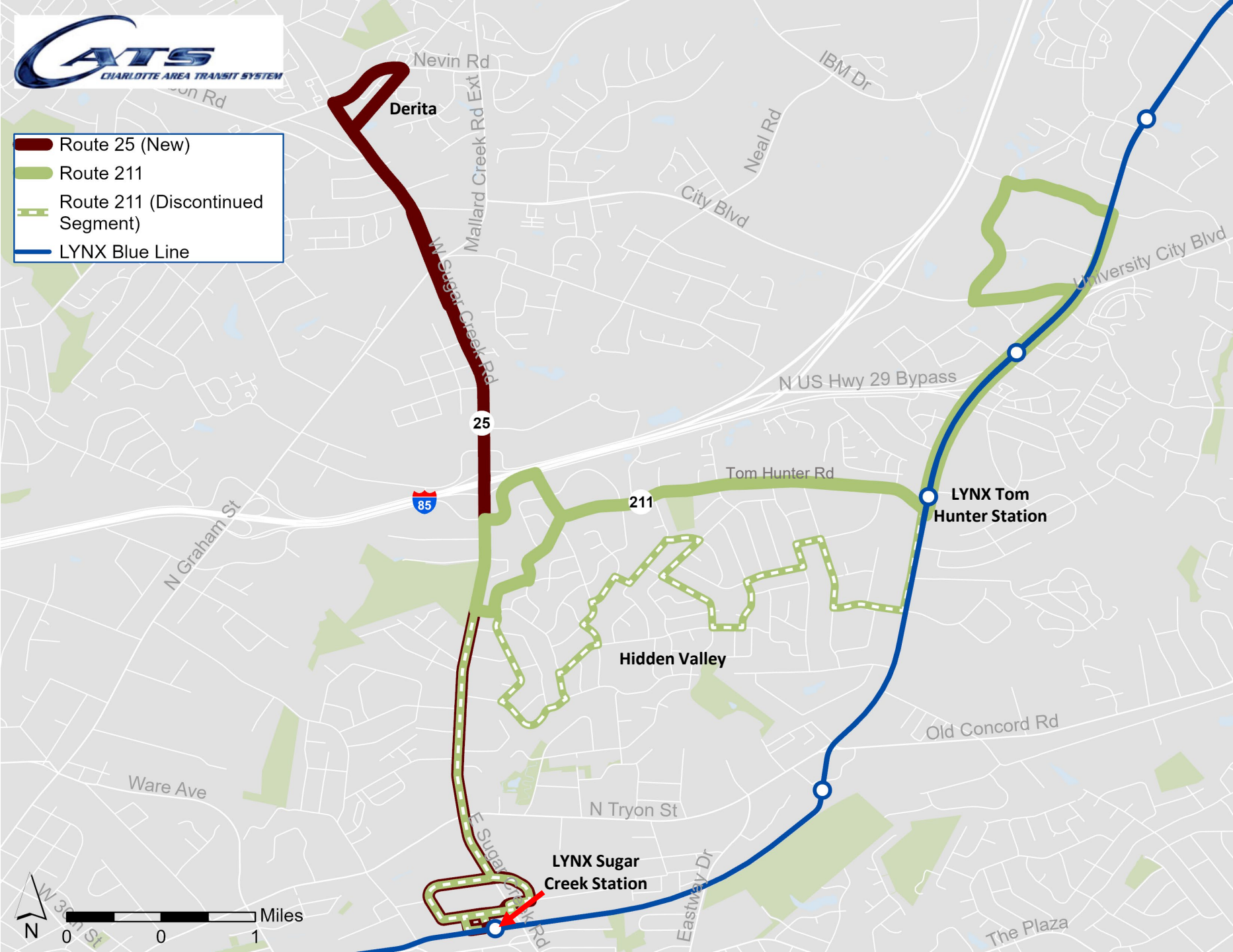


- Route 29
- Route 29 (Discontinued Segment)
- Route 221
- Route 221 (Discontinued Segment)
- Proposed UNCC/URP Microtransit Zone
- LYNX Blue Line

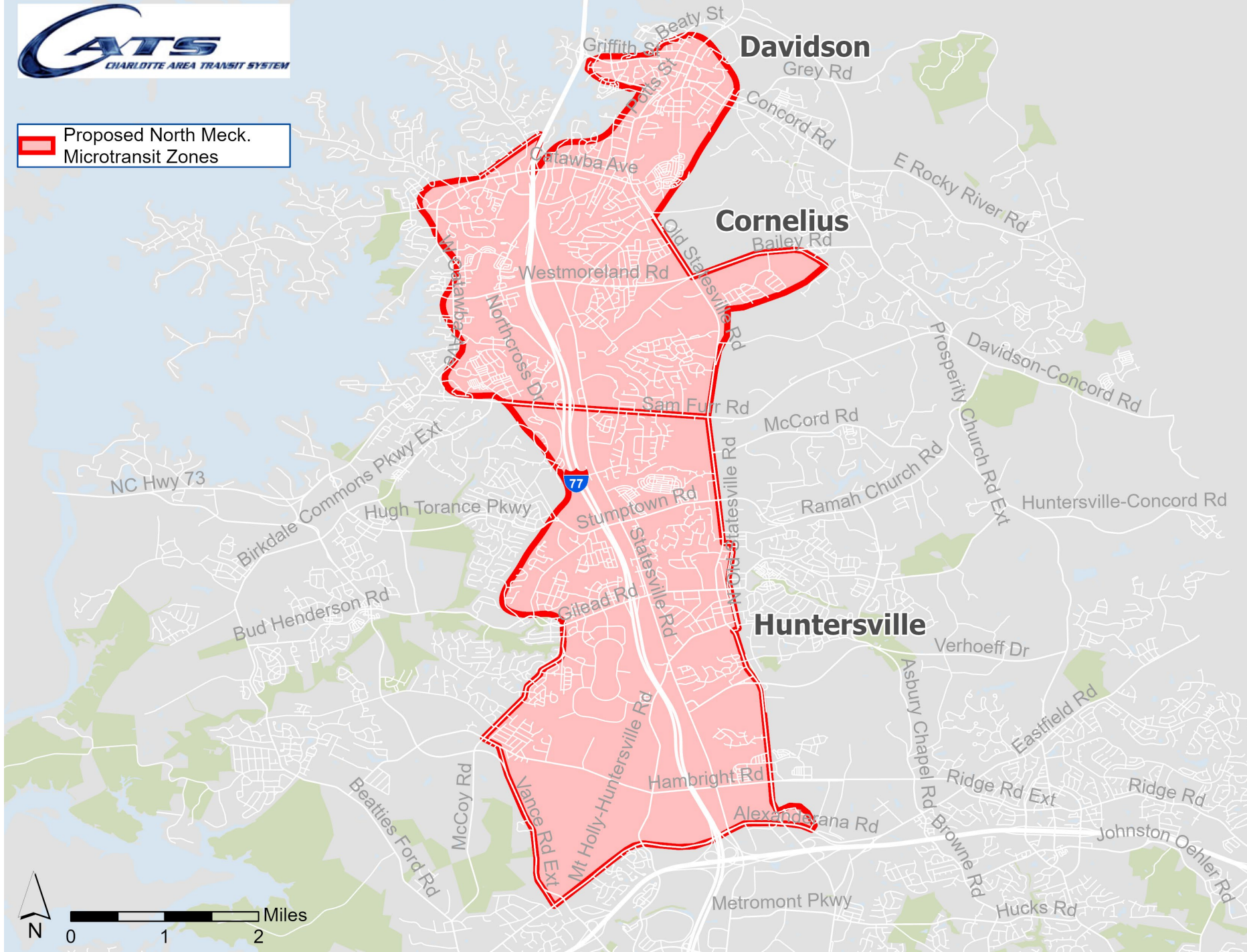




- Route 25 (New)
- Route 211
- Route 211 (Discontinued Segment)
- LYNX Blue Line



 Proposed North Meck.
Microtransit Zones







ENVISION MY RIDE

BUS PRIORITY STUDY

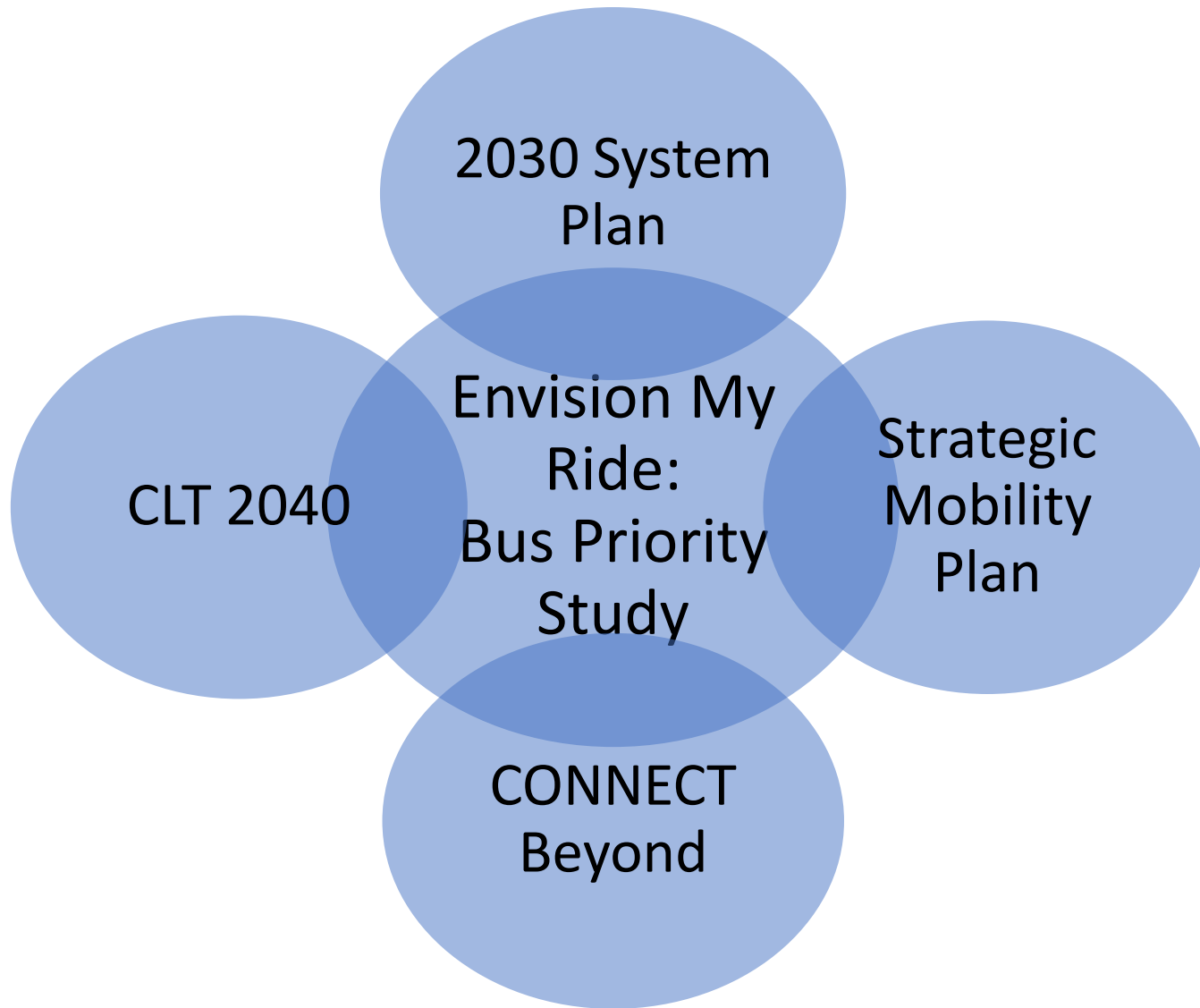


MICROTRANSIT NEXT STEPS

TRANSIT SERVICES ADVISORY COMMITTEE

JUNE, 9 2022

Connecting Efforts



- **Charlotte 2040 Comp Plan Goals**
 - 10-minute neighborhoods
- **Strategic Mobility Plan**
 - Connected and robust transit system
 - Sustainable mobility options
 - Shared mobility solutions

The Vision

■ Improving time

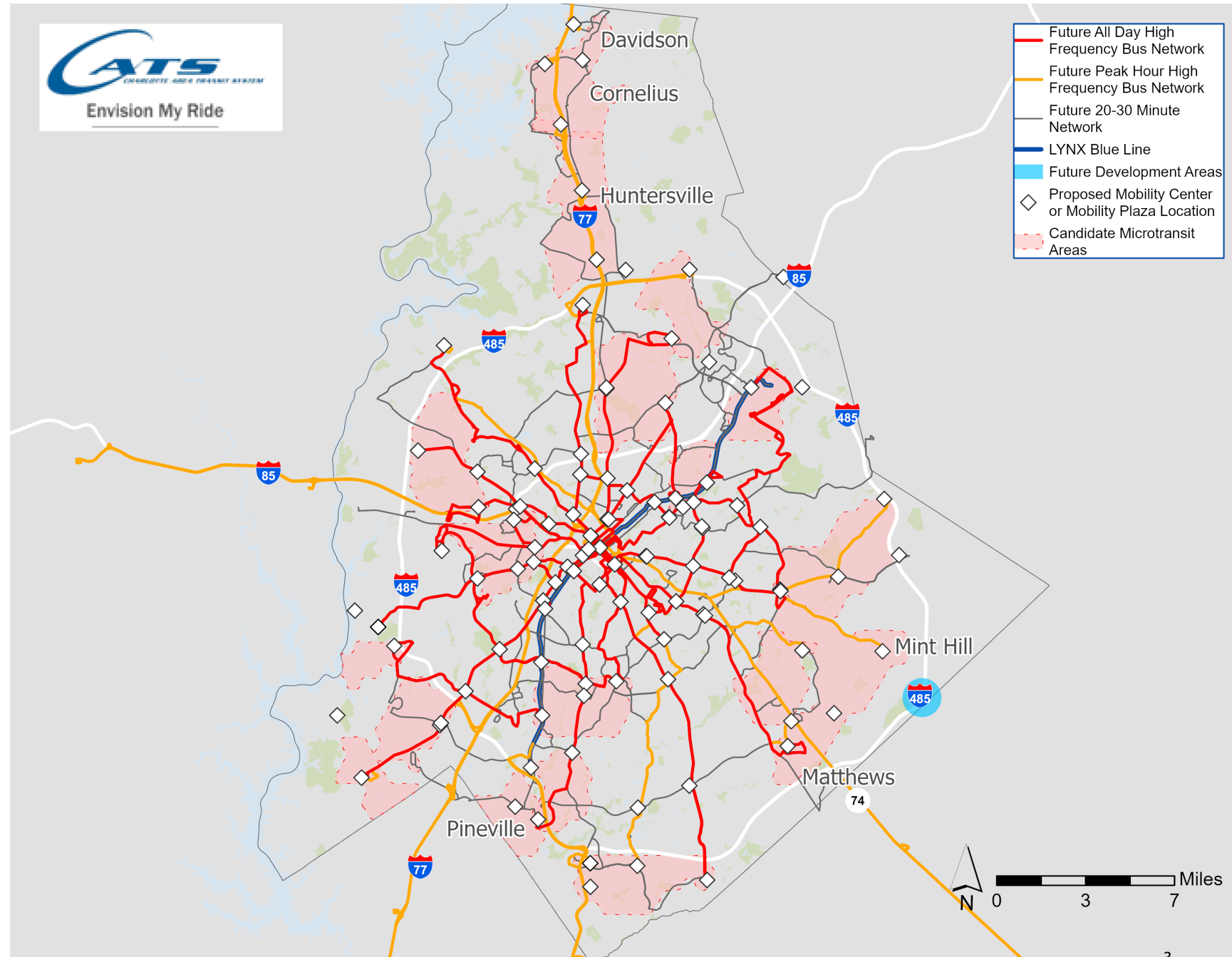
- More frequent service
- Consistent schedules
- Priority bus treatments

■ Enhancing experience

- Bus stop and amenity improvements
- Mobility hubs

■ Increasing access

- New crosstown connections
- First / last mile & On-demand solutions



MTC RESOLUTION—MAY 25, 2022

NOW, THEREFORE, be it resolved by the Metropolitan Transit Commission that:

- 1) The staff recommendations for the Envision My Ride Bus System Plan are hereby adopted. The plan includes the following:
 - a) A future high frequency network with 15-minute or better service
 - b) A priority network consisting of six focus corridors to include a higher level of priority treatment recommendations
 - c) New network and crosstown connections to key hubs and destinations
 - d) Mobility hub locations to facilitate transfers between high frequency bus routes and other modes of travel
 - e) Microtransit zones to support on demand transit services as well as first/last mile connectivity to frequent transit routes and key destinations
- 2) CATS establish a microtransit strategy that includes on-demand services within recommended zones along with first/last mile connections to the LYNX Blue Line
- 3) CATS apply the strategies and amenity improvement recommendations as identified in the Envision My Ride Bus Priority Study to develop a bus capital program
- 4) This resolution shall take effect immediately upon its adoption.

Microtransit

- On-demand type of transit service:
 - Provides important first / last mile connections
 - Acts as a feeder service to connect riders to frequent transit routes
 - Operates within a designated zone or boundary
 - Uses smaller transit vehicles

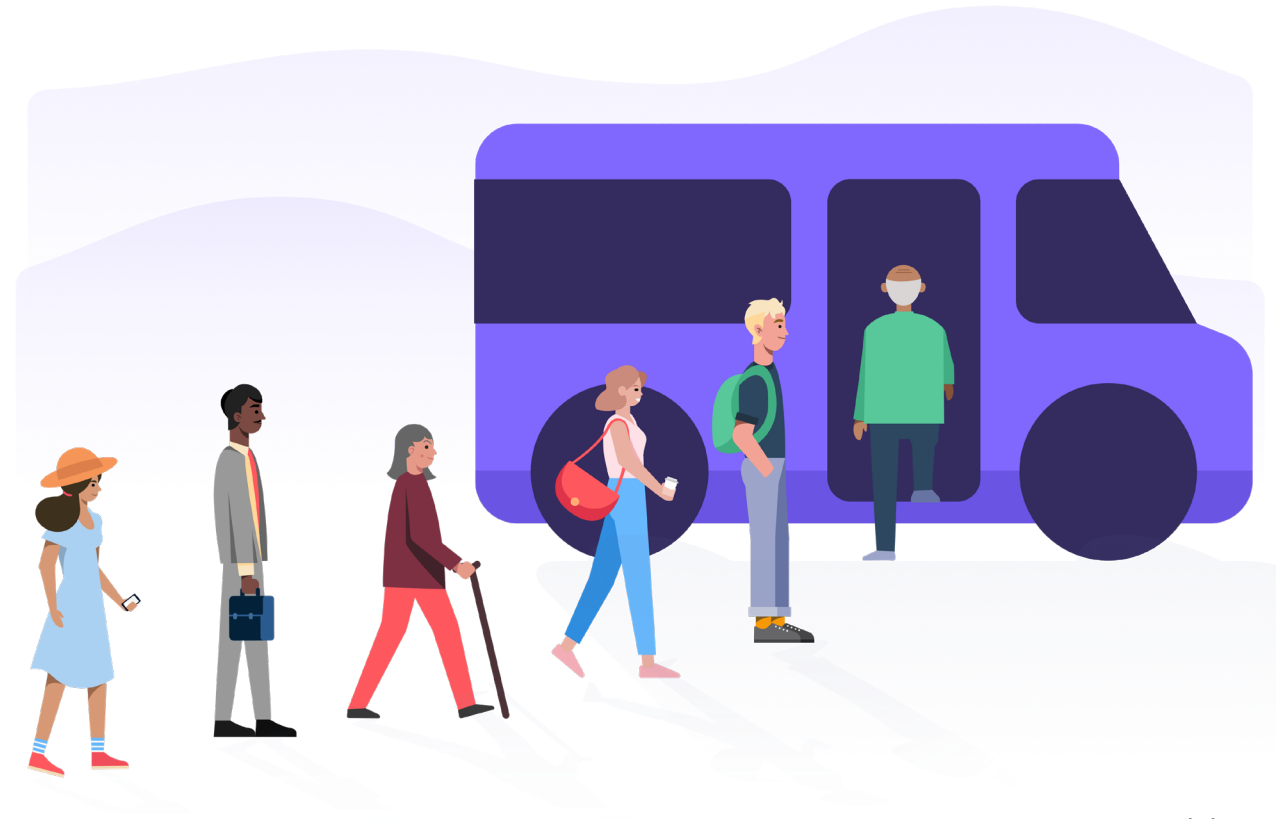


Image source: Sparelabs.com

Microtransit Use Cases

New Service / Neighborhood Circulation

- Service would act more as a neighborhood circulator providing curb to curb access to neighborhood attractions.
- New service could act as extended hours for existing transit routes.



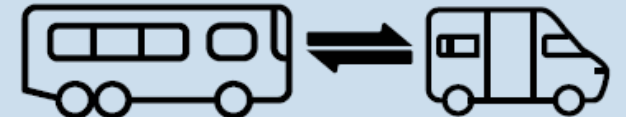
First / Last Mile Connections

- Provides connections to higher frequency transit or planned transit facilities.
- Could supplement existing fixed routes that feed into the high frequency transit network.



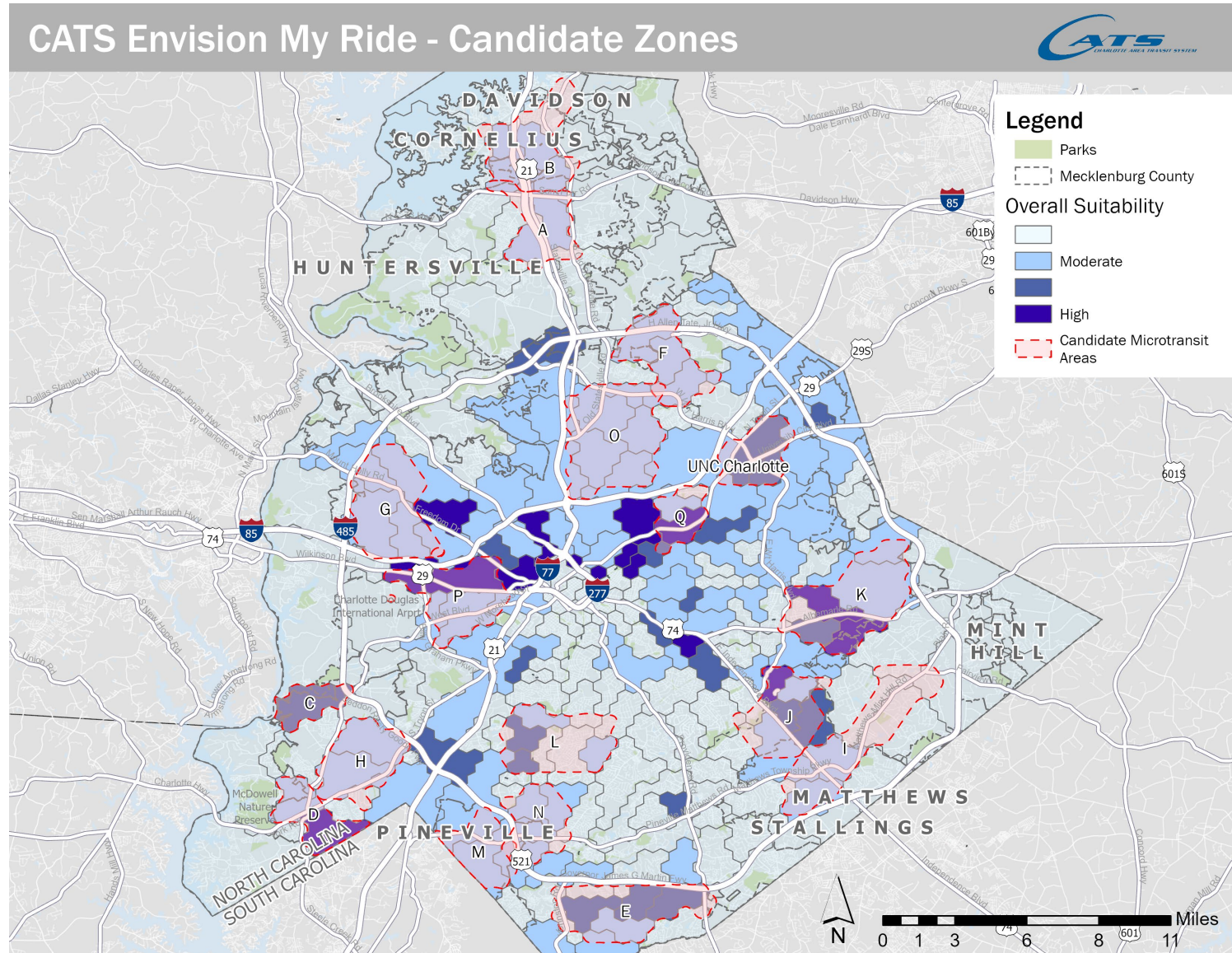
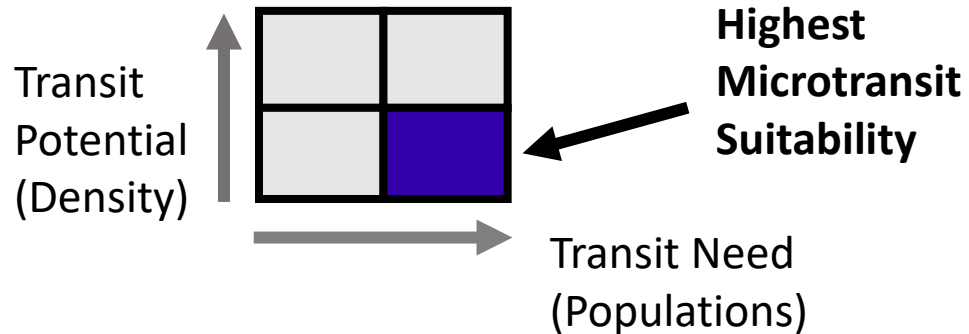
Fixed-Route Replacement Service

- Replaces or supplements existing fixed-route or deviated fixed-route service, with an equal or higher level of service.



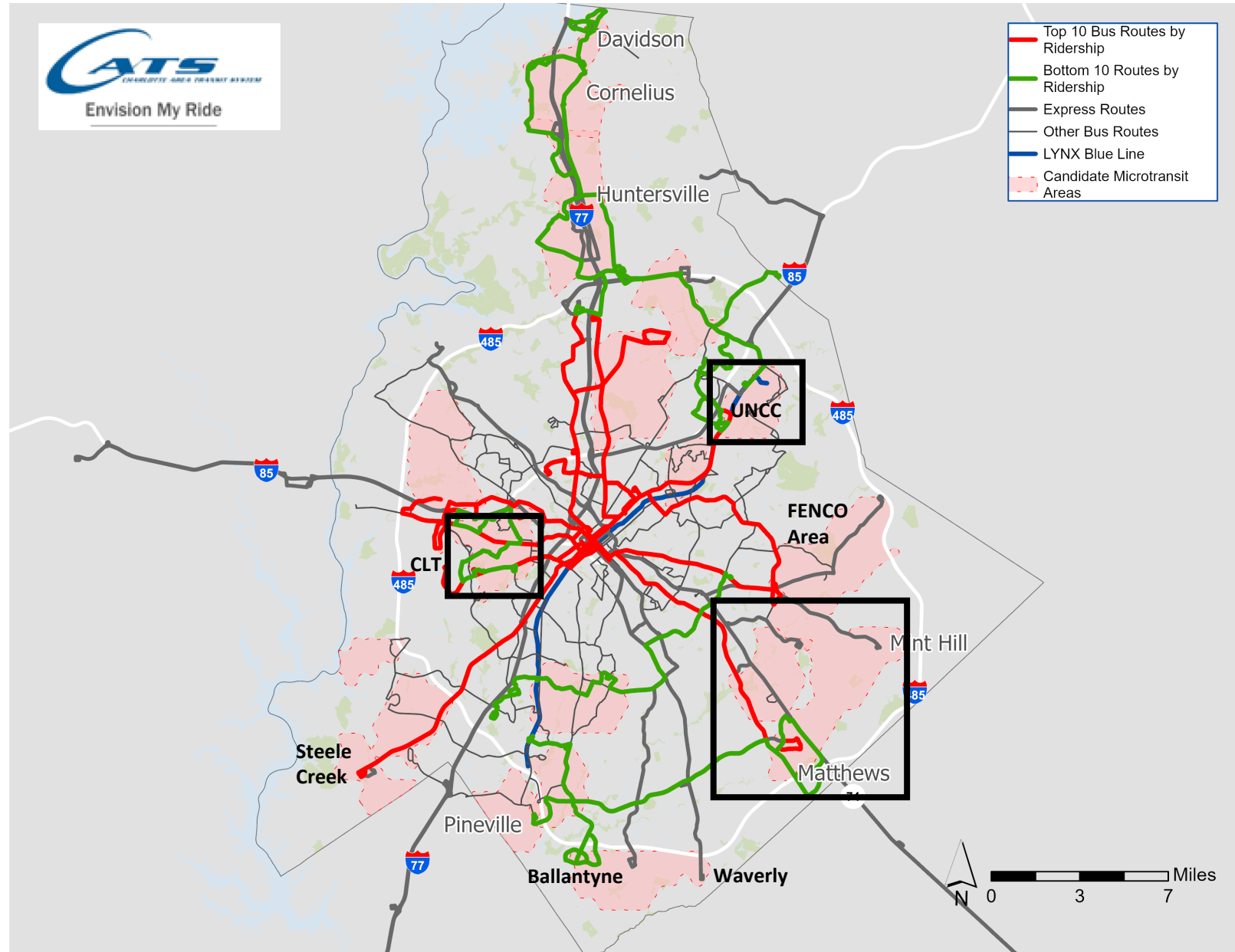
MICROTRANSIT ZONE IDENTIFICATION

- Microtransit Suitability Analysis: Layers these three inputs to identify areas with:
 - High population need for transit
 - Low potential for fixed-route transit service



Recommended Microtransit Zones

- Candidate Zones feed into High Priority Network and future Mobility Hubs
- Opportunities for additional zones to provide first mile/last mile connections to LYNX Blue Line
- Three zones identified as high need candidates:
 - West Blvd area
 - UNCC
 - Matthews Mint Hill
- Future study to develop operational strategy



FTA Route Restoration Program

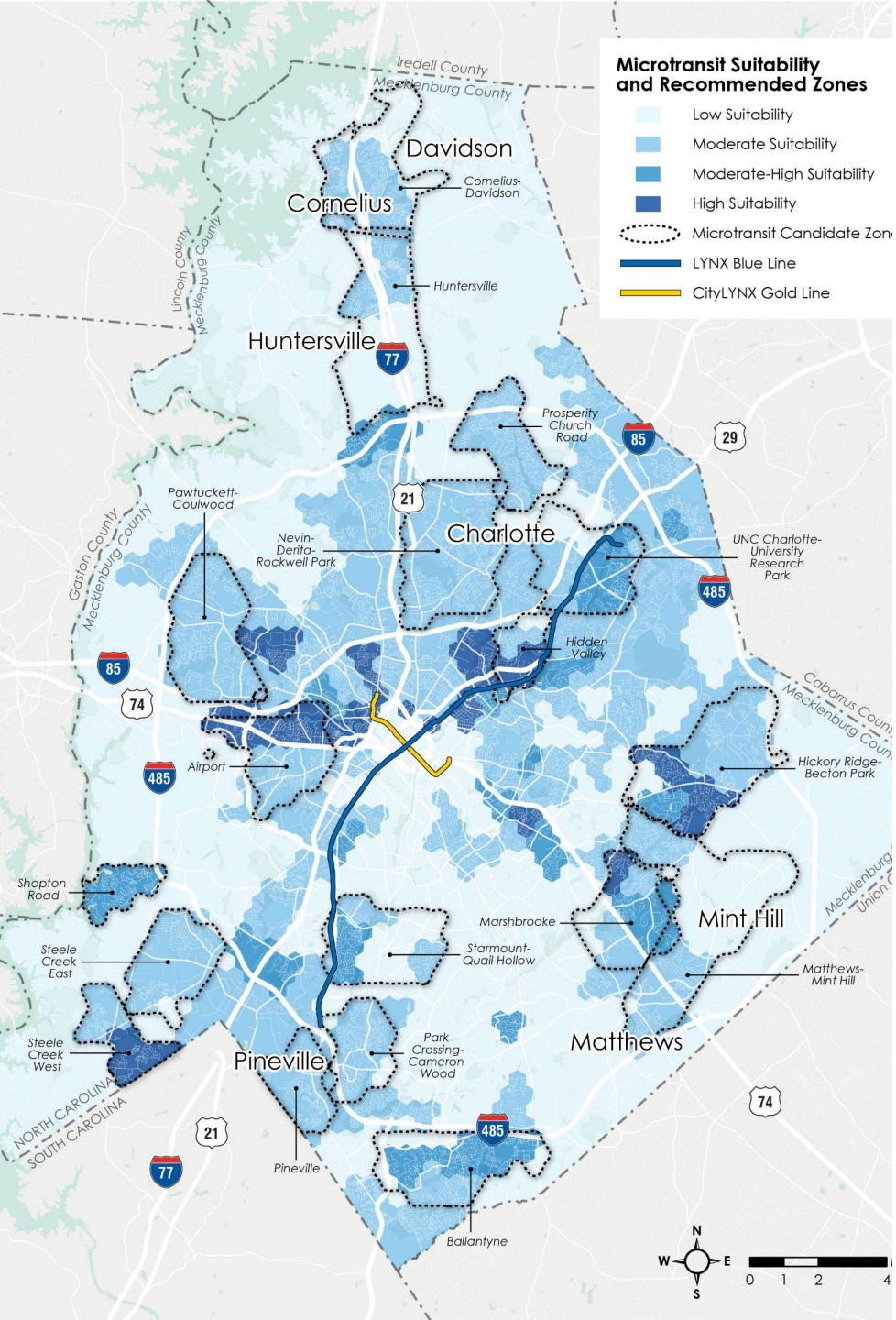
Overview

The Route Planning Restoration Program provides funds under the American Rescue Plan Act of 2021 for public transportation planning associated with the restoration of transit service reduced due to the COVID-19 pandemic.

The Route Planning Restoration Program advances President Biden's administrative priorities and [Executive Order 13985: Advancing Racial Equity and Support for Underserved Communities Through the Federal Government](#) and [Executive Order 13990: Protecting Public Health and the Environment and Restoring Science to Tackle Climate Crisis](#) by planning for the restoration of transit service, particularly for underserved populations, with a focus on improving equity. The program will advance [Executive Order 14008: Tackling the Climate Crisis at Home and Abroad](#) by supporting the reduction of greenhouse gas emissions and more efficient transit service.

Section - Eligible Activities

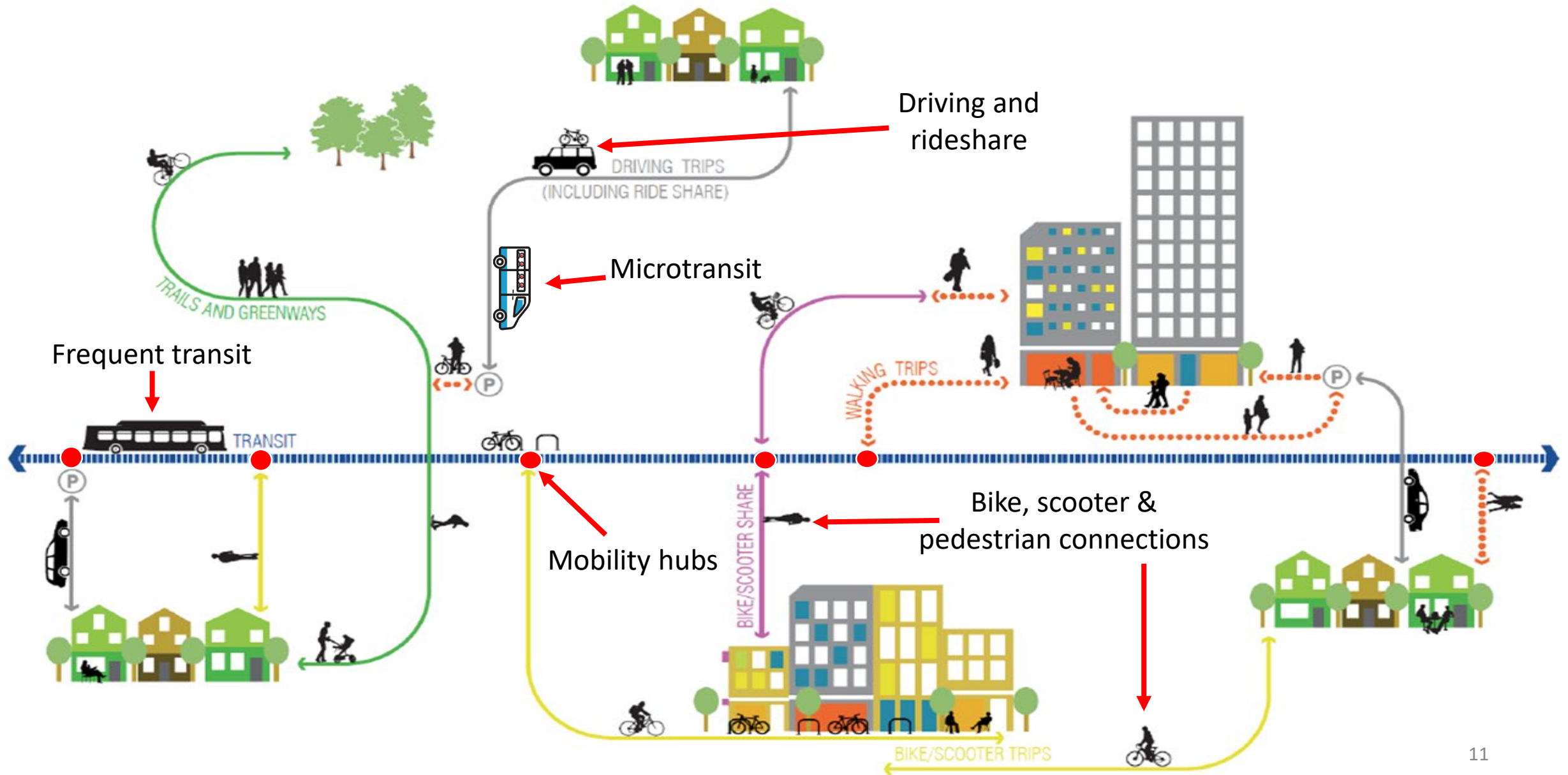
- FTA will competitively award grants to undertake transit route planning activities that are designed to:
- increase ridership and reduce travel times, while maintaining or expanding the total level of vehicle revenue miles of service provided in the planning period; or make service adjustments to increase the quality or frequency of service provided to low-income riders and disadvantaged neighborhoods or communities.



FTA ROUTE RESTORATION PROGRAM

- FTA awarded a total of \$25 million to 50 transit agencies across 24 states
- CATS Awarded \$750,000 to develop Microtransit Implementation Strategies.
- Key Tasks
 - Public Involvement
 - Equity Mapping
 - Technology Integration
 - Fleet Planning
 - On Demand Service Plan
 - First/Last Mile Plan
 - Mobility Hub Electrification Assessment

Building a Connected Network

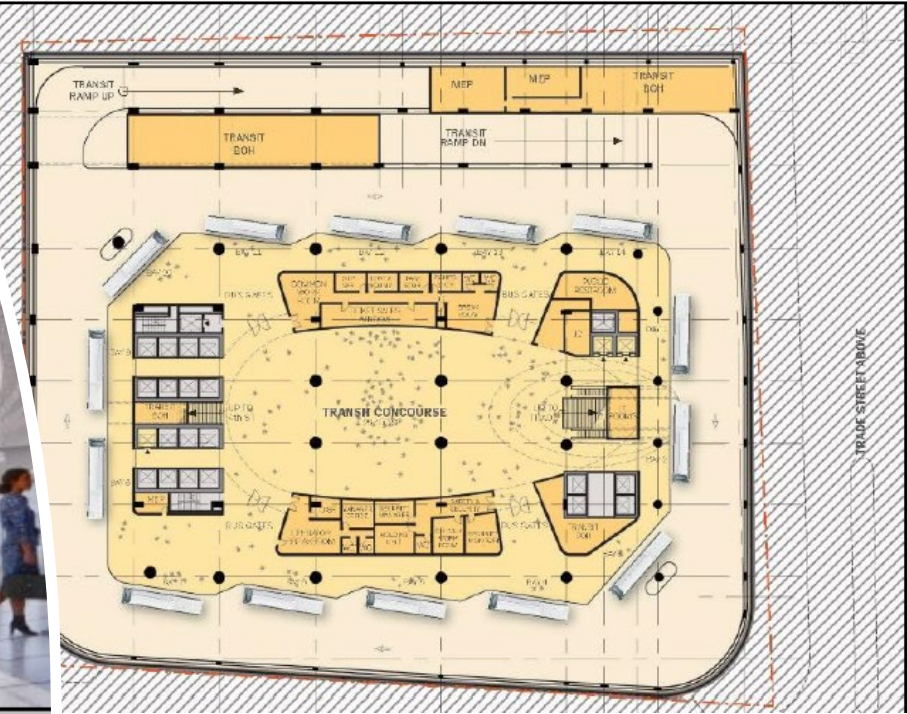


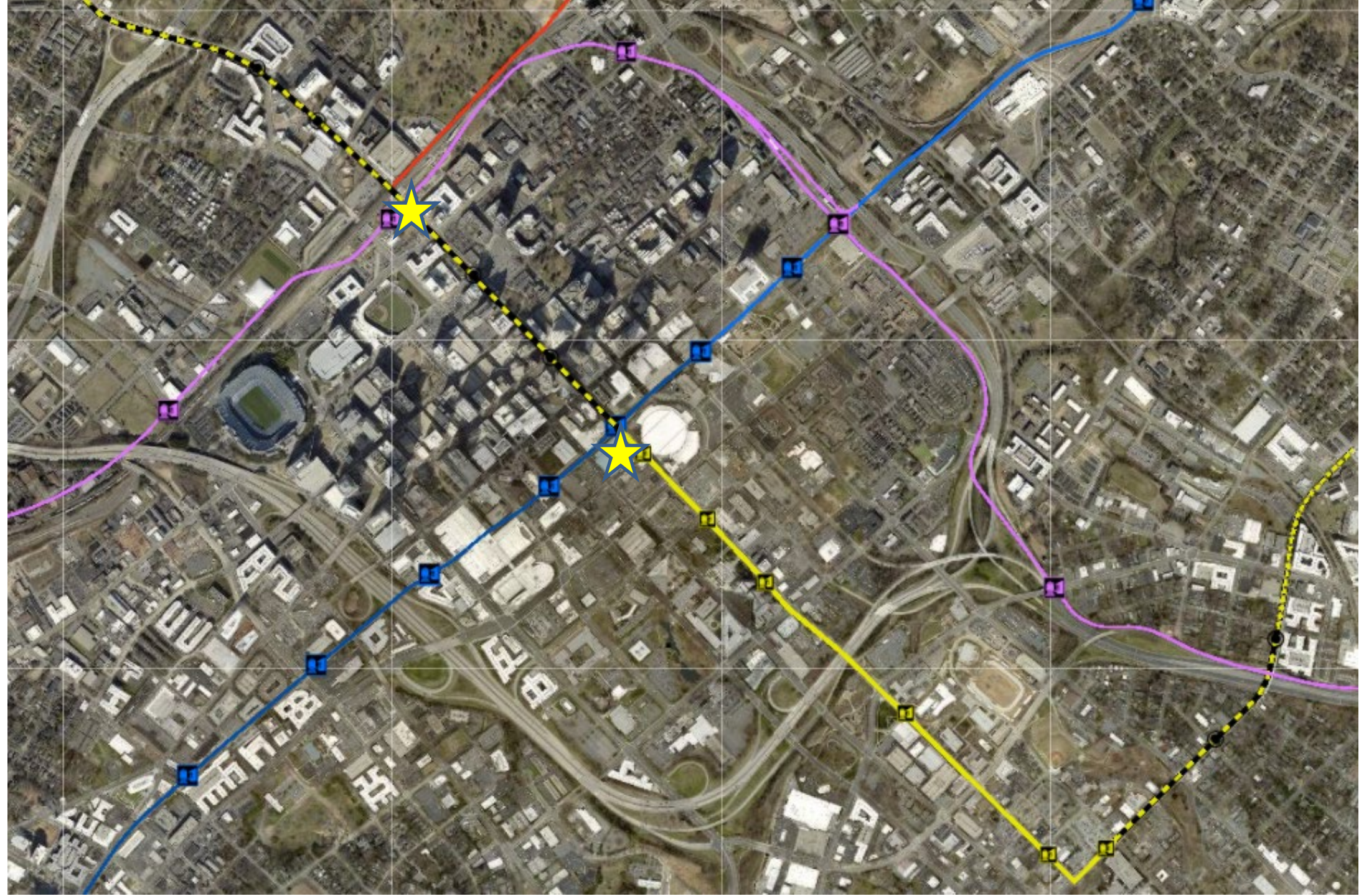
Q&A



Charlotte Transportation Center Redevelopment

Transit Services Advisory
Committee
June 9, 2022





MEN'S & BOYS'
LATEST STYLES

PANTS

PANTS



Charles
Trotter
Fashion

Candy's





Square to Center









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



Share



Share



Tweet

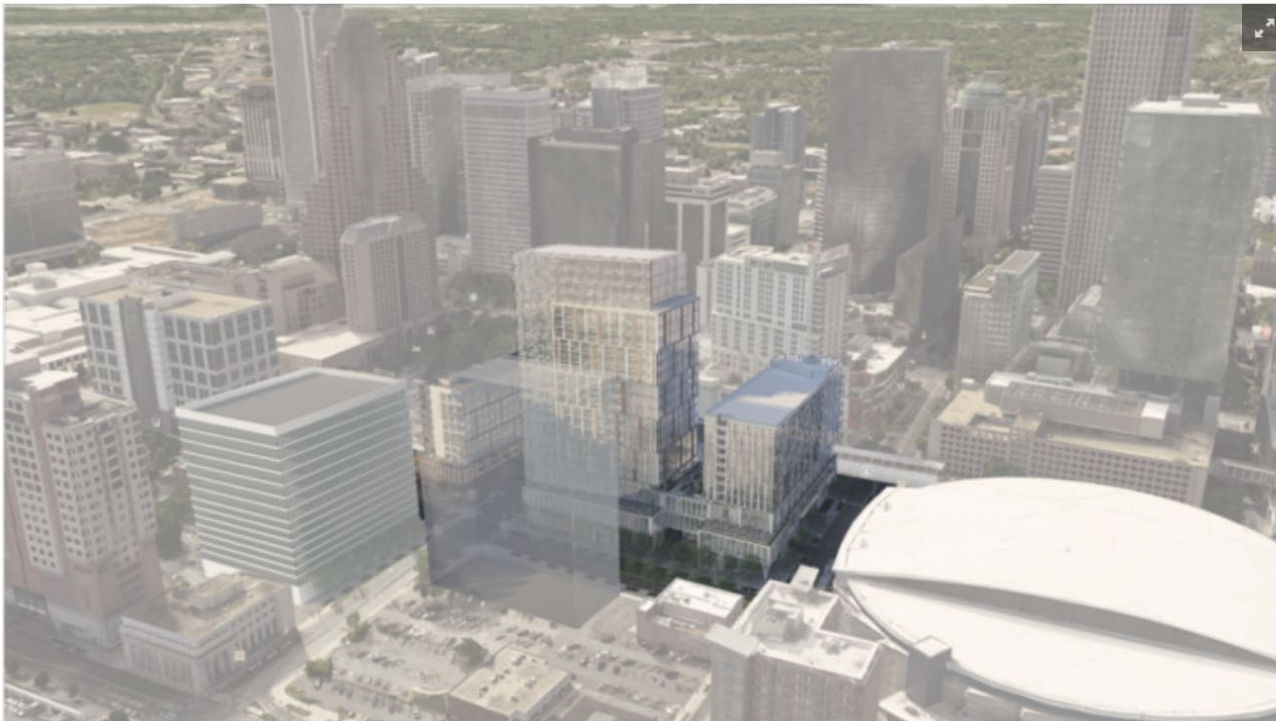


Print



Order Reprints

- Following an unsolicited proposal to redevelop the Charlotte Transportation Center, CATS issued a request for proposals in June 2019
- The joint venture partnership of Charlotte-based White Point Partners and Dart Interests, a Dallas real estate investment firm, was selected out of three groups that submitted proposals



WPTP
Brevard,
LLC
1.2 AC

170'

300'

300'

160'

CATS
CTC
2.5 AC

345'

300'

330'

360'

S. Brevard Street

CONFIDENTIAL

FEET FROM RAMP FROM 4TH STREET TO LOT STATION

E. 3RD ST.

E. 4TH ST.

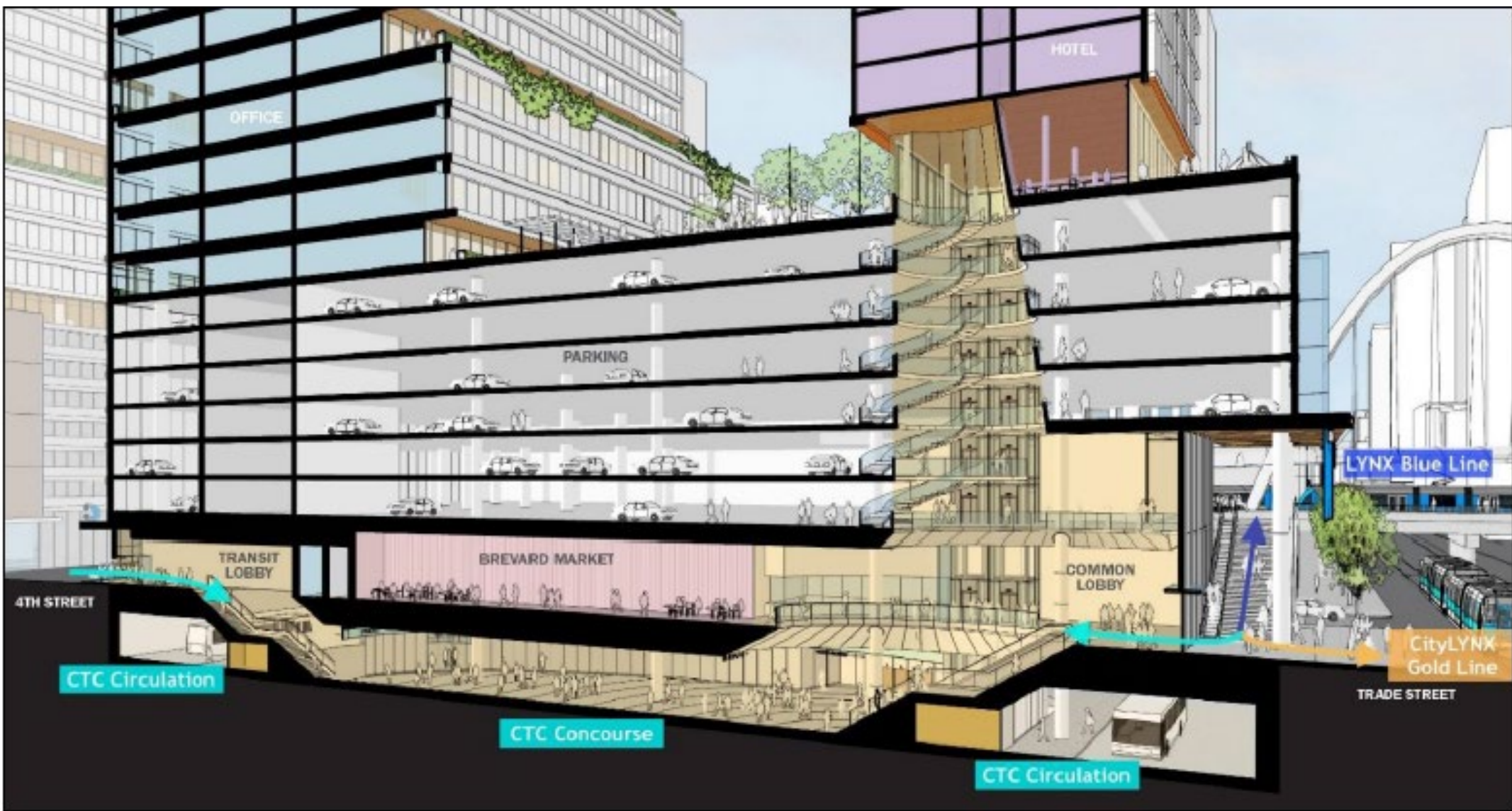
S. BREVARD ST.

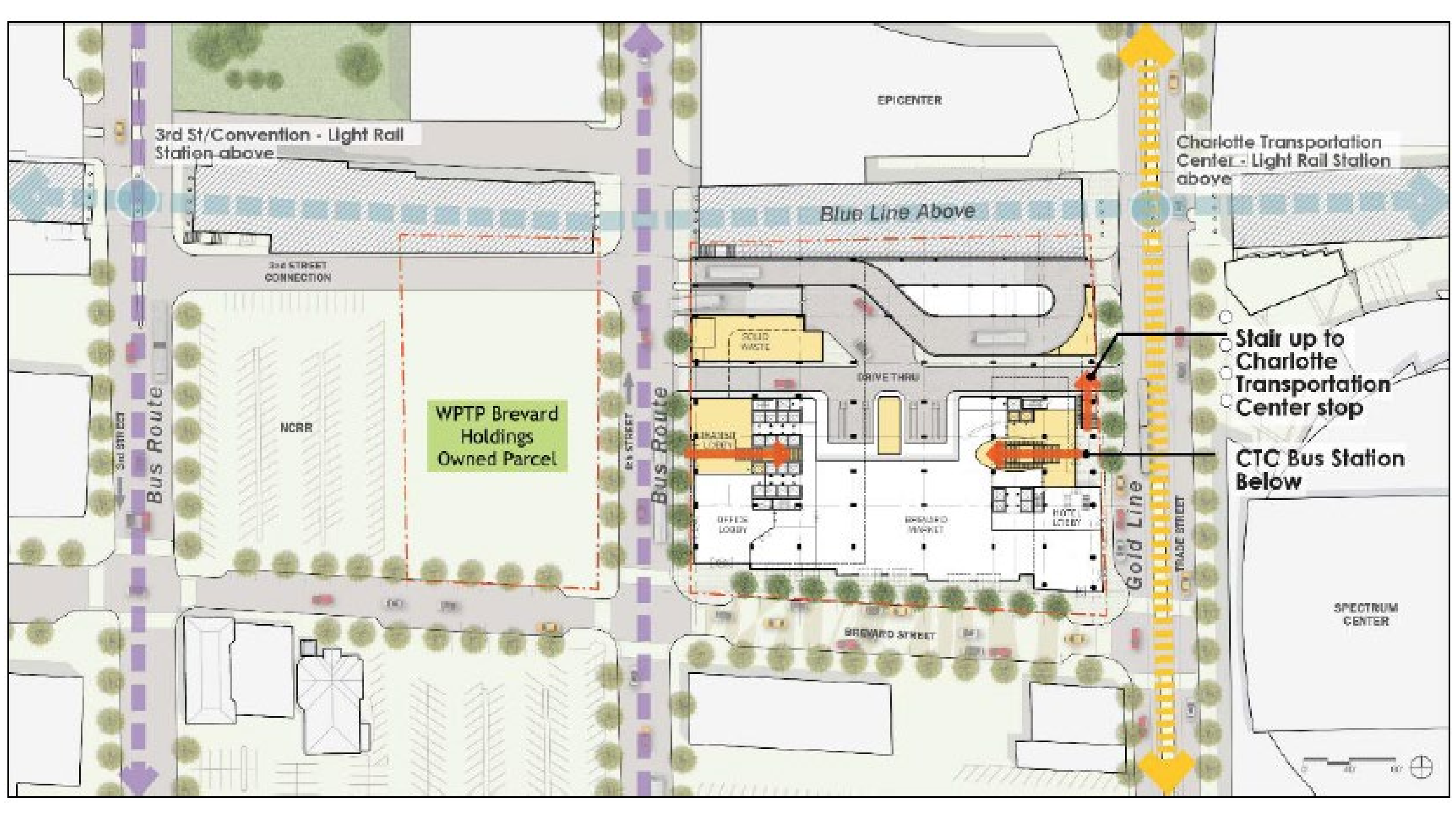
NORR LOT
EXISTING SPOTS - 172
REMAINING SPOTS - 127
SPOTS ADDED - 3
OFFICE - 42

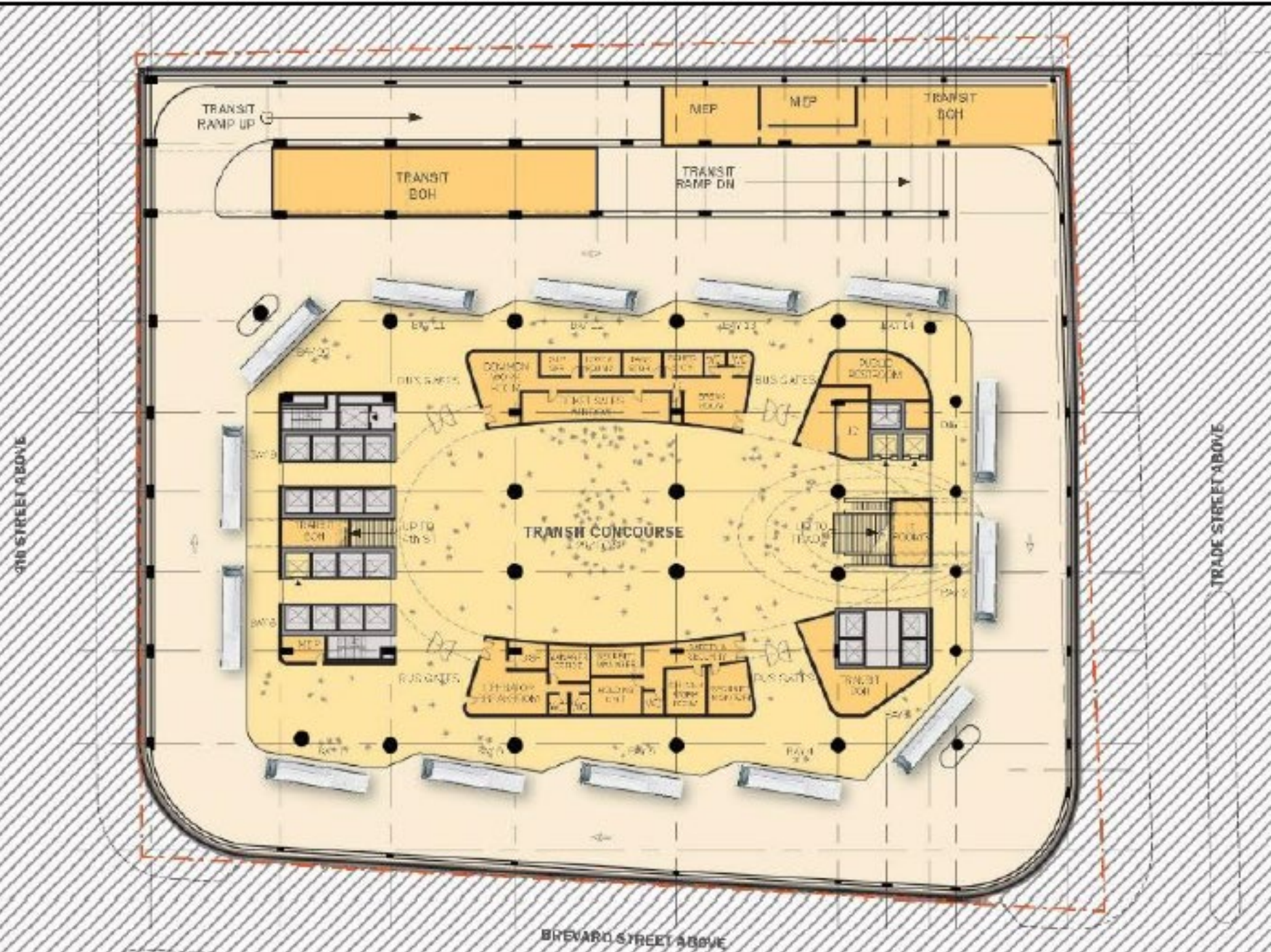
2,160 SQ. FT.

2,160 SQ. FT.









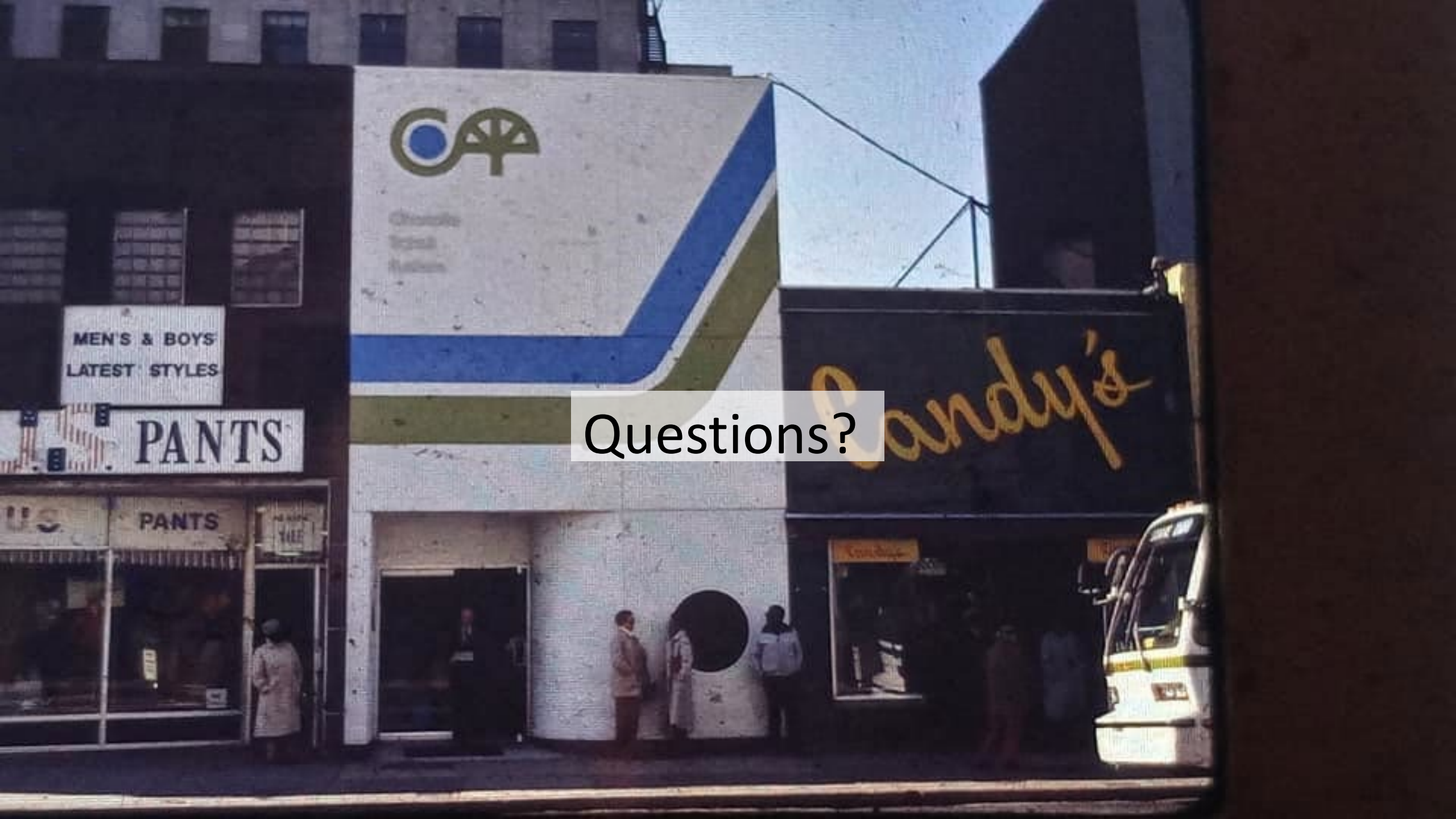


- CATS submitted a Raise Grant in 2021
- The project was awarded \$15 million towards the public/private development



- Project Benefits
 - Improved passenger experience
 - Potential to include charging infrastructure
 - Consistent with the Envision My Ride goal of a decentralized bus network





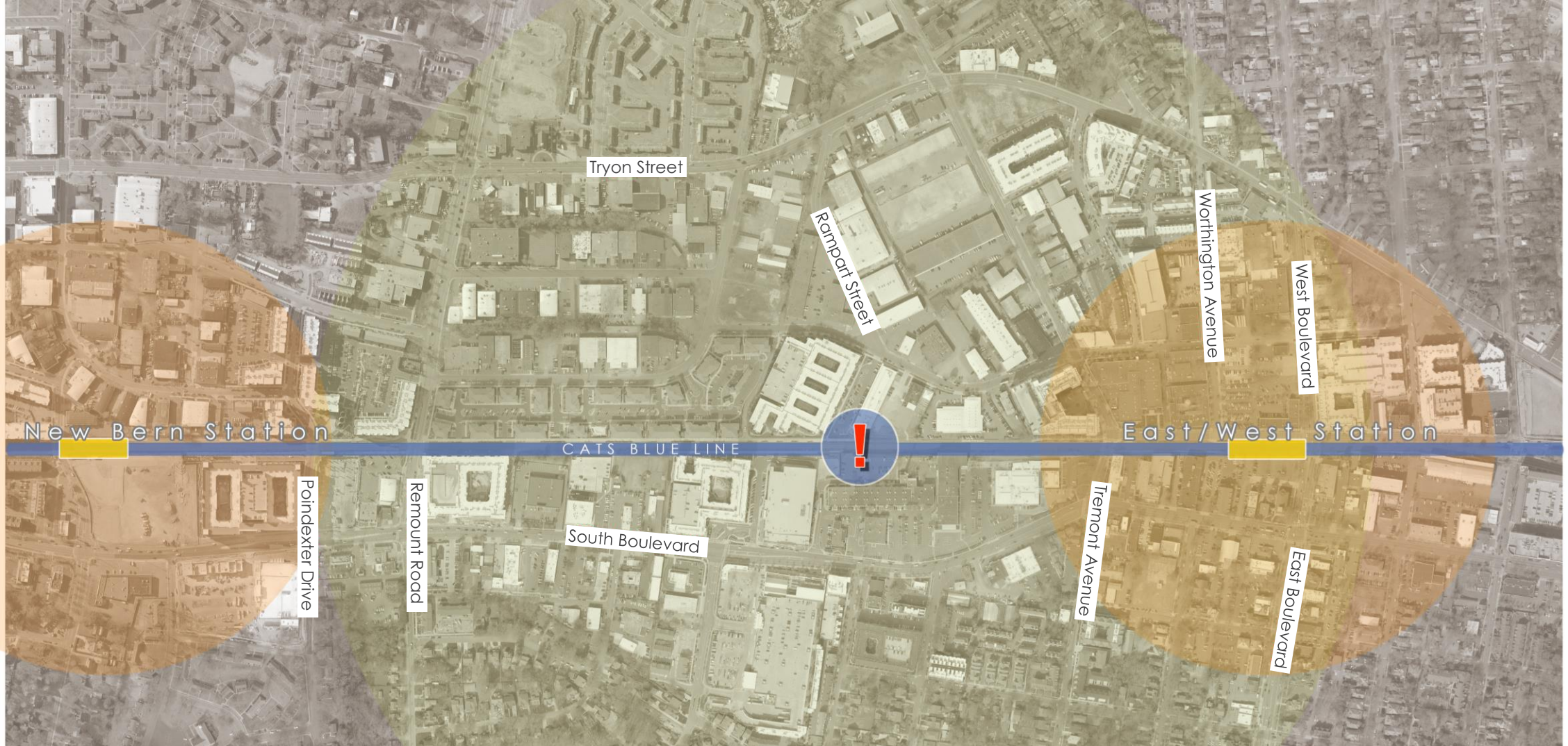
Questions?

SOUTH END STATION

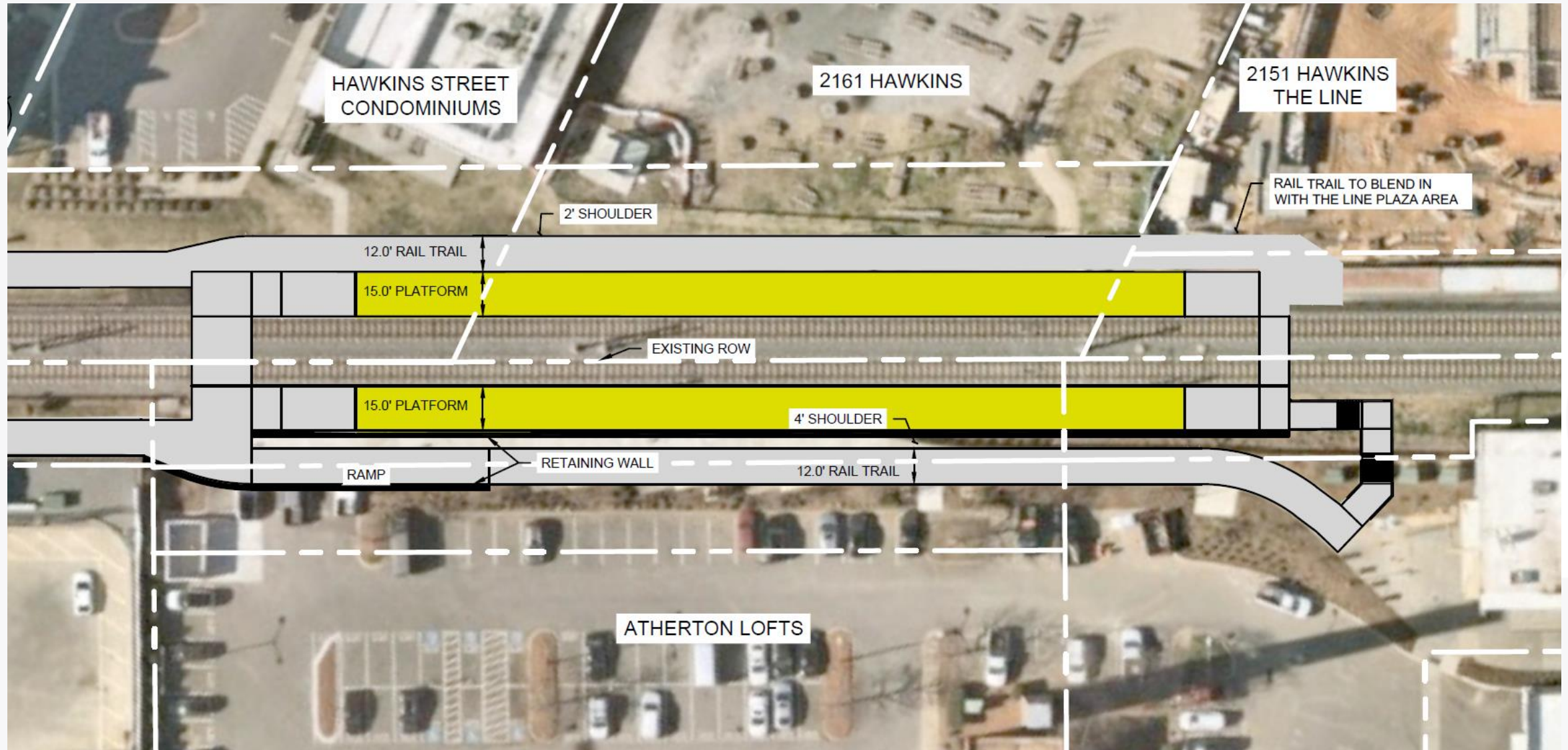
Stakeholder Meeting



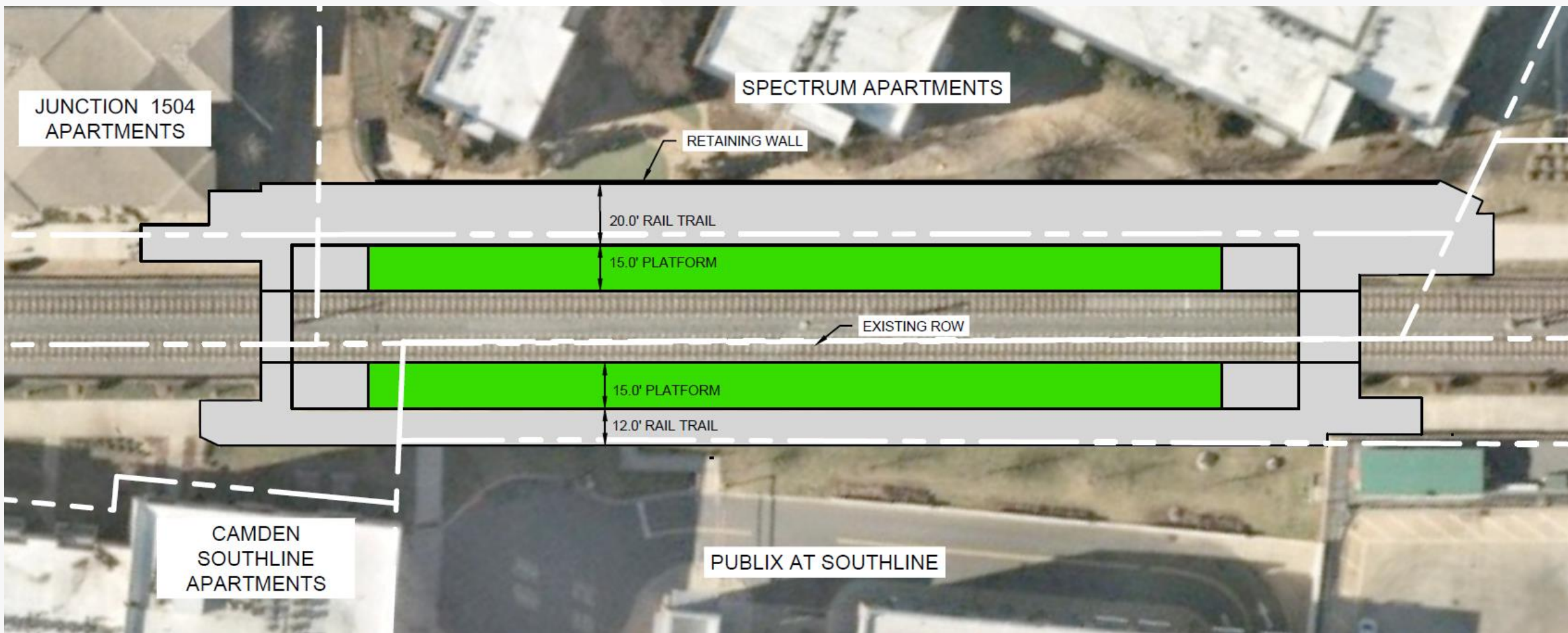
South End Station Overview



STATION LOCATION North Option



STATION LOCATION South Option



Planning and NEPA

- Alternatives Analysis
- Locally Preferred Alternative (LPA)



Evaluation Criteria

- **Safety Considerations**

- Bicycle/pedestrian safety
- Emergency response
- Sight distance
- Trail access during construction

- **Improve East-West Pedestrian and Bicycle Connectivity**

- ADA accessibility
- Bicycle/pedestrian accessibility
- Equity

Evaluation Criteria

- **Limit Operational Disruption to Light Rail**

- Operational disruptions for construction of infrastructure
- Power systems modifications
- Train signaling
- Travel time

- **Minimize Adverse Effects to the Community**

- Construction access and staging opportunities
- Hazardous materials
- Light
- Noise
- Maintenance of ped/bike traffic
- Real estate acquisitions

Evaluation Criteria

- **Minimize Potential Infrastructure Conflicts**

- Infrastructure
- Utility

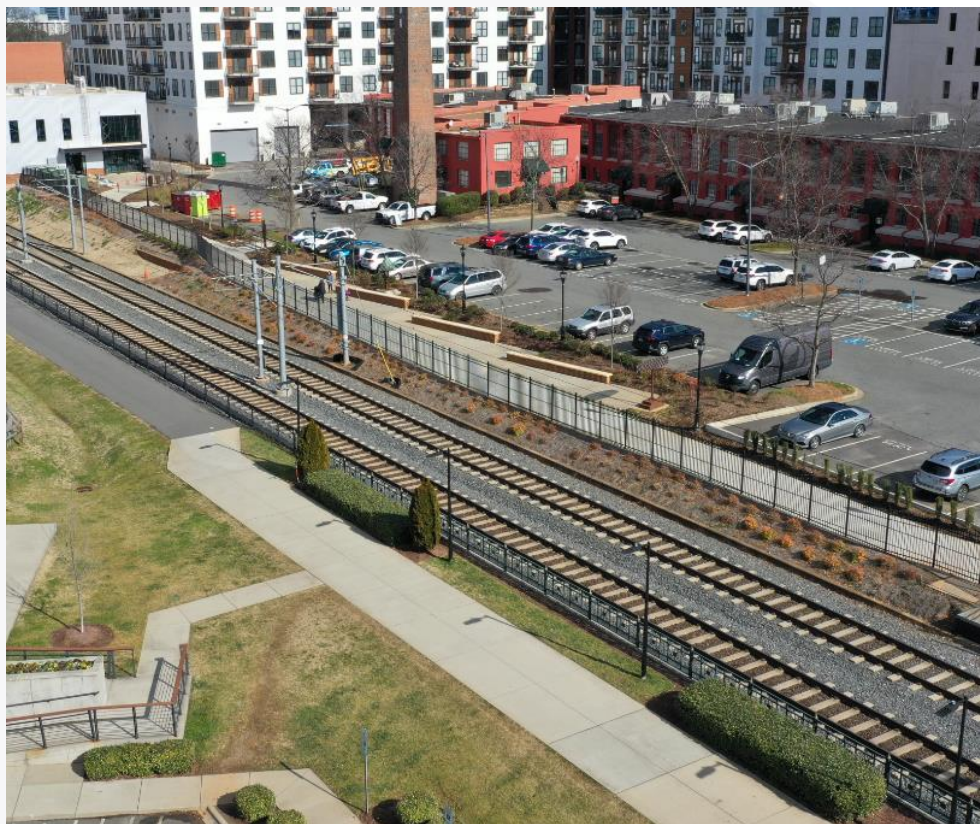
- **Develop Feasible and Creative Designs to Address Community Needs**

- Adjacent land use
- Neighborhood characteristics & stakeholder support
- Urban design conditions
- Economic development

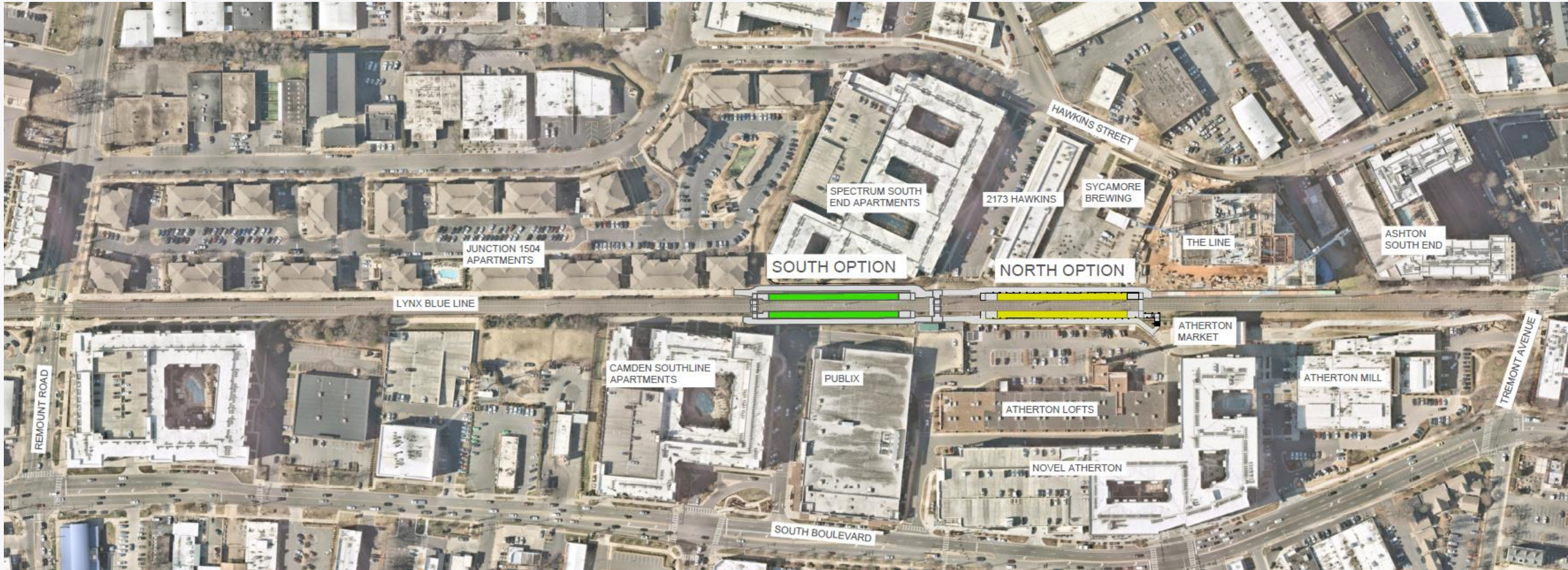
- **Provide Cost Effective Amenities**

- Capital costs
- Operations & maintenance costs

Infrastructure Conflicts & Operational Disruptions



Community Effects, Address Community Needs & Cost Effective Amenities



Schedule

- Planning (Summer 2022)
- Environmental/NEPA (Autumn 2022)
- Project Delivery Evaluation
- Design (~1.5 years)
- Construction

Discussion

