



TRANSIT SERVICES ADVISORY COMMITTEE AGENDA

Charlotte Mecklenburg Government Center

CH-14 & [Zoom Link](#)

August 11, 2022

4:00- 5:30 pm

I. Call to Order **Chair Krissy Oechslin**
Approval of June Summary

II. Public Comment

III. Information Item:

A. Temporary Service Modification Outreach Update **Jason Lawrence**

B. CATS Origin -Destination Study **Lavernia Boyd**

C. Advancing CATS 2030 Plan **Jason Lawrence**

D. New CATS Employees **Jason Lawrence**

IV. Chair Report **Krissy Oechslin**

Service Issues **All**

Operation Planning Report **Pamela White**

NEXT MONTH'S TSAC MEETING IS September 8, 2022

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, July 14, 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
Sherri Thompson, Charlotte
Linda Webb, Charlotte

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

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 June 2022 Meeting Summary

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

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

No public comment

III. **Information Items:**

A. Service Issues and Operator Shortages

John Lewis is the Executive Director of the Charlotte Area Transit System. Overview of where CATS is at from a labor standpoint and talk about the

organizational structure of CATS and why there is a third-party provider who provides and oversees CATS bus operation. This has been the structure of CATS ever since the bus service was transitioned from a private company in the late 60's early 70's to a public entity.

CATS as a public entity under North Carolina law can not as a public entity engage in collective bargaining agreements with organized labor. When the public transit operations when bus service was operated as a private entity as a private company their bus operators and mechanics it was a Union shop. Had the protection of collective bargaining and under Federal Law when a private entity becomes a public entity or transitions in any other way those employees' bargaining rights are grandfathered and can't lose collective bargaining as a result of that transition from a private entity to a public entity and that has been Federal Law for multiple decades. That is why CATS has the organizational structure that CATS has. CATS is a public entity that hires a management company. The third-party provider then creates a holding company called "Transit Management of Charlotte." Through that holding company hires all of the bus operators and mechanics that operate CATS transit service. That is how CATS get around requirements the North Carolina being a right to work state. As a government entity having union employees providing service. Only because of the fact this was a union shop when it was operated as a private company. CATS Rail Service and Special Transportation Service started well after CATS became a public entity and those employees are City employees and not offered collective bargaining rights. Have two sets of employees one covered under Union contract and another set of employees that are City employees that do not have those collective bargaining rights. That is the organization structure that has been in place for several decades.

For a number of months, CATS has been discussing the reality of a tight labor market in general nationally. Lewis gave a couple of media coverage examples of some of the peers nationwide that are having the same issues that CATS is having in recruiting and retaining bus operators and mechanics. For varying reasons many transit agencies are having significant problems with recruiting new operators and retaining staff.

From a local perspective, John wanted to share exactly what CATS is looking at on a day to day basis. In FY23 budget, 571 positions bus operators that are funded. When subtracting the open positions as of last week 74 that brings down to 497 bodies available to operate service. Monday-Friday CATS needs 292 bus operators to provide service. CATS operates a 24 hour, 7 days a week, 365 days a year operations, CATS has to spread out normal scheduled day off throughout the week. Everyday of the week there are 89 people that have a normal regular weekend days off. Take the 497 down and take into consideration those who have regular scheduled days off that brings it down to 408 and then add in vacation. In collective bargaining agreement the operators and mechanics choose vacation in the months of January and February and do this for the entire year. Have 35 people per day on regular scheduled vacation subtract 408 and gives 373

operators who are available for service Monday-Friday. Regular weekday service requires 292 operators to operate service Monday-Friday. Vacation is planned for scheduled day off is planned for. It is the unexcused absences that are causing the problem that CATS had. Running through the calculation take 373 and subtract what has been an average of 107 operators calling off for the last several weeks it brings down to 266 available operators on a given day. 292 are need for weekday bus service and in this case averaging 166. That is where the bus operator shortage is coming from. CATS has been short 23 employees on average per day since May 1, 2022, and daily deficit regularly approach 40-50 operators.

This issue is currently wrapped up and being addressed through RAPTDEV and collective bargaining agreement negotiations with SMART Union. CATS is not a part of that negotiation but have a role as an interested third party. When City Council passed the FY23 budget, CATS had put in the budget significant investment in frontline employees' salaries, wages, and benefits. Those financial investments that the city and CATS is making will be focused towards increasing operators salaries and wages as in exchange for a tightening of attendance policy. Current attendance policy under that collective bargaining agreement allows an operator to have 10 unexcused absences each year without discipline. If the operator goes more than 60 days without another occurrence the 9th occurrence drops off. That has been the major challenge CATS has had with operator call offs on daily basis. Believe with financial investment in significant increases in wages for the bargaining unit CATS will be able to cut policy back to a more manageable and reasonable attendance policy. The wage increases over the last 20 years in all of the contracts have been averaging 2-3% range the highest increase that his bargaining unit has received is 3.5%. The investment that CATS is making will allow double digit increases in wages.

Walt commented that it looks like CATS counts on the unexcused absences because if there were not any unexcused absences would be overstaffed.

John Lewis responded that is correct and CATS has extra board. Understand that everyone can't work every day. Extra board that is generally in that 15-20% range. Of the needed each day 292 weekday, CATS would normally have somewhere between 30-40 operators that are not assigned daily route to help deal with unforeseen issues of sick and other problems. Have some set aside for those unforeseen circumstances.

Walt mentioned that John Lewis didn't mention the mechanics. Is there a possibility that some of the ghost buses are not just because of operators absences but are because there are not enough folks turning over maintenance checks?

John Lewis responded that CATS is not having a challenge from the maintenance side on attendance. There are two separate contracts for operators and mechanics. Right now, CATS is dealing with the operator contract. The mechanic contract ends at the end of the year. The issue is not from the mechanical

standpoint it is people turning the wheel. John addressed the term “ghost buses.” There are not ghost buses. It is coming out of the misunderstanding of app. What is seen on the app is the schedule arrival. It is a glitch in app. There is not a ghost bus out there that is not showing up what it is the bus never left division because there wasn’t a driver available and the app defaults to CATS schedule. When is the next scheduled bus. Working with app provider and this will come out in the next week or so when a bus doesn’t leave the division it will provide information the next bus is scheduled but bus did not leave the division.

Krissy asked will it just be removed from app or say “cancelled.”

John Lewis responded that CATS can’t remove from the app. Default to the next schedule and then there will be a dash or parenthesis “cancelled” or “not operating.” Should not be a long turnaround.

Jason Lawrence is the Director of Planning working to internally improve some of data entry and data flow of app to improve quality of data that goes into app to help with concerns of missed trips. Increased absences, low retention rates and high level of vacancies is overwhelming CATS availability to have spare operators to accommodate that. CATS has to reallocate operators from higher frequency routes to low frequency routes. Don’t want to miss trips on 30, 45 and 60-minute routes. Have to pull from that to cover service on that. Done on a measure each day and managed by people within bus operations and planning group meeting internally a lot to figure out strategies on daily and weekly basis. Requires active management resources throughout the day. Don’t know each and every day the level of shortages going to be. Seeing impact filtering into rail service. Operator shortages and the ability to deliver the Blue Line and the Gold Line. Needing to look at adjusting and modifying those schedules in order to meet scheduled service each and every day.

Jason went over the strategies on how to improve reliability. Modifying the schedule for bus and rail service. Talk about how to manage that where CATS is at right now to improve reliability. Requiring more aggressive hiring and retention strategies. Analyze absences and looking at what days of the week have more absences and others and having a larger extra board to cover. Looking at multiple points of data to understand how to improve reliability. Looking at ridership levels trip level data. Looking at each trip of each route looking at ridership to understand what level of service needed for each route to cover the ridership and improve reliability.

Through the trip level analysis proposing to adjust the schedule of roughly 14 local and express routes looking at some minor adjustments to save around 45-50 operators each day. If CATS goes with 45-50, it will give enough cushion to meet service each and every day. There will no service adjustments on 80% of routes. Key benefit is providing the public with reliable schedule.

Jason went over the next steps and additional strategies. CATS is working with

CATS-Pass app developer to incorporate future on demand transit services and ride share companies (Uber,LYFT). Evaluating Envision My Ride Bus Priority Study Microtransit zones for early pilot implementation. July 27 will go to MTC. If all goes well with the analysis, potentially implement changes in August. Improve communication through CATS-Pass app. CATS is recommending that schedule changes remain in place until operator availability improves.

Antonette asked how current is the data that CATS is using for the proposed changes?

Jason responded that the data presented is from May of this year. Looking at this as data comes in each month. Pull data on ridership on a daily basis to see if ridership has improved. If ridership goes up that is a good thing and that means reliability is back and people are trusting that CATS service is there.

John Lewis commented that what CATS is facing is a real problem that is labor related. For bus, John wanted the committee members understand it is a two faceted problem for bus. Number one is the tight labor market and the difficulty recruiting people to the industry. Going back to the statistics 74 open positions. Never had 75 open positions. Hoping that the investments that CATS is making in increased salaries and more flexibility will make public transit viable from a new employee standpoint. The second issue is the short term absentee issue. Believe with the upcoming labor agreement this new contract will address that and close that policy and not have that issue continuing moving forward. Strategic issue and why CATS embarked on the Envision My Ride Program. Bus ridership has been going down set aside the issues that CATS has been facing as a result of the pandemic and the labor shortage, bus ridership had been decreasing for almost a decade. Strategic and structural deficiencies in CATS system. Having routes with half routes greater than 30 minute headways is not a reliable system. In order to make it a reliable system even after solving the labor problems CATS still needs the investment that allows CATS to hire more operators, hire more mechanics, buy more buses that allows CATS to have no route greater than 20 minute headways. Don't lose site of overall long term goal of making frequent reliable system. Continue to beat that drum of CATS needs investment needed to make CATS system the kind of system that people want to rely on for mobility options.

Leroy was contacted by a reporter about the CATS operator shortage about a week and a half ago. Leroy did not respond. Leroy asked if he should forward this to communications?

John Lewis suggested any time someone gets a request to media interviews please forward to Brandon and folks in media shop. CATS wants to make sure there is a consistent message going through. Have to remember that APTDEV a private company is in delicate contract negotiations with union. John Lewis doesn't want anything he says to impact those negotiations. Have to get that concluded in order to address those issues. John Lewis asks that any media inquiries are coordinated through Marketing and Communication staff.

Jarrett asked what are the recent metrics for hiring practice? How many people have been interviewed and how many offer letters have been sent? Has CATS if a person does not have a CDL to be able to allow for help and assistance and being able to train to get CDL.

John Lewis responded that CATS does have those demographics how many people interviewed, how many offer letters came out and how many have been extended offers. The list of hiring events and those planning in the future. Coordinating with Goodwill and other community organizations to come onsite and have as many new opportunities as possible to meet new potential hires. CDL is a requirement for CATS bus system, and it is a federal requirement. As long as an individual passes CATS initial screening and has a valid license and is able to pass a drug test, CATS will train employee to get CDL. Individual will still need to pass CDL on own. Prefer those who come with a CDL because that individual can move through the training program quicker. The people that are able to pass the first level of filter, CATS will work to get eligible to pass CDL.

Jarrett asked if there has been additional offers on working on retention end?

John commented part of CATS strategy is not just recruitment but retention. CATS has been surveying to see what are the issues that they have. Pay is number one, flexibility, and scheduling. Pay CATS is addressing. Hoping to have a final contract very soon. Have funded in budget a pay increase that could be double digits for current employees as well as new employees. The flexibility if you are a bus operator working nights, weekends, holidays and how can CATS make that environment as flexible as possible. Offering schedules that give people four 10 hour days and three days off is a step in the right direction but also giving them more flexibility and how they choose their work. In the past, CATS has essentially decided what workday looks like. Hoping that it will be helpful with retention. Two things that will remain a challenge 24/7 and operate on holidays. Someone has to work nights and weekends. In seniority based system CATS has, it is usually the new guys that get the worst schedules.

Jack appreciates the time to discuss this issue.

Sam is concerned about when these cuts will end.

John commented that the the first step is getting a new union contract to close absentee policy. That will go into effect the day after a signed contract that allows CATS through APTDEV to manage absentee. Call ins should go down soon. It will not change overnight. Trend down over the next quarter. Hopefully that the investments making in salaries and wages will help close recruitment gap. At the end of year should be ramping back up.

Jason responded that having these forum with TSAC CATS will be able to provide updates on situation and continue to answer questions on throughout the year and

track it.

Sam asked if CATS could provide monthly reports on low frequency routes impacted by scheduling shifts.

Jason responded talking through ridership presentation for future meetings.

Sherri understands the shortage. CATS is coming up with great solutions. How can CATS let ridership know what is happening. Not everyone uses the app. Sherri would like CATS to reach out to news media to help educate riders on what is happening and what are the solutions. Concerned about everyone focusing on the app and not focusing on people that do not use the app. Most of the riders on the bus rely on buses to get jobs and doctor appointments this is the way to have a better quality of life. Really like to look at how to educate everyone on the solutions.

John responded right now any customers can still call customer service group. Spend so much time on the app because CATS wants to try to get as much real time information out to the public as possible and the best way to do that is electronically. Not everyone is used to using their phones and computers to get data. CATS will continue to ramp up marketing of old way of communicating through customer service hotline. Putting out information about potential alternatives. Having conversations through app provider through Uber and Lyft so CATS can provide different options. Maybe supplement through Uber where CATS will subsidize a trip. The challenge is CATS hasn't found a way to be able to tell the difference between a CATS rider or a someone that is using Uber to go to a restaurant. Hopefully have a solution to roll out. Different ways of communicating with customers and getting that information out. Suggestion to hand out literature at transit center. List all the options that customers have. Find a way to give alternatives if labor situation continues much longer.

Walt commented that with the new plan once CATS gets it figured out, it will reduce the number of operators needed. Every day in the morning CATSs tweets out unexplained absences. Implement changes can figure out using 99 as what CATS sends out absences would know a number based on what plan for and system actually delivers.

Jason responded through analysis and adjusting the schedules to meet operators CATS hopes to be in a place that CATS is not concerned about the operator absences because CATS will be able to make the trips. The number of absences are exceeding the number reducing the need each day be able to mitigate and manage those absences through spare and make the trips each day.

Walt is saying what is the degree of confidence Jason has that CATS will not have any dropped trips.

Jason responded that CATS feels going to 45-50 savings each day in operators is

consistent with the 23 operators on average once back out all absences. That 45-50 will put CATS in a good spot until situation approves.

Krissy commented that part of the proposal for service adjustments said it also included express buses because there are a lot less of those wondering how to plan to trim those? Based on ridership? More concerned with touching those schedules.

Jason responded the express routes not increased as great as local routes have throughout the pandemic. Are increasing but much lower coming out of the pandemic. CATS focus has been looking at express routes based on numbers of trip each day. The routes that have the highest number of trips, looking at taking 2-3 trips from three of those routes throughout the day. Have great frequency than all the other expresses help to balance the operator needs so not solely focused. From a ridership standpoint, CATS was below the threshold.

Krissy understands the challenges in short term with getting more bus operators with contract and having third party management company. Train operators are CATS employees. From a public accountability point all the things that Krissy would expect any business to do all the labor shortage hands are not tied. Hire the rail operators directly. Krissy is a little more hesitant to support changing service on rail when it is a little more within capability to fix that operator shortage.

John Lewis responded that there are two phases to this problem. On bus there is the open positions and the daily call outs. For rail, don't have the problem with daily callouts. For rail, the issue is open positions. What has been a significant help is the increase in wages and salaries. Still have a number of openings in Rail that CATS has not been able to fill. 5 days of perfect service and 2 days of delays. Had a handful of resignations last month that CATS is working on to fill but training program is 12 weeks on. Take a while to build back up on that. Not having attendance policy on rail side but still having open position challenge.

Jason added the bus system and rail system people travel between all of those and transfer. If there is an issue of not being able to meet the 15 minute schedule currently have and someone is making that transfer it is difficult. In order to ensure people can reliably make transfer. People are using the system throughout through multiple transfer. Ability to have reliability across all modes is critical to building resiliency back into the system.

Allen responded bus operators is 7 weeks and 12 weeks for rail operators. That means they passed all required tests. It can go as far as 15 weeks for rail operators.

Krissy understands the predictability and reliability is important something about changing the rail schedule doesn't sit the same with Krissy as the buses.

Jason responded back to presentation talking mostly about bus the analysis

approach to help manage situation does apply rail as well. Not managing in a position where the rail adjust the schedule due to the amount of operators that CATS has.

Krissy feels different because the real time app it is just schedule with a blue line. If able to incorporate cancelled buses on app. Not there with a Blue Line and people still will not know. Why change the schedule if people don't know when it is coming?

Jason responded you can see the Gold Line on app. Making sure Blue Line can show up on app. Working with rail operations to have the skills to enter in more live feed options to show what is going on with rail services.

Krissy asked if there are openings in STS drivers and is that an issue? A woman that Krissy talked to at CTC said it takes 5 days to get a trip on STS.

John Lewis responded that is not the case. STS is scheduled service. A person can schedule ride the day before. Preschedule for the next month or schedule for the next day. That is the normal turnaround.

Krissy asked similar labor shortage with STS.

John Lewis it is a tight labor market across the board. Situation is not as bad at STS but have open positions. Has not impacted service levels.

Sherri asked when will everyone know the buses that are going to be impacted by the new solution?

Jason responded still finalizing analysis and schedules. Putting it out by MTC meeting on July 27th.

Sherri asked when will it start?

Jason responded still working on exact date and if everything goes well internally looking for a mid-August rollout. Will have date as it gets closer to MTC meeting.

Walt asked if that would include updating the signs?

Jason responded currently working with Marketing group to put QR codes on bus stops that will link directly what is in feed for that route. Time that arrives at that stop. There was a pilot on Central Avenue that has been received really well.

Jarrett has there been similar either hiring fairs or hiring events or increased marketing for rail divisions?

Jason responded it has been priority to get rail operations staff up to speed and staff.

John commented the strategy is similar to bus. CATS fairs is not only for bus but also for other open positions. Focus has been on bus over the last month because of the large number needed. Rail has been about the time it takes to train. The numbers are smaller for rail. Need around 70 people to operate rail and almost 600 for bus. Bus has much larger margins and a much larger problem. 12 week program not as much as a challenge hiring for rail but much longer training program.

Allen responded CATS has 79 rail operators budgeted and right now 18 vacancies.

IV. Action Item:

A. Operator Availability Service Strategy

Motion to approve strategic ridership analysis approach to temporarily modify service levels to match operator availability in order to improve service reliability.

Sam motioned to approve. Leroy seconded the motion. Krissy did a roll call vote. Antonette, yes. Leroy, yes. Jarrett, yes. Sam, yes. Walt, yes. Krissy, yes.

Motion is approved.

Jason let Krissy know that CATS Communication group will keeping track of all the questions in chat and will include in next meeting.

B. In person or Virtual TSAC Meeting

Jason commented that at the last MTC meeting it was discussed meeting in person and Jason's believes that TSAC will be meeting in person with an option for hybrid attendance. Brad Thomas recommended meeting in person because that is what the MTC direction was, and it is possible the Governor's order could be lifted in August which relates to the virtual options for public meetings. Good to go in person for now.

Krissy asked if TSAC resumes in person would there be a hybrid/virtual option for those who can't attend?

Brad Thomas responded the general recommendation is to attend in person.

Krissy commented members in person and public comment could be in person or virtual.

Krissy asked members if anyone could not attend in person. Antonette responded that she might not be able to make it in person.

Krissy asked if there is some ability for Antonette to join by phone. Pamela would

like the chance to discuss it offline. Not something that CATS can make a decision on in this form.

Krissy asked motion to resume meetings in person in August same time at Government Center.

Walt made a motion to start meeting in person in August. Jarrett second. Roll call vote. Antonette, no. Leroy, yes. Jarrett, yes. Sam, yes. Sherri, yes. Walt, yes. Krissy, yes.

Motion was passed and will resume meeting in person for the August meeting at 4:00 in the Government Center.

V. Chair Report

Krissy mentioned that a lot of the MTC meeting same reports at previous TSAC meeting. New south end station, Silver Line realignment, Title VI Equity Analysis on the COVID service changes and talked about the bus operator labor shortage.

Service Issues

Sherri wanted to request that CATS come back to TSAC with marketing team to share with share with TSAC how marketing is educating riders about alerts and changes.

Antonette commented that on Saturdays the call center closes for an hour.

Jessica responded both Saturdays and Sunday the call center closes from 11:30am-12:30pm.

Antonette commented that those are some critical times and sometimes someone needs to talk to someone during those hours. Is there any way in the future it can be open and not closed for an hour?

Jessica on Saturdays and Sundays there is limited staffing. On Saturdays only two representatives and on Sundays only one representative. Consider in the future.

Antonette asked if the light rail can go faster?

Allen responded that CATS operates at the liable speeds that CATS can in the areas that CATS operate. There are areas that CATS can operate at 45-55 mph but when stations are close together speeds are direct to that environment. Average speed limit would be much less. Those are electronically predicted. It is not just up to the operator. CATS has a fail safe system that is a collision avoidance system that regulates how to operate along the alignment.

What asked what is the masking issue for passengers? There was an article in the Charlotte Observer that stated if you take bus or train, and you have to wear a mask.

Allen responded that he thinks it might be a Bank of America is requiring. Masks are optional on bus and rail.

Krissy mentioned that the article stated CATS requires mask.

Brandon responded that he will address that.

Operation Planning Report

Pamela started off the Operation Planning Report by stating she will provide the group with meeting location much in advance. Get back to Miss Love after speaking with CATS attorney. Continue to monitor services and looking forward to seeing everyone next month.

The meeting was concluded and adjourned at 5:35 p.m.

NEXT MEETING: THURSDAY August 11, 2022



**TSAC Presentation
CATS – BLE
Origin-Destination Survey
August 11, 2022**



ORIGIN-DESTINATION STUDY

What is the CATS Origin-Destination Study?

- This study is required by the FTA as part of the LYNX Blue Line Extension Federal Full Funding Grant Agreement, which requires a “Before and After Study.” The Before and After Study will look at different areas of the project.
- The origin-destination study is the portion of the study that documents “Before” transit travel patterns and ridership conditions in the system prior to the construction of the LYNX Blue Line Extension
- The “After” study is what will be conducted later this month. Usually, it is conducted approximately two years after the opening of the service however, due to COVID we pushed the survey back until the Fall of this year.



ORIGIN-DESTINATION STUDY

Why Are We Doing It?

- Not only is it fulfilling an FTA requirement for the Full Funding Grant Agreement, the data collected from the origin-destination study will also be used to improve the regional travel demand model, which is used to predict ridership for future capital and operating improvements.
- CATS will also use this data to develop updates to the long-range transportation plan, the mid-range Countywide Transit Plan, service planning improvements such as service changes, and to identify other potential efficiencies in the existing transit network.
- As an additional piece of this survey, we will use the responses to some of the questions to analyze the value of a Fare Capping Pilot Program that we are to institute.



ORIGIN-DESTINATION STUDY

What does the survey work look like?

- The Origin-Destination Study involves the on-board sampling of riders to determine their trip purpose, origin, destination, boarding, and alighting locations, means of access, and egress (walk, bike, or drive to bus/rail), transfers, and frequency of use.
- One important difference between this survey and other CATS surveys (like the Market Research Survey that is typically conducted by CATS Marketing), is that this is NOT a customer preference, marketing or needs survey; it is to review patterns in system use -- ***to better plan for your transit needs.***



ORIGIN-DESTINATION STUDY

Who is performing the work?

- Back in 2019 through a competitive RFP process that evaluated companies based on qualifications, experience and approach, cost-effectiveness, and value we selected the consultant firm of ETC to conduct The Origin-Destination Study. ETC is nationally known for its work on origin-destination studies. ETC will use the staffing firm of ANIK International to supply the surveyors for the physical survey work.
- The surveyors will wear vests and badges, identifying their affiliation with the 2022 CATS Origin-Destination Study and will identify themselves to customers as conducting a survey for CATS.



CATS TRANSIT SURVEY

SURVEY TEAM
2022 RIDER SURVEY



ORIGIN-DESTINATION STUDY

On-to-Off Survey

Plastic cards with barcodes printed on them will be distributed to each rider on sampled trips. The card will be scanned with a GPS-enabled barcode reader as the rider boards and again as the rider alights the bus, collecting the following data automatically:

- Route;
- Boarding location;
- Boarding time;
- Alighting location;
- Alighting Time; and
- Direction of travel.

The card will contain instructions, written in both Spanish and English, on how the rider can return the barcode card to a survey administrator. These cards will be scanned by the survey administrator when they are distributed, and again when they are returned. This will allow all of the above information to be stored for analysis and the full boarding/alighting pair to be obtained.



ORIGIN-DESTINATION STUDY

Full Survey Details

Survey teams may be a combination of one, two, or more surveyors who will board the vehicles. They will carry tablets to record the survey answers.

Customers will be **RANDOMLY** approached on bus and rail vehicles and asked if they have at least five minutes to complete a survey. **Not all customers will be approached.** The survey team has random number generators to randomly select which customer to approach.

Questions

[..\OD Study\CATS Weekday Questionnaire Draft 20220809 \(003\).docx](#)



ORIGIN-DESTINATION STUDY

Full Survey Details

If they DO NOT have 5 minutes:

1. The customer will be asked for their contact information and the surveyor will attempt to complete the interview.
2. If the interview is not completed, then they will be given the option of completing the interview online via text/email or a representative from the ETC call center can call them to complete the survey.

If they DO have 5 minutes:

1. The surveyor will verbally administer the survey to the customer.
2. At the end of the survey, the surveyor will thank them for their time and enter their information into a drawing for a monthly pass.

If for any reason the customer has started the survey but cannot complete the survey:

1. The surveyor will stop administering the survey.
2. The surveyor will be prompted to take down the customer's information.
3. The customer's information will be sent to the ETC call center and the remaining survey questions will be completed over the phone.



ORIGIN-DESTINATION STUDY

Survey Schedule

Start Date	End Date	Detail
Passenger Origin-Destination Survey Weekday and Weekends		
8/13/2022	8/18/2022	OD pilot survey on bus and rail
8/20/2022	10/9/2022	Full OD Survey on bus and rail (end date is approximate)
10/10/2022	10/21/2022	Bus and Rail Cleanup, with interviewers possibly at rail platforms (approximate dates)
Passenger On-to-Off Counts		
8/29/2022	11/4/2022	Bus and Rail O2O only using staff not able to conduct the OD survey
10/10/2022	11/4/2022	Bus O2O with full staffing
Park and Ride Survey and Counts Dates are Preliminary		
9/19/2022	9/22/2022	Park and Ride Lots morning interviews: Northcross, Cornelius, Northlake Mall, Huntersville Gateway
9/26/2022	10/13/2022	Park and Ride Lot car and passenger counts: I-485/South Blvd, Sharon Rd West, Arrowood, Archdale, Tyvola, Woodlawn, Scaleybark, Sugar Creek, Old Concord Road, University City Blvd, and JW Clay Blvd/UNC Charlotte
Limited or No Surveying Conducted		
9/5/2022		Labor Day holiday – no surveying
10/6/2022	10/9/2022	Charlotte Motor Speedway NASCAR Race – Surveying will not occur in the northern portion of the CATS bus system or the Blue Line.
10/10/2022	10/11/2022	UNCC Student Break – Surveying will not occur in the northern portion of the CATS bus system or the Blue Line.
11/11/2022		Veterans Day holiday – no surveying



ORIGIN-DESTINATION STUDY

Survey Communications

- Customers will be notified via bilingual CATS Rider's Alert. This rider's alert will also be distributed to all customers who subscribe to notify me email subscription
- CATS Bus Operation Division, Rail Operations Division, Safety and Security, will receive information and notify their staff of the survey work
- CATS Customer Service agents at both the pass outlet and the call center will receive a FAQ sheet regarding the survey.
- The Survey Staff will receive extensive training on customer approach, etiquette, safety and survey techniques.
- TSAC Committee



ORIGIN-DESTINATION STUDY





**Advancing the 2030
Transit System Plan
Transit Services
Advisory Committee
August 11, 2022**



Overview

- 2030 Transit Plan | CONNECT Beyond
- Generational Opportunity | North Corridor Changes | Red Line
- Next Steps

2030 Transit System Plan: Existing & Future

LYNX Blue Line Light Rail

- South Corridor 2007
- Northeast Corridor 2018
- Future Pineville/Ballantyne Extension

LYNX Silver Line Light Rail

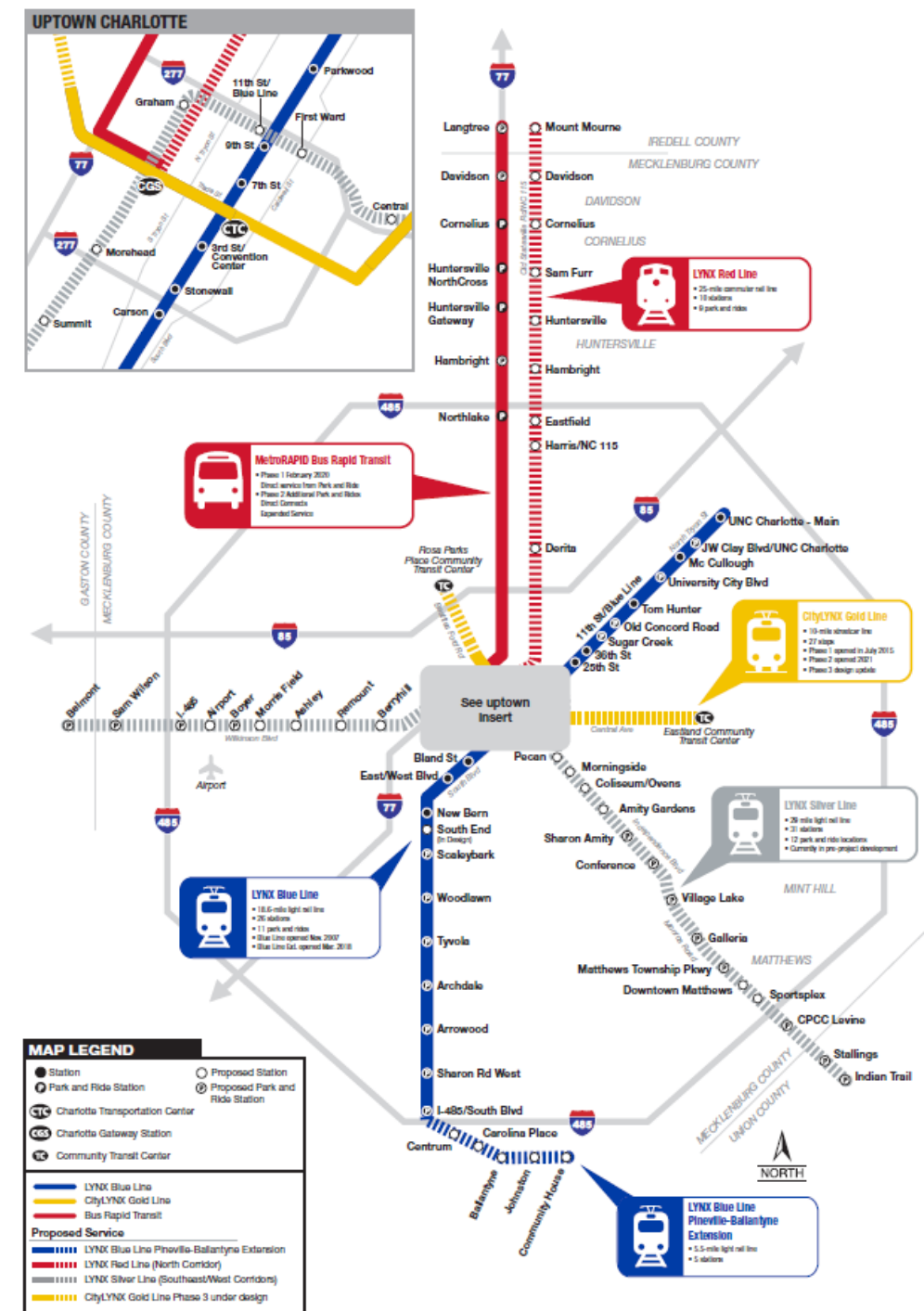
- Currently in Design
- 29 miles across three counties
- Current focus is on Mecklenburg

CityLYNX Gold Line Streetcar

- Phase 1 2015
- Phase 2 2021
- Remaining six miles in design update

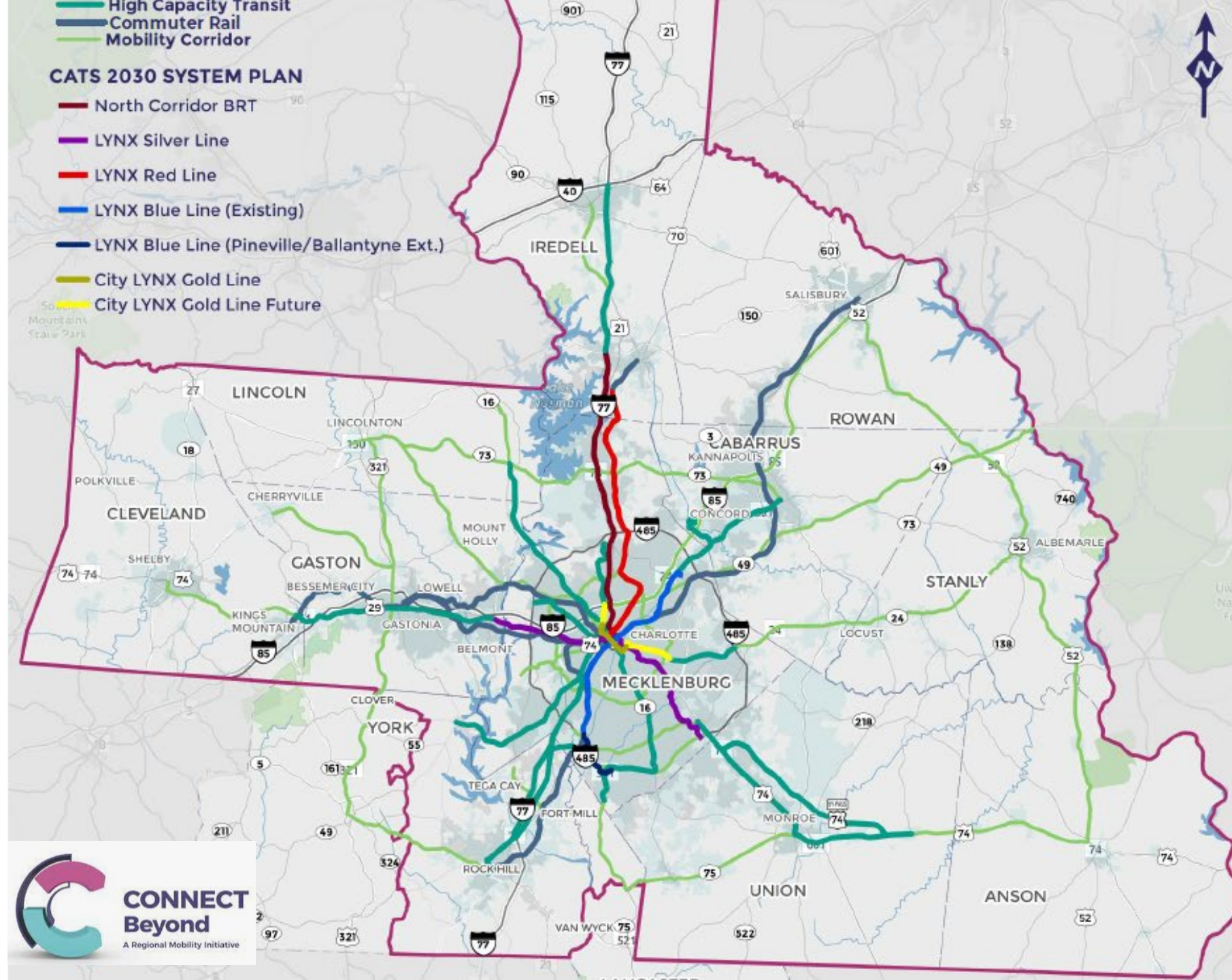
North Corridor Strategy

- MetroRapid I-77 BRT Phased Implementation
- LYNX Red Line Commuter Rail—Continue NS Discussions



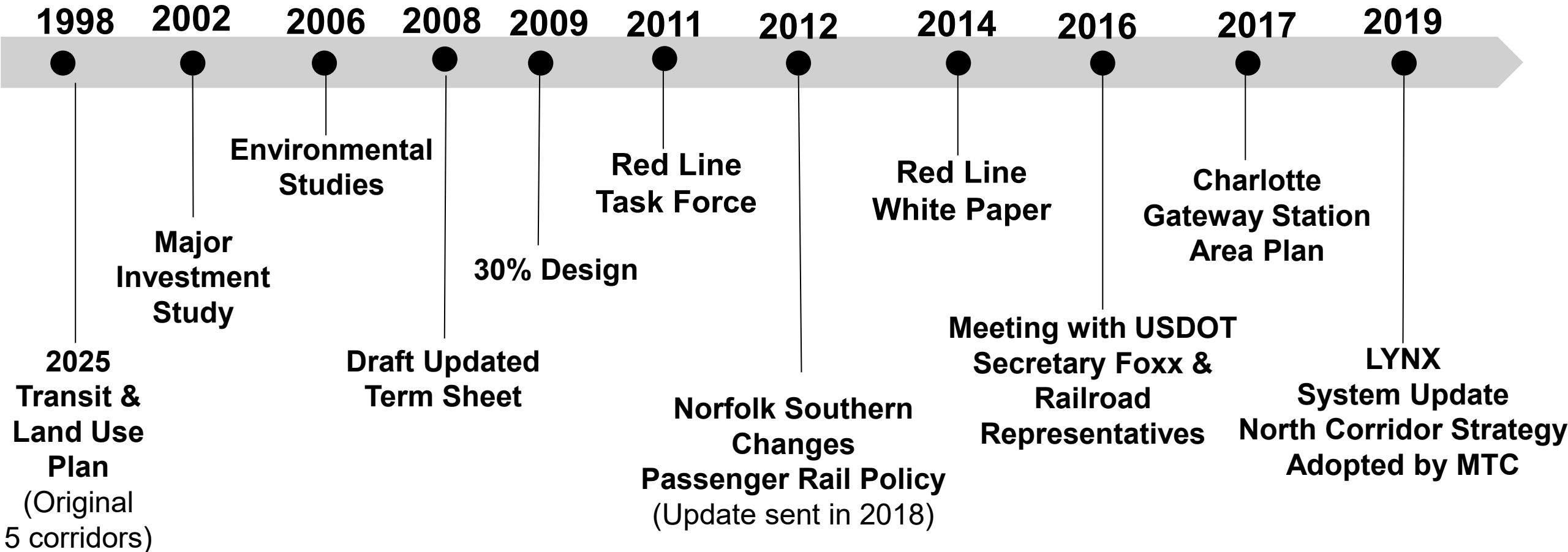
CONNECT Beyond builds upon the 2030 Transit System Plan

High
Capacity
Transit &
Emerging
Mobility
Corridors





LYNX Red Line Timeline





LYNX Red Line: The Vision

- Serves directly the hearts of Davidson, Cornelius, Huntersville, and Charlotte.
- Stations are located within easy access of supportive transit developments such as Davidson College, Antiquity, Oakhurst, Vermillion, and Bryton Town Center.
- Provides the opportunity for expansion to Iredell County serving the key destinations of Lowes Headquarters and Downtown Mooresville.
- Project can meet the request of more frequent weekday and weekend service as expressed by the public during the LYNX System Update (2017-2019).
- Public supported and the MTC confirmed the LYNX Red Line during the LYNX System Update.
- Stations will function not only as park and rides but as integrated mobility hubs with bus services and first/last mile connections.
- Provides direct connection to the Charlotte Gateway Station and the surrounding entertainment district including Carolina Panthers, Charlotte Knights, and Charlotte Football Club.
 - Gateway station provides connections to Silver Line, Gold Line, and bus services that include service to the airport, Bojangles Coliseum, Matthews etc.

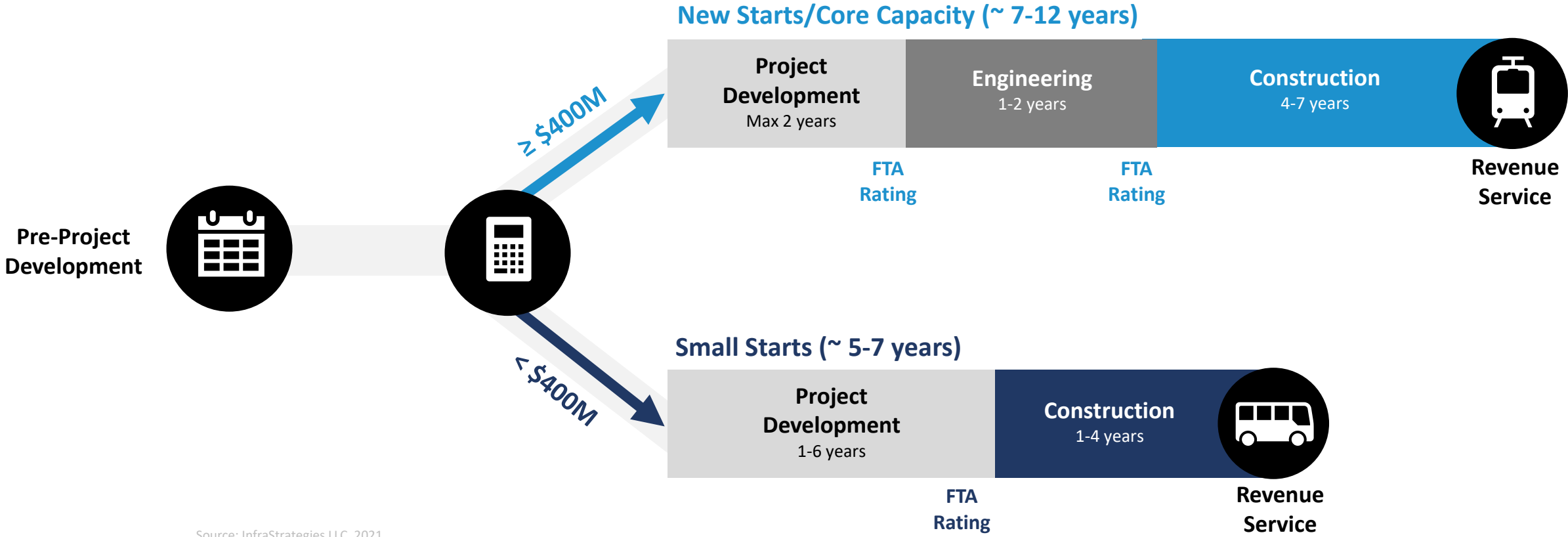


Infrastructure Investment and Jobs Act

- Surface Transportation Reauthorization (FY 2022-FY 2026)
- Spending Breakdown:
 - Roads and Bridges: \$110B
 - Energy Infrastructure: \$73B
 - Rail Services: \$66B
 - Broadband: \$65B
 - Water Infrastructure: \$55B
 - Climate Resiliency: \$47B
 - Public Transit: \$39B
 - Airports: \$25B
 - Electric and Low Emission Vehicles: \$15B
 - Transportation Safety: \$11B



FTA Capital Investment Grant (CIG) Program



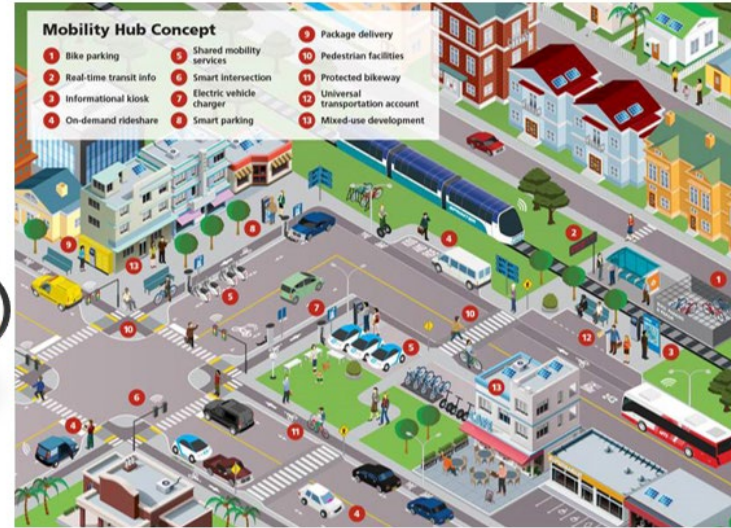
Source: InfraStrategies LLC, 2021
Adapted from the Final Interim Policy Guidance, FTA CIG Program, June 2016

Goal: Get project ready to compete for federal funding.

LYNX Red Line can complete the changing mobility landscape



Stations can accommodate existing and emerging mobility modes



- Bikeshare
- Bike Lanes & Parking
- Wayfinding
- Parking Management
- On-Demand Rideshare
- TNC Curb Space
- Park-N-Ride
- Virtual Ticketing
- Protected Bikeways
- Mixed-Use Development
- Car Share
- Pedestrian Facilities
- Smart Intersections
- Real-time Info Kiosks
- E-Commerce "Lockers"
- Microtransit Stops
- On-board Wi-Fi
- Multimodal Apps

New vehicle technologies have improved and modernized the customer experience inside and out.





Changes in the corridor that require updated design

- Development and density
- Projects completed since last design process that will require:
 - Updated grade crossings
 - Updated track design
 - Reevaluation of station locations, drainage etc.
 - New alignment into Uptown



Suggested Next Step:

**Request action to update the
LYNX Red Line 30% design.**





Thank you
