



**TRANSIT SERVICES ADVISORY COMMITTEE
AGENDA**

**March 10, 2022
4:00- 5:30 pm
WebEx**

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- | | |
|-------------------------------------|------------------------------|
| I. Call to Order | Chair Krissy Oechslin |
| Approval of February Summary | |
| II. Public Comment | |
| III. Information Items: | |
| A. Electric Vehicles | Catherine Kummer |
| B. Bus Amenities Standard | Bruce Jones |
| C. 2022 Service Change | Pamela White |
| IV. Chair Report | Krissy Oechslin |
| Service Issues | All |
| Operation Planning Report | Pamela White |

NEXT MONTH'S TSAC MEETING IS APRIL 14, 2022

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, February 10, 2022

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

CATS/City of Charlotte Staff: John Lewis, Jason Lawrence, Pamela White, Allen Smith, Jennifer Fehribach, Bruce Jones, Patrick Hoskins, Rachel Gragg, Blanche Sherman, Krystal Green, Kimera Coburn, Terrance Watson, Zachary Szczepaniak, Edwin Johnson, Arlanda Rouse, Natalie Bouchard, Lashima Tate, Logan Lover, Juliann Sheldon, Jayla Gittens, Reginald Arrington

Meeting Time 4:00-5:30 PM

I. **Call to Order**

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

2

Approval of January 2022 Meeting Summary

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

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

No public comment.

III. **Information Items:**

A. John Lewis

John Lewis wanted to give a quick update to TSAC members. There has been a lot of media attention over the last week or so and that is the challenge that CATS is having as a result of the pandemic in labor. Not just operating staff but across the agency. This is an issue that is not just a CATS issue but has been a city issue and a nationwide issue. American Airlines has had some challenges and has had to resort to some creative means of getting its services fully staffed. CMS schools just announced its program to retain its staff. Across the economy the pandemic has brought about issues with labor. CATS is not immune from that. One of the differences from a CATS standpoint is in March of 2020 when the pandemic really started moving forward the result was the vast majority of people began working remotely. A lot of businesses shut down because couldn't gather socially. For CATS employees if a person is a bus operator, a train operator, a STS operator or a mechanic for any of those services the weekday did not change. CATS employees have come to work each and every day in providing mobility options throughout the pandemic. On top of concerns about catching the virus, concerns about what to do with family members who have been impacted, concerns about kids overnight went from going to school every day to having school virtually.

John Lewis wanted to start off by recognizing the incredible work that CATS frontline employees did and trying best to maintain level of service during that kind of pressures and unfortunately it become too much for a number of employees. Right now there are 45 bus operator positions open that have been open for greater than 60 days. Couple that with employees who are out sick or are out taking care of sick family members or for other reasons, it has been a struggle for the last couple of months to meet daily service levels. CATS has been able to mitigate that for a long period of time because demand was so low for a good period of the pandemic. CATS was able to increase extra board significantly from 15% extra board (operators are that are not assigned daily routes who are there to cover unforeseen circumstances) to almost a 50% extra board. Ridership particularly on bus is continuing to grow it has become increasingly difficult to meet those service levels. On an average day CATS has had over 100 unscheduled call outs Monday-Friday that is a significant amount. CATS has been able to cover a lot of service through the extra board. Extra board are people that are not used to operating a particular route. That has caused some challenges with reliability. This is a pandemic and John Lewis sees this as a short-term issue and working with HR staff and employees to understand what challenges are and what can be done to assist with that. Some of that will be financial incentives and have begun to implement that.

There has been one incident that has been prevalent in the media where an individual Mr. Williams who is an everyday 57 rider. Unfortunately, route 57 is an hourly headway route. If someone has the unfortunate event of missing a bus on an hourly route and have to stand there for an hour before the next bus comes that is a problem. It is a problem whether the reason for missing the bus was CATS related or whether it was from an unfortunate circumstance scenario where a

patron happens to come one minute too late to a bus stop. That is not new to CATS system. The pandemic has exasperated it but the reason why CATS started the Envision My Ride why CATS commissioned that study and rolled that out in 2018. That study identified three pillars program to building a better bus system. The first stage was redesigning routes moving away from the hub and spoke to more of a grid system. The second phase was more frequent bus service. Today 18 of CATS routes have headways greater than 40 minutes. In order to bring that down to CATS goal of no route outside of express service having headway intervals between buses of greater than 15 minutes, that would bring CATS to acquire over 100 additional buses. To bring on additional operators and mechanics to support that. That is estimated at over \$100 million dollars in capital and around \$50 million dollars in annual operating costs to do that. The current half cent sales tax that funds CATS is insufficient to make those kinds of changes, but this has been a problem for a long time. Having 18 routes with headways that long is unacceptable.

The third factor is reliability and bringing the reliability to the bus network that CATS rail system has. Have tried pilots on that. The 4th street bus only lane the Central Avenue bus pilot. The results of that were favorable from an operating standpoint. It made operating bus service more effective, more efficient, and lowered travel time. CATS did receive a good deal of opposition from single occupant vehicle drivers and had to take away public use lane in order to increase frequencies for the bus. Going to have to be an ongoing conversation. Mr. Lewis wants TSAC members to know that CATS understands the problem and believes it is a short-term problem that is labor related, and CATS is working to address that. Even with solving the labor problem still have the structural deficiencies in CATS system that CATS hopes to address through getting a dedicated revenue source.

Krissy commented that she is very excited to see the final outcome of what will be shared with the Bus Priority Study. Krissy would love to use position as TSAC to trot that out and give it TSAC's support. She was pretty upset about the Central Avenue bus lane going away. Any support that TSAC can give with having that and better bus service anywhere with the Bus Priority Study and any other efforts. Krissy thinks that TSAC would love to support CATS in that way.

John Lewis commented to stay tuned. CATS will be presenting to MTC in March and looking for action in April.

B. CATS TRAX

Katie from TransPro presented CATS TRAX update from Q1 and Q2 results. Q1 results were presented to the Executive Management Team on November 2nd. Q2 results were presented on February 2nd. In Q1, CATS earned 29.2 points out of 30 points in customer satisfaction. In Q2, CATS earned 22.2 points out of 30 points for customer satisfaction. Overall ridership increased by 5% from Q1 to Q2. Rail ridership increased by 12%. For on-time performance, TransPro saw decline of 9% in paratransit and 17% for rail. The most major change in terms of points from

Q1 to Q2 was customer survey metrics. Have overall customer satisfaction and overall net promoter score. Removed the metrics from scorecard because the last survey was completed in March 2020 almost two years ago. TransPro will be conducting new survey waves next month in March so there will be updated numbers for metric in Q3.

Krissy asked if these go with calendar year or fiscal year.

Katie responded with fiscal year.

CATS earned 21.1 points out of 25 points in Community Impact for Q1 and 20.8 points out of 25 points in Community Impact for Q2. This is mostly due to economic impact indicator. New housing units exceeded its Q2 year to date goal while new non-residential square footage and dollar value of new development missed goal slightly. So did see growth but didn't hit year to date goal.

Q3 results will be shared with Executive Management Team on May 3rd. Q3 results will include results from the Customer Survey. Will have new customer survey and customer satisfaction data to share.

C. On-Time Performance

Patrick Hoskins is the scheduling manager for CATS and works closely with Pamela and team in service planning as bus routes and network are being developed. Patrick's responsibility is to take those routes and establish the trips that will operate on them and figure out how to structure those trips into vehicle assignments each day. A major focus is on time performance and monitoring on time performance, analyzing it, and constantly seeking ways to improve it.

Patrick gave an overview of on time performance and talk about how CATS measures it, how CATS analyzes the data, and what CATS is doing to improve it. Prior to the pandemic CATS was generally on time 84-85% of the time right around CATS goal of 85%. When the pandemic hit there was an increase where CATS was hitting regularly 87-88% on time. The past six months performance has dropped back down to pre-pandemic levels.

On time performance definition does vary along transit agencies. Some agencies Washington, DC & Baltimore consider buses on time when arriving within 7 minutes of the schedule while other agencies like Philadelphia and New Jersey consider a bus to be on time if it is within 6 minutes of the schedule. CATS considers a trip that arrives within 5 minutes of scheduled time as being on time. 5 minutes is pretty consistent across the majority of agencies. That is a measure that CATS has used for a long time. Measure every trip of every route. Each individual timepoint that is on the public timetable is what CATS measures against. All of CATS 3,000 bus stops are geolocated and the tracking system that is on the bus has a GPS that records the time of the arrival. Once the bus departs the location that departure time is recorded. The data gets transmitted every night to a

database where CATS can analyze and develop on time performance score.

In addition to capturing those arrival and departure for on time performance measurement, the data is also used by CATS for extensive analysis and reporting. CATS collects a large amount of data for on time performance. CATS has about 15,000 timepoint records that get collected each day which translates to about 5 million timepoint records each year. There are several analysis tools that helps CATS slice and dice all the data. Patrick showed an example of a high-level dashboard where it shows the overall on time performance for the system based on whatever date range is chosen. There is a trend chart where CATS can see where it has changed over the course of time. There is a section that has detailed reports. Patrick gave an example of a detailed report where CATS can see the overall on time performance for a route and can drill down further to see each individual trip and the time points along that trip. Identify seasonal trends analyze. Also analyze data by time of day, day of the week, and individual trips. Look at schedule adherence so not just whether or not the bus was on time but how far behind the schedule particular trips are on average. All data to improve on time performance. The last tool that CATS uses a travel time analysis. Shows how long it takes a bus to get from point A to point B on a particular route. CATS can review months of data to get a sense of the trend and also to identify any outliers.

The ultimate goal is not to just improve on time performance but reliability as a whole. There are other tactics that CATS uses to try to help improve reliability. The first one is Teams of Professional Program or T.O.P. Program is a program that Reggie and his staff use to group operators into teams and each team is led by one of CATS supervisors and the supervisor then reviews each operator's on time performance and the supervisors takes the opportunity to recognize outstanding on time performance for operators and look for ways to provide support and coaching for operators that may need some improvement. Take feedback from customers and operators. All data mentioned earlier has great value but the information that the customers and frontline staff can provide is equally as valuable to help CATS understand what really is going on. Strive to minimize impacts of missed trips which is a factor with reliability. It is something that Jennifer Fehribach and her team are continually identifying ways to improve especially in the challenging times recently. Another strategy is the real-time app. The more that CATS can put information in customers hands the more comfortable customers will feel. Finally, implementing adjusted schedules to better reflect CATS operations. In recent months on time performance has trended down with more traffic that is returning. Just as an example with the service change the went into effect this Thursday made schedule adjustments to 20 routes with the specific intent of improving on time performance utilizing a lot of the tools that Patrick mentioned.

Terry asked if there are signs of improvement on the real-time app. Any upgrades to help react to some of the feedback getting regarding the real-time app?

Patrick responded that he is getting regular very specific issues that CATS is investigating in very specific ways. Patrick just received one on the 40x and trying

to figure out why customers particular trip in the afternoon at 4:10 wasn't showing. Working everyday to try to make improvements.

Rachel commented that CATS takes it issue by issue as something is reported. The upgrade that is currently being worked on is the real time feeds for rail. That is the next implementation.

Walt commented on the 5 minutes before and the 5 minutes after. Walt remembers over time either operators or customers the window was longer on the late than it was on the early. Is that a change across the system or that is only for on time performance and if so, why would there be a difference in the two sets of numbers?

Patrick responded a bus departing a stop early versus arriving late. As CATS policy, buses should never depart early. The 5 minutes Patrick mentioned was only specific to a bus arriving late. Operators are instructed to never depart early. As far as how CATS measure, CATS allows up to a minute but that more to do with technology and some variance in terms of GPS and when it actually records Standard across the departure and that is pretty standard across the industry.

Walt mentioned some of the old paper route stuff that Walt would run into that said a person should try to get to stop at least 5 minutes early and it should be there 10 or 15 minutes after. There was something that was put out to customers to see that said it can be a little bit early, but it can be later than early.

Allen responded that it is never early. Transit running early when a bus or a train is ahead of schedule that creates an imbalance on the schedule. The trailing bus or train would end up picking up people that it was not designed to pick up. Never had the same account from 0-5 minutes for early. Have to be 0-5 minutes late not early.

Krissy commented that a bus with a 10-minute headway a 5-minute delay is halfway to the next bus versus a 5-minute delay on a 45-minute headway. As overall headways get smaller is there any consideration to making the number of minutes that is considered late smaller or a proportional based on how long the headway is?

Allen responded that based on the information Patrick gave and information heard from the past CATS is right in the middle of the industry. Allen has seen much larger transit properties do a 1-3 minute before it becomes a delay. Allen feels CATS will probably stay with the 5 until CATS can expand and be able to provide more service. There are a lot of mitigating circumstances and contributing factors that cause bus/trains to be delayed sick passengers, car accidents, and traffic jams. All that has to be considered when doing schedule.

John Lewis commented that Krissy's point is very well taken. A route that has higher frequency a 5-minute delay is more significant than it would be on a longer

frequency route. Jason and his group have been working on during the pandemic. CATS has not printed schedules in quite some time because many of the routes are going towards headway management. If there is a route that has 10-minute service, and a bus is late then bus bunching will happen where there are two or three buses in the same block because of traffic and then have nothing for 15 minutes. On those frequent routes have to work on not so much what the schedule says but what are the intervals. Maintain 10-minute 5 minute whatever the intervals are, and CATS has been experimenting with that over the past year. It is not an easy thing to do because it requires very dynamic management of certain corridors but on those routes more so in the future once Envision My Ride is implemented and no route is greater than 15 minutes that means a lot of routes in that 5–10-minute range. CATS will be focusing more on not so much a customer on a corridor looking at a schedule saying this bus is supposed to be here at 4:32 but realizing a bus is going to come every 5 minutes no matter what the clock says.

Krissy asked if CATS has noticed any significant kind of impact there are different causes for delay there is traffic and more passengers got on more than expected, or someone came with a wheelchair and decided not to get on and then that person came back and its adds minutes. Noticed any impact of increased use of mobile fares with the app because that can speed up boarding. Has that been noticeable?

Patrick responded that in particular is not something that CATS has been able to notice at the macro level. It is something that CATS can compare just based on how long transaction take at the fare box but there are so many factors that goes into a bus staying on schedule certainly fare payment is a piece of that, but it does make it difficult to quantify to see the impact especially as the adoption of mobile fare payment is going to be a slow growth and not something CATS is going to switch one time for all of the customers.

Krissy mentioned that it looked like a lot of the biggest delays were in the outbound and the different treatments that have been proposed with Bus Priority Study. Is there any thought about level boarding? There is frequently somebody in a wheelchair that boards the bus, and it adds 5 minutes to the boarding and are late to leave. Level boarding would speed that up and is more accessible.

Jason responded that CATS knows routes that have a lot of wheelchair boardings on and can look at that. Looking at ways to determine what kind of trips those are on. There is level boarding on a lot of vehicles some buses do have to deploy a ramp but that is part of service CATS provides along any given corridor. The Bus Priority Study did specifically call out wheelchair boarding as part of the analysis. The hope is with frequency in place with that delay have another vehicle in close proximity.

Antonette asked whenever a bus is not tracking on the GPS would it also not be tracking on the real time app?

Patrick answered yes. The real time app has brought it more into focus in terms of trying to reduce the occurrences of where data is not reporting.

Antonette asked what would it count for not being able to track it on the GPS?

Rachel responded that is it actually multiple pieces of hardware on the bus. There is modems and antennas. CATS built the bus to be a network rolling down the street. If anything breaks on a bus, the bus loses GPS.

Sam asked if smaller target time windows on certain routes that have better headways so instead of plus or minus 5 minutes when the headway is 10 minutes could be plus or minus 3 minutes on that particular route for example.

Jason responded having a system wide goal if CATS start parcing out individual routes it is hard to measure that on a system level bases. Look to see what other agencies do with different frequencies.

Patrick commented that when CATS gets to goal of high frequency service it does become more about headway management then on time performance. At that point almost be adding a key performance indicator that would track how much CATS is adhering to that headway management. Potentially at that point do some routes differently because measuring them based on a headway adherence versus an on time performance.

Sam added when a bus or train is running every 15 minutes or better, he thinks managing headways like Patrick mentioned that it is better for the passenger.

D. CATS Budget Presentation

Blanche Sherman is the CATS Deputy Director Chief Financial Officer and presented preliminary budget to the Metropolitan Transit Committee in January. Blanche wanted to share that information to TSAC. Blanche started off the CATS TRAX information. CATS TRAX helps build budget going forward. How CATS ends up in FY2021 and how CATS performs in FY2022 has an impact on how CATS will build budget. Overall, 85.3 out of 100 in the various areas of customer satisfaction. Looking at 28.1 out of 30 community impact 24.8 out of 30 financial stability 16.1 out of 20 points with the impact of COVID and the reduction in fare revenue and ridership has contributed to that score for the end of FY2021. In regard to employee success 16.3 out of 20. One of the key things that came out of quarter 4 was customer satisfaction. Do surveys every year and the last survey was conducted in March of 2020.

Key takeaways of Q4 ridership continues to be down from prior years and basically all modes. Seeing some increases in bus but still looking at a decline overall. Employee survey was administered to CATS frontline department and employee engagement and satisfaction declined slightly from compared to the Wave 1 survey for all employees. COVID-19 has a negative impact on CATS financial stability in

regard to the measurements. Hoping for some improvement in FY2022 and going forward.

Major concerns going into FY2022 is staffing retention and recruitment. Provide service based on demand and based on needs. CATS wants to continue to operate safely and manage and maintain assets.

Ridership trends and the projections in FY2020 is when the pandemic hit and looking at a 19% decrease in ridership. That decrease continued in FY2021 going at 8.7 million. For CATS budget for FY2022 CATS anticipated a recovery of that ridership about 15.3. However recent projections indicate that CATS will probably come in a little lower than expected at about 10.3. Trying to be a little bit more conservative going into FY2023 at 11.4.

Blanche went over the FY2023 highlights in regards with how CATS wants to go into FY2023. Battery Electric Bus is the new program that CATS has and a pilot that CATS is doing with Duke starting with 18 buses. Hopefully that will lead to a whole conversion with all of CATS bus fleet to electric. The Transformational Mobility Network (TMN) is something that is being looked at with a potential new sales tax initiative to fund the Silver Line and Envision My Ride. This was part of the 2030 Rail System Plan.

Blanche went into the detail of the budget. Representing a balanced budget where revenues are including the expenses in regard to accountability and compliant with MTC financial and business performance objectives unless impacted by COVID. Focus continues to be to provide mobility options that are safe and affordable. Provide access to jobs, education, healthcare, and other designations. Overall looking at a budget increase compared FY2022 adopted budget which is about 10.6% increase. That is operating and expenditure budget. In regard to the debt service budget see a decrease there about 70% \$44 million. Had some temporary debt for BLE project and that debt was paid off prior year in FY2021-2022 so there is a decrease there. CATS does not have any plans of issuing any new debt at this point. In regard to Capital budget, the decrease is just temporary. In this particular point of time, don't have carry over projects. Those carry over projects are projects that are started in a prior year that are not completed but continue to work on those projects and add those to the budget in the final budget.

Blanche went over the FY2023 Operating Revenues and the key changes in FY2023 versus FY2022. That change was about \$19.7 million. CATS got about \$12.6 million more money than allocate in regard to sales tax because that trend is growing even though fare revenue is decreasing. The maintenance of effort funding comes from Charlotte and provide CATS with a 3% increase each year. There is a decrease in operating assistance and is really shifting down to the non-operating revenue which is where CATS is including a lot of the COVID funds to cover some of those expenses to cover short fall in fare revenue.

FY2023 Operating Expenditures and key changes associated with that. Again,

there was a \$19.7 million dollar change. The increase from the \$185.8 to the \$205.6. \$8.1 million is associated with personnel services. CATS does have some staffing increases associated with insurance and factoring in the overtime and other related personnel expenses. In regard to the diesel fuel, right now there is a component in there for what CATS is going to do with the pilot. The majority of the fleet is still currently being funded by the diesel fuel. Increase in vehicle maintenance. In regard to the other expenses, the majority of that is some of the facility expenses or increases, slight increase for Safety & Security and some increases associated with planning and some software hosting fees.⁸

Blanche shared the FY2023 staffing standpoint. There are 606.75 full time equivalent regular city positions factored into the budget and 1.00 temporary position. In regard to the contract positions which is the bus operations services 845 positions and for contracted security officers 108.05 at this point.

Financial policy compliance CATS is in compliance other than of course were impacted by ridership and the fare revenue it does impact system subsidy, operation ratio and passengers per hour. Other than that, in regard to debt services CATS is doing well and as far as the administrative overhead basically compliant a little bit over in FY2023 about 15.25 and the policy is 15%.

The debt service budget \$18.1 for the current year. For the Blue Line expenses some of the South Tryon bus garage and transit facilities these are some of the old debts that CATS has on the books that CATS has to make sure cover going forward in FY2023 budget. Overall, as of June 30, 2021, CATS debt service is about \$337 million majority of that is related to some of those old BLE about \$180 million. CATS does not anticipate any new debt in FY2023.

Blanche presented a summary of CATS capital budget program for the next 5 years. In FY2023 started at about \$45.7 million for a total over the next five years about \$143 million. Use federal and state funds to cover that and sales tax revenue that transfer that Blanche mentioned going into that controlled account to help cover some capital projects.

FY2023-FY2027 Capital Program provides details about some of the key expenditures that CATS plans to take place Capital program over the next 5 years. In regard to the state of good repair have some replacement for fixed route buses, STS vehicles and vanpool about \$86.7 million. Bus shelters and bus stops is about \$2 million. For EV charges out in the fifth year about \$8.3 million. For Transit Safety and Security about \$4.5 million that is for a new system to replace cameras and access control replacement. Hambright Park and Ride and potentially a temporary facility for CTC as CATS continues with procurement. Transit non-revenue vehicles about \$3.3 million plan to replace about 73 vehicles over the next 5 years. Transit new equipment bus/rail equipment for technology upgrades and the city is looking at implementing a new ERP system a financial system over the next 2-3 years.

Pending items that CATS has not factored into budget because the city usually runs a little behind is the shared costs, the City Cost Allocation Plan (CAP) and factor any increases/decreases associated with that. Internal Service Providers (ISP) fees related to workers comp, insurance premiums and some of the communication equipment. CATS is working with the city in regard to some repairs for Stormwater and routine maintenance on facilities. Looking at a vehicle pilot for autonomous vehicles in conversation with NCDOT.

Blanche provided a recap of where CATS stands from a budgetary standpoint in the increase of the \$19.7 million from an operating standpoint, the 70% decrease in debt service budget as CATS continues to pay off some of the older debts and temporary decrease in the capital budget until the carryover is factored in. CATS plan is to bring final budget to CTAG on April 19th, MTC on April 27th and the City Council in June.

Terry asked Blanche to clarify the difference between 606 employees and 845 full time employees of those numbers, how many are bus drivers?

Blanche responded that the 845 includes the bus drivers but Balance thinks CATS has about 571 bus drivers included in that 844/845 number.

Terry suggested that for the presentation for Council that it would be good to have that number readily available.

Terry commented that Blanche indicated that CATS has a five-year capital plan for bus procurement but don't recognize in this year's budget how many buses the types of budgets have in fleet. In years past have seen the fleet was probably 40% more than the current fleet and number of buses. Terry would like to see that in the future budget.

Blanche responded that she thinks buses about 304 from a total fleet and CATS is replacing not expanding.

Terry commented on the replacement slides on the five-year capital improvement for budget one slide said 63 buses were in the 5-year replacement cycle and one slide said 73. Terry was looking to clarify that number.

Blanche will check on that.

Terry commented that nowhere in the budget that Terry saw indicated the requirement request for 100 new buses new employees based upon the comments that were made beginning of this meeting. Terry was curious how that reflection of intent for expansion of the fleet and the expansion of the labor is reflected in this years budget.

Blanche responded that it is not. Mr. Lewis mentioned to TSAC earlier that is one of the initiatives that is under the TMN the sales tax initiatives so that expansion

related to Envision My Ride of those 100 vehicles and all the service enhancements are not reflected in this budget.

Terry asked how and why relying on TMN for these efforts especially on the bus procurement side to improve service, reliability and on time performance are not reflected in formal federal grants available for transportation funding? Why asking City of Charlotte/Mecklenburg County to engage in the full cent sales tax progression potentially rather than reflecting the request for this type of bus replacement and expansion in federal grants that might be available through ARPA or other opportunities?

Blanche responded that CATS does go after grants each year. Do have one out there right now waiting to see if it will be awarded where CATS requested to replace about 36 buses. CATS is very active going after grants to try to replace buses and do expansions. CATS can buy the buses but will need to operate the buses as well and takes additional operating money as well.

IV. Chair Report:

At the January MTC meeting as a reminder Leigh Altman Mecklenburg Board of County Commissioners is the chair for MTC this year. Mecklenburg County and the City of Charlotte take turns and Mayor Lyles was the chair last year. John Higdon Mayor of Matthews was elected as Vice-Chair. Presentation on the Electric Bus Pilot that CATS will be starting with 18 electric buses that will be rolling out from different manufacturers to test out the different models and manufacturers out there. Krissy believes that she said that revenue service will be starting in March or early April and the electric buses would be on route 16 which is on South Tryon Street and route 5 which is the sprinter to the airport. Also had the budget presentation. The MTC adopted the refined Silver Line alignment after some feedback.

The last item was the property acquisition for the Arboretum Park and Ride and the stops there that was approved. There will be some merging of the different stops for different routes that are in the Arboretum parking lot. Krissy thinks CATS is spending about \$3 million to acquire the land. What happened there? Is it free now the land for the bus stops and have to pay now to keep the same bus stops? Krissy wasn't clear why that happened.

Jason responded that there is an easement under review at this point and CATS wants to continue to provide service to that facility. It would have operational impact if CATS can't continue to the Arboretum and want to line a budget so that CATS can continue operations there. Jason will provide a more detailed response later.

CATS has two routes an Express and a local route that goes there and it is the end of line for both of them. Not having end of line would acquire CATS to extend all

the way to Waverly and it would be half a million each year between para transit and local service extension.

Service Issues

Jack came across a site with a Charlotte Area Group in it and he saw a post four days ago that the Charlotte Urbanists Group has decided to start installing seating along the city's bus stops. Jack shared some comments. The group meets every Saturday to discuss ways to improve the city and work on projects and wanted to provide people with temporary seating. The goal is to draw attention to Charlotte's "crappy" bus stops in general. The next comment was that someone had requested a bench to be provided at Queens and Ardsley. Last week that person received a response back from CATS stating that ridership was not enough to provide a bench. Also, a phone call saying that a particular bus stop was not ADA compliant and then followed up with email talking about concrete pads needed. Jack was not sure if this group has seen this or if people have gone out and seen benches installed at bus stops that are not CATS approved and have not been put in by CATS but certainly would not be ADA compliant and probably would not be set back far enough from the street.

Jason requested that Jack send him the link so CATS can look at the comments and investigate. CATS does have to make sure that things are ADA compliant and to meet the setback requirements from NCDOT and a lot of regulations to follow.

Terry commented that Jack represents a frustration of Terry's for well over a decade and with three previous executive officers for CATS about how to create a better pedestrian interface. Terry is continually frustrated at the lack of movement and considerations for bus stops and the integrations of these types of complaints from the community and the bus stop committee for immediate response and improvements. Especially after looking at this years budget and seeing over \$2 million dollars allocated to Envision My Ride again and Terry is just not seeing the improvements to embrace public transit as the city returns to a COVID lifestyle that is successful, economically viable and important for the community.

Operation Planning Report

Pamela started off the operation planning report going to continue bus priority outreach and will start happening again March 3rd and Pamela will make sure to send out that information and will bring back information at the next TSAC meeting.

Bruce commented that the event on March 3rd will be in-person at the Transit Center and CATS will be holding virtual events. It will be an online open house that will be holding for this round of engagement but then also as needed online virtual events.

Antonette commented that there still needs to be a bus from Sugar Creek and

Reagan down to Graham Street. Even more so because there is more development.

Jason responded that part of Bruce's upcoming presentation and CATS has looked at adding that as high frequency kind of service between those two destinations. Working towards understanding that and trying to make sure there are vehicles and operators to make sure CATS can do what CATS needs to do but looking for places for expansions. It is on CATS radar and is on the list.

Action Items:

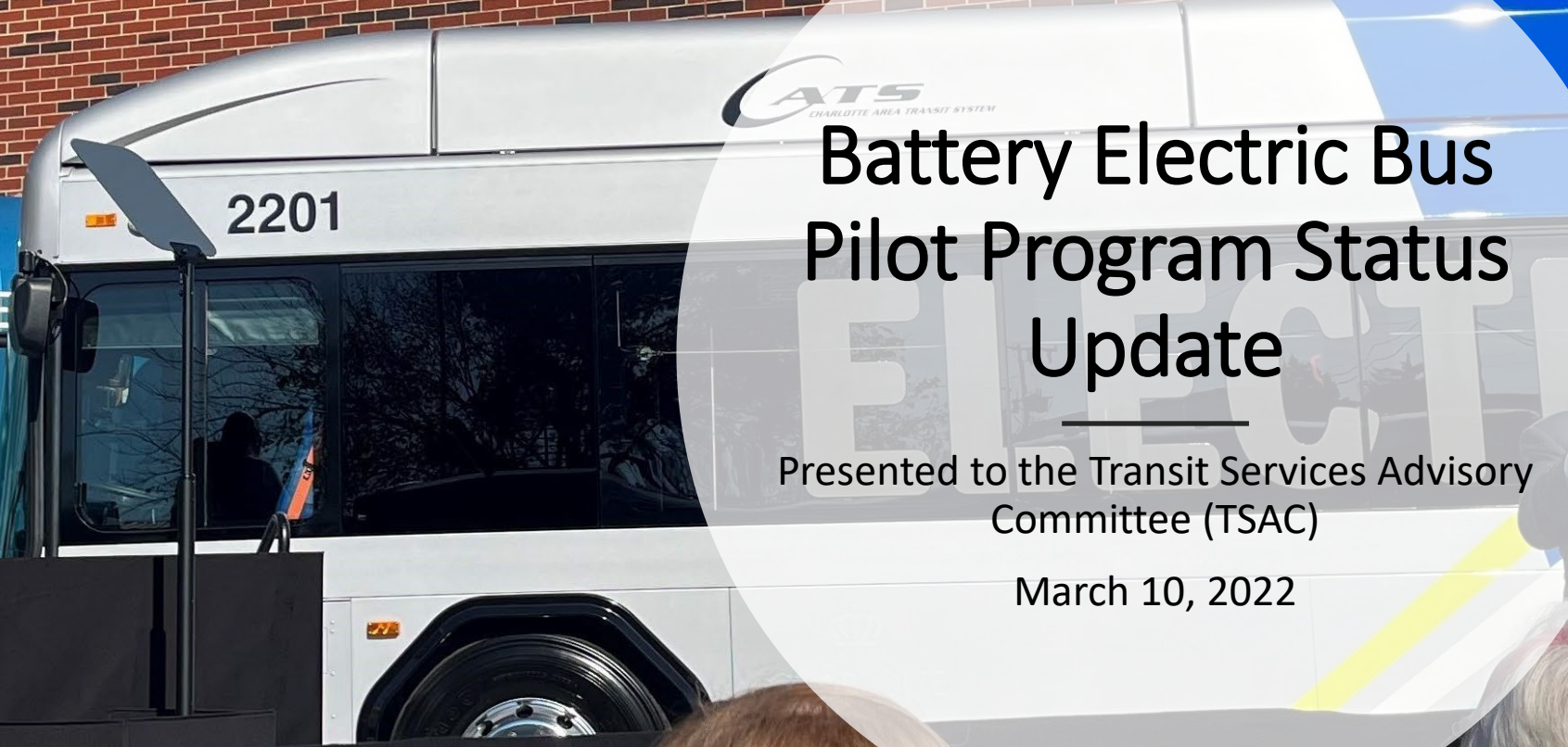
Person Responsible	Action Item
Blanche	5-year replacement cycle – How many buses 63 or 73?
Jason	Acquisition for the Arboretum Park and Ride – Provide a more detailed response on what happened.
Jason	Benches – Look at comments that Jack provided and investigate if benches are being placed at bus stops that were not placed by CATS.

The meeting was concluded and adjourned at 5:30 p.m.

NEXT MEETING: THURSDAY MARCH 10, 2022



BATTERY ELECTRIC ZERO EMISSION



Battery Electric Bus Pilot Program Status Update

Presented to the Transit Services Advisory
Committee (TSAC)

March 10, 2022

Overview

- Introduction and key basics of the Battery Electric Bus (BEB) Pilot Program/P3 with eTrans Energy
- Program status
- Next steps – key dates

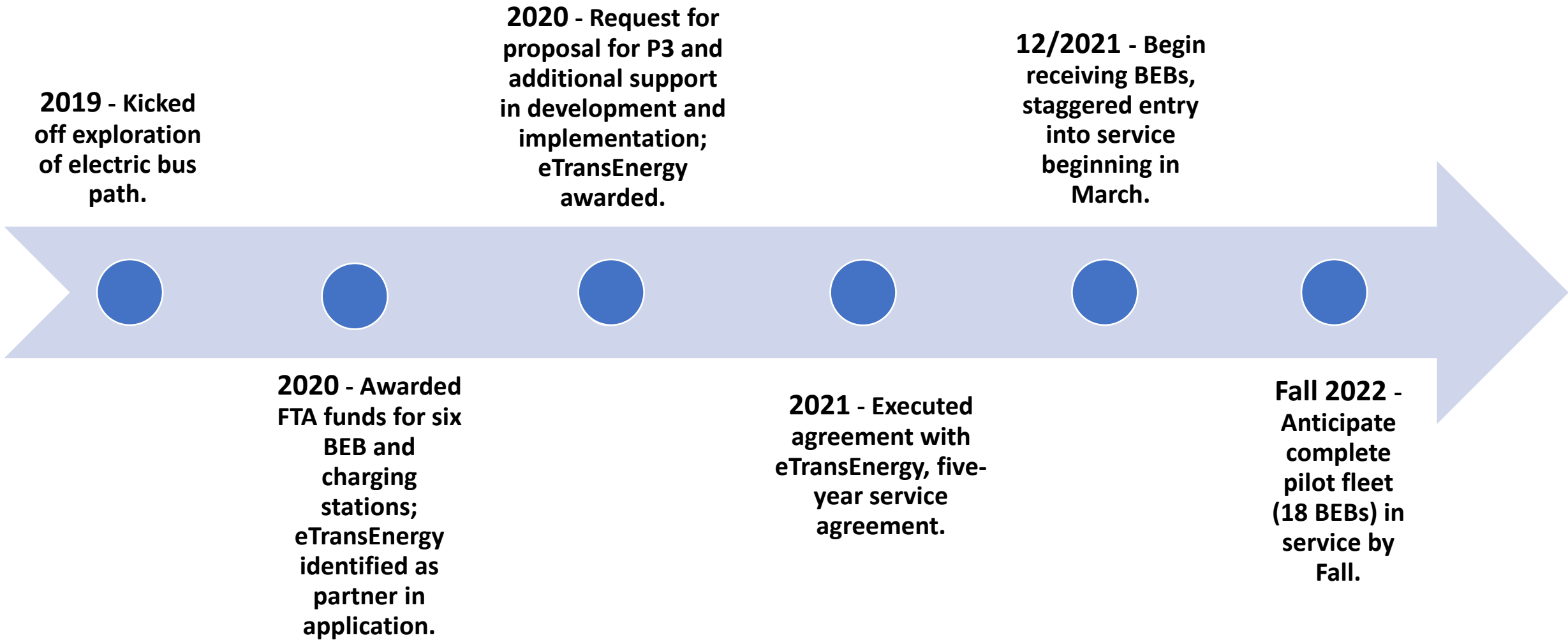
Re-introduction

- Kicked off our first battery electric bus pilot program, public-private partnership between CATS and eTransEnergy, to pilot performance of BEB vehicles and charging infrastructure.
- Pilot program will allow CATS to collect data and assess vehicle performance while operating across the transit system in preparation for future phases.
- Pilot supports our Strategic Energy Action Plan (SEAP) which strives to have city fleet and facilities be fueled by 100 percent zero-carbon sources by 2030 and sets a community-wide goal for Charlotte to become a low carbon city by 2050.
- Buses will arrive in a staggered capacity with all 18 estimated to be on site by Fall 2022.



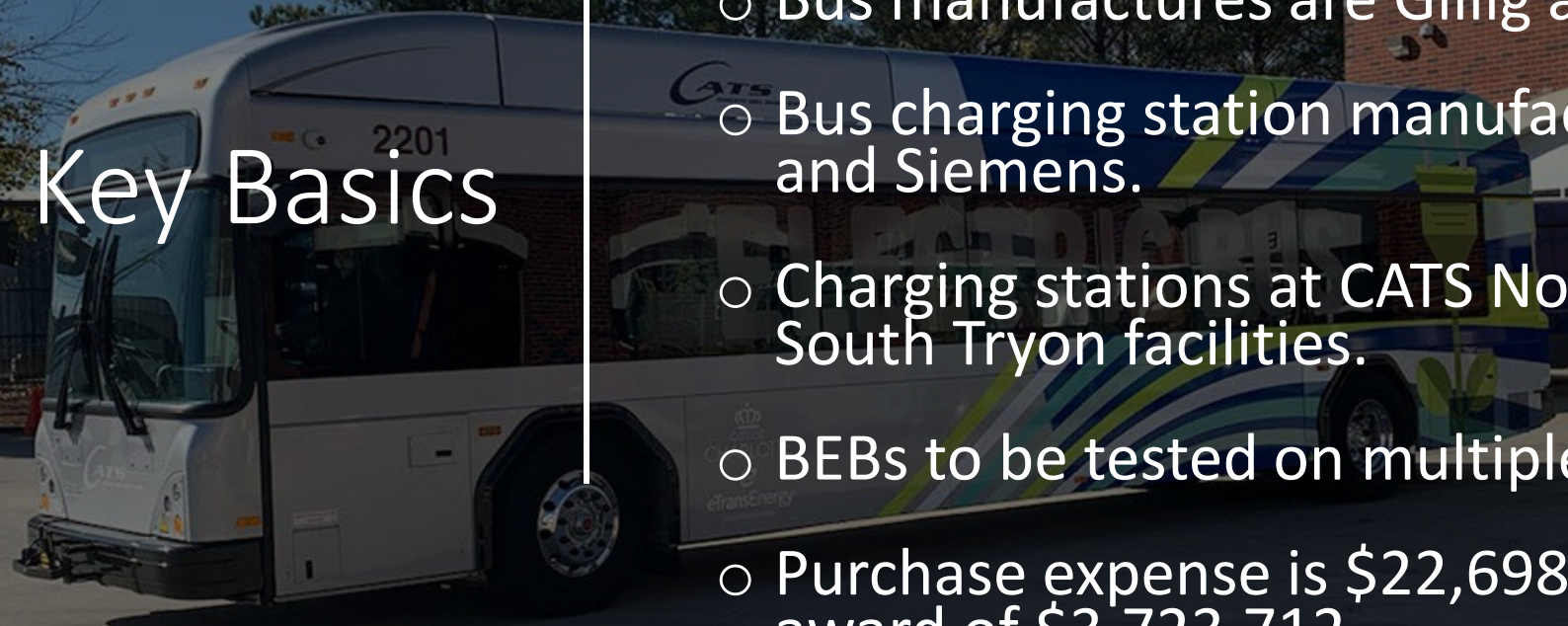
First ten BEBs are on site with an in-revenue service estimate of first two BEBs in March.

Timeline



Key Basics

- 12 to 18-month pilot with 18 BEBs and charging infrastructure; two bus manufacturers, two bus charging station manufacturers.
 - Bus manufactures are Gillig and New Flyer.
 - Bus charging station manufacturers are ABB and Siemens.
 - Charging stations at CATS North Davidson and South Tryon facilities.
 - BEBs to be tested on multiple routes.
 - Purchase expense is \$22,698,773; Low No grant award of \$3,723,712.



Program Status

- Charging infrastructure at CATS South Tryon and North Davidson locations is currently in commissioning.
- Routes for initial revenue service are South Tryon Route 16 and Wilkinson Blvd./Sprinter Route 5, an identified Corridor of Opportunity.
- The pilot program will commence upon equal number of BEBs in revenue service which is estimated for **March/early April** pending unforeseen delays.

Next steps | Key dates

Short view:

- March 2022 –
 - BEB Ceremony
 - Two Gillig BEBs in revenue service.
- April 2022 – Additional New Flyer BEBs in revenue service with Gillig BEBs; pilot program begins.
- Fall 2022 – Full 18 BEB fleet in revenue service.

Long view:

- Continued development of a Zero Emission Bus Transition Plan inclusive of the data capture and learnings from this BEB pilot – planning for 2030 and beyond.
- Analysis and adjustment of bus replacement budget; to be reviewed.

Thank you



Presented to the
Transit Services Advisory Committee
March 10, 2022



Schedule Adjustments

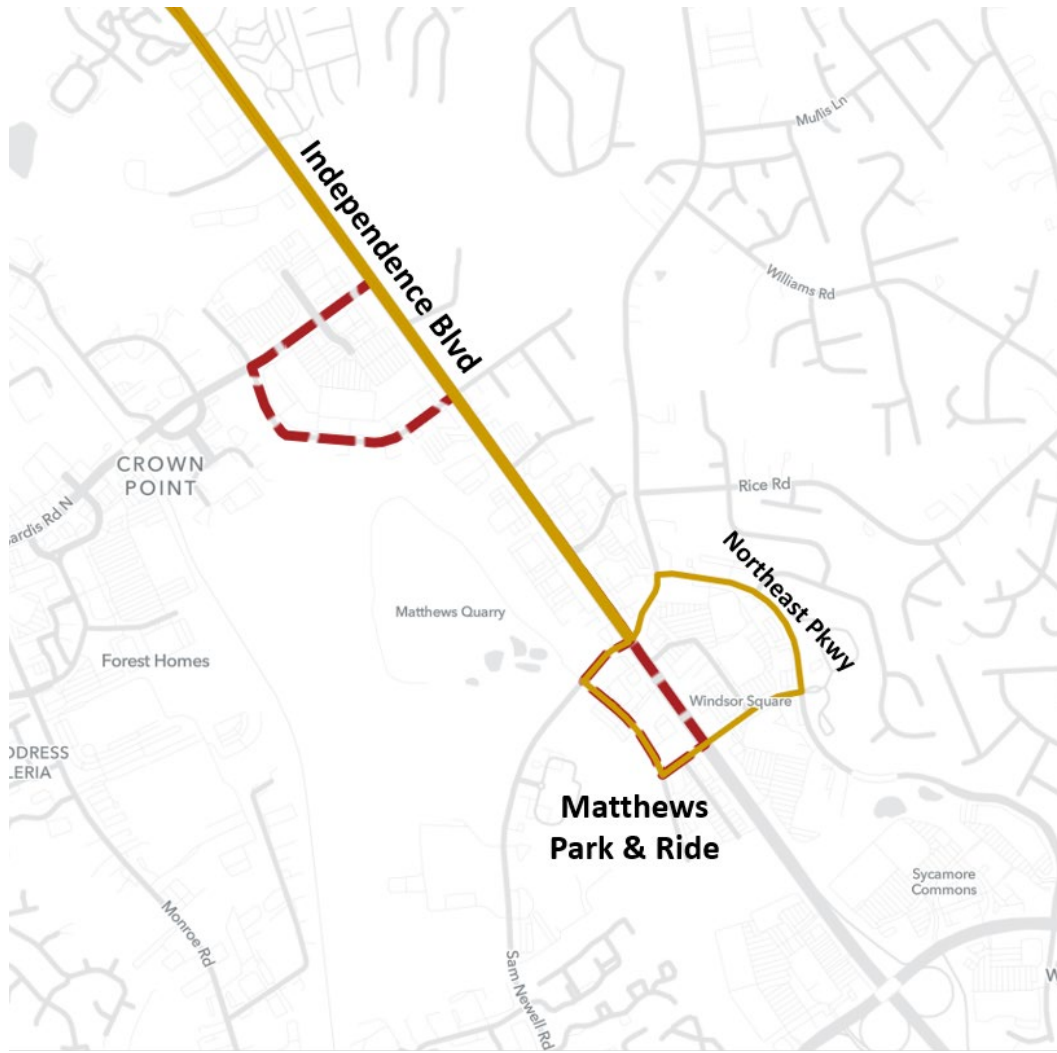
- 1 Mt Holly Rd
- 10 West Blvd
- 12 South Blvd
- 51 Pineville Matthews Road
- 57 Archdale/South Park
- 64X Independence Blvd
- 82X Rock Hill Express

Route Adjustment

- 17 Commonwealth



Route 17 Commonwealth



- Safety concern for bus stop currently located along Independence Blvd Safety reasons
- Maintains access to Windsor Square

Major Service Changes

- 41X Steele Creek Express
- 65X Independence Express

Bus Stop Adjustments

- 41X Steele Creek
- 61X Arboretum Express

Route Restoration

- 41X Steele Creek Express
- 61X Arboretum Express
- 88X Mountain Island Express



Proposed Bus Service

Bus Routes Under Discussion

- 10 West Blvd
- 34 Freedom Drive
- 60 Tyvola Road
- 211 Hidden Valley
- 221 E. Harris Blvd- Idlewild Rd



Frequency Improvements (Weekdays):

15 minute Frequency

64X Independence Express

30-minute (Previously 45 minute service):

12 South Boulevard, 18 Paw Creek, 24 Woodlawn,
26 Oaklawn, 39 Eastway

40-minute (Previously 60-minute service):

20 Queens Road, 57 Archdale

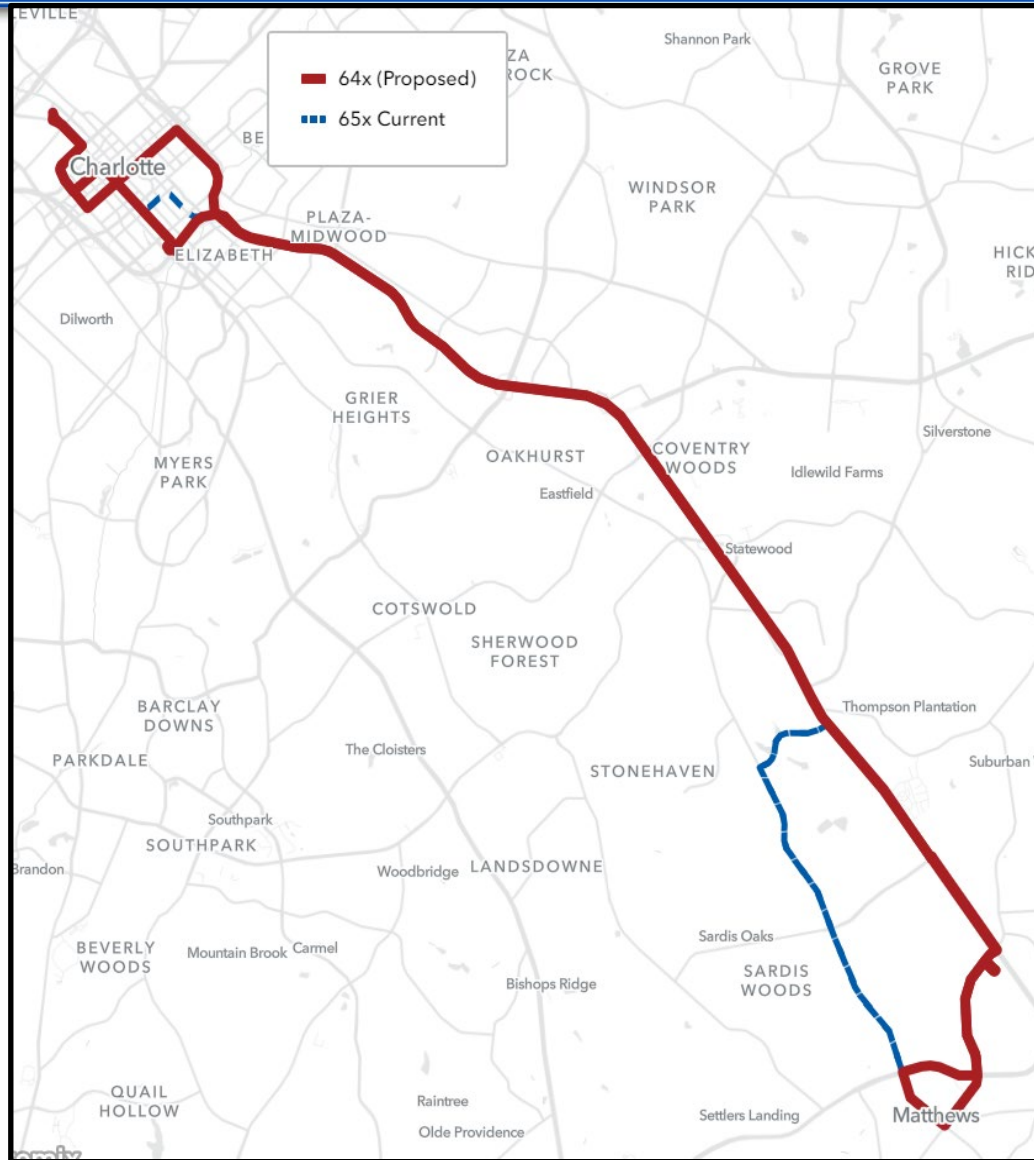


Route 64x/65x (Major)

- Consolidates 64X/65X
- 64X currently serves downtown Matthews
- Route 27 maintains coverage along Monroe Rd

Travel time impact (one way from Matthews):

- Current route: 49-minutes (Route 65X)
- Proposed route: 42-minutes (Route 64X)



Route 41x (Major)

- Serves Tryon between Rivergate/Steele Creek and I-485
- Service along Tryon maintained by Route 16

Travel time impact (one way):

- Current route: 58-minutes
- Proposed route: 52-minutes

