



TRANSIT SERVICES ADVISORY COMMITTEE AGENDA
Charlotte-Mecklenburg Government Center
CH-14 and [Join TSAC Meeting via Zoom here.](#)
September 8, 2022
4:00- 5:30 pm

- | | |
|--|---------------------------|
| I. Call to Order
Approval of June Summary | Chair Krissy Oechslin |
| II. Public Comment | |
| III. Information Item: | |
| A. CTC Redevelopment Update | Jason Lawrence/John Lewis |
| B. August 15, 2022 Service Change/ Microtransit Update | Jason Lawrence |
| C. CATS Customer Service Response Process | Jessica Lanier |
| IV. Chair Report | Krissy Oechslin |
| Service Issues | All |
| Operation Planning Report | Pamela White |

NEXT MONTH'S TSAC MEETING IS OCTOBER 13, 2022

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, August 11, 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
David Snyder, Cornelius
Sherri Thompson, Charlotte
Linda Webb, Charlotte

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

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 July 2022 Meeting Summary

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

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

Jessica commented on the recent cuts in bus trips to different routes and to address the bigger issue pay for bus drivers. Treating bus drivers better and bus drivers need to be protected from those who refuse to vaccinate and those who carry guns legally and illegally. Drivers need to know the city has drivers backs. City is investing in CATS in the upcoming year and the money needs to go to the people who keep the city running. Need to ensure people have a way to get to work. By cutting bus trips in high traffic areas, it is causing problems to those who

don't have the ability to drive into work or zoom into the office. By bringing more bus routes to the city, by paying workers better, by transferring to electric vehicles, it is making a statement to other cities that Charlotte cares about citizen's health, livelihood, and safety. Can't have City Council members speaking about increasing transportation and have the transit committee cut bus services almost immediately after the election.

Mayha Khanna is a citizen of Charlotte and feels public transportation is a vital part of growth for City of Charlotte. Want to be proud of being citizens of Charlotte and proud of the growth that this community represents. Charlotte isn't a very sustainably built city and haven't made it easy to live sustainably in Charlotte. She feels increasing protection of bus drivers and protection of bus routes really increases the way to protect the earth as well as citizens of Charlotte. Vocalize the fact that first and foremost the priority should be the people. The minority is that these buses do protect and that they fund. All recognize the importance of public transportation as it plays a role into the earth and how the citizens can do things to help that.

Young adults are shaping the city. Speaking about issues speaking it from a young adult's perspective. Care about the future and hopes that the city highlights that perspective because often it is not heard in local government.

III. Information Items:

A. Temporary Service Modification Outreach Outdate

Jason Lawrence gave an update on the temporary service modification and the outreach that CATS has been doing. There are reasons why CATS had to modify schedules to improve reliability of CATS services. CATS is not alone in this issue right now facing the country across the country in the world. Operator shortages are impacting transit agencies ability to deliver services. It certainly has impacted Charlotte. A few examples Portland, Atlanta, and Austin, Texas where have been unable to deliver service due to operator shortages. In Raleigh, some routes are going from 15 minutes to 30 minutes and in some 30 minutes to 60 minutes. CATS took an approach to maintain 30-60 minute routes and to not impact those. Did look at some of the 10 and 15 minute route of services adding additional time. Improve reliability at a space where the inability to have operators enough each day due to absences and vacancies does impact ability to deliver services. CATS has had to cancel some trips in order to do. How CATS gets out of it is CATS need to stabilize the system so people can reliably depend on CATS services each and every day.

Jason went over some of the other strategies to improve reliability. Another strategy is to increase oversight of contractor through contractual mechanisms and encouraging and asking for more hiring retention strategies, developing temporary modifications to increase reliability. It is impacting rail service with operator shortages on that side.

To get to a point of reliability CATS is adjusting schedules on 14 local and express routes. Some minor adjustments on late night and early morning trips on 4 routes. No service adjustments on 80% of routes. Does save around 45-50 operators each and every day. Averaging around 24 operators down and does impact CATS ability for service. Give CATS enough cushion in this time to help get through this and will provide the public with a reliable schedule.

The methodology to modify services looked at ridership of every trip of every route to understand the loads looking at loads of 20 or 30 per trip and determine that some routes could modify and not adversely impact the ridership each and every day. On some of the last night trips, route 1 for example after 11:00pm have 5-8 boardings per trip at 30 minute frequency so CATS felt going to 60 minutes CATS could still accommodate the ridership that is there. Hopefully this is only at a temporary bases and can add operators as the situation improves. Jason gave another example of route 8 looked at primarily most of the trips throughout the day are less than 20 people on that route so adjusting that slightly.

The rail service modifications take place on August 13th on Saturday versus the Monday. The change is going from 15 minutes from 5:00pm-8:30pm will now go 20 minutes during that same time period. After 8:30pm routes will be at 30 minute routes which CATS is already at today. The changes that CATS has made for the 11 local routes for the most part shifting routes for example the #9 from 10 minutes to 15 minutes between that 6:00am-7:00am time period. Some routes that are at 15 and 20 minutes during that same time period are going to go to 30 minutes. This does enable CATS to maintain that frequency on all those 80% of the routes that are 30 and 60 minutes. CATS is able to see through the ridership analysis opportunities to maintain some frequency particularly in the peak direction. #9 for example in the afternoon CATS saw there was a greater need for frequency, so CATS added frequency back to that 10 minute level from 3:30pm-5:30pm. There were some other instances route 5 noticed from 1:30pm-3:30pm there was a greater need so went to 20 minutes during that time period. Take that ridership based approach throughout this time period to better understand where to add service back.

Jason went over some additional temporary service modifications. 1, 4, 11 and 12 made some modifications for very late night and very early morning trips. Note that the route 60 is the route that serves the light rail station at Tyvola does serve the airport and the VA Hospital through this analysis CATS was able to find some savings to increase service for VA trips. Typically go there 30 minutes throughout most of the day from 3:00pm-6:00pm at every 60 minutes and through some requests from customers, CATS has now made 30 minutes between 3:00pm-6:00pm.

Most express routes are roughly three trips in the morning and three trips in the afternoon except for the northern town expresses have a fairly robust service roughly 20 minutes in the morning and afternoon peak times. Through the same

ridership analysis CATS felt that could reduce some trips 2 in the morning 1 in the afternoon but still maintain 20 minute frequency during the main peak periods 6:30am-8:30am and 4:00pm-5:30pm. CATS has been out at the park and rides the last couple of weeks talking directly with customers to show this and what CATS has heard from customer feedback want to roll into services potentially looking at ways to maybe have a midday trip or an earlier afternoon trip. Heard from customers that customers are doing more flex service and don't work the whole day since working a flex schedule and might need a 1:00pm or a 3:00pm trip versus a 7:00pm trip. Folding that into the analysis as CATS looks to bring back service.

Jason shared the outreach and communication that CATS is doing. CATS was in front of TSAC last time to take action on the methodology to make the changes. Went to MTC at MTC's July meeting and MTC adopted the temporary service modifications. CATS communicated that to the public. Doing more improved communication through the CATS-Pass app. Some very early mornings for staff being up at that park and rides at 5:30 in the morning to catch people. Had over 500 people that CATS communicated with. Held two virtual meetings with 89 views during that period. CATS is going to be out at the park and rides on the day of the change and at CTC to communicate the change on the 15th.

Jason gave an update on the CATS-Pass. Go to CATS-Pass today a person can see if a trip is unable to be met due to operator shortages there is a line drawn through it and will show cancelled. It can work the other way. As trips are uncancelled as operator situations improve, CATS can go in and communicate that the trip is active again. With the changes that are being made Monday hopefully gets CATS to the point of not cancelling trips. This is a very live evolving situation and continue to update on that. Working with app developer to include rideshare companies and on demand services. In the trip planning function able to plan trip with a LFYT or another rideshare company or in the future potentially an on demand service. Still working out how to come together. Providing a more comprehensive update at MTC at the end of this month.

Path forward implement changes on the 13th and the 15th. Based on that trip level ridership analysis provides consistent reliable schedule to plan travel service. Help stabilize the system. As operator availability improves seek to add frequency back. Working with CATS-Pass app developer. Evaluating Envision My Ride Bus Priority Microtransit zones fast track for on demand service in near future.

Walt commented that last month Jason mentioned that the normal bus operator absences around 37 planned for operators planned for and then tweet every day it was 80 or 90. Is that the difference you are talking about the 37 and the 90?

Jason responded that CATS plans everyday plan for spare operators call that extra board. Have a number of absences 50 or 60 in times past CATS extra board was able to cover that so CATS would have enough people to call in to cover that. The difference now is if 120 absences and extra board can only handle 80 of those and

the difference would be what creates the missed trips. By reducing the need CATS has each day should help stabilize that.

Jarrett asked if CATS is looking at pop up shop within the transit center for routes that cover more working class areas or those for the weekend and routes that don't connect to the transit center?

Jason responded that the routes CATS changed for this schedule change begin and end at the transit center. Focused changes on those and the park and rides. The route 55 CATS did not modify through this, and the schedule is remaining the same. Jason thinks doing additional pop ups is a great way to communicate directly with customers. People are making more than 2 transfers to complete trip. The hope with focusing there are able to capture them.

David asked about the express route that is being cancelled twice in the morning and once in the afternoon. In the afternoon is the 5:45pm going to be cancelled or 6:00pm or 6:07pm and then the 6:30pm will remain or is the last bus out 5:30pm.

Pamela responded that the times that were adjusted so that those times were close to some of the times that the services were already operating. Customers would still be able to utilize the services within 20 minute timeframes.

Sherri asked how often CATS is going to revisit this to see if the changes could be changed back?

Jason responded that this ridership analysis approach was very useful for CATS to really understand where the service is needed and bring back updates at next meeting on how the changes are looking as far as the cancelled trips. The driver for it is going to be the availability of operators. That is really going to drive the conversation around when service comes back.

Sam commented that there is a little bit of a silver lining to realignment haven't been able to dive into through ridership to make fine tune adjustment to best serve as many people as CATS can to make a better system.

Jason responded that CATS goal is to have as reliable system as possible.

Jarrett asked if there are any updates on operator job offers given?

Reggie responded that CATS has a class that will be graduating next week. Class of 19 started this morning and another class starting tomorrow. Hiring event next week at the Sugar Creek Station.

Allen commented the success rate of classes is not always 1,000%. Also, CATS wants to be careful about bringing service back too quickly because a lot of times people like the job for maybe 30 days and find out after 30 days that it might not be something want to do. Once CATS can get to a level of 90% of manpower

resources CATS can look at revisiting the schedule. CATS wants to give customers reliability and if CATS doesn't have the resources for reliability that is why CATS is scaling back. Need that kind of number.

Jarrett commented making sure contracts are the best for our drivers. Making sure it is an employer of choice. Do well when it comes to hiring drivers but also the retention part of it.

Allen responded as far as the bus network goes CATS contracts that service out to a service provider. Operators work for the service provider. Not city employees.

Krissy commented on putting up the information on bus stops of the modified routes. Not part of the outreach plan?

Jason responded that at the transit center CATS has been posting where people get on and off at the bays and have put laminated posters up.

Brandon commented also working with community relations.

Krissy asked if the signs at CTC went up today.

Jason responded met with public and commission officers from each town to help get the word out.

B. CATS Origin – Destination Study

Lavernia Boyd started off the presentation by explaining why the destination study was conducted. It is a requirement by the FTA for the Full Funding Grant Agreement. There is a before and after part that talks about different areas of the project. The before part looks at transit travel patterns and ridership conditions prior to the system being built. For CATS, the before part happened in 2013. CATS is now in the after part of the OD study and will be done this fall. Typically, the after study would be conducted two years after project opens. Project went into revenue service in 2018 and two years later COVID happened. The project team decided to push the survey back until it was a more viable time to get better information about CATS system.

The data collected from the Origin-Destination Study will improve the regional travel demand model which is used to predict ridership for capital and operating improvements. It helps CATS when updating long range plan like the 2030 Corridor System Plan. Use it for service improvements like schedule change. CATS has an additional piece which is the Fare Capping Pilot Program that CATS wants to institute. Some of the questions in the Origin-Destination Study will use to analyze the value of that program.

The Origin-Destination Study involves the on-board sampling of CATS riders. Want to see how the riders are using CATS system. Determine trip purpose and

want to know where customers are getting on and off. Want to know if customers are walking, biking, or driving to a rail station or bus station. This particular survey is about travel patterns and use. This is going to help CATS better plan for transit needs. This survey is about reviewing the travel patterns.

In 2019, CATS went through a competitive RFP process and evaluated vendors based on qualifications, experience and approach, cost effectiveness and value to CATS for the service. Through that process, CATS identified ETC Institute. ETC is nationally known for work done on origin-destination studies. Going to be using a staffing firm ANIK International to get surveyors ready to administer the survey. The surveyors will wear vests and badges that will identify them as being part of 2022 Origin-Destination Study.

The survey itself comes in various parts. There is the pilot, there is the on to off, full survey, tour base part and park and ride counts. The pilot is where a few selected routes and test the survey instrument. The selected routes are the 7, 9,16, 27,10, Blue Line and Gold Line. On to off survey the riders will receive a plastic card, scan it and when the riders exit the vehicle the riders will turn it in and scan it again. This gathers information about where the riders boarded, what time, when the rider exited the vehicle what time, location, and direction of travel. All this information will be stored and able to analyze.

The Full Survey there could be a survey team that is one, two or more surveyors that will board the bus and begin to administer the survey and have tablets. Customers are randomly approached. Use an automatic number generator and approach the selected customer. Survey questions are broken out in various pieces. First collect information and then it is the origin and destination. Then it is broken down into what pass type the rider has and frequency of use and how pass was purchased. Then there is the demographic parts of the questionnaire to help identify what is the makeup of riders. The survey takes about five minutes to complete. If the person doesn't have time to take survey, surveyor would collect the information and the person could opt to take it online or it can be emailed. If a person has five minutes, then the surveyor will verbally administer the survey with the tablet. Entered into a drawing for a monthly pass and will be administered by ETC.

Tour based survey is an additional piece of the survey and requires the customer to provide travel details over one full day of travel. It will help CATS improve regional travel demand model for ridership.

Next piece is the Park and rides. It will be interesting to see how CATS park and ride lots are being used. CATS doesn't know how the park and ride lots are being used. Some people may park at the park and ride lot and carpool, or some people park at the park and ride lots and might be going somewhere closer nearby. CATS doesn't know that part of the park and ride lots and the survey will provide that information.

Lavernia went over the survey schedule. The pilot piece will begin Saturday August 13th on the selected routes mentioned. Over the course of August, October and the first week of November will conduct the rest. There are portions will there will be no surveying or limited over the holidays since ridership is different during the holidays.

CATS does have a customer riders alert as well as anyone that is part of the notify me will receive it and CATS will have internal communications. CATS Bus Operations, Rail, Safety and Security will receive information and notify staff of the survey work. CATS provided customer service with a fact sheet that if customer service receives calls from have information readily available. The survey staff that is completing the survey are trained by CATS Safety and Security team. Any consultants or workers performing work on CATS system are trained by Safety and Security. Under no circumstances the surveyors will be interrupting the flow of service.

Walt commented that it is his impression that this is because of the extension of the Blue Line. So that is the reason CATS is kicking this off and CATS is monitoring the 27 that has nothing to do with the Blue Line since it goes from Matthews to downtown. What does the 27 have to do with the Blue Line?

Lavernia responded the origin-destination study is because of the federal full funding grant agreement CATS has because of the LYNX Blue Line system. In surveying the system, then CATS sees the impact of ridership. The other data collected from it determines the regional travel demand model and helps CATS to plan for long range term planning and then the county wide planning. Yes, it is because of the Blue Line Extension as a requirement of FTA but then there is an opportunity to survey the system so CATS can evaluate the system. Right now, is the perfect time to survey the system because CATS needs to find the new normal. Need to see now how the transit system operates and how CATS can better operate the system.

Jarrett commented that CATS is looking at park and ride lots. Are that any questions as far as a rider drove to the park and ride lot to take the Blue Line or how far did the rider drive.

Lavernia responded that there is an interview portion park and ride lot count. This is a really important thing because CATS wants to know how the park and ride lots are being used.

Krissy asked if the interviewers are bilingual Spanish/English or any other languages?

Lavernia responded that it is on the tablet to select a different language. Can administer it verbally and mark the questions for them or can hand them the tablet.

Krissy asked about what personal information the surveyors are getting from the

riders. If you get someone on the Blue Line that doesn't pay and if someone is concerned of getting busted how does that work and enforcement.

Lavernia responded that all information is confidential in the survey and is not shared with a third party or anything like that. The surveyors are trained for proper etiquette. The surveyors are strictly there to collect survey information and interested in how people are using the system.

Krissy asked if someone is able to take survey without giving a name.

Lavernia responded that a person could still take the survey without giving a name.

C. Advancing CATS 2030 Plan

Jason Lawrence followed up from Lavernia's presentation and the importance of the analysis and data collected. Did it with the original Blue Line and Blue Line Extension. A lot has changed since 2013 and what the world looks like today. The works she is leading is going to be critical for the advancing the 2030 Transit System Plan.

The 2030 Transit System Plan five corridors implemented in key quarters throughout the city Blue Line and Blue Line Extension. During the system update in 2019 added an extension to Pineville/Ballantyne area confirmed the LYNX Silver Line alignment. It has been refined a couple of times since then. Now stretches from Gaston County to Belmont through uptown airport all the way to Union County. Gold Line is four miles complete with six miles to go and updating that now currently at 30% design and updating environmental documents and updating design on the Gold Line. Still have the North Corridor I-77 BRT potential but also 2017 timeframe talked about the need to continue conversations with Norfolk Southern and if there was ever an opportunity for that. Still in a holding pattern until there is some conversation with them to allow to truly advance the project.

The 2030 Transit System Plan is the foundation of what could become a regional system. Talked about the CONNECT Beyond that 12 county 2 state regional vision that was endorsed by Metropolitan Transit Commission last October. It has also been endorsed by North Carolina Metropolitan Planning Organization and incorporated into the long range plans. If fully implemented, the 2030 Plan would serve as the foundation for the extension of future rapid transit services as each county and each geography decides it's time for them to have conversations.

Jason gave the long history of the efforts to advance the LYNX Red Line. Part of the original corridor within the 2025 Transit Land Use Plan. Always commuter rail then and has been commuter rail throughout the years. Got the project to roughly 30% design in 2009. The Red Line Task Force was pulled together to think through potential funding strategies to advance the project. In 2012 there was a change Norfolk Southern Passenger Rail Policy that would not allow passenger services along any of their corridors old line that runs through the towns of

Huntersville, Davidson, Cornelius, and Mooresville. Put CATS in a position to rethink the corridor. The 2019 effort was focused on here where at with Red Line and is it time to think about new options or as an opportunity to say this is the project want to move forward.

There was an adopted strategy to say that to look at the opportunities BRT on the 77 but keep the line on the map as an opportunity for future commuter rail services. The vision of the LYNX Red Line corridor does satisfy many of the goals of the towns. The projects does fulfill a lot of land use goals part of the vision transit land use plan back in 1998. It does serve the Charlotte Gateway Station and that connection is so critical to all the entertainments around there and where it would connect to future services to the airport at the LYNX Silver Line and Amtrack and bus services.

With the Red Line in its current state, it is not able to take advantage of a generational opportunity in transportation funding coming to transit with the infrastructure investment in jobs that was passed by Congress. To take fully advantage of those opportunities projects have to be updated environmental clearances passed and ready to go into project development to take full advantage of that.

Communicate there are new vehicle technologies. In 1998, talking about diesel multiple units and diesel engines. The electrification talking about on the bus side has transformed some of the commuter rail industry that could be opportunities to look at some of those opportunities on the vehicle side for commuter rail if CATS is on the opportunity to update the project.

A lot has changed in the corridor over the past 20 years. Where CATS had planned to put park and riders are they still in the right place. Are there development opportunities to look at to incorporate with? The track would need to be evaluated again looking at how that has changed over time. Things like the Camp North End didn't exist 20 years ago. The need to look at new access into uptown Charlotte to access Gateway Station. Next step is to request a future action to update LYNX Rail Line 30% design.

Sam commented on the idea of building new track parallel to Norfolk Southern track. Going to be looking at that again?

Jason responded the requested action is to update 30% design which is utilizing the tracks that are there today and updating them and updating the corridors at commuter rail speeds. Did evaluate during the LYNX system update back in 2019 and 2018 additional alternatives that ran parallel to Norfolk Southern Corridor. Also looked at highway 21 at that time the recommendation was to maintain division of utilizing the commuter rail tracks. Parallel alignment would have to be outside of the Northern Southern right of way which is 50 feet from either side so 100 feet across and inside of that is highway 115. A new corridor would have to take a lot of right of way considerations into play if that would be reality.

Recommendation was to move forward with the existing corridor.

Sam wanted to know if Jason could provide any comments on Norfolk Southern attitude towards the Red Line in the past year or two.

Jason responded that what CATS knows now is Norfolk Southern's current policy which does not allow commuter rail along the southern corridor with operations.

Sam asked if Norfolk Southern has not announced any leeway on that at all in the past couple of years.

Jason responded that his latest information is current passenger rail policy.

Sam asked if CATS is still meeting with Norfolk Southern from time to time.

Jason responded that CATS meets with Norfolk Southern on a range of different topics. The Silver Line does cross the corridor and so there is engagement with them. The city as a whole has projects that cross their corridor but in the context of Red Line that project is currently not being evaluated or studied.

Krissy understands the advancing of design so that it would be more ready to go if Norfolk Southern sees the light. Is this sort of standard in transit industry to advance design on using tracks you can't use. Are there other cities facing similar problems where they would like to build something on tracks that other railways will not let them use?

Jason responded that any big project like this is going to require federal funding. Entering in that process with some level of risk. Need local money, federal money, have to go into it with a certain level of understanding that is the process. Do know that if not ready when the opportunities do come up then you are that much further back.

D. New CATS Employees

Jason was excited to share good news on the planning side and the organizational change within CATS to define a more dedicated planning group. CATS has been able to add additional staff. Brian Horton was here a few years ago and has come back to run strategic planning group. Jason introduced Carlos Parada as joining Brian's team. Jason has another team member that will be focusing on bus stop work and will be introduced at the next meeting.

IV. Chair Report

Krissy reported on the last MTC meeting and John Lewis went into deep dive on the bus operator shortage. There were two representatives from the contractor that employs the bus drivers RATP Dev. Talked about the organizational structure and how that works. Talking about the challenges and the progress that RATP Dev

is trying to make. There was a lot of discussion from pretty much all the members of MTC asking questions and good conversation about what can be done. Suggestions from all the different Mayors on MTC. Jason gave the 2030 System Plan presentation. Mayor Lyles did say that she hopes TSAC can think about how to sort of in general get more feedback from essential riders. The origin-destination study is good timing.

Krissy wanted to talk about how TSAC is going to have hybrid meetings possibly going forward since TSAC was ok to do it today but then the State of Emergency expires on August 15th. Have to vote on whether to have hybrid meetings is Krissy's understanding.

Brad with legal commented that the governor's order that provides legal authority for the City to have remote meetings is set to expire August 15th. If the meeting were to have remote participation that remote participation would be part of a quorum or vote for an action item, it is possible it could be invalidated because it would be in violation of the open meeting laws. The governor's order specifically provided there was authority for remote participation that means that the default position that there wasn't authority to do so. MTC has rules and procedure. The Transit Service Advisory Committee is a committee of MTC, and the rules and procedure applies to TSAC. At the next MTC meeting intend to plan to talk about as terms of what remote participation can be done and still be in compliance with state law. Set to meet in person going forward but to the extent that can provide remote participation certainly open to do that but have to be careful not to violate state law to have a meeting that would take action. The risk of doing remote participate is do an action and be invalidated. Brad gave the recommendation of being in person for the next meeting be in person and the MTC will probably consider this issue and that is an MTC decision if they want to modify the rules and procedures to promote this. Best to have that discussion with MTC.

Krissy commented whatever the MTC decides if the MTC want to change policy to allow a hybrid meeting TSAC would follow that. TSAC can't make their own decision about what TSAC it going to do. TSAC will wait for MTC to make a decision and follow that. Krissy asked hypothetically speaking if MTC decides no hybrid option then TSAC would not be able to have a hybrid option.

Brad responded that the question then would be what are the actions of TSAC. If making a recommendation maybe that is not as critical as if MTC is taking action. If there is a vote that has to be done if there is a resolution that has to speak for that body don't want to take the risk of having that invalidated. If it is a recommendation, Brad feels that is a question to look at more closely. It is also possible that the statute that permits electronic meetings may be permit TSAC to do that. Probably discuss that at the next MTC meeting. Is MTC okay treating that differently than the main body itself.

Jarrett had a question as far as the public comment portion. The public can't vote on MTC or TSAC. There are some members of the public that may want to voice

concern or want to be able to ask questions comment on something relation to CATS but from an accessibility standpoint can't or may not be able to get to the government center. What is the protocol for public speakers for TSAC and if that could have a hybrid option?

Brad responded that there is opportunity for public comment through the remote option.

Sherri feels that TSAC should be able to make a comment or statement to MTC especially with Mecklenburg being in red. When level does change that TSAC could go hybrid because TSAC does have people that can't attend meetings because of being in red and the safety of meeting in-person.

Service Issues

Walt took the light rail downtown last month, round trip, 5:00pm in afternoon. Machines are slow and Walt got charged twice. Vast majority of people were not purchasing tickets. Machines have serious issues. Maybe put a sign up sheet when the machines are not working really to call this number and the charge could be reversed. Walt doesn't want to have to call the credit card company not worth it, but it was a poor service experience.

Jarrett commented #9 route the stop at Central and Clement right at the cross of southwest development blocking the sign for the station. Hindering ability for customers to see QR code.

Jason responded look at improvements to that stop for the QR code to be visible.

Sherri commented on the shortages in bus drivers and also in customer service. How is CATS standing with Security Department and are there shortages there?

Allen responded that CATS doesn't have a representative from Safety and Security at the meeting today, but all divisions within CATS are experiencing shortages.

David commented people are frustrated with missed stops. There was a lady that was waiting to ride the 63X and she had got there a little before 5:00pm at College and 3rd. The 5:00pm bus never came, the 5:20ish never came. The 77X didn't come that David was waiting for. The buses finally showed up around 5:45pm. The lady showed David the website schedule she was looking at and the scheduled differed from the schedule on the CATS app. The 63 route she was showing David had different times.

David also commented on that now CATS is going to reduce some of the routes there are a lot more people riding on the buses. A lot of the express buses seats that are pushed forward. Wondering if the seats could be pulled back out since there are a lot more riders.

David has heard some requests for adding routes back to midday route for express.

He has also noticed on the inbound when it gets to 7th street stop at Discovery Place. There is a landscape strip between the sidewalk and the curb the landscape is basically mud when it rains. People are stepping off into the mud.

Allen asked for a date on the days people are experiencing missed trips. David responded that the missed trips occurred on August 4th.

Jason responded Pamela has been working with people from Marketing and Communications on a form that can be shared with TSAC members so that TSAC members can enter information that goes directly to CATS.

Jarrett commented on the agenda/minutes on the TSAC website have not been updated. Jarrett mentioned the bus shelter at Craven Thomas Road. It is a very nice station, and he was wondering what bus route might be serving for because the road is primarily for road traffic getting onto or off of 485 and is not easily accessible.

Jason responded that it might have been part of a city or a development project.

Operation Planning Report

Pamela mentioned that form that she is working on with Marketing Department. It is a form that can be done on a phone. It is going to be real time so CATS can get information immediately and look at before the meeting. Looking to have a demonstration of that in 2-3 weeks. Pamela mentioned the reduction in services because of manpower and Pamela wanted TSAC members to know that it has not stopped planning for the future.

Action Items:

Person Responsible	Action Item/Comments
Jason Lawrence and team	Cancelled trip improvements – update at next meeting on how the changes are looking as far as the cancelled trips.
Jason Lawrence and team	#9 route Central and Clement – QR Code not being visible
CATS Marketing and Communications	Website schedule vs. CATS Pass App schedule: schedules differ on website schedule and CATS Pass App (63X)
Jennifer and team	Missed trips - 63X and 77X - August 4 th 5:00pm, 5:20pm
Jason Lawrence and team	Express route bus seats – move the seats back to provide more seating
Jason Lawrence and team	Midday express route – adding routes back

Jason Lawrence and team	7th Street Stop (Inbound) – people are stepping off into mud when it rains
CATS Marketing and Communications	TSAC website – update website with agendas/meeting minutes

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

NEXT MEETING: THURSDAY September 8, 2022

Charlotte Area Transit System Temporary Service Modifications & Microtransit Update

Transit Services Advisory Committee

September 8, 2022



Service Modifications Timeline

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

Public Outreach

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



August 2-4
Public
Meetings:
Engagement
Totals

- ▶ Park and Rides
 - Davidson Gateway - 6
 - Northcross - 60
 - Cornelius - 55
 - Huntersville Gateway - 30
- ▶ CTC-450
- ▶ Virtual Meeting – 89 views

Service Change Update

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

Updates on Service Modifications

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Aug. 8 – 11	Missed Trips	480	127	74	199	495	790	199
Aug. 15 – 21	Missed Trips	42	4	0	7	4	166	45
Aug. 22 – 28	Missed Trips	2	0	0	0	0	4	0
Aug. 29 – Sept. 4	Missed Trips	0	0	2	0	0	95	0
Sept. 5 – 11	Missed Trips	0	0	TBD	TBD	TBD	TBD	TBD



ENVISION MY RIDE

BUS PRIORITY STUDY

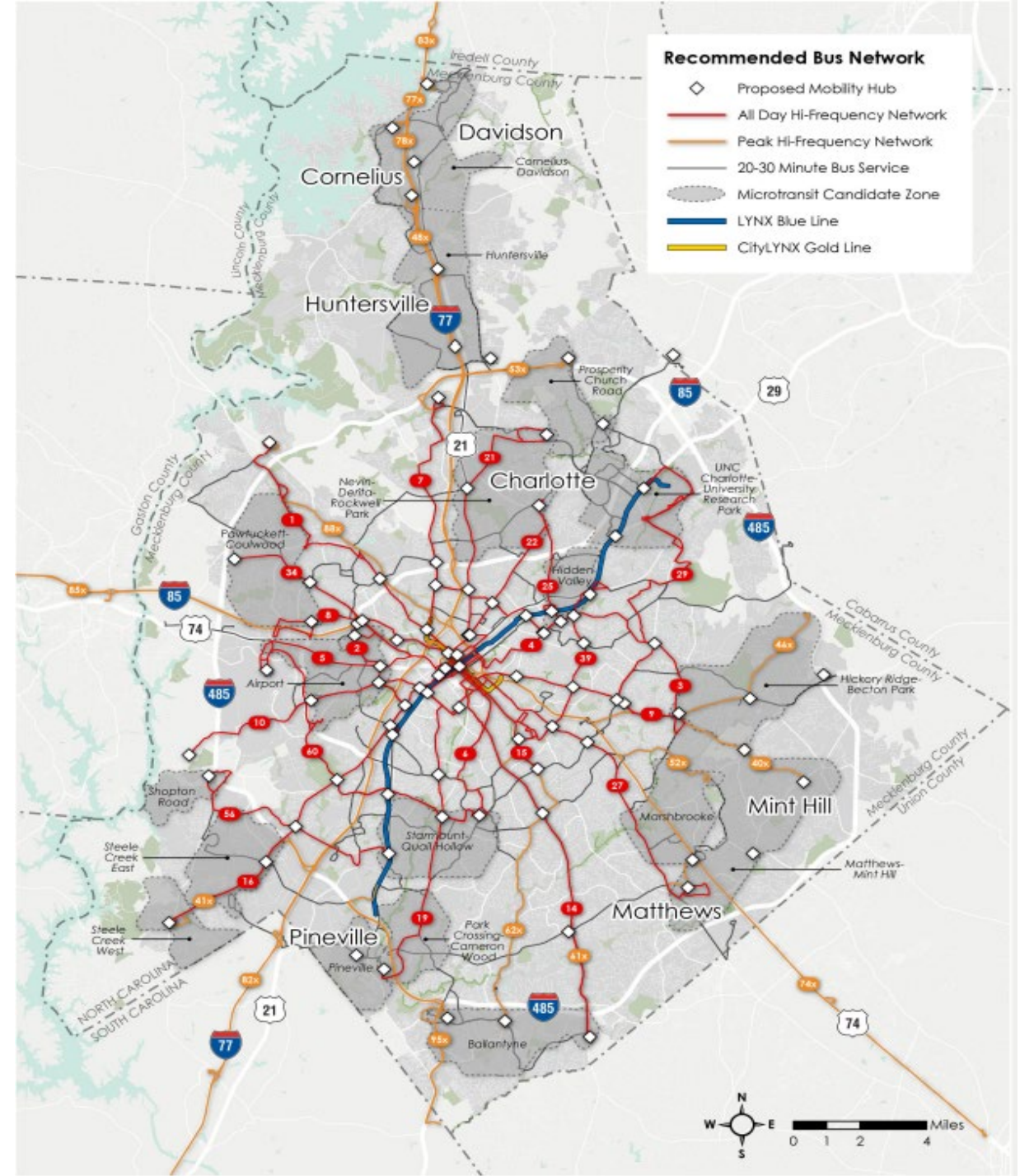


MICROTRANSIT IMPLEMENTATION

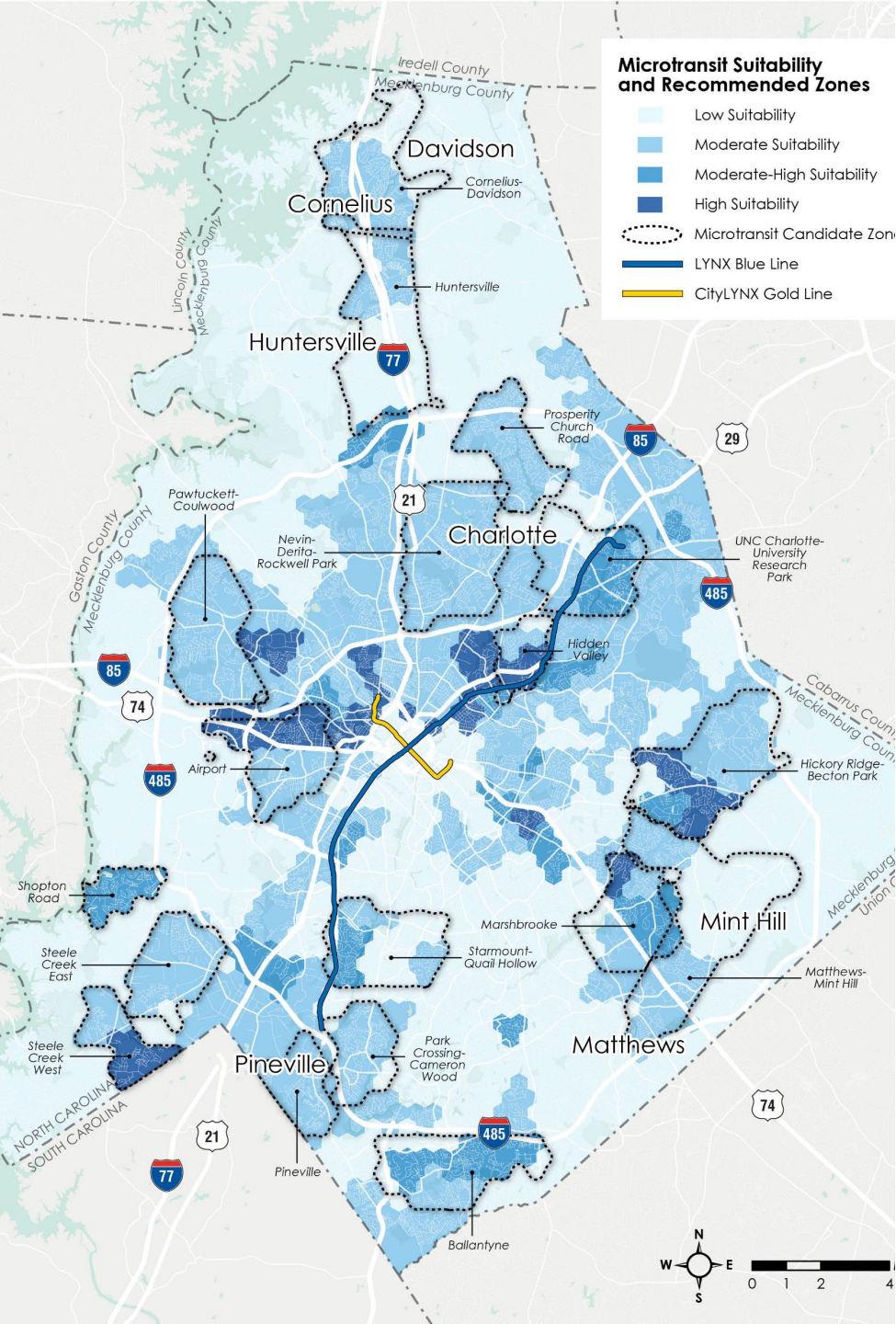
Envision My Ride

Adopted by MTC in May 2022

- **Improving time**
 - More frequent service
 - Consistent schedules
 - Priority bus treatments
- **Enhancing experience**
 - Bus stop, amenity, and ADA improvements
 - Mobility hubs
- **Increasing access**
 - New crosstown connections
 - **First / last mile & On-demand solutions**



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

MICROTRANSIT PHASE ONE: FIRST/LAST MILE

- Pilot Zones:

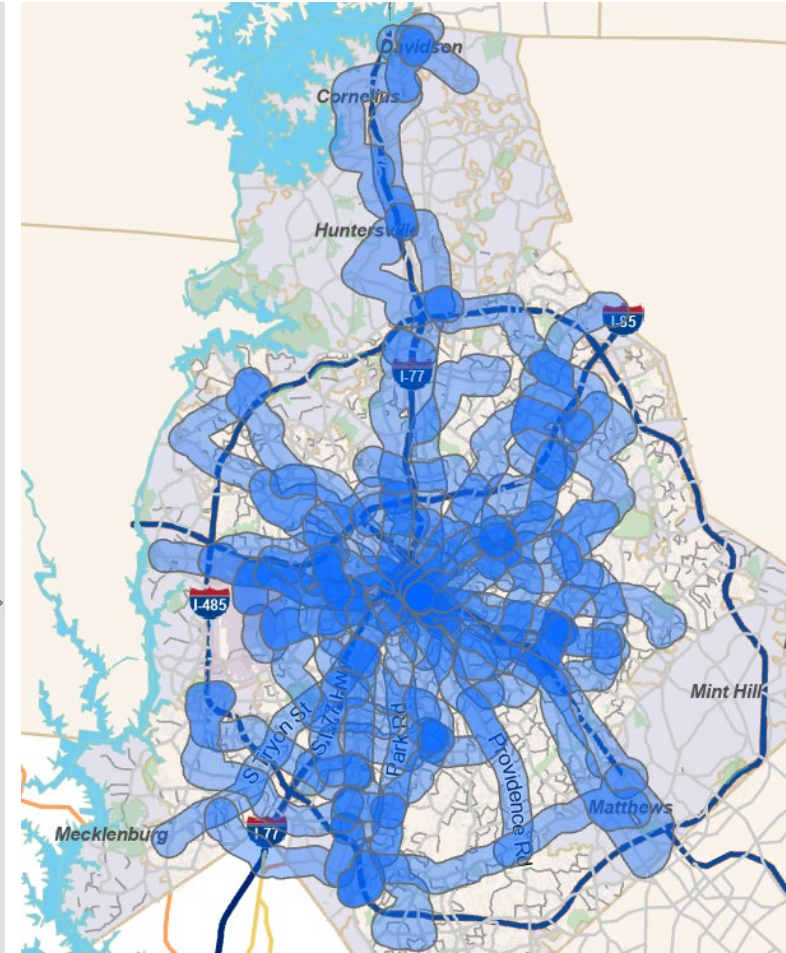
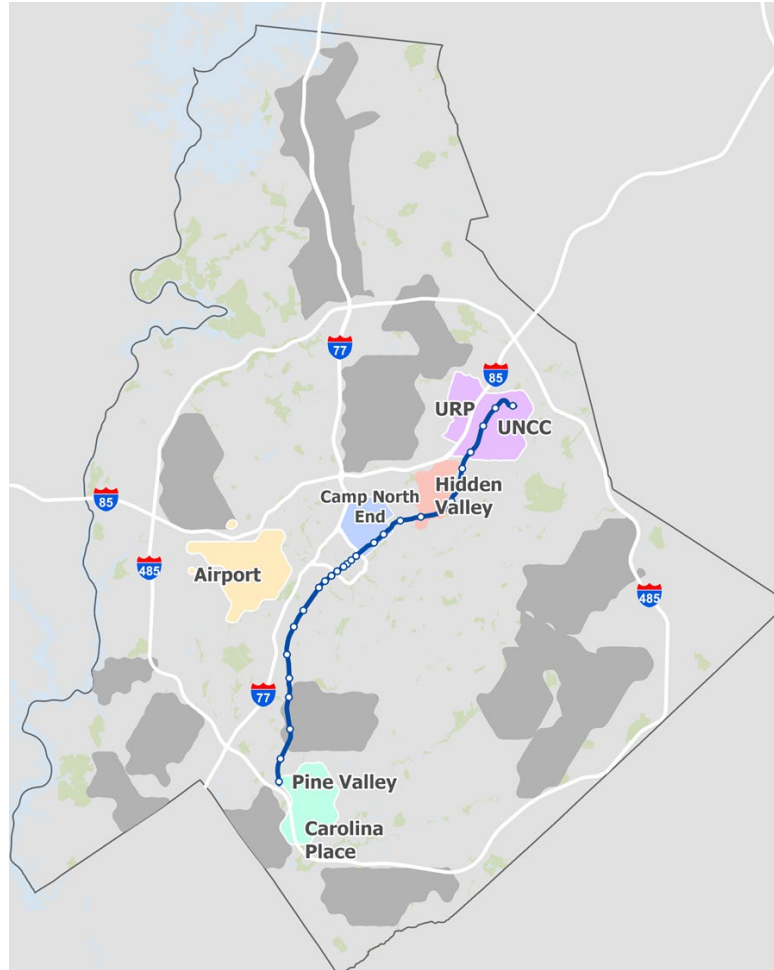
- University Research Park / UNCC
- North End
- Pine Valley Neighborhood / Carolina Place
- Hidden Valley

- Reliability Coverage:

- ½-Mile Buffer of Local Routes
- Activated when labor shortages severely impact service

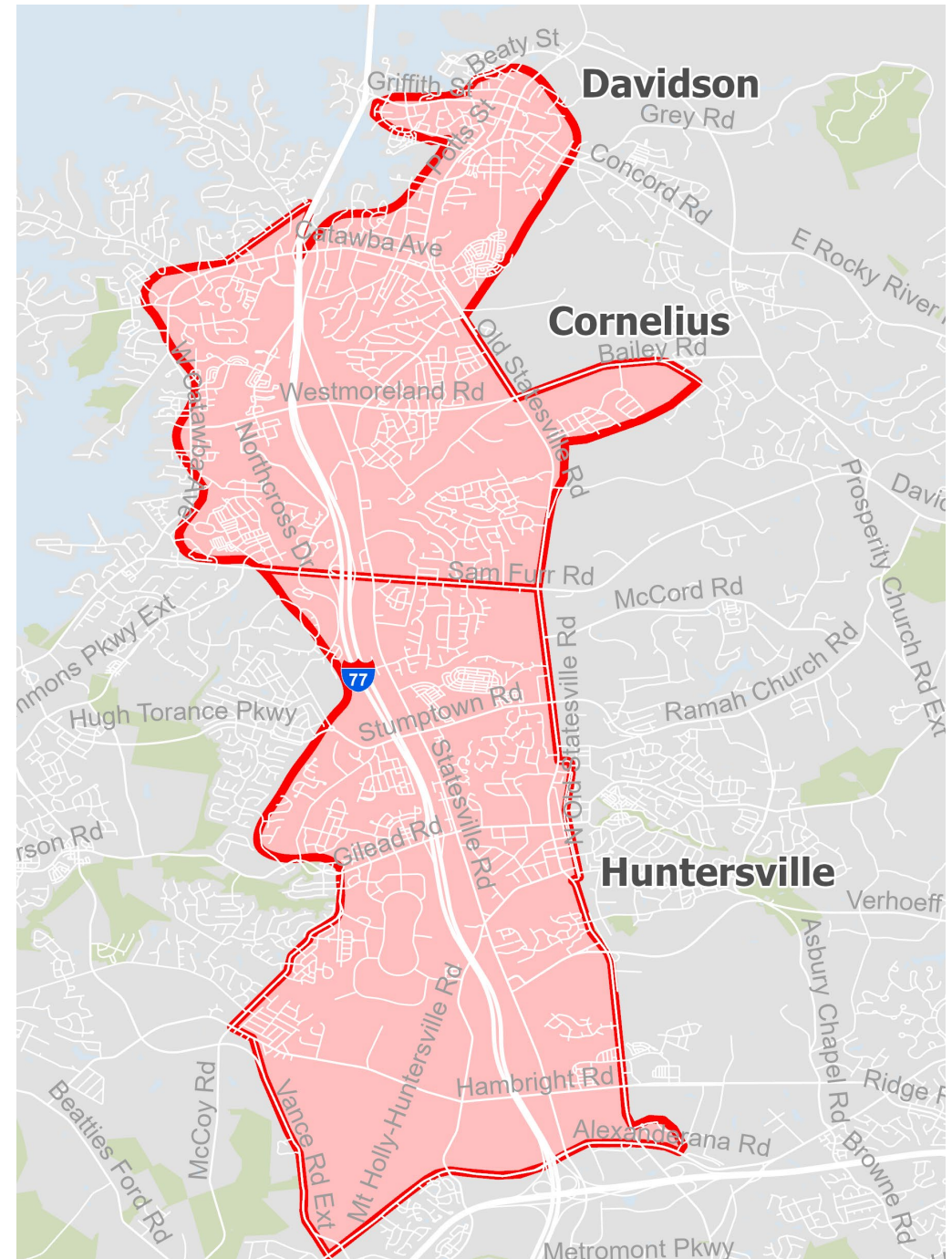
- Additional Details:

- Will be incorporated within CATS-Pass app
- First/Last Mile service provided by ride share/transportation companies
- Supplemental to existing services

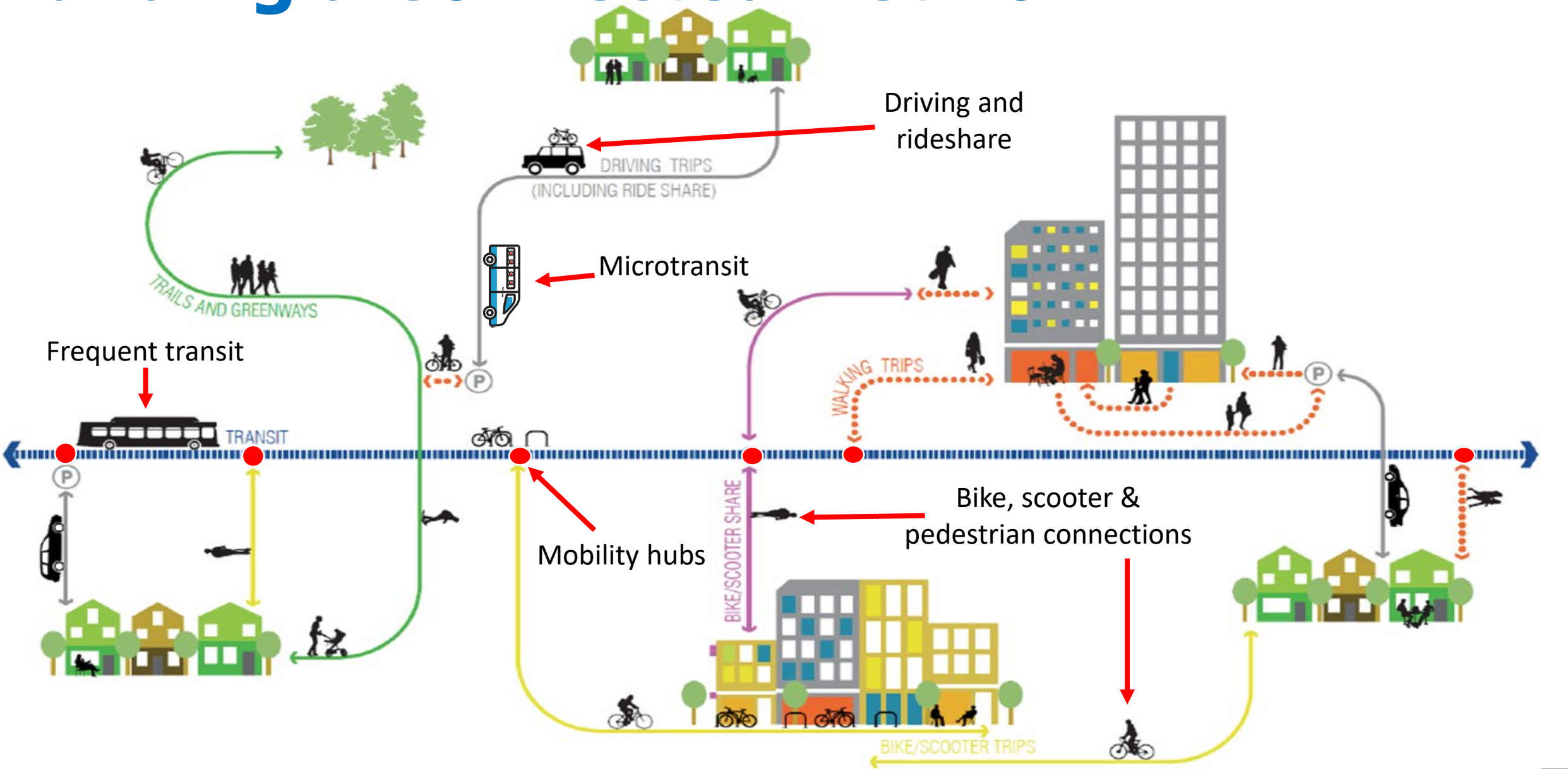


MICROTRANSIT PHASE TWO

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



Building a Connected Network



Questions?

