



**TRANSIT SERVICES ADVISORY COMMITTEE AGENDA**

**Charlotte-Mecklenburg Government Center**

**CH-14 [Join TSAC Meeting via Zoom here.](#)**

**May 11, 2023**

**4:00- 5:30 pm**

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|--|------------------------------|
| <b>I. Call to Order</b>                                | <b>Chair Krissy Oechslin</b> |
| <b>Approval of April Summary</b>                       |                              |
| <b>II. Public Comments</b>                             |                              |
| <b>III. Service Planning Manager Report</b>            | <b>Pamela White</b>          |
| <b>A. June 5, 2023 Service Change</b>                  |                              |
| <b>B. October 2, 2023 Service Change</b>               |                              |
| <b>C. Public Outreach</b>                              |                              |
| <b>IV. TSAC Chair Report</b>                           | <b>Krissy Oechslin</b>       |
| <b>V. Information Item:</b>                            |                              |
| <b>A. Title VI Fare Equity Analysis / Fare Capping</b> | <b>Arlanda Rouse</b>         |
| <b>B. Fare Policy Update</b>                           | <b>Kelly Goforth</b>         |
| <b>C. Bus Stop Committee</b>                           | <b>Keith Sorensen</b>        |
| <b>VI. Service Issues</b>                              | <b>All</b>                   |

**NEXT MONTH'S TSAC MEETING IS JUNE 8, 2023**

# TRANSIT SERVICES ADVISORY COMMITTEE

## Meeting Summary

Thursday, April 20, 2023

Recording:

[TSAC April 20, 2023](#)

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**TSAC Members Present:** Krissy Oechslin, Charlotte  
Leroy Fields, Charlotte  
Sam Grundman, Charlotte  
Bob Moran, Charlotte  
Tim Spaulding, Charlotte

**CATS/City of Charlotte Staff:** Jason Lawrence, Pamela White, Rachel Gragg, Kimera Coburn, Edwin Johnson, Lashima Tate, Logan Lover, Deltrin Harris, Brandon Hunter, Arlanda Rouse, Brad Thomas, Keith Sorenson, Catherine Kummer, Patrick Hoskins, Brian Horton, Carlos Parada

***Meeting Time 4:00-5:30 PM***

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### I. **Call to Order**

Chair Krissy Oechslin called the meeting to order at 4:05 p.m.

### **Approval of March 2023 Meeting Summary**

Chair Krissy asked for a motion to approve the amended meeting summary from March 2023. Bob motion to approve the summary. Tim seconded the motion. The March 2023 meeting summary was approved unanimously.

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

No public comment.

### III. **Information Item:**

#### **A. Battery Electric Bus-Pilot Update**

**Catherine Kummer – Transit Energy Manager (CATS)** – presented the Battery Electric Bus Mid-Pilot Update. Catherine reintroduced the pilot program plan, shared some of the challenges, and provided what is currently ahead.

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**Discussion:**

**Tim Spaulding – Transit Services Advisory Committee (TSAC)** – what is the brand preference for the battery electric bus? Catherine responded that CATS preference has been the GILLIG. Timothy asked how long the buses will be able to be kept on the road for that route and how long would it take to charge the bus back up? Catherine responded that the buses are charged at night and a full charge can range between 4-5 hours.

**Jason Lawrence – Planning Director (CATS)** – commented that the buses are usually out for 300 miles or more. Part of the transition planning effort is to understand how the buses can work with mileage throughout the day.

**Tim Spaulding – Transit Services Advisory Committee (TSAC)** – Tim stated that he currently depends on hearing the bus pull up. Is there any noise making? Catherine responded that there will be artificial noise to make sure that the community can hear the vehicle and know when it is approaching.

**Bob Moran - Transit Services Advisory Committee (TSAC)** – Do you know what the capability of the charging speeds are? Catherine responded that CATS has ABB and Siemens and when charging two buses at the same time the buses split that kilowatt supply, so it takes longer to charge two buses simultaneously.

**B. CATS Operating and Capital Improvement Budget**

**Chad Howell – Deputy Director & Chief Financial Officer (CATS)** – presented the Operating and Capital Improvement Budget.

**Discussion:**

**Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC)** – How is there the same number of operators (845) in 2021-2024 if service was cut significantly on some routes in August? Chad responded that the 845 is positions that can be filled and not filled positions and includes all TMOG. Krissy asked if it is accurate to say that all positions are not filled right now? Chad answered yes and the positions are funded not filled. Krissy asked if the whole 845 positions were filled, would that be more than needed for the current levels of service? Jason responded that if looking at pre pandemic service levels if fully staffed then CATS would be able to provide service levels from the operator side. The issue with service levels is a direct relationship to the number of operators that CATS has to operate vehicles each and every day. Krissy asked if the operator problem could be resolved would there be funds to provide service? Jason responded the issue with providing service is not having enough resources on the operating side to do that and that is what is driving that problem.

**C. CATS Ridership and Service Update**

**Jason Lawrence – Planning Director (CATS)** – presented the Ridership and Service Update. Jason presented how ridership is looking and how ridership is calculated, some of the trends that CATS is seeing and how it is reported.

**Tim Spaulding – Transit Services Advisory Committee (TSAC)** – do you think the difference between farebox, and APC data is due to buses with broken fareboxes? Jason responded there are multiple reasons. Sometimes it can be mechanical. The issue last at the end of year was more related to the data side. Tim asked how is it counted when someone uses the pass app? Jason responded that the tap and pay has not been fully activated and CATS is moving towards that so a person can wave phone and it will recognize the QR code. Right now, operators are instructed to tap on their side when they see that. CATS is moving towards where a rider can tap phone and it will record that automatically.

**Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC)** – Krissy commented that there was \$500,000 that City Council approved for a contract to buy buses and shelters. Jason responded that on April 10<sup>th</sup> CATS had a contract in front of Council for approval to purchase shelters. The goal would be to begin a replacement program for existing shelter stock. It is for the ability to buy to begin replacements and expansion of shelter products. In the budget, there is an ongoing budget line item about \$500,000 a year for buses and in total with other grants have just over a million.

#### **IV. Chair Report:**

**Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC)** – Krissy recommends watching the March MTC meeting on YouTube. It was a deep dive into the derailment and various other problems. Krissy spoke briefly with Sustain Charlotte and Sustain Charlotte is looking at a doing a day in late May or early June to challenge people to ride transit and/or bike to work.

#### **V. Service Issues:**

**Bob Moran - Transit Services Advisory Committee (TSAC)** – Bob was at the CTC on a Saturday and was talking to about 12-15 people. Overall, people were dissatisfied with service. Mostly with late buses. Late buses were the number one complaint along with pass ups and a few people had safety concerns.

**Tim Spaulding – Transit Services Advisory Committee (TSAC)** – Tim asked who makes the decision to not staff a route at that time? Jason responded that it is handled a couple of different ways. It all depends on when CATS knows when that trip is going to be missed. Missed trips are a function of when the less number of operators exceeds the number of extra board that is where the missed comes in. Made at the dispatch level on the TMOC side of operations. Try to maximize the number of extra board operators to ensure there is enough extra board to do that.

**VI. Service Planning Report:**

Pamela White gave an update on filling vacancies, and she is currently working with the Clerk's office and other towns to help to get vacancies filled. Reminder that next TSAC is back to normal date. CATS will bring Title VI Analysis reports to a future meeting.

The meeting was concluded and adjourned 5:45pm.

***NEXT MEETING: THURSDAY May 11, 2023***



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

Presentation to Transit Services Advisory Committee

April 20, 2023



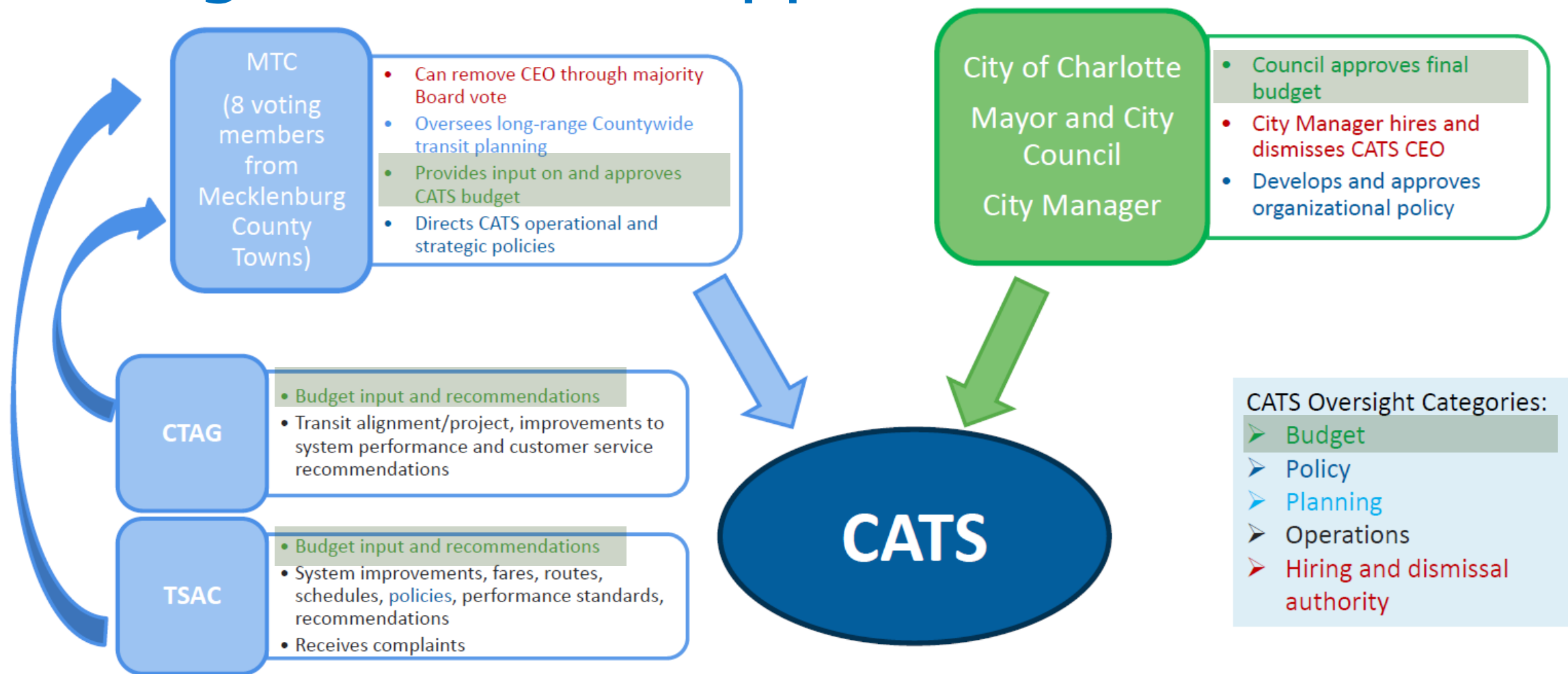


# Discussion

- ▶ Budget Process
- ▶ CEO Focus Areas
- ▶ Operating Budget
- ▶ Debt Service Budget
- ▶ Capital Investment Program



# Budget Review & Approval Process



Source: Management Partners CATS Management Roadmap



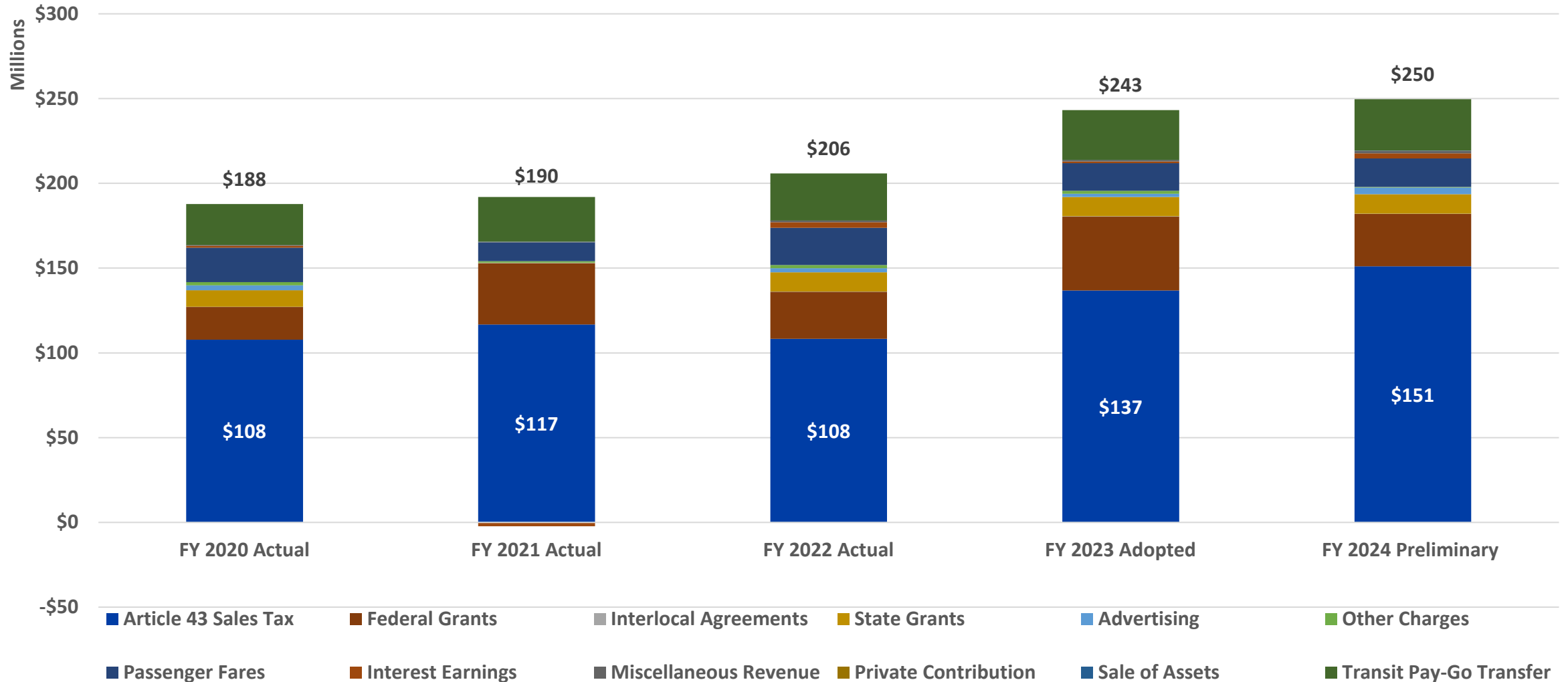
# CEO Focus Areas

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

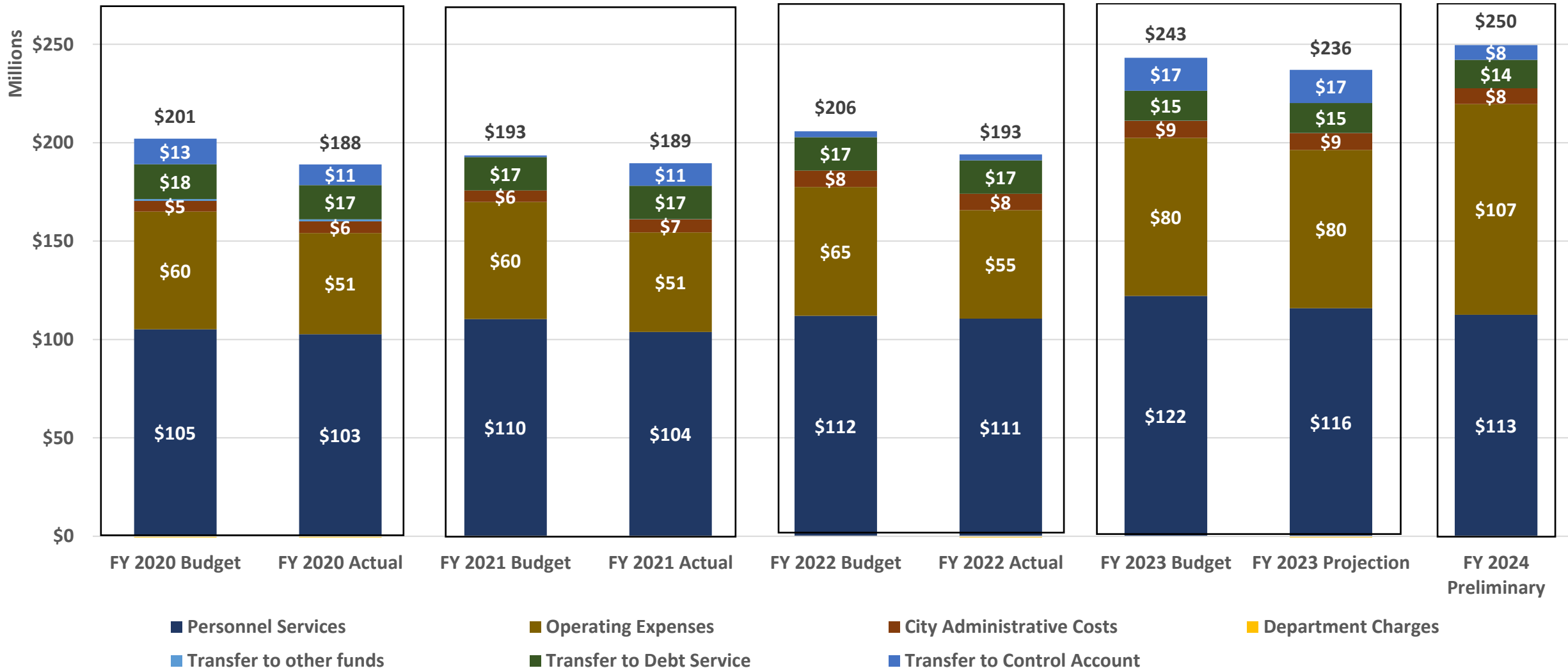


# Operating & Debt Service

# Operating Revenues



# Operating Expenses



# Enhancements

## ▶ Safety and Security

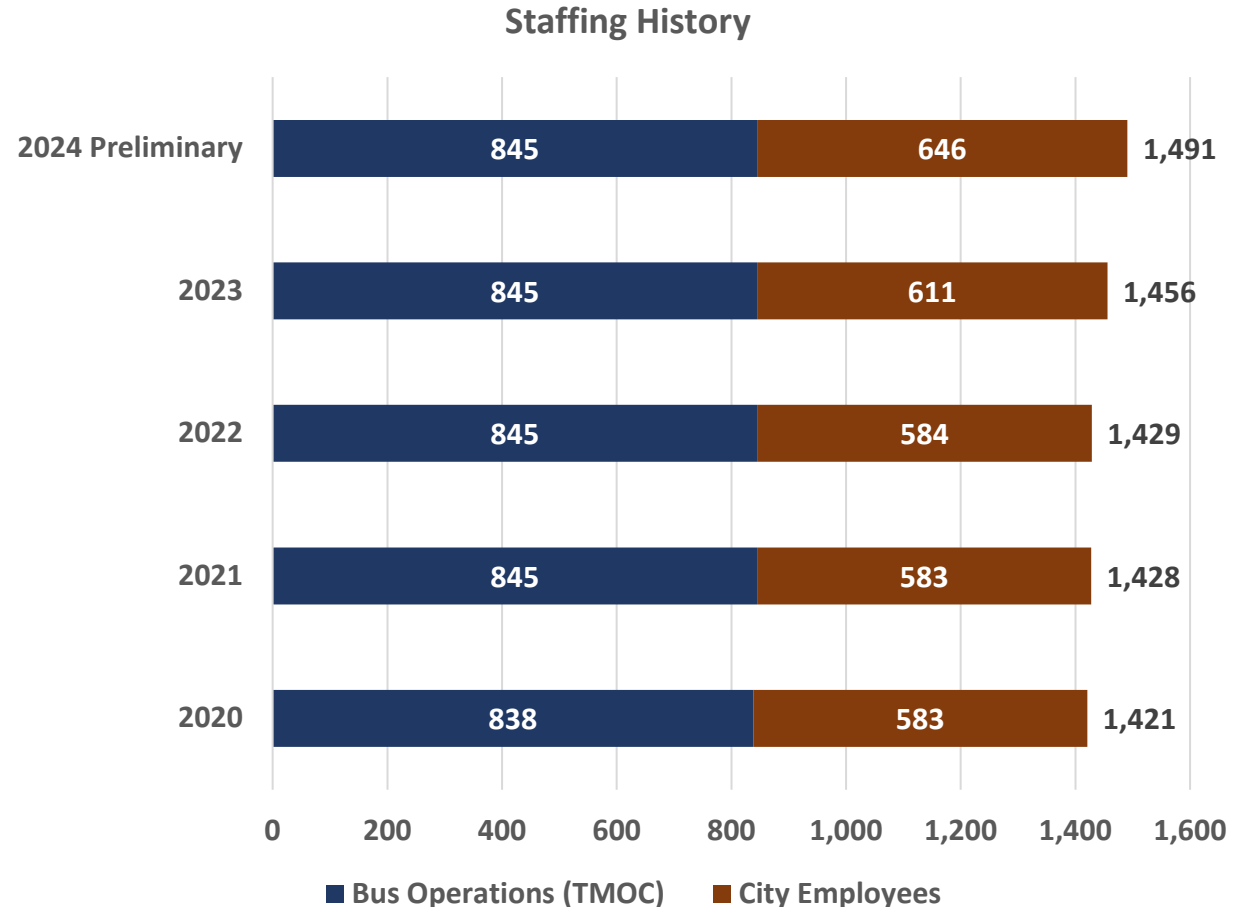
- Funding for expanded security contract
- Funding for operators and employee training
- Expand the transit ambassador program

## ▶ Valuing Employees

- eServe Academy – 4 program staff plus funding for 14 apprentices and 10 interns
- Rate & Compensation Study
- Right sizing workforce based on operational tempo and current needs – 30 FTEs

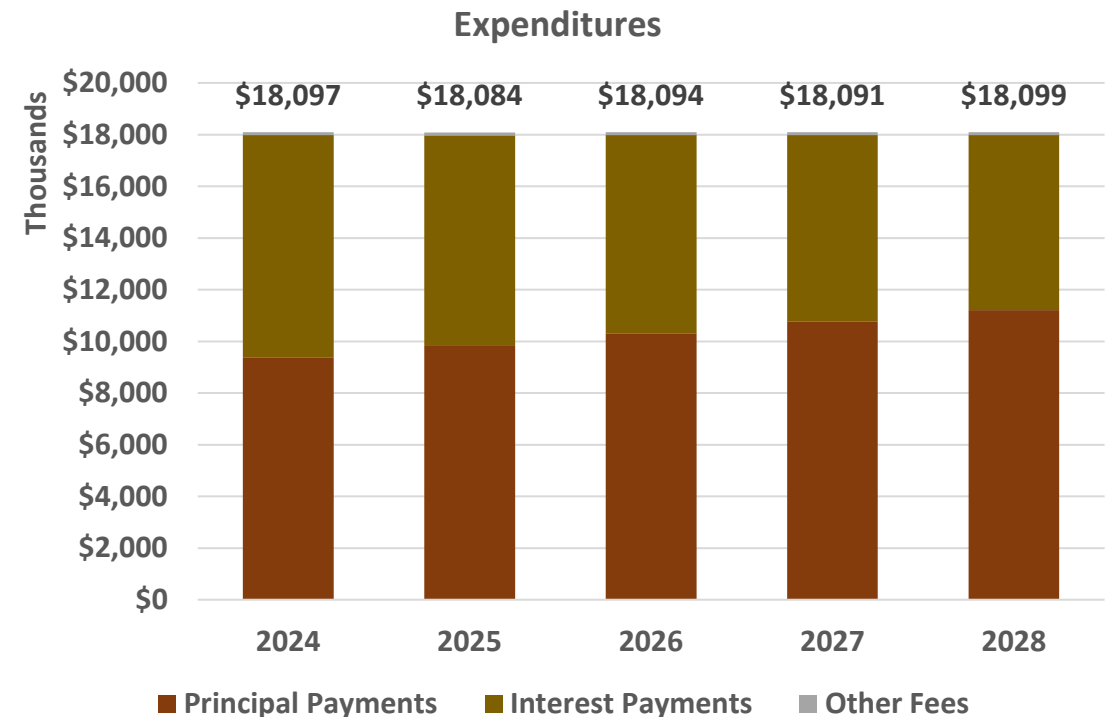
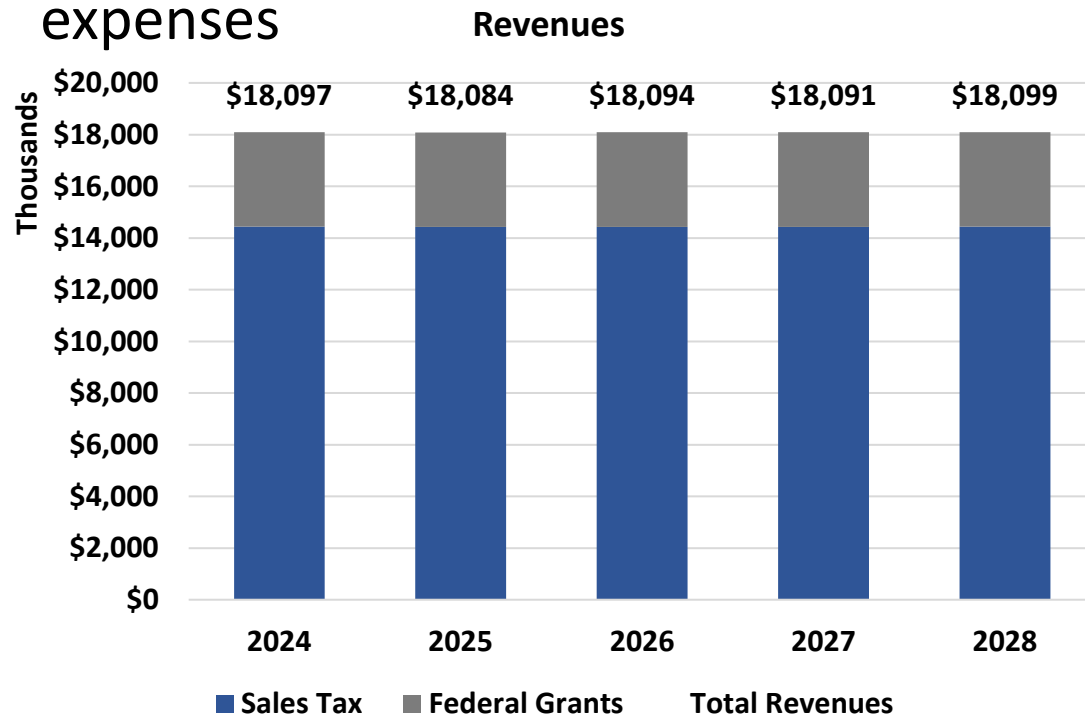
## ▶ Maintenance & Asset Preservation

- Increased preventative maintenance for facilities, bus, and rail



# FY 2024 Debt Service

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



- ▶ No new debt issuance programmed for FY 2024

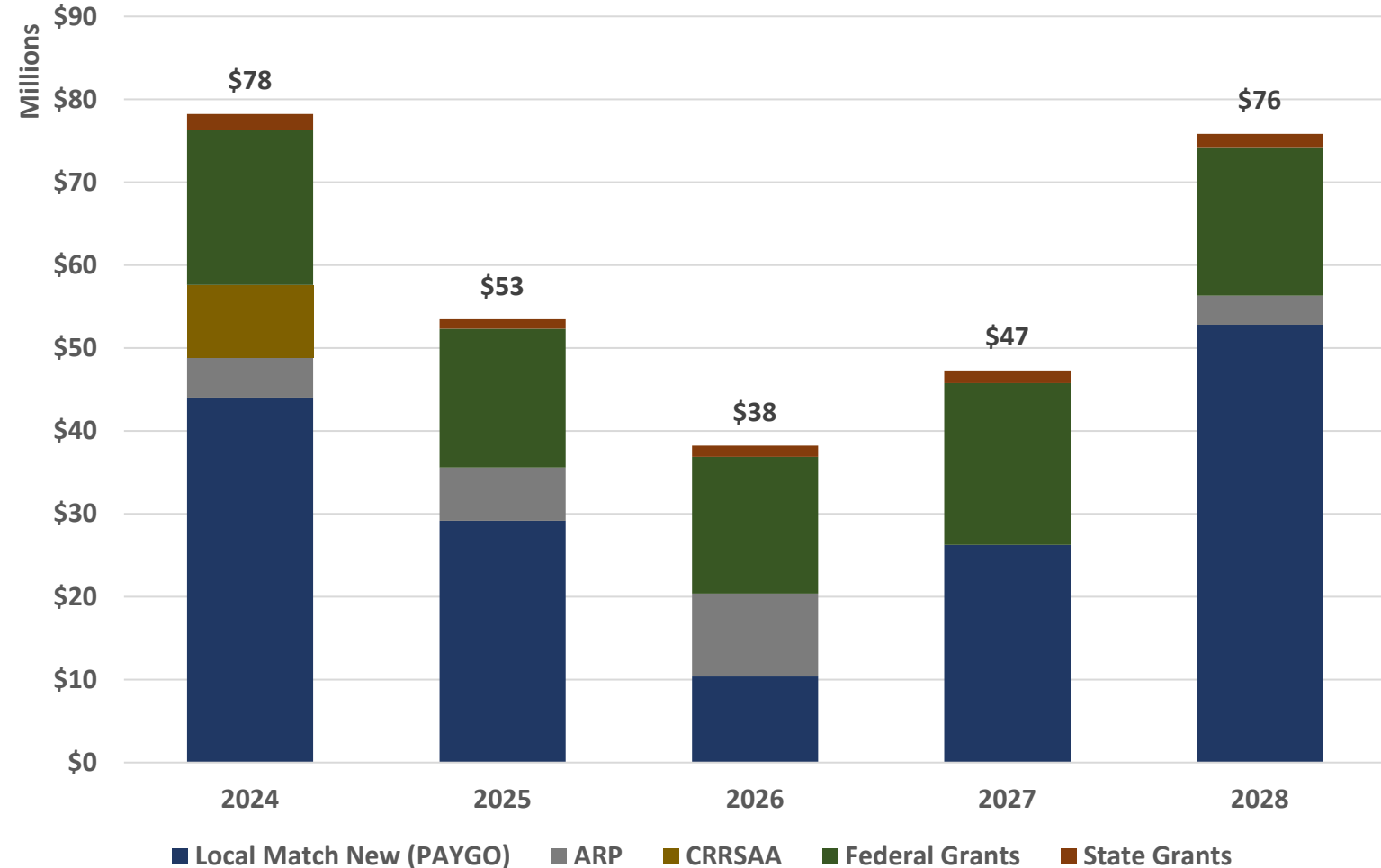


# Capital Investment Plan

# FY 2024 – FY 2028 CIP Sources of Funds

## FY 2024 Highlights

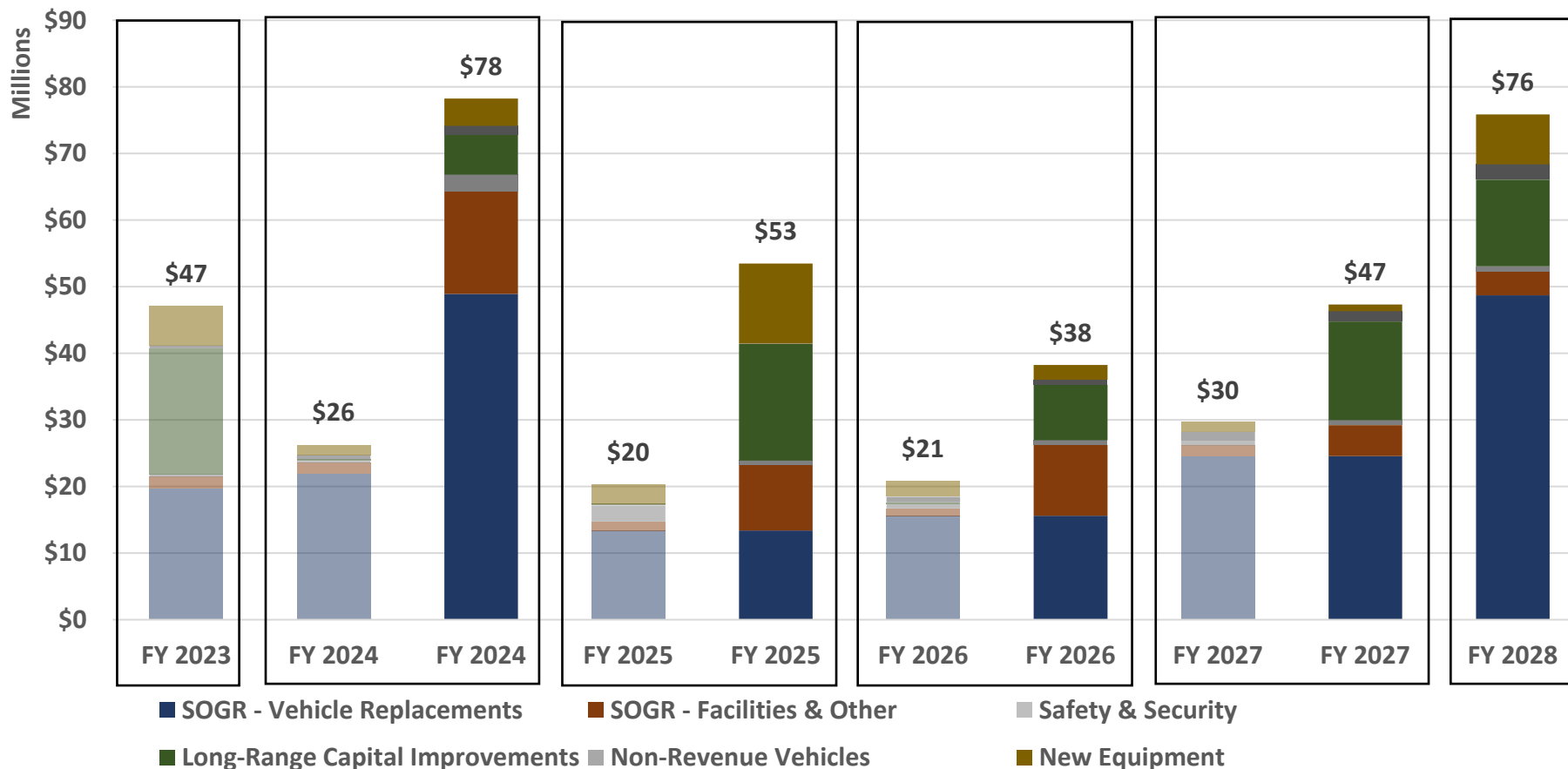
- ▶ Utilizes ~\$27 million in reserve funds to increase bus purchases
- ▶ Utilizes ~\$10 million in reserve funds for other projects and equipment purchases
- ▶ Working with City Finance to develop a long-term funding strategy for future revenue vehicle purchases



# FY 2024 – FY 2028 CIP Expenditures

## FY 2024 Highlights

- ▶ 37 Replacement Buses
- ▶ 19 Replacement STS Vehicles
- ▶ Transit Planning
- ▶ ADA Improvements
- ▶ Security Improvements
- ▶ Continues prior-year initiatives



Notes:

1. Shaded columns represent FY 2023 to FY 2027 CIP
2. FY2024 Preliminary Capital Budget excludes carry over amounts
3. Excludes Grant-Funded Operating Projects

An aerial photograph of a city skyline, likely Atlanta, Georgia, featuring several prominent skyscrapers and a large highway interchange in the foreground. The word "Questions" is overlaid in white text in the center of the image.

# Questions