



TRANSIT SERVICES ADVISORY COMMITTEE AGENDA
Charlotte-Mecklenburg Government Center
CH-14 and [Join TSAC Meeting via Zoom here.](#)
March 9, 2023
4:00- 5:30 pm

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| I. Call to Order
Approval of February Summary | Chair Krissy Oechslin |
| II. Public Comment | |
| III. Information Item:
A. CATS Safety Performance Measures
B. 2023 Service Outlook | David Moskowitz
Jason Lawrence/Pamela White |
| IV. Chair Report | Krissy Oechslin |
| Service Issues | All |
| Operation Planning Report | Pamela White |

NEXT MONTH'S TSAC MEETING IS APRIL 13, 2023

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, February 8, 2023

Recording:

[TSAC February 8, 2023](#)

TSAC Members Present: Krissy Oechslin, Charlotte
Leroy Fields, Charlotte
Sam Grundman, Charlotte
Jarrett Hurms, Charlotte
Antonette Love, Charlotte
Tim Spaulding, Charlotte

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

Meeting Time 4:00-5:30 PM

I. **Call to Order**

Co-Chair Jarrett Hurms called the meeting to order at 4:02 p.m.

Approval of January 2023 Meeting Summary

Co-Chair Jarrett asked for a motion to approve the amended meeting summary from January 2023. Krissy motion to approve the summary. Tim seconded the motion. The January 2023 meeting summary was approved unanimously.

Jarrett Hurms – Co-Chair Transit Services Advisory Committee (TSAC) - introduced Edward Tillman the Co-Chair of the Citizen Transit Advisory Group (CTAG). CTAG votes on the budget that goes to MTC for the official vote.

Edward Tillman - Chair of the Citizen Transit Advisory Group (CTAG) - excited to have more collaboration between the two groups. Hopefully will provide a lot more value to CATS overall.

II. Public Comment on Agenda Items:

Clint Grant serves as the Built Environment and Active Living Program Supervisor with Mecklenburg Public Health. Focus on reducing rates of chronic disease throughout Mecklenburg County. Safe routes coordinator implements and promotes safe routes to school program. Includes conducting school zone walkability audits to ensure schools are in compliance with the city school's own safety policy. Also coordinates walk and bike events at partner schools and is overseeing new traffic Garden project at three area elementary schools. Health and all policies approach with various stakeholders including local MPO. Strategy can be utilized in all policy making efforts including land use and transportation planning. Serve on a variety of committees and taskforce including Vision Zero Charlotte and Charlotte Regional Transportation Planning Organization Technical Coordinating Committee.

Jacob Unterreiner is a regular user of the CATS system bus and trains. Train routes specifically the streetcar and the light rail display on Google Maps. Charlotte does not have the transit layer. Jacob's understanding is that there is a file that can be sent to Google that would allow that to show up on the maps. He feels it would help with ridership and help people know that the service exists.

III. Information Item:

A. MTC Committee Roles and Responsibilities

Jason Lawrence - CATS Planning Director - presented the role and responsibilities of TSAC members.

There are two public subcommittees that support the MTC Transit Services Advisory Committee and Citizens Transit Advisory Group. Microtransit falls underneath emerging issues in public transit. In the coming months CATS will be bringing back updates to some of Metropolitan Transit Commission policies like service standards service policies and implementation of microtransit and CATS will need to update fare policy. Have a number of policies that CATS brings in front of TSAC. Work that Pamela's team works on and recommendations of service changes throughout the year. Wanted to remind the group of the core responsibilities of TSAC.

B. FY24 Preliminary Budget Update

Chad Howell – CATS Interim Chief Financial Officer - presented CATS draft FY 2024 Preliminary Operating Budget and FY 2024 – FY 2028 Capital Improvement Plan.

Discussion:

Edward Tillman - Chair of the Citizen Transit Advisory Group (CTAG) – commented on diesel pricing is going up and causing significant increase to

some of the expenditures. Previously there was a consistent practice to lock in diesel prices on a multiyear plan to smooth out some of the increases in the diesel pricing markets. Are those locks expired and now starting from zero?

Chad Howell – CATS Interim Chief Financial Officer - had checked with the person that has the multiyear contracts that Mr. Tillman was referring to. It is more focused on the variability that is out there in the market and still have to build in some increase.

Edward Tillman - Chair of the Citizen Transit Advisory Group (CTAG) – asked if the buses would be new or used buses that money will be pulled out of the coffers to purchase?

Chad Howell – CATS Interim Chief Financial Officer – responded that CATS will be purchasing new buses from the appropriate vendors.

Edward Tillman - Chair of the Citizen Transit Advisory Group (CTAG) – asked what is the lifespan for the buses that will be being purchase?

Allen Smith III – CATS Deputy Director of Transit – Chief Operating Officer - responded the hybrid and the battery electric buses right now will be 12 years because there will not be data to support going over 12 years but anticipate with the battery electric buses longer than 12 years.

Chad Howell – CATS Interim Chief Financial Officer – commented 12 plus years per bus.

Edward Tillman - Chair of the Citizen Transit Advisory Group (CTAG) – asked if CATS will be selling any buses to other municipalities for use and recoup some of the costs?

Chad Howell – CATS Interim Chief Financial Officer – responded that CATS routinely disposes of assets and working with FTA to do that so he would imagine that CATS would be selling the buses in some fashion.

Sam Grundman – Transit Services Advisory Committee (TSAC) - asked if new buses are going to be electric?

Chad Howell – CATS Interim Chief Financial Officer – answered that CATS has not established the exact breakdown between battery, electric and hybrid but will all be either hybrids or battery electrics. Only have so much charging infrastructure right now so working to balance between being able to maximize that charging infrastructure with the number of buses that CATS has.

Krissy Oechslin – Chair Transit Service Advisory Committee (TSAC) – commented that there are some things that she would like to follow up on in future meetings to break out some detail. Krissy would like to hear more about

platform extensions. She would also like to know what the increase budget on security spending would be used for. A recurring request in TSAC meetings has been the need for more bus benches and shelters so it would be nice to see how much is in the budget to build new shelters and benches.

Jason Lawrence - CATS Planning Director - responded that CATS has been discussing a more kind of a comprehensive presentation to give to MTC. There has been a lot of work on getting ready for rollouts like Envision My Ride effort, ADA Transition Plan and looking at refreshing existing shelter stock. The budget is one piece but there is also the overall strategy.

Jarrett Hurms – Co-Chair Transit Services Advisory Committee (TSAC) - would like to know on the operating revenue slide what are the details regarding the Maintenance of Effort?

Chad Howell – CATS Interim Chief Financial Officer – responded the maintenance of effort is the money that is received from the general fund.

Jarrett Hurms – Co-Chair Transit Services Advisory Committee (TSAC) - asked on the ridership trends slide what models are being used to make predictions and what goes into the model?

Jason Lawrence - CATS Planning Director - responded that this is not a full ridership model. Looks at the trend data over a couple of years looking at the increase and looking at month to month and projecting that out to the end of fiscal year 2024. Not fully complete with 23 so estimating that based upon the prior six months. Continuing to see a great increase on rail as a percent higher than on bus. Bus has leveled out but seeing some smaller improvements on bus. Hope by the end of this fiscal year to see a 60% recovery.

C. Microtransit Public Outreach

Brian Horton – CATS Transportation Planner III - presented Microtransit Public Outreach Strategy.

Discussion:

Antonette Love - Transit Services Advisory Committee (TSAC) - asked if microtransit for the long term being looked at to replace the buses?

Brian Horton – CATS Transportation Planner II - responded only those slow performing low ridership routes potentially. Circulator routes, shuttle routes and Village Riders. Any higher ridership higher frequency route would seek to beef up to be consistent with the Envision My Ride and make those even better frequency.

Jason Lawrence - CATS Planning Director – commented that over the years CATS has extended local routes and before long have a route that is 12-15

miles long and tends to be resource intensive. One tool is to use microtransit to serve areas that are far out and bring to high frequency. Great tool for underperforming expanding to services that are difficult for a 40-foot bus to serve.

Sam Grundman – Transit Services Advisory Committee (TSAC) - help consolidate some bus stops. Bus stops can become more frequent, less stoppage more express like in certain areas.

Brian Horton – CATS Transportation Planner II - responded replace certain routes or reducing those stops to key hubs. The retained routes would have the ability to be more limited stop as well.

Jason Lawrence - CATS Planning Director - part of microtransit to look at stops as part of Envision My Ride effort that was adopted there were a number of recommendations for some consolidation and efficiency of stops. Looking at CATS 3,000 stops how many are needed and how many can be put in a better location for crosswalks or take advantage of signal priority. There is going to be a lot of effort making sure stops are in the right locations.

Sam Grundman – Transit Services Advisory Committee (TSAC) – would like to discuss in a future meeting to get an update express routes on 9 Central Avenue & 7 Beatties Ford.

Jason Lawrence - CATS Planning Director - responded what some people call “skip stop” type of services where it is like a local but doesn’t stop at every stop. Give an update on potential strategies at a future meeting.

IV. Chair Report:

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) - there were two public comments. Both speakers spoke about feedback on CTC. The MTC did unanimously approve the plans to put CTC below ground level. There was someone that gave feedback about the Silver Line alignment. As a reminder, that doesn’t need MTC approval the LPA is the alignment that is moving forward because it had previously been approved by the MTC. Heard this report on microtransit. Mayor Lyles did ask that TSAC help get the word out on microtransit when pilot is launched. The MTC approved a bit of an adjustment in the alignment around Bojangles Coliseum. There was an update on the CEO search. Hired a search firm and are working on it. Had the budget presentation.

Jarrett Hurms – Co-Chair Transit Services Advisory Committee (TSAC) – currently working on the outreach on getting more vacancies filled. Have two people that are in the process of getting appointed. Might be having a few new members in the near future. Going to be increasing collaboration. Have had an increase of interaction with Edward Tillman (CTAG) and increase of communication between the two boards.

V. Service Issues:

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) – on Saturday, Krissy took the bus uptown and noticed there were a ton of cancelled buses and started clicking on the CATS Pass App on different routes and pretty much every route in Charlotte had numerous cancelled buses that day. Sometimes two in a row. Was there something going on Saturday where there was not enough labor or if that is normal for a Saturday? It was an hour to an hour and a half wait between buses.

Jason Lawrence - CATS Planning Director - in general there are more missed trips on weekends. In some instances, Saturday is higher than two or three weekdays on a general kind of average norm. Looking at strategies to address that by mixing around what is called extra board. Extra board is the number of operators on hand to be available for missed trips or any number of things that come up that prevent CATS from providing service. That was a part of the service change on Monday. Balanced out to have more extra board on Saturday. There are many factors that relate back to but Saturdays typically higher. Down lower than were prior to the change in August but still on weekends have a higher percentage of missed trips.

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) - thanked CATS for sending out all the detour communications. Krissy was wondering if signs were going to be placed. On Tuesday night, there were people waiting at the Central and Thomas bus stop and the bus was not coming and there was no sign of it. Krissy got a question from someone at work that asked about the Independence bus lanes and why the lanes are not in use.

Jason Lawrence - CATS Planning Director - responded that the goal of that facility is to be a two-way express lane for the state so it will be a mixture variable tolls for cars as well as historically had been only a bus way. In order to make that happen so two-way operations took advantage of the Hawthorne Bridge being reconstructed through streetcar to locate the pier so could do two-way operations for cars. That is why it originally closed because of Hawthorne Lane construction but now that it is done there is additional work that needs to be done to enable safe bus operations given the location of the side walls and some of the pavement work that's underneath. Doing that in partnership with the state and the construction with that will probably start in the summer and with the goal of later this year get express buses back in.

Krissy Oechslin – Chair Transit Services Advisory Committee (TSAC) - saw on Twitter that Rail Magazine was in Charlotte and rode the Gold Line, the Blue Line and had some really good commentary about wayfinding at CTC. For example, got off the Blue Line at CTC and wanted to take the Sprinter to the airport and couldn't find it. Went to the information booth and the map showed bay V and

number five. The map of all the bays does not have V on it and the sign says Sprinter and not route five. How would a person know the Sprinter is route five? Got off at the CTC station on the Blue Line and the sign that tells people where the bus station is at one end and the other end of the platform, and a person has to go all the way back to get to CTC. Had a comment stops at CTC there is a five-minute wait for the operator changeover.

Jason Lawrence - CATS Planning Director - responded with the redesign of the transit center and rebuilding of that many of the connections there were retrofitted to that existing facility when it was built. With the new facility there will be a more seamless integrated wayfinding but that is going to be a little bit.

Sam Grundman – Transit Services Advisory Committee (TSAC) - would like to see CATS work with DOTs on signal prioritization for the Gold Line.

Jason Lawrence - CATS Planning Director – responded CATS is working with City of Charlotte DOT and testing a couple of corridors. Learning that the amount of data that is being put into the system is really testing the bandwidth. Need to increase the input that it can receive before CATS can go systemwide. Uptown is on a different signaling system than the rest of the city. CATS is talking to CDOT about ways to improve that particularly for the Gold Line.

Jarrett Hurms – Co-Chair Transit Services Advisory Committee (TSAC) - going from 277 to 77 some buses will go into the express lanes and some buses do not. Is there a criteria to determine which buses drive on the express lanes?

Jason Lawrence - CATS Planning Director - responded depends on the route. The buses may be using the interstate to go to somewhere else. The route is for the express lanes but there is discretion depending on the amount of traffic on 77 at the time.

VI. Service Planning Report:

Pamela White – CATS Service Planning Manager - Monday was the service change that CATS implemented on the 5th. Pamela will come back with a status on how things are going. Very minor and made modifications to the route 10 and route 290. On-time performance adjustments on several routes.

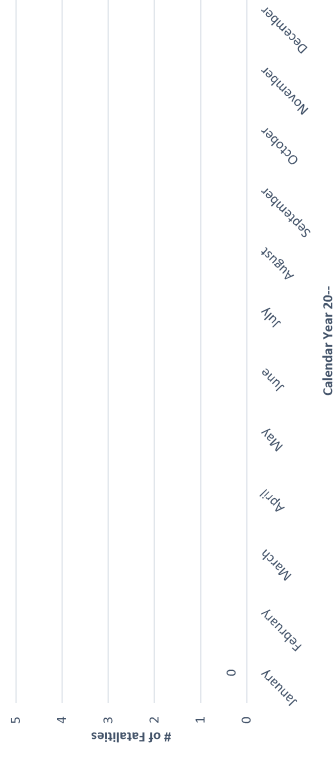
Pamela had the chance to speak to the Hidden Valley Community about microtransit. CATS will continue to monitor services.

The meeting was concluded and adjourned 5:45pm.

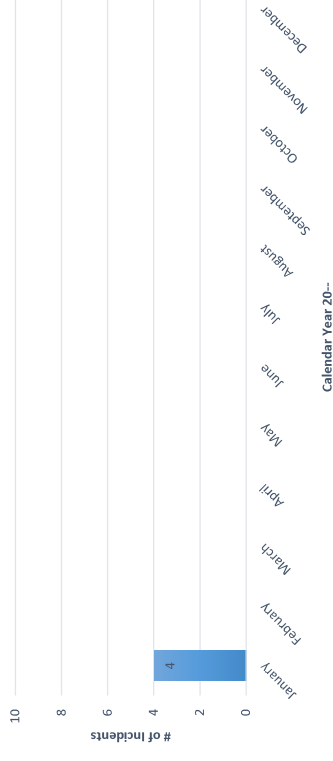
NEXT MEETING: THURSDAY March 9, 2023

Bus Operations Division Safety Performance Measures

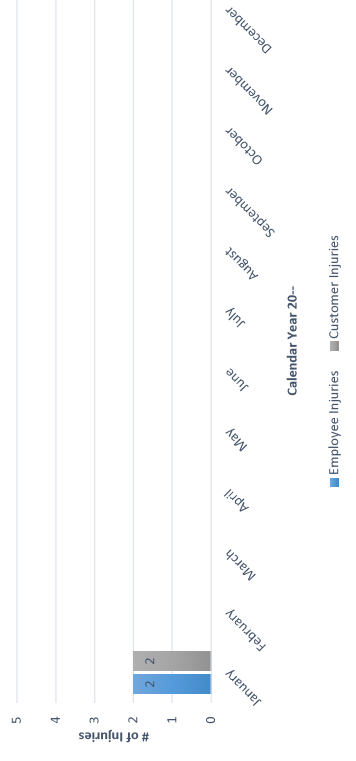
CY 2023 CATS BOD Fatalities



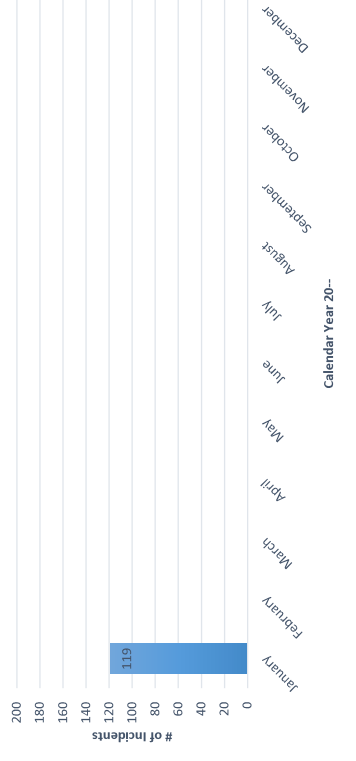
CY 2023 CATS BOD Preventable Collisions > \$500



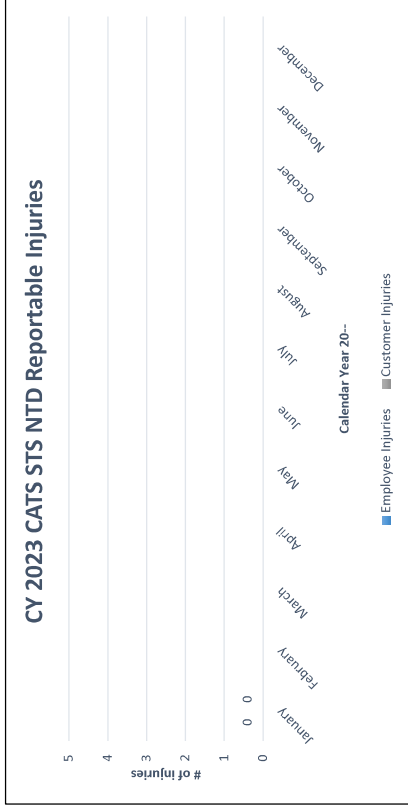
CY 2023 CATS BOD NTD Reportable Injuries



CY 2023 CATS BOD System Reliability Incidents



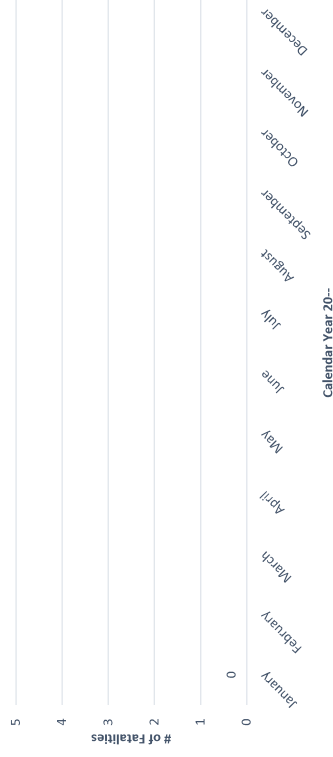
Special Transportation Service Safety Performance Measures



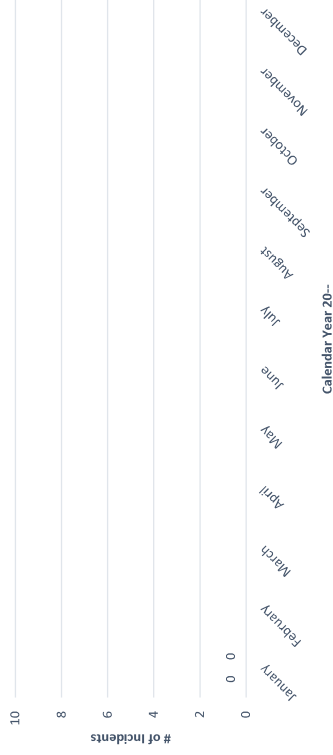
■ Employee Injuries ■ Customer Injuries

Rail Operations Blue Line Safety Performance Measures

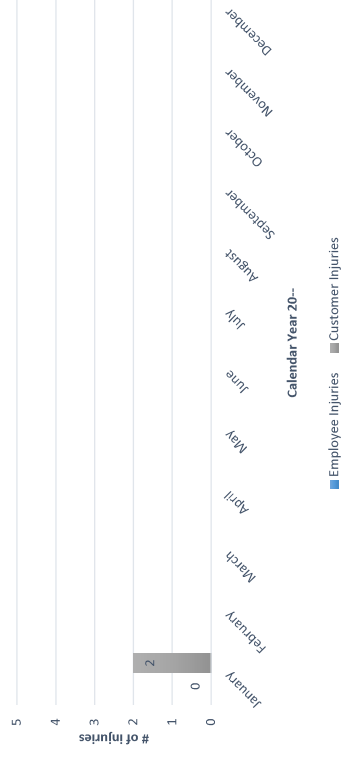
CY 2023 CATS Blue Line Fatalities



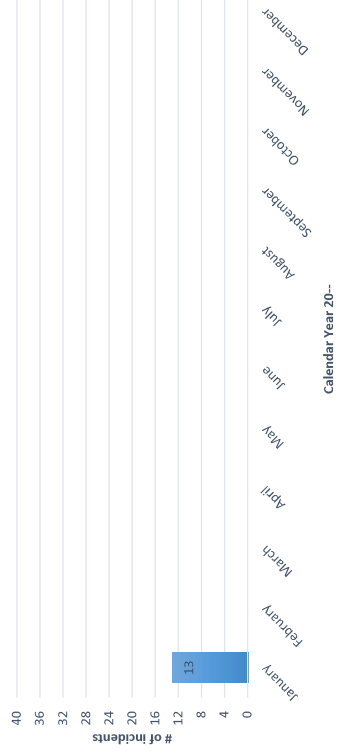
CY 2023 CATS Blue Line Safety Incidents



CY 2023 CATS Blue Line NTD Reportable Injuries



CY 2023 CATS Blue Line System Reliability Incidents



Rail Operations Gold Line Safety Performance Measures

