METROPOLITAN TRANSIT COMMISSION
Wednesday, November 16, 2022
5:00pm
Charlotte-Mecklenburg Government Center
Basement, Conference Room CH-14
AGENDA

I. Call to Order ................................................................. Commissioner Leigh Altman
   • Attendance (Roll Call)

II. Approval of the October 26, 2022 Summary (p.5-12).................. Commissioner Leigh Altman

III. Chief Executive Officer’s Report (p.14-22)........................................ John Lewis, Jr.

IV. Report from the Chair of the Transit Service Advisory Committee (TSAC).... Krissy Oechslin

V. Report from the Chair of the Citizens Transit Advisory Group (CTAG).......... Todd Steiss

VI. Public Comments

VII. Informational Items
   • CTC Redevelopment - Public Engagement Update (p.24-33)............ Jason Lawrence

VIII. Action Item
   • None

IX. MTC Commissioners’ Business

X. Adjourn
I. Call to Order
The hybrid regular meeting of Metropolitan Transit Commission was called to order at 5:30pm by MTC Chairman Commissioner Leigh Altman, Mecklenburg County Board of Commissioners.

II. Review of Meeting Summary
The meeting summary of September 26, 2022 was approved.

III. Chief Executive Officer’s Report – Based on pages 17-25 in the MTC Agenda Packet for October 26th, 2022 meeting.

IV. Transit Services Advisory Committee (TSAC) Chairman’s Report
Jack Zovistoski (Co-Chairman) reported the following recap: In this month’s TSAC meeting we received updates on several key initiatives, of course, recognizing and acknowledging the departure and achievements of John Lewis. We heard members of staff give presentations on the CTC redevelopment outreach, the November 28th service change, and the special transportation service program, along with updates on fare capping. My comments this evening will focus on the outreach program and service changes.

For CTC redevelopment outreach there has been significant effort to reach customers and ask what mobility options they are current using and amenities that would enhance their experience. While the information is still being compiled, early findings are that shelter, climate control, digital schedules with real-time information are our priority, and that 70% of users prefer transferring in Uptown. TSAC would urge all decision-making leaders to spend a day using the transit system utilizing transfers. Public outreach will continue through October and will be ready to present to the full City Council on November 14th.

TSAC also heard about the restoration of certain express routes, the 41X, 61X, and 88X. We discussed this in August and CATS was unable to restore service due to challenges with operator capacity. These routes were originally suspended in March of 2020. These routes are expected to be back in service again beginning November 28th of this year. The CATS PR department is utilizing regular rider alerts and the media blitz to alert the public.
V. Citizens Transit Advisory Group (CTAG) Chairman’s Report

Edward Tillman (Co-Chairman-City of Charlotte) reported the following recap: During our last meeting we did have a report regarding the transit center update from Jason Lawrence, which you’ll be receiving that update from him as well.

Additionally, I want to follow up on an item that I brought up during our last meeting in which I mentioned there were four current vacancies on the CTAG board, and we got two from Mecklenburg County appointees, one CMS appointee, as well as one appointee from the Board of Commission, and that will be the co-chair that will assist me with this as well. I’ve got some information that Paulus was able to provide to me. I can forward that on to you so that you can have that. We can certainly fill these additional seats. That’s a pretty significant number of the folks, and the monthly commitment is not excessive for this position as well.

Discussion:

COMMISSIONER ALTMAN (Mecklenburg County): Wonderful. I will definitely do everything I can to help bring candidates forward. Are you able to say what the requirements are or what you’re looking for to anyone who’s could be listening?

MR. TILLMAN: The Citizens Transit Advisory Group (CTAG) is an advisory committee of the Metropolitan Transit Commission (MTC) that reviews the long-range transit system planning and proposed operating and capital programs from the community’s perspective and makes recommendations to the MTC.

CTAG responsibilities include: annual review, comment and recommendations with respect to the Transit Program and budget; review, comment and recommendations on proposed transit financial policies presented to the MTC for approval; review of corridor rapid transit alignments and technology plans recommendations coming out of preliminary engineering and environmental studies; engage in proactive efforts to seek and provide insights on community attitudes towards transit plans and system performance; annual review and comment on market research results; provide input and advice on increasing community awareness of transit-oriented land use planning and its relationship to the implementation of transit investments; and, engage in proactive efforts to increase awareness within the community and key stake-holders on the total value of investing in transit.

While CTAG is not a policy-making body, its recommendations to the MTC fulfill the requirement levied by the Interlocal Agreement that the MTC ensures public involvement in transit planning.

Members may not be an elected official. City appointees are subject to City Council’s Attendance and Anti-Harassment Policies and Code of Ethics, Gift Policy and Disclosure Requirements for members of boards.

Meetings are held on the 3rd Tuesday monthly, from 7:30-9:00 a.m. The meetings are virtual with in-person meeting 2 times during the fiscal year.

VI. Public Comments

John Cox - I want to speak with you about an opportunity you have with the redesign of the Transportation Center to turn Charlotte into a truly world-class city. Fast-forward with me to 2028 when the new Transportation Center is open. Not only is it a center for buses and rapid transit, but because of far-sighted planning begun in 2022, it is now a hub for air taxis that reach out as far as Atlanta, Wilmington, and Nashville. These are not the usual helicopters that we all know about, but these are battery-powered, vertical take-off-and-land vehicles that until a few years ago, no one would have dreamed about.
And yet they are here today, in prototype form. The names are unfamiliar - EHang, which is Chinese, Beta, Joby, Airbus, which I'm sure you have heard of, Wisk, which is backed by Boeing, and many others. All are in prototype form, all have financial backing, and all are seeking certification for passenger operation within the next few years.

Charlotte must begin to plan for this revolution in transportation now, and the redesign of the Transportation Center provides the perfect opportunity to do just that. The CTC should be redesigned to make provision for these urban air taxis by strengthening the roof deck to accommodate them. Space should be provided inside the building for ticketing, TSA, waiting areas, and air traffic control. To demonstrate how imminent this revolution is, I just learned that the French have committed to building an air taxi network for Paris in time for the summer Olympic Games of 2024. That's less than two years away, so the time for Charlotte to start moving on the project is now, and the redesign of the CTC gives us a perfect opportunity to take the lead. This revolution is here - NOW.

These improvements to the Transportation Center will not be cheap, but I would suggest that a way to pay for it might be in the form of a government bond issue backed by the revenues to be generated by rentals paid to the city by the operators of the air taxi services and rental car companies. I've seen this done successfully in other jurisdictions, and I believe that it would work here. These would be government bonds, not general obligation bonds, so there would be no burden to the metro area's taxpayers. Thank you for listening.

VII. Informational Items
A. Charlotte Transit Center Design Update

Jason Lawrence - CATS Planning Director – shared a presentation on the Charlotte Transit Center Redesign Updater; based on pages 27-55 in the MTC Agenda Packet for October 26th, 2022 meeting.

Discussion:

MAYOR LYLES (City of Charlotte): Jason, thank you for all of this. I have to say that one of my most difficult things for me to do is imagine what these diagrams actually look like in real person. It would be helpful for me, or I'm wondering if you could provide, so where are those models? I know everything is improved but, you know, when I go to D.C. I go to their underground, but I don't know where you would say "This is the most comparable place that you have something like this." I'm better at that kind of visual, and so I would love to have that opportunity.

Then for those places that are like that, what is their customer satisfaction and what do you find out about them that makes them really good for the customer experience or that works really best for the operators? Some kind of assessment or summary would be something that would help me understand better than the presentation. I remember this kid gave me something, and it was like this little cutout. He went around and pasted them all over the place, and that's how these feels to me, like paste, and I can't really visualize them. That would be helpful.

Then the other thing that I wondered about is whether or not we ought to look at the criteria and take some looks at it a little bit more as an MTC and perhaps take the survey and do this because I think that we need to weigh in on some of the things that we've been hearing, especially if you're outside of Charlotte, and that might be helpful in some of the towns to do that.

Then I'm finally going to say I went over that day to see Jason. He was right, people were really actively engaged. And I was a little bit concerned because I heard someone, maybe
one of our local media people, say all it needs is a little spiffy up, but that just will never ever
work. I just want you to know that we have to do something about this center. It serves too
many people that have to come to work every day using the system to just say we're going to
have to spiff it up. It's just not going to work to do that. Thank you.

JASON LAWRENCE: We'll work on some examples and some customer satisfaction
surveys that we can bring back, absolutely. Thank you.

COMMISSIONER ALTMAN (Mecklenburg County): And to build upon what you said
about just spiffing it up isn't sufficient for all the people who use it right now, I completely
agree. Furthermore, our long-term goal is to encourage people who do have another means of
single car ridership to do this instead. That's our long-term goal. And so making this a mixed-
use development where there is a lot of attractions there, where it's light-filled, it feels safe, it's
an attractive place to go is going to be necessary if we ever want to really get a large percentage
of our population electively using bus when they could use a car, which I think is what we all
hope we can go more towards.

For my clarification, could the CATS attorney or the CATS CEO or even the Mayor of
Charlotte just sort of cover briefly for me will we ever -- I appreciate the opportunity for the
input very much, but is this going to be a Charlotte City Council -- I want to be clear about the
decision-making over final plans, and I just would like for someone to cover that.

CATS CEO LEWIS: Thank you, Madam Chair. This is a very interesting project. Typically,
we bring before the MTC transit-only projects: the Silver Line which you will hear about later,
the Blue Line extension, other additions and upgrades to our system like the new SouthEnd
Station. This project however is really a mixed-use development. It is not just a transit center,
but it is a vision of transit-oriented development that will happen above the center. Our goal in
this is not just replace the current transit center but really to activate and meet other goals that
have been established in terms of the transit-oriented development, creating mixed use, and
integrating development into our transit investment.

As a result of that, I think the City Council really needs to weigh in on what their
thoughts and preferences will be on the design of this center. Once that happens it's our
intention to come back to you with a model that has the support of the local jurisdiction, and
then because there's federal funding involved the MTC will have to act on that. But that won't
happen until the first step occurs.

In the schedule that Jason outlined we are doing ongoing interaction, both with the City
Council transportation committee and with the full council. Once we have a sense of the
direction of council, then we will bring that direction back to the MTC for authorization and
ratification.

COMMISSIONER ALTMAN (Mecklenburg County): Thank you for that. I appreciate the
presentation and seeking our input, and maybe if you can send us the link so we can push it out
through all the towns and throughout the county to try to get more input that's more
geographically diverse, that would be great.

MR. THUNBERG (Town of Mooresville Representative): Thank you. It's kind of a
technical issue, and Jason, you'll understand this. Using lithium-ion batteries or whatever the
technology is going to be in the future is going to require some forethought with regards to the
possibility of battery fires and chemical fumes and things of that nature, and I encourage you to build that into the foundation of your considerations in that design.

CATS CEO LEWIS: Mr. Thunberg, I think that is a good point that you bring up. Even through electric bus technology and those kinds of catastrophic events, are few and far between, that is certainly something that we will have to prepare for from a design standpoint, from a ventilation standpoint, etc. We have some experience with that in transit facilities over the last couple of decades in terms of the requirement for that kind of ventilation safety in regard to compressed natural gas vehicles. We will make sure as we move into design that we utilize those best practices and experience worldwide with electric bus and how we designed this center.

MR. THUNBERG (Town of Mooresville Representative): I appreciate that. Other boards that I serve on, we’re trying to address the preparation of first responders to the potential for lithium fires. Although it’s low, it happens, and it’s a different animal and has to be treated differently. I know you’re sensitive to that, I just wanted to remind Jason that that ought to be a foundational item. Thank you, Mr. Lewis.

B. LYNX Silver Line Fall Public Engagement Center City Alignment Study & Andy Mock Bojangles Alignment Recommendations

Andy Mock - CATS Senior Transit Planner – shared a presentation concerning the LYNX Silver Line Fall Public Engagement Center City Alignment Study and Bojangles Alignment Recommendations; based on pages 57-77 in the MTC Agenda Packet for October 26th, 2022 meeting.

Discussion:

MAYOR LYLES (City of Charlotte): If you look at all of that and you look at the Infrastructure Act and the schedule for the federal government to dispense those funds, are these aligned with the ability to get the infrastructure money as well as to get through the whole planning process? This seems to me it says approximately 1 to 3 years, 5 years, how does that work?

MR. MOCK: This is a generalized iterations for each one of these times. At the pre-project development phase, we anticipate that would be within the next 2 to 3 years. I think the entrance in the project development is a critical decision, and when we would actually enter project development that initially has been driven by the ability to have local funding to actually take that next step, because once you’re in project development you need to be complete within two years. So that’s kind of the initial thought of how that dependency of the schedule works as our initial view of the progression.

MAYOR LYLES (City of Charlotte): Has Austin, TX already completed all of these steps?

MR. MOCK: No.

CATS CEO LEWIS: I think that is a great question, Mayor Lyles, and if you remember, the reason why we wanted to push the Silver Line project forward, even before there was a change in administration and a change in the goals, strategic goals at the federal level, was we knew
that there were other systems who were embarking on these kinds of studies. What you see here is the federal process which we must go through.

We are in pre-project development. As Andy stated, at that point we have a decision to make on whether or not we enter into project development, because there’s a timeline associated with that, and we must have a funding source identified. Then we go to project engineering and then construction. Transit projects typically take 10+ years to move forward, but we were at that time literally in a race for additional funding but doing the lend/funding source at the federal level. We are actually racing with other jurisdictions to get to that project development phase till we can compete for federal funds, and so that’s why the timing of this is critical for us.

Even though there is record investment from a transit standpoint from the federal level, there are many multitudes more projects than there is the ability to fund. First in has the highest -- the best chances for competing for those funds. That’s why we have been pushing to move the Silver Line and as many other projects as we can forward because we want to be in the best position to compete, realizing that the project development point, that middle blue diamond, is really the key point that we have to achieve.

MAYOR LYLES (City of Charlotte): We're on schedule that we can do this under the Infrastructure Act?

CATS CEO LEWIS: I think we're still in a good position for that, yes. Also, I just wanted to make sure MTC members are aware that as we continue to advance this project there may be times where we will continue to make refinement, hopefully minor refinements to the corridor as we continue to move through engineering and design. The Uptown alignment is a pretty big consideration. The Bojangles alignment is a minor consideration, refinement to the corridor, but as of now the rest of the corridor remains the exact same as we envision in the LPA that was passed by the board. We continue to hone that down, and there may be times when we will come back with additional refinement, but I just wanted to make sure that board members are aware that we are not substantially changing the rest of the alignment, that these are the two areas that we’re focused on now.

VIII. Action Item
A. CATS Agency Safety Plan (ASP)         John Lewis, Jr.

John Lewis, Jr - CATS Executive Officer – present the CATS Agency Safety Plan (ASP) Version 2 for action; based on page 79 in the MTC Agenda Packet for October 26th, 2022 meeting.

Resolution: A motion to approve the CATS Agency Safety Plan (ASP) Version 2 was made by Mayor Rusty Knox (Town of Davidson); seconded by Mayor Melinda Bales (Town Huntersville). Motion carried unanimously.

B. CONNECT Beyond Committee Appointments     Geraldine Gardner

Geraldine Gardner – Executive Director, Centralina Regional Council – made an appeal for MTC Appointments to the CONNECT Beyond Committee for action; based on pages 81-82 in the MTC Agenda Packet for October 26th, 2022 meeting.

Discussion:
CATS CEO LEWIS: As board members are aware, CATS has been a partner with Centralina Regional Council of Governments to create a regional mobility initiative creating a
long-term strategic transit plan. At the October 2021 MTC meeting this board adopted the CONNECT Beyond staff recommendations. One of those recommendations requested ongoing MTC participation in the funding and partnership work group which Ms. Gardner will discuss this evening. We are actually looking for appointment of two MTC board members.

COMMISSIONER ALTMAN (Mecklenburg County): Thank you, Ms. Gardner. I really can't think of anything more important than an effort that is coordinated over the footprint of these counties to try to really get regional transportation a reality, so thank you for your leadership and your coordination and for coming here tonight. You need two members of the MTC to be appointed to this committee, and my understanding is that Mecklenburg County will have a separate representative, which hopefully I'll have that opportunity, and the City of Charlotte has its own representative directly, which I understand Mayor Lyles will be doing, which means we would need two other MTC members and wonder if anyone would be willing to offer themselves for that purpose.

CATS CEO LEWIS: The action is that there will be two representatives. I think we could potentially take care of both items here, but the action is that we vote two voting members of the MTC to participate.

COMMISSIONER ALTMAN (Mecklenburg County): I'm certainly open to any debate on the subject. I would lean in favor of moving forward since we have two wonderful people stepping forward. Is there any input anyone wants to make on that?

Resolution: A motion to appoint two individuals, to serve on the CONNECT Beyond Committee from the MTC; which will be Mayor Rusty Knox (Town of Davidson) and Mayor Melinda Bales (Town of Huntersville) was made by Brian Welch (Town of Mint Hill) and seconded by Mayor Lyles (City of Charlotte). Motion carried unanimously.

GERALDINE GARDNER: Thank you. I look forward to our continued partnership and working with both of you. Just since we have other regional partners present, I just wanted to clarify that there will be, of course, county representation from all nine counties and municipal representation as well.

C. MTC 2022 Remaining Meeting Schedule

John Lewis, Jr. - CATS Executive Officer – presented recommendations for November and December 2022 Meeting Schedule for action; based on pages 84 in the MTC Agenda Packet for October 26th, 2022 meeting.

Discussion:

CATS CEO LEWIS: Thank you, Madam Chair. We’ve reached that time of the year. We're in the holiday season. Typically, as you all know, our MTC meeting is set on the last Wednesday of each month. That coincides and conflicts with the Thanksgiving holiday. Typically, we move that meeting back one week. It has been practiced trying to not meet during the Christmas holiday, but with all of the issues that we have before us I would ask for the board’s consideration of having a December meeting but also moving that back to the third week of the month. The action that we would ask you to take tonight is to amend the calendar to move the November meeting back to the third Wednesday and potentially to have a December meeting but also move that to the third Wednesday of the month.
Resolution: A motion to reschedule the November 23rd meeting to November 16th to be at 5:00pm and to move the December 28th meeting to December 21st was made by Mayor Rusty Knox (Town of Davidson) and seconded by Mayor Melinda Bales (Town of Huntersville). Mr. Ford pointed out that the November 16th meeting will just be for an hour, and the December 21st meeting will be as-needed. The motion carried unanimously.

IX. MTC Commissioners’ Business
By request of the MTC Chairwoman; Mr. John Lewis, Jr. CATS Chief Executive Officer gave the following remarks.

CATS CEO LEWIS: Madam Chair, thank you, and I'll keep this brief. I've spoken to all of you on the item. There's been a little more discussion publicly than I would have surmised, but as board members know, I have submitted my resignation to the city manager and the Chairwoman of the MTC. November 30th, 2022 will be my last day. I will say I have absolutely enjoyed the opportunity and the privilege that I've enjoyed leading this organization and work with such an unbelievable group of servant leaders that sit to my left and do all of the work I just take the credit for. But my time has come to an end. I thank you for your partnership.

X. Adjourn
The meeting was adjourned at 6:58 p.m. by Commissioner Leigh Altman, Mecklenburg County Board of Commissioners – MTC Chairwoman.

NEXT MTC MEETING: WEDNESDAY, NOVEMBER 16TH, 2022; STARTS AT 5:00 P.M.
Special Transportation Service Safety Performance Measures

CY 2022 CATS STS Fatalities

CY 2022 CATS STS Preventable Collisions > $500

CY 2022 CATS STS NTD Reportable Injuries

CY 2022 CATS STS System Reliability incidents

CALENDARYEAR 2022

CALENDARYEAR 2022

CALENDARYEAR 2022

Employee Injuries
Customer Injuries

CALENDARYEAR 2022
Rail Operations Blue Line Safety Performance Measures

CY 2022 CATS Blue Line Fatalities

CY 2022 CATS Blue Line Safety Incidents

CY 2022 CATS Blue Line NTD Reportable Injuries

CY 2022 CATS Blue Line System Reliability Incidents
Rail Operations Gold Line Safety Performance Measures

- **CY 2022 CATS Gold Line Fatalities**
- **CY 2022 CATS Gold Line Safety Incidents**
- **CY 2022 CATS Gold Line NTD Reportable Injuries**
- **CY 2022 CATS Gold Line System Reliability Incidents**
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<td>24,607</td>
<td>19.7 %</td>
<td>106,443</td>
<td>99,022</td>
<td>7.5 %</td>
<td>1,101</td>
</tr>
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<td>Human Services Transportation</td>
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</tr>
<tr>
<td>Special Transportation Services</td>
<td>15,555</td>
<td>14,286</td>
<td>8.9 %</td>
<td>60,680</td>
<td>56,986</td>
<td>6.5 %</td>
<td>638</td>
</tr>
<tr>
<td>DSS</td>
<td>1,072</td>
<td>2,456</td>
<td>-56.4 %</td>
<td>1,492</td>
<td>12,463</td>
<td>-88.0 %</td>
<td>51</td>
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<td>Subtotal</td>
<td>16,627</td>
<td>16,742</td>
<td>-0.7 %</td>
<td>62,172</td>
<td>69,449</td>
<td>-10.5 %</td>
<td>689</td>
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<tr>
<td>Rideshare Services</td>
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<td></td>
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</tr>
<tr>
<td>Vanpool</td>
<td>3,850</td>
<td>2,988</td>
<td>28.8 %</td>
<td>15,114</td>
<td>12,100</td>
<td>24.9 %</td>
<td>155</td>
</tr>
<tr>
<td>Subtotal</td>
<td>3,850</td>
<td>2,988</td>
<td>28.8 %</td>
<td>15,114</td>
<td>12,100</td>
<td>24.9 %</td>
<td>155</td>
</tr>
<tr>
<td>Rail</td>
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<td></td>
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<tr>
<td>LYNX Blue Line</td>
<td>421,124</td>
<td>330,714</td>
<td>27.3 %</td>
<td>1,775,741</td>
<td>1,190,814</td>
<td>49.1 %</td>
<td>15,526</td>
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</table>

Note: The table shows the percentage change in ridership from Oct-21 to Oct-22, with YTD FY 2023 and YTD FY 2022 for each service.
Metropolitan Transit Commission
Charlotte Area Transit System Ridership Report
Oct-22

<table>
<thead>
<tr>
<th>Mode / Service</th>
<th>Oct-22</th>
<th>Oct-21</th>
<th>Percent Increase/Decrease</th>
<th>YTD FY 2023</th>
<th>YTD FY 2022</th>
<th>Percent Increase/Decrease</th>
<th>Avg Daily Ridership per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>WeekDay</td>
</tr>
<tr>
<td>CityLynx Gold Line</td>
<td>52,446</td>
<td>37,395</td>
<td>40.2 %</td>
<td>199,639</td>
<td>76,525</td>
<td>160.9 %</td>
<td>1,930</td>
</tr>
<tr>
<td>Subtotal</td>
<td>473,570</td>
<td>368,109</td>
<td>28.6 %</td>
<td>1,975,380</td>
<td>1,287,339</td>
<td>55.9 %</td>
<td>17,456</td>
</tr>
<tr>
<td>Total</td>
<td>1,028,753</td>
<td>906,089</td>
<td>13.5 %</td>
<td>3,981,809</td>
<td>3,385,594</td>
<td>17.6 %</td>
<td>38,440</td>
</tr>
</tbody>
</table>
Sales Tax Collections and Distribution – August 2022

- The August 2022 receipts of $12,882,613 were $1,152,529 (9.8%) above budget target for the month
- The August 2022 receipts were $944,926 (7.9%) above forecast for the month
- The August 2022 receipts were $2,222,931 (20.9%) above August of 2021

Sales Tax Budget Data

- FY2023 sales tax budget is $136,807,021
- The FY23 model forecasts year-end receipts of $144,986,195 which is $8,179,174 (5.98%) above the FY23 budget target of $136,807,021
- FY2022 actual sales tax was $139,225,568

Local Government Sales and Use Tax Distribution

- Source: North Carolina Department of Revenue Sales & Use Distribution Report for the month September 30, 2022
- Published by NC Secretary of Revenue on 11/09/2022 with actual receipts through August 2022
- CATS sales tax report only includes Mecklenburg County Article 43 sales tax

FY2023 Budget Sales Tax Receipts (Actuals and Forecasts)
SUBJECT: CTC Redevelopment Public Engagement Update    DATE: November 16, 2022

1.0 PURPOSE/SCOPE: CATS staff will present an update on public and stakeholder engagement for the Charlotte Transportation Center (CTC) redevelopment design options.

2.0 BACKGROUND/JUSTIFICATION: The CTC opened for service in 1995 through a public/partnership with Nations Bank (now Bank of America) and has for nearly 30 years served CATS bus transportation needs. While much has changed around the facility, the CTC has largely remained the same.

Following an unsolicited proposal to redevelop the CTC as part of an integrated mixed-use development, CATS issued a request for proposals in June 2019. Through that competitive process, the joint venture partnership of Charlotte-based White Point Partners and Dart Interests, a Dallas real estate investment firm, was selected out of three groups that submitted proposals.

Throughout 2020 and 2021 CATS, City of Charlotte Economic Development, and the Development Team developed conceptual transit center designs. In November 2021, CATS was awarded a $15 million RAISE grant towards the construction of the new facility to be integrated within a mixed-use development.

Throughout October 2022 CATS engaged the public and key stakeholders for comment on two design options currently being evaluated.

3.0 PROCUREMENT BACKGROUND: N/A

4.0 POLICY IMPACT: N/A

5.0 ECONOMIC IMPACT: N/A

6.0 ALTERNATIVES: N/A

7.0 RECOMMENDATION: N/A

8.0 ATTACHMENT(S): N/A

SUBMITTED AND RECOMMENDED BY:

John M. Lewis, Jr.
Chief Executive Officer, Charlotte Area Transit System
Director of Public Transit, City of Charlotte
Charlotte Transportation Center
Public Engagement Update

Metropolitan Transit Commission
November 16, 2022
Transit and Mobility Goals

- Continuity in Service via a Temporary Facility
- Elevate the Transit Rider Experience
  - Comfortable, Climate Controlled Space
- Safety and Security is Top Priority
  - Controlled access to transit space
  - Minimize Pedestrian and Vehicle Conflicts
- Easy and Convenient Transit Connections
  - Central Mobility Hub for Bus, Light Rail, Streetcar
- Sustainable Design
  - LEED Certified and/or Envision Certification
  - Battery Electric Bus Hub
- Integrated with Mixed Use Development
  - Create an Active, Vibrant Place

Project Timeline

- Developer Selected
- Public Input
- Advance Design
- Financing
- Temporary Center constructed

2019  2020-2021  2022  2023  2024  2025-2029
RFP  Feasibility Analysis  Begin Environmental Assessment  FTA approvals  Service Equity Analysis  Permanent facility build-out & opening
Ongoing Public Outreach
City Consultant Team
Initial Evaluation

- Focused on which option best improves the Passenger Experience
- Prior engagement with TSAC and passengers placed high value on safety, security, lighting, and climate-controlled space
- Terrace option makes temporary transit center difficult.
- At grade option does not meet passenger expectations

<table>
<thead>
<tr>
<th></th>
<th>AT GRADE</th>
<th>TERRACE</th>
<th>CONCOURSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus to Bus Transfer</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Bus to Rail Transfer</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Safety</td>
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<tr>
<td>Security</td>
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<tr>
<td>Climate Controlled</td>
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<tr>
<td>Natural Lighting</td>
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</tr>
</tbody>
</table>

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Initial Evaluation Results

Street Level
Eliminate

Terrace
Refine

Concourse
Advance
Refined Design Options

Two Level Terrace
Concourse

Public & Stakeholder Outreach
- October 4 & 6: CTC Pop Ups
- October 11 & 19: Virtual Public Meetings
- October 13: Transit Services Advisory Committee
- October 13: CMGC Public Meeting
- October 18 & 20: CTC Pop Ups
- October 18: Citizens Transit Advisory Group
- October 25 & 27: Bus Operator Pop Ups
- October 25: Sustain Charlotte CRTC
- October 26: Metropolitan Transit Commission
- October 27: Belmont Regional Center
Public & Stakeholder Outreach
By the Numbers

- Over 400 Bus Riders engaged at CTC Pop Ups
- 499 views of the Virtual Public Meetings
- 5 attendees at In Person Meeting
- Over 100 Bus Operators engaged
- 346 completed surveys

Passenger Experience Survey

- Nearly a third use rideshare, bike, or scooters
- Shelter from inclement weather, climate control, digital schedules, and easier transfers are top priorities
- Majority of participants indicated a preference for transferring in Uptown but 30% detailed other locations.
- Less than a third indicated transfers as “extremely convenient”
- Over a third felt unsafe crossing bus travel lanes
- Visible security presences and improve lighting ranked high
Design Options Survey

- The higher level of natural light in the Two-Level Terrace option was rated as extremely important.

- The ease of bus-to-bus transfer and more climate-controlled space in the Concourse was highly valued.

- The majority of comments received were focused on increased security and the need for more service frequency.

- Just over 50% currently prefer the Concourse option.

Bus Operator Feedback

- In new facility more attention to operator amenities and secure access to operator space should be considered.

- Operators consistently stated that the passenger area should be ticket controlled.

- More operator amenities at mobility hubs and LYNX Blue Line stations.

- Operators were generally 50/50 on either design with a slight preference for the concourse option.
Public Feedback & Evaluation

<table>
<thead>
<tr>
<th></th>
<th>TWO LEVEL TERRACE</th>
<th>CONCOURSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus to Bus Transfer</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Bus to Rail Transfer</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Climate Controlled</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Natural Lighting</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

No improvement ➢ Some improvement ➢ Most improvement ➢ Public Feedback

Financial Framework

► New Charlotte Transportation Center at same site would range $45m-$55m
  ▪ Not integrated with development
  ▪ Unlikely to receive RAISE Grant
  ▪ Land Value not a funding source

► Integrated Transit Center (Concourse/Two Level Terrace) estimated at $89m
  ▪ Leveraging $27m (COPS, CIP (ED), CATS)
  ▪ Leveraging $27m Land Value
Next Steps

- November 7th
  TPD Committee-Public Engagement & Financial Framework
- January 3rd
  TPD Committee Recommendation
- January 9th
  Charlotte City Council Action Review
- January 23rd
  Charlotte City Council Endorsement of MOU
- January 25th
  Metropolitan Transit Commission Action

Questions and Feedback

- Story Map & Survey
- Virtual Meeting Recording
- CTCTRedevelopment@publicinput.com
- 704-336-RIDE (7433)