METROPOLITAN TRANSIT COMMISSION
Wednesday, February 23, 2022
5:30pm
Charlotte-Mecklenburg Government Center
WebEx
AGENDA

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

II. Approval of the January 26, 2022 Summary (p.5-8).................. Commissioner Leigh Alman

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

IV. Report from the Chair of the Citizens Transit Advisory Group (CTAG).......... Adam Pasiak

V. Public Comments

VI. Informational Items
   • Envision My Ride Update (p.10-18)............................................. Jason Lawrence

VII. Action Items
   • None

VIII. MTC Commissioners’ Business
   • None

IX. Chief Executive Officer’s Report (p.20-27)............................................. John Lewis, Jr

X. Adjourn
I. Call to Order
The regular meeting of Metropolitan Transit Commission was called to order via WebEx conferencing at 5pm by Mecklenburg County Commissioner Leigh Altman.

II. Action Item – Selection of MTC Vice Chairman
A motion to nominate Mayor John Higdon (Town of Matthews), as the MTC Vice Chairman was made by Mayor Vi Lyles (City of Charlotte); and seconded by Mayor Woody Washam (Town of Cornelius). Motion carried unanimously.

III. Review of Meeting Summary
The meeting summary of November 17, 2021 was approved.

IV. Transit Services Advisory Committee (TSAC) Chairman’s Report
Krissy Oechslin (Chairwoman) reported the following recap: TSAC met in December and January. In January we approved a service change for February, and it’s a slight route change to I believe it’s a 53X on its reverse evening commute trips that will enable people to go to a food pantry in the area that they wouldn't otherwise have had access to. We were glad to hear that. We had asked that CATS explain to customers a little bit more in detail about how reverse commute trips work, because they’re a little bit complicated.

There was public comment in our January meeting for better communication about missed bus trips. We are aware that CATS, like many businesses and organizations, is feeling the effects of a challenging labor market and supply chain constraints. We have seen with the Gold Line that CATS has extensively communicated delays and bus bridges, but the gentlemen who provided public comment requested similar treatment with missed buses, especially on routes that run infrequently, like the 57, which runs only once per hour. The real-time app can help with these situations. The speaker, in particular, had some accessibility issues with the app, and not everybody uses the app. He raises a good point that there's a lot of communications about the Gold Line but not much about other routes.

At an upcoming TSAC meeting I would like to dive into reporting on missed buses. This has an impact across all bus riders, but it's not necessarily very visible to any individual bus rider.
If you only take one or two routes you might only get one or two missed buses in a week, but if you multiply that by the entire system by all riders across all routes, there might be a lot more missed buses that are happening than the public realizes. That's something we'd like to look into in a future meeting.

V. Citizens Transit Advisory Group (CTAG) Chairman’s Report

Adam Pasiak (Co-Chairman-Mecklenburg County) reported the following recap: In the January 18th meeting, the Citizens Transit Advisory Group received a presentation on the federal COVID funding programs that's been received by CATS and how those funds have been utilized and their plan for using those remaining funds in the year to come. To date, CATS reported that they received approximately $202M in total federal funding associated to the pandemic, and that came in the forms of both the CARES Act funds and ARP funds, the American Rescue Plan funds, broken down pretty evenly, about $94M in ARP funds at about $108M in CARES ACT funds. Those funds have been used primarily by CATS to maintain operations, maintain public safety, PPE, cleaning, building modifications, as well as other maintenance and operating costs.

CTAG also received updates from CATS CEO, Mr. Lewis, on the status of CATS. Our meeting date fell right between both winter storms that we had. Thankfully it was a positive report. Mr. Lewis explained that we just had to shut down the Gold Line a little bit, but that was not because of the Gold Line's operation, it was more a safety concern around other cars on the street, but at the time operations had been back to normal and everything was running as planned.

At the end of our January meeting, CTAG members voted to keep all of our meetings through the calendar year 2022 virtual, with the exception of one potential in person meeting in April around budget time, and then we also reserved the option for potential in-person meetings if COVID changes and allows. It was felt that as wonderful as virtual meetings are, we still like to meet in person and get to know each other and hear reports in person, but other than that we look forward to our future meetings and reporting back to the MTC.

VI. Public Comments – None

VII. Informational Item

A. Battery Electric Bus (BEB) – Pilot Program Update

Catherine Kummer – CATS Sustainability, Resiliency and Governmental Affairs Officer – made a presentation an update on the Battery Electric Bus (BEB) – Pilot Program, based on pages 12-18 in the MTC Agenda packet for January 26th, 2022 meeting.

B. FY2023 Preliminary Operating and Debt Service Budget & FY2023-2027 Preliminary Capital Investment Plan

John Lewis, Jr – CATS Chief Executive Officer and Blanche Sherman – CATS Chief Financial Officer – made a presentation of the FY2023 Preliminary Operating and Debt Service Budget and FY2023-2027 Preliminary Capital Investment Plan, based on pages 20-75 in the MTC Agenda packet for January 26th, 2022 meeting.

Discussion:

Bill Thunberg (Town of Mooresville Representative): I just wanted to point out something about the CATS CEO's presentation on the CATS TRAX metrics. Those of you that are new to the board don't really realize this, the Board did not ask Mr. Lewis to do this metrics. He
and his team came forward and they created those metrics to be able to track their own performance over time. I think it’s just worthy to note that they’ve done that on their own, and it’s important to them to understand where they are and where they’re going and what they’re doing, and I appreciate the fact that he reports that to us every year.

VIII. Action Item
A. LYNX Silver Line Refined LPA Update & Implementation Strategy
Andy Mock

Staff Recommendation

Resolution: A motion to adopt the LYNX Silver Line Refined Locally Preferred Alternative (LPA) Update and Implementation Strategy Staff Recommendation was made by Mayor Vi Lyles (City of Charlotte); seconded by Mayor Pro-Tem Renee Garner (Town of Matthews). Motion carried unanimously.

B. Property Acquisition for Bus Stop
Andy Mock

Jason Lawrence – CATS Senior Transportation Planner – presented an action item for the Property Acquisition for future CATS Bus Stop, based on pages 94-98 in the MTC Agenda packet for January 26th, 2022 meeting.

Discussion:
Mayor Lyles (City of Charlotte): I know the shopping center is a major employment area, but across the street -- and you were talking about the paratransit -- there are a number of doctor offices. There's a Novant center, an Atrium, and several kinds of health-related services in there. The question I would have, I'm curious if we would have crosswalks and other options that if people are coming into the Park-and-Ride area has there been any demand for the ability to cross over safely to the medical facilities across that street, and is that something that you've seen a need for or is it that the bus provides the services to the medical facilities as it is now?

Mr. Lawrence: We currently have services on Highway 51. We have a cross-town route that does serve Pineville-Matthews Road. Our accessibility would improve accessibility from the stop to Pineville-Matthews Road, and the medical facility I think that’s on the map is just under the existing Park-and-Ride stop text box, so we could look into what the crosswalk environment is there and talk to CDOT about that crossing. I do know there's a crosswalk at Providence and 51, but I do think that there is benefit from service to this stop. Just in closing with that, I think having the route to terminate does provide us the opportunity to serve the greater area as a whole because Providence is one of our future expansions of high-frequency bus services.

Mayor Lyles (City of Charlotte): I appreciate that. If there is, I would like to see some coordination with CDOT to say, how do we get crosswalks that make it possible for the use of those healthcare facilities, especially around the paratransit operation. Not necessarily right now but -- I think that's a conversation worth having.

Madam Chair, if you would like a motion to approve this, I think this is improving an existing well-done service and highly utilized service, and I'm assuming that Krissey would agree with me on that, but this is one of the areas that we've seen the need and the demand for
transit service. I move adoption of the recommended action for the Arboretum Park-and-Ride project.

**Mayor Washam (Town of Cornelius):** I’m going to support this as well, but I do want to add a comment that I really hope that there's no impact moving forward. I'm pretty sentimental about our future BRT sites that have to be yet acquired and I just want to make sure that there's no impact, but I'll still vote yes, but I guess I should have asked that question earlier. I'll just throw that in assuming that there's not going to be an impact on that.

**CATS CEO Lewis:** Mayor Washam, to answer your question, this will not take away from our project, capital projects along the I-77 corridor.

**Resolution:** A motion to approve the Property Acquisition for future CATS Bus Stop was made by **Mayor Vi Lyles (City of Charlotte);** seconded by **Mayor Melinda Bales (Town of Huntersville).** Motion carried unanimously.

**IX. MTC Commissioners’ Business** - None

**X. Chief Executive Officer’s Report** - None

**XI. Other Business** – None

**XII. Adjourn**
The meeting was adjourned at 6:02 p.m. Mecklenburg County Commissioner Leigh Altman – MTC Chairwoman.

**NEXT MTC MEETING:** **WEDNESDAY, FEBRUARY 23rd, 2022, STARTS AT 5:30 P.M.**
1.0 PURPOSE/SCOPE: To inform the Metropolitan Transit Commission (MTC) on the status of the Envision My Ride effort.

2.0 BACKGROUND/JUSTIFICATION: Through the Envision My Ride effort CATS has sought to redesign the bus network and improve the customer experience. This will be achieved by developing recommendations in three main areas: Network Structure, Route Frequency, and Service Reliability.

3.0 PROCUREMENT BACKGROUND: Not Applicable

4.0 POLICY IMPACT: Not Applicable

5.0 ECONOMIC IMPACT: Not Applicable

6.0 ALTERNATIVES: Not Applicable

7.0 RECOMMENDATION: Not Applicable

8.0 ATTACHMENT(S): Not Applicable

SUBMITTED AND RECOMMENDED BY:

John M. Lewis, Jr.
Chief Executive Officer, Charlotte Area Transit System
Director of Public Transit, City of Charlotte
Envision My Ride Update
Metropolitan Transit Commission
February 23, 2022

1. Structural
   March 2018 (Opening of LYNX BLE)
   • 22 existing routes adjusted
   • 9 new routes established
   • 4 new cross-town routes
   October 2018
   • 24 additional routes adjusted

2. Frequency
   February 2020
   • Increase frequency on 4 routes to 15 minutes
   • MetroRapid (I-77 Express Lanes)

3. Reliability
   Fall 2020
   • CATS conducting a Bus Priority Study to complete the Envision My Ride effort
   • 4th St and Central Avenue Bus-Only Lane Pilots (1st component of the study)
Envision My Ride: Bus Priority Study

Building a Better Bus Network

Envision My Ride established the foundation:

- Create more frequent bus service
- Create more direct bus service
- Develop more crosstown connections
- Greater connectivity between different routes

The Bus Priority Study will recommend Priority Bus Corridors and Capital Improvements that:

- Makes bus trips faster, more reliable, and more enjoyable
- Improves connections to other transit lines, bikeshare, park & rides, and other mobility options
- Improves the bus stop system-wide. Includes mobility hubs and greater amenity types

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Envision My Ride

Structural Improvements → 2018
- Provided additional crosstown service and added service to new destinations throughout Charlotte

Frequency Improvements → 2020
- Introduced MetroRapid express service between Uptown Charlotte and North Meck
- Increased the number of frequent routes*

*Envision My Ride will continue to increase frequency on core bus routes as funding becomes available

2021

- Winter

2022

- Winter

Public Input

We are here!

Community Meeting #1
- Feedback on passenger values, preferences, feeds, and barriers to riding the bus

Community Meeting #2
- Feedback on types of treatments for initial corridors

Community Meeting #3
- Share refined recommendations

www.RIDETRANSIT.org
PUBLIC OUTREACH

- 2 Virtual public meetings held in October/November
- 2 Pop-ups held at the CTC in October
- Next round of engagement starts on March 3rd

ENVISION MY RIDE
BUS PRIORITY STUDY

Welcome to the CATS Envision My Ride: Bus Priority Study Virtual Public Workshop

This virtual workshop allows you to provide input on the proposed bus priority treatment as part of the Charlotte Area Transit System (CATS) Envision My Ride (EMR) initiative. Walk through the various virtual rooms to learn about the EMR Bus Priority Study (BPS) project and provide feedback on recommendations.

For more information about the Bus Priority Study, visit the project hub [here].

Operator Outreach
Envision My Ride: The Vision

- **22 High Frequency Routes**, 15 min all day (5 today)
- Minimum 30-minute frequency system wide (Approx. 19 are 40+ frequency today)
- **15 new routes** to the following areas:
  - Albemarle Rd to I-485
  - CPCC Levine
  - WT Harris
  - Mint Hill
  - Mooresville
  - Morris Chapel
  - Plaza Extension
  - Mallard Creek
  - Selwyn Ave
  - Rea Rd
  - Ballantyne
  - Sunset Rd
  - Blakeney
  - Matthews-Lawyer Rd
  - Pavilion-University Area

- **Priority Bus Network** as potential BRT projects
- **Mobility hubs** at key locations throughout the County for first/last mile connections and on-demand services
- **Bus Stop Implementation Plan** with the goal of increasing passenger amenities

Envision My Ride: Mobility Hubs

- Team performed initial work to select locations for Mobility Hubs
  - 71 locations identified
  - Currently refining the list to determine hub types
  - Developing scoring system to determine amenity type for all stops systemwide
Envision My Ride: Uptown Transit Centers

- Review of Uptown operations
- Focus on service recommendations at the Charlotte Transportation Center and future Charlotte Gateway Station
- CTC and CGS operational analysis
Envision My Ride: First Mile/Last Mile

- Develop first / last mile solution between mobility hubs and neighborhoods
- Analysis of current operations to determine where microtransit can support existing service
- Identify candidate service areas
- Began in January 2022
Next Steps

- Finalize study recommendations
- Conduct next round of public outreach
- Staff Recommendations as information item at April MTC meeting
- Staff Recommendations as action item at May MTC meeting
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<th>Mode / Service</th>
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<th>Jan-21</th>
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## Metropolitan Transit Commission
### Charlotte Area Transit System Ridership Report
#### Jan-22

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<th>Mode / Service</th>
<th>Jan-22</th>
<th>Jan-21</th>
<th>Percent Increase/Decrease</th>
<th>YTD FY 2022</th>
<th>YTD FY 2021</th>
<th>Percent Increase/Decrease</th>
<th>Avg Daily Ridership per Month</th>
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Data provided by the Metropolitan Transit Commission.
Workforce Update

Metropolitan Transit Commission (MTC)
February 23, 2022
Pre-Pandemic

- Before March 2020
- Average Job Vacancies: 119

Operator Training

- New Hires: 313 since April 2020

- On-boarding/Training Process:
  - Rail Operator – 12 weeks
  - Bus Operator – 5 weeks (+5 weeks CDL/CDOT credentials)
Present

- Current Attrition Rate:
  - TMOC – 44.6%
  - CATS – 29%

- Average Job Vacancies: 198
  - 17% vacancies
Net Promoter Score (NPS)

Wave 6 NPS

Highest NPS to date

Comparison to Wave 5

Comparison to Industry

57% higher than industry

NPS Trend Over Time

Industry Sampled Avg 35%
November Sales Tax Collections and Distribution – November 2021

- The November 2021 receipts of $12,115,165 were $2,795,457 (30.0%) above budget target for the month.
- The November 2021 receipts were $1,988,933 (19.6%) above forecast for the month.
- The November 2021 receipts were $2,150,352 (21.6%) above November of 2020.

Sales Tax Budget Data

- FY2022 sales tax budget is $108,235,200
- The FY22 model forecasts year-end receipts of $122,393,691 which is $14,158,491 (13.08%) above the FY22 budget target of $108,235,200.
- FY2021 actual sales tax was $116,669,192.

Local Government Sales and Use Tax Distribution

- Published by NC Secretary of Revenue on 1/12/2022 with actual receipts through October 2021.
- CATS sales tax report only includes Mecklenburg County Article 43 sales tax.

FY2022 Budget Sales Tax Receipts (Actuals and Forecasts)

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</thead>
<tbody>
<tr>
<td>Charlotte</td>
<td>863,985</td>
<td>40.4%</td>
<td>$4,585,539</td>
<td>$4,326,315</td>
<td>$4,494,138</td>
<td>$4,603,496</td>
<td>$4,891,177</td>
<td>$4,739,569</td>
<td>$3,288,876</td>
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<td>$30,929,109</td>
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<tr>
<td>Cornelius</td>
<td>32,144</td>
<td>1.5%</td>
<td>$164,887</td>
<td>$155,566</td>
<td>$161,601</td>
<td>$165,533</td>
<td>$181,973</td>
<td>$176,333</td>
<td>$122,360</td>
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<td>1,128,253</td>
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<tr>
<td>Davidson</td>
<td>31,281</td>
<td>0.6%</td>
<td>$69,208</td>
<td>$65,295</td>
<td>$67,828</td>
<td>$69,479</td>
<td>$75,073</td>
<td>$72,746</td>
<td>$50,480</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>470,109</td>
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<tr>
<td>Huntersville</td>
<td>31,071</td>
<td>1.5%</td>
<td>$170,086</td>
<td>$160,471</td>
<td>$166,686</td>
<td>$170,753</td>
<td>$175,899</td>
<td>$170,446</td>
<td>$119,276</td>
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<td>-</td>
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<td>1,312,626</td>
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<tr>
<td>Matthews</td>
<td>31,761</td>
<td>1.5%</td>
<td>$146,293</td>
<td>$138,023</td>
<td>$143,730</td>
<td>$146,866</td>
<td>$156,749</td>
<td>$151,910</td>
<td>$104,413</td>
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<td>-</td>
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<td>988,660</td>
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<td>Mint Hill</td>
<td>12,092</td>
<td>1.3%</td>
<td>$142,963</td>
<td>$138,023</td>
<td>$143,730</td>
<td>$146,866</td>
<td>$156,749</td>
<td>$151,910</td>
<td>$104,413</td>
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<td>1,312,626</td>
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<tr>
<td>Pineville</td>
<td>3,500</td>
<td>0.4%</td>
<td>$50,033</td>
<td>$46,946</td>
<td>$48,908</td>
<td>$49,073</td>
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<tr>
<td>Meck. County</td>
<td>1,099,845</td>
<td>51.4%</td>
<td>$5,810,983</td>
<td>$5,473,992</td>
<td>$5,686,335</td>
<td>$5,247,704</td>
<td>$6,226,423</td>
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<td>39,233,574</td>
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<tr>
<td>Total</td>
<td>2,140,059</td>
<td>100.0%</td>
<td>$11,298,388</td>
<td>$10,659,682</td>
<td>$11,073,183</td>
<td>$11,342,634</td>
<td>$12,115,265</td>
<td>$11,739,737</td>
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FY2022 Budget Sales Tax Receipt YTD Comparison

- Year-over-Year Comparison (FY22-FY21):
  - 16.7% 8.9% 27.7% 14.7% 22.9% 19.8% -1.6% -29.0% -10.7% 20.7% 31.2% 41.9% 53.3% 64.4% 72.1%

Prior Year Sales Tax Receipts: FY2018 – FY2021

- FY2021: $8,921,474 $9,466,946 $9,245,056 $9,317,741 $9,964,913 $11,402,907 $11,253,531 $10,287,447 $8,942,957 $11,945,450
- FY2020: $9,683,570 $9,787,973 $8,671,556 $9,889,570 $9,800,116 $8,287,036 $8,606,547 $8,735,473 $7,635,380 $6,997,727 $9,833,896
- FY2019: $9,708,603 $9,621,386 $9,103,726 $8,067,019 $9,425,129 $8,906,774 $8,195,787 $7,918,012 $10,155,891 $9,880,419 $9,435,500 $9,117,052
- FY2018: $8,147,197 $8,436,960 $8,784,051 $8,884,187 $9,324,267 $8,687,695 $7,842,800 $9,303,951 $8,539,748 $9,277,667 $9,699,263 $103,021,757

YTD Budget Variance: $62,049,463 $14,325,800

Total: $116,669,192

% of FY22 Budget Achieved: 10.7% 20.7% 31.2% 41.9% 53.3% 64.4% 72.1%