

Charlotte Area Transit System



Fare Equity Analysis

July 14, 2021

Table of Contents

| | | |
|------|--|----|
| 1.0 | Introduction | 3 |
| 2.0 | Service Area/ Hours/ Frequency | 3 |
| | Map 1: Map of CityLYNX Gold Line Service Area | 3 |
| 3.0 | Definitions | 4 |
| 4.0 | Mecklenburg County Demographics..... | 5 |
| 5.0 | Charlotte Area Transit System Demographics | 6 |
| | Table 3: C.A.T.S. Service Area Demographics | 6 |
| | Table 4: Colleges and Universities Demographics CityLYNX Gold Line | 6 |
| 6.0 | C.A.T.S. Fare Structure | 7 |
| | Table 6: C.A.T.S. Transfer Fare | 7 |
| 7.0 | Public Involvement..... | 7 |
| 8.0 | Customer and Financial Analysis..... | 8 |
| | Table 7: Fare Usage by Racial Demographics..... | 9 |
| | Table 8: COVID-19 Ridership Changes Across Modes..... | 9 |
| | Table 9: Full Year of Gold Line Service at Local Fare of \$2.20..... | 9 |
| | Table 10: Allocation of Fare Products | 10 |
| 9.0 | New Service..... | 10 |
| 10.0 | Modification Recommendation | 10 |
| 11.0 | Impact of No Service | 11 |
| 12.0 | C.A.T.S. Existing Assistance to Minority and Low-Income Patrons..... | 11 |
| 13.0 | Public comment, Board Review & Approval Minutes..... | 13 |

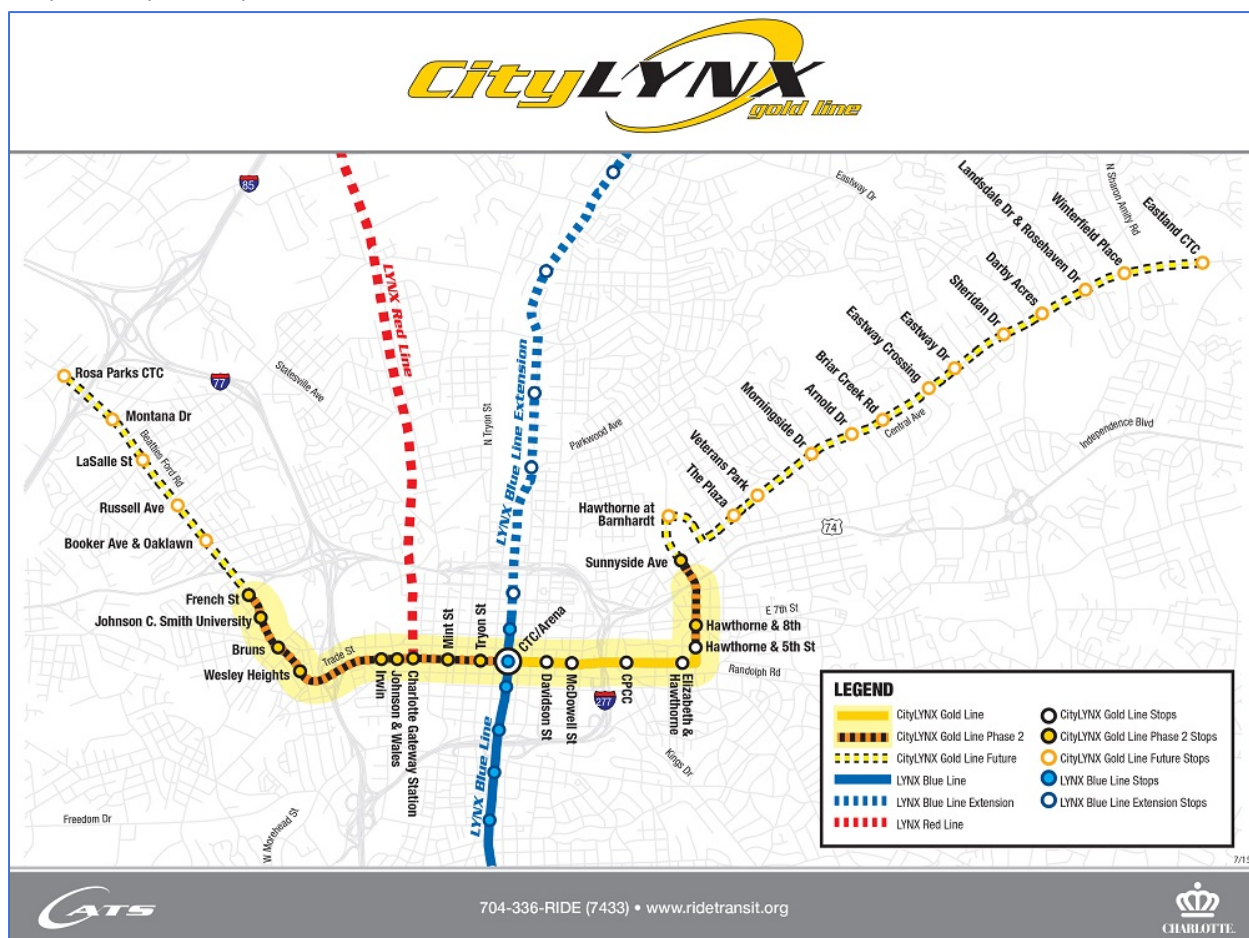
1.0 Introduction

The purpose of this document is to analyze the fare structure of the C.A.T.S. CityLYNX Gold Line Streetcar service. The CityLYNX Gold Line Connector, a supplemental bus service that previously operated within the completed Phase 1 of the streetcar corridor before the expansion, was a free service. The current proposal is to begin a regular fare service on the CityLYNX Gold Line after revenue service begins. The fare service is estimated to begin in the month of October 2021.

2.0 Service Area/ Hours/ Frequency

The CityLYNX Gold Line is a 4.0-mile streetcar system traveling through Center City Charlotte (see **Map 1** below), serving 17 stops that connect the Elizabeth area in east Charlotte to the Historic West End. The service will operate with a vehicle frequency of 20 minutes and connect students and employees from Central Piedmont Community College (CPCC), Novant Presbyterian Medical Center, Johnson C. Smith University, and Johnson & Wales University along its corridor. The hours of operation will be 5:00 a.m. to 2:00 a.m. Monday through Sunday.

Map 1: Map of CityLYNX Gold Line Service Area



3.0 **Definitions**

The following are the definitions used within the analysis to define groups and incomes. C.A.T.S. conducted a systemwide customer survey in 2016 which identified demographic groups using the system.

Poverty Level: Poverty rate by block group as defined by the U.S Census American Community Survey (ACS) 5-year estimates, as defined by the U.S. Department of Health and Human Services Poverty Guidelines.

Low-income: C.A.T.S. used household income of \$11,770 and below to represent low-income households. C.A.T.S. used the demographics percentage for household of \$11,770 or less obtained from C.A.T.S. Fall 2016 Customer Survey conducted across the entire C.A.T.S. system. Ridership amounts represented in the analysis is derived from this demographic percentage applied to C.A.T.S. unlinked passengers.

Minority: C.A.T.S. used all non-white categories as minorities. C.A.T.S. used the demographics percentage for race obtained from C.A.T.S. Fall 2016 On-Board Customer Survey conducted across the entire C.A.T.S. system. Ridership amounts represented in the analysis is derived from the demographic percentage applied to C.A.T.S. unlinked passengers.

System wide: C.A.T.S. used the statistics obtained from the C.A.T.S. Fall 2016 On-Board Customer Survey conducted across the entire C.A.T.S. system. Ridership amounts represented in the analysis is derived from the statistics applied to C.A.T.S. unlinked passenger trips.

Service Area: The areas along C.A.T.S. bus and rail routes including a $\frac{3}{4}$ mile buffer

C.A.T.S. Customer Satisfaction Survey: C.A.T.S. periodically conducts an annual on-board survey of customers obtaining their perceptions and attitudes toward public transit and management of the system along with ratings on 40 customer service elements. Also obtained, is demographic and usage information including fare media. The results from the most current survey were used in developing this analysis. The survey conducted in the Fall 2016 was representative of C.A.T.S. ridership across all service types, and day and week parts with information accurate at the 95% confidence interval with a sampling error of plus or minus 3.9%.

4.0 Mecklenburg County Demographics

Mecklenburg County has the largest population of any county in the State of North Carolina. **Table 1** below shows that Mecklenburg is home to over 1,110,000 residents. Non-white minorities make up over 54% of the residents in Mecklenburg County. This is a higher percentage of minority residents than in the State of North Carolina, in which non-white minorities make up approximately 37% of the population.

Table 1: US Census Mecklenburg County Demographics

| | Mecklenburg County, NC | North Carolina |
|--|------------------------|-------------------|
| Population estimates, July 1, 2019, (V2019) | 1,110,356 | 10,488,084 |
| PEOPLE | | |
| Race and Hispanic Origin | | |
| White alone | 57.30% | 70.60% |
| Black or African American alone | 33.00% | 22.20% |
| American Indian and Alaska Native alone | 0.80% | 1.60% |
| Asian alone | 6.30% | 3.20% |
| Native Hawaiian and Other Pacific Islander alone | 0.10% | 0.10% |
| Two or More Races | 2.50% | 2.30% |
| Hispanic or Latino | 13.80% | 9.80% |
| White alone, not Hispanic or Latino | 46.10% | 62.60% |

US Census 2019

The median income levels of Mecklenburg County are approximately \$12k per year higher than the median incomes within the State of North Carolina. As a result, the percentage of persons defined at or below the poverty level in Mecklenburg County is approximately 3% lower than the poverty level found within the State of North Carolina as shown in **Table 2** below.

Table 2: US Census Mecklenburg County Income

| | Mecklenburg County, NC | North Carolina |
|--|------------------------|----------------|
| PEOPLE | | |
| Income & Poverty | | |
| Median household income (in 2019 dollars), 2015-2019 | \$66,641 | \$54,602 |
| Per capita income in past 12 months (in 2019 dollars), 2015-2019 | \$38,819 | \$30,783 |
| Persons in poverty, percent | 10.30% | 13.60% |

US Census 2019

5.0 Charlotte Area Transit System Demographics

The non-white minority resident population living within the C.A.T.S. service area is shown below in **Table 3**, and they comprise 49% of the population within the service area. However, when the CityLYNX Gold Line corridor was analyzed, it was discovered that 30.5% of the households along the corridor were minority households, which is 18.5% lower than the overall C.A.T.S. service area minority household representation.

The number of low-income households within the C.A.T.S. service area is 15.93%, which is a higher percentage than the number of households living in poverty in both the State of North Carolina and Mecklenburg County. The number of low-income households within the CityLYNX Gold Line Streetcar corridor is 12.1%, which is higher than the number of households living in poverty in Mecklenburg County. But, it is 3.83% lower than the low-income household percentage for the overall C.A.T.S. service area.

Table 3: C.A.T.S. Service Area Demographics

| | Minority Population | Low-income Population |
|------------------------------|---------------------|-----------------------|
| C.A.T.S. Service Area | 49.02% | 15.93% |
| CityLYNX Gold Line Streetcar | 30.5% | 12.1% |

US Census 2019 Note: The service area minority and low-income population percentages were approved by the Federal Transit Administration (FTA) as part of C.A.T.S.' 2021-2023 Title VI program. Those percentage thresholds are set for all equity analyses until the 2024 program update.

The CityLYNX Gold Line Streetcar travels through Center City Charlotte and the corridor is largely a business district. However, the people who may be attracted to the service would come from businesses and schools adjacent to the corridor. There are three (3) colleges and universities along the streetcar corridor and the demographics of the student populations are shown below in **Table 4**. The majority of the student populations at all of the schools are minority students. The minority students' makeup is as high as 98%, as seen at Johnson C Smith, to 66% for CPCC Central campus.

Table 4: Colleges and Universities Demographics CityLYNX Gold Line

| | Minority | Non-Minority |
|-----------------------|----------|--------------|
| Johnson C. Smith | 98.20% | 1.80% |
| Johnson & Wales | 68.73% | 31.27% |
| CPCC (Central Campus) | 66.20% | 33.80% |

6.0 C.A.T.S. Fare Structure

C.A.T.S. intends to implement regular passenger fares on the CityLYNX Gold Line beginning in October 2021. The fares below in **Table 5**, show that the regular Adult One-Way passenger fare is \$2.20, a Weekly Pass is \$30.80, and a Monthly Pass is \$88.00. Further, transfers between C.A.T.S. Local services, which are the majority of services offered by C.A.T.S., are FREE except when transferring between Local and Express services, which will require passengers to pay a transfer fare due to the higher cost of the service. The cost of transfers is shown below in **Table 6**.

Table 5: C.A.T.S. Regular Passenger Fare

| | Adult | Senior/Medicare | ADA-Disabled | K-12 |
|-----------------------------|---------|-----------------|--------------|---------|
| Local Bus & LYNX | | | | |
| One-Way | \$2.20 | \$1.10 | \$1.10 | \$1.10 |
| Weekly Unlimited Rides | \$30.80 | \$30.80 | \$30.80 | \$30.80 |
| Monthly Unlimited Rides | \$88.00 | \$44.00 | \$44.00 | |
| 10-Ride | \$22.00 | \$9.35 | \$9.35 | |

Table 6: C.A.T.S. Transfer Fare

| Service Transfer | Transfer Price |
|---|----------------|
| Local/LYNX to Express | \$0.80 |
| Local/LYNX to Express Plus | \$2.20 |
| Express to Express Plus | \$1.40 |
| From Community Shuttle to Local/LYNX | \$1.30 |
| From Community Shuttle to Express | \$2.15 |
| From Community Shuttle to Express Plus | \$3.50 |
| From Community Shuttle to Community Shuttle | FREE |

7.0 Public Involvement

As prescribed by C.A.T.S.' fare policy **C.A.T.S. MC01** (see **Attachment 1**), the public is notified of a proposed fare increase and given the opportunity to provide input in several forms including a public hearing before C.A.T.S.' policy board, the Metropolitan Transit Commission (MTC). The public is required to receive notification at least 30 days prior to the public hearing of the proposed fare increase and at least 90 days before any proposed fare increases are to take effect. Excerpt from the policy:

Proposed fare increases will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice. The public hearing for fare increases shall follow the MTC Rules of Procedures section 7(b) "Procedures for Public Hearings."

A summary of the comments and effects of changes in regard to energy conservation, economy, environmental and social impacts will be provided to the Transit Services Advisory Committee and the Metropolitan Transit Commission. Notice of the final changes will be posted on C.A.T.S. revenue operated vehicles, through other communication avenues, at the Charlotte Transportation Center, and at other C.A.T.S. transit centers and stations.

On July 14, 2021, C.A.T.S. initiated communications to riders and the public regarding the proposed fare increase scheduled to occur, along with the opportunity to speak at a public hearing before the MTC on August 25, 2021.

C.A.T.S. used several communications methods to inform the customers and public including:

1. Rider Alerts:
 - a. Display printed material on revenue vehicles in English and Spanish with options for other translations upon request
 - b. Electronic notification using Notify Me e-subscriptions on ridetransit.org with the option for on-line translation of information via Google Translate
2. Press Releases
3. Newspaper Ads
4. C.A.T.S. Website – ridetransit.org
5. Social Media

In addition to these communications, C.A.T.S. presented the proposed fare increase to TSAC at their regularly scheduled meeting on August 12, 2021. TSAC is scheduled to vote on the proposed fare increase at the September 9, 2021, meeting.

8.0 Customer and Financial Analysis

Households living along the CityLYNX Gold Line, were determined to be 12.3% low-income as shown in **Table 3**. Students attending colleges and universities along the corridor are assumed to be low-income as well, due to many attending the colleges and universities full-time. Minorities make up 30.5% of the households living along the corridor and make up the majority of students traveling along the corridor. As shown in **Table 7**, the passenger groups which pay for C.A.T.S. services using a full cash fare the highest percentage of time, are African American, Hispanic, Native American, and Multiracial passengers. The full cash customers do not receive the benefit of discounts offered through multiride passes such as Monthly passes.

Table 7: Fare Usage by Racial Demographics

| | Full Cash | Monthly (All types) |
|------------------|-----------|---------------------|
| African American | 46% | 14% |
| White | 26% | 21% |
| Hispanic/Latino | 42% | 4% |
| Asian | 29% | 14% |
| Native American | 65% | 24% |
| Multiracial | 46% | 12% |
| Other | 31% | 38% |

Estimates of anticipated ridership for the first year of full revenue service have been difficult to estimate due to the COVID-19 pandemic. *The models used are based upon the last full calendar year of service in 2019 before COVID-19 under normal operating conditions.* Elasticity, which is a passenger's sensitivity to change, is adjusted to -0.5 which is up from the range used in previous models -0.19 to -0.34, anticipating that riders will be more sensitive to price adjustments in the wake of COVID-19. To reflect ridership impacts of COVID-19, the model was recalibrated with the ridership and revenue reallocated across modes Community, Local Bus, Rail, Express, and Express Plus based on average ridership change between April 2020 and January 2021. Ridership for Rail services decreased 71.7%, as shown in **Table 8**.

Table 8: COVID-19 Ridership Changes Across Modes

| Mode of Service | COVID-19 Ridership Change |
|------------------|---------------------------|
| Community Bus | -53.30% |
| Local Bus | -51.60% |
| Rail | -71.70% |
| Express | -95.90% |
| Regional Express | -90.10% |

When attempting to determine the financial impact of the new service, anticipated revenue for the service is analyzed, along with the anticipated expenses. Ridership under normal operating conditions was expected to generate \$465,000 at a fare of \$2.20 for 1,291,500 passengers. If COVID-19 conditions continue, we can expect a continued 71% decrease in Rail ridership.

Table 9: Full Year of Gold Line Service at Local Fare of \$2.20

| Annual Impacts | Normal Operating Conditions (Full Service & Ridership) | COVID-19 Conditions |
|------------------|---|---------------------|
| Ridership Change | 1,291,500 trips | 365,495 trips |
| Revenue Change | \$465,000 | \$131,995 |

The majority of passengers traveling by Rail, tend to travel using multi-ride fare products. Monthly passes and transfers are the most frequently used forms of payment for Rail travel. As shown in **Table 10**, these forms of payment make up 60% of the payment types for Rail travel.

Table 10: Allocation of Fare Products

| Fare Product | % of Riders |
|----------------------------|--------------------|
| Rail One-Ride | 15.38% |
| Rail Reduced Fare One-Ride | 3.64% |
| Rail Transfer | 12.76% |
| Rail Reduced Fare Transfer | 3.02% |
| Day Pass | 3.02% |
| Weekly Pass | 6.96% |
| Monthly Pass | 45.14% |
| Monthly Pass Reduced Fare | 9.52% |

9.0 New Service

The CityLYNX Gold Line will expand the previous CityLYNX Connector service from 1.5 miles to 4.0 miles. The service will expand the number of stops, hours, frequency, vehicle capacity, and amenities, while connecting to over 70 C.A.T.S. routes. The CityLYNX Gold Line service will have an expense of \$4.4 million which is included in the C.A.T.S. budget of \$186 million.

10.0 Modification Recommendation

C.A.T.S. has analyzed the proposed fare change and determined that, when compared to the residents of the entire system, U.S Census data shows 49% minority representation C.A.T.S. systemwide, and 30.5% within the CityLYNX Gold Line corridor. Further analysis determined that low-income representation throughout the C.A.T.S. system of 15.9%, with the low-income population along the CityLYNX Gold Line corridor making up 12.1% of households, which is below the number of low-income percentage systemwide. Therefore, C.A.T.S. determined that the economic burden on passengers along the corridor when compared to passengers systemwide does not affect minorities or low-income in a manner disproportionate to other populations. Furthermore, 60% of rail passengers were shown utilizing a multi-ride form of payment, which reduced the economic burden of travel.

When reviewing businesses and schools along the proposed corridor, C.A.T.S. determined that there were three colleges and universities along the corridor. These schools have minority populations

ranging from 66% to 98%. C.A.T.S. bus service was provided to all of these schools previously, which would have allowed to students and employees to utilize all C.A.T.S. services with the payment of fare. Because the previous CityLYNX Connector traveled only to the Charlotte Transportation Center for transfers to other C.A.T.S. services, the assumption can be made that the same transfer process will occur while utilizing the CityLYNX Gold Line Streetcar which travels more frequently.

Possible recommendations would be to explore the use of student passes to reduce the burden on minority student populations at the colleges and universities along the corridor using the streetcar during their school day to travel – lunch, bill payments, government services, library, and shopping – Uptown and along the rest of the service area of the CityLYNX Gold Line Streetcar service.

11.0 Impact of No Service

An elimination of services along the CityLYNX Gold Line corridor would have a negative impact on all riders within the C.A.T.S. system. The CityLYNX Gold Line Streetcar service will connect all C.A.T.S. passengers with a service that connects to a major healthcare center and three colleges and universities. Minority students make up the largest population at these schools, and low-income customers, which many students would consider themselves, would experience a significant negative impact due to reduction in frequency, or the elimination of some service areas and/or connection to routes.

All CityLYNX Gold Line Streetcar vehicles will be level boarding, which provides significant advantages to mobility-challenged passengers with ADA mobility needs. Elimination of CityLYNX Gold Line Streetcar services would negatively impact these passengers, which would include a portion of minority and/or low-income patrons with disabilities, and require them to utilize other modes of transportation such Special Transportation Service.

Overall, the elimination of the CityLYNX service will negatively impact students, and the C.A.T.S. system as a whole, by eliminating a vital artery within transit network.

12.0 C.A.T.S. Existing Assistance to Minority and Low-Income Patrons

The analysis indicates at the media-type level – passes, cash fares, etc. – that the proposed fare change has been applied equitably across all fare types and services. But, from a global perspective, with 49.02% of C.A.T.S. systemwide residents being minority and 15.9% being low-income, there is an inherent burden with any fare increase on those patrons, though not disproportionately burdened. When surveyed, greater proportions of these groups ride on, and show transit-dependency, for C.A.T.S. services than reside* in the service area.

To mitigate the negative impacts at a global level, C.A.T.S. already provides several avenues to mitigate the effect with discounted fare media or through inherent features within the pass media to provide usage discounts. These include:

- Weekly, Monthly and One-Day passes have the unlimited ride feature allowing for lower price per ride based on customer usage

- One-Way Discount Pass rates
 - Seniors 50% (1/2 price) passes
 - K-12 50% (1/2 price) passes
 - ADA-fixed route 50% (1/2 price) passes
 - Children 5 or younger ride free
- Volume discounts
 - 10% off for businesses participating in the Employee Transportation Coordinator (ETC) program.
 - 25% for non-profits where 80% of their clients are at or below the poverty level

To further mitigate negative impacts on minority and/or low income patrons, C.A.T.S. will continue to track the usage of passes and will execute marketing campaigns to educate customers/organizations about the benefits of the Weekly and other unlimited-use passes and the ETC and Non-profit program participating organizations. These campaigns will target specific low-income and minority customer markets. Bi-lingual Ads – English and Spanish – will be placed in the following areas:

1. Hanging riders alert on all buses and trains
2. Interior ad cards inside all buses and trains (rider report)
3. Shelters in the transit center and uptown shelters where 80% of customers transfer
4. Exterior ads on the front of buses
5. C.A.T.S. webpage
6. Transportation fairs
7. Poster ads adjacent to C.A.T.S. main pass sales outlet at the transit center

*U.S Census

13.0 Public comment, Board Review & Approval Minutes



Metropolitan Transit Commission



October 27, 2021

METROPOLITAN TRANSIT COMMISSION

Wednesday, October 27, 2021

5:30pm

Charlotte-Mecklenburg Government Center

WebEx

AGENDA

- I. Call to Order Mayor Vi Lyles
 - Attendance (Roll Call)
- II. Approval of the September 23, 2021 Summary (p.5-15) Mayor Vi Lyles
- 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
 - Federal Bipartisan Infrastructure Plan (p.17-23) Dana Fenton
 - LYNX Blue Line Economic Development (p.25-36) John Howard
 - MetroRapid North BRT Planning Study Update (p.37-49) Brian Nadolny
 - Envision My Ride: Bus Priority Study Update (p.51-60) Bruce Jones
- VII. Action Items
 - Fare Equity Analysis City LYNX Gold Line (p.62-84) Arlanda Rouse
 - CONNECT Beyond Regional Work Plan (p.86-97) Jason Lawrence
 - CATS Agency Safety Plan (ASP) Revision 1 (p.99-248) David Moskowitz
 - Remaining 2021 Meeting Schedule (p.250) John Lewis, Jr.
- VIII. MTC Commissioners' Business Mayor Vi Lyles
- IX. Chief Executive Officer's Report (p.252-255) John Lewis, Jr
- X. Adjourn

the community is starting to come back at higher levels of participation publicly, we are still having challenges with manpower in terms of our service. I'll give you an example.

We had two particular weekends, the Labor Day weekend where we had three major sports events, as an example. We had tens of thousands of people in Uptown attending those events and we had a shortage of rail manpower in particular. Normally we put extra trains in service for large events like that, and because we had a number of last minute callouts we weren't able to do that. We had quite a challenge in getting people away from the games. It is not as difficult getting people to events because people trickle in over hours before, but at the end of an event thousands of people come out and want to get home as quickly as they can, and we just did not have the manpower available to move that large number of people as efficiently as we normally do.

Now, I will say that this problem has been exacerbated over weekends and during large events, because during the week we don't typically have this issue. I think it's a combination of Covid fatigue and other issues surrounding the pandemic that is cropping up. We will continue to work through this issue, but this is something that is ongoing.

COMMISSIONER ALTMAN (MCBOCC): For sure we are seeing labor shortages everywhere, and I was just hoping that you were seeing more of a return, but it sounds like you're still wading through labor shortages also, kind of status quo for you, is that right?

CATS CEO LEWIS: Yes, it is. And during the typical commute it's not an issue. It really is exacerbated by these large events.

MAYOR LYLES (City of Charlotte): And I think that I would add that as offices said they would be back in September we've seen that push out, so even the day-to-day has less pressure, but at some point, I think we'll see more of it when offices open which I dare not even try to predict. I think people are coming back to work slowly, but when you're a service provider liking CATS is for both the trains and the buses, trying to get that idea of fully staffing is really important. Keep working on it.

Krissy, I want you to know how effective your work is with us and how much we appreciate it. Please keep pushing and keeping us aware. Thank you very much.

IV. Citizens Transit Advisory Group (CTAG) Chairman's Report – No Report

V. Public Comments

COLIN STIFLER provide comment on City LYNX Gold Line Fare Proposal - I was able to read the Fare Equity Analysis and it looks very thorough so kudos to the individuals who saw that through. I will actually be resuming in-person work Uptown starting next week and am planning to take the Gold Line there. And just a consideration with regard to fares that came to mind as I approached planning my trips -- I know that there isn't a fixed schedule that's published. I'm not sure if there are plans to publish a fixed schedule for that route, however, it strikes me that taking the Gold Line could be even less, I guess; it could be harder to plan trips in a manner that makes it enticing to take if you don't know when you're showing up at the stop, if you're going to be waiting for 5 minutes or 20 minutes depending on when it's going to come by that stop. It doesn't strike me necessarily it's fair that the fare itself should be the same as a bus which operates on a fixed schedule.

I worry about that both for myself and then other individuals who are transit users of choice who I think understandably this Commission and other public transit agencies around the

country are trying to aspire to ditch their cars in favor of the public transit options to get them where they need to go, and so I just wanted to clear that. If there are no plans to publish a fixed schedule that might allow for a more seamless trip planning experience, I worry that over time my interest in taking the streetcar at the full posted fare may wane and it may also make it an unattractive proposition to other riders.

Discussion:

MAYOR LYLES (City of Charlotte): That's an excellent question. Mr. Lewis, I know we are not charging a fare until a certain date, and what is the plan for a fixed schedule for the Gold Line?

CATS CEO LEWIS: You are correct, Madam Chair, that it is our plan to as we continue to build up ridership interest in this new service that we will go fare-free until early January, the first week of January. In regard to schedules, because this service operates within the course of normal traffic, we have moved towards a headway management system rather than an exact schedule, similar to what we have for our Blue Line. On the Gold Line, trains will run every 20 minutes each hour, and as we will hear a little later on about our moving towards our automated CATS track app where people can use their mobile phones to get real-time updates on both our bus and soon to be our trains. I would say, Mr. Stifler, stay tuned as we roll that out, but right now generally the Gold Line will run every 20 minutes.

MAYOR LYLES (City of Charlotte): Mr. Stifler, does that work for you? Do you have any further questions or inquiry?

MR. STIFLER: I look forward to trying it. I'm optimistic that it will meet my needs and not throw any sort of wrenches in my ability to get places on time. I'm just worried that if it doesn't prove to be as efficient of a user experience as I hope it will, once the fares kick in in January I wonder if it might cause me to reassess whether or not I would like to take it. And I also plan to share my experiences with colleagues that I work with who might also be able to take it, members of my neighborhood, if you live in Elizabeth, and so I very much want to be a champion of this, but I know that in many instances, especially for users of choice, it's a hard sell to get them to ditch their cars in favor of taking transit. I'm just hoping that it will be as smooth as it hopefully could be, given all of the work that's gone into it.

MAYOR LYLES (City of Charlotte): We appreciate that, and we want you to cheerlead for us, and thank you for expressing what many people are thinking so that we can be aware and look forward to getting it on the schedule and, as they say, getting the app available and easy for you, so thank you very much for your public comment.

VI. Informational Item

a. CityLYNX Gold Line Fare Equity

Arlanda Rouse

Arlanda Rouse – CATS Civil Rights Officer – made a presentation on the CityLYNX Gold Line Fare Equity, based on pages 8-28 in the MTC Agenda packet for September 22nd, 2021 meeting.

Discussion:

COMMISSIONER ALTMAN (MCBOCC): It sounds like the population along this line is a wealthier demographic, is that right?

MR. ROUSE: I wouldn't necessarily say it's a wealthier demographic, but we don't have a lot of housing along the line, its most business corridor, and the students are temporary residents. They did not actually show up in the census count.

COMMISSIONER ALTMAN (MCBOCC): Because this is a new form of analysis for me so forgive me as I'm learning, but you know, the fare would have a disparate impact on those low-income individuals living in proximity in the sense that it's going to take more of their take-home pay proportionate than higher income people, but that's not the question you're asking. The question you're asking is are the mass of people on it -- like I want to tease that out and make sure I'm understanding; is that right?

MR. ROUSE: Yes, with this analysis, and this analysis is focused on only the Gold Line corridor. I think the question you were asking is individuals that may come from other routes may be disproportionately affected. If we performed a systemwide analysis we probably would have found a disproportionate burden systemwide, if a systemwide analysis would have been performed, but because we're only changing the fares on this single corridor to the fares that are already systemwide we did not find a disparate impact or disproportionate burden just based on populations.

COMMISSIONER ALTMAN (MCBOCC): Are there reduced fares for people who are economically burdened?

MR. ROUSE: There are a number of nonprofit groups that actually help needy individuals, so I guess the short answer to your question is there are programs available for needy individuals but as far as low-income fares, no, ma'am, we don't necessarily have a low-income fare.

COMMISSIONER ALTMAN (MCBOCC): Okay, but the student fare you're considering, and I love the idea, I mean whatever we can do to promote the use of mass transit is fantastic, and especially to remove barriers for people like students who probably don't have a lot of discretionary funds is wonderful. How is it funded and is it based upon student status or how does that program work?

CATS CEO LEWIS: We have established, and this began with the Blue Line Extension, our "All Access Pass", and UNC Charlotte was the first institution to come online with that. Throughout our system students have always had a 50% reduction in their service, but that has been on their daily individual ride. By expanding the "All Access Pass" to institutions, what we can do is expand that to entire institutions. Using the UNC Charlotte model, that is funded by an annual student transportation fee that every student at the university, student, and faculty at the university, pays annually whether they ride or not, and as a result, all of the students and faculty have unlimited access to our service. We are in conversations, as Arlanda mentioned, with the institutions along the Gold Line to gauge their interest in joining that program.

MAYOR LYLES (City of Charlotte): I think this is probably one of the best programs we offer to our students because the all access pass, I see it both -- and I said this to Mayor Knox and a number of mayors -- that I think that it's also safer than having kids driving, and I think that it's just a really excellent way to, as you noted, to level-set the cost so that everybody pays



Metropolitan Transit Commission



November 17, 2021

COMMISSIONER ALTMAN (Mecklenburg County): Is the rule that new construction must be ADA compliant, and the old construction is grandfathered in, is that the deal?

MR. JONES: It is. We're moving towards, though, with our ADA transition plan of making all of our stops accessible where possible, so at minimum we would have the boarding pad and sidewalk connectivity. So that's the goal that we're working towards.

COMMISSIONER ALTMAN (Mecklenburg County): But all new construction is compliant from the get-go.

MR. JONES: Right.

KRISSY OECHSLIN (TSAC Chairwoman): I know one of the proposed bus treatments is dedicated bus lanes. And we did have that pilot project on Central Avenue which is one of the identified corridors for getting some sort of bus treatment, and as we saw, there was a lot of public opposition to that bus lane. I'm obviously biased because I take the line every day, but it is one of the highest, if not the highest, ridership of all those local routes in CATS.

I was wondering if there was any sort of plan to maybe better sell the public on the benefit of a dedicated bus lane, even for people that drive, because there was so much opposition to it from people who don't take the bus who didn't seem to see the value of having a dedicated bus lane. I was wondering if there was any plan for that.

MR. JONES: That's part of the ongoing conversation that we have. Of course, as we continue to identify our potential recommendations, we'll have to have the conversation on do we want to convert existing infrastructure or build a new fixed skyway if you will, for a bus-only lane, so I think that's an ongoing discussion that we'll need to have. I do think that as we continue to identify some of the other corridor segments there may be potential for us to identify maybe corridor-based BRT like Brian mentioned on some of the corridors, and that might approach the possibility of us implementing dedicated lanes where possible, but I think it's an ongoing discussion to your question.

CATS CEO LEWIS: Also, as it relates to the Central Avenue pilot. There were certainly lessons learned from that about how we would roll out these kinds of projects in the future, and upfront marketing and communication is certainly a major takeaway from that project. As we work to continue, right now we're in that edification phase, but once we move towards implementation, that is certainly a key foundation of moving those concepts forward.

VII. Action Items

a. Fare Equity Analysis City LYNX Gold Line

Arlanda Rouse

Arlanda Rouse – CATS Civil Rights Officer – presented an action item for the Fare Equity Analysis City LYNX Gold Line, based on pages 62-84 in the MTC Agenda packet for October 27th, 2021 meeting.

Resolution: A motion to accept the Fare Equity Analysis City LYNX Gold Line was made by **Mayor John Aneralla (Town of Huntersville)**; seconded by **Mayor Woody Washam (Town of Cornelius)**. Motion carried unanimously.



TRANSIT SERVICES ADVISORY COMMITTEE AGENDA

**January 13, 2022
4:00- 5:30 pm
Microsoft Teams**

-
- | | |
|--------------------------------------|------------------------------|
| I. Call to Order | Chair Krissy Oechslin |
| Approval of August Summary | |
| II. Public Comment | |
| III. Action Items | |
| A. February Service Change | Pamela White |
| IV. Information Items: | |
| A. Title VI Fare Equity | Terrence Watson |
| B. A Look Ahead | Jason Lawrence |
| IV. Chair Report | Krissy Oechslin |
| Service Issues | All |
| Operation Planning Report | Pamela White |

NEXT MONTH'S TSAC MEETING IS FEBRUARY 10, 2022

TRANSIT SERVICES ADVISORY COMMITTEE

Meeting Summary

Thursday, January 13, 2022

TSAC Members Present: Krissy Oechslin, Charlotte
Jack Zovistoski, Huntersville
Sam Grundman, Charlotte
Terry Lansdell, Charlotte
Antonette Love, Charlotte
Leroy Fields, Charlotte
Walt Horstman, Matthews
Sherri Thompson, Charlotte
Linda Webb, Charlotte

CATS/City of Charlotte Staff: Jason Lawrence, Pamela White, Allen Smith, Jennifer Fehribach, Bruce Jones, Deltrin Harris, Rachel Gragg, David Moskowitz, Krystel Green, Kimera Coburn, Terrance Watson, Zachary Szczepaniak, Edwin Johnson, Arlanda Rouse, Natalie Bouchard, Lashima Tate, Logan Lover, Juliann Sheldon, Jayla Gittens, Reginald Arrington

Meeting Time 4:00-5:30 PM

I. Call to Order

Chair Krissy Oechslin called the meeting to order at 4:02 p.m.

2

Approval of December 2021 Meeting Summary

Chair Krissy asked for a motion to approve the meeting summary from December 2021 with adding David and Leroy to attendance. Sherri motion to approve the summary. Terry seconded the motion. The December 2021 meeting summary was approved unanimously.

II. Public Comment on Agenda Items:

Tim Spaulding is a rider of bus 57 the Archdale Route. Timothy lives about three quarters of a mile away from the bus stop and about a mile and a half mile from the Archdale light rail station. He follows the Charlotte Transit tweets where there are a lot of tweets regarding the Gold Line and light rail and other things regarding times that they are available. Timothy commented that what would be beneficial for a lot of folks to tweet the same thing for a bus line delays.

challenge. Best CATS can do to serve this community and continue to monitor and find ways to improve hopefully in the June/October timeframe.

Linda asked if the riders are familiar with reverse commute.

Jason responded that the Directors of the food pantry have reached out and CATS has been talking with them for the past six months. Have requested some marketing materials and communication strategies to help with that and CATS is pulling it together to help them with this.

Terry made a motion to approve to adopt all the changes outlined for 53X and for the February service change and to offer up consideration to add marketing materials to that service change. Linda seconded the motion. Motion passed.

Terry wanted to make a comment about the reverse commute for information purposes. In past years, reverse commutes were eligible for CMAC funding (Congestion Mitigation and Air Quality Funding). These service routes for reverse commute are great opportunities to take full advantage of federal dollars available for route reimbursement and enhancements of service across all express bus routes for the community.

IV. Information Items:

A. Title VI Fare Equity

Terrance Watson works as the CATS Transit Compliance Officer in CATS Civil Rights Office. Terrance assists with Title VI analysis a little bit of English proficiency, small minority, and disadvantaged business utilization. He does do same assistance with ADA. Made a presentation that gave an update on the Title VI Fare Equity Analysis for the Gold Line the one that was approved by MTC in November 2021.

In October CATS was able to provide analysis to MTC and TSAC chairperson. In November of 2021, MTC approved it. Planned on implementing fare charge starting January 1, 2022 on the Gold Line but circumstances have changed. With the Omicron variant and problems with finding operators, CATS realized that CATS would not be able to maintain or implement 20-minute headway. There are some training classes planned for drivers.

The Gold Line was originally a mile and a half long east side of uptown now up to four miles and stretching from Central Avenue down to Johnson C Smith University. Increased number of stops. There are full spans of service. Having problems with frequency because of drivers but the seating and standing space is excellent. Since it is single routing dedicated to that trajectory CATS can hit 70 CATS routes.

As a federal funding recipient, CATS has to make sure that there is no

discrimination either intentionally or unintentionally based on race, color, or national origin. CATS engages in Fare Equity Analysis. A Fare Equity Analysis in this circumstance where CATS has not charged a fare before is an analysis of over representation of minorities and low-income populations. Conducted an analysis where CATS looked at the population that was living within three quarters of a mile the Gold Line. Presented for public output back in July. Made staff recommendation in October and the board approved in November 2021.

Disparate impact/Disproportionate Burden are terms to distinguish over representation of minority residents meaning persons that are non-white living within that service area and low-income persons. Persons that are below the poverty line are set within the survey.

Every three years, CATS analyzes the population percentages are within CATS entire service area. The minority population in CATS service area is 49.02% and low-income population is 15.93%. Did the analysis for Gold Line based upon the US Census-American Community Survey five-year estimates before the census data was in. LYNX Gold Line 30.5% for minority and 12.1% for low-income. Since looking for over representation under those numbers. Look at just the residents within the trajectory of the Gold Line they don't meet the standard for over representation. At this point, usually the analysis would end because have not found those protected classes. Did recognize there was a targeted population that could be impacted.

CATS started looking into the fares. Full cash fare is \$2.20. The savings as far as fare payments are based upon weekly and monthly. Once a person pays the flat fees, then the fees are done, and a person can ride as much as he/she wants. There are discounts for seniors and those that are ADA disabled. K-12 kids are receiving a discount. Transfers are free in the CATS system. The fare structure allows a lot of people to access it via full cash fare. The numbers are straight forward across all demographics. Mostly people are buying full cash fares. Some of this will be addressed after fare capping is implemented on transit app. It is in very early development and not at that stage. In the current state people are paying full cash fare disproportionately. Among rail riders most passengers are utilizing monthly pass. Combine monthly pass and weekly pass access it is upwards close to 60%. Utilizing monthly pass and access the Blue Line as though it is a car. Can go anywhere at any time.

There is no disproportionate burden for low income. The numbers are below systemwide representation. Below the 15.9%. Almost 60% of rail riders are using multi pass form of payment. The same thing can be said about disparate impact. Representation is lower than the system representation which means there is no disproportion there as well. There is an exception. The exception is colleges and universities located along Gold Line trajectory. Johnson C. Smith, Johnson & Wales and CPCC (Central Campus) when looking only at minority representation. During the day, the anticipation for the use of the Gold Line that patrons are using it to access the banking institutions, government services, the restaurants, and all

types of mercantile and shopping provided along that line. The students typically would be operating coming to Central Piedmont College utilizing it primarily during the day. Proposed to implement an all-access student pass for Johnson C. Smith University, Johnson & Wales and CPCC. The pass for CPCC would actually apply to all CPCC students part of student fees.

Presented the analysis to MTC/TSAC back in October. MTC approved in November 2021. Initially didn't find any disparate impact or disproportionate burden. Noted the populations of the local colleges and universities. There was comment Terrance believes provided by TSAC chair or representative that TSAC did not think "it is fair to charge full fares as on buses on GL2 without real-time tracking." The response from the CEO at the time was that the anticipation would be 20-minute headways and more frequent service. The Blue Line operates without actual real-time tracking and CATS charges full fares there. Real-time tracking is being developed as an active project. The CEO agreed with the headways being increased above the 20 minutes that he did not want to charge fares because CATS was not providing the public with the headway that was quoted to them. Right now, in discussions with several of the universities along the trajectory and progressing fairly well. It is moving forward and anticipate at some point to see student passes and other students utilizing the Gold Line for regular transportation.

Walt asked if a lot of the college kids are using the service on the Gold Line.

Terrance responded that the anticipation was based upon the fact that the kids are located in dorms and there is a stop by the dorms Johnson C Smith University and Johnson & Wales. Anticipation is that the college students are using the service. Terrance would have to get the actual ridership numbers from a fellow staff member.

Terry commented that it is refreshing to hear a powerful fare analysis report and the notion that fare capping is being considered. Has CATS reached out to restore any of the public/private partnerships with the Red Line the wheeled trolleys that CATS used to have running uptown? The streetcar was developed into. Terry thinks there are opportunities to seek funding to have an extension of this through coordination with the municipal service districts to further advance and speed up the fare capping analysis and overall access to the streetcar.

Jason responded that CATS ran a free shuttle service in uptown. At one point there were three shuttles. The red, blue, and orange lines and that was in a partnership with Charlotte City Partners and all the major employers in uptown. Eliminated service before phase I of the streetcar opening in 2015. Add it for a future discussion.

Krissy commented that she thinks fare capping is the way to go and the impact on the student populations. Krissy thinks it was a public commenter that had made the comment about it not being fair to charge a fare when the service isn't what it

was promised to be. She thinks it is great that the fare has been suspended and she understands why. The fare equity analysis showed that apart from the student populations the ridership along the Gold Line is higher income and less minority focused than the city average yet that is the line that got its fare suspended for having less than optimal service. Some might say that it is unfair to suspend the fares on something that serves a higher income population than other routes that also don't have the service that they used to have.

B. A Look Ahead

Jason wanted to give a preview of things that the CATS Planning group would like to bring to TSAC. What does it look like coming out of the pandemic? A year ago, could have had the same conversation. Still struggling and CATS still does not know what the new normal looks like. It keeps shifting but working towards still getting service out the door every single day, monitoring trips and looking at ridership. CATS still has a mask mandate on all services and will continue into the foreseeable future until CATS hears differently. Still struggling with making sure there are operators that can operate the buses and trains. Still working towards potential strategies to retain and attract operators in a competitive market. Might be looking at new strategies to make it a more attractive place to work. Working with Allen and his team on that. Can CATS make the schedules more attractive to somebody who wants to get more time off to spend time with family? It has been a challenging time.

Jason is happy to report in some ways from ridership for bus have leveled from the declines that CATS has seen. Seeing some improvements route by route but seeing declines in others. Seeing some great strides in Express market before Omicron hit. Wells Fargo has pushed back indefinitely for return to work. Bank of America has rescinded return to work. In November and December, CATS was seeing some favorable returns in that. Looking at this year to get as close back to pre-pandemic service levels as much as possible and in some routes, there is better service. There is frequency throughout the day. One thing to bring to TSAC is how CATS approaches schedules and how to make bus routes more like rail routes. Rail has more of a consistent schedule throughout the day. Looking at schedules across all bus routes more holistically to get them grouped like 15-minute routes, 20-minute routes, 30-minute routes just so the routes are easier to understand to the general public. Jason thinks with the real time app that it will help with that. CATS is going to bring Patrick Hoskins the manager of scheduling to talk about what he does and after Pamela does the planning and hands it to Patrick to deliver those schedules and some of the strategies that he is looking at to improve on-time performance of the routes. CATS is seeing increased traffic and CATS has had to make a lot of adjustments to make sure buses run on time.

This year CATS will begin battery electric bus pilot. Looking at piloting 18 vehicles over an 18-month period from two providers to test out electric buses throughout CATS fleet in different conditions, different links of routes and different elevations. Busy routes not busy routes and trying to get a feel about how that is going to work



CATS 2021 Title VI Fare Change Equity Analysis approved by MTC November 2021 CityLYNX Gold Line


Presented to:
Transit Services Advisory Committee (TSAC)

Terrence Watson
CATS Transit Compliance Officer
January 13, 2022




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1




Informational Update

- In addition to the presentations before MTC and the TSAC chairperson in September (packet), October and November 2021. This is an additional update to the entire TSAC body on recent events and the fare equity analysis.



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2




Update

Postponed Fared Start Date

CATS CEO John Lewis has postponed the January 1, 2022 start date of charging fares on CityLYNX Goldline Streetcar.

- Circumstances?
 - Covid is surging again under the Omicron variant and there are ongoing cases of previous variants effecting many sectors including employment hiring and recruitment.
 - The full return of uptown riders is likely delayed due to Omicron surge.
- Result?
 - Goldline Service Frequency has been reduced due to a shortage of drivers. We are not able to maintain 20-minute headways due to driver shortages.
- How long?
 - Determined by the circumstances.
 - CATS Leadership is reviewing circumstances on a regular & ongoing basis.



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3



Expansion of Services


The CityLYNX Gold Line expanded the previous CityLYNX Connector service from 1.5 miles to 4.0 miles. The service expands the number of stops, hours, frequency (when we are 100 percent), vehicle capacity, and amenities, while connecting to over 70 CATS routes.






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4




Title VI Civil Rights Act 1964

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance





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5




Fare Equity Analysis Steps

- ✓ Conduct analysis to determine over representation minority or low populations.
- ✓ Posted analysis for public input, recorded public input including hearing's comments.
- ✓ Present to governing body (MTC & TSAC Rep/Chair)
- ✓ Propose mitigation efforts if necessary or advisable.
- ✓ Staff recommendation
- ✓ Board Approved (November 2021)
- Evaluate the effectiveness of the efforts


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6


Definitions

Disparate Impact / Disproportionate Burden


When minorities or low-income individuals are disproportionately represented within an area proposed for a major service or fare change

Low income


CATS used household income of \$11,770 and below to represent low-income households. CATS used the demographics percentage for household of \$11,770 or less obtained from CATS Fall 2016 Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from this demographic percentage applied to CATS unlinked passengers

Minority

Non-White population by race census tract defined by US Census

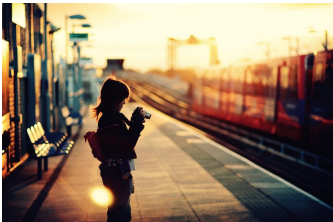
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7


Service Area Demographics


| | Minority Population | Low-income Population |
|---------------------|---------------------|-----------------------|
| CATS Service Area | 49.02% | 15.93% |
| City LYNX Gold Line | 30.5% | 12.1% |

US Census- American Community Survey Analysis 2019



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8




Fare Table

Regular Passenger Fares

| | Adult | Senior/Medicare | ADA-Disabled | K-12 |
|-------------------------|---------|-----------------|--------------|---------|
| Local Bus & LYNX | | | | |
| One-Way | \$2.20 | \$1.10 | \$1.10 | \$1.10 |
| Weekly Unlimited Rides | \$30.80 | \$30.80 | \$30.80 | \$30.80 |
| Monthly Unlimited Rides | \$88.00 | \$44.00 | \$44.00 | |
| 10-Ride | \$22.00 | \$9.35 | \$9.35 | |




Transfer Fares

| Service Transfer | Transfer Price |
|---|----------------|
| Local/LYNX to Express | \$0.80 |
| Local/LYNX to Express Plus | \$2.20 |
| Express to Express Plus | \$1.40 |
| From Community Shuttle to Local/LYNX | \$1.30 |
| From Community Shuttle to Express | \$2.15 |
| From Community Shuttle to Express Plus | \$3.50 |
| From Community Shuttle to Community Shuttle | FREE |





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9



|  System Fare Usage | | |
|--|-----------|---------------------|
| | Full Cash | Monthly (All types) |
| African American | 46% | 14% |
| White | 26% | 21% |
| Hispanic/Latino | 42% | 4% |
| Asian | 29% | 14% |
| Native American | 65% | 24% |
| Multiracial | 46% | 12% |
| Other | 31% | 38% |
|  | | |
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10


|  Fare Usage Type | |
|--|---------------|
| Fare Product | % of Riders |
| Rail One-Ride | 15.38% |
| Rail Reduced Fare One-Ride | 3.64% |
| Rail Transfer | 12.76% |
| Rail Reduced Fare Transfer | 3.02% |
| Day Pass | 3.02% |
| Weekly Pass | 6.96% |
| Monthly Pass | 45.14% |
| Monthly Pass Reduced Fare | 9.52% |


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11

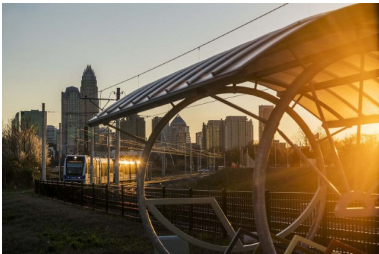
|  Disproportion Burden | |
|--|--|
| <ul style="list-style-type: none"> • No disproportionate economic burden when compared to CATS systemwide totals • 60% of rail passengers pay using multi ride form of payment • CityLYNX corridor the number of low-income households was 12.1% compared to low-income systemwide at 15.9% | |
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12



Disparate Impact


- No disparate impact was found when compared to CATS systemwide totals
- CityLYNX corridor minority population is 30.5% compared to 49.02% minorities systemwide





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13



Recommendation


| | Minority | Non-Minority |
|-----------------------|----------|--------------|
| Johnson C. Smith | 98.20% | 1.80% |
| Johnson & Wales | 68.73% | 31.27% |
| CPCC (Central Campus) | 66.20% | 33.80% |

- Three colleges and universities are located along the corridor have minority populations of between 66% to 98%
- Explore the use of student passes to reduce the burden on minority student populations which may travel during the school day. (Part of Student Fees)




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14


Current Status

- MTC/TSAC Chair/Rep were presented with the Fare Equity Analysis GL2 in October 2021, including allowing for public input.
- MTC approved the Fare Equity Analysis in November 2021 with no disparate impact or disproportionate burden recognized, except potentially at local colleges & universities.
 - Comment:
 - Is it fair to charge full fares as on buses on GL2 without real-time tracking? Response more frequent headways of 20 minutes were implemented, Blue Line operates without real time tracking and full fares are charged, and a real time tracking system is being developed.
- Result, CATS is in on-going discussions with Johnson C. Smith, Johnson & Wales, and CPCC to implement student all access transit passes as part of student fees, during the school year.
- CATS CEO has delayed the January 1, 2022 fare start-date, due to the Covid Omicron surge, to allow time to hire additional drivers to implement more frequent headways and hopefully encourage ridership.

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15


Conclusion



Questions, Comments
&
Worker-able suggestions
we can implement

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16

METROPOLITAN TRANSIT COMMISSION
MEETING SUMMARY
January 26, 2022
(Approved on February 23, 2022)

Presiding: Commissioner Leigh Altman, Mecklenburg County Board of Commissioners

Present:

| | |
|--|--|
| Mayor Vi Lyles (City of Charlotte) | Mayor Pro-Tem Renee Garner (Matthews) |
| Mayor Woody Washam (Town of Cornelius) | Bill Thunberg (Mooresville Representative) |
| Andrew Grant (Town Manager, Cornelius) | Mayor Walker Reid III, (City of Gastonia) |
| Mayor Rusty Knox (Town of Davidson) | Mayor Marion Holloway (City of Monroe) |
| Jamie Justice (Town Manager, Davidson) | Brian Borne (Interim City Manager, Monroe) |
| Mayor Melinda Bales (Town of Huntersville) | Mayor William Dusch (City of Concord) |
| Anthony Roberts (Town Manager, Huntersville) | Mayor Pro-Tem David Scholl (Town of Stallings) |

CATS Chief Executive Officer: John Lewis, Jr

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

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.

Blanche Sherman

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