AGENDA

Meeting Type	W
Date:	09-03-1991
SUBJECT	

City of Charlotte, City Clerk's Office

MAYOR AND CITY COUNCIL
WORKSHOP AGENDA
September 3, 1991

5:15 - 6:00 p.m. I. Review of Charlotte Transit Services

A. Policies, Objectives, Standards

B. Overview of How Service Standards Affect Routes and Schedules

6:00 - 6:15 p.m. II. Dinner

6:15 - 7:30 p.m. III. Update on Airport Issues

A. Transportation

B. Terminal Expansion Plans

C. Cargo

D. Ten Year CIP

E. Part 150 Program Review

PUBLIC TRANSPORTATION POLICIES, OBJECTIVES, AND STANDARDS

POLICIES FOR CHARLOTTE TRANSIT AND SPECIAL TRANSPORTATION SERVICE

(From FY 90-94 Financial Management Plan adopted by Council on January 9, 1989)

1. Revenue to operating cost ratio of 40 percent or higher
2. Expand service to meet increases in population, employment and geographic size
3. Provide mobility for the transportation - disabled
4. Review opportunities for private-sector participation

FORMAL OBJECTIVES FOR CHARLOTTE TRANSIT

1. Ridership per hour, system-wide
2. Cost per hour of service, system-wide
3. Ratio of revenue to operating cost

OPERATIONAL OBJECTIVES AND STANDARDS

1. Percent of scheduled trips operated
2. Percent of trips on-time
3. Accident rate

OPERATIONAL OBJECTIVES	OPERATIONAL STANDARDS (Adopted by Council on October 26, 1981)
1. Ridership by type of service	1. Loading
2. Complaint response	2. Headways
3. Road call frequency	3. On-time performance
4. Driver absenteeism	4. Bus stop location
5. Mechanic absenteeism	5. Direct routing
6. Fuel consumption	6. Minimum ridership
7. Air-conditioning	7. Shelter/bench location
	8. Safety
	9. Preventive Maintenance
	10. Unusual Service Needs

(More detailed descriptions on next page)

CHARLOTTE TRANSIT OPERATIONAL STANDARDS

PURPOSE OF STANDARDS

1. Lay out for public what can be expected in terms of route design, frequency, on-time performance, etc. from Charlotte Transit

2. Establish criteria for decisions on adding or eliminating transit service

STANDARDS

1. All passengers seated except during peak hours

2. Service frequency 30 minutes or less in peak; 60 minutes or less in off peak

3. 95% of routes within 5 minutes of scheduled time

4. Signed bus stops on all routes

5. Routes as direct as possible and within 1/4-mile of areas likely to support service

6. Routes with less than 80% of system average ridership evaluated semi-annually (and possibly modified)

7. Shelters at bus stops with 50 or more passengers per day
   Benches at bus stops with over 30 daily passengers

8. Accident rates below national average

9. Buses cleaned daily and inspected every 3,000/9,000 miles
   90% of air-conditioners operating in summer;
   Minimum of 4,000 miles between in-service vehicle breakdowns

10. Provide service in response to other City policies (waive other standards if necessary)

HOW CHARLOTTE TRANSIT OPERATIONAL STANDARDS AFFECT ROUTE AND SCHEDULE DESIGN

Standard 1	All passengers seated except during peak hours
Impacts	• Buses may be added to a route to increase seat availability on overcrowded trips. • Articulated buses (providing more seats) could be assigned to trips where overcrowding occurs.
Standard 3	95% of routes within 5 minutes of scheduled time
Impacts	• Route may be shortened to improve operating time. • Buses could be added to a route; bus operating times adjusted with new service to improve on-time performance.
Standard 5	Routes as direct as possible and within 1/4 mile of City areas likely to support service
Impacts	• Routes should not be over 33% longer than driving distance between two points. • Routes may be extended to newly developed or annexed areas if sufficient ridership is expected. • Hours of operation may be extended to areas already served if sufficient ridership is projected (night and weekend service).
Standard 6	Routes with less than 80% of system average ridership evaluated semi-annually (and possibly modified). Routes evaluated in 6 categories: Weekday Peak, Weekday Base, Express, Crosstown, Saturday, Sunday/ Evening
Impacts	• Number of buses on route could be reduced to improve productivity. • Service on non-productive route segments may be eliminated. • Route could be re-designed to increase ridership and/or to improve productivity. • Other routes could be re-located to serve most productive segments of poor route; poor route eliminated. • Individual trips with low ridership may be eliminated.

EXAMPLE OF A
NEW ROUTE
WHICH HAS BEEN IMPLEMENTED

ROUTE 30 - WESTSIDE CROSSTOWN

1987	Charlotte Transit receives requests from residents to provide direct service from westside neighborhoods to Williams Health Center (on Wilkinson Boulevard), Freedom Mall, and Mecklenburg County health facilities (on Beatties Ford Road).
March 1988	Route 30, Westside Crosstown, begins as a demonstration route funded by the Experimental Transit Service Program. Ridership per hour averages 8 to 9 passengers per hour with buses operating each half-hour between 6:00 a.m. and 6:00 p.m.
November 1988	Route 30 is transferred to the Charlotte Transit budget, but service is reduced by 50 percent. Buses operate every hour between 6:00 a.m. and 6:00 p.m., Monday through Saturday.
March 1989	Productivity in second half of Route 30's initial year of service improves to 16 passengers per hour. Ridership decreases little following change in service frequency from 30 to 60 minutes.
April 1991	Route 30 continues to average 16 passengers per hour on weekdays and 17 passengers per hour on Saturdays. The route's productivity is higher than the other crosstown route, Route 29 UNCC/ Southpark (12 passengers/hour), but remains below the average for all of Charlotte Transit's local radial routes.

EXAMPLE OF A PROPOSED SERVICE IMPROVEMENT WHICH HAS NOT BEEN IMPLEMENTED

SEPARATE ROUTE 3-4 COMBINATION AT NIGHT AND ON SUNDAYS

1983	Route 3 Plaza Road and Route 4 Country Club are among those combined during evenings and on Sundays as a cost reduction measure. The combining of 12 weekday routes into 6 for night and Sunday operations reduces the number of buses operating during these periods.
January 1990	Citizens appearing at a public meeting on transit service improvements request separation of night and Sunday route combinations to reduce passenger travel time and to minimize overcrowding.
August 1990	Charlotte Transit and CDOT staffs present the separation of night and Sunday route combinations to Council's Transportation Committee as the highest-priority service enhancement, assuming unlimited resources.
November 1990	Charlotte Transit staff propose adding service to Routes 3 and 4 in September 1991 such that each route has its own bus at night and on Sundays. Although productivity on the combined route is over 50 passengers per hour, the Route 3-4 combination has standing loads on many trips and is the source of numerous passenger complaints.
January 1991	CODT proposes the separation of the Route 3-4 combination in the FY 92 service improvement package. Estimated annual cost for the change is $140,000 with projected revenue of $40,000 (net annual cost of $100,000). The estimated increase in annual ridership resulting from the change is 58,000 passengers.
June 1991	The FY 92 operating budget for Charlotte Transit includes no funds for service expansion. Addition of service to Routes 3 and 4 is delayed.

PROCESS FOR CHARLOTTE TRANSIT SERVICE REVISIONS

(SEPTEMBER IMPLEMENTATION)

October of Previous Year	Charlotte Transit Scheduling staff completes bi-annual service standards report, indicating route-by-route performance. April report also available to aid in service review.
November of Previous Year	Charlotte Transit staff, CDOT staff and Transit Advisory Committee (TAC) develop list of proposed service adjustments 1) using application of operational standards for existing services and 2) using the following criteria for service to new areas: • Population density • Employment density • Autos per household • Annual household income • Persons in household under 16 and over 64 • Number of work trips to Uptown from an area Staff also considers suggestions from passengers, drivers, citizens and groups such as the Uptown Transportation Council.
December of Previous Year	CDOT Director, Deputy Director, Assistant Director for Planning and Systems, Transportation Alternatives Manager, and TAC members review priority list of service adjustments; priorities may change during this meeting based on: • Existing or estimated ridership • Existing or estimated cost recovery ratio • Ability to implement with existing fleet • Compatibility with long-term system development policies • Consistency with City policies, emphasis areas and initiatives
January	Charlotte Transit staff finalizes proposed service adjustments as approved by TAC; CDOT administrative staff submits budget to reflect recommended service levels.
April	Budget and Evaluation Department indicates likelihood that service adjustments can be funded.
May	Charlotte Transit Scheduling staff develops driver work assignments for service which match expected level of transit funding.

PROCESS FOR CHARLOTTE TRANSIT SERVICE REVISIONS

(SEPTEMBER IMPLEMENTATION)

May (cont.)	CDOT Graphics staff change public timetables and prepare artwork for new route timetables.
June	Council adopts operating budget for Charlotte Transit establishing system service levels.
July	Charlotte Transit Scheduling staff posts work assignments (to be effective in September) for drivers to select according to their seniority. CDOT Transportation Alternatives section orders new schedules and prepares marketing/passenger awareness programs for revised services. Charlotte Transit Human Resources Section hires and begins training program for new drivers (if required).
August	Charlotte Transit staff trains drivers on new routes as applicable. CDOT Transportation Alternatives section distributes new timetables and implements marketing programs.
First Monday in September	Service revisions are implemented.

SERVICE IMPROVEMENTS POSTPONED FROM SEPTEMBER 1991 IMPLEMENTATION

ROUTE	SERVICE IMPROVEMENT	REASON	NET ANNUAL COST
#3 Plaza	Add service during peak periods	To improve on-time performance and reduce overcrowding	$ 60,000
#23 Shamrock Drive	Add service during peak periods	To improve on-time performance	60,000
#40X Albemarle Road Express	Re-route bus to serve Falconbridge area	To extend service within 1/4 mile of residential area	6,000
#24 Windsong	Extend route along Arrowood Road to NC 49 during peak periods	To extend service within 1/4 mile of residential areas along NC 49	62,000
#3 Plaza Road & #4 Country Club	Add service to nights and on Sundays	To reduce overcrowding and to extend night and and Sunday to Shamrock area	100,000
#55X Wilkinson Blvd. Express	Extend route from Ashley/Wilkinson to Freedom Mall	To take advantage of existing park-and-ride lot at Freedom Mall (accessible from I-85)	9,000
#50X Pawtuckett Express	Begin new peak-period express route from Pawtuckett area	To extend service within 1/4 mile of residential areas within City	65,000
SUBTOTAL (HIGH PRIORITY)			$ 362,000
#1 Mt. Holly	Extend route along Rozzelles Ferry to Exchange Street during midday and on Saturdays	To extend service within 1/4 mile of Todd Park during off-peak periods	$ 30,000
#17 Commonwealth Avenue	Extend route along 2 branches-one along Idlewild and one along Independence	To extend local bus service within 1/4 mile of residential and commercial areas	117,000
#54X Harris Blvd Express	Extend route along NC 49 to Harris Houston Rd.	To extend bus service within 1/4 mile of residential areas along NC 49	27,000
#62X Rea Road Express	Add 4:30 p.m. trip from Uptown	To respond to passenger requests for earlier service	19,000
SUBTOTAL (MEDIUM PRIORITY)			$ 193,000
TOTAL			$ 555,000

TABLE 1

TRANSPORTATION FUND
COST AND REVENUE PROJECTIONS

Fare Increase, September 1991, No Change in Service
FY92 - FY 94

	FY90	FY91 ACTUAL UNAUDITED	FY92 TOTAL	FY93 TOTAL	FY94 TOTAL
OPERATING EXPENDITURES	15,004,200	17,469,867	19,874,733	21,365,039	22,790,333
CAPITAL MATCH		200,000	200,000	200,000	200,000
TOTAL		17,669,867	20,074,733	21,565,039	22,990,333
REVENUES	15,357,605	15,309,254	17,952,953	20,577,794	20,775,887
SURPLUS (DEFICIT)	353,405	(2,360,613)	(2,121,780)	(987,245)	(2,214,446)
FUND BALANCE	5,074,539	2,713,926	592,146	0	0
CUMULATIVE DEFICIT				(395,099)*	(2,609,545)

Revenues include $12.50 auto privilege tax in FY92, $20.00 in FY93 and FY94.

*Budget projections indicate small deficit, end of FY93.
For practical purposes, this is zero balance in Fund.

CDOT
8/27/91

CHARLOTTE TRANSIT

NUMBER OF ROUTES	27	(Local)
	13	(Express)
	4	(Special)
DAILY RIDERSHIP	40,000	(Weekday)
	18,500	(Saturday)
	10,000	(Sunday)
BUSES OPERATED DAILY	133	(Peak-periods)
	52	(Off-peak)
	42	(Saturdays)
	14	(Sundays)

FY 91 FINANCIAL PERFORMANCE (Unaudited)

<u>Costs</u>	
Charlotte Transit Operations	$ 14.5 million
Administration/Planning	1.0 million
Special Transportation Service	1.4 million
<u>Revenues</u>	
Fares	$ 5.0 million
Sales Tax (1/2 cent)	5.8 million
Auto Privilege Fee ($7.50)	2.0 million
Federal Grant	1.3 million

SPECIAL TRANSPORTATION SERVICE

FY 91 RIDERSHIP	67,382	(Disabled)
	5,034	(Neighborhood Centers)
	6,271	(Other)
VEHICLE FLEET	9	(Accessible Buses)
	19	(Accessible Vans)
	4	(Other Vehicles)

FY 91 COSTS (Unaudited)

Special Service to Comply with Federal Regulations	$ 1.1 million
Neighborhood Centers Transportation	0.3 million

Mayor/City Council Workshop

Tuesday, Sept. 3, 1991

Charlotte/Douglas International Airport
Aviation Director T.J. Orr

Transportation

- Overview
- Rental cars
- Off airport parking/rental cars
- Commercial vehicle lane, proposed fee structure
- Shuttles/taxis

Terminal Expansion

- Area of expansion
- Renderings
- Concourse D
- International service
- Other expansions/Concourse B

Cargo Development

- Existing cargo
- Current construction
- Foreign trade zone/customs
- On-site cargo facilities
- Southwest District Plan map/Whipporwhill Hills
- State cargo airport/impact

10-Year Capital Improvement Program

- Passenger Facility Charge (PFC)
- Airport layout plan/$40 million bond sale
- Capacity Enhancement Plan
- 3rd parallel runway

Land Acquisition

- Southwest District Plan
- Noise zones
- Church of God/Moore's Park
- Berryhill Baptist Church
- Part 150/home buyout program

Community Programs

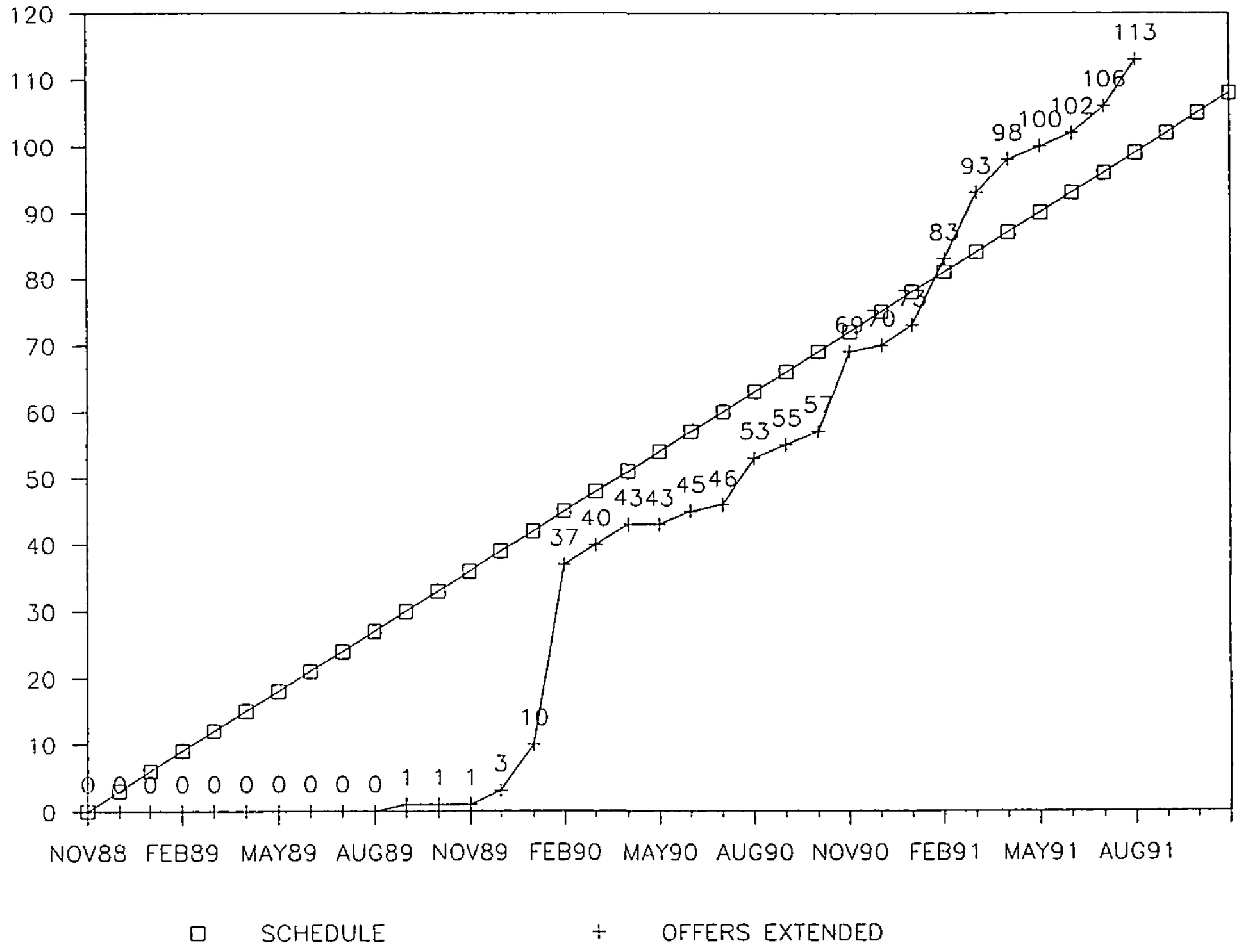
- Walking path/exercise stations
- Airport overlook

City/County Uses

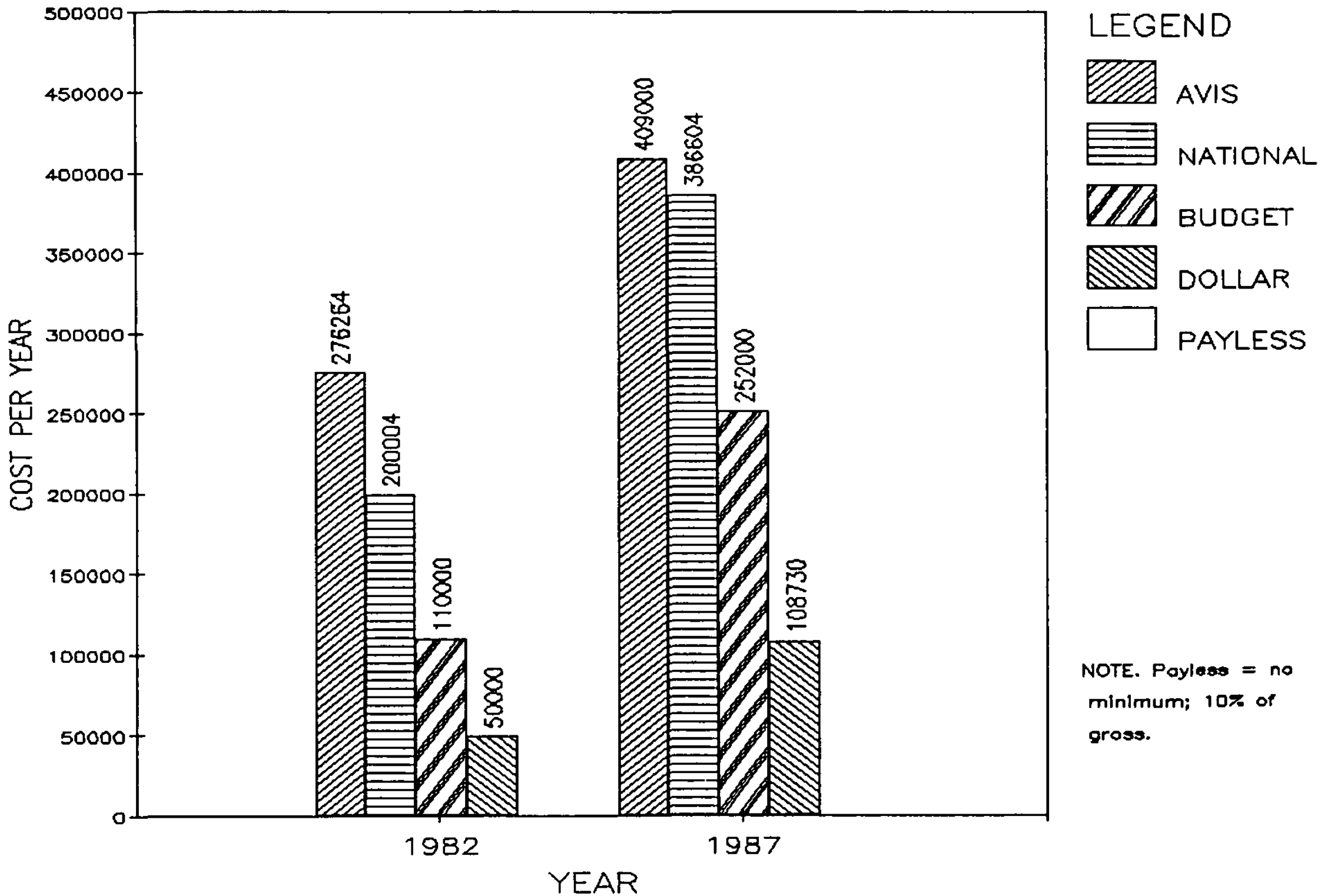
- Mecklenburg County Yard Waste Processing Facility
- Charlotte/Mecklenburg Animal Control Facility

CHARLOTTE/DOUGLAS INTERNATIONAL AIRPORT

FAR150 OFFERS EXTENDED



CHARLOTTE/DOUGLAS INTERNATIONAL AIRPORT
RENT-A-CAR MINIMUM GUARANTEES



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Atlanta International Airport Focus

Cargo Volume Expected To Triple at Atlanta

International air cargo volume is expected to triple to 335 346 tons annually at the William B Hartsfield Atlanta International Airport by 1995

Domestic volume is projected to increase by more than 40% to 841 780 tons by 1995

Preparations to handle that growth are moving briskly This year a state-of the-art perishables and equine/livestock center is slated to be built by U S Perishables Inc. at a cost of $6 million to $6 5 million

"It will put us on a par with Miami and New York as far as handling plant and animal matters or seafood in large quantities " says John Braden director of public relations and marketing at Atlanta International.

Michael Bucciero president of U S Perishables expects construction to begin by Sept. 1 with operations starting by March 15

The entire 40 000 to 45 000 square-foot perishables center will be refrigerated, with temperature zones from subfreezing up to 55 degrees. "It will be able to handle any commodity and segregate it by temperature," says Mr Bucciero.

Except for an interim facility the company owns at John F Kennedy International Airport in New York, "this is the first neutral on-airport facility totally dedicated to the handling of perishable goods" says Mr Bucciero

The approximately 12 500 square-foot equine and livestock center will be for export purposes Able to accommodate a charter-load of horses it will be completely self-contained with tack room, veterinarian offices and collapsible stalls for handling herds

An import facility "may be in the cards eventually " Mr Bucciero says

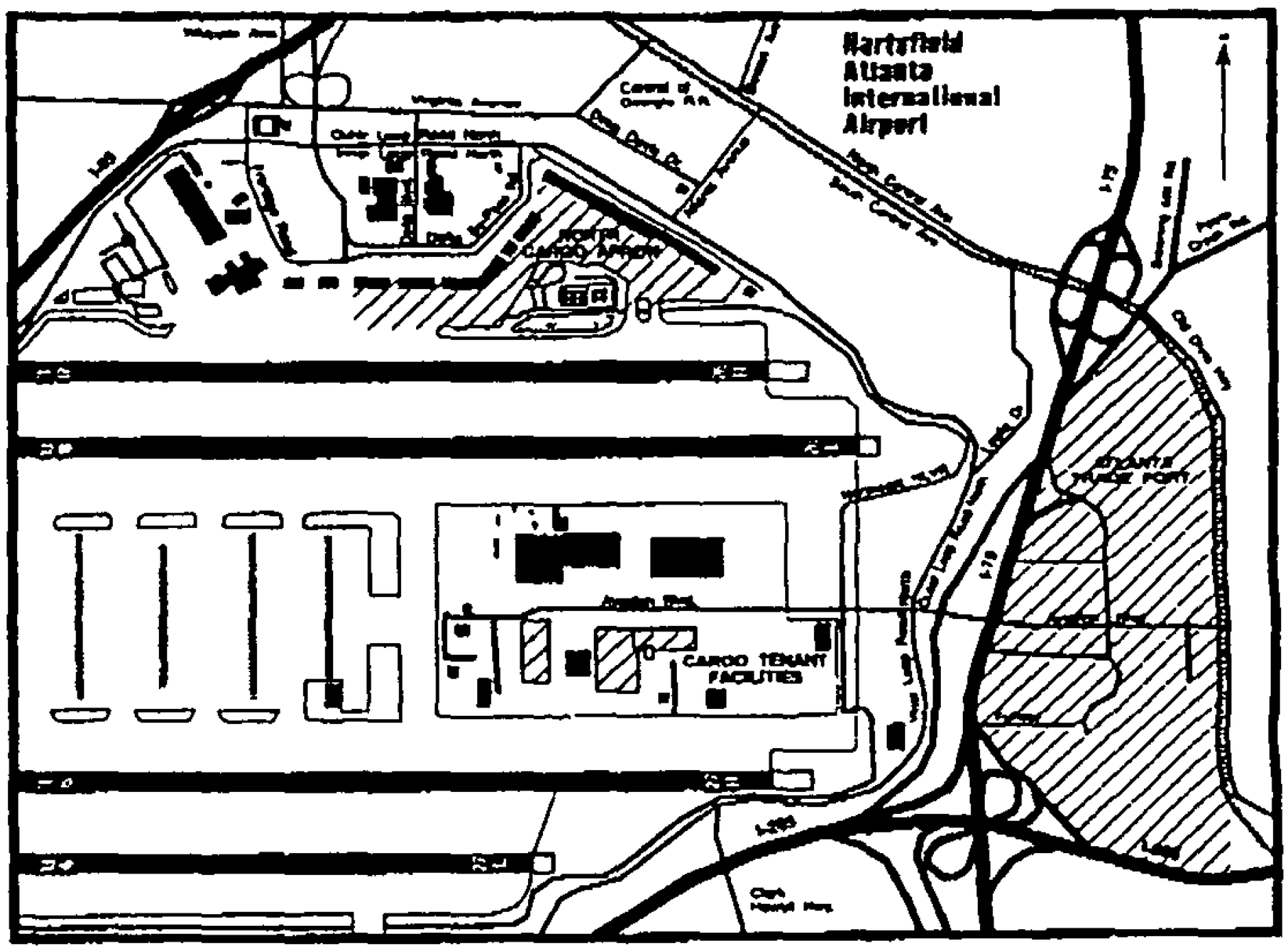
(Also in September the company will begin construction of a permanent perishables center at JFK. The building will contain 80 000 square feet of warehouse and two floors of offices)

The perishables-equine-livestock center will be located on land earmarked for construction of additional cargo facilities in the north cargo area, where a newly completed $16 million ramp expansion has doubled ground-handling space

The first new tenant there Federal Express Corp built a $5 million mini-sort facility

The 3 750-acre airport features 1 1 million square feet of warehouse space in two major cargo complexes

The 350 000 square-foot North Cargo Building which is fully rented houses cargo operations of 10 passenger airlines and nine all-cargo and express air carriers The north cargo area has its own refueling and support systems for quick turnaround for freighter operations.



A midfield cargo area has buildings of 457 000 square feet, leased to Delta Air Lines Inc., 215 000 square feet, leased to Eastern Airlines and 40 000 square feet, leased to Trans World Airlines Inc. and the U S Postal Service

Delta is the leading cargo carrier at Atlanta International followed by all-cargo carriers United Parcel Service Inc. Federal Express and the Emery Worldwide unit of Consolidated Freightways Inc Other all-cargo airlines serving Atlanta are Airborne Express, Burlington Air Express, DHL Airways Inc. Mountain Air Cargo Inc. Southern Air Transport Inc. and Zantop International Airlines Inc.

The Atlanta Tradeport, adjacent to the airport, is developing various air cargo facilities for forwarders, customs house brokers, air truckers consolidators and expediters. Four buildings have been opened 23 are planned for the 260-acre property

Refrigerated warehousing and fumigation facilities container breakdown and packaging services are among specialized uses planned for the development, which is also the site of the Atlanta Foreign Trade Zone

The Tradeport has direct access to the U S Customs Service s Model Inland Port. The only facility of its kind, the Model Inland Port is designed to expedite clearance for international freight moving in-bond via truck from any port in the country

More than 80% of international shipments by air or truck through Atlanta are released electronically through the Automated Broker Interface system

International freight, now about 21% of freight volume is projected to rise to 30% by the year 2000 The airport is served by 30 customs brokers and 83 freight forwarders

"Transportation is becoming Atlanta s major industry " Mr Braden says noting that six steamship companies have opened offices there The Port of Savannah is five hours away by interstate highway

Located 10 miles south of the city Atlanta International is ranked sixth among U S cargo airports and 12th in the world It is second nationally and internationally in total operations of about 779 000 a year That is expected to increase to 939 000 by the year 2000 Steps are being taken to accommodate the demand

Plans call for a $650 million one-runway 10-gate airport in operation by 2005 to handle Atlanta s originating and terminating passengers, a fifth international concourse with 24 gates and 10 hard stands, to be completed by 1993 and construction of a 5,500-foot runway dedicated to commuter use

"As a result of deregulation, we saw a tremendous increase in commuter activity so that right now commuting aircraft are taking up 25% of our runway capacity says Calvin O Carter commissioner of aviation

The airport has four parallel east west runways two of 9 000 feet one of 10 000 feet, and another of 11 889 feet.

ATLANTA INTERNATIONAL AIRPORT FOCUS
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NEIGHBORHOOD UPDATE

Vol 4 No 2 CHARLOTTE/DOUGLAS INTERNATIONAL AIRPORT August 1991

Fitness Trail To Be Installed Along Airport Walking Path

Walkers, step up! The airport's walking path continues to grow in length and will soon feature exercise stations

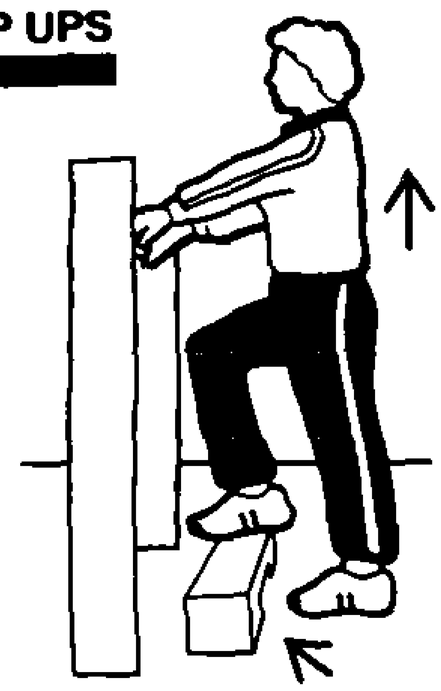
Approximately a quarter-mile of paved walkway was recently added to the existing path at Wallace Neel Road The path now continues down Old Dowd Road to the airport's west public overlook, about a mile

At the suggestion of many neighborhood residents who use the walking path, a series of exercise stations is now being installed The self-guided, self-instructed outdoor fitness system will take the user through a complete workout routine at eight different exercise stations

There will be three exercise stations on Old Dowd Road and five stations on Wallace Neel Each exercise station has a graphic illustration of the exercise to be performed Panels show the system layout and how it is to be used Two of the stations include pulse checks and fitness fact guides The exercises include stretches, curl ups, bar push aways, balance beam walk and tension release motions, all are designed to improve balance and coordination The exercise stations are scheduled to be in place by September

Neighbor resident Frances Falls says Thank you (airport) for giving us a nice place to walk '

STEP UPS



Runway Extension In The Works

Plans are moving along to extend Runway 36R from 7,846 feet to 8,846 feet The longer runway will increase airfield capacity and reduce aircraft delays The improvement is in line with the Airport Master Plan Runway 36R will be extended south 1,000 feet across West Boulevard, and require the relocation of a portion of West Blvd , Wilmount Road and Horsehoe Lane Terminal Drive will be extended to provide direct access to the airport's air cargo area and USAir's aircraft maintenance hangar and training facilities

Kimley-Horn and Associates, Inc , an engineering firm, will design the road relocations, LPA Group will design the runway and taxiway extensions Construction on the roads is tentatively scheduled to begin this spring with the runway extension scheduled for completion by spring 1993

Project Update

- Animal Control Facility
- Wood and Yard Waste Processing Facility
- Southwest District Plan
- Demolition Disposal Site

Following are updates on neighborhood projects

1) The **Charlotte/Mecklenburg Animal Control Facility** on Byrum Drive is scheduled to be completed by summer of 1993

2) The City of Charlotte and the airport are awaiting approval from the Mayor and City Council to lease land to the county for its **Wood and Yard Waste Processing Facility** Approval is expected at the Aug 26 Council meeting

3) The **Southwest District Plan** is scheduled for adoption by the Mayor and City and County officials this fall

4) A landscaped berm is currently being formed to buffer the **Demolition Disposal Site** on Old Dowd Road

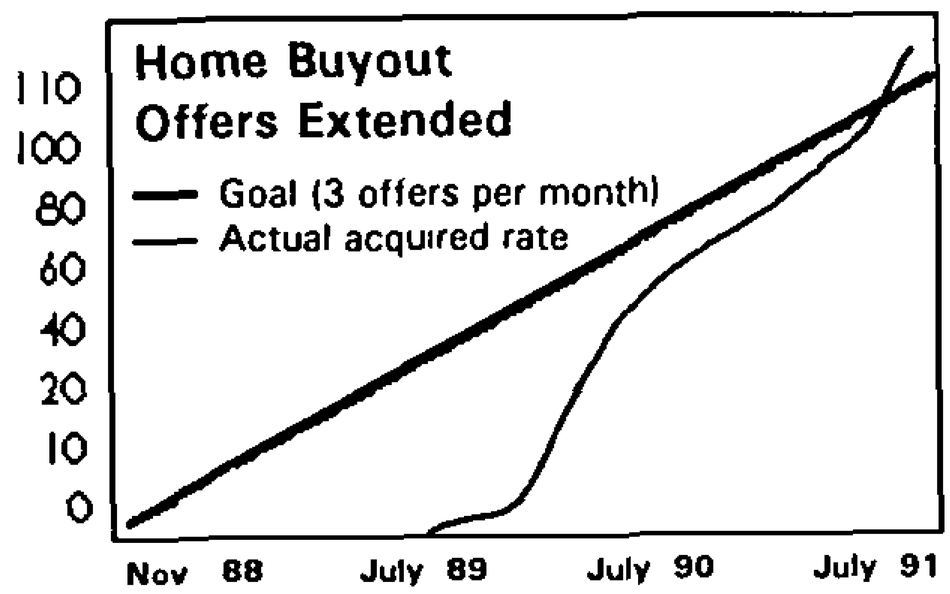
5) A permit has been issued to a private company to operate an off-site, demolition landfill between Frosch and Mountainview roads off of Wallace Neel Although the company is called Airport Recycling, the airport **is not** associated with it and has no intention of using the site

Home Buyout Program Is Ahead Of Schedule

July figures show the airport's home buyout program is 10 percent above goal Of the 226 houses in the program, 106 offers to purchase homes have been made and 86 houses have been bought

Called FAR (Federal Aviation Regulation) Part 150, the buyout program was implemented in 1988 to buy homes in airport neighborhoods most affected by aircraft noise

Nearly every house purchased has been auctioned to the public and moved Some houses in poor condition were burned by community fire departments in training exercises, according to Bob Andress, community programs coordinator The land is being cleared for future redevelopment



In addition to buying homes through the Part 150 program, the airport also purchased 17 properties near Berryhill Baptist Church that were identified for purchase in the Airport Master Plan

The airport is also pursuing FAA approval to buy properties at the end of runways 36R and 18L (Eatonton Street and Timberly and Byrum Drive areas) And, final approval is being sought for soundproofing homes in 70 LDN zones Soundproofing includes installing storm windows, doors, insulation and some air conditioning

The airport's goal is to purchase all the property within the 75 LDN zone and soundproof all the property within the 70 LDN zone "We're constantly trying to expand the program to include more properties affected by aircraft noise," said Andress

Rezoning Request For Byrum and Piney Top Drives

The airport filed an application with the Charlotte-Mecklenburg Planning Commission to rezone 134 acres on Byrum and Piney Top drives The recommended change would rezone the area from R-12 and R-15 (residential) to I-2 CD (industrial, conditional development)

The zoning change will allow the airport to use the property for industrial development, including the Charlotte/Mecklenburg Animal Control Facility, North Carolina Air National Guard Fire Training Pit and the county's Wood and Yard Waste Processing Facility

As part of the rezoning request, the airport has agreed to provide extensive buffers, setbacks, landscaping and streetscape improvements along Byrum and Piney Top drives

Charlotte/Douglas Internatonal Airport
NEIGHBORHOOD UPDATE
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Charlotte NC 28219
(704) 359-4000

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