

CITIZENS TRANSIT ADVISORY GROUP (CTAG)
Meeting Summary
April 21, 2015
DISCUSSION SUMMARY

Present: Rob Watson, CTAG Co-Chair
Gus Kretschmer, City of Charlotte
Katherine Payerle, City of Charlotte
Christy Kluesner, Charlotte-Mecklenburg Schools
Jane Dunne, Town of Mint Hill
Todd Steiss, Town of Huntersville
Matt Covington, Mecklenburg County
Jennifer Braganza, Town of Pineville

Staff: John Muth, Austin Faulk, Larry Kopf, Levern McElveen, Allen Smith, Dee Pereira,
Paulus Ford

Meeting time 7:30 a.m. – 9:00 a.m.

I. Call to Order

Rob Watson, CTAG Co-Chair, called the meeting to order at 7:32 a.m.

II. Approval of March 17, 2015 meeting summary

The meeting summary was approved as written.

III. Remarks from Co-Chair Rob Watson

- a) Co-Chair Rob Watson will send communications out to board members to remind them of the meeting and to assist in filling open spots that may exist on the board.

IV. CATS Budget Overview

Dymphna (Dee) Pereira, CFO of CATS introduces the recommended budget for CATS:

- **Operations (Bus, Special Transportation & Van Pool)** presented by Larry Kopf, Transit Operations Manager (see attached presentation)

Q: What is the time frame for the Smart Card Fare Collections?

A: Looking to present a RFP this calendar year.

Q: Will that (RFP) also include Rail?

A: Rail is purchasing a new generation of ticket vending machine for the BLE. There was a request to replace existing TVMs within the funding of the current project

- **Transit Safety & Security** – presented by Levern McElveen, General Manager, Transit Security (see attached presentation)

Q: Is CATS responsible for the safety of the Streetcar (City LYNX Gold Line) or the City?

A: CATS is responsible for the security. CMPD is responsible for the safety.

Q: How does CATS conduct/test fare evasion on the Light Rail?

A: The officers work in pairs and use a random ticket review process. If a violation is discovered; individual(s) are ask to exit the train at the next stop, then is issued a citation.

Q: Most or all fare evasions occur on Light Rail?

A: Yes.

Q: As far as benchmark. How does CATS compare with other cities?

A: Compare to other city, CATS occurrences are on the low side.

Q: Are the statistics annual numbers?

A: The numbers are year-to-date totals.

Q: What are the citation costs?

A: Citation is \$50. None of those funds come to CATS.

Q: Does the citation go through the court systems for payment?

A: Yes. Its primarily handle like a traffic ticket.

Q: Per the video policy, are videos available to any/everyone?

A: Videos are available to whoever requests them? It is a public record request

- **Rail Operations (Light Rail, Facilities & Streetcar Programs)** – presented by Allen Smith III, General Manager, Rail Operations & Facilities (see attached presentation)

Q: How many more bus stops does CATS have to make ADA compliance?

A: All of CATS bus stops are in compliance based on the degree of need and usages. Based on locations and areas of growth, all stops are under review to maintain Federal mandated ADA compliances

Dee Pereira concluded the detailed budget presentation.

Q: The City determines merit increases. Would a merit increase affect this budget? If the City does or don't give an increase?

A: That action is covered both ways. And if the City doesn't approve any merit increases, the earmarked funds will be returned to the fund balance

Q: In the revenue projections for next year, will CATS assume a fare increase

A: CATS has assumed a fare increase for FY2017. But CATS will do an analysis to determine if a fare increase is warranted; and what the level will be is so.

CTAG unanimously approved the budget for recommendation to the MTC for approval for FY2016 & FY2017 Operating & Debt Service Budget and FY2016-FY2020 Community Investment Plan.

V. CTAG Transit Survey

Co-Chair Rob Watson led the discussion of the review of the CTAG Transit Survey. The summary of the survey will be presented to the MTC on Wednesday, April 22nd, 2015. The information shared can be reviewed in the attached document.

VI. CEO's Report

- Stand Up for Transportation Day was on April 9th, 2015. It was an event that was held around the country. The basic idea was to ask folks to encourage their congressional members to approve a re-authorization of the Transportation bill that is scheduled to expire in May 2015.
- The TIFIA Loan process is moving along. CATS is scheduling a meeting to travel to Washington, DC to meet with the USDOT on the initiative.
- CATS has held all of their Roadeos (Bus, Rail and STS) for drivers and mechanics. We are looking to recognize the winners at the May MTC. The winners will be competing in the international competition in: Buses - Fort Worth, TX; Rail – Salt Lake City, UT.
- All the Was a speaker at the Senate Banking Committee Staff Roundtable discussion in Washington, DC on Tuesday, March 10th, 2015 for Light Rail Development and State of Good Repair. Charlotte's Light Rail system is getting notice on a national level.

VII. Final Remarks

- Looking at touring the CTC and/or Streetcar tour and ride.
- Meet with a peer city (Denver, Portland and Salt Lake City) that may have a similar group (CTAG) to share information/ideas.
- Take a BLE before tour, to view the station sites now, so in a couple of years, an appreciation for the progression and final products of this project.
- 2016 CATS will be sponsoring the APTA Bus Conference. Maybe an opportunity to network, develop and share cultural and industry learning.

Adjourn

The meeting was adjourned at 8:57 a. m.

NEXT CTAG MEETING: OCTOBER 20, 2015 AT 7:30 AM

FY2016 & FY2017 Operating & Debt Service Budget FY2016-FY2020 Community Investment Plan

Presented to:
CTAG
April 21, 2015



Overview of Transportation Services Programs

Transportation Services:

- *Bus and other Bus Services*
- *Safety and Security*
- *Rail and Streetcar Operations*
- *Facilities*

88.8% of FY2016 total operating expenses.

29% or approximately \$187 million of the 5-year CIP projects

OPERATIONS

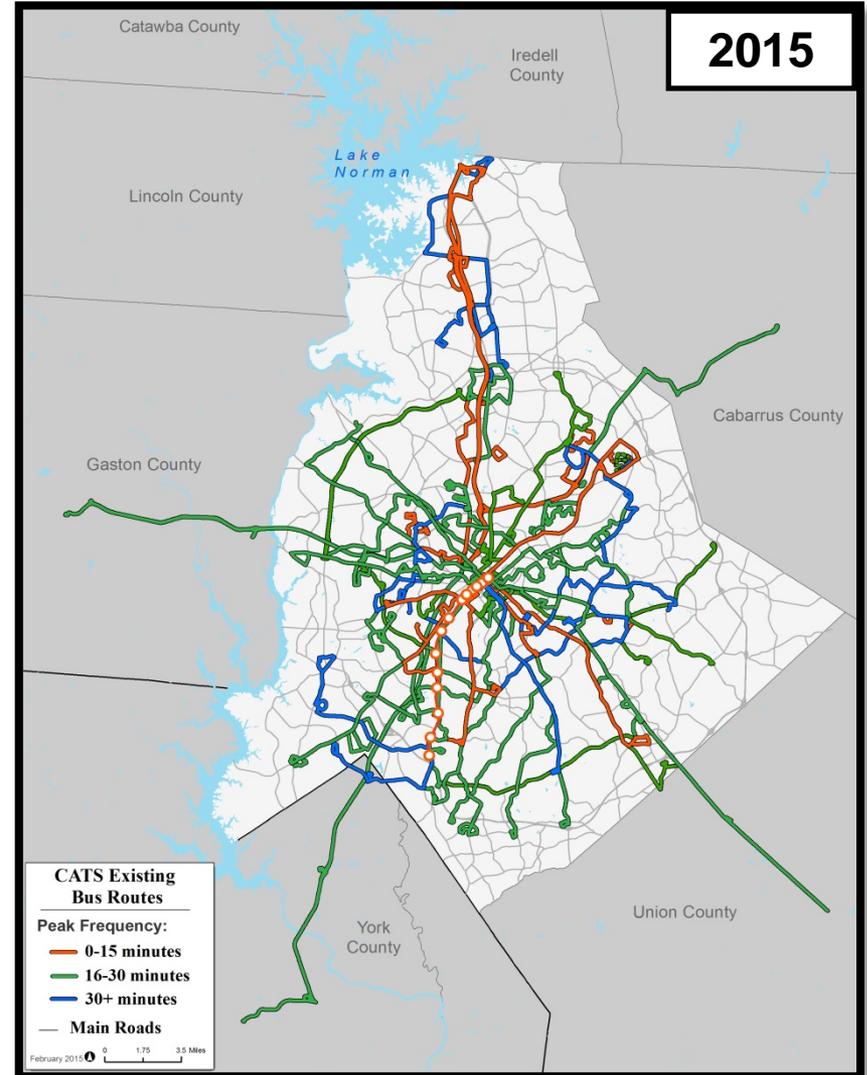
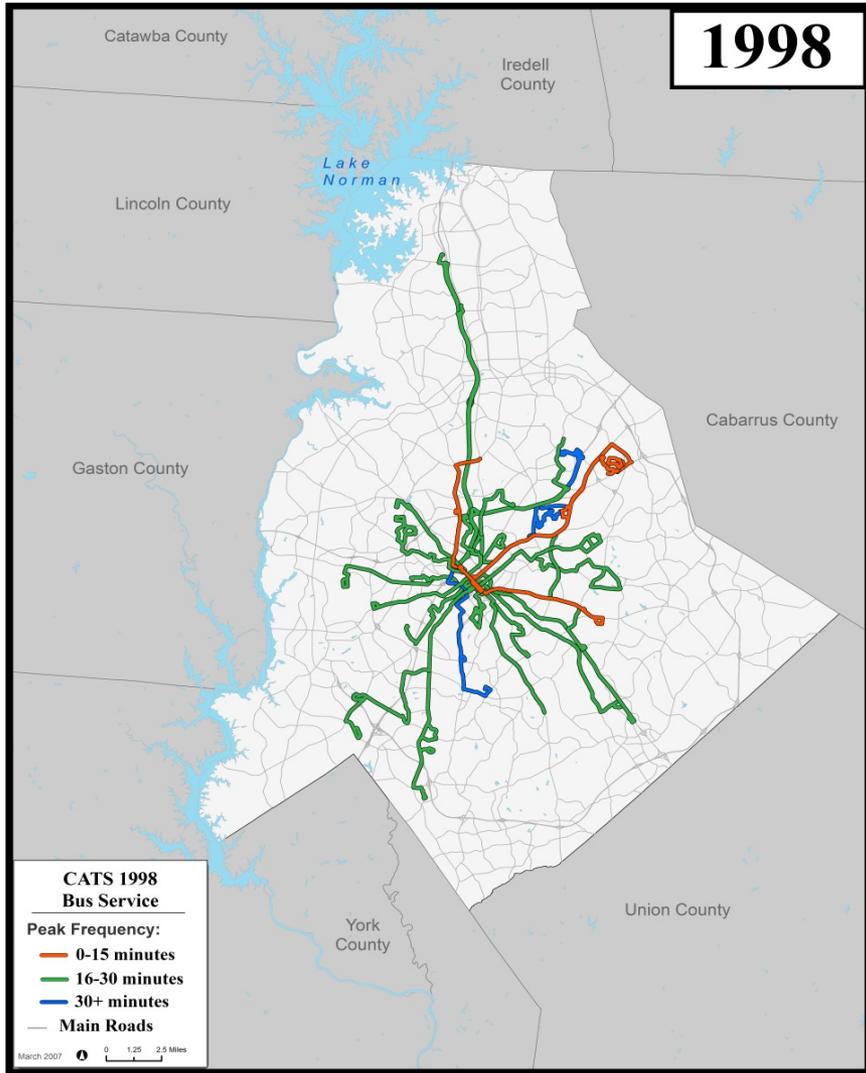
Bus, Special Transportation, DSS, and Vanpool

Presented

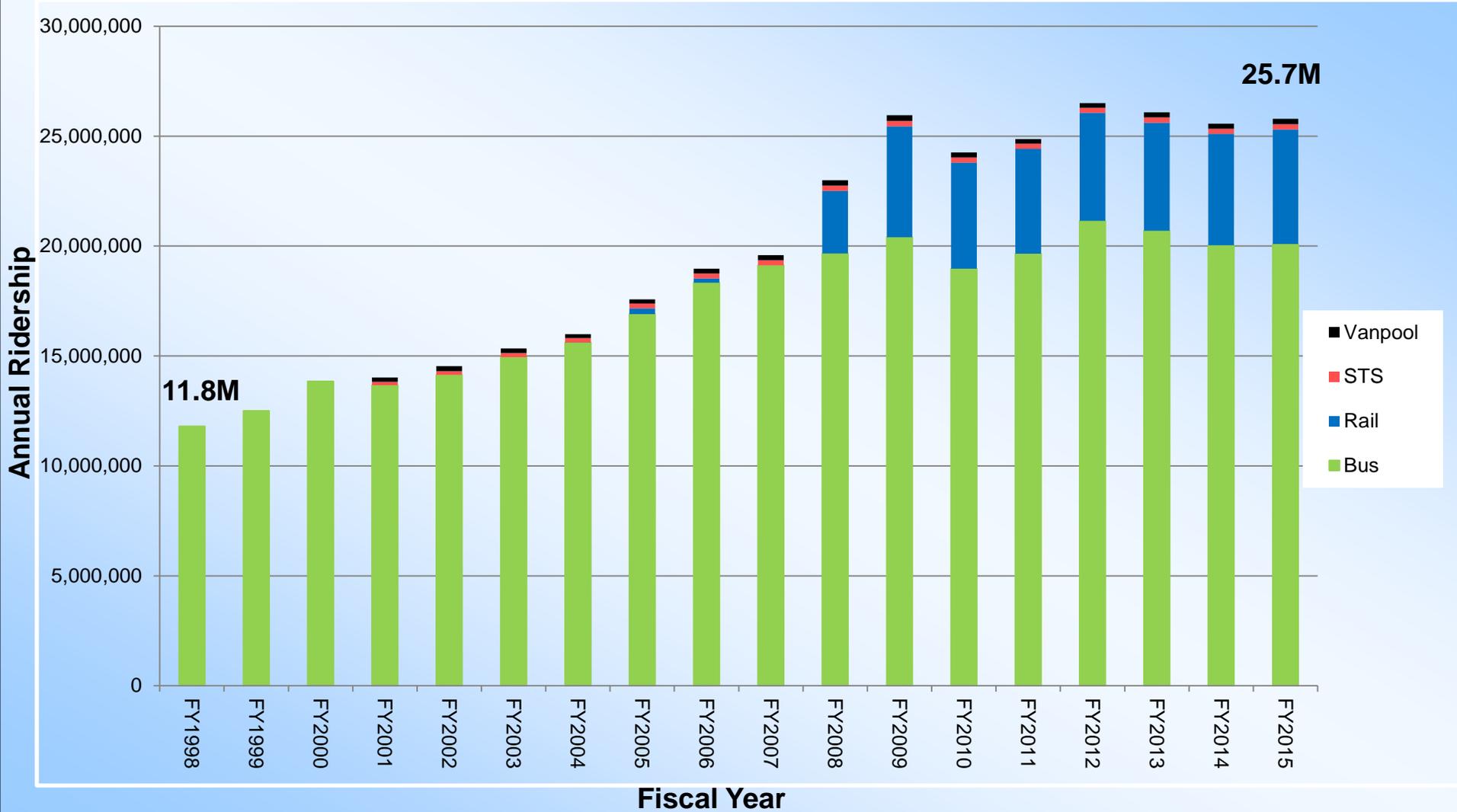
by

LARRY KOPF

Chief Operations Planning Officer



CATS Historical Ridership by Service Type





South Tryon

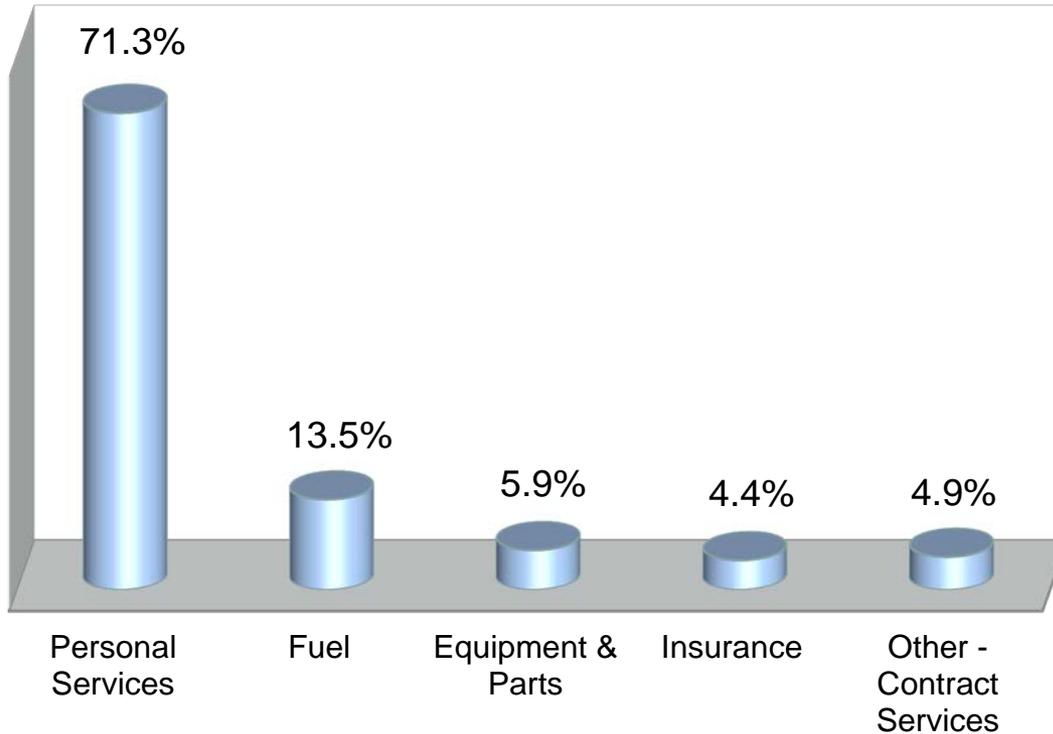
Buses, Maintenance & Admin



North Davidson

Buses & Maintenance

Key Cost Drivers



Efficient Management with Limited Growth



- ❑ 837,000 Service Hours for FY16

Proposed services

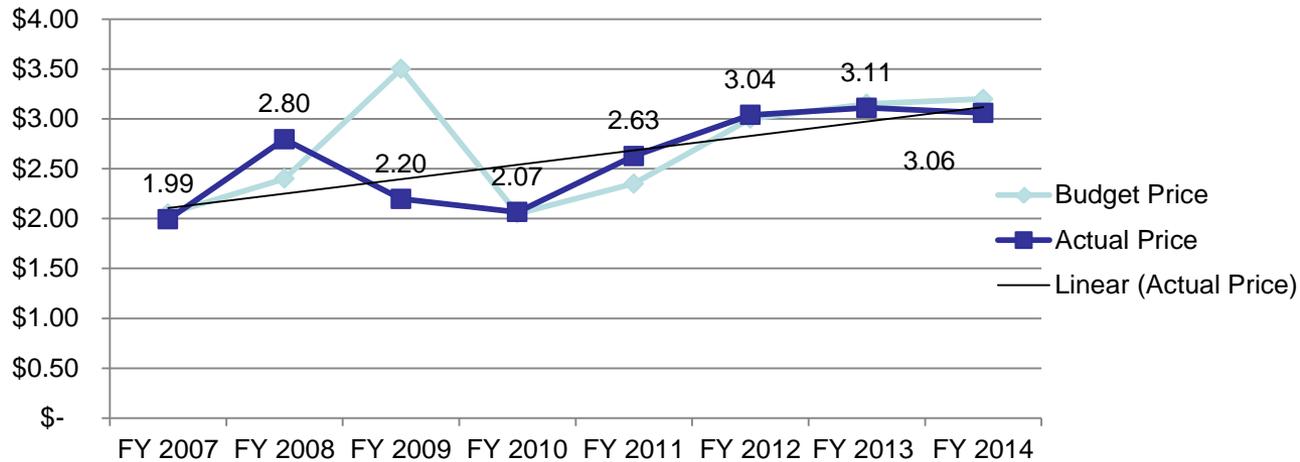
- *Veteran's Service Center*
- *Express Service From Highland Creek*

- ❑ Service Reimbursements (\$3.7 Million)

- ❑ Service Adjustments and Route Performance Monitoring

- ❑ Bus/Rail Integration

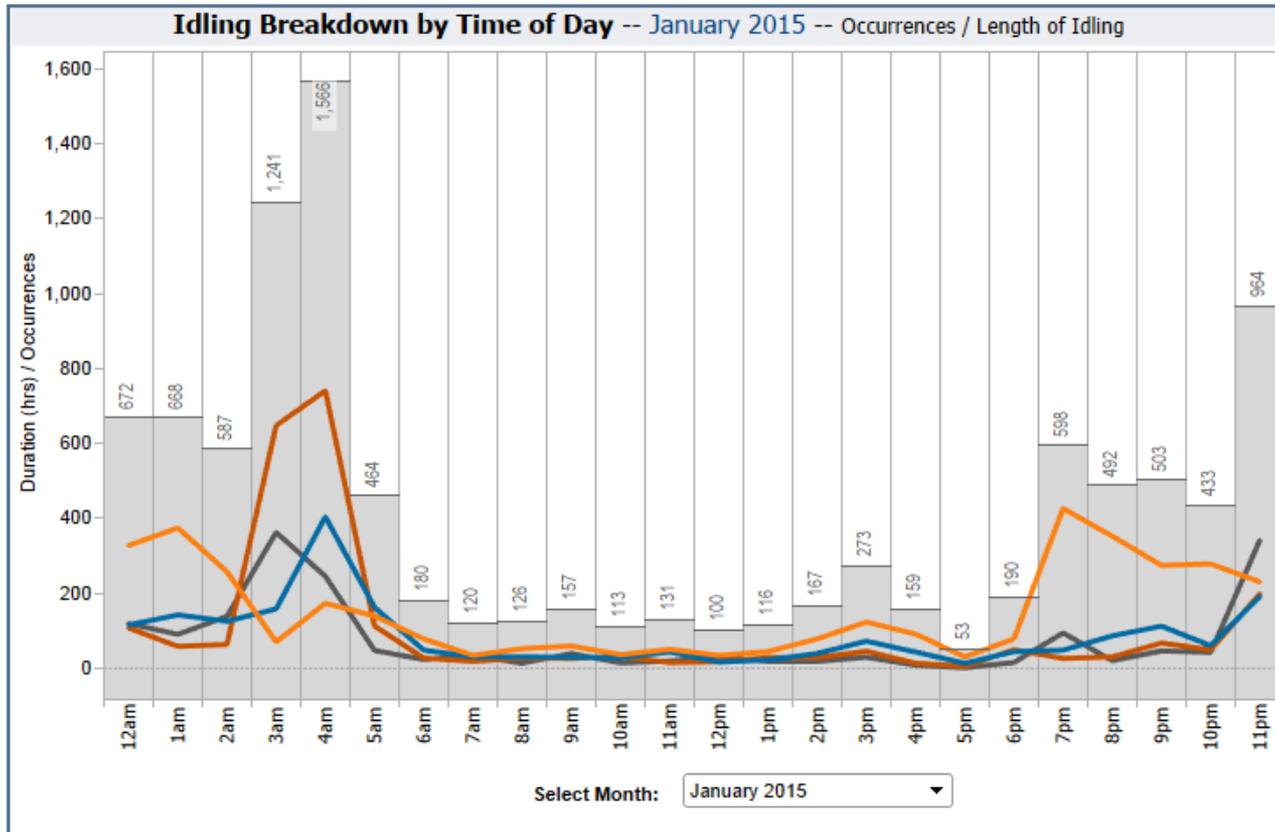
Fuel Budget vs. Actual FY2007-FY2014



- ❑ CATS purchases approximately \$3.8 million gallons of fuel per year
- ❑ Fuel prices are reviewed daily and “forward” purchases are made when the price is favorable. This practice provides budget stability.
- ❑ FY2014 Average is \$3.06 versus budget \$3.20
- ❑ Fuel is 13.5% of BOD FY2016 budget; 13.4% of FY2017 budget

FY15 Idling Data

Total Idling Hours	July	August	September	October	November	December	January	YTD
FY15 Hours	8,214	5,831	5,421	5,659	7,089	8,065	12,429	52,708
FY14 Hours	6,934	7,085	6,137	6,165	7,905	9,904	15,786	59,916
Difference	18%	-18%	-12%	-8%	-10%	-19%	-21%	-12%



Transit Management of Charlotte

- 560 Bus Operators (United Transportation Union)
- 145 Mechanics (United Transportation Union)
- 102 Administrative/Supervisory Employees

Fleet

- 322 Total Buses (28 Hybrids)
- 72 Bus Routes
- 11.7 million annual miles

Passenger Amenities

- Charlotte Transportation Center
- 4 Community Transit Centers
- 6 CATS Owned Park & Ride Lots





Reggie Arrington
Maintenance



Kirk Scott, GM



John Bartosiewicz, Corporate/Negotiations



Tom Reynolds, AGM
Operations

Best Practices/ Programs

T.O.P. Program

Standards of Excellence

Internal QA Program

Fleet Maintenance Plan

Mentoring Programs

Key Indicators

84.2% On Time Performance

2.1 Rude & Discourteous
Complaints Per 100,000 Riders

12,800 Miles Between Roadcalls

96% Preventative Maintenance
On Time

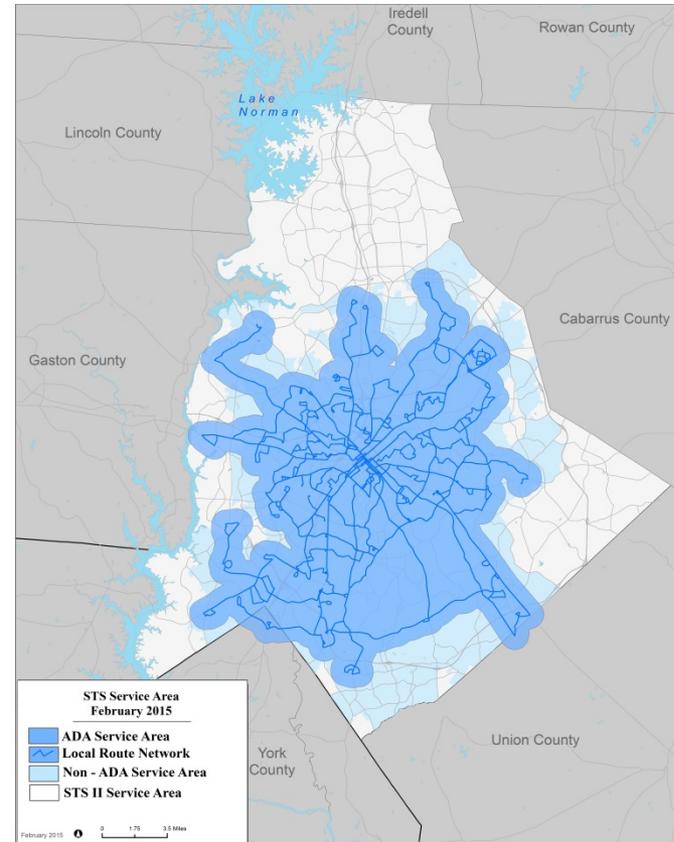
Labor Utilization – Overtime
(8.8% Maint. 10% Oper.)

- ❑ Service for people with disabilities
 - Base STS service required by ADA
 - STS II not required under ADA
 - FY15 Ridership up 7%
 - Telephone wait time < 1 minute

- ❑ Service:
 - *237,000 passengers*
 - *2.5 million revenue miles*
 - *135,500 revenue hours*

- ❑ Relocated to North Davidson
 - *Maintenance now in-house at N. Davidson creating additional operational efficiencies*

STS Service Area



❑ Moving from City Shop to Bus Operating Division Shop

- Reduced Bus Shifting
- 24/7 Operation
- Fluid Checks While Fueling
- Cold Start Service
- Roadcall Service
- Estimated annual maintenance savings \$89,000
- Trade fleet manager for STS Safety Supervisor



Vanpool

- 74 active vanpools
- Fleet of 99
- 250,000 passengers
- 74% fare recovery



DSS Subscription

- Service for people with disabilities
- Transportation to sheltered workshop employment

Five Year Vehicle Replacements (\$68.2 million)

- | | |
|--|-----------------|
| <input type="checkbox"/> Fixed route buses | \$ 58.2 million |
| <input type="checkbox"/> STS buses | \$ 8.7 million |
| <input type="checkbox"/> Vanpool Vans | \$ 1.3 million |

Maintenance Programs (\$21.6 million)

- | | |
|--|----------------|
| <input type="checkbox"/> Engines and transmissions | \$2.9 million |
| <input type="checkbox"/> Preventative maintenance | \$18.7 million |

Hastus Scheduling System Upgrade (\$1.3 million)

Fare Collection System (\$7.1 million)

Digital Radio Upgrade (\$900k)

SAFETY & SECURITY

Presented

by

Levern McElveen

General Manager – Safety & Security

What is Safety?

Safety is everything we do...

Importance of a SAFETY CULTURE

Research and experience have shown that when safety is strong in an organization:

Accidents are less frequent and less severe

Overall safety performance improves

Reduced cost to the organization

Reflects good business practices

Injury rates are lower

KEY COST DRIVERS

▪ Personal Services	\$1.1 million or 20.5%
▪ Contractual Services	\$3.2 million or 58.9%
▪ Contract Maintenance Services	\$776,627 or 14.2%

SAFETY

- ❑ 12 (10 +1 assigned to BLE and 1 assigned to GoldLYNX line) CATS employees are assigned to transit safety.

Responsibilities include:

- System safety audits
- Operator ride checks
- Facilities Inspections
- Employee Training
- Accident/incident investigations
- Access Control
- Video Download and Equipment Maintenance

SECURITY

82 personnel dedicated to transit security

- 1 Security Manager (CATS employee)
- 4 CMPD Transit Police Officer
- 46 sworn G4S company police
- 24 G4S Security Guards
- 7 G4S Dispatchers

2015 Statistics (YTD)

- Arrests 167
- Criminal Citations 297
- Warning Citations 904
- Fare Evasions 1052

CATS is required to spend 1% of our Federal Formula funds on Safety and Security items. This is programmed into the 5-year CIP.

Examples include:

- Required drills
 - Fencing (25 year useful life)
 - Camera System Replacement (5 year useful life)
 - Secure Access-card readers / locks / Knox Boxes
 - Andover Building Management System-
 - Lighting (7 year useful life)
 - Radio replacement

RAIL OPERATIONS

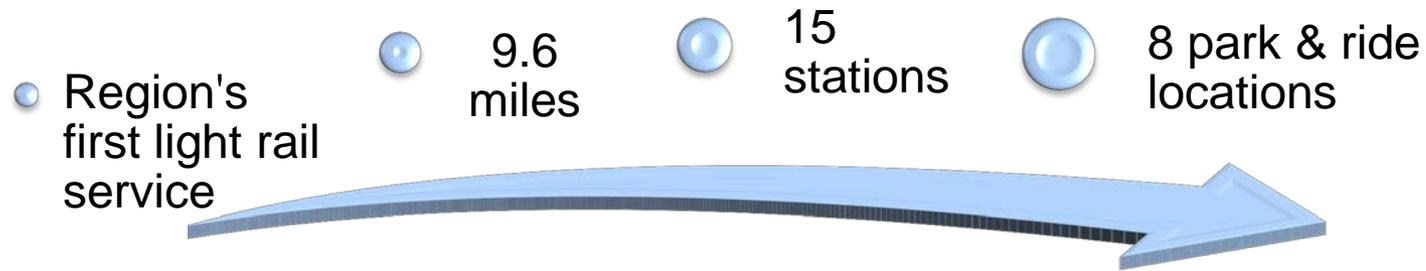
Light Rail and Streetcar Programs

Presented

by

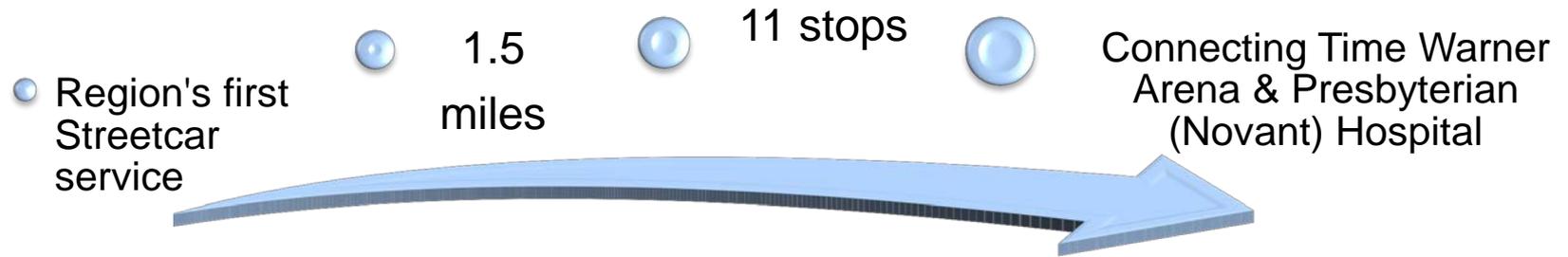
Allen Smith, III

**General Manager – Rail Operations and
Facilities**



Weekday Service: 5:26 am-1:26 am, 10 minute intervals during peak operations
15, 20 & 30 minutes intervals during non-peak

Weekend Service every 20 minutes



- Monday – Thursday 6 am to 11 pm
- Friday 6 am to 12am
- Saturday 8 am to 12am
- Sunday 9am to 7pm

Equipment and Staffing

24, Siemens S70

70% Low Floor Light Rail Vehicles receiving another additional (18) by 2017

3 Gomaco Replica Trolleys

Employees

Transportation:	49
Maintenance of Way:	20
Rail Car Maintenance:	34
Parts:	4
Admin & Management:	7
Streetcar	12



Rail Revenue service hours

60,519

On- time performance

99.27%

Rail Service miles

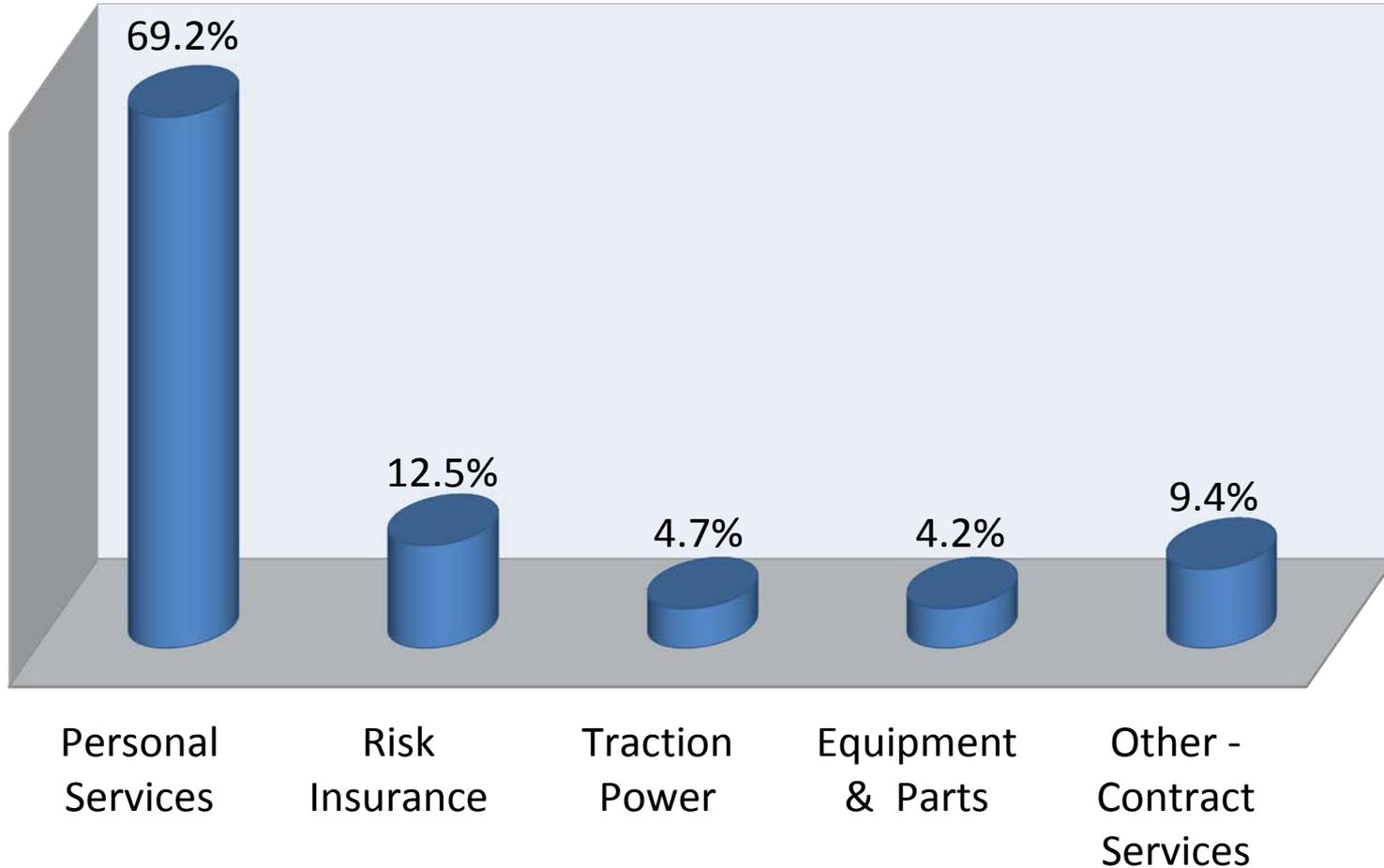
946,241

Passenger rides

5.1 Million

Extra Trips/Special Events

516; supporting 164 Special Events-CIAA, HORNETS, Panthers Games and Speed Street



**includes CityLynx Goldline costs*



MAP-21 & STATE OF GOOD REPAIR

A new formula-based State of Good Repair program is FTA's first stand-alone initiative written into law that is dedicated to repairing and upgrading the nation's rail transit systems along with high-intensity motor bus systems that use high-occupancy vehicle lanes, including bus rapid transit (BRT).

MAP-21 funds reflect a commitment to ensuring that public transit operates safely, efficiently, reliably, and sustainably so that communities can offer balanced transportation choices that help to improve mobility, reduce congestion, and encourage economic development

Steps to Achieve this Standard

Asset Management

Maintaining our rolling stock and infrastructure as needed to meet CATS defined level of service

Performing maintenance, repair, rehabilitation and renewal according to set policy (e.g., replacing rolling stock according to a set time interval)

Reducing or eliminating the backlog of unmet capital needs

Establishing a life-cycle policy for system preservation, including maintenance, repair, rehabilitation, renewal and replacement activities, and modeling the application of the policy on physical assets

The “state of good repair” standard is met when all capital assets are functioning at their ideal capacity and are within their design life.

Highlights



Maintenance Programs

<input type="checkbox"/> S-70 Truck Overhaul Project	\$ 6.9 million
<input type="checkbox"/> ATP Upgrade and Modification	\$ 1.9 million
<input type="checkbox"/> Maintenance of Way	\$ 9.8 million
<input type="checkbox"/> Preventive Maintenance	\$ 2.5 million

Rail Equipment and Repairs

<input type="checkbox"/> Crossing Panel Repair	\$300,000
<input type="checkbox"/> ROW Improvements	\$375,000
<input type="checkbox"/> Track Re-profile and Realignment	\$320,000
<input type="checkbox"/> Safety Guard Rails	\$450,000
<input type="checkbox"/> Erosion Control & Drainage	\$252,000
<input type="checkbox"/> MOW Equipment	\$264,000
<input type="checkbox"/> APS's, Gear Axle Motor Units	\$ 1 million
<input type="checkbox"/> Various facility improvements	\$2.4 million

Facilities Management

Manage and maintain all CATS owned and leased facilities, properties and passenger amenities, including:

- Buildings and grounds – Bus, Rail & STS
- All passenger amenities: 15 Park & Rides, Charlotte Transportation Center, 4 Community Transit Centers, over 3000 bus stops, and hundreds of shelters, benches, and bike racks.
- All Rail facilities and amenities along the alignment
- ROW, stations & platform areas, elevators, and I-485 Parking Garage.
- Provide for the following services:
 - Trash Collection / Recycling (buildings and rail line)
 - Landscape maintenance
 - Janitorial Services
 - Snow and ice removal.
- Utilities – Energy Management

Transit Enhancements

- CATS is required to spend 1% of its Federal Formula Funds on Transit Enhancements. This category includes ADA compliant bus stop improvements. Approximately \$2.3 million is available through the 5-year CIP.
- Average cost of improving a bus stop to make it ADA compliant, is \$3,500.
- CATS partners with City E&PM to complete the installation of our ADA compliant bus stops.
- Upgrading between 50-60 per year.
- Although ADA is our top priority, Transit Enhancement Funds can also be used to add shelters (\$6,000 each) and benches (\$650).

Upcoming presentations:

MTC for budget approval on April 22, 2015

City Council for approval along with the City Budget





CTAG Transit Survey

April 22, 2015

Rob Watson
Co-Chair, CTAG

Background

At its January meeting, CTAG evaluated its own roles and responsibilities

- Identified weakness in “advisory” role
- Developed plan for a citizen transit survey

Survey developed via Survey Monkey and finalized in February with responses due by March 31st

- **Received 379 responses**

Members sent survey to friends, colleagues and their networks

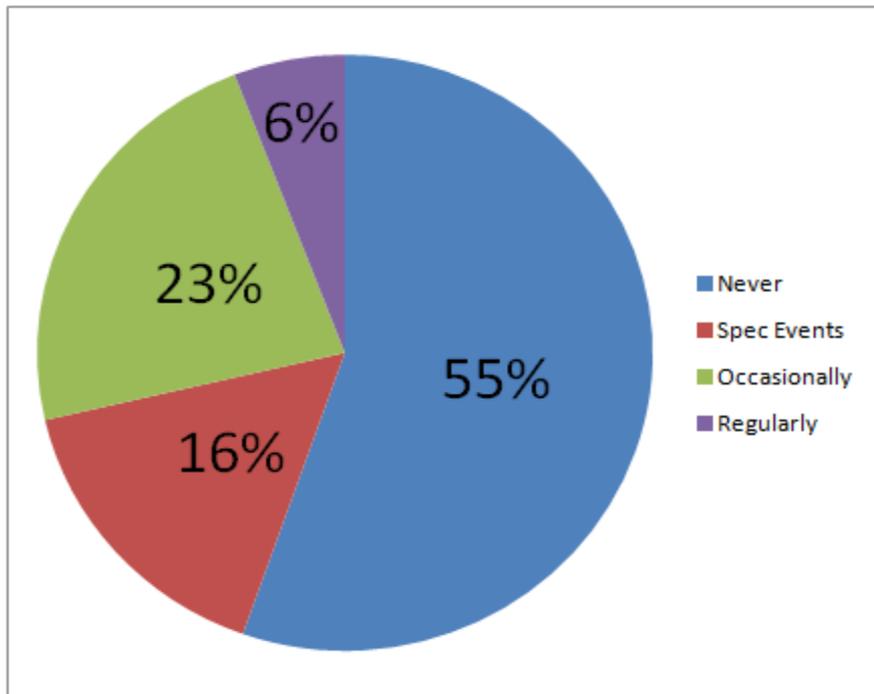
- Social media (particularly Facebook)
- Included in the University City section of Charlotte Observer
- Transportation Choices Alliance included a link in their March E-newsletter

Three categories of questions posed:

- Services
- Transit Plans
- Funding Sources

Services

Respondents were asked if they rode CATS buses, LYNX or the Gold Rush (weighted average results below):



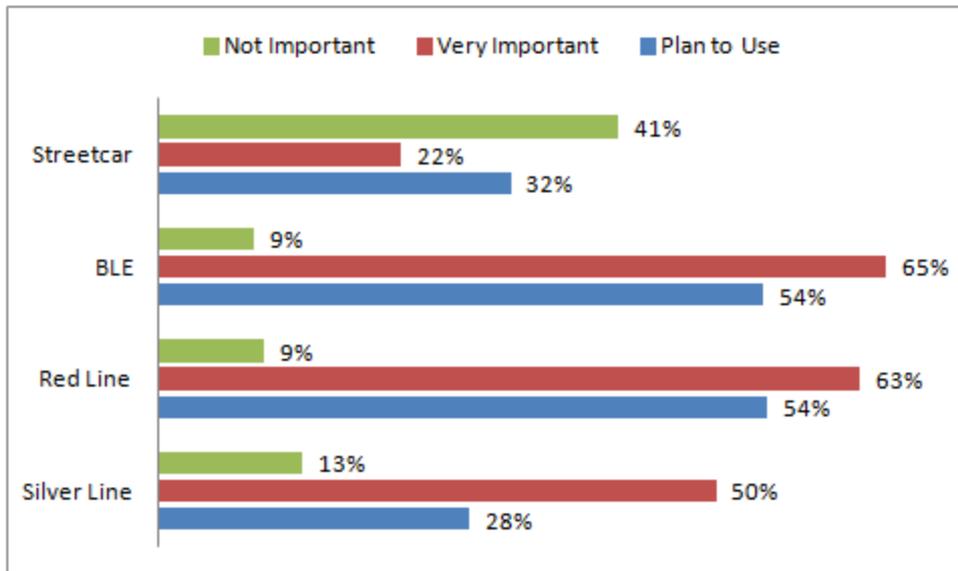
Comments / Quotes

- Generally showed that people believe CATS buses / rail provide excellent service
- Some indicated that they don't ride simply because Lynx not a viable means for them
- Quotes:
 - “Need East-West transit service. Very hard to get across town.”
 - “Love the light rail for special events. Would love if it came to Huntersville - would really help with traffic downtown, drunk driving and convenience.”
 - “CATS should advertise ... on local radio stations during rush hour. Convince commuters that the services offered are viable alternatives to driving!!”

Transit Plans

81% said that Charlotte's transit plans are not keeping up with our peer cities

Respondents were asked about transit plans in process with the following results:



Consistent Comment Themes

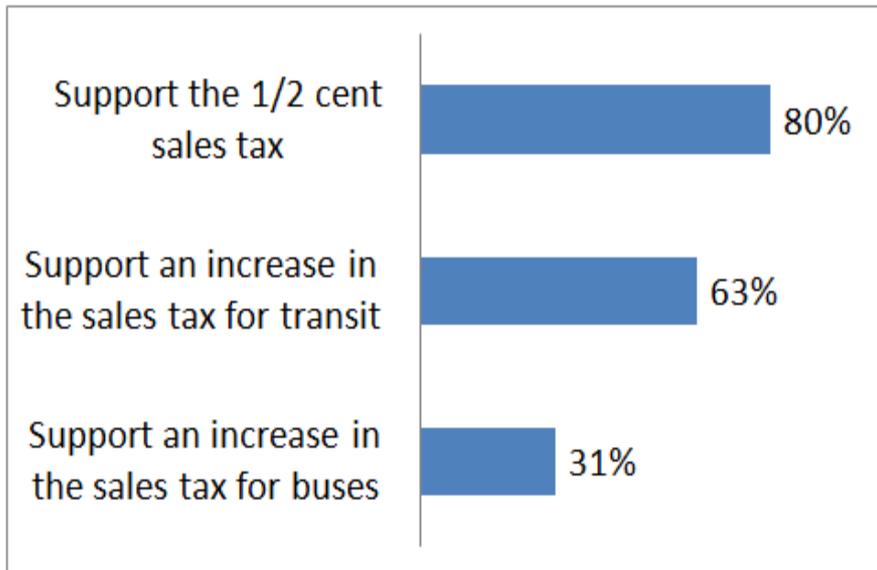
- Not keeping up with peer cities and people are more hesitant to live here as a result
- Where is the line to the airport?
- Red line is needed to relieve major pressure on I-77
- Need better bicycling options
- Gold Line is a waste of money
- Projects take too long to come to fruition

Transit Plans - Quotes

- “People and companies moving to Charlotte most likely consider mobility a major concern”
- “It seems to me that the frenzied development around the Blue Line speaks for itself. We need more miles of light rail <both> for transportation and for development”
- “Charlotte is 20 years behind on public transit”
- “CATS should be a regional transportation organization”
- “Having resided in Charlotte Mecklenburg for more than 33 years it is clear that surrounding counties benefit from what Charlotte has to offer yet contributes little financially”
- “Need to be able to get to Amtrak and the airport”
- “The Red Line would benefit a part of Charlotte that has consistently been overlooked for quality improvements”
- “I think the street car is a costly mistake. The Lynx line has proven it can instantly attract ridership, and I foresee traffic being eased day and evening by extending the Lynx lines”

Funding Sources

Respondents were asked about whether they support the sales tax funding sources with the following results (also asked for comments about alternative funding sources)



Direct Quotes

- “People have got to realize that our county cannot continue to widen roads in hopes of accommodating everyone who wants to go somewhere”
- “Either broaden the scope of existing sales tax to include large purchases (e.g. automobile sales) or Special Assessment Districts”
- “Can we look at other cities and benchmark their successes on a successful transit campaign?”
- “How about enforcing light rail ticket purchases?”
- “Add impact fees to developers who build large residential and business parks and provide no support to the infrastructure needs that come with such projects.”
- “I only support tax use for light rail and busses, not the gold line, the gold line will prove to be a failure in the long run”
- “I think we should revisit where we spend our city/county tax dollars and make adjustments rather than try to create more revenue to spend”