



CHAPEL HILL TRANSIT
Town of Chapel Hill
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**CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
NOTICE OF COMMITTEE MEETING AND AGENDA
NOVEMBER 19, 2013 – 11:00 A.M.to 1:00 P.M.
CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM**

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| 9. Next Meeting – December 17, 2013 11:00 A.M. - 12:30 P.M. (Financial Sustainability Work Session) | |
| 10. Adjourn | |

**MEETING SUMMARY OF A REGULAR MEETING OF THE PUBLIC TRANSIT COMMITTEE
1ST FLOOR TRAINING ROOM, CHAPEL HILL TRANSIT**

Tuesday, October 22, 2013 at 12:00 Noon

Present: Jim Ward, Chapel Hill Town Council
Ed Harrison, Chapel Hill Town Council
Damon Seils, Carrboro Alderman
Cheryl Stout, UNC Public Safety
Matt Efird, Carrboro Assistant Town Manager
Jeff McCracken, UNC Public Safety

Absent: Lydia Lavelle, Carrboro Alderman, Matt Czajkowski, Chapel Hill Town Council

Staff present: Flo Miller, Deputy Town Manager, Brian Litchfield, Transit Director, Rick Shreve, Administrative Analyst, Mila Vega, Transportation Planner, Nick Pittman, CHT Operations Manager, Jeff Brubaker, Carrboro Transportation Planner

Guests:

1. The Meeting Summary of September 17th, 2013 was received and approved.
2. Employee Recognition –
3. Long Range Financial Sustainability Plan Visioning Session with consultants Nelson/Nygaard
4. Consent Items
 - A. September Financial Report – Rick Shreve reviewed the report for the Partners. Councilmember Ward asked about leasing buses and would like to know how that might work. Brian said that would be covered as part of the Capital plan.
5. **Discussion Items**
 - A. September Performance Report – Mila reviewed this report.
6. **Information Items**
 - A. EZ Rider Customer Handbook Update – This item will be on the agenda for the November meeting with a presentation given by Tyffany Neal, Assistant Operations Manager – Demand Response.
 - B. Estes Park Bus Service Update – Brian reviewed the update for the Partners. Design and cost estimates will be provided at the next meeting.

- C. Holiday Schedule – Brian reviewed this briefly.
- D. Chapel Hill Transit Public Transit Committee Webpage – A draft website was presented to the Partners for comments and suggestions. There was some discussion about the official name of the group and Brian will research this. Councilmember Ward asked that once the website is live a public announcement be given so that citizens are aware of its existence.

7. Departmental Monthly Reports

- A. Operations – Provided for the Partners information.
- B. Maintenance – Provided for the Partners information
- C. Director – Brian commended the Fixed Route staff on the success of the Tar Heel Express service for the football game on Thursday, October 17th.

Brian also noted that the Alternatives Analysis will be kicked off in the near future.

Councilmember Ward congratulated Brian on his election to the NCPTA Board of Directors and Jeff Brubaker thanked Brian and CHT staff for their participation at the Bike Summit.

There was discussion regarding a Dec. 17th work session from 11-12:30 to talk about the progress of the Financial Sustainability Study. An email will be sent out to determine Partner's availability.

8. Future Meeting Items

9. Partner Items

10. Next meeting – November 19, 2013 (11:00AM-1:00PM)

| |
|--|
| The Partners set a next meeting date for November 19, 2013 |
|--|

3A. October Financial Report

Staff Resource: Rick Shreve, Budget Manager

- The October Financial Report will be provided to the Partners at the November 19, 2013 meeting.

4A. October Performance Report

Staff Resource: Mila Vega, Service Planner

- The October Performance Report will be provided to the Partners at the November 19, 2013 meeting.

4A. EZ Rider Customer Handbook Update

Action: 1. Receive information and provide staff with feedback.

Staff Resource: Tyffany Neal, Demand Response Operations Manager

Background

- Over the last two years CHT Staff has been working with the EZ Rider Advisory Committee (EZRAC) to update our EZ Rider customer handbook.
- Drafts of the updated policies and procedures to be included in the handbook were provided during the October 22, 2013 Partners Meeting (attached).
- A presentation on the updated policies and procedures will be made during the November 19, 2013.

Next Step

- Staff will review feedback provided by the Partners with the EZRAC.
- Staff will establish public feedback sessions for customers after January 1, 2014.
- Staff will provide an update to the Partners following the feedback sessions.

Recommendation

Partners discuss the information provided in the presentation and provide staff with feedback.

Attachment

- Draft EZ Rider Customer Handbook

DISRUPTIVE BEHAVIOR POLICY

Introduction to the Policy...Safety is everyone's responsibility and we require anyone that witnesses inappropriate behavior in or around transit facilities to report it to security before boarding or to the transit operator after boarding.

DEFINITIONS

Violence - Physical force employed so as to violate, damage, abuse, injure, or strike in any manner.

Threat - An expression or action showing intent to inflict harm; giving of signs or warnings of violence or the announcement of violence as a possibility.

Transit Property - Any capital equipment, buses, designated CHT stops, personal property, and transportation facilities used in connection with the system.

Inappropriate Behavior - Any conduct that does not demonstrate respect for the rights and dignity of others or that interferes with the orderly provision of transportation services.

The list below is not intended to be all-inclusive. Other behaviors offensive to Transit operators or passengers can be considered inappropriate behavior resulting in temporary or permanent suspension of ridership. The distinction between the various levels of behavioral infractions is one that may not be easily defined. In applying consequences to address specific behavioral issues, two variables must be considered: severity of the behavior and frequency of the behavior.

Examples of inappropriate behavior include, but are not limited to, the following minor and major violations:

TYPICAL MINOR VIOLATIONS

- Profanity
- Refusal to share seat with another passenger
- Lack of attention to personal hygiene which disturbs the reasonable comfort of other passengers or transit operators
- Talking too loudly
- Trying to distract driver's attention
- Pushing and jostling when getting on/off the transit vehicle
- Changing seats while the transit vehicle is in motion
- Crowding to the door before the transit vehicle stops
- Eating or drinking on transit vehicle
- Loud music

PROCEDURES for ADDRESSING MINOR VIOLATIONS

A range of consequences or strategies will be used to address violations of this policy. In accordance with 28 CFR Part 36, Subpart B, Section 36.208 Direct Threat of the Americans with Disabilities Act, the determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the

DISRUPTIVE BEHAVIOR POLICY

potential injury will actually occur; and whether reasonable modifications of policies, practices, of procedures will mitigate the risk.

Minor Violations

Minor violations of conduct of any type that accumulate are handled as follows:

- a. First Offense: Written Warning
- b. Second Offense: Final Written Warning
- c. Third Offense: Repetitive concerns (within a six-month calendar time period) which establish a pattern of disruptive behavior may result in bus riding privileges being temporarily suspended for one-day (which will be determined by Chapel Hill Transit).

TYPICAL MAJOR VIOLATIONS

- Physical Violence, Intimidation and/or Harassment toward another passenger or operator
- Discourteous treatment of passengers or transit operators
- Participation in illegal activity (sale, distribution, possession of stolen property or illegal controlled substances such as narcotics, etc., in or around Town transit facilities)
- Possession of weapon on or around Town transit facilities
- Any touch or comment that is unwanted by the recipient
- Touching a sexual part of the body either directly or indirectly via physical contact or force
- Filing a complaint against a passenger(s) or transit operator(s) alleging inappropriate or illegal action that is determined after an investigation to have been filed by the complainant because of fraud, corruption, or malice.
- Damaging or destroying Town transit facilities or the personal property of another passenger or transit operator
- Illegal consumption of Alcohol
- Language intentionally used to threaten or intimidate another passenger or transit operator
- Use of ethnic intimidation and/or displaying racist behaviors
- Throwing objects in transit vehicle or out of windows
- Use of tobacco or smoking on transit vehicle
- Spitting
- Failure to obey the transit Operator
- Flashing (Indecent Exposure)

Personal Hygiene

A passenger may not be allowed on a CHT vehicle if his or her lack of attention to personal hygiene disturbs the reasonable comfort of other passengers or transit operators. A passenger will be given notice and an opportunity to correct the hygiene concerns prior to discontinuing riding privileges unless, in the judgment of Transit staff, that person places existing passengers in extreme discomfort or is considered a health risk to others.

DISRUPTIVE BEHAVIOR POLICY

Violent Behavior

If it is determined that a passenger exhibits violent behavior towards himself/herself and/or others, CHT staff will make verbal contact with the passenger, parent/guardian, agency officials (when applicable) to notify the passenger of suspension from transportation service until investigation of the incident is completed (within 2 business days).

PRACTICES/PROCEDURES for ADDRESSING MAJOR VIOLATIONS

A range of consequences or strategies will be used to address violations of this policy. In accordance with 28 CFR §36, Subpart B, Section 36.208 Direct Threat of the Americans with Disabilities Act, the determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

Major Violations

Major violations of conduct of any type may be handled as follows:

- a. Police action where a criminal act has occurred;
- b. Immediate removal from transit vehicle; or
- c. Temporary suspended bus riding privileges

For each of the offenses (indicated below), a meeting is required and must be arranged with the passenger (and/or designee) within five (5) business days (excluding holidays). Requests for extensions past this timeframe must be agreed upon by the Demand Response (EZ Rider) Operations Manager or designee.)

- a. First Offense: Written Warning
- b. Second Offense: A second recurrence of the first (1st) offense (within six months) will result in immediate suspension of riding privileges.
- c. Third Offense: Repetitive concerns (within six months) which establish a pattern of disruptive behavior will result in immediate suspension of EZ Rider eligibility privileges.

MOBILITY AID POLICY

Definitions –

- ❖ **Mobility Aid:** A device used to assist a person moving from place to place. Mobility aids include (but are not limited to) crutches, canes, white canes, walkers, wheelchairs, scooters, Segway's, alphabet/picture boards, oxygen, prosthesis, etc.

EZ Rider will permit the use of the lift for a mobility aid when it is used as a mobility device by eligible passengers as long as it does not exceed the current size and weight standards for a common wheelchair (30 x 48 inches and does not exceed 600 pounds including the user of such mobility aid) as defined by 49 CFR §37.3.

EZ Rider will make every attempt to accommodate standard wheelchairs, scooters, and other mobility devices. Mobility devices larger than these standards may be denied service, and will be reviewed on a case-by-case basis for safety and reasonable accommodation. EZ Rider cannot transport passengers with broken mobility devices or without working brakes. Please be sure that wheelchairs, or other mobility devices, are clean, safe and in good working condition, before traveling.

EZ Rider will make all attempts to safely secure standard wheelchairs and scooters. Passengers may choose to transfer to a seat or remain in their mobility device.

OPEN RETURN/WILL CALL POLICY

An “Open Return” or “Will Call” is a trip that does not have a scheduled pick-up time. These trips are requested primarily when a passenger is unsure of the time he/she will be ready to go to his/her next destination.

These trips are requested by the passenger at the time of the booking. **No same day trip requests are allowed.** Because of the need to serve other passengers, the actual pick-up time can be up to two (2) hours from the time of the initial notification received by the Dispatcher.

SUBJECT TO APPROVAL

PASSENGER ASSISTANCE POLICY

Definitions –

- ❖ **Threshold:** The place or point of entering (for example, a boundary or entryway) a building, establishment or residence.

EZ Rider eligible passengers will be granted assistance to/from the threshold door of any requested pick-up/drop-off location within the service area as long as the Operator has a clear visual sight (path) of the EZ Rider vehicle. In the event the Operator loses sight of the EZ Rider vehicle, the threshold for the Operator will then become the specific location where he/she loses clear visual sight (path) of the vehicle.

The Operator Will:

- Provide safe transportation
- Be courteous and professional
- Provide the appropriate service type (door-to-door service) unless otherwise identified through the eligibility process (for example, curb-to-curb, etc.)
- Kneel/Unfold the wheelchair lift/ramp
- Assist all passengers on/off the vehicle
- Assist with up to four (4) packages (Passengers must be able to carry all parcels or have an escort or Personal Care Attendant (PCA) present who can assist with such items.)

The Operator Will Not:

- Assist passengers with getting dressed
- Lift passengers or carry their mobility devices, such as wheelchairs, up or down steps/stairs
- Enter a building beyond the threshold (or first door way) to search for a passenger (Operators are not permitted to go through facilities, up/down elevators, multiple level(s) of stairs or individual offices to assist or locate passengers.)
- Page passengers at facilities, or lose sight of their vehicles
- Move the vehicle until everyone is safely secured

PERSONAL BELONGINGS POLICY

All eligible EZ Rider passengers and associated guests (including PCAs and companions) are permitted to bring no more than a total of four (4) grocery-sized paper packages (bags) on board per trip. This means that, no matter how many persons are in an eligible passenger's party, the total number of packages (bags) permitted per party cannot exceed four (4).

Each grocery-sized package (bag) can weigh no more than twenty (20) pounds. Any personal packages (bags) larger than grocery-sized packages (bag) are not permissible on the EZ Rider vehicle under any circumstance.

Please note that Operators do not have permission to permit such items under any circumstances.

DRAFT

PERSONAL CARE ATTENDANT (PCA) POLICY

Definitions –

- ❖ **Personal Care Attendant (PCA):** an individual who assists another individual with their activities of daily living (ADLs) whether it be within the home, outside of the home, or both. The PCA assists the individual with personal, physical and/or cognitive care needs (or any combination of the three).

A Personal Care Attendant (PCA) is permitted to accompany the eligible EZ Rider passenger on the EZ Rider vehicle on any scheduled trip. One (1) PCA may ride when traveling with you. A PCA must get on and off the EZ Rider vehicle at the same places and times as the passenger.

The need for a PCA is determined during the eligibility process. To be able to have one PCA ride with the eligible EZ Rider passenger, he/she must be certified with a need for a PCA. This is completed as part of the eligibility process. If, later, there becomes a need for a PCA, the EZ Rider eligible passenger may contact the EZ Rider Certification office at (919) 969.4920. Staff will assist the EZ Rider passenger with the process of modifying his/her eligibility status.

NOTE: When scheduling a trip, the EZ Rider passenger will need to tell the Reservationist that the PCA will be travelling with the applicant. This will ensure that there will be seating available on the vehicle for the applicant, PCA and other scheduled riders.

4C. Orange County Bus and Rail Investment Plan Update

- Action: 1. Review and confirm/update list of potential service improvements.
2. Review and recommend capital improvement proposal.

Staff Resource: Mila Vega, Service Planner
Matt Cecil, GIS Technician

Background

The adopted FY13-14 CHT budget included \$472,100 in funding provided by the Orange County Bus and Rail Investment Plan. This funding was utilized to offset \$306,000 in service cost increases and \$166,100 to implement the following service improvements:

- Later evening service on the CM, CW, D, F and J routes.
- Improved Saturday service on the CM, CW and JN routes.

Potential Service Improvements

The Orange County Bus and Rail Investment Plan included a list of potential service improvements for CHT. Triangle Transit has requested that CHT review the existing list of services for relevance and rank the improvements in the order of priority. One important aspect to be considered is the availability of vehicles to provide additional service.

| Projects | Total New Hours | OC Hours | Annual Ops Cost | Daily Hours | Est. # of buses | New buses? Yes/No | Description |
|---|-----------------|---------------|------------------|-------------|-----------------|-------------------|--|
| Sunday service | 5,096 | 5,096 | \$494,312 | 98 | 14 | No | Design and implement new Sunday service in Chapel Hill, Carrboro and UNC. Alternatively, the additional Sunday service can mirror the existing Saturday service. |
| Saturday service | 3,640 | 3,640 | \$353,080 | 70 | 7 | No | Expand and/or redesign Saturday bus service hours in Chapel Hill, Carrboro and UNC. Partially implemented in August 2013. |
| Peak hour frequency | 2,209 | 2,209 | \$214,254 | 9 | 4 | Yes | Add additional peak hour buses on existing Chapel Hill Transit routes in response to ridership growth. |
| Service improvements in the 15 / 501 corridor | 7,279 | 7,279 | \$706,063 | 29 | 4 | Yes | Expand CL & D route and service hours and extend service from Chapel Hill to connect with DATA & TT at New Hope Commons. |
| NC 54 improvements | 4,016 | 4,016 | \$389,552 | 16 | 4 | Yes | Extend local bus service from Friday Center to serve demand in 54 corridor to I-40 or beyond. |
| Support existing services | 6,000 | 6,000 | \$582,000 | | | N/A | Utilize a portion of tax revenues or vehicle registration fees to support the operations of existing services. |
| Extend evening service | 4,080 | 4,080 | \$395,760 | 16 | 5 | No | Modify evening service and operating hours to make it consistent system wide. Partially implemented in August 2013. |
| Pittsboro-Chapel Hill Express | 1,632 | 816 | \$158,256 | 6 | 1 | Yes | Increase frequency of the existing express route to 30 minutes during the peak commute. |
| | 33,952 | 33,136 | 3,293,277 | | | | |

Capital Improvements

The Orange County Bus and Rail Investment Plan also included funding (~\$6.7 million) for small capital projects within Orange County that would improve access to transit service(s). Triangle Transit has asked that CHT provide a list of proposed projects for Chapel Hill and Carrboro. The

Town of Carrboro has identified four (4) projects for funding consideration. Fact sheets on the top three projects are attached. These projects, in the order of priority, are:

1. South Greensboro Street
2. Estes Extension
3. West Main Street
4. Old Fayetteville Road

CHT staff has developed a list of potential capital projects to be submitted to Triangle Transit:

- **Manning Drive at UNC Hospital** – the most utilized stop in the system and is served by CHT and Triangle Transit routes. According to CHT ridership reports, it averages 1,325 daily boardings and 1,069 alightings on weekdays. Staff recommends the installation of a passenger amenity(ies) adequate to serve the demand at this location. The estimated cost is \$80,000. Design funds for this project may also be available through Triangle Transit.



Figure 1: Example of a block-length shelter



Figure 2: Example of a block-length shelter

- **Three (3) locations are in need of immediate shelter replacement** – estimated cost \$33,000.
 - Seawell School Road at Ironwoods
 - NC 54 at Kingswood (2 shelters)
 - Abernathy Hall (2 shelters)
- **ADA and Safety** – staff has developed a list of bus stops in need of upgrades to meet ADA compliance or improve safety (e.g. lighting). The following list includes high productivity stops that currently have either no customer amenities or the amenities are very minimal.

| Stop | Name | On | Off | Total | System Rank | Routes | Improvements | Est. Cost |
|--|--------------------------------|-----|-----|-------|-------------|--|--|----------------|
| 3428 | E FRANKLIN ST AT VARSITY | 162 | 370 | 532 | 23 | CL, D, F, HS, SAT D, FG, SAT T, SAFE G&J&T | Street striping for "bus zone" | 1,500 |
| 3184* | S COLUMBIA ST AT WESTWOOD | 162 | 147 | 308 | 37 | CCX, CPX, CW, J, JFX, NS, PX, V, JN | Install shelter with lights | 6,500 |
| 3421 | N COLUMBIA ST AT W FRANKL | 156 | 645 | 802 | 16 | A, CW, G, N, NS, T, SAT CW, JN | Street striping for "bus zone" | 1,500 |
| 3224 | PITTSBORO ST AT UNIVERSIT | 156 | 205 | 361 | 32 | A, CL, CM, CPX, CW, D, DX, G, HX, J, JFX, N, NS, RU, T, V, SAT CM&CW, JN | Install shelter or merge with SECU stop | 6,500 |
| 3221 | MASON FARM RD AT AMBULATO | 145 | 322 | 468 | 27 | D, G, HU, HX, N, NS, T, V | Install shelter | 6,500 |
| 3187* | S COLUMBIA ST AT PUREFOY | 141 | 5 | 145 | 76 | D, J, NS, V, JN | Install shelter | 6,500 |
| 3257 | E FRANKLIN ST AT PLANETAR | 132 | 59 | 191 | 56 | CL, D, F, NU, U, SAT D | Replace bench with shelter, improve sidewalk connection to primary bus pad | 6,500 |
| 3154 | BPW CLUB RD AT THE VILLAG | 130 | 8 | 138 | 82 | J, JN, SAFE J | Install shelter and curb cut | 7,000 |
| 3703 | MANNING DR AT GRAVELY DR | 117 | 196 | 314 | 35 | A, CM, FCX, HU, N, NU, S, U | Install bench | 2,500 |
| 3330 | MLK JR BLVD AT TIMBER HOL | 109 | 4 | 113 | 96 | A, NS, T, SAT T, SAFE T | Replace bench with shelter | 6,500 |
| 3510 | E MAIN ST AT ARTS CENTER | 106 | 43 | 149 | 73 | CW, F, J, SAT CW, SAFE J | Install shelter | 6,500 |
| 3655 | ROCK HAVEN RD OPPOSITE R - EOL | 98 | 169 | 268 | 42 | J | Install shelter | 6,500 |
| 3481 | W FRANKLIN ST AT CHAPEL H | 97 | 71 | 168 | 65 | F, J, SAT D | Street striping for "bus zone" | 1,500 |
| 3082 | MLK JR BLVD AT ADELAIDE W | 73 | 9 | 82 | 128 | G, NS, NU, T | Remove bench and install shelter | 6,500 |
| 3265 | E FRANKLIN ST AT ELIZABET | 71 | 2 | 72 | 142 | CL, D, F, SAT D | Install shelter | 6,500 |
| 3492 | JONES FERRY AT BARNES ST | 62 | 29 | 91 | 109 | J | Install bench | 2,500 |
| 3233 | MANNING DR AT CRAIGE PARK | 61 | 103 | 165 | 66 | A, CCX, CM, N, RU | Install shelter | 11,000 |
| 3171 | HIGHLAND HILLS AT TAR HIL | 61 | 1 | 62 | 154 | J, JN, SAFE J | Install shelter | 6,500 |
| 3508 | WEAVER ST AT CARRBORO CEN | 60 | 29 | 89 | 115 | CW, F, SAT CW | Add NextBus sign | 7,000 |
| 3573 | JONES FERRY RD AT WILLOW | 57 | 1 | 58 | 156 | CW, JFX, SAT CW | Install shelter, minimum bench | 6,500 |
| 3456 | W MAIN ST AT CLUB NOVA TH | 49 | 41 | 91 | 111 | J | Replace sign with large one (18x24"), add bench | 2,500 |
| 3219* | S COLUMBIA ST AT MASON FA | 46 | 224 | 270 | 41 | CCX, CPX, J, JFX, PX, JN | Install shelter | 6,500 |
| 3597 | WILLOW DR AT ESTES DR | 46 | 35 | 81 | 131 | F, G, SAT D, FG | Move stop back from intersection and install bench | 2,500 |
| 3162 | RIDGE RD AT STADIUM | 45 | 45 | 90 | 113 | A, DX, RU | Install bench | 2,500 |
| | | | | | | | | 126,500 |
| * Area to be improved as part of the S. Columbia project | | | | | | | | |

The total amount of improvements listed above is \$239,500. Staff would also suggest an additional request of \$50,000 to add lighting to existing shelters without lights.

Another project to consider is a system-wide bus stop amenities design manual. The staff estimated the cost at \$50-100K; the actual cost can be determined by issuing an RFQ for the project.

Recommendation

1. Review and confirm/update list of potential service improvements.
2. Review and recommend capital improvement proposal.

S. Greensboro St. Sidewalk

Potential Project Concept

Included in:

- Capital Improvements Program, FY13-14 to FY18-19
- Sidewalk Policy (west side)
- 2014-2020 Local Priority List – Sidewalk priority #1 (west side)
- STP-DA project list (west side – NC-54 to south end of Old Pittsboro – by J bus stop)
- Safe Routes to School Action Plan (both sides)

Transit route access

- Chapel Hill Transit
 - J
 - F
 - CW
 - CM
 - JN Saturday
 - CW Saturday
 - CM Saturday
- Potential TT route 405 extension

Walking service area

| Category | Amount |
|-----------------------------------|--------|
| Residential addresses w/in ½ mile | 1,005 |
| Commercial addresses w/in ½ mile | 354 |

Discussion

- With the construction of this sidewalk and the completion of the Smith Level Rd. (U-2803) project, there would be a continuous pedestrian facility on at least one side of the road along the major north-south axis of Carrboro: along Smith Level Rd., Greensboro St., and Hillsborough Rd. from Carrboro High School at the southern town limits to Old Fayetteville Rd. and Farm House Rd. north of McDougle School.
- Along with the completion of the Wilson Park Multi-use Path, Smith Level Rd. project, and Jones Ferry Rd. safety improvements, the sidewalk would enhance multi-modal access along gateways into town, connecting a higher-density residential area with the central business district.
- A potential partner opportunity may exist with the potential development of the Rogers-Triem property.
- Although community feedback has been sought in the past, seeking additional feedback from neighbors, property owners, and nearby businesses would be advisable.
- School within a half-mile: Frank Porter Graham Elementary.

Photo of existing conditions

Photo taken June 2013, looking southbound



Estes Dr. Sidewalk

Potential Project Concept

Included in:

- Safe Routes to School Action Plan
- 2014-2020 Local Priority List
- Sidewalk policy (east side)

Transit route access

- F
- CW
- CW Saturday
- N
- JN Saturday
- Potential TT route 405 extension

Walking service area

| Category | Amount |
|-----------------------------------|--------|
| Residential addresses w/in ½ mile | 1,279 |
| Commercial addresses w/in ½ mile | 44 |

Discussion

- Board agenda items on and prior to September 28, 2010, discussed some opportunities and challenges with improving bicycle and pedestrian access on Estes Dr., including relating to challenges with constructing a sidewalk along Estes Dr.
- The Wilson Park Multi-use Path is now open, which improves access for Estes Park Apartments and other residents, but access limitations remain south of the path intersection with Estes Dr.
- Estes Park Apartments bus service has been discontinued, raising a question regarding improving access to Village Dr., where the nearest bus stop for the N route is now located. The Chapel Hill Transit Partners reviewed potential access improvement options presented by CHT staff on Aug. 27. Options include:
 - Constructing a bus turnaround in the interior of Estes Park Apartments
 - Constructing a sidewalk along Estes Dr. from Estes Park Apartments driveway to Village Dr.
- School within a half-mile: Carrboro Elementary.

Photo of existing conditions

Photos by Racquel Benedict, Town of Carrboro, April 2013

Near Estes Park Apts. driveway/Wilson Park MUP



Looking southbound from Wilson Park MUP



Looking northbound from near Estes-Greensboro intersection, November 2009
Photos by Jeff Brubaker



W. Main St. sidewalk – Poplar Ave. to Fidelity St.

Potential Project Concept

Included in:

- Safe Routes to School Action Plan
- 2014-2020 Local Priority List
- Sidewalk policy
- Identified as a deficiency in the W. Main St. / Oak-Poplar study

Transit route access

- Chapel Hill Transit
 - J
 - F
 - CW
 - CW Saturday
- Potential TT route 405 extension

Walking service area

| Category | Amount |
|-----------------------------------|--------|
| Residential addresses w/in ½ mile | 992 |
| Commercial addresses w/in ½ mile | 259 |

Discussion

- Pedestrian and bicycle level of service improved this summer with the W. Main St. road diet. Discussions of the road diet have involved supplemental pedestrian improvements, such as a crosswalk and pedestrian refuge island at Main-Poplar and-or a crosswalk near Town Hall. NCDOT typically will not build refuge islands and other pedestrian safety measures as part of resurfacing. (However, they may improve curbs and curb ramps and-or restore some deterioration in existing sidewalks, as was done at the W. Main-W.Weaver intersection.) This suggests the need for an independent project bundling this “missing tooth” sidewalk construction along with the associated ped improvements.
- There already is a sidewalk on the east side of the road, but the W. Main St./Oak-Poplar Traffic Study process included community concern about the safety of crossing W. Main St. This has been improved with the road diet as pedestrians only have to cross one through motor vehicle lane in each direction, and traffic speeds may be decreased. At the same time, this differs from the S. Greensboro St. project in that for the latter, there is currently no sidewalk, whereas there is a sidewalk on at least one side here.
- School within a half mile: Carrboro Elementary.

Photo of existing conditions

August 2013



June 2013



5A. North South Corridor Alternatives Analysis Update

Staff Resource: Mila Vega, Service Planner

Progress Update

The study project manager is working on finalizing the contract with URS. The contract was delayed due to project funds being held up as a result of the recent federal shutdown. The funds have been since released.

The project management team is holding bi-weekly conference calls with URS. As of today, the following progress has been made:

- Confirmed the study name – North South Corridor Alternatives Analysis Study
- Confirmed the website domain – www.NSCStudy.org. URS is currently working on the website design.
- Drafted a press release announcing the study - it is planned to issue the press release in December 2013 to announce the study and the firm hired to conduct it. The press release will include some basic information about the study and the project website as a source of future information. Also, the press release will indicate that the public involvement process will begin in January 2014. URS is working on drafting a public involvement plan for the study.
- Discussed study committees - URS drafted invitation letters for potential committee members. Once the study is announced, the letters will be mailed to the policy and technical committee candidates.

Next Steps:

- Finalize CHT/URS contract
- Issue press release
- Form study committees

5B. Long Range Financial Sustainability Plan Update

Staff Resource: Rick Shreve, Budget Manager
Brian Litchfield, Director

Overview

On October 22, 2013, the Transit Partners met with consultants from Nelson\Nygaard (NN) to conduct a visioning workshop, to inform the development of a strategic plan to guide future agency growth, development, and investment. The consultants also met individually over three days with CHT staff, and other representatives from the Town of Chapel Hill, the Town of Carrboro, and the University of North Carolina at Chapel Hill.

The firm is currently analyzing significant data and information on our existing resources, agency strengths and weaknesses, different opportunities for positioning CHT for future growth and development, including different options for investment and organizational structure. A State of the System Report is a key expected short-term deliverable from the firm.

CHT staff are scheduled to hold bi-weekly conference calls with NN consultants regarding progress and directions of the study. The Transit Partners have agreed to convene on December 17, for a work session on this project, from 11 AM to 12:30 PM.

6A. Operations

Staff Resource: Tyffany Neal, Demand Response Operations Manager
Nick Pittman, Fixed Route Operations Manager

Chapel Hill Transit Thanksgiving Holiday Schedule

Chapel Hill Transit (CHT) services will operate the following schedule in observance of the Thanksgiving holiday:

- **Thursday, November 28th** – No Service
- **Friday, November 29th** – Saturday Routes: CM, CW, D, FG, JN and T (No U or NU routes and EZ Rider will operate from 8:15 a.m. – 6:52 p.m.)
- **Saturday, November 30th** – Saturday Routes: CM, CW, D, FG, JN and T (No U or NU routes and EZ Rider will operate from 8:15 a.m. – 6:52 p.m.)
- **Sunday, December 1st** – U and NU on regular weekend schedules

Safe Rides will not operate the week of Thanksgiving and will resume on Thursday, December 5th.

CHT's administrative offices will be closed on Thursday, November 28th and Friday, November 29th.

Network Upgrade

The Town of Chapel Hill will be taking advantage of lower service demands during the Thanksgiving holiday weekend (November 28th and 29th) to conduct a network improvement project that will cause a temporary disruption of email and telephone communications – with the exception of 911, the available anytime phone number for all emergencies.

- **ALL CHT SERVICES WILL OPERATE AS SCHEDULED DURING THIS TIME.**
- Email and Town phones may not be available during this time.
- Real time route and schedule information will be available at www.chtransit.org and NextBus will operate during this time.
- EZ Rider customers can contact reservations (8:30 a.m. – 5:00 p.m.) at 919.265.3691 during this time and at 919.265.9028 on Sunday, December 1st, if they are unable to reach us on our standard reservations line (919.969.5544).
- Fixed route customers can contact the Regional Call Center at 919.485.7433 (RIDE), if they experience difficulties reaching us on our standard telephone line.
- The Town and CHT will also be providing information to the public.

Fixed Route – Nick Pittman

- Following the Tar Heel Express event on November 1st, Sandy Webb, Transit Operator and Richard Roberts, Fixed Route Supervisor, received a compliment from Linda Alexander. Ms. Alexander described how she lost her tickets and other belongings as she walked to board the bus at University Mall and was grateful to Ms. Webb and Mr. Roberts for providing a return trip to University Mall. She even mentioned how helpful Ms. Webb was in helping her find the lost items. *“Both of them went beyond the call of duty and I hope that they will be recognized for their kind deeds. Both individuals reflect well on the Chapel Hill Transit system and our city.”*
- On November 7th, Fixed Route staff graduated three (3) Transit Operator new hires after successful completion of the new operator training program.
- Fixed Route’s On-Time Performance (OTP) for the month of October 2013 – 84%
- Operations/ Safety Meetings were held on October 23, 2013. During these meetings staff received updates on the Town’s Adverse Weather policy, Employee Engagement Survey, and 2013-2014 Holiday Schedules

6B. Maintenance

Staff Resource: Carl Rokos, Fleet and Facilities Manager

Preventive Maintenance Inspections

- Preventive Maintenance on time performance for the month of October was 97.4% on time. A total of 39 inspections were performed. For October preventive maintenance inspections were at 97.9% on time. FY 13-14 PM on time performance is 99% on time.

Training

- Security camera training for buses was performed and a one day hands on training class on diagnostics and repair of the bus and para-transit cameras was given to senior mechanics.
- Rotary Lift was scheduled to give vehicle lift and lifting safety classes on November 14, 2013 for all mechanics, this was completed at no cost.
- Vanner the manufacturer of the beltless alternator for the 2013 Gillig Hybrids is scheduled to do training for this system on November 19-21, 2013 at no cost.

Maintenance Activities

- A new Mechanic I will start on November 26, 2013. The new hire is ASE Master Certified in automotive repair and advanced level engine performance. We are working on filling an additional open Mechanic position.
- We have started the process to fill two open Service Attendance positions. The goal is to have these positions filled by early to mid-December.
- The joint Public Works and CHT task force has a draft safety policy outline developed and is working with the Town's HRD and Legal for review of the draft, this draft will then be presented to an employee group for feedback and to the NCLM for final review. Target date for completion is the first quarter of 2014.

6C. Director

Staff Resource: Brian Litchfield, Director

- The Director's Report will be provided to the Partners at the November 19, 2013 meeting.



CHAPEL HILL TRANSIT
 Town of Chapel Hill
 6900 Millhouse Road
 Chapel Hill, NC 27514-2401

phone (919) 969-4900 fax (919) 968-2840
www.townofchapelhill.org/transit

**CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
 FUTURE MEETING ITEMS
 November 19, 2013**

| December 17, 2013 11:00 a.m. | |
|--|--|
| Action Items | Informational Items |
| Financial Sustainability Work Session | |
| January 28, 2014 11:00 a.m. | |
| Action Items | Informational Items |
| | AA Study Update Financial Sustainability Study Update FY 14/15 Budget Process |
| February 25, 2014 11:00 a.m. | |
| Actions Items | Informational Items |
| | AA Study Update Financial Plan Update FY 14/15 Budget Process |

| <u>Key Meetings/Dates</u> |
|---|
| TCC Meeting – November 27, 2013 9-11AM, Committee Room, Durham City Hall |
| TAC Meeting – December 11, 2013 9-12Noon, Durham City Hall |
| TCC Meeting – January 22, 2013 9-11AM, Durham City Hall |

Linda Alexander, PhD
210 Stagecoach Road
Chapel Hill, NC 27514

November 1, 2013

Mayor Mark Kleinschmidt
Town Hall
405 Martin Luther King, Jr. Blvd
Chapel Hill, NC 27514

Dear Mayor Kleinschmidt:

Tonight I had the misfortune of discovering that I had lost my ticket, cash, and credit card while I was on the Tar Heel Express bus to the UNC Basketball game. I had placed these items into what I thought was an inside pocket of a new jacket. I discovered that the "pocket" had no bottom and these items had fallen out somewhere at University Mall where I had parked my car. Bus driver, Ms Sandy Webb, and her colleague at UNC, "Rerun," Robert Richards were incredibly sympathetic, understanding and helpful. Robert advised Sandy that she could take me back to the Mall even though that was not her scheduled route and I would be the only person on the bus. She even helped me look for these lost items in the parking lot at University Mall. Both of them went beyond the call of duty and I hope that they will be recognized for their kind deeds. Both individuals reflect well on the Chapel Hill transit system and our city.

I hope that you will please extend my sincere appreciation to them.

With best wishes-

A handwritten signature in cursive script that reads "Linda Alexander".

Linda Alexander

**Linda Alexander, PhD
210 Stagecoach Road
Chapel Hill, NC 27514**

November 1, 2013

Mr. Brian Litchfield,
Director, Chapel Hill Transit
6900 Millhouse Road
Chapel Hill, NC 27516

Dear Mr. Litchfield,

Tonight I had the misfortune of discovering that I had lost my ticket, cash, and credit card while I was on the Tar Heel Express bus to the UNC Basketball game. I had placed these items into what I thought was an inside pocket of a new jacket. I discovered that the "pocket" had no bottom and these items had fallen out somewhere at University Mall where I had parked my car. Bus driver, Ms Sandy Webb, and her colleague at UNC, "Rerun," Robert Richards were incredibly sympathetic, understanding and helpful. Robert advised Sandy that she could take me back to the Mall even though that was not her scheduled route and I would be the only person on the bus. She even helped me look for these lost items in the parking lot at University Mall. Both of them went beyond the call of duty and I hope that they will be recognized for their kind deeds. Both individuals reflect well on the Chapel Hill transit system and our city.

I hope that you will please extend my sincere appreciation to them.

With best wishes-

A handwritten signature in blue ink that reads "Linda Alexander". The signature is fluid and cursive, with a long horizontal stroke at the end.

Linda Alexander



Nov 14, 2013 | Clear, 54° F | 12° C ☀ 7-Day Forecast

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What's All the Bus About: the D route

By [Chloe Ladd](#) | The Daily Tar Heel

Updated: 11/12/13 9:06pm

Daily Tar Heel staff writer [Chloe Ladd](#) rode Chapel Hill Transit's D route. She writes about her adventure in this edition of **What's All the Bus About**.

South Campus dwellers may be familiar with the D bus as a last resort to get to class when they're running late in the morning, while students who live off-campus might rely on the route to get home at the end of the day.

According to some Chapel Hill and Carrboro residents, the D route is an essential part of their daily commutes.

On weekday afternoons, the bus is packed with students, mothers holding infants in their arms and gray-haired individuals clutching briefcases alike.

It drops passengers off at destinations ranging from Franklin Street to Chapel Hill's Planned Parenthood clinic.

For residents looking to pick up groceries, the D stops at Trader Joe's and Whole Foods Market, as well as one of the town's Food Lion locations. The D route also stops at many residential neighborhoods and apartment complexes throughout the town.

Whole Foods employee James Eure takes the D bus to get to and from work. He said he doesn't like to drive his car every day because of the cost as well as the negative impact it has.

"I'm really grateful to have a bus system like this," he said. "Frankly, it can't get much better than free."

The bus is also an important resource for Chapel Hill and Carrboro families.

Chapel Hill resident Trina Williams takes the bus to pick her son up from preschool in Carrboro.

"It gets me downtown quicker than the F," she said.

Carrboro resident Elizabeth Dicker said she relies on the D bus when she lends her car to her son for the day.

"The D bus is great," Dicker said. "I love that it doesn't cost anything."

Eure said he agrees that a free bus route that connects many distant corners of the town is vital.

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“For middle or lower class people like myself, I honestly wouldn’t want it any other way,” he said. “I can’t imagine not having a system like this, because that’s really how our economy thrives.”

Published November 12, 2013 in [Town Talk](#)

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