



Chapel Hill Transit Strategic and Financial Sustainability Plan Update

Chapel Hill Town Council
January 5, 2015

Tonight's Agenda

- **Overview of Chapel Hill Transit**
 - Performance Overview
 - Funding Overview
 - Key Challenges Overview
- **Strategic and Financial Sustainability Plan Update**
 - Nelson\Nygaard
- **Questions and Feedback**



CHT Overview

CHT is the second largest transit system in North Carolina, serving Chapel Hill, Carrboro and the University of North Carolina at Chapel Hill.

Responsibilities:

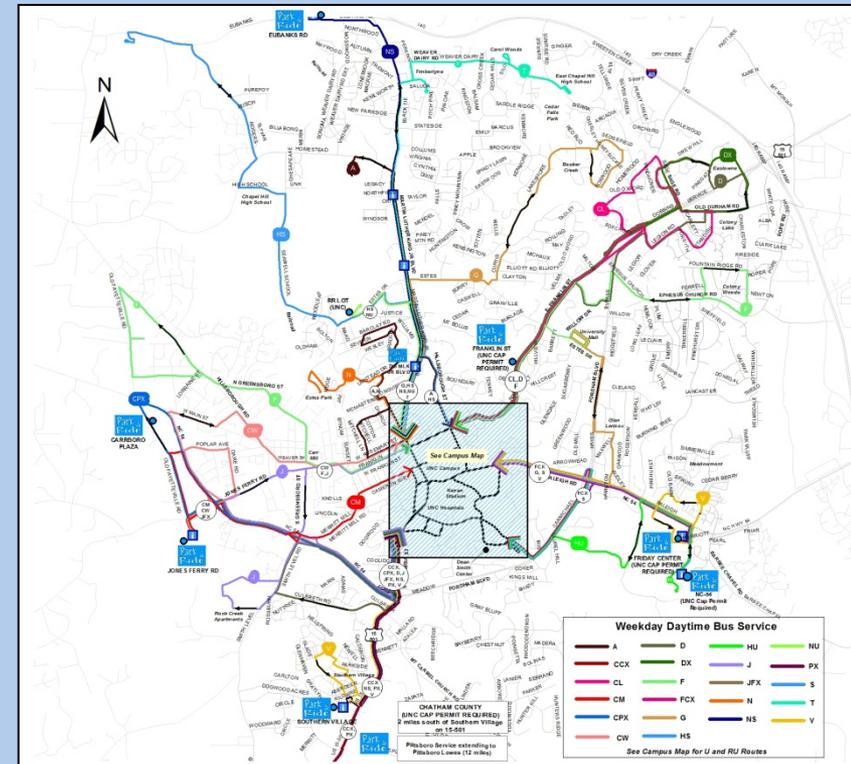
- Fixed-route Bus Service (31 weekday & weekend routes)
- EZ Rider (ADA Service)
- Short and Long Range Transit Planning
- Marketing and Public Relations
- Major Transit Initiatives

Staff (210 employees):

- Operations – 165
- Maintenance – 31
- Administration – 14

Fleet (118 revenue vehicles):

- Buses – 99 (29 hybrids)
- Demand Response – 19



Organizational Structure

While a department of the Town of Chapel Hill, CHT is advised by the Chapel Hill Transit Partners Committee, which provides policy and financial guidance:

- Jim Ward, Chair, Town of Chapel Hill – Council Member
- Ed Harrison, Town of Chapel Hill – Council Member
- Matt Czajkowski, Town of Chapel Hill – Council Member
- Damon Seils, Town of Carrboro – Alderman
- Bethany Chaney, Town of Carrboro – Alderman
- Julie Eckenrode, Town of Carrboro – Assistant to the Town Manager
- Meredith Weiss, University of North Carolina at Chapel Hill – Senior Associate Vice Chancellor for Finance and Administration
- Than Austin, University of North Carolina at Chapel Hill – Associate Director of Transportation and Planning
- Cheryl Stout, University of North Carolina at Chapel Hill – Assistant Director for Parking Services



CHT Delivers

Ridership:

- 6,938,657 annual rides (FY13-14)
- Over 133,435 rides per week
- Over 80 rides per capita
 - Service Miles: 2,091,748
 - Service Hours: 179,044

Performance standards:

- Rides/Hour: FR – 44.3 DR – 2.58
- Rides/Mile: FR – 3.92 DR – .20
- Cost/Ride: FR – \$2.53 DR – \$25.15

(FR = Fixed Route and DR = EZ Rider)



CHT Delivers

Median Time Period Performance (Passengers per Hour)				
	2014	2013	2012	2011
AM Peak Start of service – 9:59 a.m.	62.3	49.7	53.5	39.8
Midday 10:00 a.m. – 3:29 p.m.	64.1	54.8	56.4	51.1
PM Peak 3:30 p.m. – 6:59 p.m.	49.5	42.3	43.9	38.0
Night 7:00 p.m. – End of service	36.6	30	30.4	26.6
Weekend	39.35	38.5	37.5	29.5



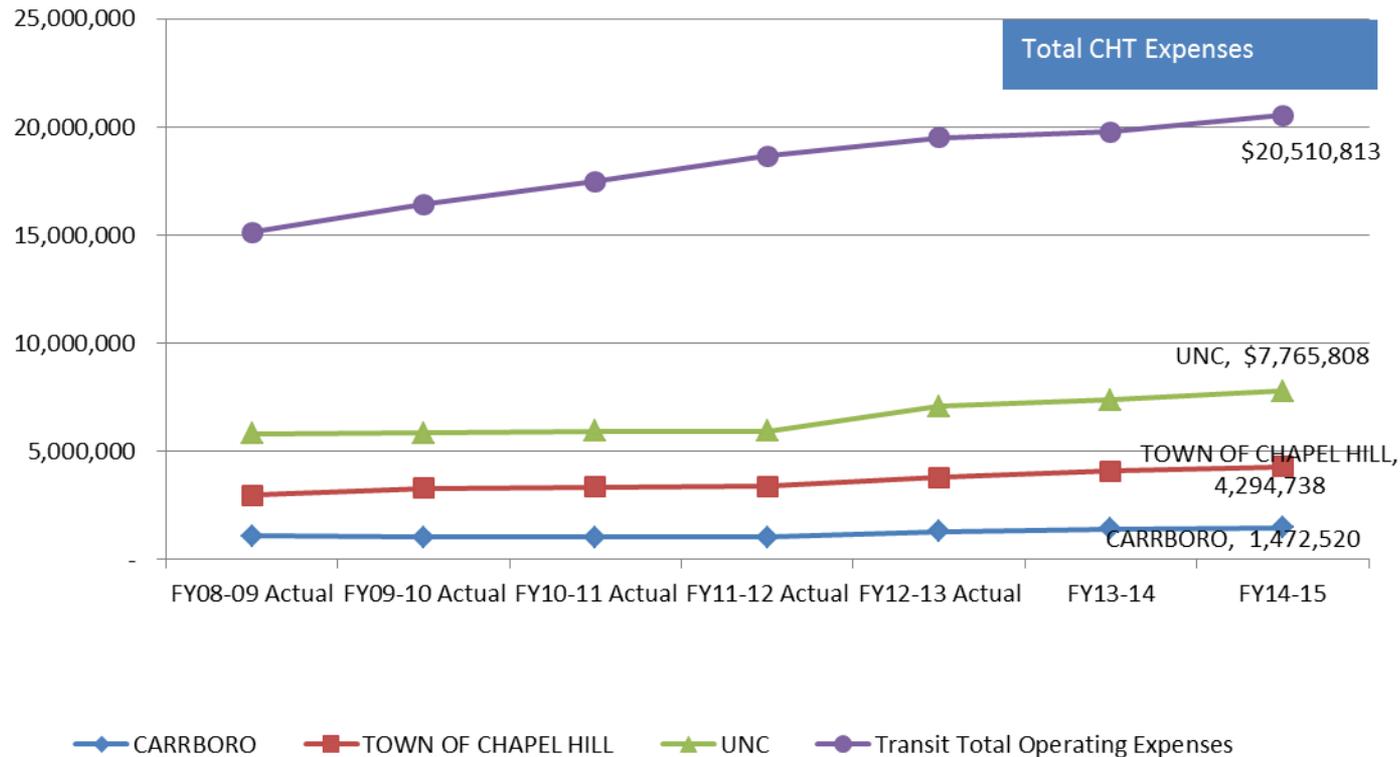
Council Goals & Chapel Hill Transit

- Community Survey
 - 80% satisfied with quality of CHT
 - Traffic/Congestion is #1 citizen complaint
 - Transit services was one of top 5 priorities
- Customer Survey
 - 91% rated service as excellent or good
- Chapel Hill 2020
 - Citizens want transportation options
 - Transit identified as key initiative
 - Facilitate Getting Around
 - Create a Place for Everyone
 - Support Community Prosperity
 - Develop Good Places, New Spaces
 - Nurture our Community
 - Grown Town and Gown Collaboration



Funding History

Chapel Hill Transit Partners Funding History

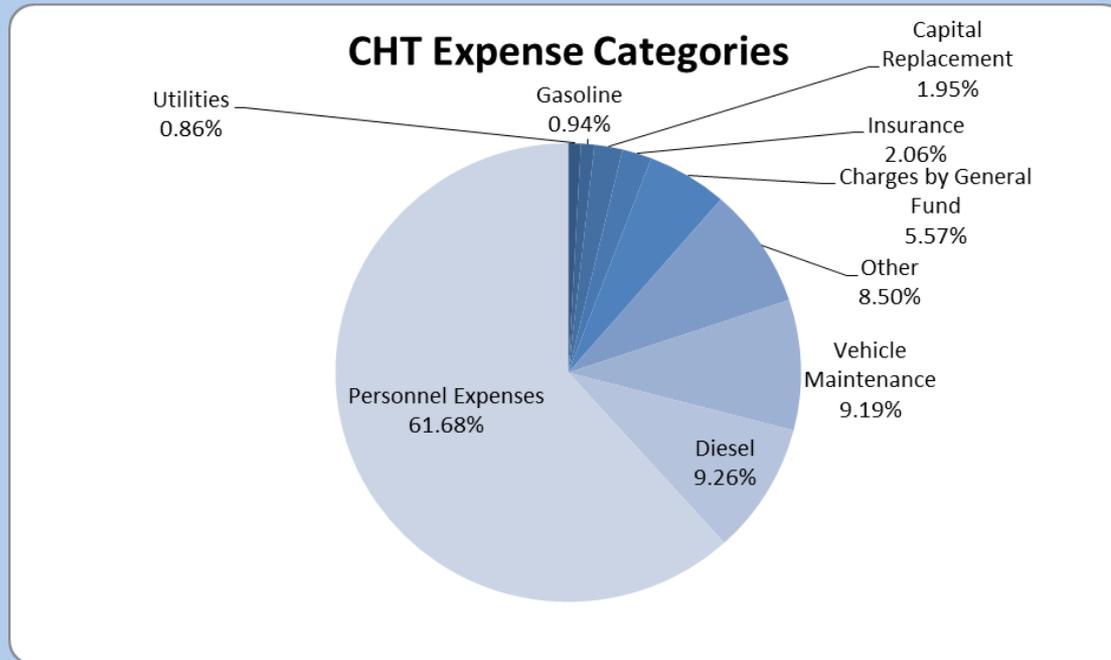


- FY12-13 included first increase in partner contributions in four years.
- FY09 and FY10 included ARRA funding of about \$500,000 in each year.



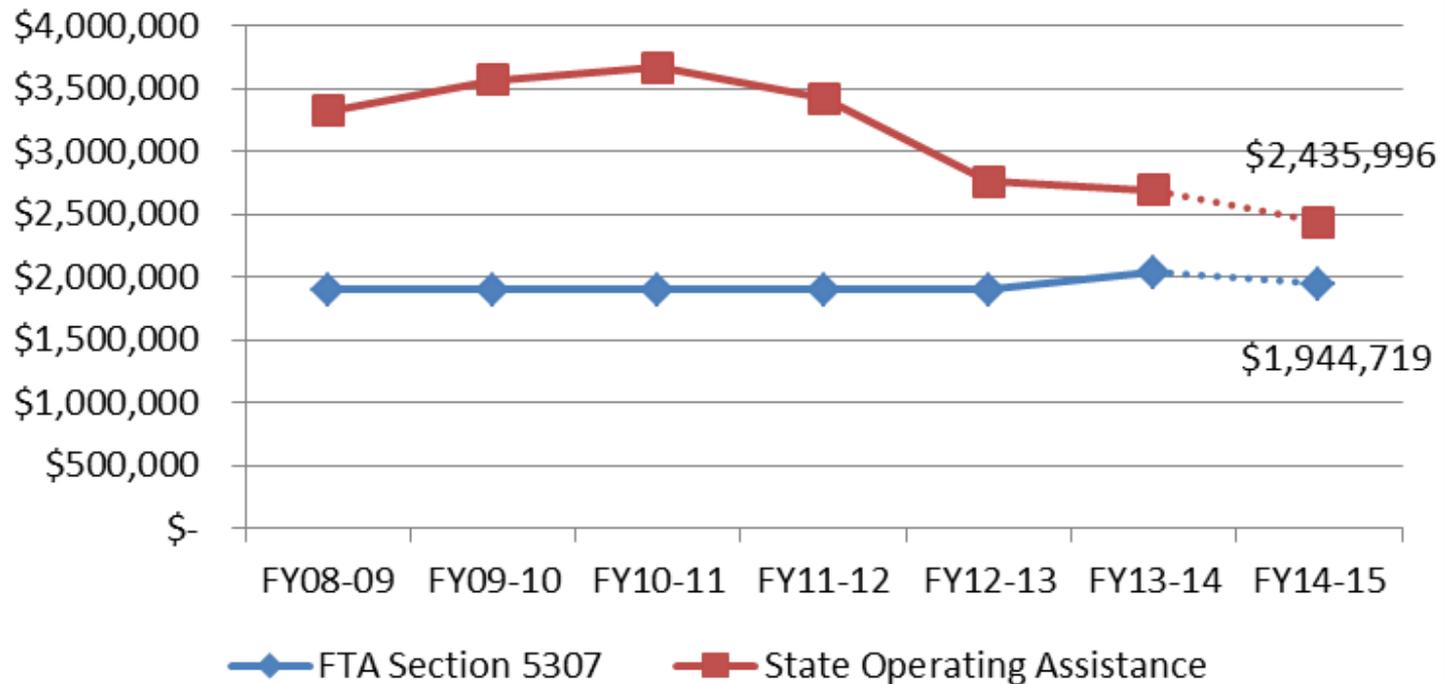
FY2014-15 Budget Highlights

- More than 90% of transit expenses are directly related to putting service on the street and are subject to market rates.
- CHT makes considerable and concerted efforts to mitigate expense increases in every category.



State & Federal Funding History

State and Federal Assistance to CHT



- Note – State Assistance has decreased by ~\$1Million since FY10-11



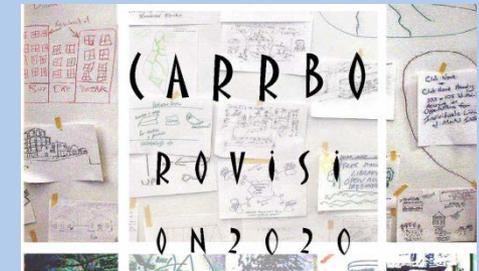
Key Challenges

- **Fleet Age:**
 - 42 buses, 13 demand response and 12 service vehicles need to be replaced.
- **Staffing:**
 - Full Time Operators
 - Supervisory Staff
 - Additional Maintenance Shift
- **Funding**
- **Community and Partner Goals:**
 - 2020 Plan
 - Current and Planned Development



Financial Sustainability Plan

- **Development of Strategic and Financial Plans:**
 - Organizational Staffing Assessment
 - Vision and Goal Setting Process
 - Consistent with 2020 Comprehensive Plan, 2020 Focus Area Studies, Carrboro Vision 2020 and UNC's Development Plans
 - Develop Strategic and Long Term Financial Plan
 - Identify full range of financing strategies to meet operating, maintenance and capital costs



Financial Sustainability Plan

- **Current Focus to Inform FY2016 Budget Process:**
 - **Capital Plan and Associated Funding Plan**
 - **Short-Term Staffing Plan**
- **Future Focus:**
 - **Service Development**
 - **Long-Term Staffing Plan**
 - **Performance Benchmarking**



