



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

NOTICE OF COMMITTEE MEETING AND AGENDA

MAY 1, 2018 – 11:00 A.M. to 1:00 P.M.

CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

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9. Adjourn	

**MEETING SUMMARY OF A REGULAR MEETING OF THE PUBLIC TRANSIT COMMITTEE
CHAPEL HILL PUBLIC LIBRARY, MEETING ROOM B**

Tuesday, March 27, 2018 at 11:00 AM

Present: Michael Parker, Chapel Hill Town Council
Nancy Oates, Chapel Hill Town Council
Bethany Chaney, Carrboro Alderman
Cheryl Stout, UNC Transportation Parking
Damon Seils, Carrboro Alderman
Than Austin, UNC Transportation & Parking
Brad Ives, UNC Associate Vice Chancellor for Campus Enterprises

Absent: Donna Bell, Chapel Hill Town Council, Julie Eckenrode, Assistant to Carrboro Town Manager

Staff present: Brian Litchfield, Transit Director, Nick Pittman, Transit Planning Coordinator, Rick Shreve, Budget Manager, Tim Schwarzauer, Grants Coordinator, Flo Miller, Deputy Town Manager, Kayla Seibel, Long Range and Transportation Planner, Bergen Watterson, Transportation Planning Manager, Zachary Hallock, Carrboro Transportation Planner, Tina Moon, Carrboro Planning, Ken Pennoyer, Business Management Director, Matt Brinkley, Budget Manager

Guests: Christina Barone, Nelson Nygaard, Fred Lampe, Molly DeMarco

1. The Meeting Summary of February 27, 2018 was received and approved.
2. Employee Recognition – None.
3. **Consent Items**
 - A. February Financial Report – The Partners received this information.
4. **Discussion Items**
 - A. FY 2018-2019 Budget Development
 - Orange County Transit Plan Funds – Rick reviewed the report including Partner contributions, federal and State assistance over recent years. He also reviewed the bus replacement schedule from FY 16-18. Good progress has been made and fewer buses have been debt financed than originally thought. He presented the estimated Partner contributions for FY 19. The early forecast is that the unrestricted fund balance will be less than \$1 million. It will no longer be available to balance the budget and reduce Partner contributions.
Nick reviewed the service consideration for the Partners FY19 priorities. He presented options for 3,000 new annual hours for FY 19. Staff is suggesting using a

portion of these hours this year and banking up to 1500 hours. These hours could be used on different routes, possibly splitting them up. Options include: the J bus, Saturday expansion and on the D bus routes. This would help those who need the bus to be able to get to work. The Partners requested a report from staff, using 1,000 hours, for the next meeting. Brian said that staff will send the requested information to the Partners via email in the next 10 days.

Nick also reviewed the upcoming service adjustments for August.

- Short Range Transit Plan Update – Nick reviewed the update and introduced Christina Barone from Nelson Nygaard. Christina reviewed the results of the survey and 3 scenarios presented in the survey. She reviewed next steps. Partners asked how the BRT project would fit into the Short Range Transit Plan. Further information will be forthcoming.

5. Information Items

- A. Demand Response Survey Update – Provided for information.
- B. Project and Grant Funding Update – Provided for information.
- C. North South Corridor Bus Rapid Transit Update - Provided for information.

6. Departmental Monthly Reports

- A. Operations – This item was provided for the Partners information.
- B. Community Outreach – This item was provided for the Partners information.
- C. Director – Brian highlighted some items from his report including: Federal funding, TIGER grants, and the FTA budget. He also reported on the Regional Bus Roadeo and the State Roadeo in April. He announced that Mila’s position has been filled by Matt Cecil. He noted that the Electric Bus IFB has gone to BMD for approval and staff is hoping to release it in early April.

7. Future Meeting Items

8. Partner Items

9. **Next Meeting** – May 1, 2018 at Chapel Hill Transit – Transit Training Room

10. Adjourn

The Partners set a next meeting date for May 1, 2018
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3A. March Financial Report

Prepared by: Rick Shreve, Budget Manager

March 2018

- Expenses for the month of March were \$1,990,291. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 68.97% of our budget has been expended or reserved for designated purchase (e.g. purchase orders created for vehicle maintenance inventory supplies encumber those funds, and show them as unavailable for other uses).

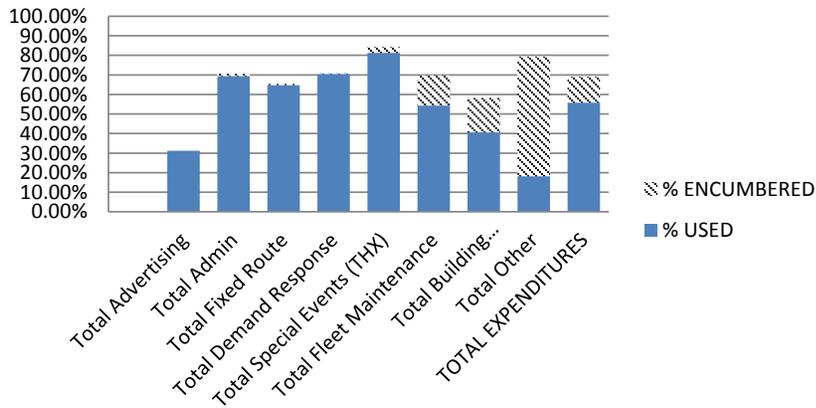
Highlights

- This aggregation of expenses and encumbrances for this month of the fiscal year is consistent with years past, and is perfectly in line with what we would expect at this point in the year.
- The attached data exhibits the financial information by division within CHT, and should be a useful tool in monitoring our patterns as the year progresses, and is a high-level representation of the data used by our division heads.
 - It is worth noting that the “Special Events” line is mostly comprised of Tar Heel Express expenses, and the line labeled “Other” is comprised primarily of special grant-funded expense lines that are not permanent fixtures in the division budgets.

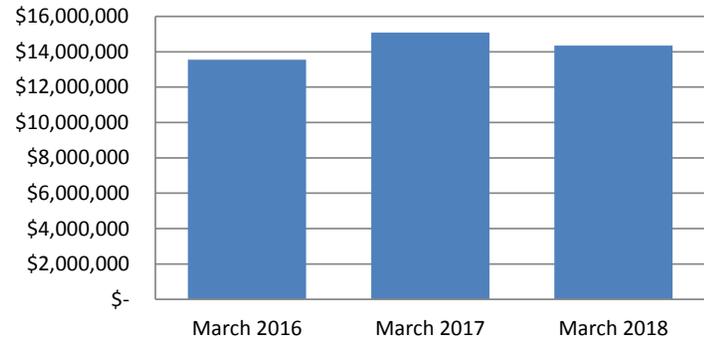
Transit 640 Fund Budget to Actual at end of March 2018

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL MONTH EXPENSES	ACTUAL YTD EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED March = 66.67%
Total Advertising	\$ 98,715	\$ 98,715	\$ 1,345	\$ 30,838	\$ -	\$ 67,877	31.24%
Total Admin	1,759,247	1,787,997	154,086	1,241,040	20,825	526,132	70.57%
Total Fixed Route	11,834,442	11,799,879	1,147,392	7,651,113	58,086	4,090,680	65.33%
Total Demand Response	2,231,080	2,232,232	253,117	1,574,538	4,374	653,320	70.73%
Total Special Events (THX)	333,958	333,958	13,113	271,758	9,422	52,778	84.20%
Total Fleet Maintenance	4,519,098	4,563,876	338,659	2,480,583	706,652	1,376,641	69.84%
Total Building Maintenance	865,012	917,759	49,547	372,925	160,474	384,360	58.12%
Total Other	1,234,440	3,967,874	33,033	721,654	2,422,003	824,216	79.23%
TOTAL EXPENDITURES	\$ 22,875,992	\$ 25,702,290	\$ 1,990,291	\$ 14,344,449	\$ 3,381,836	\$ 7,976,005	68.97%

CHT March 2018 YTD Expenses as % of Budget



CHT Total YTD Expenses - Previous Years Comparison



4A. FY2018-19 Chapel Hill Transit Budget Development
 Action: 1. Receive information and provide staff with feedback.

Staff Resource: Rick Shreve, Budget Manager
 Nick Pittman, Transit Planning Coordinator
 Brian Litchfield, Director

Overview

Chapel Hill Transit staff continue to work internally and with the Town’s Business Management Department (BMD) towards finalizing our FY2018-19 budget. The Town Manager will submit his Recommended Budget to Council on May 1, 2018. The budget that the Manager will recommend to Council reflects the same Partner contributions for next year as relayed in the March Partners’ meeting, as follows:

Approx. Total Share per Partner	FY 18-19 Contribution	FY 17-18 Contribution	FY 18-19 Change
Chapel Hill	\$5,356,750	\$4,388,052	\$968,698
UNC	\$8,573,655	\$7,213,468	\$1,360,187
Carrboro	\$1,808,945	\$1,481,821	\$327,124
Total Local Funding	\$15,739,350	\$13,083,341	\$2,656,009

Orange County Transit Plan Summary of Available Funds - FY19

FY19 Available Bus Operating Revenue from GoTriangle	\$2,093,778*
Maximum Amount Eligible for Increased Cost of Existing Service (ICES)	\$778,006*
Services added FY'13-18	\$976,772
\$ Available for new services in FY'19	\$339,000
New Annual Hours Available for Service Expansion	3,000

* Updated numbers provided by GoTriangle staff.

Service Recommendations - FY19

The Orange County Transit Plan includes \$339,000 (3,000 service hours) for new service for Chapel Hill Transit. Based on guidance from the Partners staff developed potential service improvements for FY19, consistent with the guidelines established by the Partners for Transit Plan Funds:

- Implement service improvements such as evening/nighttime and weekend service, that would provide improved access to jobs with nontraditional work hours
- Expand access to retail, medical, recreational and educational destinations in Chapel Hill and Carrboro for lower-income and transit dependent residents
- Identified areas of interest including better serving Rogers Road community and other lower-income populations
- Meet peak-hour service demands (e.g. overcrowding, lack of service, etc.)
- Cover cost of existing services

The Partners approved the following service improvements to be included in the FY19 recommended transit budget (~1,933 hours):

- **CW Route** — Designed to relieve overcrowding in the afternoon and evening peak, this improvement will provide 20 minute service from 3:20 PM to 6:00 PM each weekday and match the AM service funded in FY18. These trips will aid overcrowding that is currently occurring on the CW and J routes along Franklin Street.
- **D Route** — Designed to relieve overcrowding in the afternoon and evening peak, this improvement will provide 6 additional trips from 3:00 PM to 6:30 PM. All six (6) trips will serve the University, Hospital, Franklin Street, Elliott Road and Blue Hill District. Two (2) of the six (6) trips will also serve Culbreth Road and Smith Level Road in Carrboro.
- **Saturday Expansion** — Designed to meet the needs of customer using services on weekends to access employment and retail. This improvement will expand all Saturday Routes (CM, CW, D, FG, JN, T, and V) service to 8:00 AM – 7:00 PM, as all routes have varied start and end times currently. With this expansion, 16 additional trips will be offered on Saturdays and Demand Response service hours will be extended to match.

Service Hour Summary

Route	Improvement	Daily Hours	Annual Hours
CW	Peak PM hour expansion	3.08	770
D	Peak PM hour expansion	2.14	535
Saturday Expansion*	All routes 8 AM to 7 PM	12.08	628

*Includes Demand Response (EZ Rider)

Total Expansion Hours to Chapel Hill Transit for FY19	3,000
Currently Recommended	1,933
Hours Remaining	1,067

Notes:

- Hours remaining will be “banked” or saved to help fund service improvements identified in the Short Range Transit Plan.
- Recommended service improvements are funded solely with Orange County Transit Plan funds and will not impact projected Partner contributions for FY19.
- These services could be implemented in August 2018, pending adoption of the FY19 budget by the Chapel Hill Town Council. Please let me know if there are any questions.

Bus Capital - FY19

The Orange County Transit Plan includes \$1,500,105 for the purchase of new buses to support services implemented by Transit Plan funds. Staff is working with GoTriangle and Town staff to recognize these funds and place an order for three (3) replacement buses.

Non-Bus Capital Projects – FY19

The following capital projects have been submitted to GoTriangle for FY '19 budget.

- NS Bus Rapid Transit Small Starts Developmental Phase - \$1,531,250
- Manning Drive at UNC Hospitals stop redesign¹ - \$30,000
- ADA Bus Stop Upgrades - \$ 140,000

Note: Town of Chapel Hill and Town of Carrboro Planning staffs have also submitted sidewalk projects designed to improve access to bus stop.

Recommendation

- Partners discuss the information provided and provide staff with feedback and direction.

4B. Chapel Hill Transit Public Transit Committee Future Meeting Schedule

Action: 1. Approve schedule as presented.

Staff Resource: Brian Litchfield, Director

- During the April 25, 2017 meeting, the Public Transit Committee (Partners) adopted a meeting schedule through June 2018 (generally the fourth Tuesday of each month, unless otherwise noted). Staff is recommending the adoption of a similar schedule through June 2019. If approved the schedule will be posted on the Partners’ webpage and the Town’s meeting calendar.

Chapel Hill Transit Public Transit Committee Meeting Schedule		
Date	Time	Location
July 2018	No Meeting	CHT - 1st Floor Conference Room
August 28, 2018	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
September 25, 2018	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
October 23, 2018	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
November 27, 2018	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
December 2018	No Meeting	CHT - 1st Floor Conference Room
January 22, 2019	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
February 26, 2019	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
March 26, 2019	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
April 23, 2019	11:00 A.M. – 1:00 PM	CHT - 1st Floor Conference Room
May 28, 2019	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room
June 25, 2019	11:00 A.M. – 1:00 P.M.	CHT - 1st Floor Conference Room

Recommendation

- Staff recommends approval of the schedule through June 25, 2019, as presented, with guidance from the Partners on the November meeting date.

5A. Short Range Transit Plan Update

Staff Resource: Nick Pittman, Transit Planning Coordinator

Overview

Following our public outreach efforts, Policy and Technical Committee meetings, and discussion during the March Partners Meeting, the Nelson\Nygaard team has continued to develop new service scenario(s) that will be presented during the June 2018 Partners Meeting. Nelson\Nygaard staff is also preparing updates to the capital plan and developing methods to continue to allow Transit Staff to continue these updates in the future.

Next Steps

- Long Term Strategic Workshop with staff and Nelson\Nygaard team
- Development of new service scenario(s) and presentation to the Partners at the June 2018 meeting.
- Public outreach related to the preferred scenario (June – September)

Note

- Any service change(s) coming out of this process would be implemented in Fall 2019.

5B. Project Update

Staff Resource: Tim Schwarzauer, Grants Coordinator

Park and Ride LED Retrofit: DTL Energy Solutions Inc. has completed the initial work at the Eubanks Rd and Southern Village Park and Ride Lots. Transit staff have inspected the work and will be following up with the contractors to make final adjustments before closing out the project.



With energy utility rebates, this project has an expected break-even point at 18 months, and a projected savings of more than \$28,000 within the first five years.

Volkswagen Settlement: North Carolina has been allocated \$92 million in Volkswagen Settlement money to reduce air pollution from mobile sources. As designated by Governor Roy Cooper on Nov. 21, 2017, DEQ is developing the plan for North Carolina and is asking the public, tribes, local governments, state agencies, the business community, and public interest groups to weigh in on which of the eligible vehicle and equipment categories they think the state should invest in. Through a Request for Information (RFI), the N.C. Division of Air Quality (DAQ) in the N.C. Department of Environmental Quality (DEQ) sought public input on how the funds should be invested to reduce pollution.

On March 19th, 2018 NCDEQ released the [Draft State Mitigation Plan](#), which proposes to invest the first phase of \$92 million in projects aimed at reducing pollution impacts from diesel emissions. DEQ will take comment on the draft plan through May 3, 2018. The first phase represents roughly 1/3 of the total settlement award for North Carolina. Of the funds available, 20% is set aside for Public Transit related projects, or \$6.1 million statewide.

Transit staff attended an information session at the Triangle J Council of Governments on April 17th and are currently drafting comments on DEQ's draft proposal to reinforce our support for using these funds to offset the needs of public transportation entities.

ADA Bus Stop Improvements: Transit staff continue to work with the engineers at Ramey Kemp and Associates to review existing transit stops for compliance with the Americans with Disabilities Act (ADA) of 1990. These reviews will produce construction drawings and cost estimates for bringing the stops to ADA compliance as part of Chapel Hill Transit’s ongoing commitment to improving customer service and access. Our consultants from Ramey Kemp are currently drafting construction bid documents for the following stops:

- South Columbia St at Abernathy Hall
- NC Hwy 54 at Kingswood Apartments
- South Columbia at Westwood Drive
- South Columbia at Purefoy Road
- MLK Jr. Blvd at Adelaide Apartments
- Willow Drive at Estes Drive
- Franklin St at Morehead Planetarium

Staff has executed a contract amendment to begin the review process for the following additional stops:

- Manning Drive at Hibbard Drive
- Manning Drive at Gravely Drive
- South Columbia Street at Mason Farm Road
- Pittsboro Street at Credit Union
- Martin Luther King Jr Blvd. at Ashely Forest
- East Franklin Street at Coffee Shop

Merritt Mill and Manley Estes Bus Stops: Staff is working with Town of Chapel Hill, Town of Carrboro, CASA and NCDOT to locate and install accessible and pedestrian friendly bus stops on Merritt Mill near Manley Estes, in support of the 802/806 Merritt Mill project.

Relocation of Longview Street and Martin Luther King Jr. Blvd. Bus Stop: To improve safety of pedestrians and customers going to/from stops, staff is working with NCDOT and the Town’s Engineering Department on reviewing options for relocating the Longview Street stop to coordinate with the new crosswalks and newly installed stoplight.

Jones Ferry Park and Ride Lot Repairs: Staff is compiling a scope of work to provide a complete removal and replacement of concrete at the Jones Ferry Park and Ride Turnaround. The original turnaround has suffered significant wear and tear over the last 20 years and recently began to suffer failures in the surface and substrate materials. We intend to remove all of the existing material, substrate and fill similar to work completed at the Southern Village Park and Ride lot in 2015. Work will be scheduled over the summer and in a manner to minimize impact on operations.

Jones Ferry Park and Ride Lot Lease Agreement: The Town’s 20 year lease for the Jones Ferry Park and Ride Lot will expire on May 20th 2019. The University of North Carolina at Chapel Hill has indicated an interest in renewing this lease agreement – terms and length to be determined.

5339 (c) Low-No Emissions Grant: On April 23, the Federal Transit Administration released a Notice of Funding Opportunity (NOFO) Solicitation of Project Proposals for the Low or No Emission Program (Low-No) Program. The Federal Transit Administration (FTA) announces the availability of \$84.45 million of Fiscal Year 2018 funds for the purchase or lease of low or no emission vehicles as well as related equipment or facilities. The Low-No Program provides funding to state and local governmental authorities for the purchase or lease of zero-emission and low-emission transit buses, including acquisition, construction, and leasing of required supporting facilities. Transit staff will be working to apply for funding of electric bus purchases as well as support infrastructure.

U.S. DOT BUILD Program (formerly TIGER): On April 25th, The U.S. Department of Transportation (DOT) published a Notice of Funding Opportunity (NOFO) to apply for \$1.5 billion in discretionary grant funding through the Better Utilizing Investments to Leverage Development (BUILD) Transportation Discretionary Grants program. BUILD Transportation grants replace the pre-existing Transportation Investment Generating Economic Recovery (TIGER) grant program.

FY 2018 BUILD Transportation grants are for investments in surface transportation infrastructure and are to be awarded on a competitive basis for projects that will have a significant local or regional impact. BUILD funding can support roads, bridges, transit, rail, ports or intermodal transportation. Projects for BUILD will be evaluated based on merit criteria that include safety, economic competitiveness, quality of life, environmental protection, state of good repair, innovation, partnership, and additional non-Federal revenue for future transportation infrastructure investments.

To provide technical assistance to a broad array of stakeholders, DOT is hosting a series of webinars during the FY 2018 BUILD grant application process. A webinar on how to compete for BUILD Transportation Grants for all applicants will be held on Thursday, May 24 and Transit staff will participate. The deadline to submit an application for the FY 2018 BUILD Transportation Discretionary Grants program is July 19, 2018.

5C. North South Corridor Bus Rapid Transit Update

Staff Resource: Matt Cecil, Transit Development Manager

Meeting Update

The next Technical and Policy Committee meetings will be scheduled for mid and late May 2018.

Funding Update

Chapel Hill Transit is continuing to work with GO-Triangle, DCHC MPO and Orange County staff to perform an analysis of the funding in the Orange County Transit Plan to determine if additional resources could be provided to the North South BRT Project. Additional financial resources through the NCDOT to identify potential non-SPOT funds, and state maintenance funds, are being investigated to use towards the non-federal local match.

Design Update

- Extension to Hillsborough (DTCC) study – service plans finalized, developing ridership and capital costs. Should be done by early-to-mid May and presented to Partners at the June meeting.
- Chapel Hill Transit has received recommendations from AECOM for the three options analysis and will be presenting at the upcoming Technical and Policy Committee meetings.
- 30% design is on schedule and is anticipated to be completed and handed over to the NEPA team in August of 2018.

Action Items

- Finalize work with GO-Triangle on funding model to determine if additional funds are available to dedicate to Chapel Hill Transit.
- Work with Technical and Policy Committees to adopt and recommend a final LPA from the three (3) options.
- Complete Extension to Hillsborough (DTCC) feasibility study.

5D. Demand Response (EZ Rider) Customer Information Packet Update

Staff Resource: Travis Parker, Lead Supervisor – Demand Response
Anita Hackney, Community Outreach Manager
Katy Luecken, Training Coordinator

Background

Based on feedback from the customer survey and the EZ Rider Advisory Committee (EZRAC), staff began to develop a “Welcome Packet” for new customers that would explain the basic details of how to use the Demand Response (EZ Rider) service. Earlier this year, staff was also contacted by some students from the Duke University Stanford School of Public Policy who were interested in working with us on a student project. The students meet with staff and agreed to develop the “Welcome Packet” as their semester project.

In order to fully understand each aspect of the service, the students conducted full interviews with Chapel Hill front line team members (operators, supervisors and dispatchers), along with interviewing EZ Rider customers. Interviews focused on ‘what worked well’, ‘what doesn’t work’ and ‘how can we make this easier’.

After gathering the data, a Journey Map was created – a step-by step infographic journey from how to apply for the service to actually using the service. The students then created a one-page flyer and poster card (basic contact information), along with an easy to use Welcome Packet that can be shared with all customers.

A one page flyer and poster card were included along with the Welcome Packet. Staff is working with the student team and EZRAC to finalize the items and they will be used on our website and printed for customers.

Attachment

- Draft versions of the Welcome Packet, Flyer and Card.



6900 Millhouse Rd.
Chapel Hill, NC 27516



(919) 969-4900



Click [here](#) for the EZ
Rider Website.

CHAPEL HILL TRANSIT EZ RIDER

WELCOME



Welcome to EZ Rider

Insert introductory “Welcome to EZ Rider” letter.

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Make a Reservation



Call the reservationist from 8 AM - 5 PM, Mon. - Fri.
(919) 969-5544



Provide the following information:

- First and last name
- Street address for the pickup
- Street address for the drop-off
- Time and date requested for pick up
- Return trip information
- Mobility device requirements
- Travel companions (Personal Care Attendant, Family Member, or Service Animal)



EZ Rider will provide a 20-minute pick-up window.

Example: if your pick-up time is 9:00 AM, the bus can arrive anytime from 9:00 - 9:20 AM.



To change a reservation, call **(919) 969-5544** at least **24 hours before** a scheduled trip.

Reservation Guidelines

+ Trips may be reserved **up to 7 days in advance.**

+ Trip must be reserved **at least 1 day in advance.**

+ Each leg of a trip must be **at least 1 hour apart.**

+ Subscription appointments must be **renewed every 6 months.**

Schedule a Subscription

Trips that occur on a regular basis (same day(s) of the week, time, origin, and destination) may qualify for subscription service. It is not necessary to make reservations once the subscription service has been established. Riders can have multiple subscriptions.



Call the reservationist from 8 AM - 5 PM, Mon. - Fri.
(919) 969-5544

Subscription trips will not be honored on the following holidays:

- Martin Luther King Jr. Day
- Good Friday
- The day after Thanksgiving
- The day after Christmas

Open Return Trips

You can schedule an “open return trip” if you are unsure of when you need to be picked up from your destination. Let the reservationist know you want to schedule an open return trip. Call the dispatch service when you know your pick-up time. It will take up to two hours for a pick-up.

Dispatch service: 919-969-4919

Example: You schedule an 8:00 AM pick-up to go to a doctor’s appointment. You do not know when the appointment will end. You call the dispatch service when you need to be picked up.

Preparing for Your Trip



Arrive at least **5 minutes** prior to the scheduled 20 minute pick-up window.



Be visible. Drivers are only permitted to **wait for 3 minutes**.



Wait near your door. Drivers are not permitted to enter your home.



Drivers will assist you from your door to the vehicle and from the vehicle to the door of the destination.



Drivers will assist with up to 4 shopping bags, weighing no more than 20 pounds each.

What You Can Bring



Up to 2 pre-approved guests. Guests must accompany riders at all times.



Any wheelchair or mobility device, measuring up to 30 in. wide and 48 in. long and weighing up to 600 lbs. when occupied.

Phone Numbers



Reservations: 919-969-5544

Hours: 8 AM - 5 PM



Dispatch: 919-969-4919

Hours:



After-Hours Supervisor (Emergency only): 919-259-6327

Hours: 7 PM - 11 PM



Route and Schedule Information: 919-485-7433



Transportation Director: 919-969-4908

Hours & Holidays

Operating Hours:

Monday - Friday: 5:30 AM - 11:00 PM

Saturday: 8:15 AM - 11:00 PM

Sunday: 10:30 AM - 11:00 PM

Hours may change during the following holidays:

Martin Luther King Jr. Day Good Friday

Day before Thanksgiving Day after Christmas

EZ Rider is closed during the following holidays:

New Years Day Easter Sunday

Memorial Day Labor Day

Independence Day Thanksgiving Day

Christmas Eve Christmas Day



EZ Rider

Paratransit Service

EZ Rider is a free door-to-door paratransit service provided by Chapel Hill Transit. The service is for individuals who meet Americans with Disabilities Act (ADA) eligibility. This guide will help you apply for the EZ Rider service.

Am I eligible for EZ Rider?

Eligibility is determined on a case-by-case basis. According to ADA regulations, eligibility is strictly limited to those who have specific limitations that prevent them from using public transportation.

What can you use EZ Rider for?

You can request EZ Rider for medical appointments, grocery shopping, going to work, or other activities. EZ Rider will drive you to any destination within its operating area.

Where does EZ Rider travel?

Any location within 3/4 mile of Chapel Hill Transit (CHT) fixed bus route. For CHT fixed bus routes visit: <http://www.townofchapelhill.org/town-hall/departments-services/transit/routes-schedules/all-routes-schedules>.

Additional Questions?

For any additional questions contact Chapel Hill Transit at (919) 969-4900.



6900 Millhouse Rd.
Chapel Hill, NC 27516



(919) 969-4900



chtransit@townofchapelhill.org
<http://www.townofchapelhill.org/town-hall/departments-services/transit/ez-rider>

Apply for EZ Rider Service

Follow the steps below to apply for the EZ Rider service.

1

Preparation

- Determine if you are eligible (see front)
- Download application: <http://www.townofchapelhill.org/home/showdocument?id=38342> or call (919) 969-4920 to receive by mail
- Make an appointment with a licensed clinician for medical approval

2

Application

- Part A: Personal Information
- Part B: Health Care Verification
- Part C and Part D are optional
- Submit completed application and documents via mail to:
EZ Rider (ADA) Certification Reviewer
6900 Millhouse Road
Chapel Hill, NC 27516
- Or fax to (919) 968-2808 (note: original application must be also submitted via mail)

3

Review and Decision

- Chapel Hill Transit EZ Rider will review your application within 21 days.
- Decision will be notified by mail.
- A second level assessment could include a telephone interview with the applicant, medical verification, or an in-person interview. The in-person interview may include a functional assessment to evaluate the applicant's ability to use public transportation.

4

Next Steps

- Review your decision letter
- If rejected, you can submit an appeal letter to Chapel Hill Transit EZ Rider. Appeal must occur within sixty (60) days of when you receive the decision letter. Mail the letter to:
CHT - Appeals Committee
c/o: CHT Director/Administrator (or designee)
6900 Mill House Road
Chapel Hill, NC 27516

CHAPEL HILL TRANSIT EZ RIDER

www.chatham.kelcom.net/chapelhillnc

Phone Numbers

- Reservations (919) 969-5544
- Dispatcher (919) 968-2772
- Director (919) 968-2755
- Emergency (919) 698-3478
- Route & Schedule (919) 968-2769

RECERTIFICATION REMINDER

RECERTIFICATION REMINDER

EZ Rider eligibility expires after 4 years. You need to recertify to continue using EZ Rider. You will be able to use EZ Rider for 30 days during the recertification process.

Call to begin the recertification process: (919) 969-4900

YOUR SERVICE WILL LAPSE ON

Date _____

TIPS

- Write the expiration date on your calendar.
- Place this card somewhere accessible.

6900 Milhouse Rd. Click  for the EZ Rider Website. (919) 969-4900
Chapel Hill, NC 27516



6A. Operations

Staff Resource: Maribeth Lewis-Baker, Fixed Route Operations Manager
Peter Aube, Maintenance Manager
Katy Luecken, Training Coordinator
Mark Lowry, Safety Officer

Fixed Route Operations Manager – Maribeth Lewis-Baker

- Perfect Attendance – March 2018 – 48 or 42% of the Fixed Route Operators had perfect attendance for the month
- On time Performance (OTP) – March 2018 – 83%
- Routes performing **80%** and above – on time: A (80%), CCX (91%), CL (86%), CM (84%), CPX (83%), Sat D (87%), FCX (88%), Sat FG (82%), HS (86%), HU (83%), 420 (81%), J (90%) JFX (89%), Sat JN (93%), N (93%), NS (81%), NU (81%), RU (82%), S (84%), T (82%), U (89%), V (87%)
- March Operations/Safety Meetings – Training Coordinator Katy Luecken presented the TSI training on Curbing Distracted Driving and did a Smith System classroom refresher for Defensive Driving.
- March 1st we implemented the new Safety Vest policy.
- On Friday 3/2/18, we had high winds and a downed power line that caused detours from Franklin Street.
- On Saturday 3/17/18 we competed in the Triangle Regional Bus Roadeo.
- On Wednesday 3/21/18 we monitored road conditions for potential weather impacts. Happy to report that we did not have any from that storm.
- On Tuesday 3/27/18 we held an assessment center for our recruitment of a Transit Supervisor position. Congratulations to our internal candidate, Quentin Craven, who has been an operator and Fill-in supervisor with Chapel Hill Transit.

Catch us at our Best:

On March 1, 2018, customer Matt Begley phoned in a voice mail compliment about Fixed Route Transit Operator Ronald Bigelow whom he said was very helpful and cheerful on the J Route that day.

On March 15, 2018, customer Cindy Justice reported that another customer on the 420 became ill from her cancer treatments and Operator Rinaldo Marsh demonstrated professionalism, customer service and empathy as he got EMS to respond for the customer and the other customers transferred to another bus for their trip to Hillsborough.

On March 26, 2018, customer Carmen Sadowsky sent in the following feedback about Operator Hal “Roger” Beavers:

“I take the 7:40am NS bus every morning from the Eubanks Park-n-Ride. Roger the driver of that route is pleasant, courteous and punctual. It is a pleasure to have him driving that route.”

Safety Officer – Mark Lowry

- Operators participated in the Reginal and State Roadeos and represented Chapel Hill proudly.
- Accidents for March

February 2018

TOTAL ACCIDENTS	Mar-17	Mar-18	Year to Date
Fixed Route			
Preventable	1	2	24
Non-Preventable	6	3	18
Demand Response			
Preventable	0	0	3
Non-Preventable	0	0	1
Maintenance			
Preventable	0	0	1
Non-Preventable	0	0	1
		Total YTD	48

Training Coordinator – Katy Luecken

1. Training Classes
 - a. Fixed Route:
 - i. January 8th: Five trainees recommended to Full Time
 - ii. March 19th: Two trainees in Behind the Wheel Training
 - iii. April 2nd: Four trainees in route training
2. Projects
 - a. Updating training progression and documentation
 - b. Working with Duke University students on Human Centered Design project

Maintenance Manager – Peter Aube

- Maintenance staff working on in house A/C pm on all buses
- Demand response ran 35,751 miles in March
- Non-revenue vehicles ran 25,043 miles in March
- Fixed route ran 191,086 miles in March
- Maintenance performed 55 Preventive Maintenance Inspections in March (100% on-time).
- Five (5) Maintenance Employees completed the Month of March with Perfect attendance
- Maintenance performed seven (7) road calls in March (27,298) miles per road call for fixed route
- Maintenance performed two (2) road calls in March (35,751) miles per road call for demand response
- Maintenance completed engine overhaul on (1) one 2007 Gillg in March

6B. Community Outreach

Staff Resource: Anita Hackney, Community Outreach Manager

Chapel Hill Transit provides transportation services to our community partners throughout the service area. Below are some community events Chapel Hill Transit participated in March.

UNC Undergraduate Admissions Office

- March 24, 2018 – Shuttle service for about 550 customers from Friday Center to UNC campus.





Chapel Hill Peoples Academy – Town of Chapel Hill

- March 29, 2018 – Kickoff event for the Town of Chapel Hill at the Hargraves Center. Five (5) week class for an opportunity to learn, connect and lead community organizations and improve civic understanding of Town services.



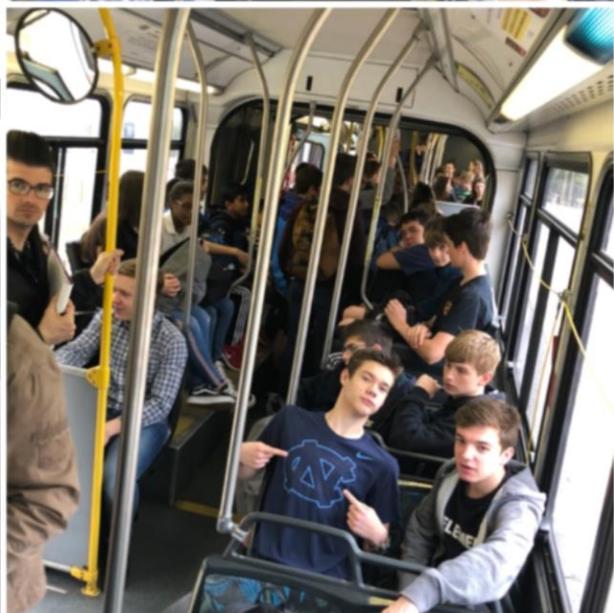
LUMO Tour – Town of Chapel Hill

- March 29, 2018 – Kickoff event for the Town of Chapel Hill at the Hargraves Center. Five (5) week class for an opportunity to learn, connect and lead community organizations and improve civic understanding of Town services.



Smith Middle School – Chapel Hill-Carrboro City Schools

- April 4, 2018 – Transport 70 customers from Smith Middle to Downtown Franklin Street for 17 year exchange program whereby French-speaking students from Belgium stay with American host families.



- April 6, 2018 – Transport 35 Smith Middle Exchange students on 2nd outing to Downtown Franklin Street.





Carrboro Open Streets 2018 – Town of Carrboro

- April 8, 2018 – Provide bus, information, bike demonstrations and treats from 12 p.m. – 4 p.m. for Carrboro Open Streets.







Naws Divad

@nawsdivad Replying to [@chtransit](#) [@CarrboroOpenSts](#) and 2 others

Thanks for showing my daughter how to use the bus bike rack today! 🚌🚲😊



Housing Department HUD Tour – TOCH

- April 4, 2018, assisted the Housing Department for a HUD tour of Housing communities.



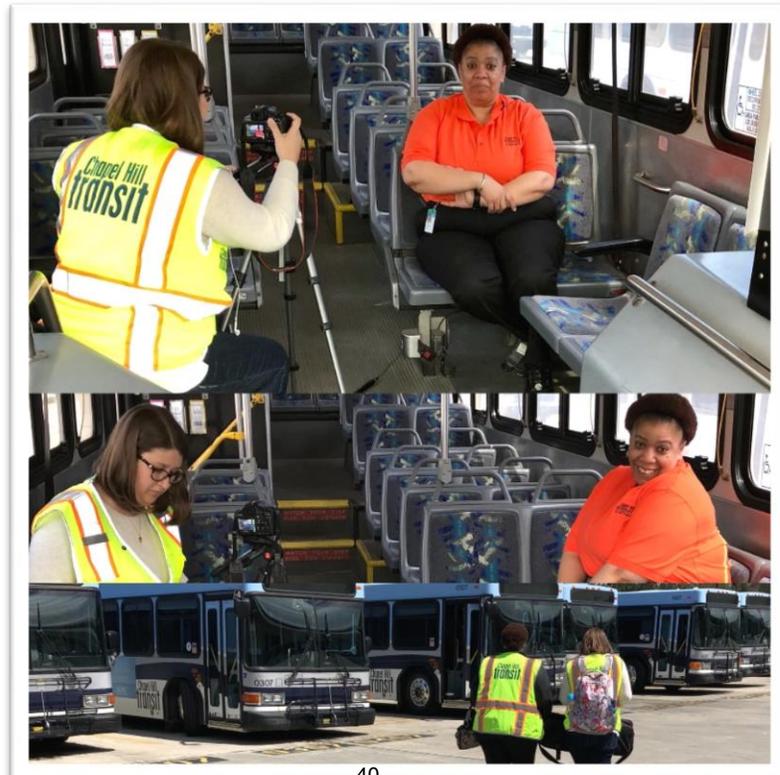
CHPD Academy Graduation

- April 13, 2018, provided shuttle services from Eubanks park and ride lot to Chapel Hill Town Hall for CHPD Academy Graduation.



UNC Student Projects

- April 6, 2018 and April 9, 2018, assisted UNC 1st year Journalism and Media student, Madelyn Welch with project about Chapel Hill Transit.



UNC Earth Day

- April 18, 2018 – Provide information booth for UNC Earth Day at Polk Place from 10am – 2pm.



Fire Prevention Trip

- April 23, 2018 – Transported Seawell Elementary kids to Chapel Hill Fire Station #4 for fire prevention demonstrations.





CHCCS School Trip

- April 24, 2018 – transport 40 students and teachers from Ephesus Elementary School to University Place (F route).

Upcoming Community Events

Touch-A-Truck (Rescheduled)

- April 29, 2018 – Collaboration between Boy Scouts Troop 39 and UNC Children’s Hospital. Provide bus for demonstrations and opportunity for youth to explore bus.

Annual Bike and Bus Workshops – GoChapel Hill

- May 12, 2018 – Provide 2 buses for bike demonstrations at the Farmer’s Market at University Place and Carrboro Town Commons from 9 a.m. – 12 p.m.

6C. Director

Staff Resource: Brian Litchfield, Transit Director

- The Director's Report will be provided at the meeting on May 1, 2018.



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
 MAY 1, 2018**

May 29, 2018	
Action Items	Informational Items
Short Range Transit Plan	FY 2018-2019 Budget
June 26, 2018	
Action Items	Informational Items
North South BRT-Durham Tech Extension	FY 2018-2019 Budget
August 28, 2018	
Actions Items	Informational Items

<u>Key Meetings/Dates</u>
MPO Board- May 9, 2018, 9-11AM Committee Room, Durham City Hall
MPO Technical Committee Meeting – May 23, 2018, 9-11AM Committee Room, Durham City Hall
2018 Public Transportation and Universities Conference – June 23-26, 2018, Hilton Santa Cruz, Santa Cruz, CA
2018 State Public Transportation Partnerships Conference - August 15-17, 2018, Radisson Blu Minneapolis Downtown, Minneapolis, MN