



CHAPEL HILL TRANSIT
Town of Chapel Hill
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CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
NOTICE OF COMMITTEE MEETING AND AGENDA
SEPTEMBER 22, 2020 – 11:00 A.M. to 1:00 P.M. (VIRTUAL MEETING)
CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM

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MEETING SUMMARY OF A VIRTUAL MEETING OF THE PUBLIC TRANSIT COMMITTEE

June 23, 2020 at 11:00 AM

Present: Michael Parker, Chapel Hill Town Council
Amy Ryan, Chapel Hill Town Council
Ranee Haven-O'Donnell, Carrboro Town Council
Anne-Marie Vanaman, Town of Carrboro Management Specialist
Cheryl Stout, UNC Transportation & Parking
Damon Seils, Carrboro Town Council
Cha'seem Anderson, UNC Associate Director of Transportation Planning
Hongbin Gu, Chapel Hill Town Council
Nathan Knuffman, UNC Vice Chancellor of Finance and Operations

Absent:

Staff present: Brian Litchfield, Transit Director, Rick Shreve, Budget Manager, Nick Pittman, Transit Planning Manager, Tim Schwarzauer, Grants Coordinator, Flo Miller, Deputy Town Manager, Alisha Rogers, Land Use Management Ordinance Project Manager, Matt Cecil, Transit Development Mgr.

Guests:

1. The Meeting Summary of May 26, 2020 was received and approved.
 2. **Employee Recognition**
 3. **Consent Items**
 - A. May Financial Report – Provided for the Partners information. One of the members asked if Transit had realized any expense reductions due to the Coronavirus and reduced services. Rick stated that there were not any expense reductions at this time and in fact expenses are inflated due to invoicing for 5 new buses that were received over the winter.
 - B. FY 20-21 Budget Update – Brian reviewed the update. The budget assumes the implementation of the Short Range Transit Plan. The SMAP funds may be cut which was not anticipated for this budget. However, the CARES ACT will cover the lost funds. \$1 million received in this year from the State will also help cover the loss if needed. Brian is meeting with NCDOT to talk about possible funding this afternoon.
- COVID Update – Transit is continuing with the reduced weekday service on 4 routes until August 3rd. It is going well so far. We are working under the new mandated mask requirements and finding that about 70% of passengers are complying with the order. There are mask dispensers on the buses.

4. Discussion Items

A. August Service Scenarios

- a. August Service Improvement Community Information – Brian reviewed this item for the Partners. Staff is recommending Scenario A. This would be reduced Short Range Transit Plan recommendations. There would be no Safe Ride services. UNC is awaiting confirmation from the Student Body on the Safe Ride cancellation. UNC reviewed plans for class schedules for the fall and are trying to coordinate scheduling with Transit. The Partners concurred on Transit moving forward with Scenario A.

5. Information Items

- A. North South Corridor Bus Rapid Transit (BRT) Update – Brian reviewed the Update. Chapel Hill Town Council approved the revised LPA. Staff is moving forward on Design and NEPA. A meeting will be held with the MPO on August 12th before progressing with the FTA. Funding is in place for these next steps.

- B. Project Updates – Brian reviewed

6. Departmental Monthly Reports

- A. Operations Report - Provided for the Partners information.
- B. Community Outreach – Brian highlighted the Communications portion of this report.
- C. Director's Report – Provided for the Partners information

It was noted that more signs for social distancing are needed at the Park/Ride lots and the Bus Stops for the fall.

Brian reported that Transit has social distancing measures in place to protect operators when they are in the building. Only 10 people are allowed in a room and there are overflow rooms available. There are standee spots at the dispatch windows, one way traffic lanes in and out of the building and surfaces are being sanitized frequently.

7. Future Meeting Items

8. **Next Meeting** – August 25, 2020 at Chapel Hill Transit – Transit Training Room

9. Adjourn

The Partners set a next meeting date for August 25, 2020
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3A. August Financial Report

Prepared by: Rick Shreve

August 2020

- Expenses for the month of August were \$1,463,291. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 24.03% 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).
- One significant caveat to note is that these data are subject to some changes, pending the Town of Chapel Hill's audit process for FY19-20. This process allows for identifying invoices that have been charged to the previous year that more accurately fall in the current fiscal year, as well as current year charges that will revert to the previous year.
- We will provide an update on the FY19-20 audited figures once we have final numbers; this will likely be available for the January Partners' meeting.

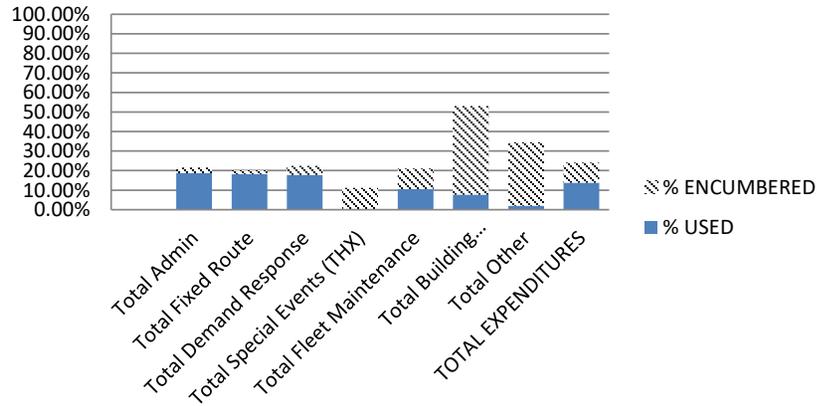
Highlights

- This aggregation of expenses and encumbrances for the first two months 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.

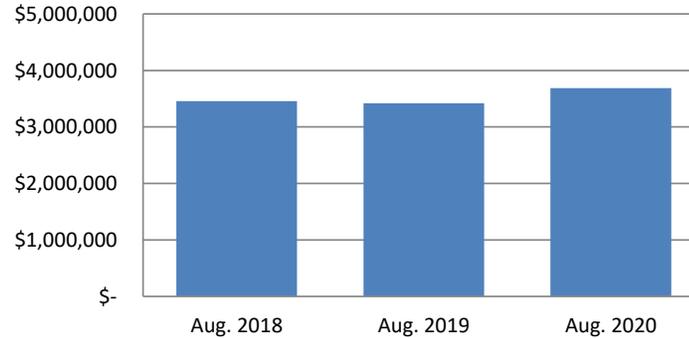
Transit 640 Fund Budget to Actual at end of August 2020

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL MONTH EXPENSES	ACTUAL YTD EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED Aug. = 16.67%
Total Admin	1,928,297	1,961,297	151,780	366,634	57,233	1,537,430	21.61%
Total Fixed Route	12,335,149	11,988,864	781,734	2,192,436	220,117	9,576,311	20.12%
Total Demand Response	2,345,924	2,345,924	150,082	418,550	107,441	1,819,932	22.42%
Total Special Events (THX)	312,193	312,193	-	60	35,000	277,133	11.23%
Total Fleet Maintenance	4,866,862	5,125,055	248,091	535,967	539,778	4,049,311	20.99%
Total Building Maintenance	925,044	1,313,505	78,120	102,108	595,179	616,217	53.09%
Total Other	2,483,288	3,530,378	53,483	71,447	1,143,607	2,315,324	34.42%
TOTAL EXPENDITURES	\$ 25,196,757	\$ 26,577,216	\$ 1,463,291	\$ 3,687,203	\$ 2,698,355	\$ 20,191,658	24.03%

CHT Aug. 2020 YTD Expenses as % of Budget



CHT Total YTD Expenses - Previous Years Comparison



4A. Operator Training Audit Presentation

1. Receive presentation and provide staff with feedback.

Prepared by: Katy Fontaine, Training Development Coordinator

Background

Consistent with our values of safety, professionalism and responsibility, Chapel Hill Transit has contracted with Transit Training Solutions (TTS) to conduct an independent audit of our Fixed Route and Demand Response New Operator Training Programs, including classroom and onboard training. The focus of the audit will include the following areas:

- Assessment of new hire training, refresher training and post-accident/incident training. The audit will also include a review of staffing resources allocated to training.
- Recommend changes to training and operations to improve the efficiency and effectiveness of Chapel Hill Transit's training program, operator and customer safety, and meet industry standards. Identify training related performance measures/metrics.
- Recommend/develop training materials and/or safety campaigns to meet challenges identified during the audit.

TTS was selected for this important effort following a Request for Qualifications (RFQ) process and based on their industry experience, success with similar projects and focus on transit operations training. The TTS team includes:

- Steve Mentzer - Project Manager (standing member of the APTA Bus Safety Committee, current Working Group Chair focused on Bus Operator Training & Development).
- Louis Maiello (former Director of Surface Transportation Training for New York City Transit and current APTA Bus Safety Committee Vice Chair).
- Mike Danilczyk (former New York City Transit Authority Manager and Bus Operator).
- Antione Johnson (former New York City Transit Authority Manager of Operations Training).
- Allen Morgan (former Manager of Operations Training for TriMet in Portland, Oregon).
- Denis Van Dyke (former Director of Transportation Training for TriMet in Portland, Oregon).

While COVID initially delayed this project, we are currently moving through the information gathering, interviews and observation phases, as described in the attached *Scope of Work*. The project Manager will provide a brief presentation for the Partners Committee at the September 22, 2020, meeting.

Recommendation

- That the Partners Committee receive the presentation and provide staff with feedback.

Attachments

- Operator Training Assessment - Request for Qualifications.
- Summary of TTS proposal and scope of work.

Section 1.0 – Background

TTS was formed in 2016 and is focused on serving the needs of the transit industry’s operator training community. TTS spans the entire transit operator-training spectrum by offering program assessments, training and curriculum services, and technology-driven training aids such as operator simulators. Our principals have over 150 years of combined experience in operator training and training technologies.

To support our clients, TTS offers our **ABC’S™** solution set. Agencies are free to purchase single components of our **ABC’S™** or any combination that fits your needs and budgets (e.g., a *Level II Operator Training Assessment, Operator Simulators, etc.*).





Transit Training Solutions Proposal

Training Program Assessment

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- (1) Assessments: TTS provides three levels of in-depth operator training Assessments:
- a. *Level I - Enterprise Level Assessments*: These assessments cover the entire enterprise through the lens of operator training outcomes. This includes:
 - i. *Level II and III assessments (see below)*
 - ii. A Value Chain mapping as it relates to training outcomes
 - iii. Interdepartmental KPI's related to operator training outcomes
 - iv. Organizational structures as they relate to operator training outcomes
 - v. Management of enterprise-level training and professional development
 - vi. An analysis of methodologies employed for collecting and statistically analyzing safety data.
 - vii. HR practices that support "Operator Hire-to-retire"
 - viii. Union negotiation support
 - b. **Level II – Operator Training Assessments¹**: These assessments overlap with the enterprise but focus on operator training programs. This includes:
 - i. *A Level III assessment (see below)*
 - ii. Training department KPI's related to improved training outcomes
 - iii. Relevant SOP's, guidelines, and bulletins
 - iv. **All operator training materials for each training course in the curriculum (e.g., *New Operator Training, Refresher Training, Corrective Action Training, Route Familiarity Certification* (i.e. In-line Training), *Return to Work Training*, and *Trainer Training and Certification*)**

Along with the fundamentals of safe operations, this includes special consideration for ADA requirements, customer service, and compliance with MAP-21.
 - v. **Operator Training Organizational Structures including staff sizing and functions.**
 - vi. **Practices and procedures for Judging Preventability**
 - vii. **Fundamental training practices (e.g. classroom, behind the wheel, etc.)**
 - viii. **Safety related statistics: How they are used to improve outcomes**
 - ix. **Documentation associated with training records**

¹ Our proposal offers this level of assessment as further described in Section 2.0.



- c. Level III – *Operator Training Technology Assessments*: A review of technologies currently employed for operator training. This includes:
 - i. Classroom aids
 - ii. Behind-the-wheel evaluation tools and materials
 - iii. Pre-trip inspection training tools
 - iv. Other training tools (e.g. simulation, etc.)
- (2) **Build**: TTS offers agencies support beyond assessments. This includes:
- a. Offering new instructor-led academic material (or support for enhancing your existing material)
 - b. Consulting for LMS implementation, governance, and training content
 - c. Operator Simulators for Bus, Rail, Demand Response, and Non-revenue Vehicles
 - d. Pre-trip inspection training aids
 - e. Behind-the-wheel evaluation electronic materials
- (3) **Conduct**: TTS provides train-the-trainer services spanning:
- a. Behind-the-wheel training
 - b. Classroom Training for delivering impactful instructor-led material
 - c. Training on the use of TTS-delivered training technologies
- (4) **Sustain**: TTS provides ongoing support for:
- a. Periodic training-department audits (classroom and behind-the-wheel training)
 - b. Updates to TTS-delivered training material
 - c. Updates to TTS delivered technology products
 - d. Support for measuring your return-on-investment associated with the implementation of recommended program changes.

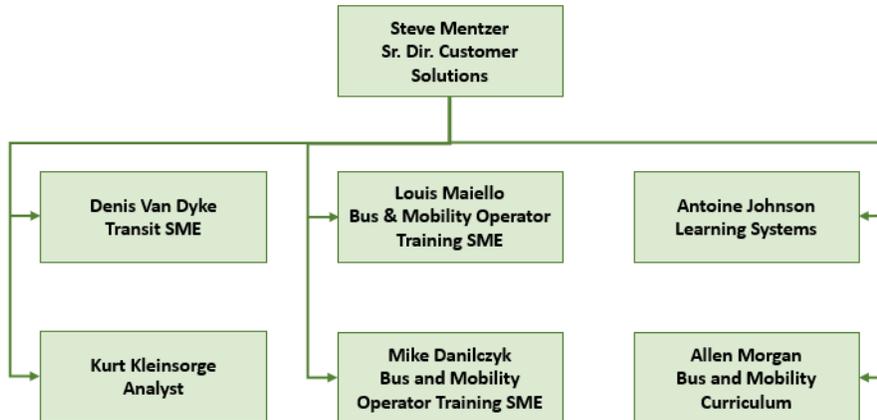
Section 1.1 – Proposed Staff

Our collective experience offers Chapel Hill Transit expertise that spans organizational structures; hands-on experience in managing and training transit trainers and operators; and deploying technologies that integrate into training departments for sustained safety improvements and cost savings. Our recommendations will be deeply rooted in this real-world expertise and will provide innovative solutions that are practical, measurable, and executable. Examples of our collective experience and contributions to the transit training industry include:

- Aligning training organizations with management goals; and new training program techniques to improve outcomes.
- Creating transit training programs that impact the operational culture: Moving Operators and Supervisors from a “Check-the-box” compliance focus to an individual commitment to safety and customer service.

- Change management whose outcomes helped support dramatic and sustained safety improvements.

Our experienced *Customer Solutions Team* leads all *TTS* assessments. The team members identified to respond to this RFQ have relevant and significant experience in providing training assessments, leading successful transit training programs, and organizational consulting. See “Appendix B – Resumes for Primary Participating Staff”.



For this effort it’s anticipated that the team will contribute in the following ways:

- Steve Mentzer: Project management and Voice of the Customer (35%)
- Louis Maiello and Mike Danilczyk: Training SME’s (40%)
- Antione Johnson and Allen Morgan: Courseware SME’s (15%)
- Denis Van Dyke and Kurt Kleinsorge: Analysts (10%)

Section 1.2 – Relevant Past Performance

The following projects demonstrate *TTS*’s relevant past performance:

(1) *St. Louis MetroBus*

- **Operator Training Department Assessment – Fixed Route and Demand Response**
- Scope: *Level II – Training Department Assessments*
- January – March, 2018
- Client Sponsor: Trenise Winters; MetroBus General Manager; (TLWinters@MatroStLouis.org)
- Project Manager: Kurt Kleinsorge
- Comprehensive Assessment of the MetroBus Fixed Route and Demand Response operator training programs.

MetroBus adopted many of *TTS*’s recommendations and awarded additional contracts to our company in order to provide support for implementing the changes resulting in

hundreds of thousands of savings annually.

(2) *Metropolitan Atlanta Rapid Transit Authority (MARTA)*

- **Comprehensive Operator Training Department Assessment – Fixed Route, Rail, and Non-revenue Vehicles**
- Scope: *Level I – Enterprise Wide Assessment*
- January – June, 2019
- Client Sponsor: Clint Hunter; Systems Project Manager; (chunter@ItsMARTA.com)
- Project Manager: Steve Mentzer
- Comprehensive Assessment of the MARTA Fixed Route, Rail, and Non-revenue Vehicle training programs.

The MARTA award included this comprehensive assessment (delivered); and included trainer-training services, courseware development support, four training simulators, and a five-year sustainment program beginning in April of this year.

(3) *Washington Metropolitan Area Transit Authority*

- **Assessment and Training for Judging Preventability**
- Scope: Assessment and training for judging preventable vs. non-preventable incidents.
- December 2019
- Client Sponsor: Larry Frazier; Sr. Director of Operator Training;(LDFrazier@WMATA.com)
- Project Manager: Louie Maiello
- Assessment of WMATA’s process for judging preventable incidents and training for impacted staff.

(4) *St. Louis MetroBus*

- **Bus Dispatch and Front-line Supervisor Department Assessments**
- Scope: *Level II – Bus Dispatch and Front-line Supervisor Assessments*
- Current
- Client Sponsor: Jessica Mefford-Miller; Executive Director (JNMeffordMiller@MetroStLouis.org)
- Project Manager: Steve Mentzer
- Comprehensive Assessment of the MetroBus Bus Dispatch Center and Front-line Supervisor programs.



Section 2.0 – Proposed Solution

Chapel Hill Transit has asked for a proposal to conduct assessments of your Fixed Route and Demand Response Operator Training Programs. Specifically,

- The Fixed Route and Demand Response New Hire Operator Training Programs.
- The Fixed Route and Demand Response Operator Refresher Programs.
- The Fixed Route and Demand Response Operator Post-Collision/Incident Programs.

In response, **TTS will provide a fully compliant *Level II Assessment* as described in Section 1 (1)(b)** and further described in this section.

Draft Findings will be delivered to Chapel Hill Transit within sixty-days of receiving the purchase order. This assumes that Chapel Hill Transit will provide requested material and make the necessary staff available in a timely way. A final report will be delivered within thirty-days of review and acceptance by Chapel Hill Transit.

Final deliverables shall include:

- 1) An assessment report entitled, “*Assessment of the Chapel Hill Transit Fixed Route and Demand Response Operator Training Programs*”.
- 2) Briefing material summarizing the report (in a Microsoft PowerPoint format.)

Section 2.1 – Scope and Outline of the Effort

Our proposed solution includes these tasks and will minimally include the following steps:

- 1) Kickoff Meeting with the Chapel Hill Transit sponsor and stakeholders:
 - a. Face to face meeting with the Chapel Hill Transit sponsor to discuss the background that led up to Chapel Hill’s RFQ; your short-, medium-, and long-term goals; and any practical constraints (e.g., union rules, budgets, etc.).
 - b. Face-to-face meeting with the Fixed Route and Demand Response training-department management; followed by a brief introduction to the training staff.
- 2) Information Gathering (we recognize that not all information may be available):
 - a. SOP’s related to both Transit Modes.
 - b. Guidelines and other directives relating to both Transit Modes.
 - c. Qualifications for new operators, trainers, training management, and in-line trainers.
 - d. Schedules and syllabi for both Transit Modes and across all RFQ Training Courses.
 - e. Courseware material for academic training across all RFQ Training Courses and both Transit Modes.
 - f. Behind-the-wheel material used for RFQ Training Courses and both Transit Modes.
 - g. Training material for in-line operators (i.e. Route Familiarization Operators.)



Transit Training Solutions Proposal

Training Program Assessment

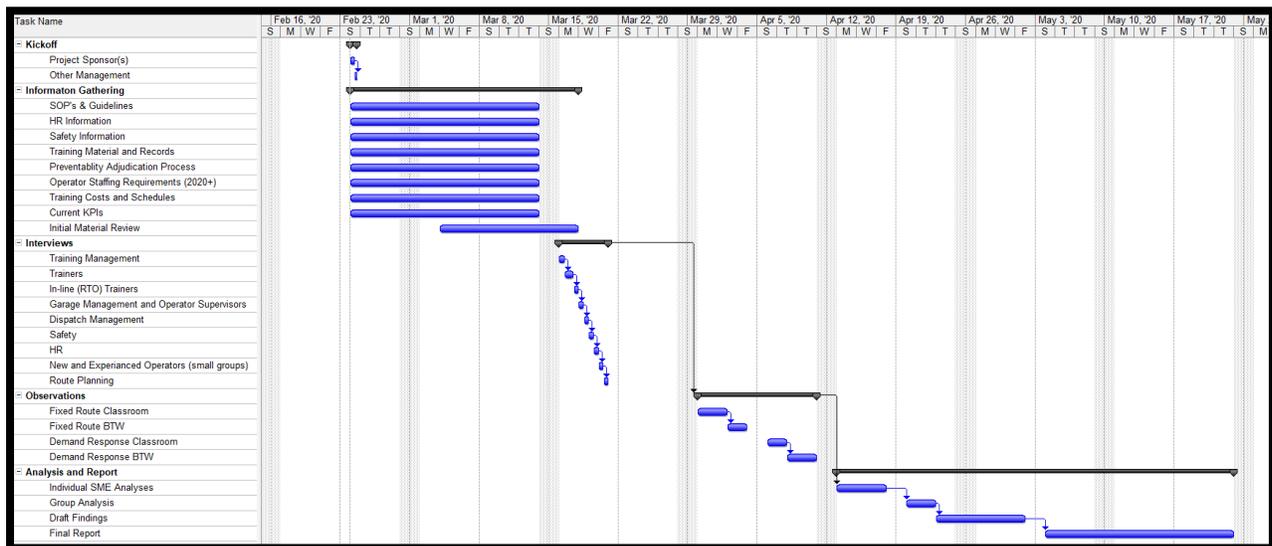
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- h. Student record samples associated with RFQ Training Courses and both Transit Modes.
 - i. Processes and procedures for judging incidents as “preventable or non-preventable”.
 - j. Preventable and non-preventable incident rates (ideally over the past five years); and a decomposition of preventable incident types (e.g., Curb-side Mirror Strike; Backing, etc.).
 - k. Historical attrition rates (during the new hire process, from retirement, etc.).
 - l. A review of the CDL Licensing policies and processes.
 - m. Historical and 2020 agency demand for new operators.
 - n. Cost information with respect to training.
- 3) Interviews with Stakeholders and Internal Customers
- a. Manager/Director of Training.
 - b. Safety Manager.
 - c. Route Planning management.
 - d. Dispatch management (all shifts.)
 - e. Manager/Director of HR.
 - f. Garage Manager(s) and selected supervisors.
 - g. A sample of newly graduated and senior operators.
 - h. In-line trainers (i.e. Route Familiarization Operators.)
 - i. Training Staff.
- 4) Observations:
- a. Observations of classroom instruction across all RFQ Training Courses and Transit Modes.
 - b. Observations of behind-the-wheel instruction across all RFQ Training Courses and Transit Modes.
- 5) An analysis of all collected materials, interview notes, and observation notes.
- a. Individual analysis by primary assessment team.
 - b. Group analysis by primary team, other TTS SME’s, and TTS management.
 - c. Further questions directed to Chapel Hill staff as needed.
- 6) Report preparation – The assessment report will include:
- a. *Executive Summary*: Outline of the Assessment effort goals, results and recommendations.
 - b. *Technical Volume*: A full review of:
 - i. Findings.
 - ii. Observations.
 - iii. A gap analysis between the current program, managements goals, and best industry practices.
 - iv. Suggested KPI’s.

- c. *Recommendations*: A description of all recommendations minimally including:
 - i. Suggested modifications to the training courses: *New Hire Operator Training, Refresher Training, Corrective Action Training.*
 - ii. TTS will also include recommendations for *Train-the-trainer Certification, In-Line Trainer Certification, and Back-to-work Recertification.*
 - iii. Training delivery practices and training materials.
 - iv. KPI's.
 - v. Cost implications (savings or additional needs.)
 - vi. Recommended equipment needs (or confirmation that the currently used equipment supports the recommended training goals.) (E.g. classroom materials, training buses to maintain recommended instructor-to-student ratios, etc.)
 - vii. Suggestions for a practical implementation plan.
- 7) Report delivery:
 - a. Written Report in PDF format.
 - b. PowerPoint report summarizing our findings and delivered in person to allow for questions and discussion.

Section 3.0 – Schedule and Pricing

The proposed work schedule is shown in the following Gantt Chart:



NOTE: The Gantt Chart provided above has been revised. Please see chart attached via email sent on March 16, 2020.



**Transit Training Solutions Proposal
Training Program Assessment**

P20100
13 Mar 2020

Note: Information Gathering is not a full-time effort, but in our experience a sufficient amount of time should be allowed in order to give Chapel Hill personnel an opportunity to gather and transmit the requested materials.

Item	Description	Comments/Assumptions
1	Onsite Information Interviews & Observations: <ul style="list-style-type: none"> • Includes travel costs • Includes labor for multiple SME • Estimated total SME days onsite: 10 Subtotal: \$9,560	Travel to Chapel Hill Transit by multiple SME's. Interviews and observations of training.
2	Analysis and Report Creation and Delivery: Subtotal: \$41,010	Information and materials gathering and analysis; Individual and group analyses; Report generation, delivery, and final presentation.

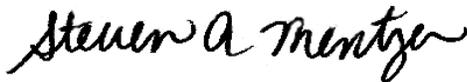
TOTAL: \$50,570.00

Terms

- 50% due after Purchase Order.
- 50% due 30 days after satisfactory delivery of the report.

Thank you for considering TTS. If you have any questions, please contact Steve Mentzer at (734) 546-1393 or Steve@TransitTrainingSolutions.com. We are looking forward to working with Chapel Hill Transit.

Respectfully,



Steve Mentzer
Sr. Director of Customer Solutions
Transit Training Solutions, LLC
734.546.1393
Steve@TransitTrainingSolutions.com



Appendix A – Non-Collusive Affidavit



Appendix B - Resumes for Primary Participating Staff



**REQUEST FOR QUOTATIONS
FOR
CHAPEL HILL TRANSIT FIXED ROUTE AND DEMAND RESPONSE OPERATOR TRAINING
ASSESSMENT**

Prospective vendors are hereby notified of the following:

- The Town of Chapel Hill, North Carolina Transit Department is seeking quotations from qualified consultants to provide a review of Chapel Hill Transit's (CHT's) current training program and provide recommendations on ways to improve the efficiency and effectiveness of the program.
- Questions regarding this RFQ may be submitted by email to Kathryn McMillan at kmcmillan@townofchapelhill.org by 12:00pm EST on Friday, February 14. An email with responses will be sent out to all parties emailed for quotations by 5:00pm EST on Monday, February 17.
- Quotations from vendors should be submitted electronically to Kathryn McMillan at kmcmillan@townofchapelhill.org by 5:00pm EST on Thursday, February 27.
- Award will be made to the most responsible/responsive bidder who best meets the requirements of this RFQ. The Town of Chapel Hill specifically reserves the right to reject any or all quotations, to accept any or all parts of quotations, to award to one or more vendors, or to re-solicit quotations on the required service.
- Any bid may be withdrawn up until the due date and time set for bids. Any bid not so withdrawn shall constitute an irrevocable offer to provide the items set forth in this solicitation until one or more of the bids have been duly accepted.
- The submission of a bid from any interested Contractor is in and of itself evidence that the Contractor has (a) examined the general conditions and scope of work thoroughly, and (b) certifies it is capable of providing service in accordance with the terms and conditions specified herein.

Submitting Quotations: All bids shall be valid for a period of at least 60 days, and submitted in the manner requested herein. All quotations shall be submitted via email to Kathryn McMillan at kmcmillan@townofchapelhill.org, including in the subject line of the email "**Quote: CHT Training Assessment**" by 5:00pm EST on Thursday, February 27.

I. Scope of Work and General Conditions

Chapel Hill Transit, the second largest transit system in North Carolina, is the public transportation provider for the Town of Chapel Hill, the Town of Carrboro, and the University of North Carolina-Chapel Hill (UNC). Chapel Hill Transit provides fare-free, fixed-route bus service on 31 weekday and weekend fixed routes (~7million annual rides) and EZ Rider (ADA Demand Response) service (70,000 annual rides). Chapel Hill Transit has a fleet of 117 revenue vehicles (98 fixed-route and 17 demand response) – covering over 2.5 million annual miles.

The following is intended to be a general outline of the work and not an all-inclusive description of the professional and technical services that may be required to complete the project. Proposers are invited to recommend modifications to these tasks and to exercise creativity in responding to this request. The selected consultant and Chapel Hill Transit will jointly develop a scope of work to accomplish the following:

- Conduct an assessment of Chapel Hill Transit’s Fixed Route and Demand Response Operator Training Programs, including classroom and onboard training. This should cover new hire training, refresher training and post-accident/incident training. Assessment should include a review of staffing allocated to training.
- Recommend changes to training and operations to improve the efficiency and effectiveness of Chapel Hill Transit’s training program, operator and customer safety, and meet industry standards. Identify training related performance measures/metrics.
- Recommend/develop training materials and/or safety campaigns to meet challenges identified during the assessment.

Schedule: Chapel Hill Transit Staff will work with the successful bidder to determine a finalized schedule. Our interest is to complete the assessment within 60 days of notice to proceed.

Insurance: The Contractor(s) shall procure and maintain during the life of the contract the following insurance coverages:

Worker’s Compensation: Coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer’s liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

Business Auto Policy: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include: owned vehicles, hired and non-owned vehicles and employee non-ownership.

Special Requirements: The Town of Chapel Hill is to be named as an additional insured on the Comprehensive General Liability policy.

Current, valid insurance policies meeting the above requirements shall be maintained for the duration of the performance period. Renewal certificates shall be sent to the Town of Chapel Hill thirty (30) days prior to any expiration date. There shall also be a 30 day notification to the Town in the event of cancellation or modification of any stipulated insurance coverage. Certificates of Insurance on an Accord 25 (8/84) or similar form meeting the required insurance provisions shall be forwarded to the Town of Chapel Hill. Wording on the Certificate of Insurance which states that no liability shall be imposed upon the company for failure to provide such notice is not acceptable. Original policies or certified copies of policies may be required by the Town at any time.

Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents, and employees from all loss, liability, claims, or expense (including reasonable attorneys' fees) arising from bodily injury, including death or property damage to any person or persons caused in whole or in part by the negligence or willful misconduct of the Contractor except to the extent same are caused by the negligence or misconduct of the Town.

II. Quotation Requirements

This section is limited to 10 pages (double sided) and should contain the following information:

- The firm's overall experience and staff to perform the type of work required. Please include the resumes of the specific personnel proposed for use on this project. Firm resumes may be submitted but will not be allowed to substitute for the individual resume submittal requirement. Please include demonstrable experience with similar projects for similarly sized systems completed in the past five (5) years.
- Organizational chart indicating personnel to be assigned by discipline, with estimate of percentage of total work time allocated to the project.
- Resumes of key personnel (may exceed the double-sided 10 page limit with resumes only).
- Proposed Timeline and Approach to project
- Cost breakdown for the project.
- Non-Collusive Affidavit (Section IV)
- Other applicable information as the firm may wish to include.

III. Additional Information and Timeline

CHT Staff will perform a review of all submissions and discard any submission which is non-responsive – the submission does not meet the minimum requirements of this Request. After evaluation of responses, CHT Staff and the Town will award the contract.

Evaluations will be based upon responsiveness to this Request – the vendor’s proposal and cost of project. Proposals will also be evaluated for references and other factors deemed relevant.

OTHER TERMS AND CONDITIONS

The vendor agrees to the following:

To examine the RFP and conditions thoroughly. The failure of omission of any vendor to examine any form, instrument or document shall in no way relieve any vendor from any obligation in respect to their proposal.

To comply with all federal, state, and city laws, ordinances, and rules.

CHT expressly reserves the following rights:

1. To waive or reject any and/or all irregularities in the proposals submitted.
2. To waive or reject any and/or all proposals or portions thereof.
3. To base awards with due regard to cost of project, compliance with specifications and other such factors as may be necessary due to circumstance.
4. To make an award to a vendor whose proposal is in CHT’s best interest.
5. To negotiate different terms and conditions with any vendor CHT chooses.

QUALIFICATIONS OF VENDOR

CHT may make such investigations as deemed necessary to determine the ability of the vendor to perform the work, and the vendor shall furnish all information and data for this purpose as CHT Staff may request. CHT reserves the right to reject any proposal if the evidence submitted by, or investigation of, such vendor fails to satisfy CHT that such Vendor is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Conditional proposals will not be accepted.

TIMELINE

February 5, 2020:	RFQ Released
February 14, 2020:	Questions Due at 12pm ET
February 17, 2020:	Responses to Questions Issued by 5pm ET
February 27, 2020:	RFQ Responses Due
March, 2020:	Review and contract award

IV. Non-Collusive Affidavit

NON-COLLUSIVE AFFIDAVIT– To be Returned with Offer

The undersigned as Bidder, hereby declares that the only person(s) interested in this proposal as principals (s) are named herein and that no other person than herein mentioned has interest in this proposal or in the contract to be entered into; that this proposal is made without connection with any other persons, company or parties making a bid or proposal and that it is in all respects fair and in good faith without collusion or fraud.

1. The Bidder further declares it is capable of meeting the requirements of this solicitation at the specified rates included in its bid. The Bidder further declares that they have fully examined the conditions to the solicitation relative hereto the work to be performed and agree to comply with all requirements.
2. The Bidder proposes and agrees, if this bid is accepted, to contract with the Town of Chapel Hill, in the form of contract provided, to perform the required work, in full and complete accordance with the general specifications, and contract documents, to the full and entire satisfaction of the Town of Chapel Hill.
3. The undersigned Bidder hereby agrees that the Town of Chapel Hill reserves the right to reject any and all bids when such rejection is in the best interest to the Town of Chapel Hill. Bids shall be evaluated on a low price technically acceptance basis. Successful bidder(s) will be those that provide the lowest price and conform to the requirements specified herein.

Submitted the _____ day of _____, 2020.

BY:

Firm Name	
Signature of bidder	
Printed name & title	

4B. October Service Scenarios**Action: 1. Receive information and provide staff with feedback.**

Staff Resource: Nick Pittman, Transit Planning Manager
Jeffrey Sullivan, Community Outreach Manager
Brian Litchfield, Director

Background

During the June 23, 2020, Transit Partners Committee Meeting, the Transit Partners agreed to implement the following service plan on August 3, 2020.

- Reduced Weekday Service: A, CM, CW, D, FCX, J, HS, NS, NU, RU, S, U, Senior Shuttle 420, and Demand Response.
- Weekend Service: A, CM, CW, D, J, NS, NU, U and Demand Response (No Safe Ride Routes).

Ridership, especially from park and rides, while down considerably compared to pre-COVID levels, has not decreased drastically with the University going to mainly virtual classes. For safety reasons we continue to use a 10-customer limit for standard buses. Following discussions with our medical advisors, we are testing capacity limits up to 16 customers on standard buses (21 on articulated buses) on the FCX/S and NS routes, due to high mask compliance on these routes – this could be expanded system wide over the next few months. Additionally, due to the hiring freeze implemented by the Town/Transit to help respond to COVID and the State’s removal of all SMAP funding (\$3.2M), we have not filled any full-time operator positions (18 vacant) and did not hold any training classes until this summer.

October and January Potential Service Scenario

Using the same assumptions that were presented during the April 28, 2020 meeting, and with the understanding that the University is undertaking planning efforts to potentially return students to campus and classes in January, staff has developed service scenarios for the Transit Partners consideration. The scenarios also take into consideration our staffing capacity.

Assumptions: As there are no reliable predictions about the course of the duration of this pandemic, our working assumptions include: 1 – plan for the worst and hope for the best, 2 – a vaccine isn’t available until early 2021 and physical distancing, masks, etc. will likely be necessary until that time, 3 – socio-economic damage will likely be significant and while impacts are not yet known the challenges of the Great Recession could provide some insight, 4 – there will be significant pressure to return to reopen communities and restart transit services, 5 – a recovery is likely to be slow and see peaks and valleys.

October – January:

- Continue services implemented in August 2020, along with some minor adjustments to provide improved access where there is currently no service and respond to customer demands:
 - CL Route – Route will be added to service on October 5th. Service will be provided north of US15-501 from Eastowne, Old Oxford Road, and Summerfield Crossing down East Franklin Street (Monday through Friday from 6:30 AM to 9:47 PM). Currently there is no service along this area of US15-501, which includes several multi-family housing complexes.
 - N Route - Route will be added to service on October 3rd. Service will be provided from Estes Park and Meadowmont to/from downtown Chapel Hill (Monday through Friday service will operate from 6:30 AM to 8:29 PM and weekend service will operate from 8:00 AM to 6:59 PM). Currently there is no service in the neighborhood areas served by the route and this will provide access to grocery/retail/service employment and health care facilities in the Meadowmont area.
 - NU Route – Due to reduced demand later in the evening, the route will end earlier Monday through Friday (7:17 PM at the RR Lot) and on weekends (7:27 PM at the RR Lot) starting on October 3rd.
 - S Route – To meet demand from the Friday Center and due to no demand from Friday Center South (former Highway 54 Park and Ride Lot) the route will operate from the Friday Center and the Friday Center South lot will be closed until further notice starting on September 21st.

Possible scenarios for January:

- **Scenario A:** Continue August 2020 service plan, along with October adjustments. This scenario will allow for capacity limits due to safety concerns and includes additional trippers on high-frequency routes.
 - Reduced Weekday Service: A, CL, CM, CW, D, FCX, J, HS, N, NS, NU, RU, S, U, Senior Shuttle, 420 and Demand Response.
 - Weekend Service: A, CM, CW, D, J, N, NS, NU, U and Demand Response (No Safe Ride Routes).
- **Scenario B:** Implement full service (not possible with physical distancing).
 - Weekday Service: A, B, CCX, CL, CM, CW, D, F, FCX, G, HS, J, JFX, N, NS, NU, RU, S, T, U, Senior Shuttle and Demand Response.
 - Weekend Service: A, CM, CW, D, J, NS, NU, U and Demand Response.

We will continue to work closely with our University partners as plans are developed for the Spring Semester and provide the Transit Partners with regular updates.

- We will continue to share information with customers and public, including website, social media, Town/Partner communications. Including information on public health guidance.
- We have started posting stop closure signs (attachment) and will continue to post them at the stops that will go out of service on August 3, 2020.
- Maps and Schedules:
 - CL and N schedules are being printed and will arrive soon.
 - We are finalizing training on the CL and N routes for Operators.
 - CL and N schedules and maps will be sent to NextBus for updates, although it may take several weeks for predictions to work due to the new routes. Note that Google maps and other apps may not be updated in October as we do not control the updates for these services.

Recommendation

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

5A. COVID-19 Response Update

Staff Resource: Brian Litchfield, Director
Henry DePietro, Assistant Director
Nick Pittman, Transit Planning Manager
Katy Fontaine, Training Coordinator
Mark Lowry, Transit Safety Officer

Transit staff provided a detailed update on our COVID-19 response at the April 28 and May 26, 2020, Transit Partners Committee Meetings. The following is a summary of some of the additional steps we have taken since that time – noting that our COVID response is ever evolving as we work to keep Team Members and customers as safe as possible. The Transit COVID Response Team continues to meet weekly:

- Henry DePietro – Assistant Director
- Katy Fontaine – Training Coordinator
- Nick Pittman – Transit Planning Manager
- Travis Parker – Interim Operations Manager
- Peter Aube – Maintenance Manager
- Tammy Morales – HRD Partner
- Jeffrey Sullivan – Community Outreach Manager
- Mark Lowry – Safety Officer, Liaison with Town EOC
- Brian Litchfield – Director

We were also one of the first transit systems in North Carolina to join the American Public Transportation Association's (APTA) Health and Safety Commitment Program (attached), further demonstrating our commitment to following the best practices for the safety of Team Members and customers during COVID. We also continue to meet with our regional partners

Our priorities continue to be:

- Protecting the safety and well-being of our team members and customers.
- Operating core routes for essential trips to provide access to services like health care, groceries and providing coverage across the communities we serve for community members who don't have many other options.
- Coordinate with Town Emergency Operations Center and regional partners.

We are making several assumptions:

- We will enforce physical distancing and will only allow 10 customers on a standard bus and 15 customers on an articulated bus at the same time. We are testing expanding this to 16 and 21 customers.
- Face coverings or masks will continue to be strongly recommended.
- Returning to full service will be slow and will continue to happen in phases.

- Funding is limited and our resources continue to be strained.
- Changes will happen requiring consistent and frequent communication with our customers and community.

We continue to follow cleaning/sanitizing and safety protocols consistent with industry best practices, OSHA/CDC and from practices recommended by the European Commission to keep our Operators and customers as safe as possible. Some of our current efforts include:

- Implementing temperature screening protocols for all employees and visitors utilizing infer-red technology.
- Installed additional hand sanitizer devices on all buses (two on each bus).
- Partnered with University and Town of Chapel Hill to increase signage on vehicles and at stops related to face coverings.
- Partnered with Town of Chapel Hill to expand the #SpreadKindnessNotIllness to buses (interior and exterior adds in several languages – Spanish, Mandarin Chinese, Karen, and Burmese).
- Expanded messaging on social media and buses for all customers related to hygiene information.
- Entered into an agreement with a vendor for guaranteed delivery of alcohol wipes through November 2021.
- Placed an order for an additional 28 UV lights systems to expand this effort to 30 buses. We are evaluating options for expanding this through the fleet.
- We are working with a contractor to determine the best approach for installing UV or ionization systems for our facility HVAC systems.
- Installing additional plexiglass throughout high traffic areas such as breakrooms and lounge areas.
- We continue to meet with our regional partners on a regular basis.
- As with most Town facilities, our Operations and Administration building continues to be closed to the public (appointment only following screening protocols). We continue to provide lost and found, EZ rider applications and other customer based services on an appointment basis.

Attachment

- APTA Health and Safety Commitment Program.



APTA HEALTH & SAFETY COMMITMENTS PROGRAM

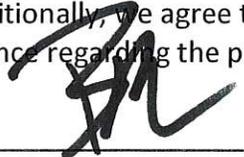
The health and safety of transit passengers and employees is the most important priority for public transportation agencies. The coronavirus pandemic and its impact on our industry have underscored this principle and challenged us to develop innovative solutions. As the work continues to mitigate the spread of COVID-19, our industry will speak with a single voice about its commitment to transit users.

The APTA Health & Safety Commitments Program is designed to help public transit agencies put in place their own, individualized policies and practices that transit users have told us they want and expect. The Program defines four core categories of responsibilities – for every transit agency and for their passengers – making this a true partnership for health and safety.

By agreeing to participate in the Program, my agency pledges to address the following areas:

For Our Agency:	For Our Passengers
Follow policies and practices based on official guidance from public health experts and agencies.	Help riders of diverse ages, needs, and abilities to feel safe by following official guidance from public health experts and agencies, and transit agency rules.
Keep transit vehicles clean, disinfected, and maintained daily using EPA-approved disinfectants and accepted industry practices.	Ask riders to wear face coverings, use hand sanitizer or disinfecting wipes, and minimize touching common surfaces wherever possible.
Communicate timely information about changes in service, and high-density routes and vehicles.	Help riders practice physical distancing with other passengers and operators, and make informed choices based on timely information.
Require transit personnel to use face coverings and PPE, and to take leave at the sign of illness or possible exposure to the coronavirus.	Request that passengers assess their own health before using transit and to avoid transit if ill or possibly exposed to the coronavirus.

Additionally, we agree to stay current with changes to these commitments as guidance and science regarding the pandemic continue to evolve.



 Brian M Litchfield
 Director
 Chapel Hill Transit
 Chapel Hill, North Carolina

5B. North South Corridor Bus Rapid Transit (NSBRT)

Staff Resource: Matt Cecil, Transit Development Manager
Brian Litchfield, Transit Director

Environmental Review – NEPA

- Staff applied for NSBRT’s National Environmental Protection Act (NEPA) Class of Action request on August 13, 2020 and has been in regular communication with Federal Transportation Association (FTA) staff.

Project Evaluation

- Staff did not request the project to be re-evaluated for a Small Starts rating this year as there are several opportunities underway that could influence our rating:
 - Future Land Use Map and Land Use Management Ordinance (LUMO) updates
 - North Chapel Hill Master Plan
 - East Rosemary Redevelopment
 - Orange County Transit Plan
- The project currently has a favorable rating, although there are benefits to achieving the highest score possible. Re-applying each year is not mandatory and not doing so has no negative impact on the project (unless resubmittal is required/requested by FTA).

Financial Update

- NSBRT has been applied to the SPOT 6.0 process, requesting \$35M in state funding (SPOT scores are currently set to be released in May 2021 and this could be further impacted by COVID and NCDOT funding challenges):
 - NSBRT currently has \$14.1M in allocated funds from the Orange County Transit Plan.
 - Project requires \$41M in non-federal funding prior to requesting federal grant funding.
 - NSBRT will be seeking the maximum (\$99M) in Federal funding through the Small Starts Process.

5C. Orange County Transit Plan Update

Prepared by: Brian Litchfield, Transit Director
Nick Pittman, Transit Planning Manager

Background

The Orange County Transit Plan (https://gotriangle.org/sites/default/files/publications/orange-county-transit-plan_170424_app.pdf) was updated in 2017. However, due to the discontinuation of the Durham-Orange Light Rail Transit project, an update to the plan is needed. The plan directs the spending of four dedicated revenue streams:

- Article 43: Half-Cent Sales and Use Tax
- Article 50: Five-Percent Vehicle Rental Tax for Regional Transit Authority
- Article 51: Three-Dollar increase to GoTriangle Regional Vehicle Registration Fee
- Article 52: Seven-Dollar County Vehicle Registration Fee

The revenue sources in the plan were originally expected to generate around \$9.2M in FY19 and \$9.6M in FY20 – GoTriangle is working on new estimates based on recent tax receipts (expected to be lower due to COVID).

In November 2019 the Board of Orange County Commissioners approved a planning framework to update the Transit Plan and a Request for Qualifications (RFQ) was issued in December 2019 to select a firm(s) to conduct the update. The updated Plan will include transit investments through 2040. The Plan update will be led by a Policy Committee with representatives from the County and each municipality:

- Barbara Foushee, Town of Carrboro Council Member
- Pam Hemminger, Town of Chapel Hill Mayor
- Mark Bell, Town of Hillsborough Council Member
- Patty Philipps, City of Mebane Council Member
- Mark Marcoplos, Orange County Commissioner
- Sally Greene, Orange County Commissioner

The current Policy Committee has met three (3) times, the agenda and some of the minutes are available at the following link: <https://octransit2020.com/learn-more/policy-steering-committee/>. The County has announced that the first public engagement efforts for the plan will move forward and will include a public survey (<https://www.surveymonkey.com/r/OCTransit>) and a virtual transit summit on October 1st from 5-8pm (<https://octransit2020.com/event/fall-transit-summit/>). The details provided by County staff are included in the attachment.

Attachment

- Orange County Staff Memo on Transit Plan Update

PLANNING & INSPECTIONS DEPARTMENT

Craig N. Benedict, AICP, Director

**Comprehensive Planning
(919) 245-2575
(919) 644-3002 (FAX)
www.orangecountync.gov**



**131 W. Margaret Lane
Suite 201
P. O. Box 8181
Hillsborough, NC 27278**

MEMORANDUM

TO: Board of County Commissioners
FROM: Tom Ten Eyck, Transportation/Land Use Planner
CC: Craig Benedict, Orange County Planning Director
Tom Altieri, Comprehensive Planning Supervisor
DATE: August 27, 2020
SUBJECT: Orange County Transit Plan – Transit Summit #1

This memo is an announcement that Orange County Planning, with the help of the consulting group, Renaissance Planning, Inc., will be hosting an on-line Transit Summit on Thursday, October 1st, 2020 from 5:00 PM – 8:00 PM. This is one of the key public outreach activities to engage various stakeholder groups as well as the public at large with the 2020 Transit Plan Update, and participation information is available on the project website (www.octransit2020.com) as well as the County website.

In January 2020, Orange County Planning Staff began work with Renaissance in defining the scope and deliverables of the consulting work. Over the past several months, planning staff and the consulting team have met to discuss key project deliverables, the creation of a project website and the public participation plans; the team has also hosted meetings for the Policy Steering Committee—a multi-jurisdictional stakeholder group that informs the goals of the overall plan update—as well as for the multi-agency staff work group from within the region. With COVID-19 at the forefront of County operations, safety considerations have led the discussion since meetings began in late February, and the first Transit Summit will be held using the Zoom platform.

In preparation for the first Transit Summit, planning staff and the consulting team are creating and administering a survey to residents of Orange County to receive feedback on what type of services are most desirable to County Residents. The consulting team brings with them expertise in reaching out to diverse stakeholder groups to ensure that minority and historically-marginalized groups within the community are included in the survey and planning process, and multi-lingual phone lines are being established to receive survey feedback as well as to gather comments throughout the entire update. The team is also working with various County departments, including Transportation Services and Community Relations, to be able to do onboard advertising and survey drops in order to reach out to as many different public and stakeholder groups as possible before the first Transit Summit. Advertising will take place on the Orange County website and Orange County social media, and municipal colleagues have been invited to promote on their media channels. Anyone who is interested in the update process is directed to the project website, which includes an FAQ page, a project history page with ongoing updates, a section for how to get involved, and a sign-up to receive emails reminders for key events.

The entire update is an iterative process that will be revised and informed by meetings and feedback from county residents; findings from the first Transit Summit will help inform the

Regional Connections Opportunity Report, the Transit Choices Brochure, the project website as well as the focus for the second Transit Summit, which is scheduled to take place in early January 2021. All of this will, ultimately, inform the final plan.

If you have any questions regarding the information contained herein, please contact Craig Benedict at 919-245-2592 (email: cbenedict@orangecountync.gov), Tom Ten Eyck at 919.245.2567 (email: tteneck@orangecountync.gov) or Tom Altieri at 919.245.2579 (email: taltieri@orangecountync.gov).

5D. Legislative Update

Staff Resource: Brian Litchfield, Transit Director

State Update

- We joined several urban systems and stakeholders including North Carolina Public Transit Association (NCPTA), AARP and others in requesting that the Legislature restore some funding to the State Maintenance Assistance Program (SMAP) funding for urban transit systems and Rural Operating Assistance Program (ROAP) when they met during September. While this effort received some support, the Legislature had a number of other issues it was working to address and this was not taken up in September.
- We will continue to work with NCPTA, Metro Mayors and other stakeholders to try to address this challenge when the Legislature returns in January.
- We are also working with NCPTA to develop additional State legislative priorities

Federal Update

- Chapel Hill Transit is helping lead a statewide virtual fly-in with federal legislators and staff members this week. The focus will be on reauthorization and COVID relief funding needs.

Reauthorization

What's Happened: The *FAST Act* (current federal surface transportation law) expires at the end of September. In June, the House Transportation and Infrastructure Committee introduced and marked up the *INVEST Act*, which passed the full House on July 1. It was then rolled into a larger package of bills known now as the *Moving Forward Act* (HR 2). On the Senate side, the Environment and Public Works Committee unanimously passed the highway title of *FAST Act* reauthorization on July 30, 2019. The Senate Banking Committee (which is responsible for the transit title) is currently actively working on its portion of reauthorization with CTAA engaged with both members and committee staff. Finally, there have been extensive rumors about the Trump Administration unveiling its own reauthorization legislation (something previous administrations have done, for example President Obama's Grow America plan). To-date, nothing has been released.

What it Means: It's an election year, so likely, what's in store is a continuation of the *FAST Act* (at currently appropriations levels) through the seating of the new Congress in January 2021.

What's Next: Potentially, we could see the Senate *FAST Act* reauthorization bill as early as September. But after mid-to-late September, we expect little Congressional action until after the November elections.

FY 2021 Appropriations

What's Happened: In July, the House Transportation, Housing and Urban Development Appropriations Subcommittee proposed a significant increase in transit investment. House leadership has included this THUD Appropriations in a six-bill minibus along with Defense, Commerce, Energy, Financial Services and Labor HHS known as HR 7617, which passed by a 217-97 vote. The Senate Appropriations Committee has yet to take this up.

What it Means: The House bill is a great first step, particularly its emphasis on additional Section 5339 Bus and Bus Facilities investment and the increases in formula funding. Further, the House bill calls for FY'21 formula funding to be at up to 100 percent federal, which will relieve local share pressure brought on by the pandemic.

What's Next: Right now, it looks like the House will have its transportation spending bill passed well in advance of beginning of the federal fiscal year on Oct. 1. The House and Senate calendars won't make getting FY '21 appropriations any easier as both call for recesses for much of August and October. That will make for a compressed schedule in September to get these appropriations bills finalized.

COVID-19 Relief Funding

What's Happened: Following up on the *CARES Act* ([which provided \\$25 billion to 5307 and 5311 operators](#)), the House passed the [HEROES Act in June](#). From the transit perspective, *HEROES* calls for an additional \$16 billion to be dedicated to public transit, with nearly \$12 billion of that going directly to the nation's 14 largest transit operators (UZAs greater than 3 million population) while the remaining \$4 billion is set aside for competitive emergency relief grants through FTA. The House approach differs greatly from the *CARES Act*. The Senate has brought forward its *HEALS Act*, which currently offers no additional relief funding for public transit.

What it Means: The nation's largest metropolitan areas, with the New York City region squarely in the lead, are running through their *CARES Act* funding allocations quickly and are loudly advocating for additional COVID-19 relief funding. How long *CARES Act* funding lasts depends greatly on an agency's size, as well as its dependence on farebox recovery, state and local tax investments and a number of other factors. An APTA report has shown the almost 92% of *CARES* funding has been obligated. APTA and industry peers are asking for \$32 billion in emergency relief funding for transit.

What's Next: This next supplemental appropriations bill is likely to be the last prior to the election so whatever emerges from the House-Senate negotiations will be critical to transit operators. It's hard to predict the outcome when the two bills (*HEROES* and *HEALS*) starting the process are so significantly different.

5E. Project Updates

Staff Resource: Tim Schwarzauer, Grants Compliance Manager
Matt Cecil, Transit Development Manager

Solar Real Time Signs: Chapel Hill Transit received a grant award to purchase and install solar powered realtime bus information signs (picture below) at 25 existing stops.



Staff has identified the first 22 stops for the signs to be installed and are working with the contractor to install heavy duty poles in advance of sign installation. We hope that most of the signs will be installed and running by the end of October.

- Martin Luther King Jr. Blvd at Chapel View
- Jones Ferry Road at Collins Crossing
- Martin Luther King Jr. Blvd. at Airport Gardens Apartments
- NC 54E at Carrboro Plaza (ABC Store)
- NC 54E at Westbrook
- NC 54E at Kingswood
- Seymour Center at Homestead Road
- Merritt Mill Road at Manley Estates
- Smith Level Road at BPW Club
- Weaver Street at Carrboro Century Center
- BPW Club at the Villages
- Caldwell Street at the Housing Authority
- East Franklin Street at the Planetarium
- East Franklin Street at Elliott Road
- East Franklin Street at Franklin Woods
- East Main Street at the Arts Center
- Martin Luther King Jr. Blvd. at Stateside Drive
- Martin Luther King Jr. Blvd. at Westminster
- NC 54 East at Dominion Ramsgate

- Pritchard Avenue at Longview Street
- Rock Haven Road at Rock Creek
- University Mall

Bus Stop Assessments: the following stops are currently under surveying and review/design (funded through Orange County Transit Plan and Grant Funds). We have received the first design packet and it is being reviewed by Town and University staff:

- Martin Luther King Jr. Blvd at Longview Drive
- Martin Luther King Jr Blvd at Barclay Drive
- Cameron Avenue at Swain Hall
- Pittsboro Street at University Place
- Manning Drive at Hinton James
- E. Franklin Street at Varsity Theater
- Umstead Road at Bolinwoods
- W. Franklin Street at Chapel Hill News
- Raleigh Street at Lewis Hall
- Estes at 15/501
- Hwy 54 Bypass at ABC Store
- 15-501 at Bennett

Staff and Town of Carrboro have been working together to transition the shelters at stops in Carrboro into Transit's bus shelter program. Ramey Kemp and Associates is working to complete surveying and review/design at the following stops:

- Carrboro Plaza Park and Ride
- Jones Ferry Park and Ride
- Old Fayetteville Road at Poplar Place Apartments
- Culbreth Road at Covenant Place
- NC 54 East at Canterbury
- NC54 East at Westbrook
- NC54 East at Dominion Ramsgate
- W. Main Street at Town Hall
- W. Main Street at Simpson Street
- N. Greensboro Street at Sue Ann Court
- Carrboro High School

Transit Parking Lot Project: The Chapel Hill Transit/Town awarded a contract to L & L Concrete to complete this work. We hosted a pre-construction meeting outside at the construction site on September 10th. Work is expected to begin as soon as the electrical utilities have been relocated.

Solar Canopy Assessment: Staff will release our Request for Qualifications for an environmental/affordability impact study for the construction of solar panels at the Transit facility and Park and Ride Lots in October. This review will, among other things, review the energy returned on energy invested, review environmental impacts, cost and payback schedules, regulatory hurdles and the legal possibility of public and private partnerships to install a solar power canopy at the Transit facility.

5339b Grant for Buses and Bus Facilities: Chapel Hill Transit was awarded \$5,600,000 from this competitive grant program for the purchase of up to six 40' electric buses and two 60' electric buses plus charging infrastructure. The Town was one of three recipients in North Carolina, with Asheville and Fayetteville receiving \$1,000,000.00 and \$1,734,000.00 respectively.

VW Settlement Money: Chapel Hill Transit was awarded \$485,000.00 from the North Carolina Department of Environmental Quality's competitive bid process for North Carolina's share of VW Settlement money. Only \$6.1 million was made available to transit projects and was divided among rural, suburban, and urban recipients. Chapel Hill Transit was one of three suburban recipients. The \$485,000 awarded is meant to cover the cost difference between a diesel and an electric 40' bus and offset some of the cost of a charging station. Staff is working with NCDOT to submit a request to NCDEQ to increase funding to transit projects in future rounds (several states are committing more than 50% of their VW funding to transit, while NC is currently around 21%).

CMAQ for New Night and Weekend Service: Chapel Hill Transit was awarded \$641,930.00 from the State Department of Transportation's competitive funding allocation of Congestion Mitigation and Air Quality funding to reduce the cost of new and improved service, which began in August. These funds are intended to reduce the cost of operating our newly implemented Sunday service for Chapel Hill Transit on A, CM, CW, D and NS routes. This funding will help reduce the impact of the loss of SMAP funding for the current year.

6A. Operations

Staff Resource: Peter Aube, Maintenance Manager
Joe McMiller, Assistant Operations Manager – Fixed Route
Tim Thorpe, Assistant Operations Manager – Fixed Route
Mark Lowry, Occupational Health and Safety Officer
Mark Rodgers, Interim Assistant Operations Manager - Demand Response
Katy Fontaine, Training Coordinator

Tim Thorpe and Joe McMiller - Fixed Route Division

- August 3rd – Chapel Hill Transit Implemented its Short Range Transit Plan, increasing Sunday Service for the first time in 40 years
- August 4th – Safely provided service during the remnants of Hurricane Isaias
- August 10th – Fill-In Supervisor Stacey Lassiter was promoted to Full Time Supervisor, following an intensive internal recruitment and assessment
- August 13th – Chapel Hill Transit recognized Years of Service/Anniversaries of Operators Larry Benton(10yrs), Thomas Dodson, Rinaldo Marsh, Reggie Mebane, Barry Raines, Kaila Vick, Patricia White (5yrs), Tierra Boone, Jonathan Brown, Scott Gilliam, Greg Guthrie, Rita Holliday, Michael Lee, Nona Mason, Charlene Morgan, Jeffrey Owensby, Matthew Rahimzadeh (1yr)
- August 14th – Chapel Hill Transit unveiled bus 1302 to celebrate Lantinx pride
- Actively recruiting to fill the operator shortages. Three new hires began Sept. 8th
- 3 Trainees finishing next week.
- 4 Supervisors in the Fill-in program.
- End of the Summer Cookout – Oct. 2nd

Mark Rodgers - Demand Response**EZRAC Initiatives**

- a. **Service Hours:** As many may have heard, the State announced Tuesday that it will move into phase 2.5 Friday evening. While it is good to hear that the State is making adjustments, we are not planning any immediate changes to our services or safety protocols based on this announcement.
- b. **CHT Safety Initiatives:** CHT continues to have all the same safety precautions and protocols in place with the addition of one new one.
- c. **New Uniforms:** New uniforms have arrived. New colors for operators are blue shirts and gray shirts. Supervisors are: Tan shirts and Green shirts.
- d. **August: total trips-2421, cancelations: 931, No-shows-85**

Katy Fontaine – Training

1. Training Classes

- a. June 8th: One (1) trainee in Fixed Route BTW Training
- b. July 6th: One (1) trainee in Fixed Route BTW Training
- c. August 3rd: One (1) trainee in Fixed Route BTW Training
- d. August 17th: One (1) trainee in Demand Response BTW Training
- e. September 8th: Three (3) trainees in Demand Response Skills Training
- f. Next Classes
 - i. September 21st
 - ii. October 5th
 - iii. October 19th

2. Projects

- a. Updated Operator Procedure Handbook
- b. Certified & promoted 16 Operator Trainers for a total of 20 Operator Trainers total
- c. Transit Training Solutions Audit

Mark Lowry - Safety

<u>DIVISION</u>	Aug-20	Aug-19	Year to Date
<u>FIXED ROUTE</u>			
Preventable	1	0	8
Non Preventable	4	1	11
<u>DEMAND RESPONSE</u>			
Preventable	0	1	0
Non Preventable	0	1	0
<u>MAINTENANCE</u>			
Preventable	0	0	0
Non Preventable	0	0	0
		TOTAL YTD	19

Peter Aube - Maintenance

July Maintenance Report

- Demand response ran 19,520 miles in June
- Non-revenue vehicles ran 19,576 miles in June
- Fixed route ran 106,470 miles in June.
- Maintenance performed 45 Preventive Maintenance Inspections in June (100% on-time).
- Maintenance performed 5 road calls in June, (21,294) miles between road calls for fixed route.
- Maintenance performed 0 road calls in June, (329,023) miles between road calls for demand response.
- Maintenance continued twice daily deep cleaning (disinfecting) on all buses and LTV's in use and twice daily common area deep cleaning with CDC approved disinfectant.
- Maintenance finished fabricating drivers barriers and mask holders for all 40 foot buses and LTVs
- Maintenance completed year-end inventory with the help from volunteer administrative staff

August Maintenance Report

- Demand response ran 20,577 miles in July
- Non-revenue vehicles ran 18,986 miles in July
- Fixed route ran 116,506 miles in July.
- Maintenance performed 56 Preventive Maintenance Inspections in July (100% on-time).
- Maintenance performed 11 road calls in July, (10,591) miles between road calls for fixed route.
- Maintenance performed 1 road calls in July, (329,023) miles between road calls for demand response.
- Maintenance continued twice daily deep cleaning (disinfecting) on all buses and LTV's in use and twice daily common area deep cleaning with CDC approved disinfectant.
- Maintenance installed 5 Seon beta bus surveillance systems at zero cost to Chapel hill Transit (replacing outdated unreliable systems with new wireless download feature)

September Maintenance Report

- Demand response ran 25,605 miles in August
- Non-revenue vehicles ran 29,380 miles in August
- Fixed route ran 162,843 miles in August
- Maintenance performed 70 Preventive Maintenance Inspections in August (100% on-time).
- Maintenance performed 10 road calls in August, (16,284) miles between road calls for fixed route.
- Maintenance performed 0 road calls in August, (20,605) miles between road calls for demand response.
- Maintenance continued twice daily deep cleaning (disinfecting) on all buses and LTV's in use and twice daily common area deep cleaning with CDC approved disinfectant.

Communications and Community Outreach Report

Transit Partners Meeting
September 22, 2020

Marketing – New Sunday Service

- Goals:
 - Increase awareness about new Sunday service
 - Increase usage of Sunday service
- Target Audience:
 - Multi-family housing units in Chapel Hill and Carrboro
 - Permanent residents, employees
- Tactics
 - Poster/Flyer series, in-neighborhood yard signs (checking ordinances)
- Actions
 - Contact target housing neighborhoods to find additional contact methods
 - Design marketing materials



Public Communication – Service Changes

- Sent service alerts/news releases about service changes
- Designed and printed door hangers to be placed on buses
- Coordinated with community partners to get word out
- Updated website, removed out-of-date information until it could be corrected.
- Added signage to all stop not running due to COVID-19 reductions in service



Public Communication – COVID-19

- Continued to communicate about measures used to limit spread of COVID-19
- Printed additional signage for bus seats
- Supplemented UNC's yard signs, posting signs by bus stops off campus
- Worked with the town communication staff to place social distancing interior and exterior ads





Difunda amabilidad, no enfermedad

townofchapelhill.org

Recuerde las iniciales PEL:
PÓNGASE UNA CUBIERTA PARA LA CARA • ESPERE A 6 PIES DE DISTANCIA • LÁVESE LAS MANOS

传播善意，而不是疾病

townofchapelhill.org

谨记您的三个W
戴面罩 • 洗手 • 在离他人六英尺的距离等待

ရူလီတော်သွန်ဂုးသးဝါ တဘန်ရူလီတော်ဆါဘန်

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သွန်နိန်ထိန်န 3 Ws
ဖျိန်နိန်ကျွန်ဘဏ် • သ့ဂု ၂၀ စးကီး • ဆိန်ခိး စီဂုယံလိာ်သး ၆ ဒိန်ယိ

ရောဂါကိုမဟုတ်ပဲ ကြင်နာမှုကို ပျံ့နှံ့စေပါ

townofchapelhill.org

W သုံးလုံးကို အမှတ်ရပါ
မျက်နှာဖုံး တပ်ဆင်ပါ • လက်ဆေးပါ • ၆ ပေ အကွာကနေ စောင့်ပါ

SPREAD KINDNESS, NOT ILLNESS

townofchapelhill.org

Remember your 3 Ws:
WEAR A FACE COVERING • WASH HANDS • WAIT 6 FEET APART

Public Communication – Customer Service

- Experienced an increase in customer questions via phone, email and the webform
- Developed a sheet of common responses and began tracking common question themes
- Began tracking requests for service, based on service reductions



Internal Engagement: Workplace Anniversaries

- We celebrated employees who have hit milestone years with a physically distant luncheon with the director

25 YEARS

John Keily (MT)

15 YEARS

Marvin McGhee (DR)

10 YEARS

Larry Benton (FR)

5 YEARS

Thomas Dodson (FR)

Robbie Eubanks (MT)

Justin Graves (DR)

Tommy Hawkins (MT)

Rinaldo Marsh (FR)

Reggie Mebane (FR)

Barry Raines (FR)

Kaila Vick (FR)

Patricia White (FR)

1 YEAR

Tierra Boone (FR)

Jonathan Brown (FR)

Chris Dougherty (MT)

Scott Gilliam (FR)

Greg Guthrie (FR)

Rita Holliday (FR)

Henry Jaramillo (MT)

Wesley Keeler (MT)

Michael Lee (FR)

Nona Mason (FR)

Charlene Morgan (FR)

Jeffrey Owensby (FR)

Matthew Rahimzadeh (FR)

Kierra Robinson (DR)



Internal Engagement: Employee Appreciation

- Summer Cookout
- Ice Cream Event
- Transit T-Shirts
- Transit Emergency Response Team Shirts



6C. Director

Staff Resource: Brian Litchfield, Transit Director

- The Director's Report will be provided at the meeting on September 22, 2020.



CHAPEL HILL TRANSIT
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**CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE
 FUTURE MEETING ITEMS
 SEPTEMBER 22, 2020**

October 27, 2020		<u>Key Meetings/Dates</u>
Action Items	Informational Items	
	January Service Plan NSBRT COVID Response Orange County Transit Plan	MPO Board Meeting-October 4, 2020, 9-11AM Committee Room, Durham City Hall MPO Technical Committee Meeting October 28, 2020 9-11AM Committee Room, Durham City Hall
November 17, 2020		MPO Technical Committee Meeting- September 23, 2020, 9-11AM Committee Room, Durham City Hall
Action Items	Informational Items	APTA – Critical Conversations for the year ahead-TRANScend-a virtual event – October 21-22, 2020.
	NSBRT COIVD Response Orange County Transit Plan	
December, 2020 No Meeting		
Actions Items	Informational Items	