

RE: TCAB - Petition to Discuss Service Adjustments

Brian Litchfield <blitchfield@townofchapelhill.org>

Tue 10/12/2021 12:22 PM

To: Joshua Mayo <jmayo@townofchapelhill.org>

Cc: Bergen Watterson <bwatterson@townofchapelhill.org>

Josh - I would be happy to be part of the conversation and I appreciate the TCAB's interest in Chapel Hill Transit services. I understand that every service change we make has an impact on customers and take any change very seriously – especially as a regular Chapel Hill Transit customer myself. Prior to the October 26th meeting, here is some information that TCAB may find helpful.

Chapel Hill Transit has struggled to provide the transit service we planned for this fall due to Operator shortages (experienced throughout the Triangle and Country by transit systems, school bus systems, trucking companies, etc.) and we have tried to be as transparent and open as possible about these challenges with our funding partners, customers and Team Members. Following discussions and approval by the Chapel Hill Transit Partners Committee, we announced some temporary service reductions in September

(<https://www.townofchapelhill.org/Home/Components/News/News/17335/1209> & <https://www.townofchapelhill.org/Home/Components/News/News/17315/1209>).

In regards to the University, we coordinate transit service planning and communications through UNC Transportation and Parking and their Advisory Committee on Transportation and Parking (ACT) that includes representatives from faculty, staff, students, UNC Hospitals, etc. (<https://move.unc.edu/about/act/>) and Parking and Transportation for UNC Hospitals. Both departments coordinate input and communications about transit service, directly with service providers including Chapel Hill Transit.

In addition to the press releases above and both Parking and Transportation departments sending out direct communications to the Campus and Hospital about the September service changes, we also used the following:

- Signs/schedules at bus stops
- Signs on buses
- Electronic announcements on buses
- Announcements on NextBus
- Social Media
- Radio, Television and newspaper interviews, including WXYC and Daily Tar Heel
- Town of Chapel Hill and Town of Carrboro email alerts and weekly updates
- Regional Call Center
- Chapel Hill Transit, Town of Chapel Hill, Town of Carrboro and University websites

We're always looking for ways to improve communication around service changes/needs and are open to any suggestions. I hope this information is helpful.

Best regards,

Brian M Litchfield
Director
Chapel Hill Transit

From: Joshua Mayo <jmayo@townofchapelhill.org>
Sent: Tuesday, October 12, 2021 9:46 AM
To: Brian Litchfield <blitchfield@townofchapelhill.org>
Cc: Bergen Watterson <bwatterson@townofchapelhill.org>
Subject: TCAB - Petition to Discuss Service Adjustments

Hi Brian,

Hope all is well. Wanted to reach out on behalf of the Transportation and Connectivity Advisory Board to ask you to attend the next meeting on October 26th at 7 PM.

TCAB members submitted the following petition to us at their last meeting:

"The Board wants more information from Chapel Hill Transit about changes to service and measures being taken to address the operator shortage. The Board is concerned that the public, and the UNC student body in particular, are not being informed or engaged. The Board requests that Brian Litchfield, director of Chapel Hill Transit, attend the next meeting to receive and address concerns."

Please let me know if you are able to attend, and if there is anyone else from staff who would be there. Appreciate your time, and let me know if you have any questions.

Best,

Josh

Josh Mayo (he/him), Transportation Planner I



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