



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](http://www.townofchapelhill.org/transit)

**CHAPEL HILL TRANSIT PUBLIC TRANSIT COMMITTEE**  
**NOTICE OF COMMITTEE MEETING AND AGENDA**  
**OCTOBER 26, 2021 – 11:00 A.M. to 1:00 P.M. (VIRTUAL MEETING)**  
**CHAPEL HILL TRANSIT – FIRST FLOOR CONFERENCE ROOM**

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8. Next Meeting – November 16, 2021 (11:00 a.m. – 1:00 p.m. at Chapel Hill Transit)	
9. Adjourn	

## MEETING SUMMARY OF A VIRTUAL MEETING OF THE PUBLIC TRANSIT COMMITTEE

**August 31, 2021 at 11:00 AM**

Present: Michael Parker, Chapel Hill Town Council  
Amy Ryan, Chapel Hill Town Council  
Randee Haven-O'Donnell, Carrboro Town Council  
Cheryl Stout, UNC Transportation & Parking  
Cha'ssem Anderson, UNC Associate Director of Transportation Planning  
Hongbin Gu, Chapel Hill Town Council  
Damon Seils, Carrboro Town Council  
Zachary Hallock, Carrboro Transportation Planner

Absent: Anne-Marie Vanaman, Town of Carrboro Management Specialist

Staff present: Brian Litchfield, Transit Director, Rick Shreve, Budget Manager, Nick Pittman, Transit Planning Manager, Matt Cecil, Transit Development Manager, Jeffrey Sullivan, Community Outreach Manager, Josh Mayo, Transportation Planner Town of Chapel Hill, Bergen Watterson, Town of Chapel Hill Transportation Planning Manager, Loryn Clark, Deputy Town Manager for Chapel Hill, Richard White, Town Manager of Carrboro, Kathryn McMillan, Transit Procurement Specialist, Tim Schwarzauser

Guests: Nikki Abija, UNC Student Council, Fred Lampe, Jeff Watson, Meg Scully, Molly De Marco, Rayna Tyson, Tina Moon

1. The Meeting Summary of May 25, 2021 was received and approved.
2. **Employee Recognition**
3. **Consent Items**
  - A. August Financial Report– Provided for Partners information. Discussion about hiring and possible retention bonuses. We will have to discuss further after seeing how the rest of this year goes in terms of employment and hiring.
4. **Discussion Items**
  - A. August Service Update and Potential Service Scenarios – Provided for Partners information. Other discussion will be needed for transportation options for employees at the hospital to get back to park and ride lots after 8pm. The earliest we could implement a new service plan would be September 13<sup>th</sup> but more likely September 20<sup>th</sup>. UNC would like to meet with Transit team within the next few days to discuss further plans. We are still planning to operate Tar Heel Express.

**5. Information Items**

- A. North South Corridor Bus Rapid Transit (BRT) Project Update - Provided for Partners information.
- B. Real-Time System Replacement Project – Provided for Partners information.
- C. Project Updates – Provided for Partners information.

**6. Departmental Monthly Reports**

- A. Operations Report - Provided for the Partners information.
- B. Community Outreach – Provided for the Partners information.
- C. Director’s Report – Provided for the Partners information.
- D. Community Outreach – Provided for the Partners information.

**7. Future Meeting Items**

- 8. **Next Meeting** – September 28, 2021 (11:00 a.m. – 1:00 p.m. at Chapel Hill Transit)
- 9. Adjourn

The Partners set a next meeting date for September 28, 2021
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**3A. October Financial Report**

Prepared by: Rick Shreve, Senior Management Analyst

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**September 2021**

- Expenses for the month of September were \$1,651,024. Along with the encumbrances, which are heavily weighted towards the beginning of the fiscal year, approximately 35.61% 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 FY20-21. 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 FY20-21 audited figures once we have final numbers; this will likely be available for the January Partners' meeting.

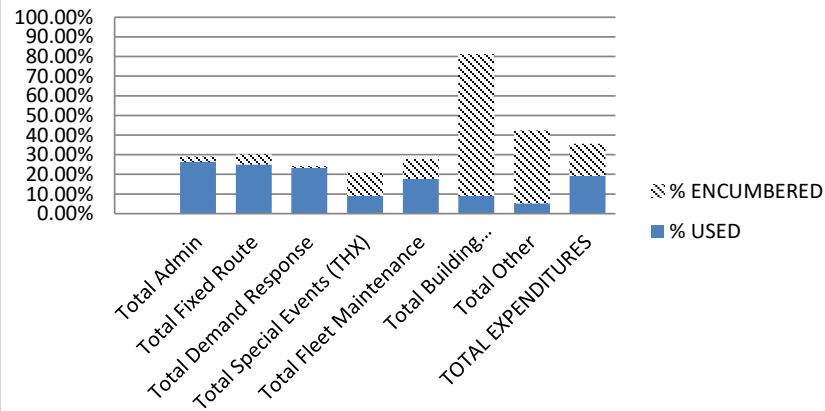
***Highlights***

- This aggregation of expenses and encumbrances for the first 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.

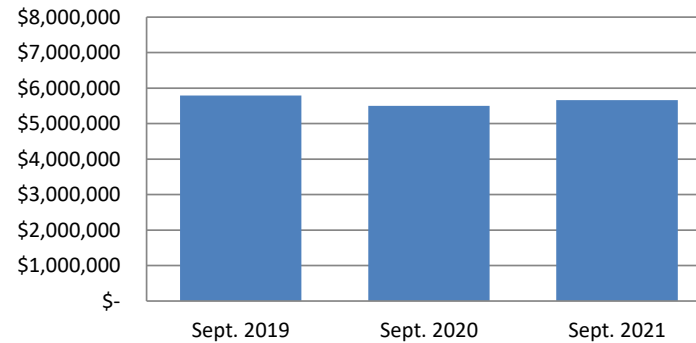
### Transit 640 Fund Budget to Actual at end of September 2021

	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL MONTH EXPENSES	ACTUAL YTD EXPENSES	CURRENT ENCUMBRANCES	BALANCE AVAILABLE	% USED OR ENCUMBERED Sept. = 25.00%
Total Admin	1,904,787	1,908,787	131,884	502,134	53,821	1,352,832	29.13%
Total Fixed Route	12,798,403	12,879,220	865,508	3,229,590	659,366	8,990,264	30.20%
Total Demand Response	2,472,428	2,468,428	145,224	572,970	25,804	1,869,653	24.26%
Total Special Events (THX)	309,653	309,653	27,970	27,970	36,890	244,793	20.95%
Total Fleet Maintenance	4,951,906	4,847,865	275,860	856,998	489,583	3,501,284	27.78%
Total Building Maintenance	893,409	2,696,614	108,384	241,764	1,951,707	503,143	81.34%
Total Other	2,969,460	4,397,180	96,195	230,218	1,629,867	2,537,094	42.30%
<b>TOTAL EXPENDITURES</b>	<b>\$ 26,300,046</b>	<b>\$ 29,507,747</b>	<b>\$ 1,651,024</b>	<b>\$ 5,661,645</b>	<b>\$ 4,847,039</b>	<b>\$ 18,999,064</b>	<b>35.61%</b>

#### CHT September 2021 YTD Expenses as % of Budget



#### CHT Total YTD Expenses - Previous Years Comparison



## 4A. Compensation Options to Support Recruitment and Retention of Transit Team Members

## 1. Receive presentation and provide staff with feedback.

Prepared by: Brian Litchfield, Director  
Henry DePietro, Assistant Director – Operations  
Rick Shreve, Senior Management Analyst  
Nick Pittman, Planning Manager

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**Background**

As we have discussed many times over the last 18-months, Transit is facing a critical shortage of Bus Operators and applicants for front line positions (Operations and Maintenance). This is reflective of the national and regional trends for bus (school and transit) drivers, truck drivers, and many other industries with front line positions and we don't believe the instability in the labor market will change in the near future. While we saw some signs of this prior to COVID, the pandemic has impacted the labor market and wages in several ways and economic growth continues to provide a wide-range of jobs, including those with flexibility, ability to work remotely and generally at higher rates than those offered by local governments and similar agencies. As some reports have indicated the "U.S. does not have a pure labor shortage so much as it has a shortage of workers willing to accept the working conditions that today's economy often demands." Prior to the pandemic, Chapel Hill Transit would average between 400-500 applicants (with little to no advertising) for Transit Operators in a year, over the last 10 months we have received around 100 applicants (with aggressive advertising). Our current trends show that we are offering around 1 in 2 applicants, that 1 in 20 applicants turn into a new Team Member. While this has had the most visible impacts on front-line positions, we are also starting to see impacts to technical and professional level staff – especially as Transit systems and communities within the region and state move forward with investments in capital projects and planning efforts funded through County Transit Plans and other efforts.

Due to our staffing shortage we have already taken steps to reduce services, which has caused immediate and negative impacts to our customers, especially our most vulnerable customers, ***and could have longer-term financial impacts on our state/federal grants and Funding Partner contributions.*** Even with the service reductions, our trainers, supervisors and managers are all driving buses on a regular basis, along with Operators working overtime, in addition to their standard job responsibilities to try to meet our scheduled service levels.

The labor market for Operators and Mechanics continues to be unstable and requires an immediate change in our compensation and retention strategy. While we have made some salary adjustments in past two years to try and be more competitive, our rates have not kept up with the market for public sector Operators and Mechanics and lags well behind most private sector opportunities in pay and

flexibility (for example our starting wages from 2001-2019 only grew from \$11/hr to \$13.70/hr and currently sits at \$16 for non-CDL and \$16.80 with CDL).

Most systems in the region are currently starting Operators in the \$18.50-20/hr (not including hazard or retention pay) range and we need to make adjustments that allow us to be competitive in this range and not lose experienced Operators who could easily jump to another system and be at \$24-27 within a couple years' time – personally I also think wages in the \$18.50-\$20/hr range are just starting to reflect the skill and risk required to be Transit Operators and is more reflective of the professionalism and responsibility we expect and require from these positions. While we currently offer a Living Wage, we know that wage does not make it possible for Team Members to live in Chapel Hill/Carrboro, and is not attractive to those that may choose to commute to Chapel Hill for Bus Operator and Mechanic positions.

### **Options**

Transit staff explored a number of compensation scenarios, including monthly bonuses, substantial signing bonuses and other incentives. Based on what we are seeing in the market, we would like to share two (2) options to provide a sense of scale and what we think could be possible. We have also recommended these two options to the Town Manager for consideration:

Option 1: In this scenario we estimated what it would cost to consider matching Cary's \$20/hr starting rate for Operators and moving up existing Operators and Supervisors in similar increments to avoid internal compression. We estimate this cost to be around \$1.3M per year (including FICA and Retirement). This would also require increases for Maintenance and some Admin staff to be viable for the Department, leading to an annual cost over \$1.5M, without including any signing or recruitment incentives.

Option 2: In this scenario we assumed a 7% hazard pay increase for all Operations and Maintenance Team Members that would be included as part of standard salaries starting with the remainder of this Fiscal Year, as a way to increase starting rates and help with recruitment, while also helping with retention of existing Team Members. This scenario would cost around \$1.6M over FY22 and FY23, allow us to phase in increases (make other adjustments along the way if needed) and move our starting rate for CDL holders to \$17.50 in FY22 and at least \$18.02 in FY23:

1. COVID/Hazard Pay – recognizes risk Team Members are taking and the skill required to operate/fix buses, helps with compression, helps with starting pay challenges and starts us on a path toward professional compensation that is more consistent with that of systems in the region. Estimate for FY22 is \$400,00 – assuming a December 2021 start time. Estimate for FY23 is \$650,00.

- Increase base pay by 7% until July 2023 using ARPA/fund balance for Operations and Maintenance Team Members (Front Line to Managers).
    - Partners would need to cover increase by July of 2023 (FY24 budget) and may start phasing that into budget in FY23.
    - Market increases approved by Council/comp study prior to July 2023 would need to be added.
  - Increase starting pay to \$16.50 for non-CDL holders and \$17.50 with CDL – increase covered using ARPA/fund balance (minimum of \$17 and \$18.02 as of July 2022)
    - Partners would need to cover increase by July of 2023 and may start phasing that into budgets/contributions prior to that point.
    - Market increases approved by Council/comp study prior to July 2023 would also be added.
2. Retention Bonus – allow existing Team Members to earn up to three \$500 bonuses as a retention effort and reflect work during COVID and additional work while short on staff. These payments would be made over the rest of FY22, with payments in January, March and June – using ARPA/fund balance (estimate for FY22 is \$300,000 – includes FICA and retirement).
  3. Sign on Bonus for Operators and Maintenance Positions below Supervisor: would help compete for new hires and is consistent with what we are seeing other systems (private and public offer) - using ARPA/fund balance (estimate \$170,000 for FY22 and FY23 – includes FICA and Retirement)
    - \$2,500 for new Team Member (\$1,000 at 6 months and \$1,500 at 1 year = must meet safety and attendance goals)
    - \$1,000 for each Transit Retiree that returns as Program Support (\$500 at 6 months and \$500 at 1 year = must meet safety and attendance goals)
  4. Referral Bonus: encourages existing Team Members to assist with hiring and recruiting - using ARPA/fund balance (estimate \$66,000 for FY22 and FY23 – includes FICA and Retirement)
    - \$1,000 per Team Member for each new Team Member they refer after the new Team Member has worked 6 months (with a cap at \$3,000 per year)
    - All Team Members are eligible for this referral bonus outside of Director, Assistant Director, Training Coordinator, Planning Manager and HRD.

While both options could initially be financed with ARPA/Fund Balance, we believe the 2<sup>nd</sup> option provides us additional flexibility and meets our equity interest – while also being able to offer recruitment and referral bonuses. While there is no certainty, we believe this option would help address the current challenges, while supporting current and future Team Members in the long-term. This of course, requires the Partners to assume the full cost by FY24, and it would likely make sense for them to start phasing in the cost in FY23 (likely requiring an increase to the Chapel Hill tax rate for



transit). We would likely need to use Fund Balance first and then replace that as we are able to draw down grant funds. The COVID/Hazard pay would be funded as all regular salaries during FY24.

We continue to believe it would be helpful for the Town to consider hiring a recruiter to focus on filling and/or assist with filling front line positions – this is often times undertaken by Departments that are not staffed to do this work and by Team Members that are doing this work along with other significant job responsibilities. We have also suggested that the Town consider some additional retention/benefit ideas that could help the Town with its recruitment and retention efforts, including:

- Work 35 hours per week and get paid for 40 hours for non-exempt team members
- Allow overtime for any hours past 8 hours in a day (common in collective bargaining agreements) for non-exempt team members
- Vacation cash out – allow team members to cash out a defined amount of vacation each year (one time election) as long as they have a defined amount of vacation on the books.
- Monthly housing stipend for team members who are at/below an identified annual salary
- Pay differential for evening and weekend shifts
- Day care or child care stipend
- Increase education stipend and/or allow education stipend to be used by spouses/partners/children
- Increase % of employer contribution on health insurance for family/child/spouse plans for fulltime team members
- Increase accrual rate for vacations
- Ability to earn additional time off with performance

### **Work Assignment Adjustments**

Chapel Hill Transit has long been focused on providing the most cost-effective and efficient services possible to our customers, Partners and the communities we serve. This interest, coupled with designing services around customer demand and travel needs, can create some challenging work assignments for many Transit Operations and Maintenance Team Members – including split shifts, late evening shifts, weekend and holiday shifts, non-consecutive days off, overtime for Tar Heel Express and covering open/extra work, etc. While these assignments meet cost and demand interests, they often conflict with work-life interests and other personal interests of Operations and Maintenance Team Members. We understand that split-shifts are not desirable for many Team Members and even prior to the pandemic we were seeing a decrease in interest for overtime work, especially on

weekends (Tar Heel Express and other special events). We have heard similar findings from regional and national peers.

We are considering how we adjust our work assignments (e.g. reducing/eliminating split shifts, providing more weekends or consecutive days off, pay differentials for evening/weekend/holiday work, etc.) to make them more attractive to the current labor force and more supportive of work-life balance interests. These are not likely immediate changes and will require additional staffing and resources. We will discuss this further as part of our future budget planning efforts, however, wanted you to be aware that we believe changes to our work assignment structures will also be necessary.

### **Other Recruiting Efforts**

We continue to work at the regional and state level on efforts that could improve recruitment. We recently had a discussion with Julie White, Deputy Secretary of Multi-Modal Transportation for N.C. Department of Transportation and shared the following suggestions/ideas:

- Have DMV to prioritize appointments for permits/licenses for transit systems.
- Could NCDOT work with partner agencies to share Transit operator career opportunities with CDL holders that may be on unemployment or other similar benefits?
- Allow current CDL holders to renew online and/or make address or other simple changes online.
- Waive the initial application fee (may be a barrier to some).
- Provide free prep classes to help study for the written CDL test (to obtain permit) perhaps through the various Tech schools throughout the state and/or virtual.

We are also working closely with GoDurham and GoTriangle to develop a CDL and basic transit operator training course at Durham Tech. Along with attending job fairs, advertising in papers, using social media, we are also using ads on buses (attached) and in buses and sharing postings with community partners.

### **Recommendation**

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

## 5A. Electric Buses Update

Staff Resource: Henry DePietro, Assistant Director – Operations  
Peter Aube, Maintenance Manager  
Brian Litchfield, Director

**Overview**

We have taken delivery of three (3) 40-foot Battery Electric Gillig buses and have started post-delivery inspections. We are working to schedule the bus wraps and will begin training and testing in November, including training for public safety/EMS partners. We are developing a schedule for unveiling the buses (following Thanksgiving and in coordination with Congressman Price's Office).

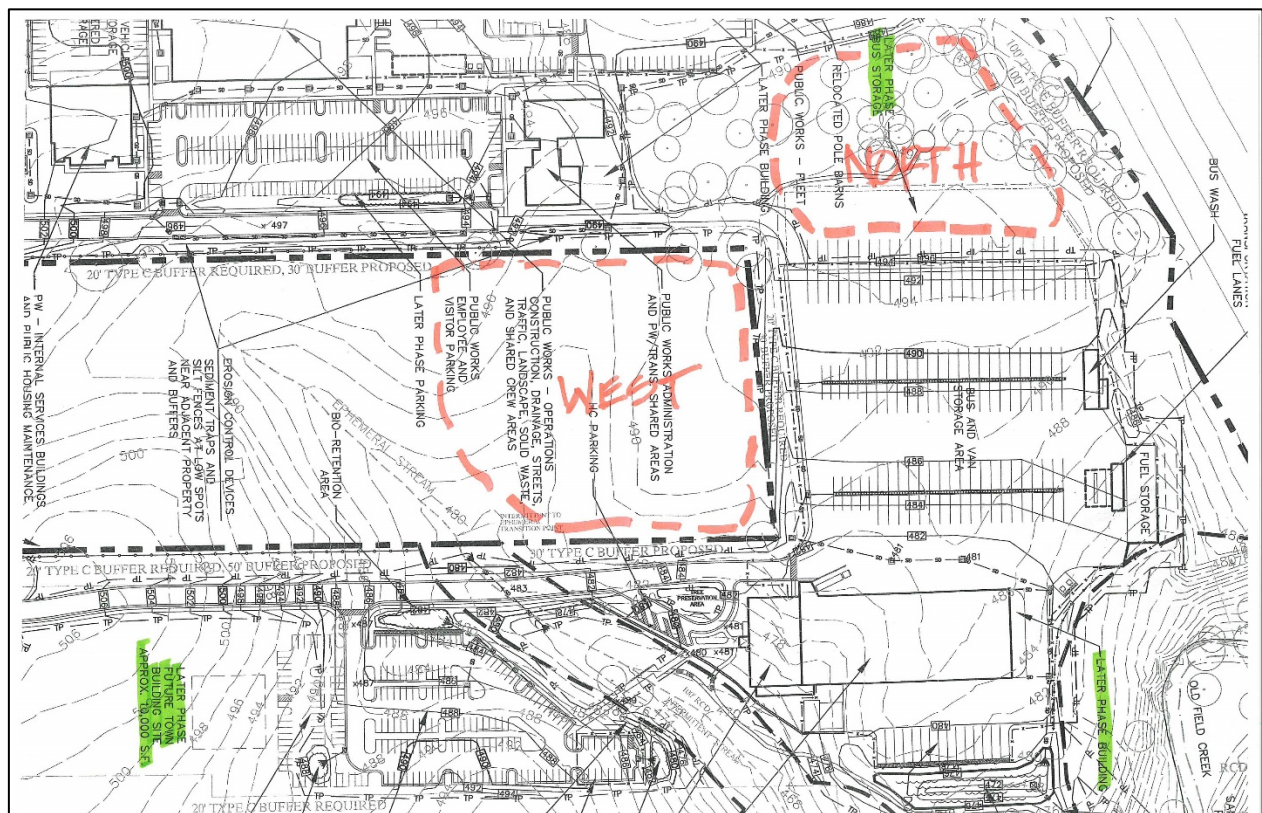


Work on the supporting infrastructure is underway. Piedmont Electric has installed the necessary transformer and has some additional work to undertake to support the charging stations. This work will also lay the necessary groundwork to allow the Public Works facility to move forward with electric charging infrastructure for vehicles. The transformer (first picture below) will give us capacity up to at least 12 buses and we have currently purchased two (2) power block charging stations (second picture below) that will allow us to charge up to four (4) buses at a time. Unfortunately, the two (2) power blocks we purchased for charging are on backorder due to supply chain issues. The manufacturer has agreed to supply at no cost (2) CP250E charging stations that can be temporarily installed to support the electric buses.



We are starting to evaluate options that will allow us to install more charging infrastructure and support the additional 16 vehicles we will need for the North South Bus Rapid Transit Project. This includes looking to expand vehicle storage and charging locations to the north and/or south of the current bus yard (image below). The Special Use Permit (SUP) for our current property/facility, which also includes the Public Works property/facility, may limit our options for our existing site. The property to the west of our current bus yard (known as the Nunn property, but owned by the Town), has long been identified as an expansion site for Transit. As part of this initial evaluation we will also look at all potential transit uses for this area, including but not limited to the following:

- Bus/vehicle parking (with room for charging stations and to room to expand if needed) – around 30 65' buses.
- Facility (similar in size to the first floor of the admin building at transit – training/meeting space (could be open to the public), simulator space, gym – move from current location, office space and storage).
- Storage area for power generated from on/off site solar.
- Bus training area (surface that could be used for training new operators or other situations – currently we have to move buses off the yard in order to train in a controlled environment) ~100K Sq.ft. – perhaps could be combined with the bus/vehicle parking noted above.
- Garage/Building space that would be used to clean vehicles – estimate enough room for 2-4 65' buses to be parked side by side or nose to tail (this is not for washing – but cleaning of interiors and things like waxing, replacing panels/decals, etc that take a more controlled environment than the lot and unnecessarily take up repair space in the current garage).
- Outdoor space for Team Members – space for picnic tables, some covered patio type space, etc.



## 5B. Chapel Hill Transit Holiday Schedule for Calendar Years 2021-22

Staff Resource: Nick Pittman, Transit Planning Manager  
Brian Litchfield, Director

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**Background**

Each year Chapel Hill Transit staff works closely with our Partners to develop a holiday schedule that provides for adequate levels of service to our customers, is consistent with the Town's holiday policies and allows our employees the opportunity to observe the holidays with their families. Chapel Hill Transit staff will coordinate the distribution of information on our holiday schedules with our Partners. The Partners Committee adopted the following holiday schedule during the May 26, 2021 Meeting:

***2021 Holiday Schedule (remaining):***

- Thanksgiving Day – Thursday, November 25 – No Service
- Day after Thanksgiving – Friday, November 26 – Sunday Routes (No U and Safe Rides) and EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will not operate

***Winter Break December 13, 2021 – January 4, 2021: Safe Rides routes will not operate.***

- Christmas Eve – Friday, December 24 – Sunday Routes (No U and Safe Rides)
- Christmas Day – Saturday, December 25 – No Service
- Day after Christmas – Sunday, December 26 – Sunday Routes (No U and Safe Rides)
- Monday, December 27 – Sunday Routes (No U and Safe Rides)
- Tuesday, December 28, 2021 – Local Service Only<sup>1</sup>, no Express service<sup>2</sup>
- Wednesday, December 29, 2021 – Local Service Only<sup>1</sup>, no Express service<sup>2</sup>
- Thursday, December 30, 2021 – Local Service Only<sup>1</sup>, no Express service<sup>2</sup>
- New Year's Eve – Friday, December 31 – Sunday Routes (No U and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate

***2022 Holiday Schedule:***

- New Year's Day – Saturday, January 1 – No Service
- Martin Luther King, Jr. Day – Monday, January 17 – Sunday Routes (No U) and EZ Rider: 8:15 a.m. – 6:52 p.m.; 420 Route will not operate
- Good Friday – Friday, April 15 – Sunday Routes (No U and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate
- Memorial Day – Monday, May 30 – No service

- Juneteenth<sup>3</sup> – Monday, June 20 – Sunday Routes (No U and Safe Rides); EZ Rider: 8:15a.m. – 6:52p.m.; 420 Route will operate

Notes:

- Sunday Routes: A, CM, CW, D, J, N, NS, and NU.

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<sup>1</sup> Routes that will operate: 420, A, CL, CM, CW, D, F, G, HS, J, N, NS, NU, RU, S, T, and U

<sup>2</sup> Routes that will not operate: CCX, FCX, and JFX

<sup>3</sup> Juneteenth service levels will require additional discussion at a later date



**5C. North South Bus Rapid Transit (NSBRT) Project Update**

Staff Resource: Matt Cecil, Transit Development Manager

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**State Funding Update and Schedule/Cost Impacts**

The State (NCDOT) recently announced the discontinuation of SPOT 6.0, which means that State funding for projects like NSBRT may not be available until 2026. Our current schedule for NSBRT assumed State funding would be available in 2021-22 and BRT service starting in 2025-26. This announcement likely requires a significant change (delay) to our project schedule and cost impacts, due to inflation, cost of materials over time, etc. The earliest opportunity for SPOT 7.0 funding is FY26. We are planning to apply for \$45M in the next round of State Funding opportunities.

Staff have been working with the NSBRT consultant team to update the project budget in light of the schedule change required by the delay in State funding, to encompass the addition of the Homestead Road and Longview Street station, fully electric 60' buses, along with other material project design adjustments. In year of expenditure, the new project cost is estimated at \$150M, with \$50M coming from Local and/or State sources.

**Combined TOD/UDO RFP**

The combined Transit Oriented Development (TOD) Planning/Unified Development Ordinance Visioning (UDO) Project Request For Proposals (RFP) was issued the week of September 13<sup>th</sup> (<https://www.townofchapelhill.org/Home/Components/RFP/RFP/1442/1130>). The TOD portion of the project will allow us to conduct station area planning work in coordination with the UDO work. The TOD portion of the project is grant funded and has an 18-month completion window. Proposals will be reviewed and selection made in early November. This should allow work to begin ahead of the Winter Holiday Season.

**5D. Tar Heel Express Update**

Staff Resource: Nick Pittman, Planning Manager  
Brian Litchfield, Director

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**Overview**

As we have shared previously, we will not be able to operate our standard Tar Heel Express service for the upcoming basketball season due to staffing challenges. A typical game can require between 30-35 buses, supervisory and maintenance staff. Transit systems in the region are not able to assist us, due to their own staffing challenges and the challenges that come with the start/end times for weekday basketball games. We have been talking with the University over the past couple of months and have agreed to focus on serving the Friday Center Park and Ride for basketball games. The University is looking at additional short-term parking and other options. We will meet again next week to discuss the final plan and a communications strategy.



## 5E. Project Updates

Staff Resource: Matt Cecil, Transit Development Manager  
Katy Fontaine, Transit Development Manager  
Tim Schwarzauber, Grants Compliance Manager

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**Grant Application for Electric Articulated Buses** – Staff is applying for federal funding through the Federal Transit Administrations 5339b Grants for Buses and Bus Facilities Program for the purchase of up to five (5) battery electric 60-foot articulated buses. The Notice of Funding Opportunity for FY21 was announced on September 20<sup>th</sup>, 2021. The application is due November 19<sup>th</sup>.

**Bus Stop Improvement Updates** – We have received a shipment of our eight (8) foot replacement shelter and are waiting on three (3) shelter shipments that are now scheduled to arrive over the next two (2) months. We have received a bid from Incline Construction to install shelters and are looking to have more firms under contract to reduce the amount of time from design to installation. Ramey Kemp has completed design work on an additional 24 sites and we are in the process of executing encroachment agreements with NCDOT for these sites.

**NC54 Bus Stop Improvements Updates** – The MPO recently awarded funding (\$1.4M) to assist with implementing the safety improvements identified as part of the NC54 Safety Study for six (6) Chapel Hill Transit stops between Carolina Apartments and Laurel Ridge/Kingswood. The Town of Carrboro and Town of Chapel Hill/Chapel Hill Transit will provide around \$350,000 each for the project and Chapel Hill Transit will provide new shelters for each stop. NCDOT has agreed to manage the project and will provide \$400,000 to assist with the project. The project phasing schedule will be engineering in 2022, ROW/utilities in 2023 and construction in 2023 (summer).

**Solar Real Time Sign Updates** – Contractors are installing updates to the first 25 Real-Time solar signs we installed, to improve reliability, overall function, battery usage, and customer experience.

Staff is working with Connectionz representatives to establish a timeline for installation of the next round of solar Real-Time signs. We have experienced delays due to supply chain shortages and are working to get them resolved as quickly as possible.

**Maintenance Shop Floor** – Contractors are working on the shop floor restoration. This project will protect the shop floor, repair cracks and other issues and update safety markings. Below are two pictures that show an example of what the floor looked like before the work and what it looks like after the work.



## 5F. October Performance Report - Ridership

Staff Resource: Matt Cecil

**Weekday**

Route	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	21-Aug	21-Sep	Average
A	2,521	2,388	2,929	2843	2826	2990	5660	8020	2,613
B							2066	3116	2,591
CCX							1622	1593	1,608
CL	5,724	6,941	6,666	6637	7113	7241	12309	14675	6,444
CM	5,943	6,912	7,295	6334	7855	8670	14867	15757	6,717
CW	5,793	5,996	7,070	6272	7242	6918	9988	11255	6,286
D	7,762	7,811	7,621	8351	8226	5142	15608	18675	7,731
F							5652	7842	6,747
FCX	22,157	24,173	20,913	18422	23260	21595	52523	52432	22,414
G							2848	4454	3,651
HS	3,673	4,452	4,199	4394	5538	4775	8521	16181	4,108
J	21,438	23,247	24,538	23271	24755	24877	52182	60529	23,074
JFX							4150	4917	4,534
N	2,413	2,456	2,899	2405	2552	3861	4660	4734	2,589
NS	36,590	39,064	37,480	35115	38950	39664	69650	85962	37,711
NU							16753	22647	19,700
RU	5,348	6,117	7,677	5209	6403	6426	30386	45992	6,381
S	5,567	6,373	6,171	5054	5421	5949	11783	13139	6,037
T							4934	9313	7,124
U	6,397	8,654	8,737	5951	5431	5776	45830	49481	7,929
Safe G									
Safe J									
Safe T									
Trippers									
Total	131,326	144,584	168,733	153,529	170,327	143,884	371,992	450,714	

**Saturday**

A	345	318	349	439	328	540	273	570	356
CM	367	279	331	478	453	530	532	600	382
CW	651	618	662	671	720	0	516	702	664
D	914	964	572	623	612	655	964	1022	737
J	1,650	1,589	1,550	2,080	1,305	2278	2374	2736	1635
N	267	248	448	500	278	115	338	524	348
NS	1,728	1,679	1,410	1,870	1,394	1590	1970	2452	1616
NU							1800	1935	1868
U	820	780	583	195	301	309	6122	2136	536
Total	6,742	6,475	5,905	6,856	5,391	6,017	14,889	12,677	

**Sunday**

A	360	385	352	439	236	319	544	414	354.4
CM	329	304	300	402	194	335	440	338	306
CW	565	542	567	564	447	523	787	571	537
D	514	488	512	567	531	552	1170	432	522
J	1092	1,014	1,013	996	1,029	1088	1784	1648	1029
N	341	277	305	294	285	325	320	372	300
NS	1152	1,190	1,133	1,286	873	672	1829	1195	1127
NU							2995	2812	2904
U	712	492	496	624	276	302	3010	3440	520
Total	5,065	4,692	4,678	5,172	3,871	4,116	12,879	11,222	

**6A. Operations**

Staff Resource: Peter Aube, Maintenance Manager  
Travis Parker, Operations Manager  
Tim Thorpe, Training Coordinator  
Mark Rodgers, Assistant Operations Manager - Demand Response

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**Travis Parker - Fixed Route Division**

- On time Performance (OTP) September – 2021 – 82%
- Fixed Route Supervisors are continuing their Leadership development through Reklis Coaching and Counseling
- The new reduced service has provided relief for operator shortage.
- Tar Heel Express for football has gone well.

**Mark Rodgers - Demand Response**

- The customer survey is underway and we expect to have draft results in the next couple of weeks.
- We have started some new Operator appreciation efforts.
- We welcomed our newest supervisors Doranda Coleman, Jermaine Ray and Javius Newman who is also our first hybrid supervisor able to work both fixed route and demand response.

**Tim Thorpe – Training**

- 2 Fixed Route trainees starting – Oct. 25<sup>th</sup>
- Currently 4 Fixed Route, 1 Demand Response trainee in process
- Attended NC Works Fall Job Fair 10/20 and gathered 3 prospects
- Prospect canvassing in Orange & Alamance counties – Nov/Dec
- Researching other avenues to reach job seekers: Malls, Billboards, Displays
- Operator Trainer training – Oct/Nov
  - 11 candidates applied
- Electric Bus training – Nov/Dec
  - Training video to be produced
- De-escalation Training - Nov 2021

## Peter Aube - Maintenance

### October Maintenance Report - SEPTEMBER DATA

- Demand response ran 31,529 miles in September
- Non-revenue **Gas and Diesel** vehicles ran 21,425 miles in September (**Fuel Cost per mile 11 cents.**)
- Non-revenue **Electric Cars** ran 98 miles in September-**(Fuel Cost per mile 1 cent.)**
- Fixed route ran 154,334 miles September
- Maintenance performed (67) Preventive Maintenance Inspections in September (100% on-time).
- Maintenance performed (9) road calls in September, (17,148) miles between road calls for fixed route.
- Maintenance performed (0) road calls in (31,529) 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 completed Quality assurance and Buy America Audit on 3 Battery Electric buses to be delivered in October.
- Maintenance Worked with Vendor to begin shop floor resurfacing project.
- Maintenance worked with Chatham Electric to complete installation of 2- CP250E Electric bus and car chargers in Garage.
- Maintenance continues to work with Gillig and ChargePoint and Triangle Electric on charge depot project for current bus order.
- Maintenance collaborated with HR to hire (1) one Mechanic II with previous transit experience.

### September Maintenance Report -AUGUST DATA

- Demand response ran 26,628 miles in August
- Non-revenue vehicles ran 24,887 miles in August
- Fixed route ran 176232 miles August
- Maintenance performed (90) Preventive Maintenance Inspections in August (100% on-time).
- Maintenance performed (17) road calls in August, (10,367) miles between road calls for fixed route.
- Maintenance performed (1) road calls in August (56,416) 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 mask holders for front door boarding

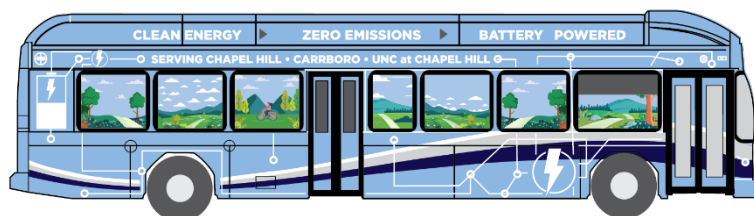
## 6B. Community Outreach

Staff Resource: Jeffrey Sullivan, Community Outreach Manager

- Operator recruitment ads placed on 30+ vehicles



- Working with maintenance and procurement on contract to wrap electric vehicles



- On-going communications around service impacts from our operator shortage and Tar Heel Express.
- Preparing for upcoming communications
  - Election Day – transit service to polling locations
  - Veterans Day – honoring CHT team members who have served in the armed forces



- Thanksgiving – public communication about our holiday services and planning our internal holiday celebration
- Winter Break – service changes (dependent upon the Partner’s conversation around holiday service)
- Winter Holidays – public community around service changes and planning for internal celebrations
- Recent Compliments featured in Town Talk
  - **Mike Lee** (Transit) was thanked by Erin Fraher for giving her extra space when she was biking on a busy street. “I know you’re facing driver shortages and I hope your current driver(s) feel appreciated!”
  - Molly Drilling thanked Chapel Hill Transit for continuing to provide transportation during the pandemic: “I wanted to extend my gratitude towards all of you for working so hard the past few months under stressful conditions. I know I’m not alone in being so appreciative of you for keeping transit running and enabling everyone to get to where they need to go. I work on campus and it’s not in the budget to pay for parking, so it really makes a big difference both in starting my day and getting back home - to have reliable transportation.”
  - J. Kirk (Police) thanked **Javius Newman** and **Thomas Dodson** (both Transit) for assisting a wheelchair user who was stranded on Merritt Mill Road. “I know it was late and they were probably getting ready to call it a day to go home. I want to share my gratitude and commend them for their dedication to service and to teamwork in assisting another department.”
  - **Eric North** (Transit) was commended by Joseph Schneider for being kind and helpful. “Today, when I was stuck out in the rain at a bus stop with a dead phone and a backpack full of very water sensitive electronics and books from my lab, I was helped by the kindest transit driver I have ever met.”
  - Myra Jones thanked **Kim Badie**, **Jessica St. James** and **Tasha Harrington** (all Transit) for helping find and return a Fitbit smartwatch that she lost on the bus. “I want to give a big thank you to Kim for her honesty and integrity and again to the other two ladies for their help tracking it down.”
  - **Sheila Satterfield** (Transit) was commended by a Transit rider for being friendly and courteous.
  - **John Mueller** (Transit) was thanked by Jasmine Kaur for going out of his way to help find an airpod that fell under the bus. “He’s awesome!!”
  - **Meagan Clawar** thanked Chapel Hill Transit staff for helping the Refugee Community Partnership get three refugee families approved for EZ Rider. “These families have had extensive transportation needs with many doctor’s

appointments and RCP has been filling the gap. We are so excited to be able to connect them to this town service and support them in having further transportation freedom for themselves.”