Advisory Board Agenda

October 10, 2017
8:30 AM
Water Street Center, 407 Water Street

I. Welcome and Introductions 8:30

II. Approval of Minutes 8:40
   A. Minutes from 4/11/2017
   B. Minutes from 6/20/2017

III. Matters from the Public 8:45

IV. Approval of Agenda / Agenda Changes 9:00

V. Old Business 9:10
   A. Update on Regional Transit Partnership

VI. New Business 9:25
   A. Transit Development Plan Process
      a. Stakeholder meetings 10/11/2017
      b. Public Sessions 10/12 and 10/13/2017
   B. ADA Paratransit updates – eligibility and recertification/new ID’s

VII. Report of Committees 9:55
    A. Belmont Bridge
    B. West Main Street
    C. Code Audit / Streets that Work
    D. PLACE

VIII. Manager’s Reports 10:05
     A. Ridership / Performance Statistics – First Quarter FY 2018
     B. Questions

IX. Additional matters from the Public 10:10

X. Next Working Group Meeting schedule / Topic 10:25

XI. Adjournment 10:30

CAT’s Mission

The mission of Charlottesville Area Transit is to ensure an accessible, effective, compelling regional public transportation option for all area residents.
CAT Advisory Board Record of Proceedings April 11, 2017

• Board Members present were:
  
  Peter Thompson, The Senior Center  
  John Crosby, City of Charlottesville  
  Kristin Szakos, City of Charlottesville  
  Rebecca White, University of Virginia  
  Brad Sheffield, JAUNT  
  Jason Ness, Workforce Development

• Members not present were:
  
  Diantha McKeel, Albemarle County resident  
  Nick Morrison, TJPDC, CA-MPO  
  Grant Duffield, CRHA  
  L.J. Lopez, City of Charlottesville  
  Lena Seville, Chair  
  James Mann, Vice Chair

• Guest attendees – L.D. Perry, City Resident; Virginia Chambers, UVA Student; the Honorable Robert Fenwick, City Councilor

• Minutes for the February 14, 2017 meeting were approved. Motion Ness, Second Szakos.

• Councilor Fenwick asked how the sizes of buses purchased by CAT were determined and how bus shelter locations were determined. Mr. Jones explained that bus purchase were made based upon peak demand for services on each route, that most key routes required 35-Ft. units in peak service and most neighborhood routes, with certain exceptions – Route 9 noted as one of those – required 29-Ft. buses. These make up the majority of CAT’s revenue fleet. Jones explained that these units, while more expensive to purchase, had a service life of up to 15 years, were capable of being refurbished for longer service life, and were much more reliable in heavy service than small buses. He noted that small buses are less reliable when subjected to heavy service and long hours, had half the capacity of large buses, are not able to accommodate standees, and have only a five year service life and are not capable of being rebuilt for longer service. Jones reviewed the federal spare ratio requirement and explained that CAT is required to demonstrate that all federally funded assets are being used in service to the public on a regular basis and that FTA regularly evaluates fleets and does not allow grantees to keep surplus assets. Jones went over the process for placing bus shelters, stating that the decision to place a shelter is based upon passenger volumes and the area having sufficient right-of-way (ROW) to accommodate shelter placement without purchasing additional ROW. He further explained that ROW purchase require environmental analysis which can be an expensive undertaking. Shelter placements typically cost roughly $15,000.00 each. Mr. Perry asked if it was possible to move shelters and Jones stated that it was relatively easy to move the structure and amenities.

• Mr. Perry relayed positive comments regarding the ongoing bus survey and commended several drivers for being proactive in distributing the survey on their routes. He asked if it would be possible to facilitate administering the survey to customers with literacy issues. Jones stated he would explore that option. Mr. Perry went on to enquire about enforcement of the smoking zones around the station. Mr. Jones stated he would look into some creative ways to make this
happen since the City Attorney states we cannot actively enforce the non-smoking policy outside of the DTS building.

- Mr. Perry asked if it would be possible to have CPD ask vagrants and loiterers to stop chasing customers away from the shelter at 2nd & E. Market. Mr. Jones stated he would contact Chief Thomas to see what could be worked out at this location.
- The Agenda was approved, Motion Thompson, Second Ness
- Report of Committees
  - Belmont Bridge – Mr. Jones noted that design charrettes are being held
  - West Main Street – Mr. Jones reported that the schematic design meeting are completed and will lead to the 60% design completion phase. He stated that he had presented new curb designs to the designers which were approved and will be incorporated into the final design. These curb designs will eliminate damage to bus tire sidewalks at stops.
  - Code Audit/Streets that Work – This design review is ready to start and many of the new stop and curb designs recently discovered will make their way into the new design standards.
  - PLACE – No report
- Mr. Jones reviewed the second quarter statistics and fielded questions from the Board. Mr. Crosby spoke about journey to work information he has compiled for the area that reveals that most northern area commuters are coming in from Greene County.
- Mr. Sheffield spoke about the upcoming Transit Development Plan updates that will be conducted this fall by JAUNT and CAT jointly. These plans will pull heavily from demographic data being compiled in conjunction with the 2045 Long Range Transportation Plan (LRTP).
- Under new business Mr. Jones spoke about the upcoming public meetings to discuss the realignment of Route 9 to serve the new YMCA and service enhancements to Route 4 aimed and getting the route to meet published schedules.
- During extended public comment Mr. Perry expressed concerns regarding Route 1 schedule adherence on the Woolen Mills leg in the morning. He stated that the route seems very tight and customers often miss transfers. Mr. Jones stated he would have operations conduct a time study to see what may be done to correct this. Mr. Perry thanked the Board and CAT staff for all their hard work in making things run, often during very trying conditions.
- The meeting adjourned at 10:15 AM.

Next CAT Board Meeting is 6/13/2017, 8:30 AM, 407 Water Street
Board Members present were:

Virginia Chambers, UVA Student
Lena Seville, Chair
Grant Duffield, CRHA

Members not present were:

Diantha McKeel, Albemarle County resident
Nick Morrison, TJPDC, CA-MPO
James Mann, Vice Chair
Kristin Szakos, City of Charlottesville
Peter Thompson, Senior Center
Jason Ness, City of Charlottesville
John Crosby, Albemarle County

Guest attendees – L.D. Perry, City Resident

Meeting was called to order at 8:40 AM by Ms. Seville

A quorum was not present so there was no action taken on approval of minutes or the Board Agenda

Matters from the Public:

- Ms. Seville strongly suggests that all TDP public meetings be held in the areas – the Neighborhoods – where changes are being planned and discussed. It was also recommended that meetings be held at times when residents can attend and offer input.
- Mr. Perry spoke about the presence of vagrants at the 2nd & Market (Library) stop and how they are hanging around and scaring riders away. Mr. Jones stated he would discuss this again with CPD but that he was told by CPD that if the law isn’t being broken that nothing could really be done. He will ask for more patrols. Mr. Perry also asked CAT to try to better manage No Smoking zones around bus stops, especially the DTS. Mr. Jones stated he would discuss a plan of action with Station staff.
- Mr. Perry also stated that CAT drivers enforce policies at different levels. Mr. Jones will discuss this with staff and instruct drivers to follow all policies consistently.

Committee Reports:

- Belmont Bridge: Ms. Seville reported that there will be design charettes and discussions regarding general safety, pedestrian access, bus lanes and access to the DTS from the bridge.
- West Main St. – Ms. Seville reported that there are concerns over the futuristic design of the bus shelters – the proposed design has no sides or backs. Many are concerned about not having protection from wind and rain, etc.
- PLACE Design: nothing to report.
- Code Change / Streets that work: nothing to report.

Building Ridership:

- Foster a “Transit First” culture:
CAT will need stakeholders to be actively involved to make this a reality. We need to acknowledge the challenges faced by low income populations in our area and what the true transportation needs of these populations really may be. We also need to explore what our peer systems – Blacksburg, Harrisonburg, Williamsburg, and Roanoke are doing to build ridership.

We need to work more closely with UVA especially with incoming First Year’s. We should be working with Workforce Development to explore how to better serve those needing rides to work destinations and we need to focus on those who are not currently working but may be actively seeking employment.

We must stress that we offer good value versus the cost to our customers.

- Increase Frequency on all routes
  - Ms. Seville suggested the idea that CAT pilot increasing frequency on one route at a time as a pilot to see if this builds ridership.
  - Conduct concentrated outreach to assist with these efforts.
  - Use neighborhood outreach and social media more effectively.
  - Should the Advisory Board shift more toward outreach with the groups that members represent?

Suggestions for the next Work Group meeting:

- Redefine the Advisory Board’s Role in relation to the formation of the RTP
- Discuss the TDP process moving forward
- Begin a general conversation on ridership
- Prioritize a list for future topics
- Discuss outreach activities
- Discuss the City Comp Plan

- Adjournment 10:00 AM

Next Advisory Board Meeting 10/10/2017, 8:30 AM, TJPDC, 407 Water Street
### July 2017 vs. July 2016

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Routes</td>
<td>61,034</td>
<td>60,162</td>
<td>1.45%</td>
</tr>
<tr>
<td>Key Routes</td>
<td>91,892</td>
<td>107,184</td>
<td>-14.27%</td>
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<tr>
<td>Lifeline Routes</td>
<td>4,964</td>
<td>3,896</td>
<td>27.41%</td>
</tr>
<tr>
<td><strong>All Service</strong></td>
<td><strong>157,890</strong></td>
<td><strong>171,242</strong></td>
<td>-7.80%</td>
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</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Funded</td>
<td>44,322</td>
<td>38,557</td>
<td>14.95%</td>
</tr>
<tr>
<td>University Rides</td>
<td>31,723</td>
<td>32,124</td>
<td>-1.25%</td>
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### August 2017 vs. August 2016

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Routes</td>
<td>66,191</td>
<td>73,544</td>
<td>-10.00%</td>
</tr>
<tr>
<td>Key Routes</td>
<td>106,420</td>
<td>117,729</td>
<td>-9.61%</td>
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<tr>
<td>Lifeline Routes</td>
<td>5,864</td>
<td>5,438</td>
<td>7.83%</td>
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<tr>
<td><strong>All Service</strong></td>
<td><strong>178,475</strong></td>
<td><strong>196,711</strong></td>
<td>-9.27%</td>
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<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Funded</td>
<td>49,457</td>
<td>48,457</td>
<td>2.06%</td>
</tr>
<tr>
<td>University Rides</td>
<td>42,598</td>
<td>45,804</td>
<td>-7.00%</td>
</tr>
<tr>
<td></td>
<td>Jul-17</td>
<td>Aug-17</td>
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<td></td>
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<tr>
<td><strong>Systemwide Trips Provided</strong></td>
<td>24,682</td>
<td>28,439</td>
<td></td>
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<tr>
<td><strong>ADA Trips Provided</strong></td>
<td>12,154</td>
<td>13,196</td>
<td></td>
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<tr>
<td><strong>Total revenue Service Miles Operated</strong></td>
<td>125,707</td>
<td>148,013</td>
<td></td>
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<tr>
<td><strong>ADA Miles Operated</strong></td>
<td>32,028</td>
<td>36,415</td>
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<tr>
<td><strong>Total revenue Service Hours Operated</strong></td>
<td>8,580</td>
<td>9,419</td>
<td></td>
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<tr>
<td><strong>ADA Hours Operated</strong></td>
<td>4,220</td>
<td>4,366</td>
<td></td>
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<tr>
<td><strong>Total No Shows</strong></td>
<td>695</td>
<td>763</td>
<td></td>
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<tr>
<td><strong>ADA No Shows</strong></td>
<td>439</td>
<td>497</td>
<td></td>
</tr>
<tr>
<td><strong>Total Denials/Turdowns</strong></td>
<td>13</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td><strong>ADA Denials</strong></td>
<td>-</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>On-Time Performance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>On-Time within Stated Window</em></td>
<td>89.00%</td>
<td>89.00%</td>
<td></td>
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<tr>
<td><em>On-Time for Specific Appointment</em></td>
<td>99.00%</td>
<td>98.00%</td>
<td></td>
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<tr>
<td><em>Trips Not Late</em></td>
<td>86.00%</td>
<td>85.00%</td>
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<tr>
<td><strong>Number of ADA Related Complaints</strong></td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>ADA Missed Trips</strong></td>
<td>0</td>
<td>0</td>
<td></td>
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<tr>
<td><strong>Lifts Determined Inoperable</strong></td>
<td>0</td>
<td>0</td>
<td></td>
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<tr>
<td><strong>ADA Passenger Incidents / Accidents</strong></td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>ADA Vehicle Accidents</strong></td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Excessively Long ADA Trips (exceeds 60 minutes)</strong></td>
<td>38</td>
<td>42</td>
<td></td>
</tr>
<tr>
<td><strong>Average Call Hold Times</strong></td>
<td>1:52</td>
<td>1:43</td>
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**Standards:**
- On-Time Performance Within Stated Window: 85%
- ADA Trip Denials: 5 or less per month
- ADA Missed Trips: 5 or less per month
- Excessively Long ADA Trips: 65 or less per month
- Call Hold Times: Average 2:00 or less per month, per call