



Advisory Committee on Transportation

22 September 2021

(This meeting is being recorded)



Agenda

- Welcome & Introductions
- ACT Charter
- Chapel Hill Transit Service Updates & Parking Response
- Bike Share Update



WELCOME & INTRODUCTIONS



ACT BACKGROUND

- Website
- Charter
- 5-Year Plan



CHAPEL HILL TRANSIT SERVICE UPDATES



UNC Commuting Data

Pre-pandemic commuting data shows that Chapel Hill Transit provides commuting access to:

- 23% of employees (university and hospital)
- 39% of students

	Main campus commuters	Permit Parking	Hourly/Daily Parking	Private Parking	CHT (includes P&R)	Regional Transit	Bike	Walk	Other
Employee	18,223	12,065	100	150	4,267	559	541	361	180
Student	21,117	1,927	2,508	1,900	8,024	1,901	1,267	3,379	211

Pilot programs for hybrid/teleworking schedules reduced employee campus commuting demands



Chapel Hill Transit

Chapel Hill Transit (CHT) provides local transit that serves UNC and the Towns of Chapel Hill and Carrboro. There are 21 fixed routes with 6 routes that are 100% UNC (campus circulars and Park and Ride). CHT along with agencies across the country are experiencing an unprecedented operator staffing shortage that is impacting their ability to provide services.

CHT Operator Shortage

- 140 total operators
- 36 full-time positions vacant / 15 temporary positions vacant
- 51 positions vacant or 36% below normal operator staffing

Service Issues: Missed trips and crowded buses are contributing to inconsistent services and complaints related to access to and from campus and capacity on the buses. Service adjustments are required to provide reliable transit schedules.



Phased Response Timeline



8/30 - 9/3
PARKING WAITLIST
RELEASE



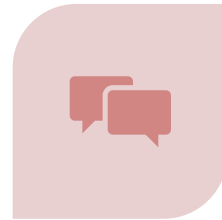
8/31
CHT PRESENTED
RECOMMENDED SERVICE
CHANGES TO UNC



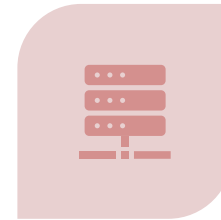
9/1 - 9/3
UNC REVIEW AND
FEEDBACK FOR
RECOMMENDATIONS



9/3
FINALIZE AND APPROVE
RECOMMENDATIONS



9/7 - 9/17
COMMUNICATIONS AND
MARKETING



9/20
IMPLEMENT SERVICE
CHANGES



Phased Response-CHT

Utilizing a phased approach to address safety and capacity that includes:

#1 Safety

COVID Safety Measures:

- Masks Required
- Improved Ventilation systems
- UV Light sanitation

#2 Staffing

Chapel Hill Transit has taken several steps to recruit and incentivize hiring:

- Increased salary rates
- Job Fairs (local and regional)
- Training programs to qualify applicants for CDL's

Challenges include significant local/regional competition for available applicant pool along with private market transit services offering higher hourly rates + signing bonuses.



Phased Response-CHT

#3 Service Adjustments - CHT Recommended Temporary Service Adjustments

Weekday Service

Strategy: Adjust majority route service hours for 6:00 AM to 8:00 PM weekdays to serve peak travel demand (FCX and NU will continue to run until regularly scheduled end times)

- Close Friday Center South P&R and redirect S Route to serve Friday Center P&R
- Suspend mid-day services on F, G, HS, S, and T routes
- Reduce CL route to 40-minute peak service
- Reduce trips on 420 route, operated for GoTriangle
- Reduce frequency of NU to every 30 minutes
- Reduce frequency of NS after 8 pm

Weekend Service:

Strategy: Adjust service hours 7:00 AM to 8:00 PM on Saturday (excludes NU, which runs as scheduled)

- Reduce weekend J and NS routes to one (1) bus
- Contract vendor to operate Safe Ride Routes G, J, and T



Phased Response – Campus Parking

Campus Parking Strategy

Provide as many on-campus parking opportunities as possible to reduce the demand on transit services.

Permit Parking

- Increased oversell capacities based on flex/daily permit issuance for hybrid schedules
- Evaluated campus parking through daily space counts during the first two weeks of class to determine parking availability
- Releasing the following parking permits via waitlist to campus user groups:
 - 617 Students
 - 412 UNC Staff
 - 645 UNC Hospital

Hourly/Daily

- Hourly parking options
 - Meters (South, Raleigh, and Country Club)
 - Rams Head
 - Raleigh Road
- Daily Options via ParkMobile include:
 - S11 - 50 permits
 - N5 - 15 permits
 - N7 – 15 permits



BIKE SHARE UPDATE



Bike Share

- Current contract with Bolt expires May 2022
- Collaborating with Town of Chapel Hill
- Request for Proposal