

NC Transit Cares IDC Meeting

August 12, 2020

AGENDA

- Welcome and Introductions
- 7/22 Meeting Review & Feedback
- Overview of the Biggest Challenges, Innovations, & Strategies
- Review of September 9th Meeting Agenda
- Next IDC Meeting: Monday, October 28th at 11 AM
- Adjourn

Welcome and Introductions

Julie White

Deputy Secretary for Multimodal
Transportation, NCDOT

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7/22 Meeting Review & Feedback

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Overview of Biggest Challenges, Innovations, & Strategies

Morven MacLean
Project Manager, WSP

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Biggest Challenges Facing NC Transit

1

How can we keep passengers and operators safe?

2

How can we increase ridership as a result of COVID-19?

3

How can we restore revenues and funding lost as a result of COVID-19?

4

How can we move to new service patterns as needs evolve?

Timelines

- Short-term: current to December 31, 2020
- Mid-term: January 1, 2021 – June 30, 2021
- Long-term: July 1, 2021 and beyond

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How can we keep passengers and operators safe?

Innovation	Timeframe	Actions
Establish partnerships with Others (UNC School of Public Health and Industry Groups – APTA, FRA, FAA)	Short-term	<ul style="list-style-type: none"> Obtain current information and best practices Partner on new initiatives Invite on monthly calls with IMD/statewide agencies
Transit Cleaning Accreditation Program	Mid-term	<ul style="list-style-type: none"> Systems determine needs and value proposition Review transit industry standards to guide program development Work with NCDOT to develop implementation plan and potential pilot program
Contactless Fares or Fare Elimination Systems	Mid-term	<ul style="list-style-type: none"> Conduct system technology survey Systems identify most promising technologies and work with NCDOT to pursue pilot projects and implementation
Air Filtration Systems (Emerging technology such as UVGI)	Mid-term	<ul style="list-style-type: none"> Research and disseminate information on latest sanitization practices and new technologies Systems identify most promising technologies and work with NCDOT to pursue pilot projects and implementation Collaborate with experts and companies as new systems are developed and tested
Vehicle Design Changes	Long-term	<ul style="list-style-type: none"> Collect and disseminate information on latest practices and developing vehicle design standards Research and evaluate transit vehicle design modifications to account for future vehicle safety needs (i.e., barriers, social distancing, etc.) Collaborate with experts and companies as new standards are developed and tested

How can increase ridership as a result of COVID-19?

Innovation	Timeframe	Actions
New Marketing Techniques	Short-term	<ul style="list-style-type: none"> Obtain current information and best practices; use resources from FTA, APTA, other NC Transit systems, etc. Systems collaborate to develop new marketing items to reach at risk, underserved, and general populations Work with NCDOT to develop implementation plan and potential pilot program
Evaluate new service opportunities	Mid-term	<ul style="list-style-type: none"> Systems identify potential new service needs and opportunities (example - Seniors home meal delivery) Evaluate and determine expected ridership increases, costs, and ability to easily replicate new services in other areas Work with NCDOT to develop implementation plan and potential pilot program
Real-time app to survey passengers	Mid-term	<ul style="list-style-type: none"> Survey need to determine passenger needs, ideas, and perceptions on service safety and quality Systems identify most promising applications and work with NCDOT to pursue pilot projects and implementation Collaborate with experts and companies as new applications and survey technologies are developed and tested
Technologies to enhance service delivery flexibility in post COVID 19 environment	Long-term	<ul style="list-style-type: none"> Research and disseminate information on latest practices and new technologies Systems identify most promising technologies and work with NCDOT to pursue pilot projects and implementation Collaborate with experts and companies as new systems are developed and tested

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How can we restore revenues and funding lost as a result of COVID-19?

Innovation	Timeframe	Actions
State and Regional Procurement Models	Short-term	<ul style="list-style-type: none"> • Develop inventory of current COVID-19 and other joint system purchasing needs • Determine what options exist to procure items through State contract or regionally to help enhance access to items and reduce costs
Agency cash models to minimize impacts to revenues	Mid-term	<ul style="list-style-type: none"> • Research and disseminate information on agency cash models used in ridership and revenue forecasting (i.e., to help determine how agencies are charging and which models are best for post COVID-19 environment) • Systems identify most models and work with NCDOT to pursue pilot projects and implementation
NCDOT improve data to demonstrate impacts of funding reductions	Mid-term	<ul style="list-style-type: none"> • Systems collaborate with NCDOT to determine most effective data to collect, maintain, and use to demonstrate needs and impacts of funding reductions • Based on results, determine procedures to help with future data collection needs • Work with NCDOT to develop an implementation plan and pursue pilot projects
Regional Partnerships and Ride Sharing	Mid-term	<ul style="list-style-type: none"> • Conduct statewide review and analysis of cross-county services (current and planned) provided by NC transit systems • Systems identify most promising options for cost reductions and trip efficiencies and work with NCDOT to pursue pilot projects and implementation
Additional Covid-19 Funding and Strategies for Funding Flexibility	Mid-term	<ul style="list-style-type: none"> • Systems and NCDOT engage in dialogue to determine: <ul style="list-style-type: none"> • future COVID-19 funding priorities and needs • if there are current State and/or Federal programs or policies that need to be modified to more effectively respond to current and future COVID-19 operating environment and funding challenges • Based on dialogue, develop statewide strategy to address the items identified (e.g., more uniform efforts, modification of policy to better respond to needs, etc.)

4

How can we move to new service patterns as needs evolve?

Innovation	Timeframe	Actions
Microtransit Pilot	Short-term	<ul style="list-style-type: none"> • Create factsheet for Wilson/Via • Systems identify most promising applications of Microtransit in NC and work with NCDOT to pursue pilot projects
Scheduling and Forecasting Innovations	Mid-term	<ul style="list-style-type: none"> • Research and disseminate information on latest practices and innovations to assist with trip scheduling and forecasting COVID-19 restrictions (e.g., social distancing) • Systems identify most promising items and work with NCDOT to pursue pilot projects and implementation plans • Collaborate with experts and companies as new innovations are developed and tested
Mobility For All Pilot	Mid-term	<ul style="list-style-type: none"> • Systems collaborate with NCDOT on pilot project linking transit scheduling software with NCDHHS NCCARE360 program
Mobility as a Service	Long-term	<ul style="list-style-type: none"> • Research and disseminate information on latest practices and innovations with MAAS • Systems identify most promising items and work with NCDOT to pursue pilot projects and implementation plans • Collaborate with experts and companies (e.g., Moovit) as new innovations and technologies are developed and tested

Adaptations to the COVID-19 Health Crisis from NC Transit Agencies

Plexiglass between passengers

Avery County

Plexiglass Driver barriers

Mecklenburg County

Partnership with EMS to transport COVID-19 patients

Delivering meals to homes during quarantine

Jackson County

Tracking what has been cleaned and when

Moore County

Delivering COVID-19 tests to houses with community paramedics

'Heroes work here' signs for frontline staff

COVID-19 phone line to coordinate transportation of passengers to COVID-19 test centers

Routematch reminder message to wear masks and adhere to local public health guidance

September 9th Work On It Meeting Agenda

Jim Westmoreland
Managing Principal, Westmoreland
Strategic Enterprises

AGENDA

- Welcome and Introductions
- Quick Project Overview (for new participants and MPO/RPO attendees)
- Kick Off Meeting Summary & Follow-up Actions
- Innovation Speaker
- Breakout groups – 4 (Biggest Challenges Innovations Review):
 - Breakout groups pick 1-2 top innovation priorities for follow-up
 - Group report out
- Closing & Next Steps
 - Launch It Meeting: Nov. 4th (9 AM-12 PM), in-person or virtual?
- Adjourn