

NC Transit Cares

Developing strategies and innovations to help NC Transit Systems effectively respond to COVID 19

Kick It Off Meeting

July 22, 2020



Agenda

Welcome and Introductions

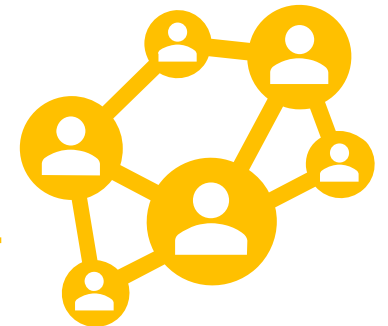
FTA Remarks – Dr. Yvette Taylor

Project Purpose, Approach, Timeline

Review of Current Innovations Survey

WSP Speaker – John Gasparine

Discussion on Innovation



Welcome

- Introductions
- Remarks by **Julie White, NCDOT Deputy Secretary for Multimodal Transportation**
- Remarks by **Dr. Yvette Taylor, FTA Region 4 Regional Administrator**

In North Carolina, local and regional public transportation systems provide safe, reliable, and affordable transportation options and services to enable citizens to reach their desired destinations.

The Five Key Building Blocks for this Initiative

- COVID - 19
- 2018 Public Transportation Strategic Plan
- NC Moves 2050
- New Integrated Mobility Division
- 2019 - Transportation Summit – focus on innovation and technology

NC Transit Cares



Project Purpose

- COVID-19 has had immediate impacts on transit services
- Long-term and permanent impacts to travel trends and customer needs are likely
- Innovation and technology deployment are needed to respond and help with recovery efforts
- Concepts considered innovative prior to COVID-19 may now need to become standard



NC Transit Cares

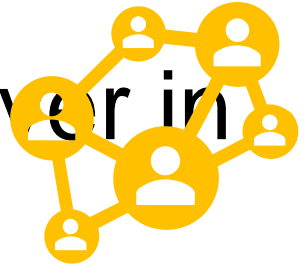


Project Approach

- Through surveys and virtual meetings, gather input from transit systems about impacts of COVID-19, unique ideas to respond and recover, and innovative solutions to long-term challenges
- Focus on ideas which ensure customer safety and health while maximizing access to opportunities and services, particularly for populations most impacted
- Establish NCDOT's role to aid in innovation deployment



NC Transit Cares (Note – let Julie White cover in her intro remarks – along with deliverables)



Building Upon Public Transportation Strategic Plan

- Tactic 1: Partner with local organizations, community colleges, state agencies, and customers to focus transit services so people thrive
- Tactic 11: Build the Connected Statewide Network
- Tactic 12: Use technology to foster transit system integration, innovation, and operating efficiency
- Tactic 15: Improve transit travel times by implementing operating innovations



NC Transit Cares 2020 Schedule

Kick It Off Meeting
July 22
10:30 am – 12:30 pm
Virtual

July

Work on It Meeting
September 9
9 am – 11 am
Virtual

September

Launch It Meeting
November 4
9 am - Noon
Raleigh Union Station
(To be verified with NCDOT)

November

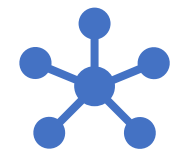
- Follow-up Work
(Due August 5th)
- Embellish existing innovations
 - Additional new ideas to review

- Follow-up Work
(Due September 23rd)
- Ranking of new ideas

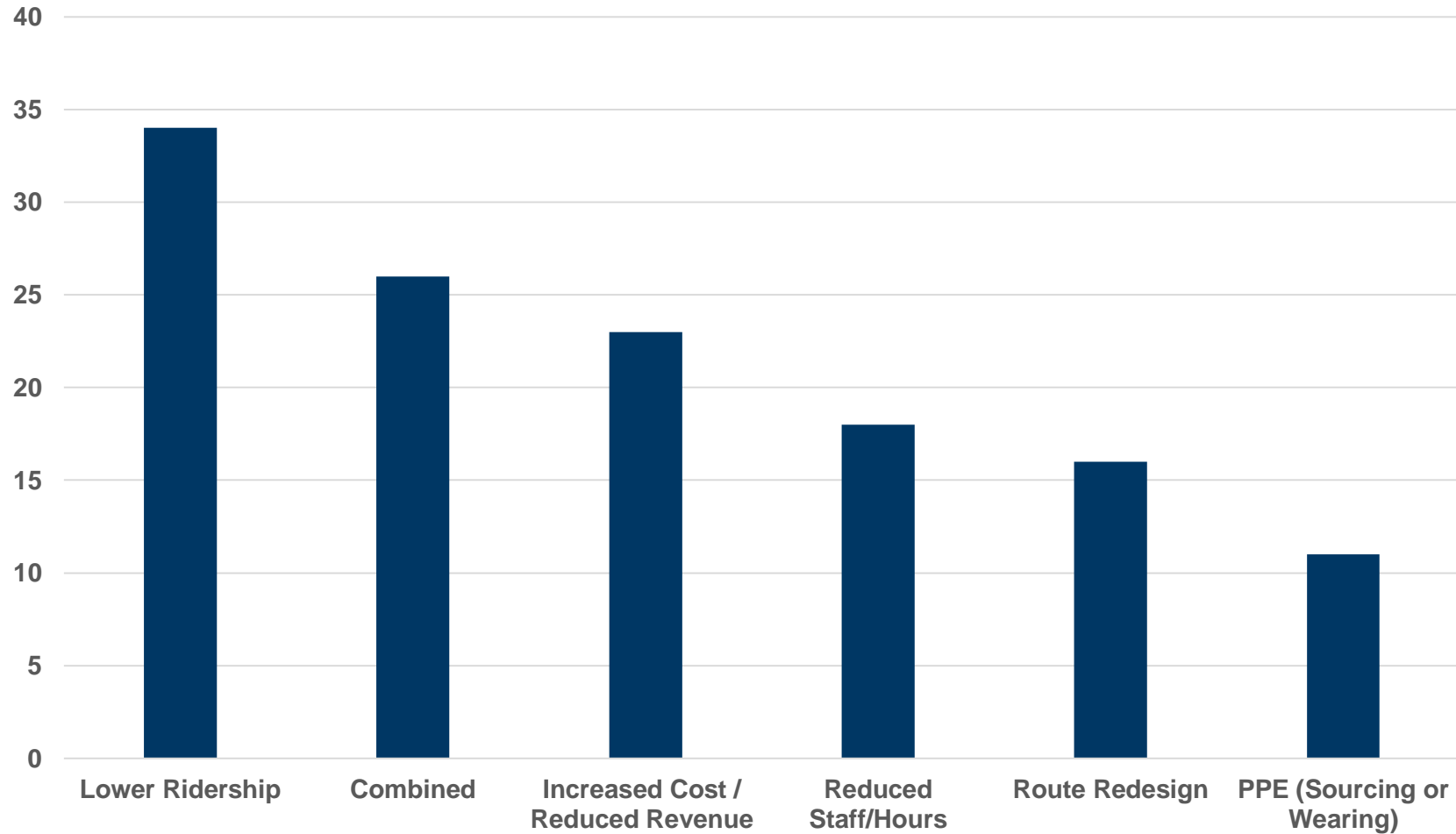
Survey Findings



- Purpose to learn from agencies about ongoing responses to COVID and to look to future innovations that could help transit agencies remain resilient
- 48 Survey Responses



Immediate Impacts of COVID on Operations (n=48)

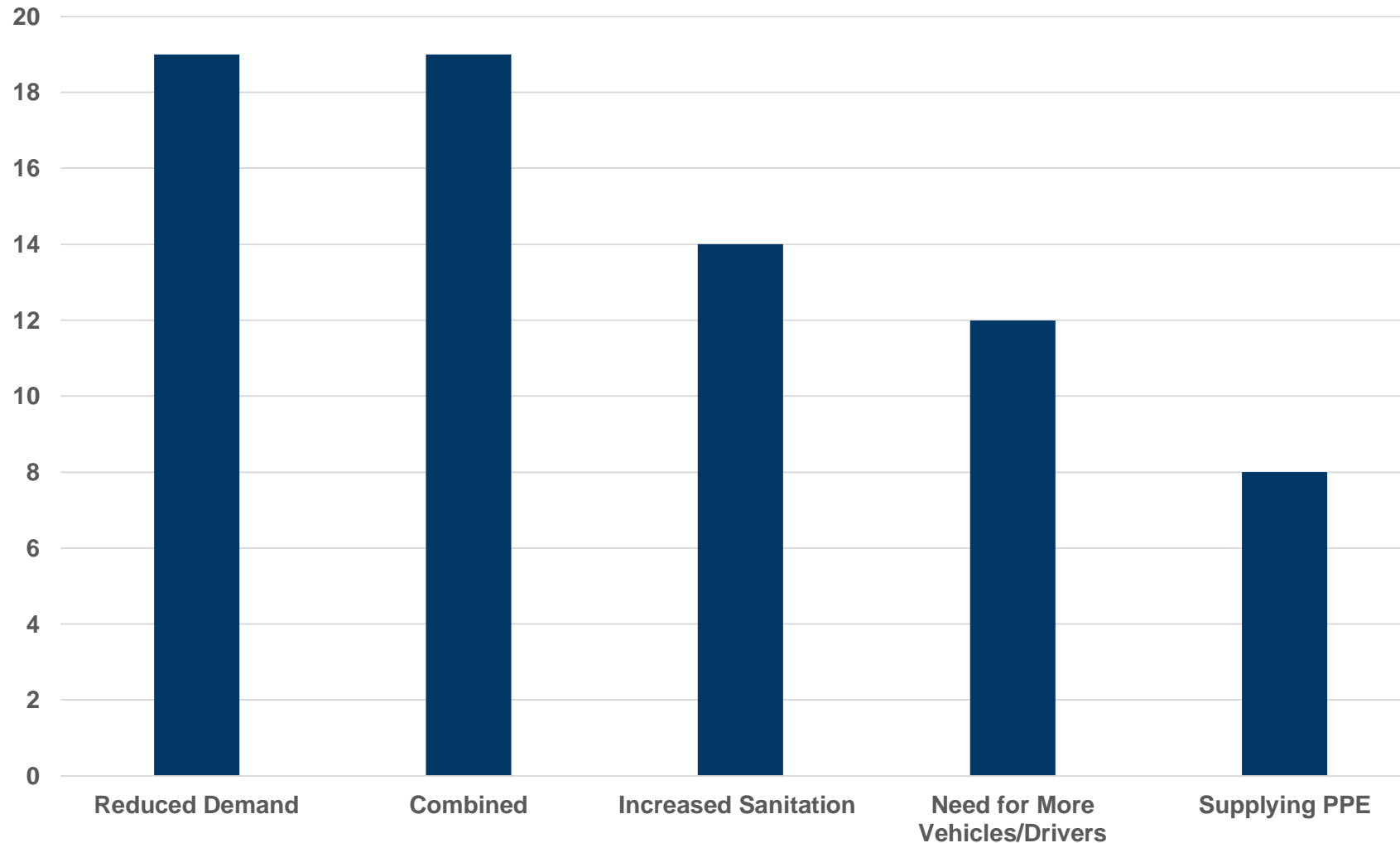


Combined answers include:

- Increased cleaning costs
- Limiting number of passengers
- Destinations closed



Long Term Changes to Operations (n=48)

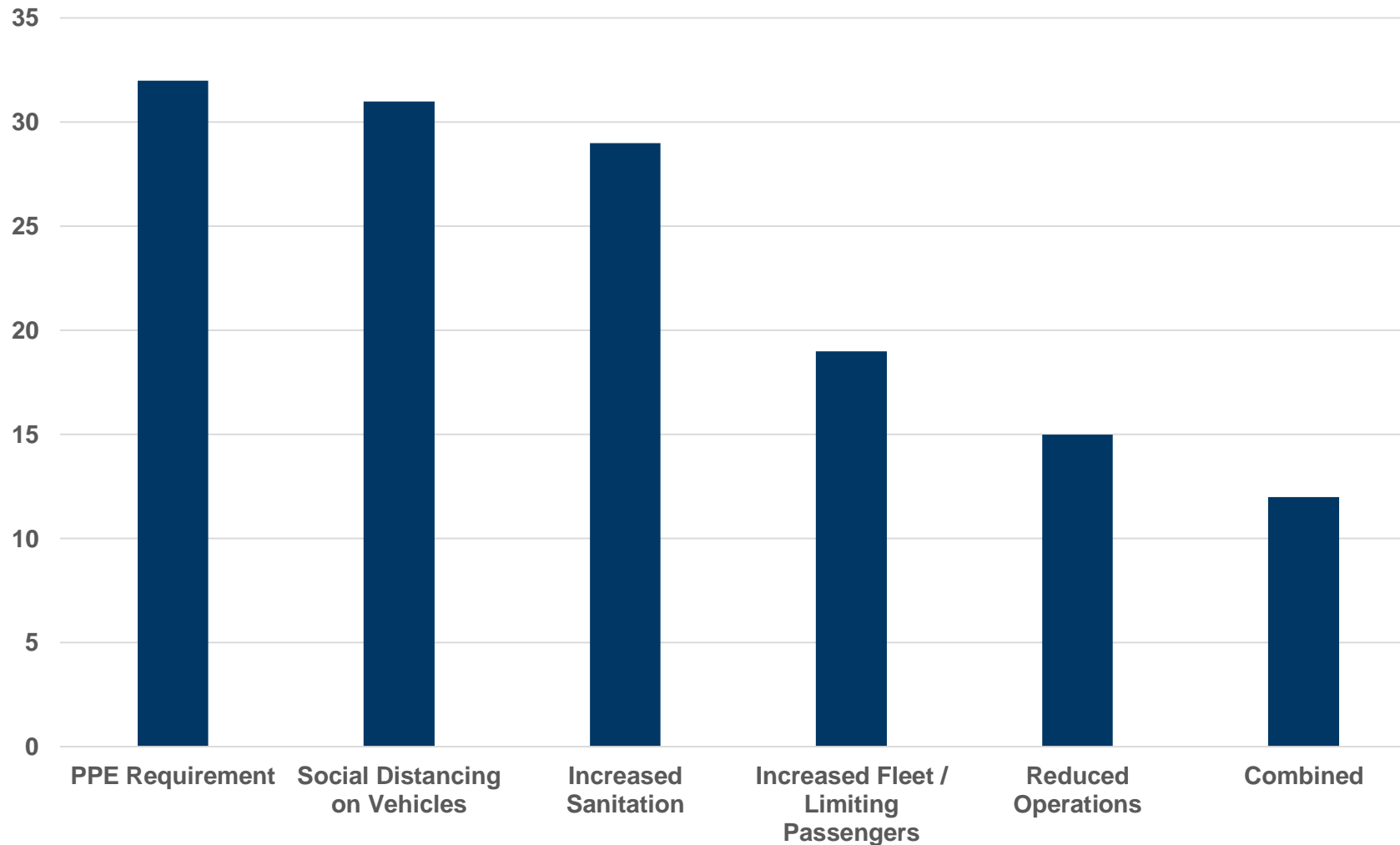


Combined answers include:

- Route redesign
- Increased marketing
- Service focused on specific destinations
- Difficulty hiring drivers



Implemented Changes in Response (n=48)

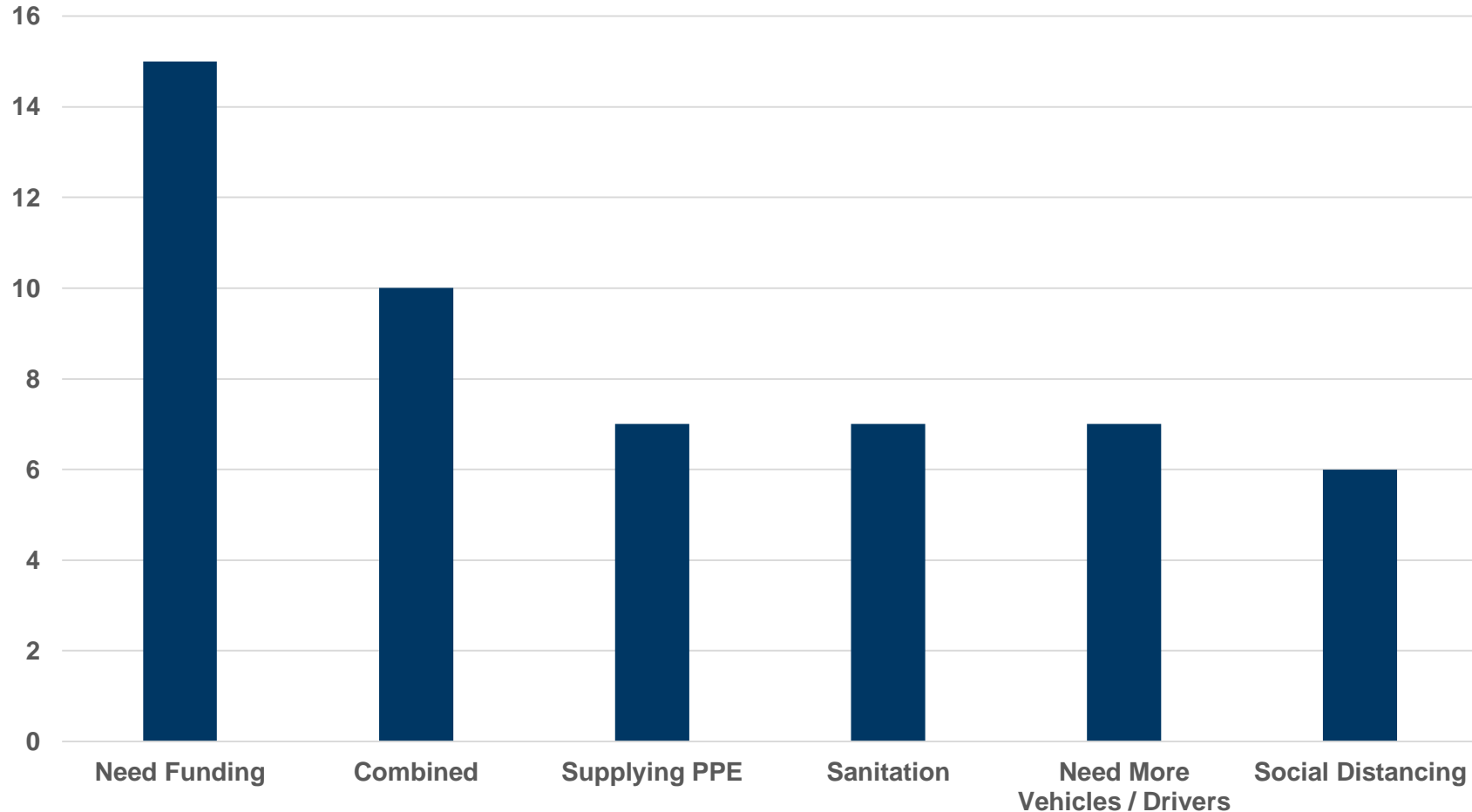


Combined answers include:

- Cross Training Employees
- Enhanced Marketing / 3 Ws



Remaining Challenges / Changes to Implement (n=48)

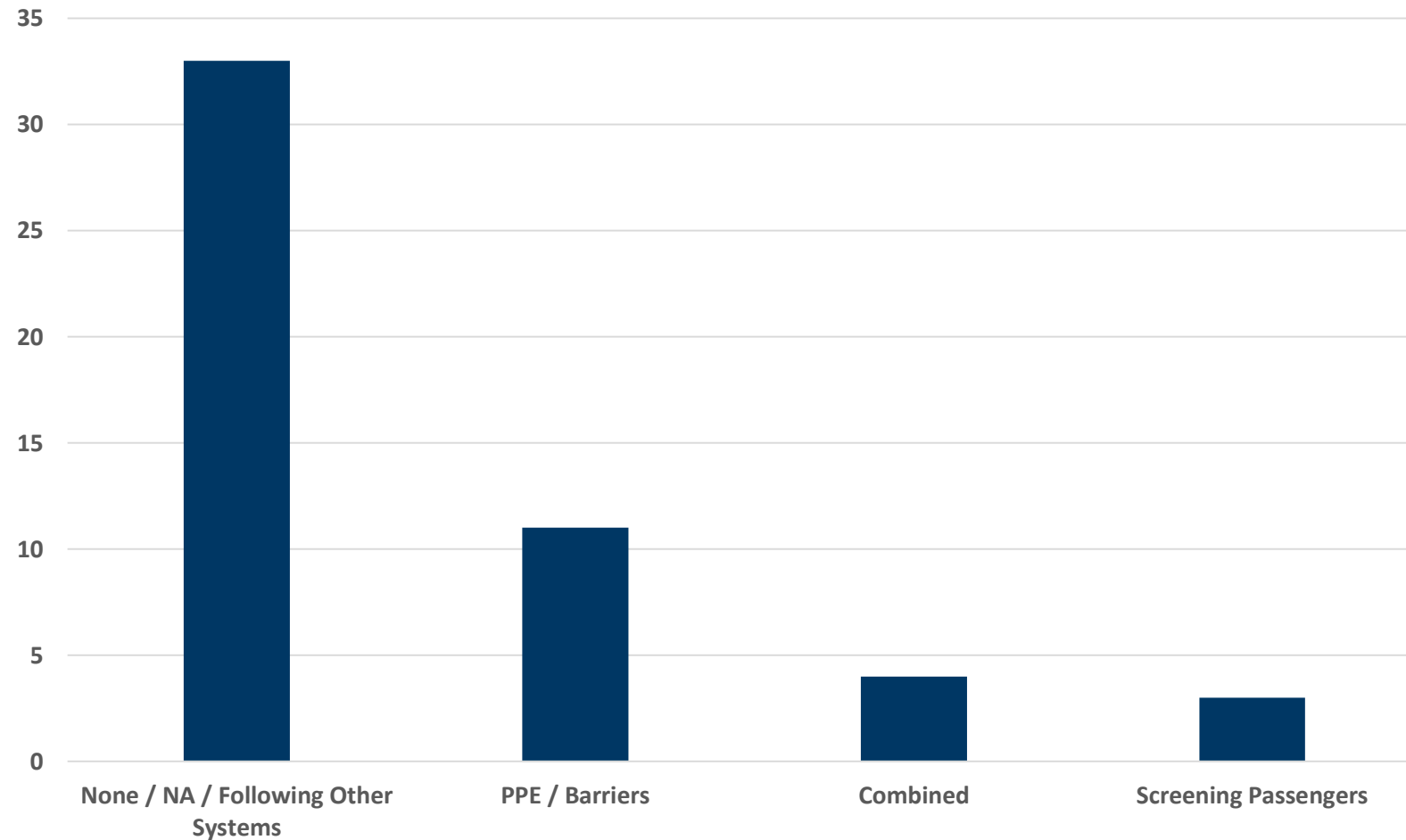


Combined answers include:

- Barriers in Vehicles
- Services related to COVID (ex: meal delivery)
- Route Changes



Innovative Activities/Responses to COVID (n=48)



Combined answers include:

- Messaging
- Services related to COVID (ex: meal delivery)

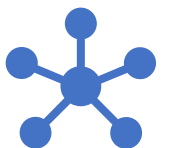
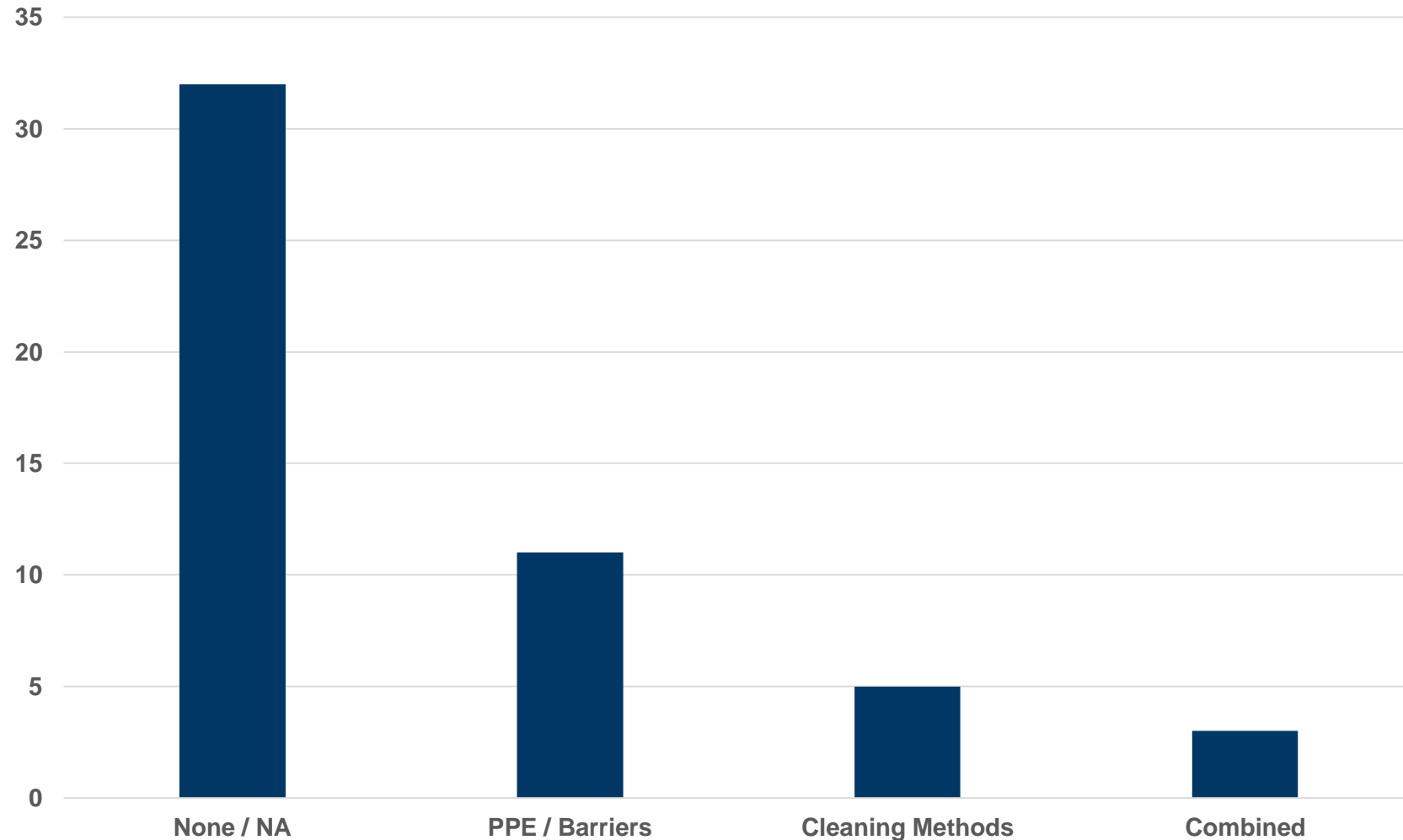


Innovative Activities/Responses Others Using (n=48)

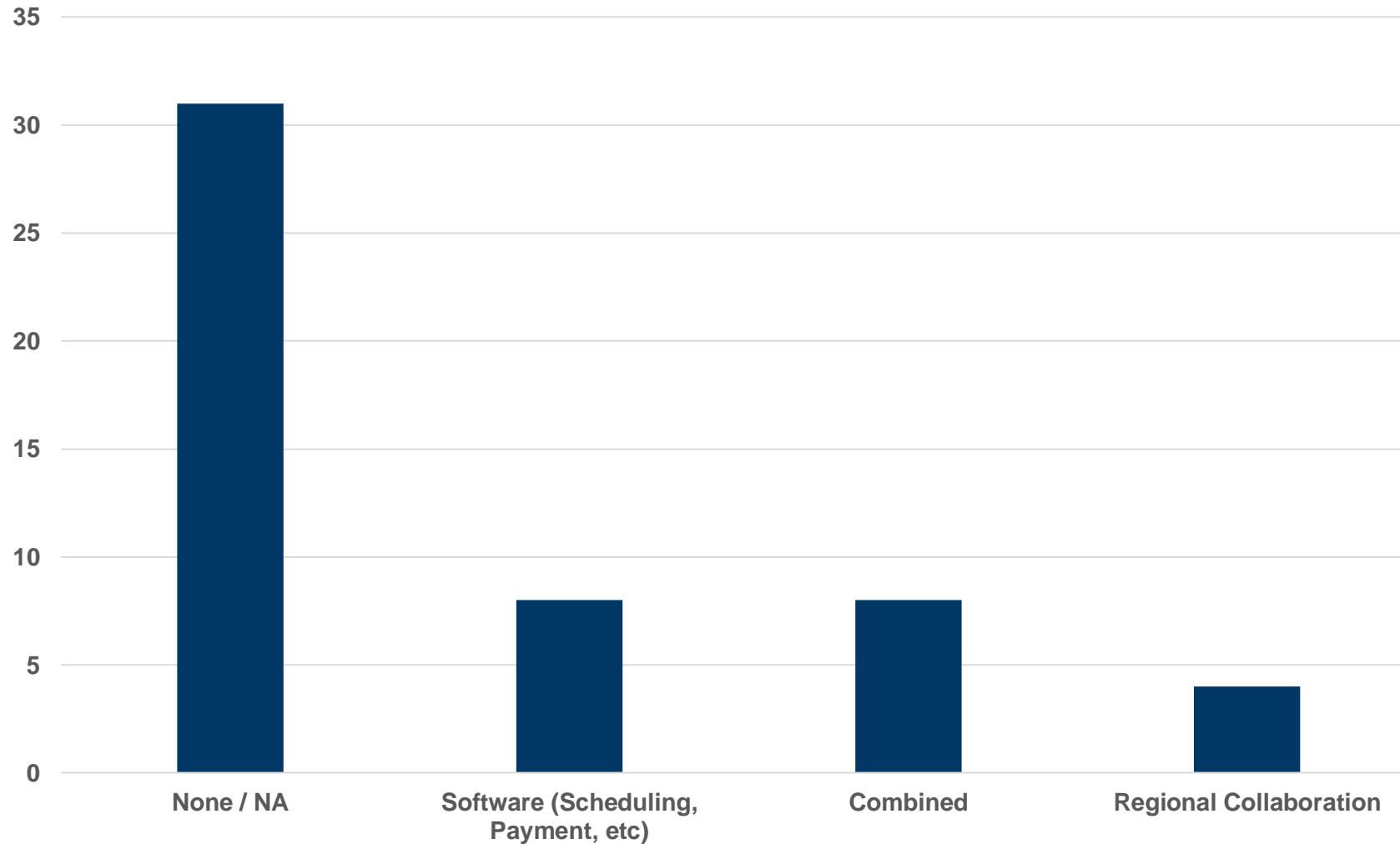


Combined answers include:

- Mircomobility
- Contactless Fare



Innovations Prior to COVID (n=48)

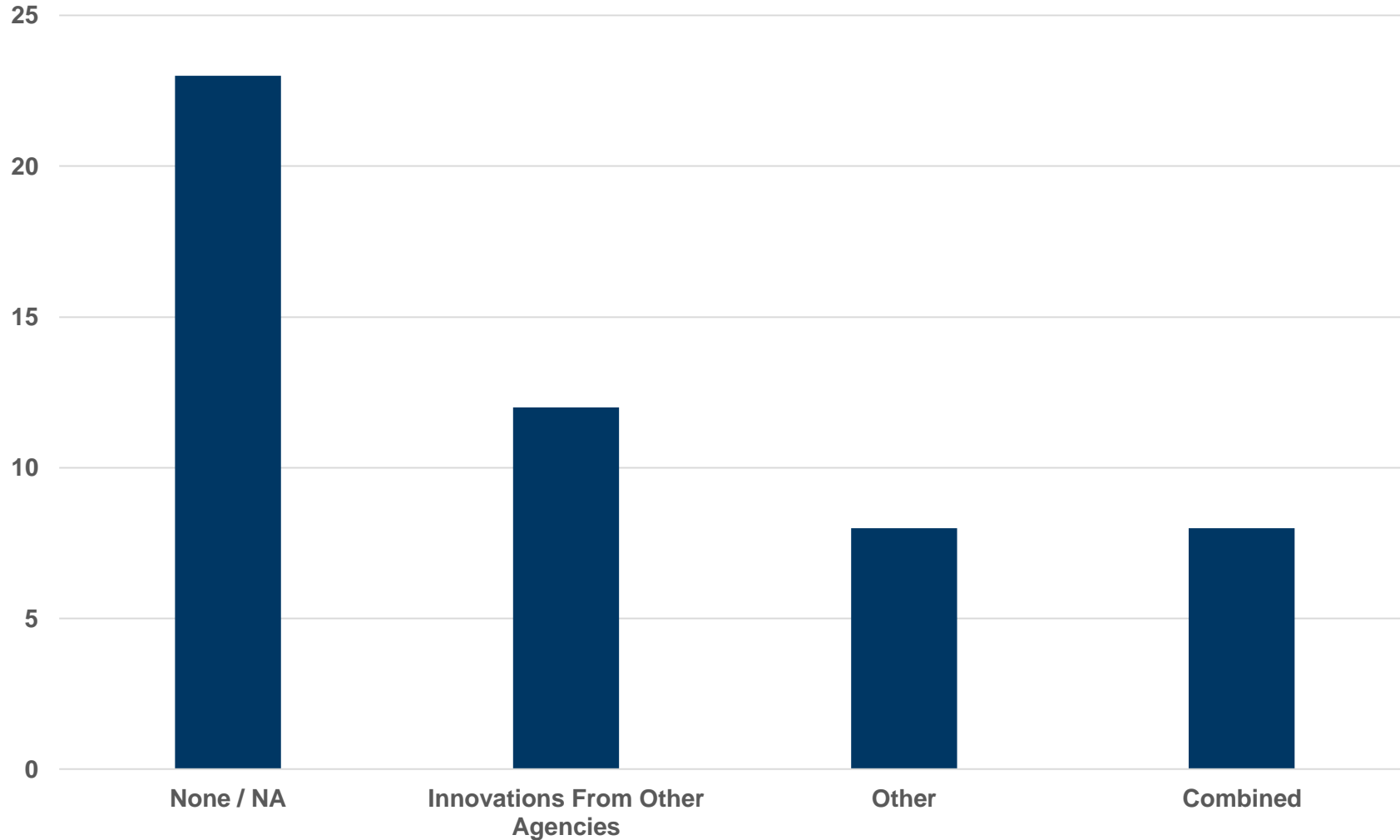


Combined answers include:

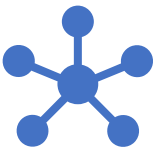
- Micromobility
- New service
- Increased Advertisement



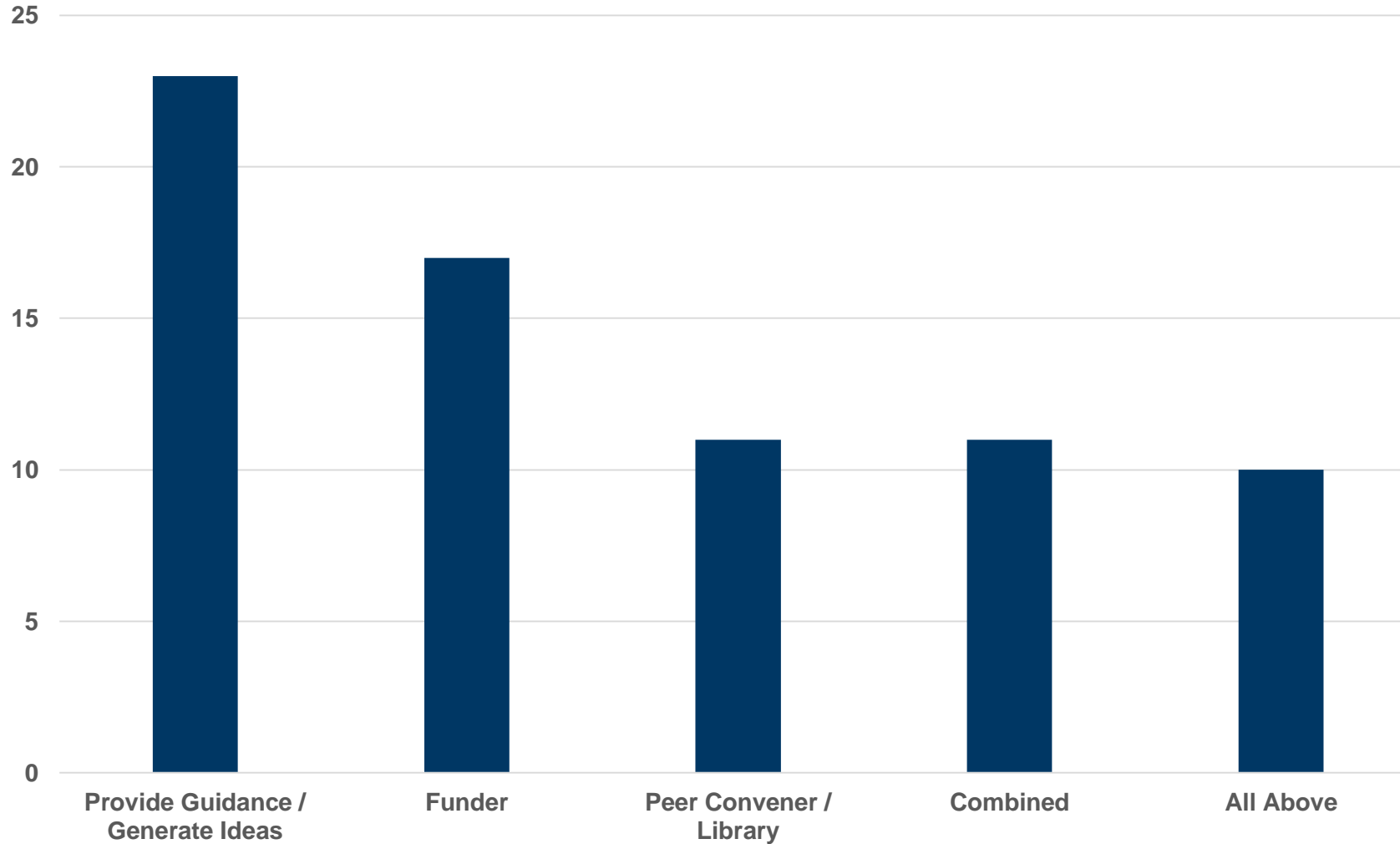
Innovations Interested In (n=48)



- Combined answers include:
- COVID Specific (Cleaning equipment, etc.)
 - Digital Fare Collection
 - Microtransit



NCDOT's Role in Innovation (n=48)

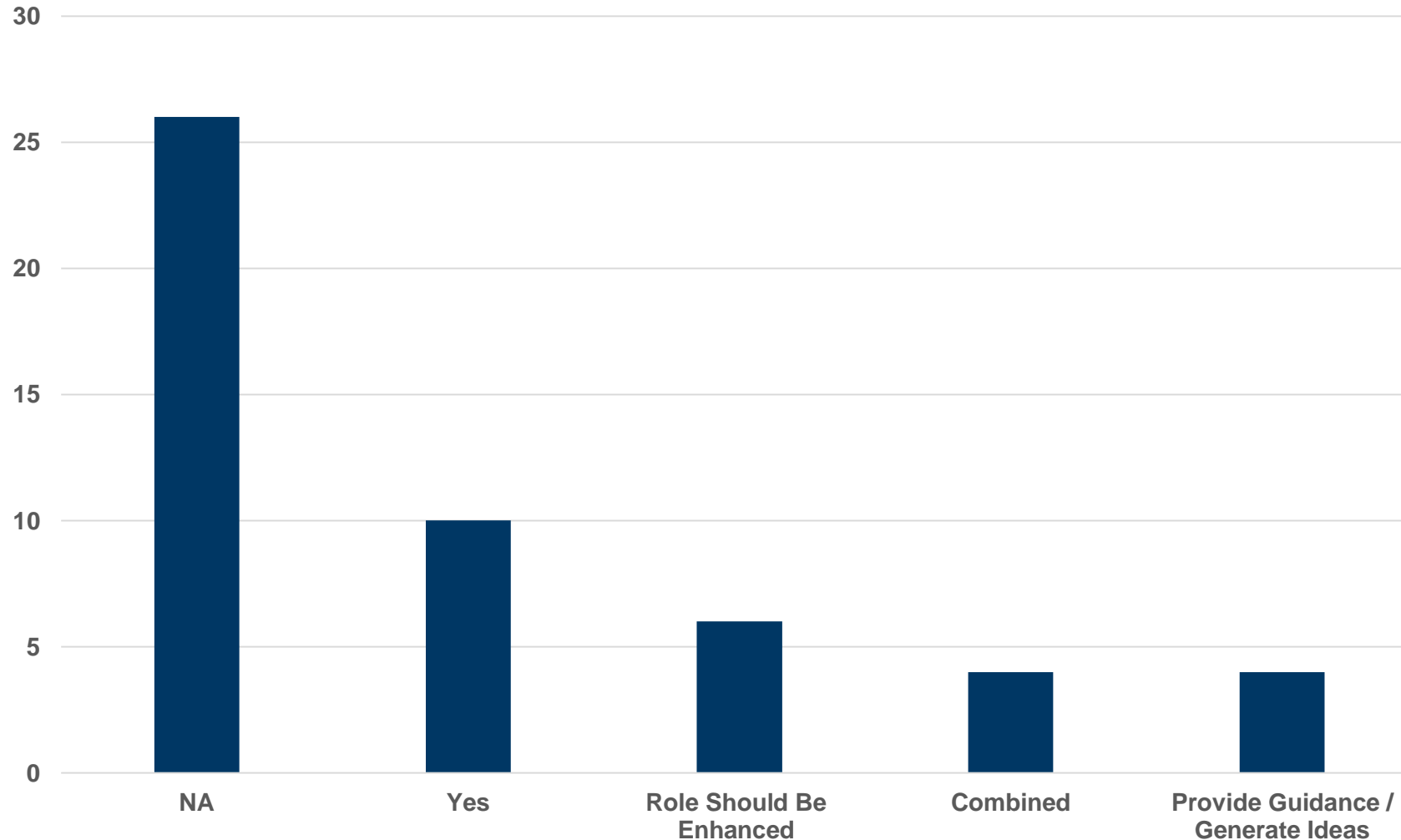


Combined answers include:

- Procurer
- Provide Training
- Provide Sanitization Certification



Should NCDOT's role be different in response to COVID-19 than under normal circumstances?(n=48)



Combined answers include:

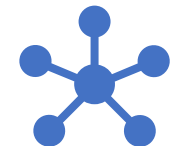
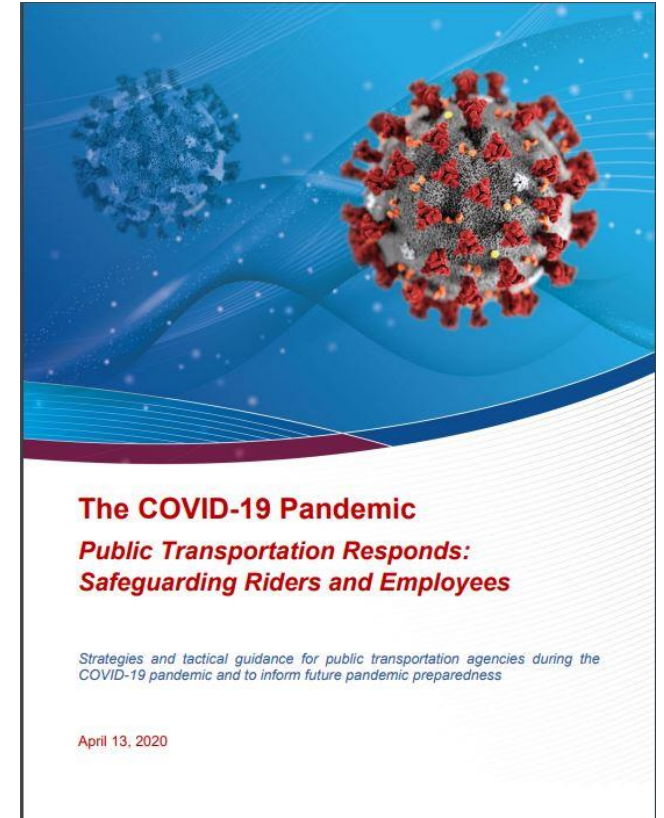
- Funder
- Mediator



WSP Speaker - John Gasparine



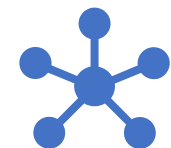
- Current state of transit in the U.S
- How agencies are responding and recovering
- Innovative approaches to COVID 19 response
- Potential long term changes



Discussion



- **What are you currently doing that is innovative?**
 - *Breakout by system type*
- **What does innovation mean to you?**
 - *Ideation by all participants*
- **What innovations would like you to learn about?**
 - *Breakout by system type*



Next Steps



- **Use NCDOT Smart Sheets (follow-up email to participants to provide link)**
- **Embellish existing innovations**
- **Additional new innovation ideas**
- **Due August 5th**

