



FAYETTEVILLE CITY COUNCIL
AGENDA
AUGUST 5, 2013
5:00 P.M.
Lafayette Conference Room

1.0 CALL TO ORDER

2.0 INVOCATION

3.0 APPROVAL OF AGENDA

4.0 OTHER ITEMS OF BUSINESS

4.1 Approval of System-wide Transit Service Standards
Presented By: Randy Hume, Transit Director

4.2 Support Service Recommendations For PWC From Davenport Lawrence
Study
Presented By: Kristoff Bauer, Deputy City Manager

5.0 ADJOURNMENT

CLOSING REMARKS

POLICY REGARDING NON-PUBLIC HEARING AGENDA ITEMS

Anyone desiring to address the Council on an item that is not a public hearing must present a written request to the City Manager by 10:00 a.m. on the Wednesday preceding the Monday meeting date.

POLICY REGARDING PUBLIC HEARING AGENDA ITEMS

Individuals wishing to speak at a public hearing must register in advance with the City Clerk. The Clerk's Office is located in the Executive Offices, Second Floor, City Hall, 433 Hay Street, and is open during normal business hours. Citizens may also register to speak immediately before the public hearing by signing in with the City Clerk in the Council Chamber between 6:30 p.m. and 7:00 p.m.

POLICY REGARDING CITY COUNCIL MEETING PROCEDURES SPEAKING ON A PUBLIC AND NON-PUBLIC HEARING ITEM

Individuals who have not made a written request to speak on a non-public hearing item may submit written materials to the City Council on the subject matter by providing twenty (20) copies of the written materials to the Office of the City Manager before 5:00 p.m. on the day of the Council meeting at which the item is scheduled to be discussed.

Notice Under the Americans with Disabilities Act (ADA): *The City of Fayetteville will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities. The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities. The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. Any person who requires an auxiliary aid or service for effective communications, or a modification of policies or procedures to participate in any City program, service, or activity, should contact the office of Ron McElrath, ADA Coordinator, at rmcelrath@ci.fay.nc.us, 910-433-1696, or the Office of the City Clerk at cityclerk@ci.fay.nc.us, 910-433-1989, as soon as possible but no later than 72 hours before the scheduled event.*

CITY COUNCIL ACTION MEMO

TO: Mayor and Members of City Council
FROM: Randy Hume, Transit Director
DATE: August 5, 2013
RE: **Approval of System-wide Transit Service Standards**

THE QUESTION:

Transit Service Standards

RELATIONSHIP TO STRATEGIC PLAN:

The City of Fayetteville will be a highly desirable place to live, work and recreate with thriving neighborhoods and a high quality of life for all citizens.

BACKGROUND:

The City of Fayetteville is the recipient of Federal Transit Administration (FTA) grants for support of the Fayetteville Area System of Transit (FAST). FTA requires recipients of federal transit funds to prepare plans and procedures to ensure compliance with Title VI of the Civil Rights Act. Since the enactment of the new MAP-21 surface transportation legislation, FTA has issued a new circular and guidance regarding Title VI plan submissions. The City and FAST is required to submit an updated Title VI plan to reflect all of the provisions of the new circular to FTA for approval in 2015 pursuant to its normal three-year recertification cycle. Although some of the submission requirements have been reduced due to FAST's system size (less than 50 peak fixed route buses), the new circular requires all grantees to submit "system-wide service standards and policies" approved by their governing board to FTA in 2013. These standards need to be uploaded to the FTA grants management system prior to implementing any service changes occurring after April 2013. A draft set of service standards was included in the 2008 Transit Development Plan. FAST has used these as service guidelines since that time although these were never completed and approved by Council. Attached is an expanded set of recommended service standards that meet the requirements of the new circular. These standards have been reviewed by the Fayetteville Advisory Committee on Transit (FACT) who recommends approval. Upon Council's review, the service standards will be presented for formal approval.

ISSUES:

Approved standards are required for continuing receipt of federal grant funds.

BUDGET IMPACT:

None. Failure to approve and submit to FTA would impact future grant funding.

OPTIONS:

Approve or modify

RECOMMENDED ACTION:

Review the recommended service standards for consideration of approval at a future regular City Council meeting.

ATTACHMENTS:

Draft Transit Service Standards
Transit Service Standards - PPP

Service Standards & Policies

Service standards and guidelines serve as useful policy tools that reflect the mission and goals of the transit organization. These define attributes of service design and delivery, as well as, create an objective set of criteria under which existing services, proposed alterations to services and prospective new services are evaluated. Service standards also provide a basis for the open and equitable allocation of budget-limited service resources in accordance with the Title VI and Environmental Justice requirements.

Vehicle Load:

Vehicle Load Factor (passengers on board/bus seating capacity) shall not exceed 1.3 (i.e., 30% standing) on any trip for more than 10 minutes.

Routes with Vehicle Loads exceeding 1.3 will be considered first for headway improvement.

Vehicle Headway/Frequency of Service:

Regular Fixed Route Vehicle Headway on any route shall not exceed 60 minutes (or one vehicle per hour frequency) between 6:00 a.m. and 7:00 p.m.

Regular Fixed Route Vehicle Headway may exceed 60 minutes before 6:00 a.m. and after 7:00 p.m. (weekdays and Saturday) or at any time on Sunday.

This headway standard shall not apply to express bus or suburban bus services.

On-Time Performance:

On-time is defined as the trips completed between one (1) minute early and five (5) minutes late as compared to schedule. Arriving at a trip's destination point early will not be counted as an early for calculations purposes.

System-wide on-time performance shall be a minimum of 95% of schedule at route origins and destinations (i.e., terminal points).

Individual route on-time performance shall be a minimum of 90% of schedule at route origins and destinations.

System-wide on-time performance shall be a minimum of 70% of schedule at published time points.

Service Availability:

- Access to Service: Sixty percent (60%) of service area residents shall have access to bus service. Access to bus service is defined as less than ½ mile walk from residence to bus stop from 6:00 a.m. to 7:00 p.m. on weekdays
- Bus Stop Spacing: Stops shall be no closer than 800 feet, unless land use and passenger demand indicate a need for closer stops.
- Minimum five (5) stops per mile in core
- Minimum two (2) stops per mile in outlying areas (depending on density and land use)
- Bus stop spacing standards shall not apply to express or limited stop bus service

Route Design:

Routes shall operate on major thoroughfares or arterial streets to the maximum extent possible. Exceptions will be allowed for turnaround loops or major destinations located on non-arterial streets. Services should be designed to operate in two directions on the same street whenever possible in order to reduce confusion to passengers and maximize service effectiveness. However, due to street configurations, some loop routes may be necessary.

Route Deviation Fixed routes may deviate off their primary alignment for a variety of reasons – to serve a major destination, to avoid a bottleneck and to provide coverage. Deviations off the basic alignment of a fixed route should be minimized whenever possible. Any deviations considered as a part of a route change should meet the following criteria:

- a) The additional time necessary for the deviation should not exceed five minutes, or 10% of the one-way travel time of the existing route without deviation.
- b) Deviations should result in an increase in overall route productivity.

Distribution of Transit Amenities:

- Bus Shelters At stops with 20 or more boardings per day or locations where 3 or more routes converge
- Bus Benches At stops with 10 or more boardings per day

Bus Stop Signs	At all stops. Bus stop signs should display FAST name, information contact number and route/schedule
Sponsorships	Shelters or benches may be placed at stops that have less boardings than noted above when a non-City entity agrees to provide funding to sponsor such stop.

Vehicle Assignment:

Vehicle Equipment	Revenue vehicles shall be clean, in good condition, with working ramp or lift and working air conditioning or heat (depending on season)
Route Assignment	Higher capacity buses shall be used on routes with the highest ridership and load factors
Vehicle Age/Mileage	Vehicles shall be distributed equally throughout the route system. Vehicle assignments shall be evaluated every six (6) months to ensure equitable aging (accumulated miles) and distribution to all routes.

Evaluating and Altering Services

FAST strives to allocate service resources equitably and efficiently. Circumstances may change requiring that routes be evaluated and adjusted to ensure effectiveness and proper allocation of resources. Routes will be evaluated at least annually. Although several factors are considered, the primary route productivity measure FAST will use is Total Passengers per Revenue Service Hour.

Routes to Review	Less than 80% of system average Passengers per Hour
Routes to Modify	Less than 60% of system average Passengers per Hour
Maturing Service	New routes do not generally generate stable ridership levels immediately. A two-year period permits adequate time to build a transit market. Routes that have operated less than two years will be considered maturing. Maturing routes will be monitored but may be exempted from corrective actions to provide opportunity to meet ridership expectations. FAST anticipates making fine-tuning adjustments to maturing routes over its first two years.
Lifeline Routes	Factors such as percentage of population below federal poverty guidelines, elderly population, and zero-vehicle households will be examined when considering route modifications.

Corrective Actions:

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|---------------------|--|
| Targeted Marketing | Low ridership may result from a lack of awareness of routes and services available. A targeted marketing campaign before a service reduction may be considered. |
| Route Realignment | A route may miss several key locations which can be accessed with short route deviations or extensions. A route may also have unproductive segments. Careful evaluation of boardings by stop can result in route revisions that can help to build ridership and improve service productivity. |
| Service Reduction | A route may have more frequent service than warranted by load factors or ridership. Headway adjustments, reductions in hours of operation, and/or elimination of service on weekends may improve route productivity with limited negative impacts. |
| Service Elimination | If ridership is consistently poor with little hope for future growth, a route may be eliminated. Service elimination is a last resort and generally follows prior actions to improve productivity. Elimination of service does not preclude restoration of service at a later time, but new factors supporting ridership demand must exist before such a step is considered. |

TRANSIT SERVICE STANDARDS

August 5, 2013



City of
Fayetteville
North Carolina





Why Service Standards



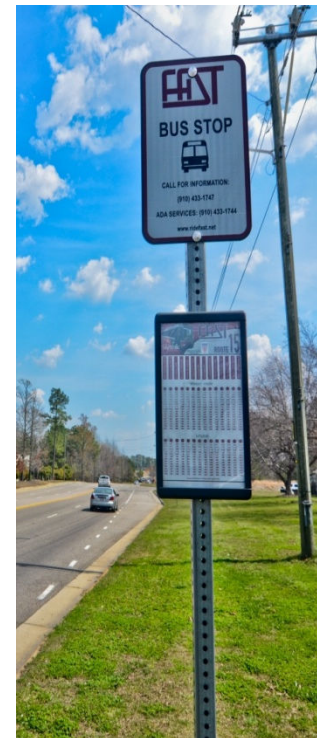
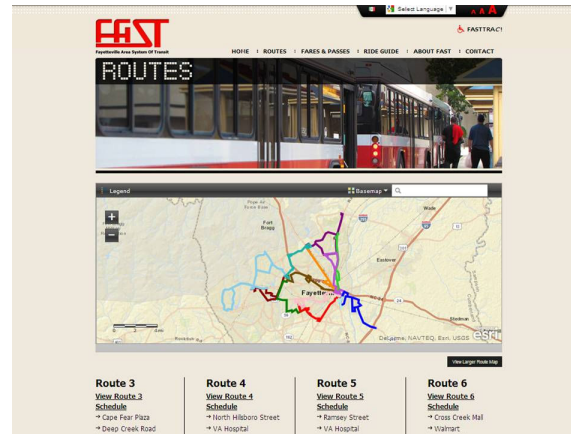
- Attributes – Design and delivery of services
- Criteria – Evaluate existing and proposed services
- Allocation – Equitable allocation of resources
- Required by Title VI
 - Ensure no discrimination (race, color, national origin)
 - New: Governing board approval required
 - Must submit to FTA in 2013

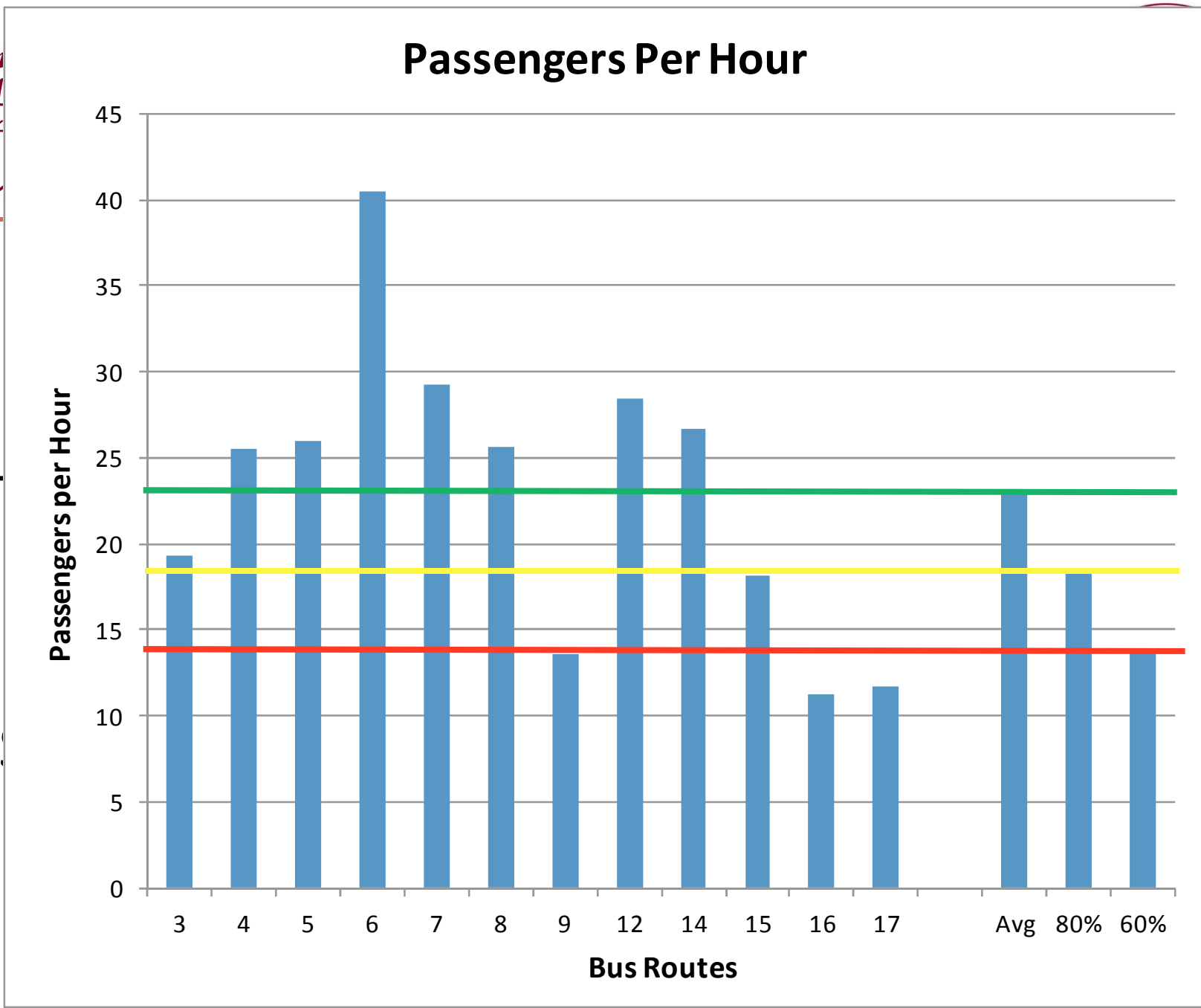


- Vehicle load factors (seated/standees)
- Vehicle headway (frequency)
- On-time performance
- Service availability
 - Access to routes
 - Stop spacing



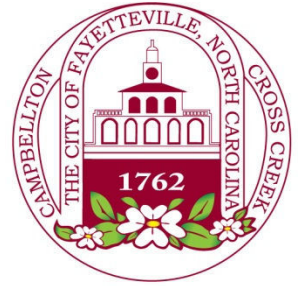
- Route design
 - Streets served
 - Deviations
- Transit amenities (shelters & benches)
- Vehicle assignment







Next Steps



- August 12 – Resolution to approve
- Upload to FTA's Grants Management System
- Triennial Title VI program update – 2015

Questions?



The City of Fayetteville, North Carolina does not discriminate on the basis of race, sex, color, age, national origin, religion, or disability in its employment opportunities, programs, services, or activities.

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CITY COUNCIL ACTION MEMO

TO: Mayor & City Council
FROM: Kristoff Bauer, Deputy City Manager.
DATE: August 5, 2013
RE: **Support Service Recommendations For PWC From Davenport Lawrence Study**

THE QUESTION:

The City has contracted with DavenportLawrence ("DL") to examine the configuration of support services between the City and PWC. DL will present initial findings and recommendations to the Council and seek guidance regarding next steps.

RELATIONSHIP TO STRATEGIC PLAN:

The FY13 Strategic Plan included Goal 2: More Efficient City Government - Cost-Effective Service Delivery. A high priority Target for Action was "City PWC Service Consolidation." The recruitment and selection of DL to perform this analysis was the focus of the Action Plan responding to this Target for Action.

BACKGROUND:

Council adopted the FY13 Strategic Plan on May 14, 2012
A proposal was received from DL for consultant services in December 2012
The Council authorized the contract with DL on February 11, 2013

ISSUES:

DL will present their findings and recommendations during the August 5th Work Session. DL will review their analysis methodology, discuss findings and review opportunities for aligning business processes for enhanced fiscal responsibility and service to citizens and customers.

BUDGET IMPACT:

OPTIONS:

This item is for discussion only. Council will consider the following possible outcomes:

1. Refer plan forward to a future Council meeting for action
2. Refer back for additional research
3. Take no further action
4. Some combination of the above

RECOMMENDED ACTION:

Refer plan forward to a future Council meeting for action.