

The background image shows the interior of the Charlotte Transportation Center. It features a high, vaulted ceiling with a complex steel truss structure. Large white columns support the roof. In the foreground, there are blue metal bus seats on a concrete base. People are visible in the background, including a woman pushing a stroller. Two bus bays are visible, labeled 'H' and 'O' with 'BUS ROUTES' signs. A bus is partially visible on the right, with '34 FREEDOM DRIVE' on its destination sign. A banner on the left side of the bus reads 'Earn a USC MBA while you work. New location: BSST Center, 500 S. College in summer 2022.'

# Charlotte Transportation Center Public Engagement Update

Transportation, Planning and Development  
Committee  
November 7, 2022





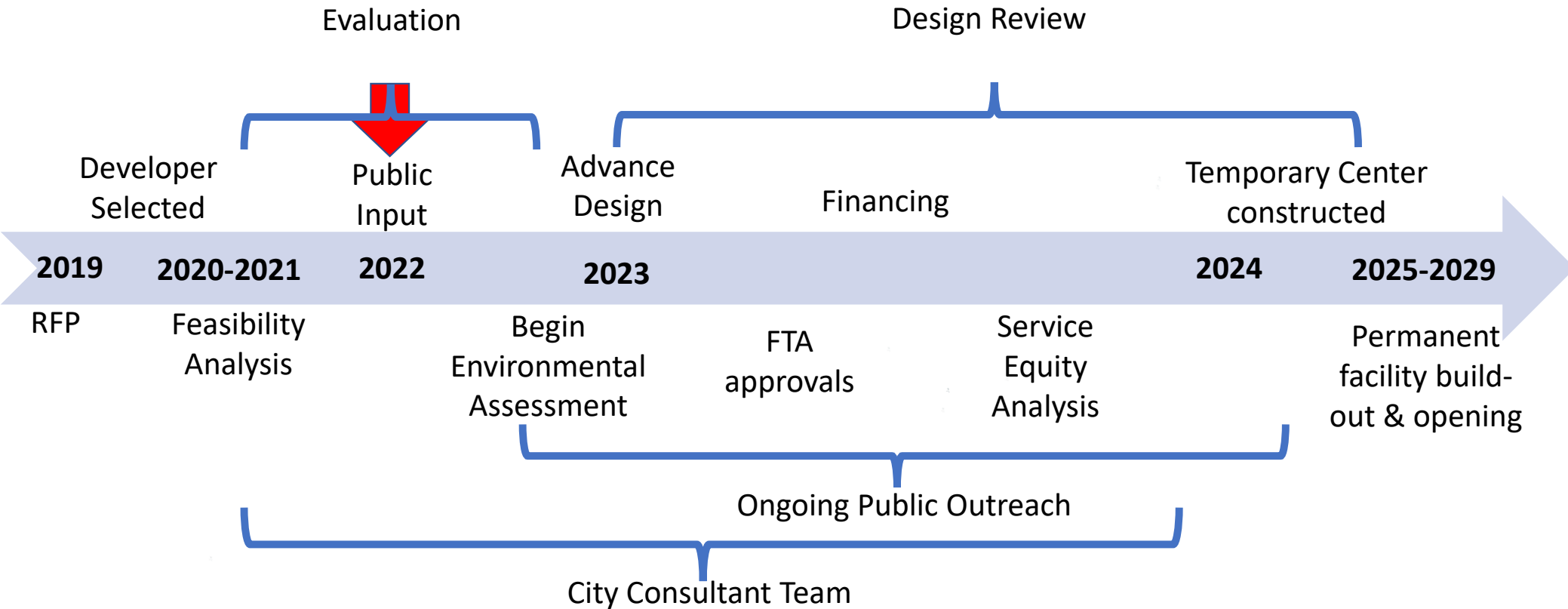


# Transit and Mobility Goals

- **Continuity in Service via a Temporary Facility**
- **Elevate the Transit Rider Experience**
  - ✓ Comfortable, Climate Controlled Space
- **Safety and Security is Top Priority**
  - ✓ Controlled access to transit space
  - ✓ Minimize Pedestrian and Vehicle Conflicts
- **Easy and Convenient Transit Connections**
  - ✓ Central Mobility Hub for Bus, Light Rail, Streetcar
- **Sustainable Design**
  - ✓ LEED Certified and/or Envision Certification
  - ✓ Battery Electric Bus Hub
- **Integrated with Mixed Use Development**
  - ✓ Create an Active, Vibrant Place
























# Project Timeline



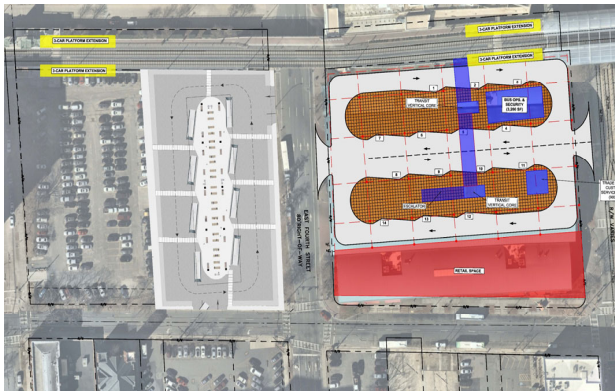
# Initial Evaluation

- ▶ Focused on which option best improves the Passenger Experience
- ▶ Prior engagement with TSAC and passengers placed high value on safety, security, lighting, and climate-controlled space
- ▶ Terrace option makes temporary transit center difficult.
- ▶ At grade option does not meet passenger expectations

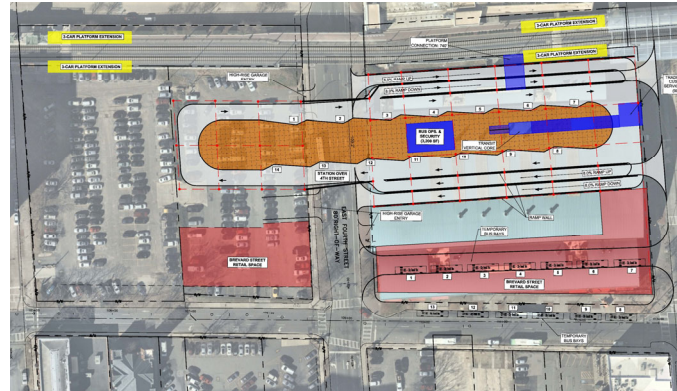
	AT GRADE	TERRACE	CONCOURSE
Bus to Bus Transfer			
Bus to Rail Transfer			
Safety			
Security			
Climate Controlled			
Natural Lighting			

 No improvement
  Some improvement
  Most improvement

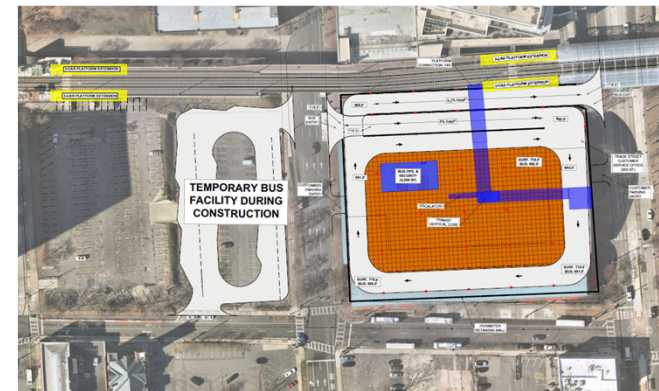
# Initial Evaluation Results



Street Level  
**Eliminate**



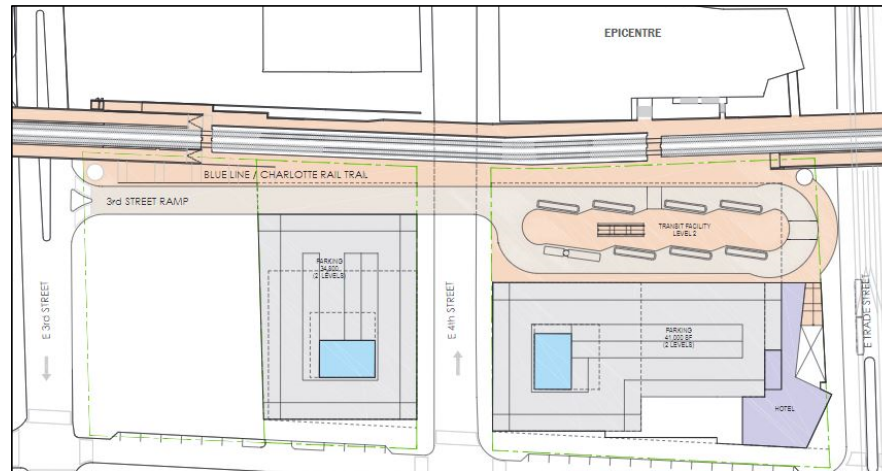
Terrace  
**Refine**



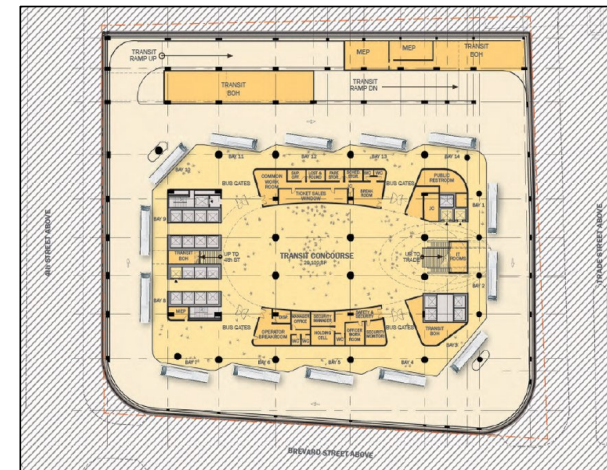
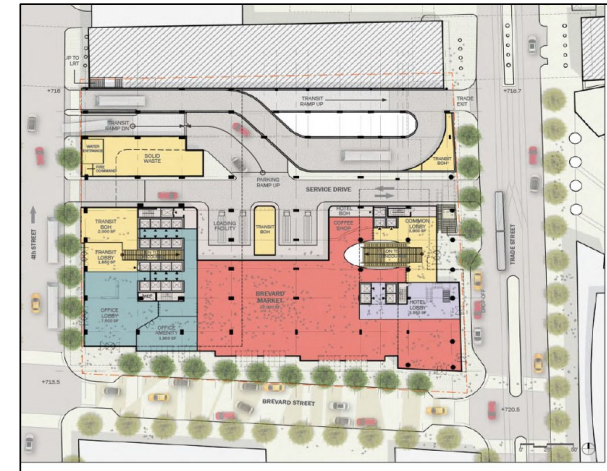
Concourse  
**Advance**



# Refined Design Options



Two Level Terrace



Concourse

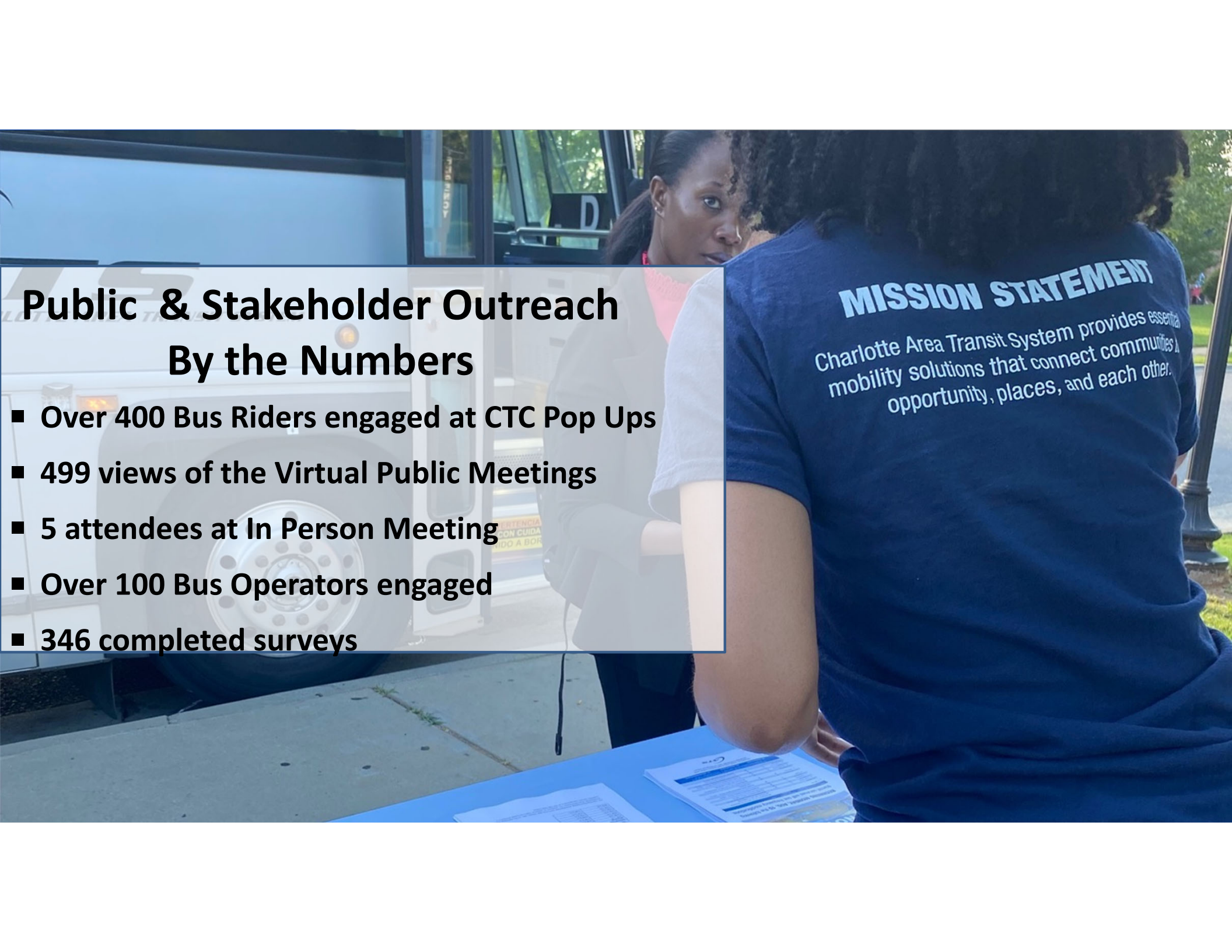
## Public & Stakeholder Outreach

- October 4 & 6: CTC Pop Ups
- October 11 & 19: Virtual Public Meetings
- October 13: Transit Services Advisory Committee
- October 13: CMGC Public Meeting
- October 18 & 20: CTC Pop Ups
- October 18: Citizens Transit Advisory Group
- October 25 & 27: Bus Operator Pop Ups
- October 25: Sustain Charlotte CRTC
- October 26: Metropolitan Transit Commission
- October 27: Belmont Regional Center

### MISSION STATEMENT

Charlotte Area Transit System provides essential mobility solutions that connect communities, opportunity, places, and each other.



The background image shows an outdoor public outreach event. On the left, a white bus is partially visible. In the center, a woman with dark hair and a pink top is looking towards the right. On the right, a person is seen from the back, wearing a dark blue t-shirt with white text. The text on the shirt reads "MISSION STATEMENT" in large, bold letters, followed by "Charlotte Area Transit System provides essential mobility solutions that connect communities and opportunity, places, and each other." in smaller text. The person is standing behind a blue table with some papers on it. The overall scene is bright and sunny, suggesting an outdoor daytime event.

## Public & Stakeholder Outreach By the Numbers

- Over 400 Bus Riders engaged at CTC Pop Ups
- 499 views of the Virtual Public Meetings
- 5 attendees at In Person Meeting
- Over 100 Bus Operators engaged
- 346 completed surveys





# Passenger Experience Survey

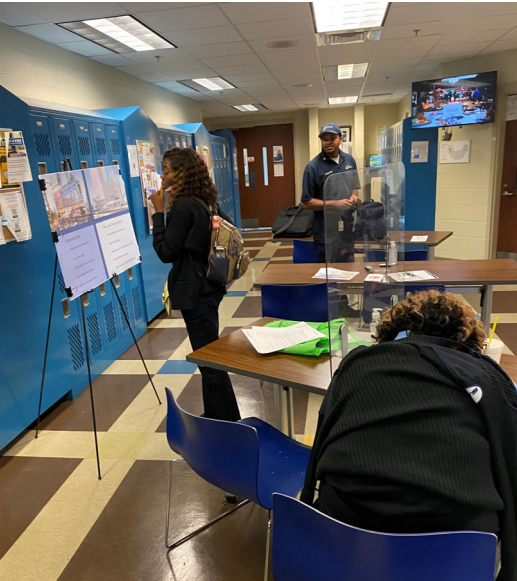
- ▶ Nearly a third use rideshare, bike, or scooters
- ▶ Shelter from inclement weather, climate control, digital schedules, and easier transfers are top priorities
- ▶ Majority of participants indicated a preference for transferring in Uptown but 30% detailed other locations.
- ▶ Less than a third indicated transfers as “extremely convenient”
- ▶ Over a third felt unsafe crossing bus travel lanes
- ▶ Visible security presences and improve lighting ranked high





# Design Options Survey

- ▶ The higher level of natural light in the Two-Level Terrace option was rated as extremely important
- ▶ The ease of bus-to-bus transfer and more climate-controlled space in the Concourse was highly valued.
- ▶ The majority of comments received were focused on increased security and the need for more service frequency
- ▶ Just over 50% currently prefer the Concourse option

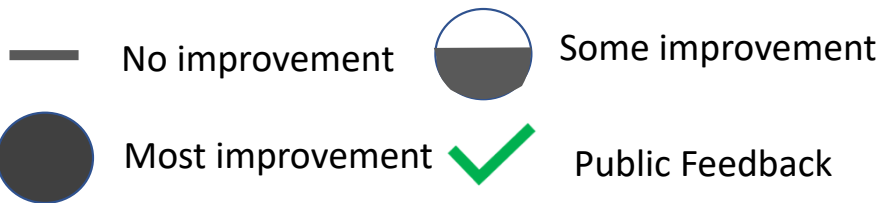
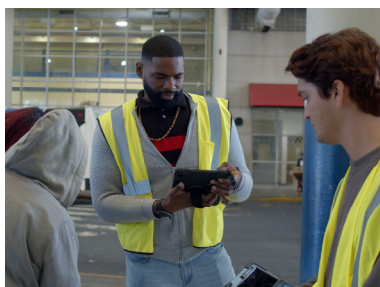


## Bus Operator Feedback













- ▶ In new facility more attention to operator amenities and secure access to operator space should be considered
- ▶ Operators consistently stated that the passenger area should be ticket controlled
- ▶ More operator amenities at mobility hubs and LYNX Blue Line stations
- ▶ Operators were generally 50/50 on either design with a slight preference for the concourse option





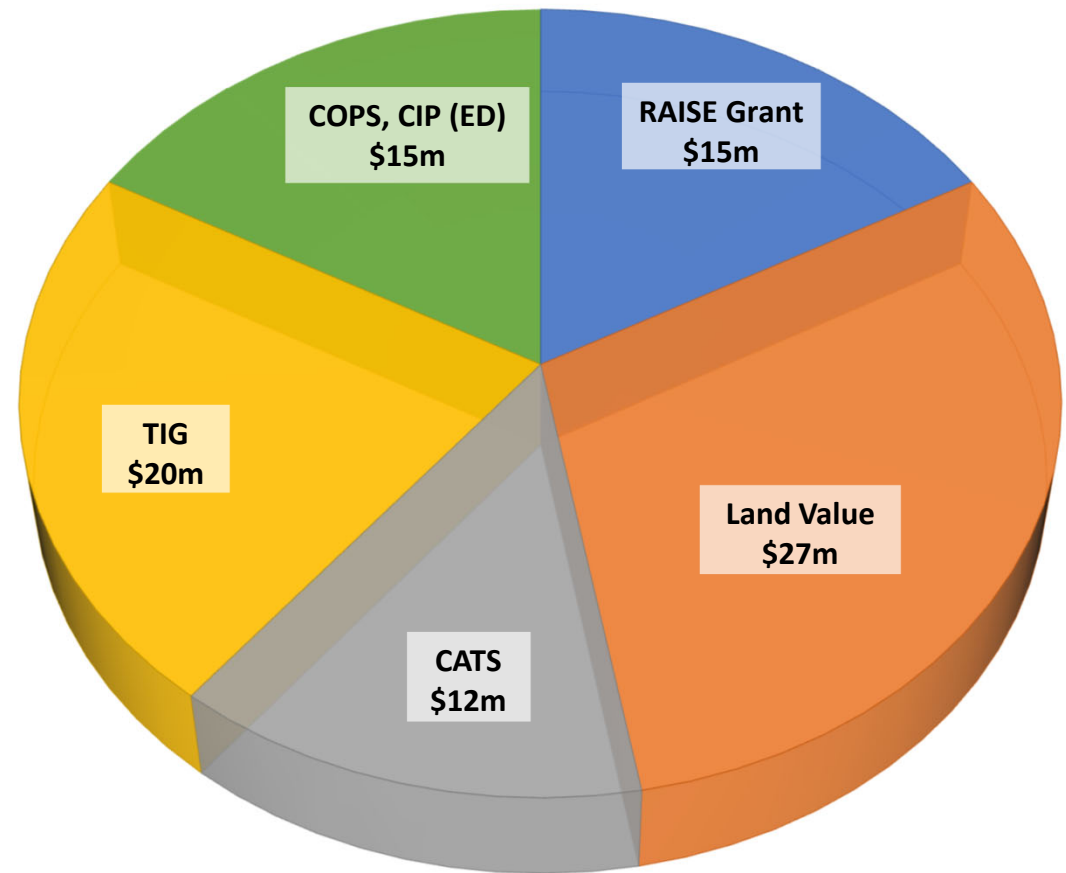


## Public Feedback & Evaluation

	TWO LEVEL TERRACE	CONCOURSE
Bus to Bus Transfer		
Bus to Rail Transfer		
Safety		
Security		
Climate Controlled		
Natural Lighting		

# Financial Framework

- ▶ New Charlotte Transportation Center at same site would range \$45m-\$55m
  - Not integrated with development
  - Unlikely to receive RAISE Grant
  - Land Value not a funding source
- ▶ Integrated Transit Center (Concourse/Two Level Terrace) estimated at \$89m
  - Leveraging \$27m (COPS, CIP (ED), CATS)
  - Leveraging \$27m Land Value





# Next Steps

- ▶ November 7<sup>th</sup>

  - TPD Committee-Public Engagement & Financial Framework

- ▶ January 3<sup>rd</sup>

  - TPD Committee Recommendation

- ▶ January 9<sup>th</sup>

  - Charlotte City Council Action Review

- ▶ January 23<sup>rd</sup>

  - Charlotte City Council Endorsement of MOU

- ▶ January 25<sup>th</sup>

  - Metropolitan Transit Commission Action

# Questions and Feedback

- ▶ Story Map & Survey
- ▶ Virtual Meeting Recording
- ▶ CTCRedevelopment@publicinput.com
- ▶ 704-336-RIDE (7433)





Questions?

## MISSION STATEMENT

Charlotte Area Transit System provides essential mobility solutions that connect communities, opportunity, places, and each other.