PTAB Fall 2022 Meeting

Agenda

• Welcome
• Approval of Minutes
• Transportation Services updates
• PTAB Strategic Roadmap
• Member Concerns & Issues
• Other items & new business
Transportation Services Updates

UMTS/PVTA Transit Services

- Ridership increases as campus returns to full operation
- Modified service levels continue
- Driver and staff shortages challenge service delivery
- Talent and training pipeline was severely impacted
- Our extraordinary team has pulled every rabbit out of every hat but we are near wits end.
Transportation Services Update

PVTA/UMTS Transit Service Update

- Rebuilding from a position of strength
- Our culture, commitment and legacy as a student-lead collaborative positions us for eventual success to reestablish most services by FY24
- Road ahead is long, challenging and forever changed
- Working closely with PVTA on how to balance these demands
Transportation Services Update

Staffing updates

• CDL Operators
  • Seismic demographic collapse: 71,000 fewer young adult Massachusetts drivers between 2015-2020
  • Generational loss: catastrophic impact across all CDL operators and employers
  • Need a Class D auto license for a year before eligible for CDL permit
  • Even more CDL training hurdles…and cannabis is still illegal under USDOT programs
  • UMTS is better suited than most
    • Good pay, flexible schedules and supportive culture
    • Rebuilding the two year talent pipeline lost to COVID-19
# Transportation Services Update

## October Transit Service Snapshot

<table>
<thead>
<tr>
<th>Element</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>Difference</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boardings</td>
<td>443,171</td>
<td>41,810</td>
<td>288,061</td>
<td>304,161</td>
<td>(139,010)</td>
<td>-31.4%</td>
</tr>
<tr>
<td>Driving Pay Hours</td>
<td>8,058</td>
<td>4,793</td>
<td>6,612</td>
<td>5,293</td>
<td>(2,766)</td>
<td>-34.3%</td>
</tr>
<tr>
<td>Shifts Operated</td>
<td>2,708</td>
<td>1,569</td>
<td>2,032</td>
<td>1,927</td>
<td>(781)</td>
<td>-28.8%</td>
</tr>
<tr>
<td>Active Drivers</td>
<td>152</td>
<td>107</td>
<td>123</td>
<td>123</td>
<td>(29)</td>
<td>-19.1%</td>
</tr>
<tr>
<td>Hours :: Shift</td>
<td>2.98</td>
<td>3.05</td>
<td>3.25</td>
<td>2.75</td>
<td>(0.23)</td>
<td>-7.7%</td>
</tr>
<tr>
<td>Hours :: Driver</td>
<td>53.01</td>
<td>44.79</td>
<td>53.75</td>
<td>43.03</td>
<td>(9.99)</td>
<td>-18.8%</td>
</tr>
</tbody>
</table>
Transportation Services Update

PVTA/UMTS Transit Service Update

• Service modifications on PVTA Route 30, 31, 34 and 35 to every 20-22 minutes will remain until further notice.
• PVTA Route 33 Saturday operating on Sunday schedule
• PVTA Route 34 Northbound Campus Shuttle operates AM only
• PVTA B43 Northampton modified express services

• Incremental restoration of services will be based on staffing and a balanced, well thought out plan that includes communication, service reliability and organizational resiliency
Transportation Services Update

PVTA/UMTS Transit Service Update

• TSA/CDC suspended masking requirement in April 2022
• Pandemic isn’t over: we continue to collaborate on all public health updates and directives
• COVID-19 continues to impact driver recruiting
• Our “UCrew” service team continues to do an extraordinary job in fleet and cabin cleaning
Transportation Services Update

Capital Projects

- Electric bus and charging infrastructure
- Exterior bus wash and water reclamation
- Facility apron repaving and storm water upgrades
- Driver security barriers
- 10 new transit buses (8 clean diesel, 2 battery electric bus)
- Expansion of CCS depot electric charging dispensers
- $1.3m CapEx request for FY24-28
Transportation Services Update

Campus Fleet Services

• More rabbits out of hats
• Technician recruiting and development pipeline challenges
• Better support for our exceptional front line people
• Leverage existing tools and systems to enhance our client’s experience and better manage lifecycle asset reliability
• Improve our business transparency, value and service velocity to our departmental clients
• Better support campus sustainability programs
Parking Services Update

EV Parking

- The 6 Level II chargers discussed at the last PTAB meeting arrived on 11/1.
- 3 will be installed in Lot 65 Holdsworth first; demand in the north end of campus is high.
- 2 Level III chargers ordered late last summer still do not have a ship date. Supply chain issues are causing delays with most Level III station installations nationwide.
Parking Services Update

EV Charging Club

• Those that have a full year parking permit may join the UMass EV Charging club and pay just the price of electricity, currently $0.14 per kWh.
• Activation into the club is done through ChargePoint with approval of Parking Services.
• Non-club members pay $1.50 per hour plus the $0.14 per kWh for the electricity.
• Members and non-members are required to move their vehicles out of the charging location within 45 minutes of completing their charge.
• 145 active members in the Club right now
Parking Services Update

EV Charging – Electricity Dispensed 2014-2022
Parking Services Update

EV Charging Club

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Parking Services Update

EV Charging Club

• 184,400kg of greenhouse gas emissions avoided. That’s like planting 4,728 trees and letting them grow for 10 years
• 1,168 charging sessions on 53 hoses just in the month of October
• 313 unique drivers charged here at UMass in October
• Average session length in October was 3 hours 29 minutes, 2:26 active charging and 1:03 idle
Parking Services Update

EV Charging – What’s Next

• Currently in the middle of an EV Charging Master Plan study by VHB
• Niels La Cour with Campus Planning is heading this study
• Campus Fleet includes ZEB/ZET heavy truck and equipment opportunities
Parking Services Update

Summer 2023 Projects & Impacts

• New CICS Building (as of right now) does not appear to be headed for a parking lot
• New Sustainable Engineering Building probably will be placed in part on Lot 65 close to Draper/Goessmann. Parking could lose around 100 parking spaces.
• The task for Summer 2023 will be to find a way to replace those 100 spaces in the North end of campus. Also need to think about the 100+ new employees that may occupy these 2 new buildings.
Parking Services Update

Summer 2023 Projects & Impacts
PTAB Fall 2022 Meeting

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PTAB Strategic Roadmap

PTAB Mission, Governance & Vision Framework

• Formed to provide the broadest possible community input and perspective regarding parking and transportation on campus

• Serves in an advisory capacity to the Vice Chancellor of Administration & Finance by reviewing, evaluating, and recommending policies and proposals related to parking and transportation on the Amherst campus
PTAB Strategic Roadmap

PTAB Mission, Governance & Vision Framework

- Bylaws, voting, membership
- Leadership, committees and deliberations
- Work product pathway to the Vice Chancellor
- Agenda development and staff engagement
- Campus engagement – “broadest possible”
- Other campus goals and initiatives - sustainability
PTAB Fall 2022 Meeting

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## Member Concerns & Issues

### Winter Parking Lot Operations

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<thead>
<tr>
<th>Member Concern</th>
<th>Update &amp; Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside parking lot contractors; request for deliberative information related</td>
<td>Active grievance with AFSCME and campus labor relations. Information related to this matter is within the purview of the grievance process and parties involved.</td>
</tr>
<tr>
<td>to labor, budget and environment.</td>
<td></td>
</tr>
</tbody>
</table>
## Member Concerns & Issues

### PVTA/UMTS Bus Service Cuts

<table>
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</table>
| Increase bus service rather than cutting it. Administration needs to enable appropriate levels of recruiting…and urge PVTA to do likewise. | • Recruiting remains active, engaged and focused across all of FCS/Transportation and campus human resources  
• UMTS drivers now start at $20/hour  
• Over 15 new drivers are in the pipeline  
• Two years of upper class leaving and no underclass people arriving caused substantial impacts |
### Member Concerns & Issues

#### PVTA/UMTS Bus Service Cuts

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<tr>
<td>Reinstate the free bus linking campus to Big Y supermarket on Route 9</td>
<td>• Route B33 was never dropped&lt;br&gt;• B33 service operates everyday&lt;br&gt;• B33 Saturday service operates on Sunday schedule</td>
</tr>
<tr>
<td>B43 PVTA Northampton service&lt;br&gt;• Crowding on peak evenings&lt;br&gt;• Weekday 8AM express velocity &amp; loading</td>
<td>• PVTA/Northampton operated off campus service&lt;br&gt;• Similar service reductions&lt;br&gt;• Route 9 road construction delays&lt;br&gt;• PVTA aware of issues and requests</td>
</tr>
</tbody>
</table>
### Member Concerns & Issues

#### PVTA/UMTS Bus Service Extension

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<tbody>
<tr>
<td>• Extend B38 UMass-Mt. Holyoke route to Holyoke Transportation Center</td>
<td>• Currently served with a connection to the R29 (with poor connection)</td>
</tr>
<tr>
<td></td>
<td>• Staffing, operation and mission drift</td>
</tr>
<tr>
<td></td>
<td>• PVTA/UMass “Valley OnBoard” network study survey active</td>
</tr>
<tr>
<td></td>
<td>• <a href="https://www.valleyonboard.org">https://www.valleyonboard.org</a></td>
</tr>
</tbody>
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### Member Concerns & Issues

#### UMass Parking Services

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<tr>
<td>Pregnant people with priority parking access; request for first trimester and three months post-delivery priority access without medical or disability services engagement</td>
<td>• Medical accommodations are the purview of EO (employees) or Disability Services (Student)</td>
</tr>
<tr>
<td></td>
<td>• HIPPA, FMLA and/or ADA requirements</td>
</tr>
<tr>
<td></td>
<td>• Parking makes any and all accommodations granted by EO or DS based on the needs of the individual</td>
</tr>
<tr>
<td></td>
<td>• Individual needs vary greatly</td>
</tr>
</tbody>
</table>
# Member Concerns & Issues

## UMass Parking Services

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| Weekend, after hour and special event parking impacts to reserved parking spaces. | • Scofflaw parking by students in marked spaces  
• After-hours citation program exists  
• Expanding limited parking service staff has major cost and coverage impacts with minimal benefit  
• Other approaches?  
• Lighting issues: report them  
• Protection: UMPD |
Member Concerns & Issues

Traffic Operations

<table>
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<tr>
<td>No crossing guards on Massachusetts Avenue and Commonwealth Avenue. Staff these</td>
<td>• “Crossing guards” and traffic engineering outside of Transportation Services.</td>
</tr>
<tr>
<td>crosswalks during rush hours.</td>
<td>• “Crossing guards” were most helpful to motorists, not pedestrians</td>
</tr>
<tr>
<td></td>
<td>• Substantial traffic engineering work and projects to reduce vehicular speeds and improve pedestrian</td>
</tr>
<tr>
<td></td>
<td>safety</td>
</tr>
<tr>
<td></td>
<td>• Recommend campus traffic engineering update PTAB on efforts and projects</td>
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