



Charlotte Region *Fast Lanes* Study Phase III



Stakeholder Workshop #2

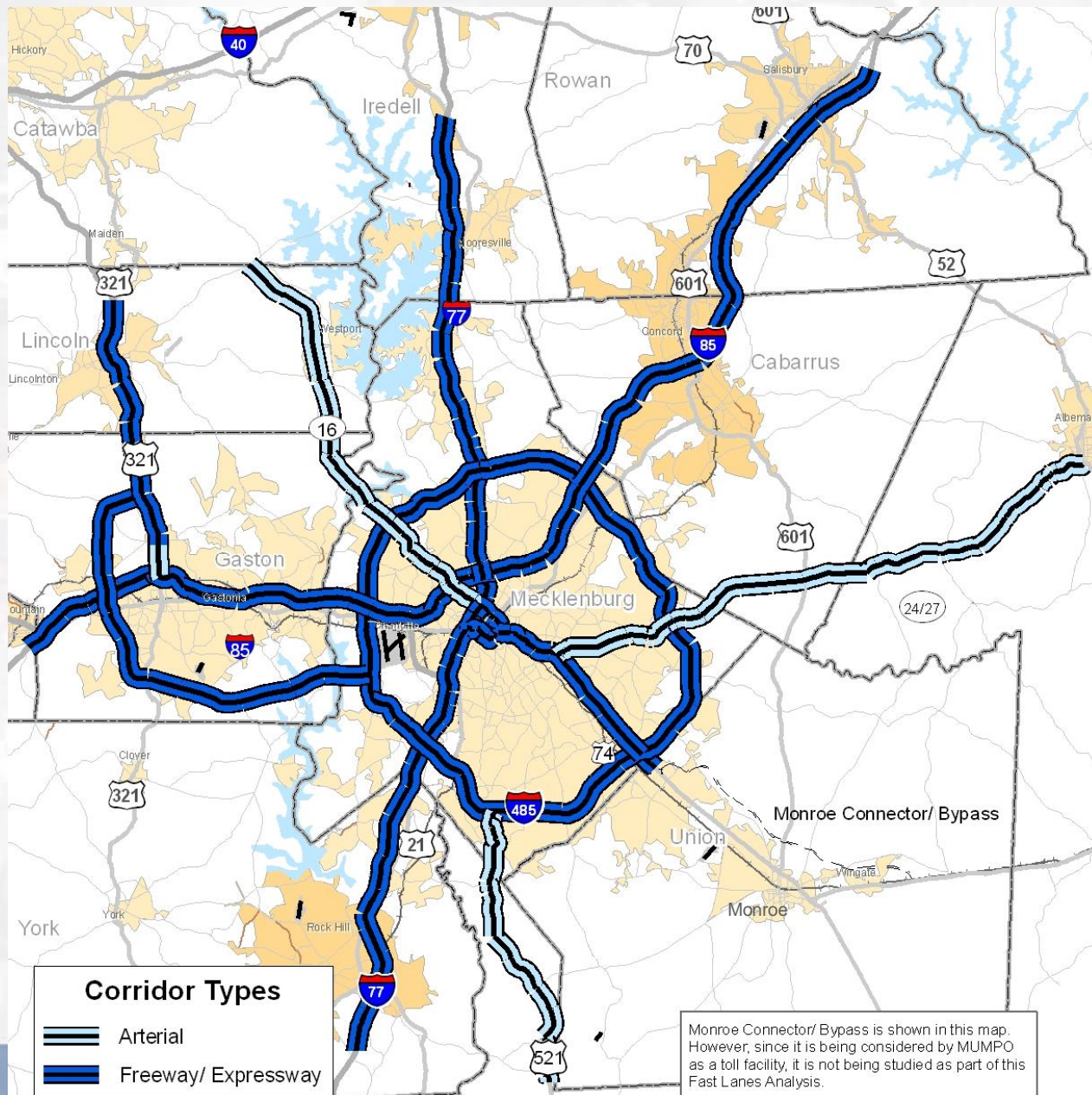
June 7, 2012

Fast Lanes Study, Phases I and II

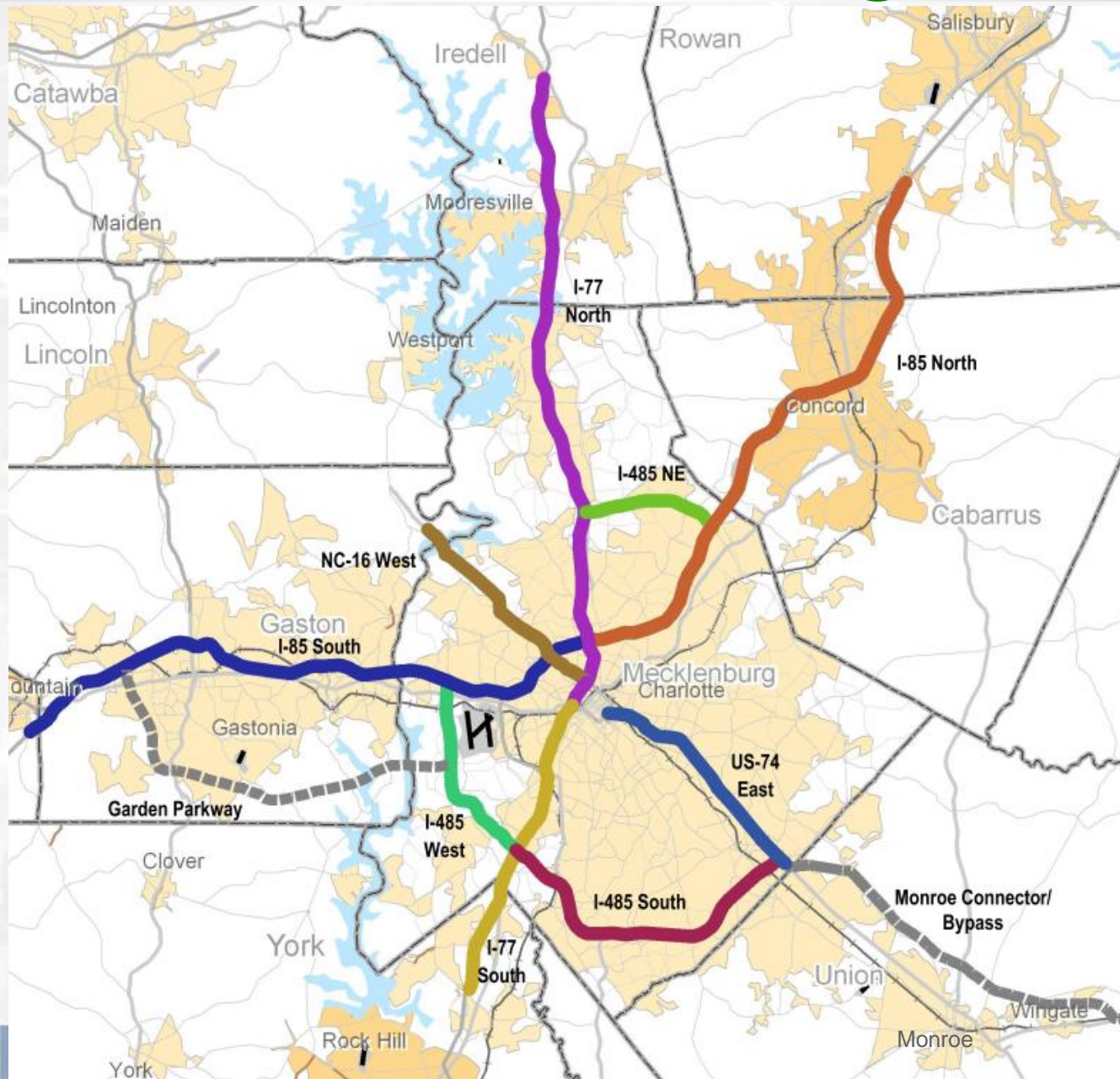


- ◆ Performed between 2007 and 2009
- ◆ Evaluated all types of managed lanes (HOV, HOT, truck-only toll)
- ◆ Co-managed by NCDOT and City of Charlotte
- ◆ Analyzed 12 freeway and arterial corridors (340 miles in 10 counties) for *Fast Lanes* feasibility
- ◆ Identified the corridors where *Fast Lanes* are most feasible

Study Corridors (340 Miles)



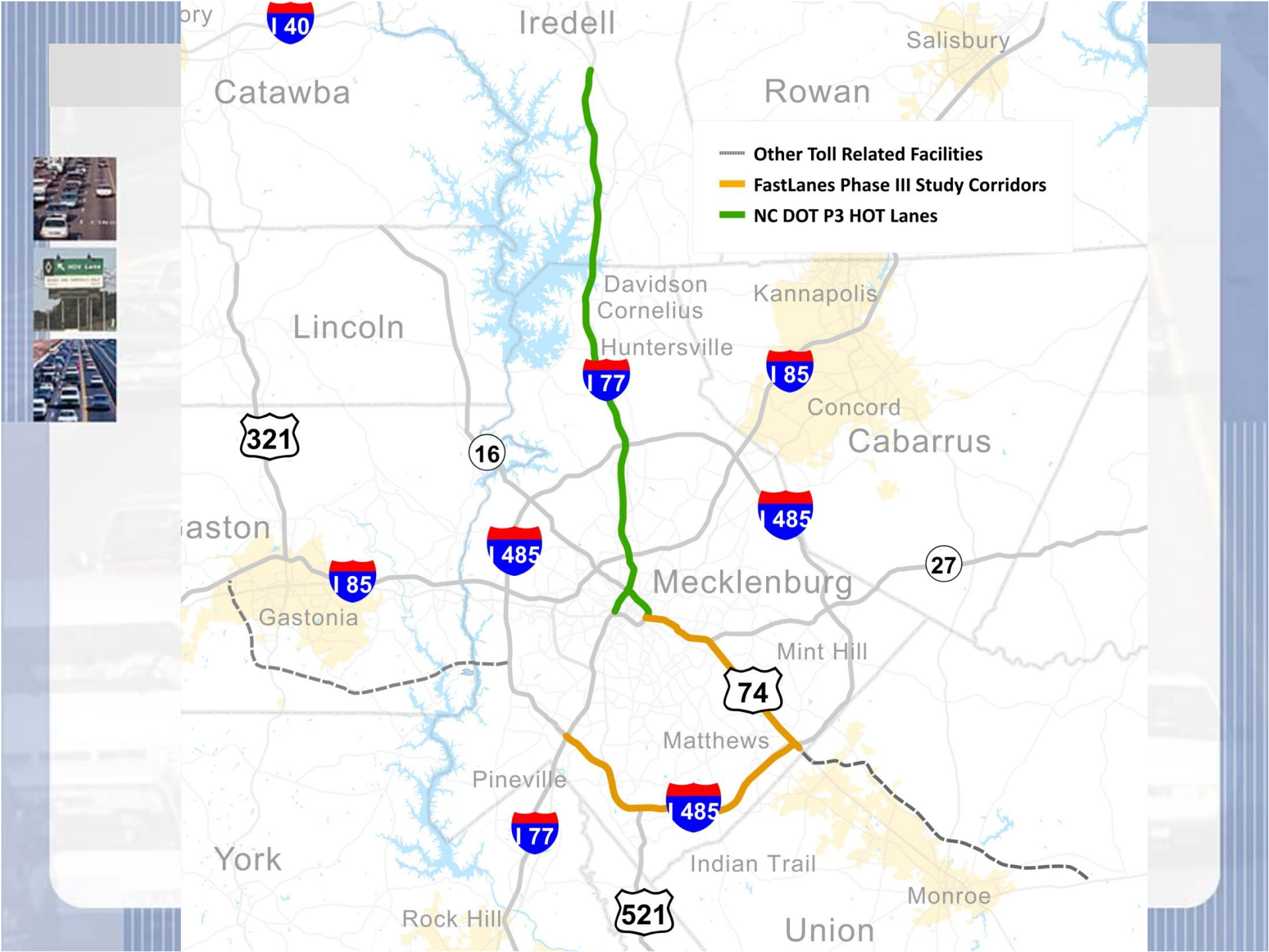
Phase II Corridors/Segments



Phase III Scope



- ◆ Identify transportation funding gaps & analyze potential revenue sources
- ◆ Analyze I-485 South and US-74 East corridors for *Fast Lanes* operations & conceptual design
- ◆ Collect data to assess public opinion on tolling & congestion pricing along US-74, I-485 and I-77 North corridors
- ◆ Identify next steps in implementing *Fast Lanes* along the study corridors



Study Schedule

Fast Lanes Phase III Schedule

(Updated Feb 2, 2012)

2012

TASK NO. and DESCRIPTION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
1 Project Management		[Blue bar spanning Feb to Dec]											
2 Program Definition & Analysis		[Blue bar spanning Feb to Jun]											
3 Examine New Framework Alternatives			[Blue bar spanning Mar to Apr]					[Blue bar spanning Aug to Sep]					
4 Analysis for Early Tolling/Incremental implementation				[Blue bar spanning Apr to Jun]					[Blue bar spanning Sep to Nov]				
5 Confirm Public Acceptance		[Blue bar spanning Feb to Dec]											
6 Pilot Program Design												[Blue bar in Dec]	

Workshop Agenda



- ◇ Public involvement results
 - One-on-One interviews
 - Telephone survey
 - Focus groups
- ◇ Provide context on how Charlotte results compare to public opinion from similar surveys in other cities
- ◇ Next workshop

Public Involvement Goals



- ◆ Educate local stakeholders about opportunities
 - Use *Fast Lanes* to contribute to mobility in candidate corridors
 - Use *Fast Lanes* to deliver more capacity faster through alternative financing

- ◆ Assess public opinion
 - Approval, support, doubt, concern, opposition
 - Strength of interest for *Fast Lanes*

One-on-One Meetings



- ◆ 21 completed interviews
 - State, City & Town elected officials
 - Business organizations
 - Environmental interest groups
- ◆ Used to identify
 - Factors influencing public support/opposition
 - Willingness to pay for improved road performance
 - Perceptions of pricing's impacts on communities

Interviewees



◆ Elected Officials

- Mayors of Charlotte, Matthews, Pineville & Stallings
- Two Charlotte City Council members
- Senator Dan Clodfelter

◆ Transportation Organizations

- NC Board of Transportation
- NC Turnpike Authority Board
- Lake Norman Transportation Commission

◆ Environmental Groups

- Southern Environmental Law Center (SELC)
- Clean Air Carolina

Interviewees (Cont.)



◆ Business Organizations

- Charlotte Chamber
- Charlotte East

◆ Highway User Groups

- AAA Carolinas
- NC Trucking Association

◆ Universities/ Major Employers

- UNCC
- Wingate University
- Presbyterian Hospital

Interview Findings



- ◆ All 3 corridors are considered congested, particularly in peak periods
- ◆ Community Issues/Challenges for *Fast Lanes* implementation
 - Local economic conditions
 - Negative connotation to “tolling”
 - Paying twice for use of existing lanes
 - Extensive public education on benefits of HOT lanes & how they can be used
 - Possible impacts on US-74 businesses
 - Sufficient project lengths to show benefits

Interview Findings (Cont.)



◆ Top 3 Priorities for *Fast Lanes*

	<u>Mentions</u>
■ Encourage buses	13
■ Encourage carpools	11
■ Option for solo driver use	11
■ Encourage vanpools	8
■ Allow clean air vehicles for free	5
■ Allow emergency vehicles for free	5
■ Raise maximum revenue	3

Interview Findings (Cont.)



- ◇ Twice as much support for free use of *Fast Lanes* by 2-person carpools
- ◇ No concerns with *Fast Lanes* safety
- ◇ Emphasis on HOT lanes enforcement
- ◇ Overwhelming support to toll rather than increase gas tax to improve highways
 - Users pay
 - Toll revenues linked to corridor
 - Declining gas tax revenues
 - State's gas tax is already higher than neighbors
 - Gas tax revenues are used outside the corridor

Interview Findings (Cont.)



- ◇ Environmental benefits from reduced peak congestion (less idling/lower emissions)
- ◇ SELC's environmental concerns focused on promoting sprawl and vehicle miles of travel
- ◇ Little concern with use of private investor for *Fast Lanes* construction & operation
- ◇ Little concern over equity issue
 - Can make decision to “buy” at “point of sale”
 - Some concern over US-74 corridor residents ability to use HOT lanes
 - SELC noted negative impacts on users of regular lanes if they became congested

Interview Findings (Cont.)



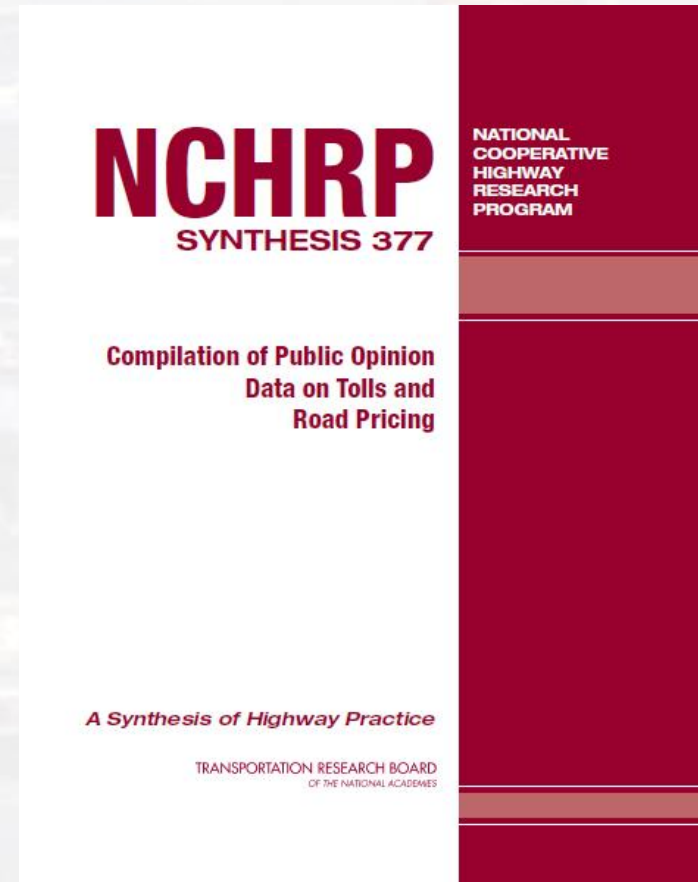
- ◇ Suggested support for *Fast Lanes*
 - Transit operators
 - Corridor residents looking for travel options
 - Major employers
 - Chamber/economic development organizations

- ◇ Suggested opposition to *Fast Lanes*
 - Groups opposed to more government fees/tolls
 - Highway use should not be limited
 - Community groups concerned about traffic diversion and impacts on US-74 businesses
 - NIMBY (why do I pay when others get for free)
 - Environmental groups

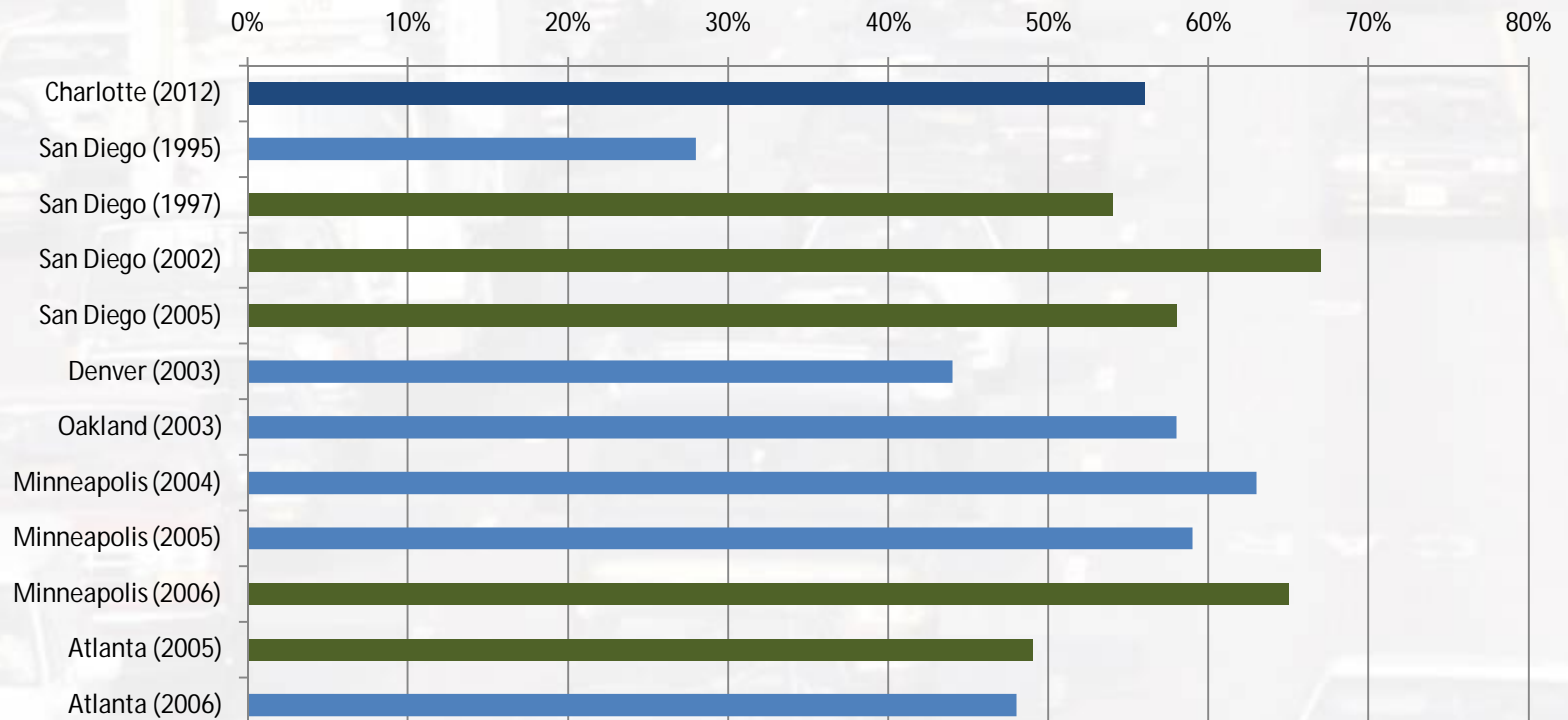
2008 NCHRP Study



- ◆ Analyzed public opinion on HOT lanes & road pricing in US
- ◆ Findings based on polls, surveys, or focus groups that captured public opinion
- ◆ Identified lessons learned based on findings

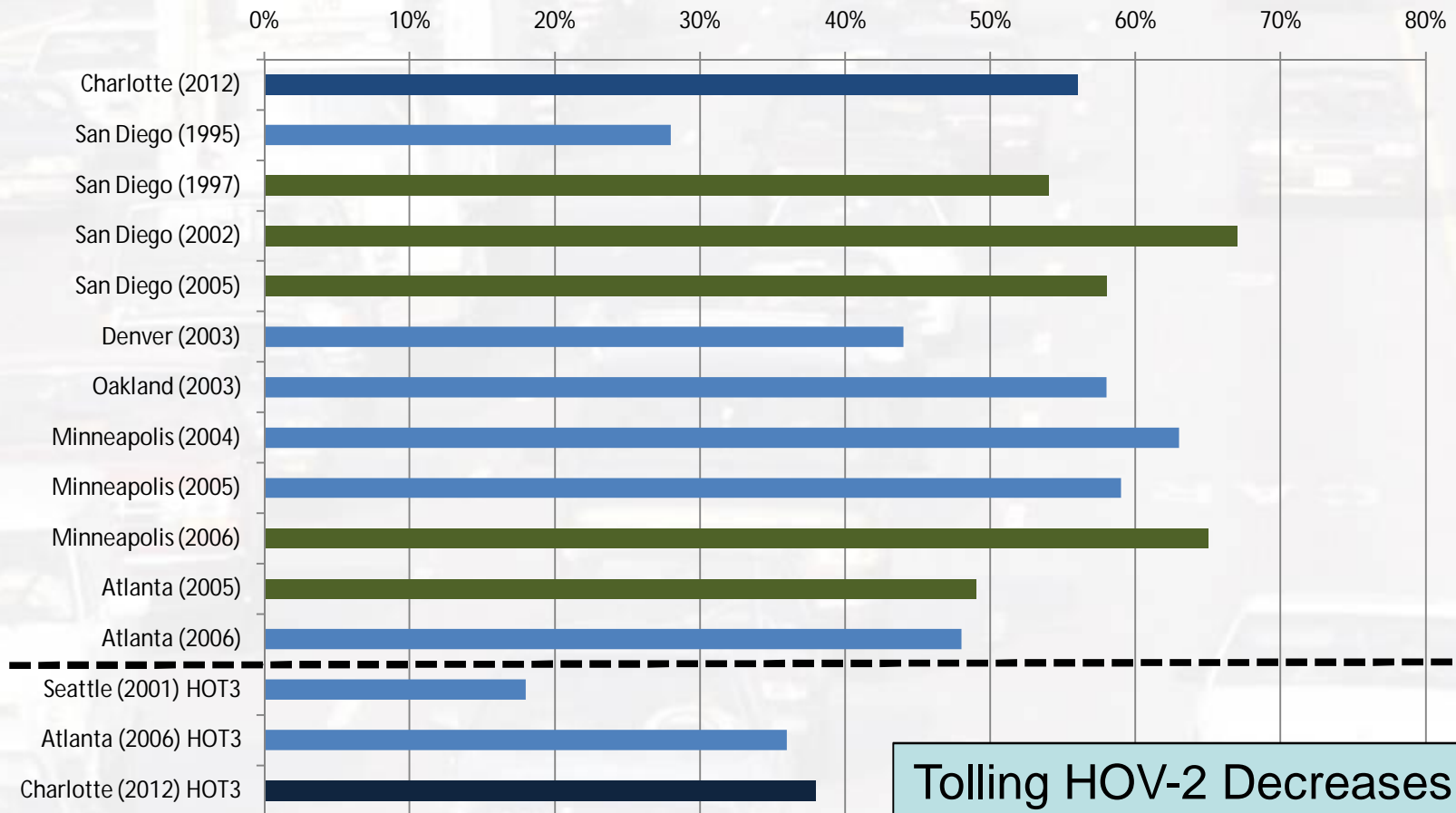


National Comparisons: Percentage Supporting HOT



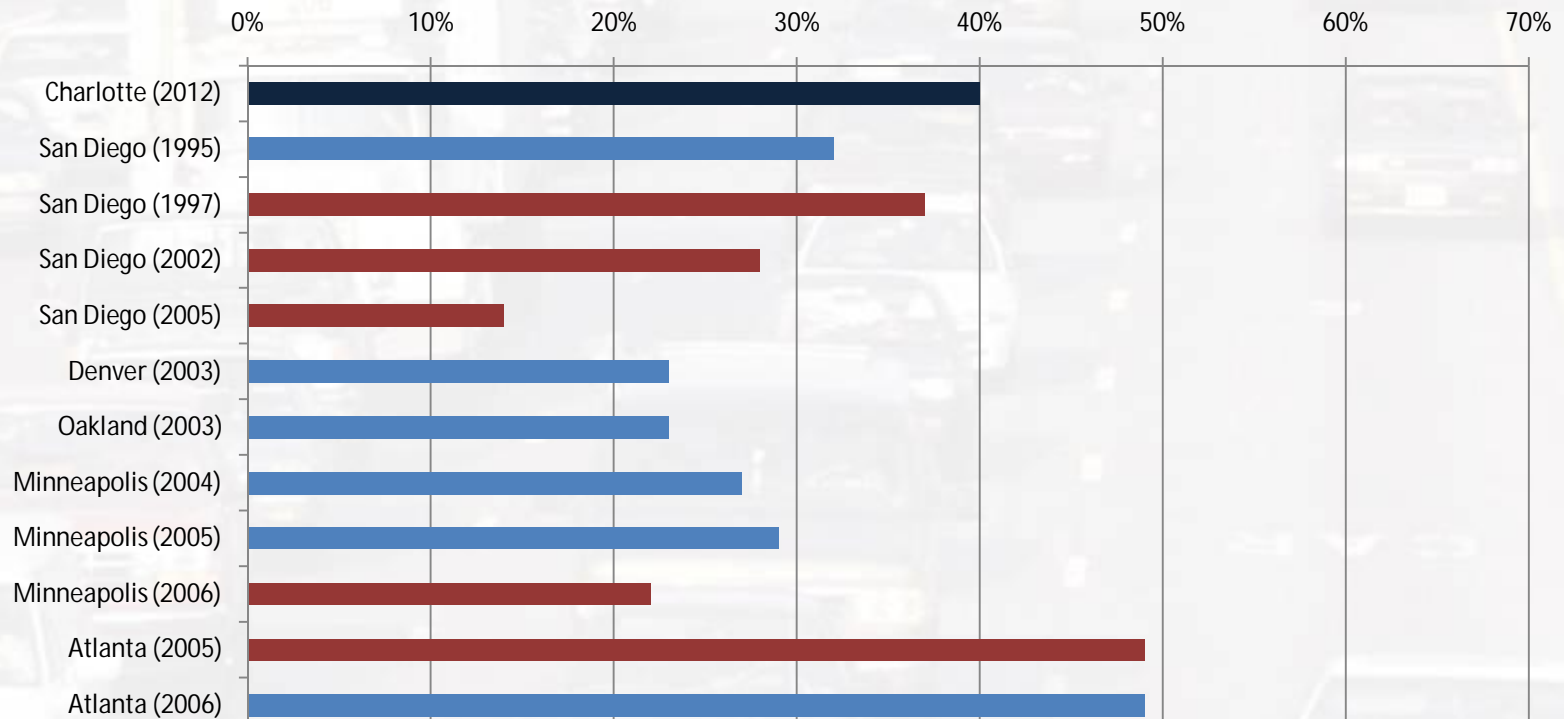
National Average: 56%

National Comparisons: Percentage Supporting HOT



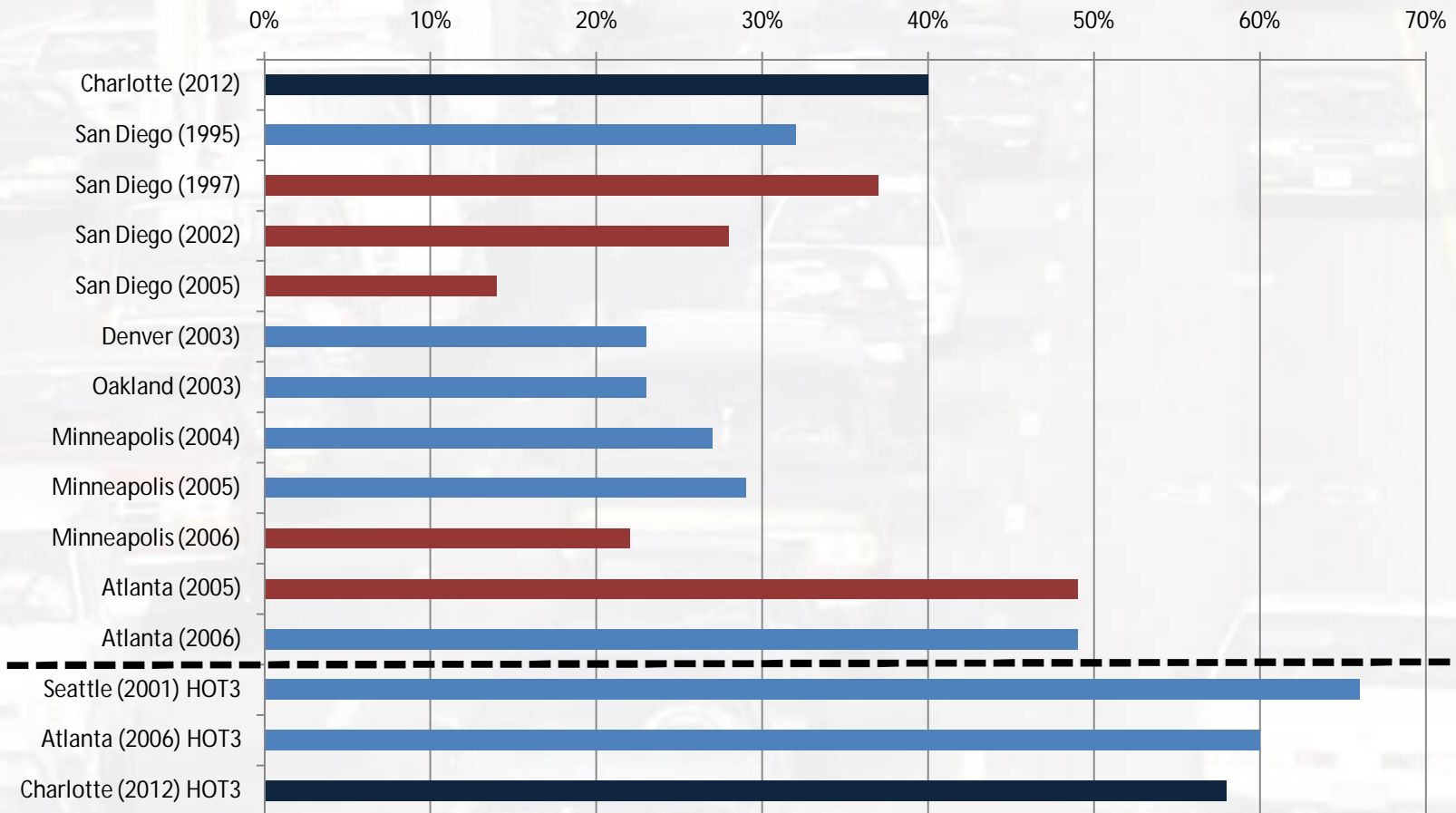
Tolling HOV-2 Decreases
Support for HOT Lanes

National Comparisons: Percentage Opposing HOT



National Average: 31%

National Comparisons: Percentage Opposing HOT



Tolling HOV-2 Increases Opposition to HOT Lanes

Conclusions from Survey Data



- ◇ Support increases with
 - Details on how revenue will be used
 - Articulated benefits to users / society
 - Connection to capacity enhancement
 - Opening of facility
- ◇ Opposition increases with
 - Change in occupancy policy for HOV
 - Generalized benefits of congestion relief
 - Lack of information / specifics

Lessons I learned



1. Clearly identify value

- Articulate benefits as pertain to individuals, to communities & to society as a whole

2. Provide specifics

- Use of revenues
- Mechanics of tolling – how will it work?
- What will the project look like?
- What are the customer service guarantees?

3. Anecdotal experiences count

- People learn from experience
- Prepare to “deal with” bad experiences elsewhere

Lessons I learned



4. Always offer choices

- Alternative cost-free options
- “Choose to pay” over “forced to pay”

5. Promote fairness and equity

- Do no harm
- Receive fair share
 - ... from revenues generated
 - ... for payments made
 - ... in consideration of regional commitments

Workshop #3



- ◆ Likely scheduled for November 2012
- ◆ Update status of public-private partnership for I-77 North HOV-to-HOT lanes conversion & extension
- ◆ Review *Fast Lanes* alternatives for I-485 South & US-74 East
- ◆ Present study findings & recommendations