

From: Eric McNeil [emcneil@us.ibm.com]
Sent: Thursday, May 02, 2002 9:10 AM
To: Mary Lou Kuschatka
Cc: transportation
Subject: Please keep the current V Bus for Southern Village

Mary Lou,
I appreciate the work you've done to try to find a compromise that appeals to all Southern Village residents. I've spoken about the proposed changes in bus service with my fellow riders and I've come to the conclusion that I can't support the mini-bus service alternates. Of the alternatives currently under consideration, our neighborhood is best served by continuing the V bus as it is. A number of riders share the same concerns with the smaller buses:

1) Too small. The 15-passenger vans are really designed for point-to-point services, not for picking up people along a route. Getting on and off these buses is cumbersome and traveling is much less comfortable, discouraging current and new ridership. The TTA phased out these vans for their shuttle service - amid many customers complaints - for more accessible and comfortable 25-person person buses (like the International 3400 bus I've seen on some CHT routes, a better compromise). If we give up the larger buses, we are likely to never get them back - even if the mini-buses turn out to be a mistake.

2) Too many connections. Who wants to take 4 buses round trip just to get to downtown CH? Or 8 buses daily to and from RTP? The bus becomes an even less viable alternative to a car.

3) Too little demand for the routes to upper Southern Village. I've spoken to my neighbors on Glade, and believe me, there is a whole new source of anti-bus sentiment in the upper reaches of SV (e.g. the guy from Cleveland at the last meeting). Those who might consider the bus, I believe, would be willing to take a short walk for a better bus experience, i.e. larger, more rider-friendly buses. Without reaching into upper SV, there is much less justification for small buses.

4) The N/S does not meet the needs of many riders. Many students - some of whom I'm told have over 50 pounds of books to carry - are left far from their classes. The TTA connection is poor - making it unlikely that more RTP commuters will consider the bus. Waiting at the student union for a late evening transfer is far preferable to standing in the cold in the hospital parking lot. You would also have to extend the N/S service hours well into the evening.

[4-2]

5) YOU WILL NEVER SATISFY THE ANTI-BUS CONTINGENT, short of negating Chapel Hill's bus access ordinance. I've come to the firm conclusion that the well-intentioned mini-bus compromise will not have the intended effect of satisfying those that oppose the bus. All the mini-bus alternatives do is significantly lower the quality of service and diminish ridership - ultimately threatening the service altogether. The mini-buses would continue to be a target.

The Southern Village Homeowner's Association president, who has been supportive of the V bus, gave me some SV history to put this into perspective:

- SV residents petitioned to remove "noisy" recycling service (restored after a long fight)
- SV residents fought to remove street parking signs (contributing to our unsafe parking)
- SV residents even fought the installation of street lamps ("too close to the houses"....)

The anti-bus campaign is just the latest chapter among a small group of people who see no reason for city services that do not benefit them personally. They are basically good people, but this is a lifestyle philosophy issue. Their vision is to live in a typical car-dependent suburban development. To do this, they need to change Chapel Hill law and break Southern Village's design philosophy - and as we saw at the last meeting, there can never be enough compromise.

As for bus noise, the fact is that Neo Urban neighborhoods have Neo Urban noise. SV homes are in close proximity to the garbage trucks, construction vehicles, our neighbor's lawn mowers, etc. My family often goes to sleep to the sound of the barking dog next door and awakes most mornings when another neighbor fires up his old truck. I don't see that the bus noise in SV is significantly worse than in many Chapel Hill neighborhoods. Biking around town, I've noticed that CHT buses pass a number of homes in other neighborhoods at a distance similar to that in SV.

Of the options presented, I see no reasonable alternative to the current V service (with the current buses), especially during the morning and evening rush. I think the minibuses would be the beginning of the end for bus service in my neighborhood - which would then be the first decommitment by Chapel Hill to reasonable bus access for all residents. There may be some opportunity to experiment with smaller buses during the day (though even these should travel at least to the UNC student union), as well as with the mid-sized "International 3400" as a more viable large bus alternative. Thanks again and good luck!

Regards,
Eric McNeil
IBM Directory Server Marketing Manager
IBM Software Group
Office C309, Bldg. 501, 3039 Cornwallis Road, RTP, NC 27709

Mary Lou Kuschatka

[4-3]

From: Maggie Mraz [maggiemraz@hotmail.com]
Sent: Thursday, May 09, 2002 8:15 AM
To: Mary Lou Kuschatka
Subject: Southern Village Buses

Dear Mary Lou,

I have sent email correspondence to you regarding my opinion of the Southern Village bus routes. As I expressed, I am interested in participating in resolving the residential bus issue. Your department has been in contact with my next door neighbor, Kevin Knapp. I have not received any communication from you or your department. Please let me know how I can participate in this resolution. I would like to understand the status of the current bus route and the future plans. Please respond.

Sincerely,
Maggie Mraz
207 Glade Street
Chapel Hill, NC 27516
Maggiemraz@hotmail.com
919-968-1473

Chat with friends online, try MSN Messenger: <http://messenger.msn.com>

Mary Lou Kuschatka

[4-4]

From: Sheryl Sherman
Sent: Friday, May 03, 2002 9:15 AM
To: Mary Lou Kuschatka
Subject: FW: V-Bus Route

-----Original Message-----

From: Carty.Cara@epamail.epa.gov [mailto:Carty.Cara@epamail.epa.gov]
Sent: Thursday, May 02, 2002 5:27 PM
To: transportation
Subject: V-Bus Route

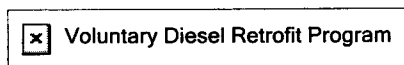
I am writing with comments regarding the proposition to change the V-bus route through Southern Village. Before the board reaches a final decision, I urge it to consider the following issues:

- Currently the Southern Village community is serviced by heavy-duty trucks for waste and recycling pick-up and I believe that we should minimize additional heavy-duty traffic through the residential streets. Not only do large vehicles like buses require longer stopping distances than smaller cars, but they also contribute more noise and air pollution than smaller vehicles which have stricter emission guidelines.
 - I understand the town's interest in encouraging public transit use and I recognize that transit should be convenient for customers. Encouraging walking, biking and sidewalk construction should also be transportation board initiatives. I think the board's insistence on having convenient doorstep bus service is misguided. Convenience also includes efficient/expedient schedules, comfortable/safe bus stops, and most importantly, reliability and adherence to time schedules.
 - Given our region's concern with air quality, I find it difficult to justify running empty large-size diesel buses through residential areas. I challenge the board to review their concept of 'the greater good' and 'quality of life' given the following: levels of ridership on the V- bus route (as compared with other routes like the N/S route), the increase in noise/air pollution in the residential community resulting from the V-bus route and Chapel Hill's budget deficits.

For your information, I've included some links to websites regarding the adverse health effects associated with diesel exhaust--specifically, diesel emissions facts and children's exposure to diesel exhaust from school buses http://www.ehhi.org/pubs/children_diesel.html

Sincerely,
 Cara Carty, Southern Village resident and Chapel Hill Transit Passenger.

<http://www.epa.gov/otaq/retrofit/overdieselemmissions.htm>



Diesel Emissions Primer

Diesel engines provide fuel economy and durability advantages for large heavy-duty trucks, buses and nonroad equipment. However, they emit significant amounts of oxides of nitrogen (**NOx**)², particulate matter (**PM**)², and hydrocarbons (**HC**)² that contribute to acid rain, ground-level ozone, and reduced visibility. In addition, there

[4-5]

is concern about the adverse human health effects related to exposure to diesel exhaust such as lung damage, respiratory problems, and premature death

High temperatures in diesel engines that result from igniting the fuel through compression (instead of using a spark) increase NOx formation. Lowering engine temperature decreases NOx levels but tends to increase the amount of fuel which is not combusted and is emitted in the form of PM and HC.

There are new EPA emission standards to dramatically reduce pollution from new engines beginning in 2004 (New Emission Standards for Heavy-Duty Diesel Engines Used In Trucks and Buses, EPA 420-F-97-016, October 1997). However, the diesel engines currently on the road pollute at much higher rates. They can run for 1,000,000 miles and last for 20 to 30 years.

Several strategies are being pursued to make existing diesel engines cleaner. In addition to efforts to optimize fuel delivery and air intake systems, aftertreatment devices such as particulate traps and catalytic converters offer ways to prevent dangerous emissions from entering the air we breathe. Particulate traps collect and burn away particulate emissions. Catalysts convert damaging pollutants to less-harmful products. There are also efforts to improve the emission characteristics of diesel fuel by modifying fuel properties such as sulfur content and through the use of fuel additives. A fact sheet Emissions Control Potential for Heavy Duty Diesel Engines, OPA 420-F-97-015, May 1997 (10KB PDF) is available that explains the emission control potential for Heavy-Duty Diesel Engines.

Mary Lou Kuschatka

[4-6]

From: Kevin D Knapp [kevknapp@us.ibm.com]
Sent: Wednesday, April 24, 2002 1:31 AM
To: Mary Lou Kuschatka
Cc: kevknapp@nc.rr.com
Subject: Thanks

Importance: Low

Ms. Kuschatka,

Thanks for allowing my fellow Southern Village residents and I the opportunity to share our views this evening on the proposed bus route changes in our small slice of paradise. The meeting was well run, and everyone had a chance to contribute to the discourse. As a new chapel hill resident, I did not realize that the Transit Board is comprised of volunteer positions. I think this is fantastic, and commend you all for donating your time for the betterment of our community. I also realized, as I listened to the opinions expressed, that such a position is probably a thankless one; someone will always be unhappy with your collective recommendations. That said, I offer these comments in the spirit of finding common ground on a difficult issue, and ask that you share them on my behalf with your fellow board members.

In sum, I oppose any proposal to route dedicated collector buses throughout SV. I do so on two fronts: as a parent and as a tax payer. First, as a parent, I'm terrified of the safety issues. No matter how careful your drivers, routing buses through such narrow, winding, hilly streets -- that are populated with scores of children -- strikes me as an accident waiting to happen. I believe the risk of accident far outweighs the benefits that accrue to the few who ride. This will become real not only to the family of the injured party, but also to the general populace, who will undoubtedly be faced with litigation costs should an accident ever happen. To a lesser degree, I'm also bothered by the increased noise, particularly early in the morning, and pollution. Second, as a tax payer, I question the financial viability of such route addition. At minimum, any of the three collector bus proposals submitted would cost tens of thousands of dollars. Yet, its unclear who would benefit. I am unaware of any groundswell of demand for such service in SV, so am curious as to why this proposal is even on the public agenda. If few residents are demanding such service, why invest our increasingly precious tax receipts in a service that only a few want? I suspect that there are far more pressing needs for these funds.

I had to leave the meeting well before it concluded. In all, I listened to seven speakers, of which I was one. By my count, three speakers spoke out in favor of maintaining the current bus route, thereby rejecting the proposal to incorporate collector buses. Three, including myself, expressed disapproval of the collector buses outright. The last seemed to support the addition of collector buses, though it was rather

hard to tell. In sum, 6-1 in favor of the status quo. I'm curious how you would categorize the views of the remaining speakers, and what weight our views will be given in your collective recommendation to the Town Council.

[4-7]

Last, I believe there exists a compact between government and its citizens to maintain the uniqueness of its many individual neighborhoods.

My family and I chose SV due its sense beauty, safety and peaceful isolation ... a paradise amidst the bustling city. The routing of collector buses materially changes the uniqueness of my neighborhood, adversely impacting its liveability and desireability. I'm disallusioned

that our government might knowingly affect such change, particularly in light of what seems to be overwhelming resident disapproval.

I'm traveling this week, but will try to call you to discuss how I might further contribute to this discourse. Thanks again.

Sincerely,

Kevin Knapp
Senior Consultant
Sell & Support Solutions Consulting
IBM Global Services, Financial Sector
Office (919) 877-4910; Tie Line 254-4910; Mobile (919) 414-8258

Mary Lou Kuschatka

[4-8]

From: KBrown3420@aol.com
Sent: Wednesday, April 24, 2002 3:55 PM
To: Mary Lou Kuschatka
Subject: Re: V Route Forum April 23, 2002

Mary Lou,
Just want to say thank you for all your hard work. Would also like to add that I have lived most of my life in the city and NEVER had public transportation anywhere but on a main thoroughfare, we always walked to the closest busy or main avenue. Hope buses stay out but if necessary hope for the #2 mini.
Why hasn't car pooling ever been rewarded in North Carolina? Certainly that would be the way to go to RTP.

Evelyn Brown

Mary Lou Kuschatka

[4-9]

From: Maggie Mraz [maggiemraz@hotmail.com]
Sent: Wednesday, April 24, 2002 7:28 PM
To: Mary Lou Kuschatka
Subject: Southern Village Bus Route

Mary Lou,

I trust you received my email on Monday morning. I was unable to attend last night's forum on Southern Village bus routes because my husband, Paul, was out of town and I have 3 young children.

I imagine there was not a fair representation of Southern Village residents at the meeting since the large majority didn't even know about it. I am curious about the next step in the process. Can you please let me know how I can be helpful? Paul and I want to take an active role in resolving this issue. I can be reached by phone at 968-1473.

As I stated in my previous correspondence, we strongly oppose the buses traveling through the residential section of our neighborhood. We fully support the use of buses in the commercial section/Park&Ride lot.

I look forward to hearing from you soon.

Maggie Mraz
207 Glade Street
968-1473

Send and receive Hotmail on your mobile device: <http://mobile.msn.com>

Mary Lou Kuschatka

[4-10]

From: H Wolfe [hwolfe@med.unc.edu]
Sent: Tuesday, April 23, 2002 7:51 AM
To: Mary Lou Kuschatka
Subject: Glade street bus service

I understand that the Town of Chapel Hill is meeting this evening to discuss the expansion of bus service in Southern Village. As a resident of Southern Village, at 201 Glade street, I would like to state my objection to such service expansion onto Glade street.

1. The streets are narrow and winding, with cars parked on both sides.

There are small children living in all areas. There is a major danger of buses hitting either pedestrians, animals or parked cars.

2. Bus service should be centralized to major intersections rather than having buses running up and down each street in the neighborhood.

Locations minimal walking distance from such stops should be designated in locations convenient to most residents.

3. Few if any residents of Glade street want or would use this service. Yet, if implemented it would inconvenience all of us.

I am sorry that I will not be able to attend the meeting this evening, but wanted to be sure you knew my and my husbands feelings on this important issue.

thank you

honor wolfe

Mary Lou Kuschatka

[4-11]

From: Eric Burgin [eburgin@email.unc.edu]
Sent: Tuesday, April 23, 2002 8:22 AM
To: Mary Lou Kuschatka
Subject: Re: V Route Forum April 23, 2002

Thank you for the information, I will be unable to attend the forum, but would like to share me opinion on the matter. I am strongly in favor of maintaining the V-route or at least some form of it. I ride the V bus every day as do many Southern Village residents. Now that the busses are free, the number of riders has increased dramatically. The busses travel through Southern Village every half hour. To imply that this is a serious threat to safety or property value is absurd. If anything, I would prefer to live in a neighborhood where public transportation was available and promoted as an Earth friendly alternative to driving. And if anyone moved into Southern Village without realizing there would be a bus system, they were being incredibly ignorant. The whole concept of Southern Village includes reducing traffic and air pollution and easing the commute to UNC. Eliminating the V bus will make it much more difficult for a large number of residents to get where they need to go. It is silly that a handfull of disapproving residents are trying to get rid of one of the main attractive features of Southern Village. Well, I invite them to move away if this is not the type of place they want to live in. In keeping with the Town of Chapel Hill's effort to make public transportation available to all residents, the V route should be maintained in some form.

I do understand that few riders come from the housed areas, most coming from the townhomes, condominiums, and appartments. As a matter of compromise, I think it would serve everyone if the route were changed so that the bus entered at Main Street and just served the comercial area, Appartments, down through the townhomes and condos, and the Park and Ride lot. Hopefully, this would eliminate some of the frustration experienced by the homeowners while maintaining service to those who use it most.

I believe the idea of a small bus is not very practical. Not only will that increase the number of times a bus goes through Southern Village, but it will be a hassle to those of us who will need to ride it. By the time you wait on the Small bus, ride to the Park and Ride, and wait on the regular bus, the commute would be lengthened significantly. If the system is changed so that the small busses are implemented, I seriously doubt that many would make use of it. It would just be easier (although still unpleasant) to walk to the Park and Ride lot.

I would like to thank you and the town of Chapel Hill for your efforts at providing public transportation. I know it can be difficult to satisfy

everyone on matters such as these, but whatever is decided, I suppose it is better than having no public transit at all! Thanks!

[4-12]

Eric Burgin
UNC School of Dentistry

----- Original Message -----

From: "Mary Lou Kuschatka" <mkuschatka@townofchapelhill.org>
To: "Chris Rogers" <cpr92601@gsk.com>; "D. R. Bryan" <drbryan@mindspring.com>; "Eric Burgin" <eburgin@email.unc.edu>; "Eric McNeil" <emxneil@us.ibm.com>; "John Cheppo-McCormick" <jsc27769@GlaxoWellcome.com>; "John Wagner" <jdwagner@indicium.com>; "Katie Grandstaff" <GrandstaffK@ipas.org>; "Maggie Mraz" <Maggumraz@hotmail.com>; "Matt Barnes" <barnesm@unc.edu>; "Mrs. E. Brown" <KBrown3420@aol.com>; "Shelley Levine" <levine@email.unc.edu>; "Terry Maguire" <tmaguire@newspaper.com>
Cc: "Cal Horton" <calhorton@townofchapelhill.org>; "Flo Miller" <fmiller@townofchapelhill.org>
Sent: Wednesday, April 17, 2002 4:21 PM
Subject: V Route Forum April 23, 2002

I have attached the memo and maps that have been prepared for the V Route Forum that will be held next Tuesday evening at 7:00 PM at the Chapel Hill Town Hall. Please share these with your neighbors. Additional copies will be available from the Transportation Department (968-2755), on the V bus, at the Southern Village office, and at the Forum. If you are unable to attend, you may e-mail, phone, fax (968-2840), or write (306 N. Columbia St. Chapel Hill, 27516) us with your comments or concerns.

Mary Lou Kuschatka
Transportation Director

<<VRoute417.doc>> <<sv-busrt.jpg>> <<sv-smbus1.jpg>>
<<sv-smbus2.jpg>> <<sv-smbus3.jpg>>

Mary Lou Kuschatka**[4-13]**

From: Kevin Knapp [kevknapp@nc.rr.com]
Sent: Tuesday, April 23, 2002 10:00 AM
To: kevinfoy@townofchapelhill.org; townCouncil@townofchapelhill.org; Mary Lou Kuschatka; transportation
Subject: Bus Routes Through Southern Village

We learned last evening of a proposal to add public bus routes through residential areas of Southern Village, specifically Glade Street. We further learned that such proposal will be discussed at a public forum this evening. Unfortunately, our work will prevent us from attending, so we write today to express our disapproval of this proposal.

By way of background, we relocated from Ohio in early March, moving into a new home on Glade Street. We were attracted to Chapel Hill, in general, and Southern Village, in particular, due to its quiet charm and excellent school system. To our delight, both are everything we had hoped they would be. That said, we are disillusioned at the prospect of fracturing that quiet charm with the routing of public buses down our residential street. While we are supporters of public transportation and have no issue spending our tax dollars in that connection, we do not condone the routing of such through residential neighborhoods. The downside to all residents, including safety, noise, pollution, crime and lower property values, far outweighs the benefits to the few who ride. Our street is littered with children -- we have four under 11 years of age -- who skate board, roller blade, ride bicycles, play street hockey and more on our quiet street. The routing of public transportation would necessitate that these children be restricted to their backyards ... which is counter to the lifestyle Southern Village was designed to represent. With homes placed close together, each with large front porches, the promise of Southern Village is to promote a deeper sense of community by forcing people to utilize the street side of their homes, where they can meet and interact with neighbors.

There exists a covenant between homeowners and the municipal officials who serve them that ensures due process in all decisions. Many of our fellow Glade Street residents and we learned of this proposal last evening, while congregating on the sidewalk. We have resided here for seven weeks and have NEVER been informed of such proposal, or invited to express our views on it, by any municipal authority. We find it appalling that this proposal will be considered without the representation of those it impacts the most.

We believe there exists a solution that will meet everyone's needs: Route the buses through the designated commercial area of Southern Village. The Village has been designed in such a way that the commercial area is no more than a 10 minute walk for even the most remote resident. We find this to be of little hardship to anyone, notwithstanding those with a physical disability. Our children make this walk to Mary Scroggs Elementary School every day. If 2nd graders can do it, adults certainly can. This would preserve the integrity of the neighborhood, yet still provide access to public transportation for those requiring it.

Last, we ask that our neighbors and we be formally invited to participate in these discussions going forward. Absent that, you'll never have our support. Moreover, we would like to review and understand the data that suggests that such a route is necessary. With fully 25% of the street still unoccupied, we question the integrity of any research done in this connection. Reply requested.

Sincerely,

Kevin & Chris Knapp
209 Glade Street

919/968-6746 Home
919/414-8258 Mobile

4/25/2002

Mary Lou Kuschatka

[4 - 14]

From: Rogers, Christopher P [cpr92601@GlaxoWellcome.com]
Sent: Tuesday, April 23, 2002 10:43 AM
To: Kevin Foy
Cc: John Lawton (E-mail); Tad Vandusen (E-mail); Maggie Mraz (E-mail); Paul Mraz (E-mail); Geri Rogers (E-mail); 'jdwagner@indicium.com'; Terry Boldt (E-mail); Lori Boldt (E-mail); Roddy Cameron (E-mail); Templeton, Deborah N; Pam Moyers (E-mail); Madeline Cains (E-mail); Melanie Joy (E-mail); 'ed.harrison@mindspring.com'; 'dverkerk@mindspring.com'; 'ftbatema@aol.com'; 'mark@cdpl.org'; 'windsorcircle@mindspring.com'; 'wardjl@email.unc.edu'; 'patevans@bellsouth.net'; 'billstrom@nc.rr.com'; 'ewigg123@aol.com'; Joyce Smith; George Small; Roger Waldon; Mary Lou Kuschatka; Manager
Subject: V Route Meeting Tonight; Culbreth Ridge Petition
Importance: High

hi Kevin. Sorry for the long voicemail earlier. I just talked to Ed Harrison about tonight's meeting. It appears that the meeting will proceed and be a valid meeting even though no mail or newspaper notice has occurred. I did, however, receive the proposal via email last week as I'm sure other interested parties of record did. The small bus option should be well received. The increased frequency and expanded route may not (and based on my informal survey, has not been) very well received. Residents are still very concerned about the safety issues by having the bus cross the pedestrian greenway, under the new proposal, 50+ times per day.

Another issue that will come to a head soon, is whether the Council will grant Culbreth Ridge Homeowner Assoc. petition to close off Highgrove access to Culbreth. If granted, the increased traffic congestion through the 2 outlets (and roads leading up to them) in Southern Village would be frightening!

I can definitely emphasize with their traffic/speeding frustration (because we have the identical frustrations and concerns), however, there are only a few precious outlets from both developments. If closing access is the answer, then it should make sense to close the Arlen Park access to Southern Village as well to improve safety in that area. Which would leave us all with only 1 outlet--the one in the commercial area that has a traffic light. I think the back-up there in the morning would increase everyone's commute at least 1 hour. Interestingly, Culbreth's petition argues some points identical to those made in our cover letters on our petition--e.g., that the traffic/bus congestion is a dangerous and life-threatening situation that must be remedied.

I'm no traffic engineer (actually I'm only a chemical engineer and a lawyer), but it seems that we need a creative solution to alleviate the problem of residents getting out of Southern Village (and perhaps Culbreth Ridge) and going to work in their cars (the vast majority will use cars

until there is light rail to RTP), buses, bikes etc. It seems pretty simple and appropriate that it is time for the City to provide/construct additional access roads to our developments so that congestion, speeding and the like are ameliorated.

[4-15]

I would urge you to order the City's traffic and planning departments to be diligent and initiate a solution before the problem gets any worse and before someone gets seriously or fatally injured.

I hope we can all diligently start towards a solution in due course.

Sincerely,
Christopher P. Rogers
Senior Patent Attorney
U.S. Corporate Intellectual Property
GlaxoSmithKline
Five Moore Drive
PO Box 13398
Research Triangle Park, NC 27709-3398
Work Ph. (919)483-1240
Work Fax (919)483-7988
Personal email: cpr92601@gsk.com
Department email: usciprtp@gsk.com

Mary Lou Kuschatka

[4-16]

From: Bryan Engle [bryan_engle@yahoo.com]
Sent: Tuesday, April 23, 2002 12:10 AM
To: Mary Lou Kuschatka
Subject: Support for Smaller, Quieter Buses in SV

Dear Ms. Kuschatka:

I am a resident of Southern Village. A neighbor alerted me to a potential change in bus routing for the V route (I believe). I wanted to take this opportunity to voice my support for expanded bus routes in Southern Village, provided that smaller, quieter buses are implemented.

The principles upon which Southern Village was designed clearly state that public transportation should be provided nearby.
(<http://www.southernvillage.com/walkthrough.phtml>) I feel that those who move to Southern Village implicitly buy-into these values and should support their implementation.

However, I understand my neighbors complaints regarding the types of buses that are currently used to service our neighborhood. I do believe that the current buses are noisy and too large for the needs of the neighborhood. In particular, I believe that they are too large to navigate most of the side streets in the village. Therefore, I reserve my support for the implementation of smaller, quieter buses to service the neighborhood.

Best regards,

Bryan Engle
300 Glade Street
Chapel Hill, NC 27516

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Mary Lou Kuschatka

[4-17]

From: Marris, Alleyra [AMarris@unch.unc.edu]
Sent: Tuesday, April 23, 2002 1:14 PM
To: Mary Lou Kuschatka
Cc: 'gemarris@yahoo.com'
Subject: bus service through Southern Village

This email is to express my serious concerns re: bus service through Southern Village, and especially the proposed route using Glade Street and any other streets in close proximity to Glade. These streets are narrow by design - to insure appropriate traffic, speed and safety for children who play, ride rollerblades, scooters, skateboards, parents who stroll with babies, those who walk their dogs, and others who walk for exercise or pleasure. Buses through this area will greatly diminish the safety and quiet enjoyment that initially drew us to Southern Village. Park and ride areas are available for those who wish to use the transit system, and can be done without disruptions in our neighborhoods. Because of lack of notification to residents in Southern Village, there appears to be an attempt to move forward with a plan that will be very unpopular with homeowners. Now, unfortunately, prior commitments will not allow my family to attend the public meeting. I trust my concerns will be shared with the appropriate people.

Alleyra

Alleyra A. Marris, MS
Office Manager, Recreational Therapy
UNC Hospitals - 9th Floor Bedtower
Chapel Hill, NC 27514
Phone: 919.966.2301
Fax: 919.843.0032
email: amarris@unch.unc.edu

Mary Lou Kuschatka

[4-18]

From: Amy Herring [aherring@bios.unc.edu]
Sent: Tuesday, April 23, 2002 1:46 PM
To: Mary Lou Kuschatka; Rick Hannegan; David Bonk
Cc: sarah.bryan@mindspring.com
Subject: Support for Current V Route

TO: Mary Lou Kuschatka, Transportation Director, Chapel Hill Transit
Rick Hannegan, Assistant Director, Chapel Hill Transit
David Bonk, Transportation Planner, Town of Chapel Hill
CC: Sarah Bryan, New Home Sales, Southern Village

Dear Community Leaders,

As a current resident of Southern Village Apartments and a brand-new homeowner in the Merritt Park Condominiums in Southern Village, I am writing to voice my support for the V route, which is my regular mode of transportation to my job at the University of North Carolina since the route's inception last year. My understanding of the memorandum from Ms. Kuschatka, dated April 17, 2002, is that a proposal is being considered by the town that would terminate the current V route. I agree with many of my friends, colleagues, and students that the small bus options (option 1, 2, 3) proposed in the memorandum are inferior substitutes for the current V route (option 4).

As the memorandum mentions, design guidelines submitted as part of the Southern Village Master Plan application in 1992 included the intention to "design The Village to encourage people to walk, ride bicycles and use public transit. Incorporate public transit as an alternative to the automobile." I believe that the current V route (without any required transfers) provides the only direct way for many of us to commute to and from UNC.

Like many young faculty at the university, I do not have the option of parking on campus (at least not parking that requires a commute shorter than my current bus ride). In fact, colleagues in my department who have served UNC for 10 years and more still do not have convenient parking privileges. Therefore I am very concerned that the excellent Chapel Hill Transit System, and the V route in particular, retain full service to the areas in Southern Village. In fact, one reason I purchased a home in Southern Village was because of the convenient commute for me on the V route. The small bus option is certainly an unattractive option to me -- I do not believe waiting at two bus stops every morning and evening can be defined as convenient public transportation! This is particularly unattractive for faculty with families (a large portion of Southern Village residents) who will need to shuttle children around town after their own commutes have ended, and who may require quick access to their homes and cars from time to time.

When I moved to Chapel Hill from Boston, I was very concerned that the wonderful level of public transportation there would not be maintained on my daily commute. However, I have been very favorably impressed with the town's ability to provide good public transportation to all of its residents, and I hope that the V route can be retained so that I and my neighbors continue to share in such benefits of life in Chapel Hill. I ask you as leaders in our community to support maintaining the current V route as the option in the memorandum of April 17, 2002 that will provide the highest degree of encouragement to Southern Village residents to use public transportation.

Respectfully,

[4-19]

Amy Herring
101-E Aberdeen Street/207 Brookgreen Drive
(Southern Village)
Chapel Hill, NC 27516

```
*****  
* Amy H. Herring *  
* Assistant Professor *  
* Department of Biostatistics *  
* 3104-D McGavran-Greenberg Hall 919.843.6368 (voice) *  
* Campus Box 7420 919.966.3804 (fax) *  
* Chapel Hill, NC 27599 aherring@bios.unc.edu *  
*****
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[4-20]

Mary Lou Kuschatka
Transportation Director
Chapel Hill Transit

Rick Hannegan
Assistant Director
Chapel Hill Transit

David Bonk
Transportation Planner
Town of Chapel Hill

April 23, 2002

Distinguished Community Leaders,

As a Southern Village homeowner, I am writing to voice my support for the V route which is my regular mode of transportation to my job at the University of North Carolina, and which has been my choice of transportation since the route's inception last year. My understanding of the contents in the memorandum from Ms. Kuschatka dated April 17, 2002 is that a proposal is being considered by the town that would terminate the current V route. I would argue that the small bus options (option 1, 2, 3) proposed in the memorandum are inferior substitutes for the current V route (option 4).

The memorandum notes that design guidelines submitted as part of the Southern Village Master Plan application in 1992 included the prescription to "design The Village to encourage people to walk, ride bicycles and use public transit. Incorporate public transit as an alternative to the automobile." This guideline suggests that is not enough merely to make public transport available, but that it should be sufficiently attractive to "encourage" people to use it. It is my opinion that the current V route provides a greater level of encouragement for taking public transportation than the small bus options would. This is because the V route provides a more direct way for Southern Village residents to commute to and from UNC and other points on the route.

My personal choice of public transport is a case in point. I live in the Brookgreen subdivision of Southern Village. The current V route saves me time compared to riding the North South Express Route for several reasons. I work in the School of Public Health, so I like the fact that, unlike the North South Express, the V route does not go to the Hospital, but rather proceeds directly on South Columbia street stopping at the Health Sciences Library. I know students and other non-hospital workers who ride the V bus like this aspect too. When I come home from work, the V route turns into Southern Village on Arlen Park Drive and drops me off within a 2 minute walk from my home. On the other hand, if I were to take the North South Express, I would arrive home about 10 minutes later than I would if I rode the V (It takes me 8 minutes to walk from the park and ride to my home). With the small bus option, I would also return home significantly later than I currently do on the V route. In sum, I would not take the small bus if it were introduced, because I would perceive the North South Express as more convenient and time efficient than the small bus, although not nearly as so as the V route. Having to change buses, and wait at two bus stops on a daily basis is hardly an attractive option when compared to the greater convenience of the more direct route that the V provides.

[4-21]

With UNC's master plan for growth set in motion, parking on campus will become even less available for university employees and students than it is now. With public transport made available, convenient, and time-efficient, more and more people in our town, and in Southern Village in particular, will choose public transport for their daily commute. I ask you as leaders in our community to support maintaining the current V route as the option in the memorandum of April 17, 2002 that will provide the highest degree of encouragement to Southern Village residents to use public transport.

Sincerely,

John Preisser
116 Tharrington Dr.
(Southern Village)
Chapel Hill, NC 27516
(919) 968-4460

Research Assistant Professor
Department of Biostatistics
School of Public Health
University of North Carolina
Chapel Hill, NC 27599-7420
(919) 966-7265

Mary Lou Kuschatka**[4-22]**

From: JohannaCleary@aol.com
Sent: Monday, April 22, 2002 7:26 AM
To: Mary Lou Kuschatka
Subject: Bus route on Glade Street

Dear Ms. Kuschatka:

I understand from a neighbor that the city is considering placing a bus route down Glade Street in Chapel Hill. As a resident of Glade Street and a daily rider on the bus system, I am strongly opposed to this proposal.

There are several reasons I am opposed: 1) This residential street is already overburdened by traffic coming off Highgrove. 2) A number of small children live on Glade Street. 3) Many residents park their cars on the street which already hinders the flow of traffic. (That has been used by the garbage pick-up company as an excuse for not providing their service in inclement weather.) You do not need to add to the congestion by adding an unnecessary bus route.

I ride the bus to Chapel Hill every day. However, I use the park and ride lot located in the commercial area of Southern Village. I think this is an appropriate use of that area and the bus routes should not be further expanded into the residential part of the complex. I have noticed that the routes that already go through the neighborhood in Southern Village are very sparsely used. When I have tried them, I have found them much slower and more tedious than the N/S Express and understand why they are not popular.

I would ask that you please focus your efforts into providing more frequent pick-ups on the regular routes and leave the residential areas to be just that.

Sincerely,
Johanna Cleary
307 Glade Street
Chapel Hill, NC 27516
(919) 933-5807

4/22/2002

Mary Lou Kuschatka

[4-23]

From: JohannaCleary@aol.com
Sent: Monday, April 22, 2002 9:45 AM
To: Mary Lou Kuschatka
Subject: Re: Bus route on Glade Street

Dear Ms. Kuschatka,

Thank you for sending the copy of the bus route proposal. After reviewing it, I still believe that the likelihood of an expanded V bus route being used by Southern Village residents is slim.

As I said, I ride the N/S bus every day and rode the V bus a few times. The problem is that if I ride the V bus, it takes as long to get to my home once I'm in Southern Village as it takes to get from the Park and Ride lot to campus. If I take the N/S Express, I can be home from the Park and Ride within five minutes. (And I live on the far end of Southern Village.) What is the incentive for anyone to add an extra 15-20 minutes to their ride for the convenience of being dropped off a little closer to their home?

Since I don't think that expanding the V route will increase use, and I know it will increase non-residential traffic on a residential street, I am strongly opposed to this expansion of the route.

Thank you for your consideration of my opinion.
Johanna Cleary

4/22/2002

Mary Lou Kuschatka

[4-24]

From: Maggie Mraz [maggiemraz@hotmail.com]
Sent: Monday, April 22, 2002 12:06 PM
To: Mary Lou Kuschatka
Cc: kfoy@townofchapelhill.org; town council@townofchapelhill.org
Subject: Southern Village Bus Routes

Dear Mary Lou,

I have expressed my feelings about the V bus route in the past through phone, email and attendance at the November Town Council meeting. I thought that during the 5 months following the Council's decision to table discuss on the issue that more information was going to be gathered about ridership and communication with the homeowners was going to improve. Your April 17th memorandum failed to mention the amount of ridership that even exists in the residential portion of Southern Village. Your department also failed to properly notify the residents of tomorrow night's forum or of the proposed route changes. How nice for your cause that proposal copies are being handed out on the V bus. How unfortunate for the many, many, many residents who choose not to ride.

In a phone conversation I had with you in the Fall about the V route you stated, "Arlen Park Drive seemed too residential for the bus route." You are now proposing to remove this street from the route. Why? You are proposing adding Glade Street to the route. Is Glade Street any less residential? It is a charming and quiet residential street. It is also more narrow than Arlen Park Drive and the houses are situated much, much closer to the road.

I stand firm and will continue to only support buses in Southern Village's commercial sector. I do NOT support buses traveling through the residential streets. I don't want a bus, large or small, to pass by my home or the homes of my neighbors. I will NOT ride buses from the residential portion of Southern Village. When I do choose to ride the bus I will take it from the Park & Ride Lot.

Sincerely,

Maggie Mraz
207 Glade Street
968-1473

Mary Lou Kuschatka

[4-25]

From: Clifford, Marissa [mqc39244@GlaxoWellcome.com]
Sent: Friday, April 19, 2002 8:39 AM
To: Mary Lou Kuschatka; Kevin Foy; 'ftbatema@aol.com'; 'patevans@bellsouth.net';
'billstrom@nc.rr.com'; 'mark@cdpl.org'; 'ed.harrison@mindspring.com';
'dverkerk@mindspring.com'; 'wardjl@email.unc.edu'; 'ewigg123@aol.com'
Subject: RE: V Route Forum April 23, 2002

I strongly oppose any bus, large or small, servicing the residential areas of Southern Village. The bus route should be limited to the business/commercial areas of the community. As you are well aware, 87% of the community opposes bus service in the residential areas and the proposed routes poses significant safety, environmental and financial risks to the community and to the town. In addition you are also well aware that ridership is extremely low, and I am certain that the increased cost associated with an expansion could not (and should not) be justified to the taxpayers.

The limited few who wish to ride the bus can easily get to the Market Street stops.

I am very disturbed by this proposal and the manner in which it has been handled by the developer, the town council and the transportation office.

Respectfully,
Marissa Clifford

> -----Original Message-----
> From: Mary Lou Kuschatka [SMTP:mkuschatka@townofchapelhill.org]
> Sent: Wednesday, April 17, 2002 4:21 PM
> To: Rogers, Christopher P; D. R. Bryan; Eric Burgin; Eric McNeil;
> Cheppo-McCormick, John S; John Wagner; Katie Grandstaff; Maggie Mraz;
> Matt
> Barnes; Mrs. E. Brown; Shelley Levine; Terry Maguire
> Cc: Cal Horton; Flo Miller
> Subject: V Route Forum April 23, 2002
>
> I have attached the memo and maps that have been prepared for the V
> Route
> Forum that will be held next Tuesday evening at 7:00 PM at the Chapel
> Hill
> Town Hall. Please share these with your neighbors. Additional copies
> will be available from the Transportation Department (968-2755), on
> the V
> bus, at the Southern Village office, and at the Forum. If you are
> unable
> to attend, you may e-mail, phone, fax (968-2840), or write (306 N.
> Columbia St. Chapel Hill, 27516) us with your comments or concerns.
>
> Mary Lou Kuschatka
> Transportation Director
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> sv-busrtr.jpg >> << File: sv-smbus1.jpg >> << File: sv-smbus2.jpg >>

Mary Lou Kuschatka

[4-26]

From: Edward C. Harrison [ed.harrison@mindspring.com]
Sent: Friday, April 19, 2002 1:28 PM
To: Mary Lou Kuschatka
Subject: FW: Bus Route

Mary Lou,

Wondered if Cal had asked you to answer this.

Ed

From: "Cal Horton" <calhorton@townofchapelhill.org>
Date: Fri, 19 Apr 2002 08:29:38 -0400
To: <patevans@bellsouth.net>, <billstrom@nc.rr.com>, <dverkerk@mindspring.com>, <ed.harrison@mindspring.com>, <Ewigg123@aol.com>, <fbateman@unch.unc.edu>, <wardjl@email.unc.edu>, <windsorcircle@mindspring.com>, <mark@cdpl.org>, <kevinfoy@townofchapelhill.org>
Cc: "Michelle Lewis (TCH) (Michelle Lewis)" <mlewis@townofchapelhill.org>, "Toni Pendergraph" <tpendergraph@townofchapelhill.org>, "Bill Stockard" <bstockard@townofchapelhill.org>, "Carol Abernethy" <cabernethy@townofchapelhill.org>, "Flo Miller" <fmiller@townofchapelhill.org>, "Joyce Smith" <jsmith@townofchapelhill.org>, "Ralph Karpinos" <rkarpinos@townofchapelhill.org>, "Sonna Loewenthal" <sloewenthal@townofchapelhill.org>
Subject: FW: Bus Route

-----Original Message-----

From: Katherine Tawney [mailto:ktawney@med.unc.edu]
Sent: Thursday, April 18, 2002 5:06 PM
To: Town Council
Subject: Bus Route

I am a Southern Village resident and a bus rider. I am happy with bus service. I do not like the current route. I support a small bus.

I am concerned because I received a notice about your meeting, April 23, as I boarded the bus today. As this is an open forum that directly impacts the village residents, I do not think that it is fair that you have not distributed the flyer directly to our residents. Perhaps I will get one in the mail this weekend.

I think that presenting the issue to bus riders and not the residence presents a VERY biased group at your meeting -or- no group at all.

Please let me know if you plan to distribute flyer to the Village. It is not adequate to say that you announced it in the newspaper now that you made the extra effort to bias the sample by presenting it to the riders.

Once more concern. I work at the University and I've followed the parking crisis here and the attempt to get people to park off campus. I fear that your plans are to make Southern Village an extended parking lot of University. I anticipate a problem for our business as riders park in the center core parking lot. The University subsidizes the bus

service and hope that this was not part of the business plan.

I appreciate that you want to encourage the masses to ride. But there is no reason to have the masses ride a huge bus around SV. You say that want to provide service to all residents. Then please focus on the SV residents and not the greater Triange area.

[4-27]

Thank-you,

Kathy Tawney

Mary Lou Kuschatka

[4-28]

From: Cheppo-McCormick, John S [jsc27769@GlaxoWellcome.com]
Sent: Thursday, April 18, 2002 2:42 PM
To: Mary Lou Kuschatka; Rogers, Christopher P; D. R. Bryan; Eric Burgin; Eric McNeil; John Wagner; Katie Grandstaff; Maggie Mraz; Matt Barnes; Mrs. E. Brown; Shelley Levine; Terry Maguire
Cc: Cal Horton; Flo Miller
Subject: RE: V Route Forum April 23, 2002

I appreciate the "notice".

I will once again equivocally respond that I oppose all existing and proposed large and small bus routes through the residential areas. I feel that I was never informed of this possibility before purchasing! My concern is based on diminished safety, property value, and quality of life!

I do not oppose the "buses" going to the "movie theater area", or the "park and ride".

Respectfully,
John Cheppo-McCormick

> -----Original Message-----

> From: Mary Lou Kuschatka [SMTP:mkuschatka@townofchapelhill.org]
> Sent: Wednesday, April 17, 2002 4:21 PM
> To: Rogers, Christopher P; D. R. Bryan; Eric Burgin; Eric McNeil;
> Cheppo-McCormick, John S; John Wagner; Katie Grandstaff; Maggie Mraz;
> Matt
> Barnes; Mrs. E. Brown; Shelley Levine; Terry Maguire
> Cc: Cal Horton; Flo Miller
> Subject: V Route Forum April 23, 2002

>
> I have attached the memo and maps that have been prepared for the V
Route
> Forum that will be held next Tuesday evening at 7:00 PM at the Chapel
Hill
> Town Hall. Please share these with your neighbors. Additional copies
> will be available from the Transportation Department (968-2755), on
the V
> bus, at the Southern Village office, and at the Forum. If you are
unable
> to attend, you may e-mail, phone, fax (968-2840), or write (306 N.
> Columbia St. Chapel Hill, 27516) us with your comments or concerns.

>
> Mary Lou Kuschatka
> Transportation Director

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Mary Lou Kuschatka**[4-29]****From:** Eleanor Copeland [elecope@msn.com]**Sent:** Thursday, April 18, 2002 10:54 AM**To:** Mary Lou Kuschatka**Subject:** meeting

I just received the memo about the meeting of the V route in Southern Village. I am going to be out of town and will have to miss the meeting. I do have a few thoughts on the subject which I would like to share. I think those huge buses in the residential area are too noisy and polluting. I think the city would like to save money on gas and maintenance where possible. No one rides the bus from this area for several reasons and it will not change in the future. Most of the people work in RSP. The places the rest of the people want to go is not Meadowmont? Why would anyone think that? There are also some students who think Southern Village is a convient parking place due to the restrictions on campus. They can park and hop on a bus to the campus and the only people this inconviences are the people who paid a lot of money to live in a "village". If we have to have a bus, and it sounds like we do, a smaller feeder bus would be a better alternative. I really wish I could be at the meeting, since as you can tell, I have very strong feelings about this. No amount of buses or frequency of buses will make people in this section of Southern Village ride more, they are not going where we want to go.

Eleanor

4/18/2002

Mary Lou Kuschatka

[4-30]

From: Rogers, Christopher P [cpr92601@GlaxoWellcome.com]
Sent: Wednesday, April 17, 2002 4:55 PM
To: Mary Lou Kuschatka
Subject: RE: V Route Forum April 23, 2002

hi Mary Lou. Thanks for the advance. I've passed along to several concerned residents, so I hope we get a good turnout--I think we will.

Re the Memorandum, I really appreciate the big effort that you folks have put in. And, I firmly believe that Options 1, 2 or 3 will all be acceptable AS LONG AS the small bus feeder option is adopted. I really cannot see any reasonable objection coming from the counter petitioners since the small bus option would serve more people more often and with better linking to the North/South bus.

One thing you may also want to mention at the meeting is when the small bus option (if adopted) would be in place. See you on the 23rd, and thanks again for your diligent efforts as well as the other folks involved from the City Council and Transportation Board. Please pass on my appreciation to them when convenient.

All the best,
Christopher P. Rogers
Senior Patent Attorney
U.S. Corporate Intellectual Property
GlaxoSmithKline
Five Moore Drive
PO Box 13398
Research Triangle Park, NC 27709-3398
Work Ph. (919)483-1240
Work Fax (919)483-7988
Personal email: cpr92601@gsk.com
Department email: usciprtp@gsk.com

> -----Original Message-----
> From: Mary Lou Kuschatka [SMTP:mkuschatka@townofchapelhill.org]
> Sent: Wednesday, April 17, 2002 4:21 PM
> To: Rogers, Christopher P; D. R. Bryan; Eric Burgin; Eric McNeil;
> Cheppo-McCormick, John S; John Wagner; Katie Grandstaff; Maggie Mraz;
> Matt
> Barnes; Mrs. E. Brown; Shelley Levine; Terry Maguire
> Cc: Cal Horton; Flo Miller
> Subject: V Route Forum April 23, 2002
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> bus, at the Southern Village office, and at the Forum. If you are
> unable
> to attend, you may e-mail, phone, fax (968-2840), or write (306 N.
> Columbia St. Chapel Hill, 27516) us with your comments or concerns.
>
> Mary Lou Kuschatka

Mary Lou Kuschatka

[4-31]

From: Sheryl Sherman
Sent: Friday, March 08, 2002 1:47 PM
To: Mary Lou Kuschatka
Subject: FW: Southern Village

-----Original Message-----

From: KBrown3420@aol.com [mailto:KBrown3420@aol.com]
Sent: Friday, March 08, 2002 1:06 PM
To: transportation
Subject: Southern Village

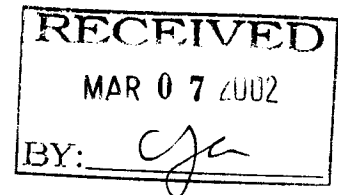
Please could we keep the buses off of Parkside Circle they wake me up at 6:15 every morning. Possible you could replace the large buses with a mini bus? I have looked but very seldom do I see any passengers on that bus route.

**Mrs. E. Brown
411 Parkside Circle
919-933-9437**

4/26/2002

[4-32]

John D. Kennedy/Marlyse E. Bach
202 Brookgreen Drive
Chapel Hill, North Carolina 27516
Telephone: 942-8264



Mayor Kevin Foy, Town of Chapel Hill
306 North Columbia Street
Chapel Hill, North Carolina 27516

March 5, 2002

Dear Mayor Foy:

We are writing to express our deepest concerns about the town bus routes currently going through the residential sections of Southern Village and namely in front of our property on Brookgreen Drive. On the suggestion of our Homeowners Association, i.e., HRW Inc., we are addressing this letter to you in order to voice our opinion about the current bus routes. We feel very strongly that buses need to be limited to Southern Village's "Commercial Area" on Main/Market Street. On a daily basis, we are subjected to a dozen of city buses and, please note that save the bus driver and one occasional student, the buses are *usually empty*. This observation plus the nuisances listed below have prompted our appeal:

1. Engine noise from early morning to late evening often renders a phone conversation and any audio equipment inaudible.
2. Fumes and pollution force us to keep windows closed *at all times* on the front side of the house. We have a right to air quality when breathing and aerating our home.
3. Potential gradual loss of property and resale value: When we purchased the property, it was conveyed to us that the buses would be limited to the "Commercial Area."
4. Serious jeopardy of the spirit of Southern Village where it was understood to be a place to work, walk and enjoy neighborhood life—*not downtown traffic conditions*.
5. Relative danger to circulate on foot with children and/or pets: What type of transportation safety do we value for our children?
6. Residents are paying higher town property taxes as a result of Southern Village's annexation. Why spend tax moneys on routes that are underutilized?

In view of the negative consequences to environment, aesthetics, health, safety, and community life, we expect your careful attention and positive response to our request to have all bus routes limited to Southern Village's "Commercial Area." If you wish to seek direct experience of the phenomena enumerated above, please contact us for a visit.

Respectfully yours,

Two handwritten signatures in black ink. The first signature is "John D. Kennedy" and the second is "Marlyse E. Bach".

John D. Kennedy/Marlyse E. Bach

Cc: Mayor pro tem Pat Evans/Town Manager Kevin Horton ✓
Southern Village Homeowners Association, Inc., c/o HRW inc.

Mary Lou Kuschatka

[4-33]

From: Rogers, Christopher P [cpr92601@GlaxoWellcome.com]
Sent: Monday, January 07, 2002 10:31 AM
To: Mary Lou Kuschatka
Cc: Kevin Foy (E-mail)
Subject: V Route

hi Mary Lou. Hope you had a nice holiday season!

I've contacted HRW and the Southern Village Board regarding the V Route. They have informed me that they still do not want any role in this matter.

As such, may I suggest that you, me and someone from the counter-petition group get together and discuss?

Last we talked, you mentioned that there was available some heavy-duty smaller coach buses that may be a viable option for serving a modified V Route. I'd especially like to follow up on that and other issues because I really believe there is a win-win solution that everyone will accept.

When would you like to meet?

All the best,
Christopher P. Rogers
Patent Attorney
U.S. Corporate Intellectual Property
GlaxoSmithKline Corp.
Five Moore Drive
PO Box 13398
Research Triangle Park, NC 27709-3398
Work Ph. (919)483-1240
Work Fax (919)483-7977
Personal email: cpr92601@gsk.com
Department email: usciprtp@gsk.com

Mary Lou Kuschatka

[4-34]

From: Eric McNeil [emcneil@us.ibm.com]
Sent: Sunday, December 30, 2001 10:09 PM
To: Mary Lou Kuschatka
Subject: RE: V Bus does not reliably connect to the TTA during the morning commute

Fantastic! Talk about responsive city government. Thanks.

Regards,
Eric McNeil
WebSphere Brand Communications Strategy
IBM Software Group
Office C309, Bldg. 501, 3039 Cornwallis Road, RTP, NC 27709
(919)543-7222, Teline: 441-7222, eFax: (509)752-5317
email: emcneil@us.ibm.com

"Mary Lou Kuschatka" <mkuschatka@townofchapelhill.org> on 12/28/2001
11:53:20 AM

To: Eric McNeil/New York/IBM@IBMUS
cc:
Subject: RE: V Bus does not reliably connect to the TTA during the morning commute

With the new schedule that is effective January 7, the V bus is scheduled to arrive at Fetzer Gym at 7:05. We did back the time up by 5 minutes. I hope this helps - Let me know.

Mary Lou

-----Original Message-----

From: Eric McNeil [mailto:emcneil@us.ibm.com]
Sent: Friday, December 28, 2001 1:32 AM
To: Mary Lou Kuschatka
Subject: V Bus does not reliably connect to the TTA during the morning commute
Importance: High

Ms. Kuschatka,

Per our past correspondence (below), I appreciate that you and your drivers have tried to help me make this TTA connection. But the bottom line is that - under the current time table - the V bus is not a reliable way to connect to the TTA during the morning rush hour. This means that the communities served by the V do not have a reliable public transit option to RTP.

Providing I40 commuters an alternative transit option is getting to be a real regional concern. The CHT to TTA route is a real working solution IF the connection can be made reliable. A number of my neighbors in Southern Village who work at RTP have asked me about using the bus to get to

[4-35]

work.

There is some latent demand for this service. And RTP employers are encouraging this. For example, IBM subsidizes my TTA fare (I pay only 40 cents each way).

Unfortunately, I have to give my neighbors the straight story: because the V usually just misses the TTA at the student union, there is a 30 minute delay waiting for the next bus. Riding any V bus that arrives at the union before 7:30am, when the building opens, means standing outside until the next TTA bus. Also, the first TTA bus that arrives after the student union opens occasionally misses the RTP shuttle as it travels at the height of rush hour. This means that if the V bus misses the TTA by 2 minutes (quite common), the trip to RTP could be delayed by up to ONE HOUR.

I've noticed that V buses arriving at the union after 8am often make the TTA connection. In fact, after my 7:30ish bus misses the connection, I'll sometimes see the 8:10ish bus arrive before the next TTA bus. But later buses are little help to a commuter. Some drivers on the earlier buses - who often slow down to keep on schedule and STILL miss the TTA - have told me that their timetable is not meant to connect to the TTA.

Per your note below: the TTA buses are almost never late arriving at UNC during the early morning rush. Depending on my schedule, I often take the bus at different times, so setting up a regular daily connection is not workable in my case.

I have walked to the Southern Village park-and-ride many times. It adds about 40 minutes of unproductive time to my already 2 1/2 hour round trip commute. Clearly, this is not an alternative for most people (no matter what some in Southern Village may say...). During the fall, I often rode my bike to the TTA stop at UNC hospital. This became dangerous when the ride home became pitch dark. I've tried every possible alternative and the best answer is always a slightly earlier V route.

Bottom line: if the V could arrive at the student union building 5 minutes or so earlier (e.g. 7:03), you would be providing a real service to those trying to make bus commuting to RTP a viable alternative. The V bus is a real breakthrough for commuters like me - and others who are now considering public transit - as long as we can get the V to the student union TTA stop 5 MINUTES EARLIER!!! PLEASE HELP!!!

Thanks again for your efforts so far.

Regards,
Eric McNeil
WebSphere Brand Communications Strategy
IBM Software Group
Office C309, Bldg. 501, 3039 Cornwallis Road, RTP, NC 27709
(919)543-7222, Tieline: 441-7222, eFax: (509)752-5317
email: emcneil@us.ibm.com

"Mary Lou Kuschatka" <mkuschatka@townofchapelhill.org> on 10/30/2001
09:16:23 AM

[4-36]

To: Eric McNeil/New York/IBM@IBMUS
CC:
Subject: RE: Chapel Hill News: support for V Route / Need to connect
to
TTA

Mr. McNeil,
I have alerted our dispatcher that you are trying to make this connection. We are letting our driver know and calling the TTA dispatcher to let the TTA driver know you are trying to make this connection. This should make a difference. Let me know if this helps. We are looking at the V route and can make adjustments for the January schedule if necessary.

Mary Lou

-----Original Message-----

From: Eric McNeil [mailto:emcneil@us.ibm.com]
Sent: Monday, October 29, 2001 9:36 PM
To: Mary Lou Kuschatka
Subject: RE: Chapel Hill News: support for V Route / Need to connect to
TTA

Ms. Kuschatka, thanks for the response.

The first time I rode the V Route, it did not loop through the Southern Village apartments (the driver, obviously driving the route for the first time, likely made a mistake). That was the only time the V successfully connected with the TTA. Every time since, the V has missed the TTA connection - and usually it's not even close.

The V consistently arrives at the Student Union at :42 or :43 past the hour and the TTA buses leave at :40 sharp and often even a couple minutes early. The 6:40 or 7:10 buses for which I'm aiming are not late. The TTA drivers, desperate to get ahead of the rush hour congestion so that their riders won't miss their connections at the RTP depot, will not wait - unless someone is running toward the stop.

Frankly, from my experience, there is just not enough time built into the schedule for the V to make a reliable connection directly to the TTA. Whenever you plan to rework the timetable, you will need to get the V to the Student Union at least 5 to 10 minutes earlier to provide a reasonable commute from Southern Village to RTP.

I need to take a later bus than I'd like, one that gets me to the Student Union after it opens, so that I can do my 1/2 hour wait for the next TTA bus out of the cold. I have been riding my bike and using the TTA bike racks on days I need to get to the office earlier, but that is becoming more of a challenge now that the commute is getting colder and darker. The long walk up to the N/S at the SV park-and-ride is a real chore - as I note

in the letter below.

[4-37]

As you can tell, I am a dedicated public transit commuter - and the V Route is a godsend - but the unreliable V to TTA connection is testing my commitment. It is also unlikely to draw any more RTP commuters until this is fixed. Thanks again.

Regards,
Eric McNeil
WebSphere Brand Communications Strategy
IBM Software Group
Office C309, Bldg. 501, 3039 Cornwallis Road, RTP, NC 27709
(919)543-7222, Tieline: 441-7222, eFax: (509)752-5317
email: emcneil@us.ibm.com

"Mary Lou Kuschatka" <mkuschatka@townofchapelhill.org> on 10/29/2001
01:55:49 PM

To: Eric McNeil/New York/IBM@IBMUS
cc:
Subject: RE: Chapel Hill News: support for V Route / Need to connect to TTA

Mr. McNeil,
The V bus is scheduled to arrive at the Student Union at :08 and :38 to help facilitate the transfer to the TTA. Are you missing your connection? The TTA buses are usually a little behind due to traffic. If you let the drivers of the two buses know that you are making the connection, they will try to help facilitate this. We run into the difficulty of the two systems having different radio frequencies and therefore the dispatchers can't talk between the two buses. We can call the TTA dispatch and alert them to the transfer so they can communicate this to the driver.
Let me know if you would like us to help facilitate your transfer.

Mary Lou Kuschatka
Transportation Director

-----Original Message-----

From: Sheryl Sherman
Sent: Monday, October 29, 2001 8:45 AM
To: Mary Lou Kuschatka
Subject: FW: Chapel Hill News: support for V Route / Need to connect to TTA

-----Original Message-----

From: Eric McNeil [mailto:emcneil@us.ibm.com]
Sent: Sunday, October 28, 2001 5:46 PM
To: transportation
Subject: Chapel Hill News: support for V Route / Need to connect to TTA

To Mary Lou Kuschatka:

I sent the attached letter to the Chapel Hill News strongly supporting the V Route into Southern Village.

I would also like to make an urgent suggestion that the V Route schedule

[4-38]

be amended when possible to reliably connect with the TTA bus to RTP. Presently, the V from Southern Village arrives at the UNC Student Union at about 1-2 minutes after the TTA departs (the TTA leaves at :10 and :40 past the hour). This results in an unacceptable 1/2 hour wait for the next TTA bus. If the V could arrive at :05 and :35 past the hour, then Chapel Hill Transit could provide Southern Village residents a real alternative to I40 at rush hour.

Please let me know if this is possible at:
emcneil@us.ibm.com.
Thanks.

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To the Chapel Hill News:

My wife recently found herself confronted with the petition to banish the city buses from all but the commercial center of Southern Village. After politely declining, she was harangued for 20 minutes as the petitioner refused to take 'no' for an answer, offering a series of ever more dire consequences if the buses were not removed from our streets. A neighbor who witnessed this scene suggested that many people likely signed the petition due to either the one-sided arguments or to just stop being harassed.

The real problem the city buses face in Southern Village is the misunderstanding by a few of the value of this service to our community, as well as the impact on our property values. Not everyone wants to live in yet another car-dependent suburban ghetto. Many home buyers appreciate having a viable transit option. Many current residents bought into the promise that Southern Village would be a better kind of development and that is a promise worth keeping.

I've lived in Southern Village for two years and ride the bus almost every day to and from work at RTP. While I and my fellow V Route riders - I've never ridden the bus alone - appreciate this service, I have seen some ignorance about the buses among some of my neighbors. Someone even stole the sign for the bus stop nearest my home. The neighborhood "spokesman" quoted in your article seems to be a victim of this ignorance:

* The buses are not "demonstrably dangerous to pedestrians". In my experience, among the few vehicles that reliably obey the traffic laws in Southern Village are the city buses. SV children are much more in danger from the speeding SUVs and minivans in our neighborhood than from professional bus drivers. North Carolina has one of the worst pedestrian safety records in the country, due not to public transit, but a lack of it.

* The "problem of narrow streets" transcends the bus issue - and it has virtually nothing to due with the petition's identified culprits: "non-area-residents". Many SV homeowners, too lazy to park their cars

[4-39]

in their own driveways behind their homes, park on the street - too often directly across from the car of yet another homeowner, making passage tight for any vehicle. If the buses can't get through, then the fire trucks certainly can't either.

* The petitioners would limit bus service to the very edge of our community, forcing many residents to walk half a mile or more up steep hills to get to the bus. Before the V Route brought the bus close to our homes, I needed to make that walk and found myself back to driving during much of the summer and winter. Having access to the bus only at the edge of our development seriously limits public transit as a useful option for most people.

Many people are just beginning to understand the value of this important city service. When my wife started taking my son's play group for field trips on the V Bus, not only did the kids love it, several of the parents mentioned that they were now likely to give it a try - especially when they hear that the bus will soon be free. With bus routes into the heart of Southern Village, many more people will have a non-car option of getting to our new commercial center and into town. This is a real benefit we get for our new Chapel Hill taxes. I suspect that even some critics might appreciate the service if they would just try it.

Our area has serious congestion and pollution problems caused by our dependence on cars. The best way to help solve these is to give people a transit alternative. Southern Village made a commitment to be part of the solution, not part of the problem. We should not renege on that commitment.

Regards,
Eric McNeil
402 Parkview Crescent
Chapel Hill
(919) 942-6976
emcneil@us.ibm.com