



**2016**

ANNUAL REPORT

Triangle

Connecting all points of the Triangle





Connecting all points  
of the **Triangle**

# A Word from Our Chair

2016 was a busy year for GoTriangle. We continued work on future light rail service in Durham and Orange counties, made continued improvements in our bus service, improved the look and operation of GoDurham's vehicles and worked with Wake's cities and towns on a future multi-modal transit plan.

In February, the Federal Transit Administration, in cooperation with GoTriangle, prepared a combined Final Environmental Impact Statement and a Record of Decision on the 17-mile Durham-Orange Light Rail Transit Project. The FEIS/ROD finalized the environmental, transportation, social and economic impacts associated with the proposed transportation improvements in the Durham-Orange Corridor between Chapel Hill and Durham. We responded to the thousands of substantive comments we received. This is a major milestone for the growing Triangle region as travel becomes increasingly difficult. In key corridors, our transportation network, both roadways and public transit, are struggling. We believe strongly in the benefits light rail will deliver.

GoTriangle service in rush hours remains strong between Chapel Hill and Raleigh and Durham and Raleigh. Ridership for the year was 1.7 million, down slightly from last year. Similar ridership and productivity declines have been experienced by transit agencies within the state and across the region during the last two years, likely due in part to declining fuel prices and increased employment. Our marketing efforts increased in 2016, particularly in social media, video outreach and a pilot program with TransLoc and Uber

was launched to show how transit can conveniently provide an alternative to driving alone in a car. Routes in service for the Fortify rebuild program on I-40 continue to do well, especially in trips to Cary, Clayton and Fuquay-Varina.

GoDurham ridership was down four percent for the year, with 5.9 million trips. Even though ridership fell, GoDurham remains a productive and vital system with an average of 30 boardings per hour. That's better than Charlotte and Raleigh. We also added new service that we expect to increase our ridership in the years ahead.

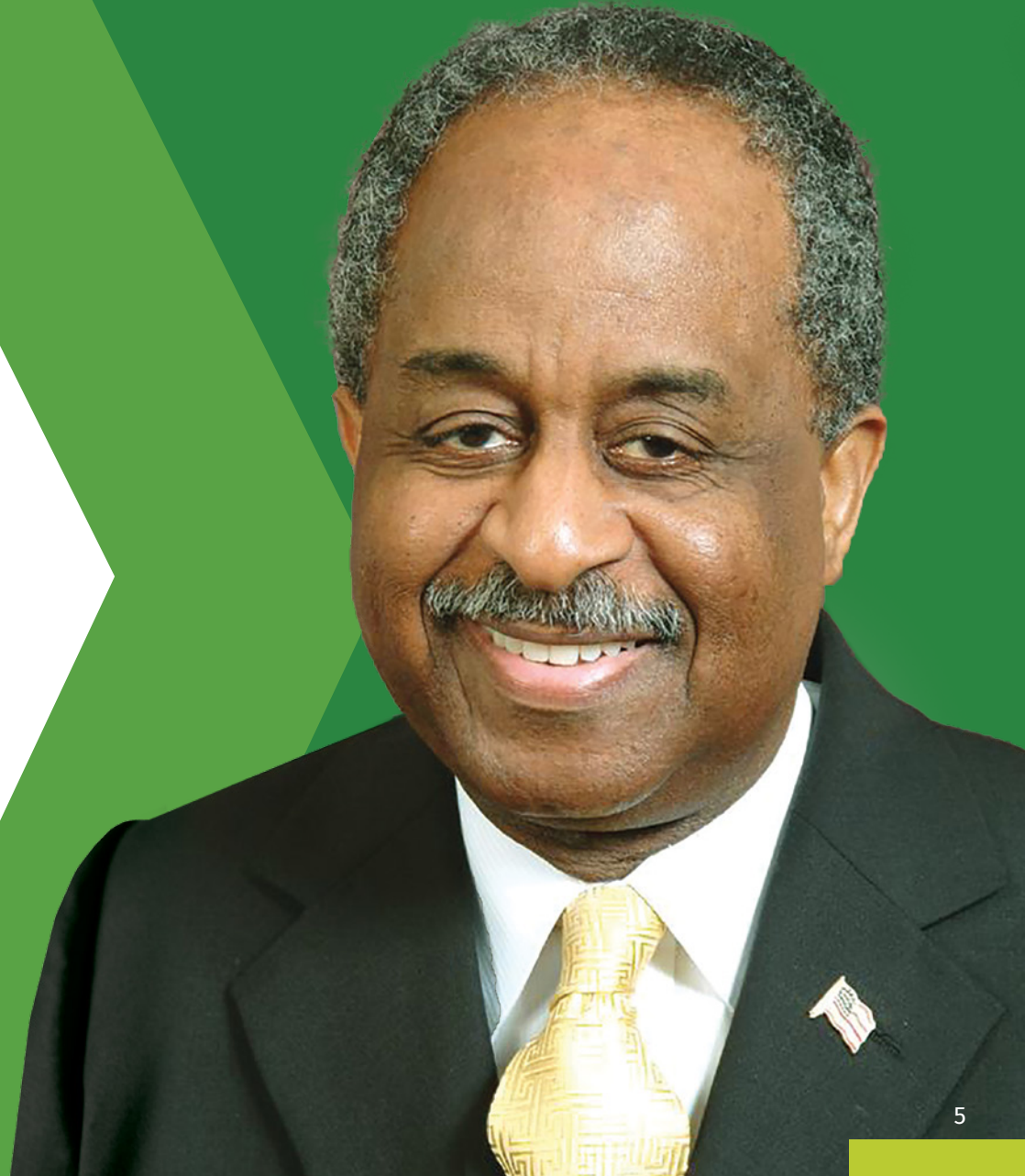
Under the new Wake Transit Plan, we are partnering with Wake County, the City of Raleigh, the Town of Cary, the Capital Area Metropolitan Planning Organization, the Research Triangle Foundation, NC State University and the Raleigh-Durham Airport Authority. Increased bus service, bus rapid transit in several corridors and commuter rail from eastern Wake to western Durham, will provide more options for commuters and those that use transit daily.

This has been a challenging year for our staff and Board to meet the challenges of multi-million dollar projects and better service. Our riders, citizens, elected officials and business leaders have bolstered our Board and over 250 employees that promise stellar customer service, a top-notch rider experience and cooperative regional partnerships.

**Thanks for supporting GoTriangle**

“ Our transportation network, both roadways and public transit, are struggling. We believe strongly in the benefits light rail will deliver. ”

*Chair William V. “Bill” Bell*



# About Us

- Hours of Operation: 5:45 A.M. to 11:15 P.M. (Monday-Friday), 6:40 A.M. to 11:15 P.M. (Saturday) and 6:40 A.M. to 7:20 P.M. (Sunday)
- Serve Apex, Cary, Chapel Hill, Clayton, Fuquay-Varina, Johnston County/Cleveland Crossing, Durham, Garner, Hillsborough, Knightdale, Mebane, Raleigh, the Research Triangle Park, RDU International Airport, Wake Forest, Wendell and Zebulon
- Governed by a 12-member Board of Trustees with representatives from city, town and county governments in Durham, Orange and Wake counties and the NCDOT
- Manage GoDurham by agreement with the City of Durham
- Manage Robertson Scholars Program serving UNC and Duke
- Technology includes 4G Wi-Fi on GoTriangle buses, Mobile information through GoLive, Online Trip Planner at [gotriangle.org](http://gotriangle.org) and bilingual Call Center Available at 919-485-RIDE.

GoTriangle is excited to launch a new education and awareness campaign that shares real commuter stories to inspire our community to seek viable travel options to work, school, doctor's appointments and other important places, without driving alone in a car.

As a regional transit planning organization, GoTriangle works closely with its partners to connect commuters by bus across three counties. We also support and provide resources for people interested in joining a carpool or vanpool, and those who want to bike or walk instead.

In this year's Annual Report, meet some of the people using transit to better connect to greater opportunities throughout our rapidly growing community. These GoTogether stories include a father and son biking duo, a creative entrepreneur who uses his bus trip to get a jump on the day, and a brother and sister that use transit to ride to school at NCSU. You'll learn why and how their commutes work for them.



“ We go together  
because it is priceless  
father and son time. ”

*Ben August on the bike commute with his son.*







## Father & Son BikeTogether

When it's time for work and school, biking is the vehicle for Carrboro's Ben August and his son Jacob. They head to school each weekday before Ben heads to work.

"Jacob likes it a lot, and he's grown up a lot in the last year," August says. "Initially it was 'I want to be like daddy. I want to ride to school with daddy.'" Ben says they go together because it's priceless father and son time and "the costs of a bike are less compared with gas, insurance, taxes on your car and the costs for parking."

Ben and Jacob's story is just one of many in the Triangle, sharing how GoTogether's options to get to school, work and other places positively change lives.

2015 TOTAL RIDERSHIP

1,843,725

MILES TRAVELED

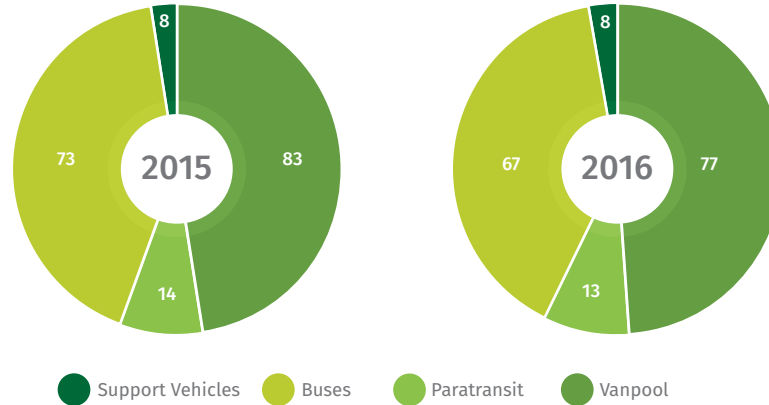
	2015	2016
Paratransit	498,277	556,384
Vanpool	1,050,463	889,337
Fixed Route	2,630,942	2,819,804

PARATRANSIT RIDERSHIP



2016 TOTAL RIDERSHIP

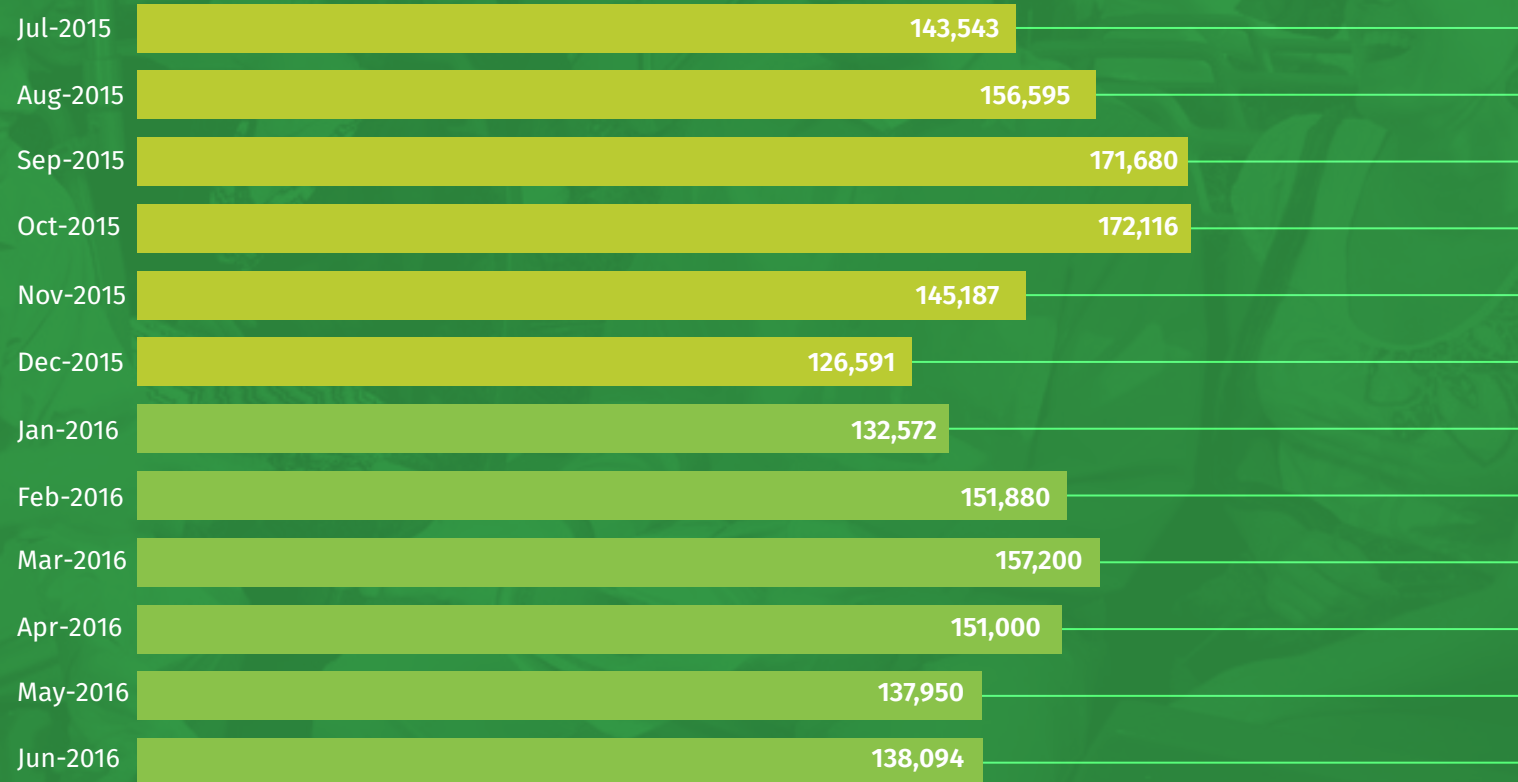
1,784,408



CALL CENTER CALLS



# Monthly Ridership





“ The morning bus ride is a great time to catch up on morning news, check social media and even get some work done. ”

*Justin Laidlaw, Runaway Clothes in American Underground*

# American Underground

Some of America's newest companies are getting their start in Durham, and many of their employees are using transit to get where they need to go.

One of the busiest places is the American Underground on the American Tobacco campus. Launched seven years ago, the American Underground has expanded to three locations in downtown Durham and one in Raleigh, home to 250 startups and nearly 1,000 entrepreneurs, innovators and investors.

Justin Laidlaw has been riding the bus for seven years and often takes GoDurham Route 5 or 5K. As Media Director for Runaway Clothes, Justin loves the collaborative environment.

"The morning bus ride is a great time to catch up on morning news, check social media and even get some work done." He uses the TransLoc app which allows him to know when the next bus is coming. He gets a notification when his bus is five to 10 minutes away.

American Underground is a strong GoTriangle partner and a community leader in alternative transportation, providing GoPasses for employees and expanded bike parking.

# The Durham-Orange Light Rail Transit Project Moves Ahead

Work on the Durham-Orange Light Rail Transit Project moved ahead in 2016 with important environmental work and an additional station to serve Durham.

In February, the Federal Transit Administration issued the Record of Decision and Final Environmental Impact Statement, identifying any mitigation that'll be needed to build the project.

In response to feedback we received during the environmental process, GoTriangle announced in September that it would work with the FTA, evaluating the light rail line's connection to NC Central University, which enrolls 8,000 students. The request was approved in December, making the light rail line 17.7 miles long, supporting 26,880 passenger trips per day by 2040. The project will now span from the UNC Hospitals Station in Chapel Hill to the NCCU Station in Durham, connecting three major universities.

Light rail projects in North Carolina have been funded with 50 percent federal participation and the remainder from local and state funds. Funding got a boost when leaders from local universities, health care institutions, government and the private sector joined together to secure additional revenue for the project.

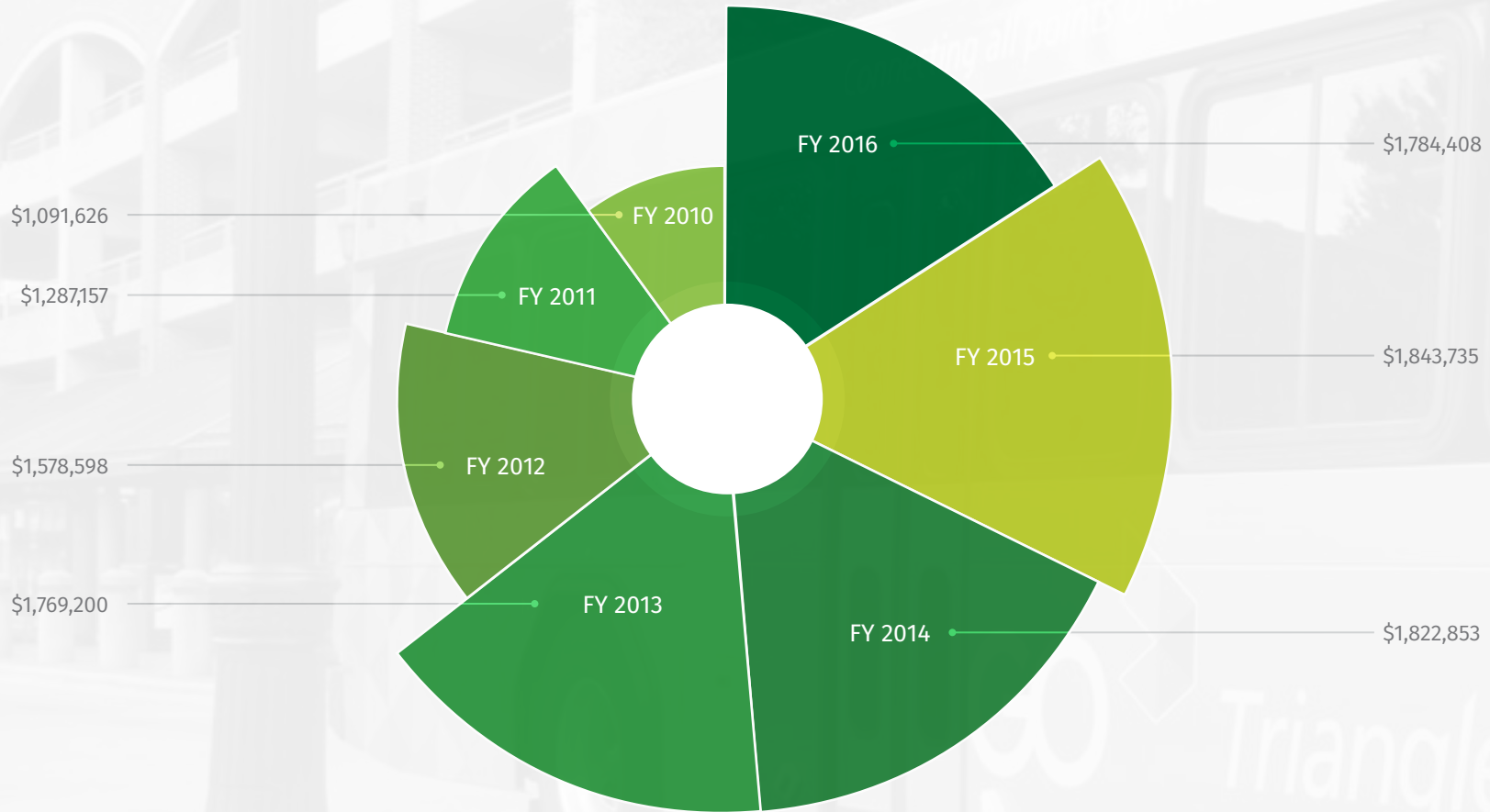
"We gathered this group of strategic thinkers because the light rail project is too important," said Collaborative member and East West Partners President Roger Perry. "We must find creative ways to bridge the gap and keep the project moving forward for the benefit of our entire community."

With the one-half cent sales tax and vehicle registration fees as a part of the local share, the collaborative is working to identify any additional revenue sources that are available.

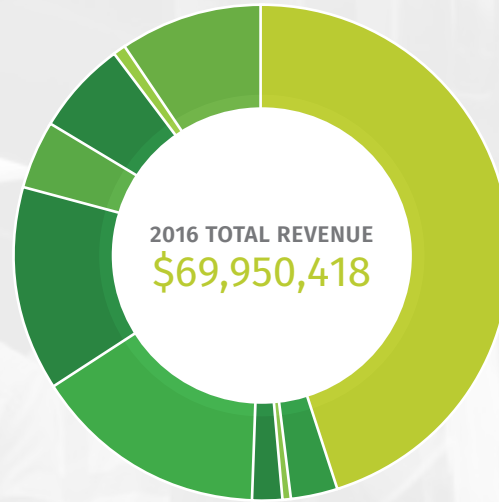
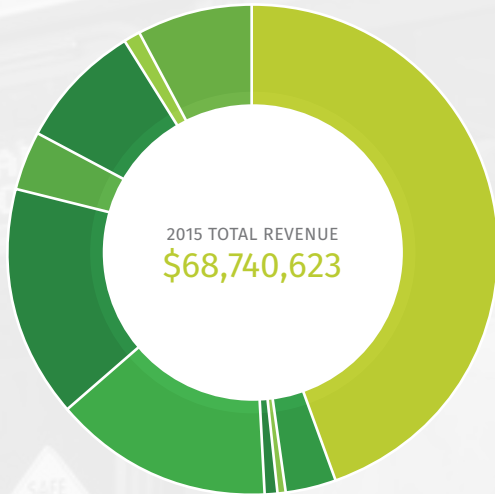


The Durham-Orange Light Rail Transit Project moved forward in 2016, completing environmental work, adding a key station at NC Central University and joining with key partners to help fund the project.

# Regional Bus Ridership Yearly Comparison







2015	2016	
\$6,518,988	\$5,341,725	▶ Other
\$544,100	\$632,296	▶ Local
\$4,314,157	\$5,732,454	▶ FTA
\$3,025,714	\$2,649,374	▶ NC DOT
\$9,413,400	\$10,622,625	▶ Vehicle Registration Tax
\$10,665,172	\$9,924,456	▶ Rental Vehicle Tax
\$1,453,005	\$485,574	▶ Investment Income
\$343,319	\$420,975	▶ Vanpool Fare
\$2,136,442	\$2,369,391	▶ Bus Fares & Consignment
\$31,536,121	\$30,561,753	▶ Special Sales Tax

2015 TOTAL EXPENDITURES **\$68,740,623**

**\$32,144,502**  
OPERATING EXPENDITURES

**\$17,416,133**  
CAPITAL EXPENDITURES

**\$19,179,988**  
OPERATING RESERVES

2016 TOTAL EXPENDITURES **\$69,950,418**

**\$35,206,824**  
OPERATING EXPENDITURES

**\$8,327,490**  
CAPITAL EXPENDITURES

**\$26,416,104**  
OPERATING RESERVES

# New Service, Improved Customer Service Highlights 2016 for GoDurham

GoDurham remained a productive, vital system by providing links to jobs, education and health care for 5.9 million passengers. In 2016 GoDurham averaged 30 passengers per hour, compared to 18.6 passengers per hour with transit agencies of the same size.

Our on-time performance of 83 percent, slightly less than 2015, was a result of increased congestion on several major Durham bus and paratransit routes due to construction-related activities. The biggest delay continues to be along NC 147, near downtown Durham and around Duke University. On-time performance remained consistent with a one percent drop to 83 percent. Overall, instances of late trips increased slightly in 2016, which can be attributed to increased congestion and construction on major roadways. However, GoDurham experienced a 19 percent decrease in late trips on Saturdays.

Service was added on Route 5K serving Fayetteville Street and NCCU and Route 10B to South Square and University Drive.

GoDurham system ridership and productivity were down in 2016 by four percent, due to declining fuel prices and increased employment. A change to the Bull City Connector in August 2015 may have also contributed to ridership losses.

Customer satisfaction improved significantly with a 26 percent drop in complaints and preventable accidents fell by three percent. GoDurham continued refurbishments to the existing fleet with new engines, flooring, seats and wheelchair ramps. It also increased its social media presence on Facebook and Instagram and saw a fourfold increase of followers on Twitter.

GoDurham remains a key community partner in events. The “Stuff the Bus” campaign collected over 4,000 pounds of non-perishable items for the Food Bank of Eastern and Central NC. Staff also helped Habitat for Humanity, the Bull City Stand Down for Veterans and Project Homeless Connect. In addition, GoDurham participated in the City’s holiday parade as well as provided various outreach to the local schools, educating students on transit options.

In 2017, GoDurham will begin a new short range planning process that will look at the frequency and directness of bus routes, improved customer service, better on-time performance, bus stop conditions and access to stops. There are more fleet improvements planned with 15 new 40-foot buses, expected to be on the road in the fall of 2017. Lastly, GoDurham expects to offer free Wi-Fi for riders.

GoDurham Access continues to be a reliable service for qualified seniors and disabled riders that are unable to take advantage of the city bus system. In 2016, more vehicles were added to improve on-time performance and meet service needs.



“ 2016 saw more routes and improved customer service for GoDurham. ”

# Cary Siblings Ride Together

Having a direct transit connection from Cary to N.C. State makes it possible for a brother and sister to attend college, and commute together.

N.C. State Computer Science major, Carl Colglazier started using GoTriangle's Route 300 bus from Cary to the N.C. State campus a little more than a year ago. "I didn't want to worry about parking on campus or worry about commuting in rush hour or anything like that. Those hassles went away when I started using GoTriangle."

This year, Carl's sister Bethany started joining him on his daily commute. As a freshman studying Industrial Engineering, she, like her brother, found GoTriangle was a good fit. "Using the bus is an easy commute and going together to class works with our schedule."

Once their bus arrives on campus, Carl and Bethany connect to their classes with the N.C. State Wolfline. Both say the ability to commute and save money was a major factor in deciding to go to NCSU and they hope more students will take a bus, bike, walk or carpool.



“Using the bus is an easy commute and going together to class works with our schedule.”

*Bethany Colglazer on the trip from Cary to NC State*





# Durham County

## BUS AND RAIL INVESTMENT PLAN

# Durham County Bus and Rail Investment Plan

## Progress Report | Fiscal Year 2016 | July 1, 2015 – June 30, 2016

### Background

This fourth annual progress report from GoTriangle highlights the goals, accomplishments, projects and finances of the Transit Plan from July 1, 2015 to June 30, 2016.

In 2011, voters approved a local sales tax to support funding for the Durham County Bus and Rail Investment Plan (Transit Plan). The tax levy went into effect in April 2013.

### Goals

**The adopted long range goals of the Transit Plan are to:**

- Connect more residents with jobs
- Connect more residents with post-secondary and vocational educational opportunities
- Expand bus capacity on corridors with high current bus ridership
- Provide better regional connections to other cities and the RDU Airport

### Accomplishments

In FY16, the agencies in Durham County were providing more than 23,100 additional hours of bus service supported by the transit taxes. Additional transit tax revenue was also spent to support the pre-existing GoDurham Transit services.

**During the year, the following new service enhancements were funded with tax dollars:**

- More frequent service along Fayetteville St. from downtown to Martin Luther King, Jr. Parkway
- More frequent service from Durham Station to South Square on Chapel Hill Road and University Drive
- Additional trip on the Durham-Raleigh Express (DRX)

**The following capital projects were funded during the year:**

- Vehicle purchases by all three agencies
- Two new bus shelters installed – one at Five Points downtown and one on Main St. at Angier St. in East Durham

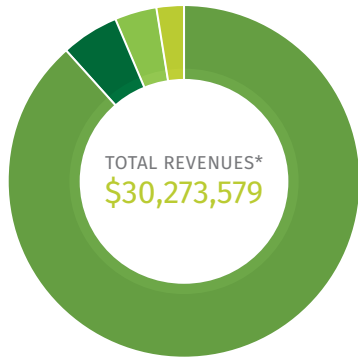
**Access to transit improvements were made during the year, including:**

- Planning work began on the Better Bus Stops program, which will prioritize bus stop improvements
- Agreement to include bus stop improvements in future City sidewalk and roadway projects as an effective method to provide bus stop amenities



## Financial

The FY16 revenues and expenses for the Durham Bus and Rail Investment Plan are shown below. The revenues to fund the Transit Plan include a voter-approved one-half cent sales tax, a seven dollar county vehicle registration fee, a three dollar regional registration fee and a portion of the five percent regional vehicle rental tax. Expenditures include light rail project development, bus services and administration.



\$25,371,828	▶ Voter-approved ½ cent sales tax
\$1,568,021	▶ \$7 vehicle registration fee
\$1,103,845	▶ 5% vehicle rental tax
\$671,973	▶ \$3 vehicle registration fee



\$8,194,682	▶ Light rail development
\$3,197,000	▶ Bus Services**
\$72,111	▶ Administration

\*FY16 revenue shown includes interest, investment income, and all other revenues.

\*\*Includes GoTriangle, GoDurham, and Durham County ACCESS. Funding for bus services is allocated 69% to GoDurham, 27% to GoTriangle and 3% to Durham County ACCESS

\*\*\*FY16 ending reserves total \$ 18,755,413.

## Next Steps

The following services will be implemented in the upcoming fiscal year (July 2016 through June 2017):

- A Durham Short Range Plan as well as a GoTriangle Regional Short Range Plan will begin in FY17, which will identify service and capital improvements
- Service between Durham and Chapel Hill will have faster off-peak trips with the midday frequency and Saturday service increased to half hour service
- Regional peak service between Durham and Chapel Hill extended to Carrboro
- Local Durham Sunday service extended until 9 P.M.
- New local service between South Durham and Duke University/VA Hospitals

The following capital projects will move forward in the coming fiscal year:

- 30 GoDurham bus stop improvements (design)
- 24 GoDurham bus stop improvements included with the City of Durham sidewalk and roadway projects in FY17 GoTriangle bus stop improvements
- Village Transit Center planning and design
- Rougemont Park-and-Ride Facility planning
- Development of GoDurham Bus Stop Guidelines

The staffs of GoTriangle, Durham County, City of Durham and the DCHC MPO are preparing an update to the Durham County Bus and Rail Investment Plan. It is scheduled for release for public comment in early 2017.





# Orange County

## BUS AND RAIL INVESTMENT PLAN

# Orange County Bus and Rail Investment Plan

## Progress Report | Fiscal Year 2016 | July 1, 2015 – June 30, 2016

### Background

This fourth annual progress report from GoTriangle highlights the goals, accomplishments, projects and finances of the Transit Plan from July 1, 2015 to June 30, 2016.

In 2012, voters approved a local sales tax to support funding for the Orange County Bus and Rail Investment Plan (Transit Plan). The tax levy went into effect in April 2013.

### Goals

**The long range goals of the Transit Plan are to:**

- Improve overall mobility and transportation options in the region
- Provide geographic equity
- Support improved capital facilities
- Support transit supportive land use
- Provide positive impact on air quality

### Accomplishments

In FY16, the agencies in Orange County were providing more than 13,000 additional hours of bus service supported by the transit taxes. Additional transit tax revenue was also spent to support the Hillsborough Circulator and pre-existing Chapel Hill Transit services

**The following new services were implemented during the fiscal year, funded by local tax dollars (July 2015 through June 2016):**

- Additional trips on the Chapel Hill-Raleigh Express (CRX)

**The following capital projects moved forward in the fiscal year:**

- Vehicle purchases by all three agencies
- Explored several options for the Hillsborough Park-and-Ride Facility
- Lease parking spaces at Mebane Cone Health Park-and-Ride Facility

### Chapel Hill North-South Bus Project

The North-South Corridor Study is a transit service planning initiative for the corridor linking Martin Luther King Jr. Boulevard, South Columbia Street and US Highway 15-501 South. The study is funded by a federal grant, which is not part of the Transit Plan. The Plan does include a 25 percent local match (\$6.1 million) set aside for capital improvements, if the project moves to construction. The purpose of the study is to review the transportation corridor from the Eubanks Road Park and Ride to the Southern Village Park and Ride Lot, to identify and evaluate improved accessibility, capacity, convenience and travel-time for riders.

The North-South Corridor Study concluded with identification of a Locally Preferred Alternative (LPA). The LPA was adopted by the Chapel Hill Town Council. Chapel Hill Transit submitted an application to the Federal Transit Administration (FTA) to enter into Project Development phase. More information is available at the project website, [www.NSCStudy.org](http://www.NSCStudy.org).

### Hillsborough Train Station

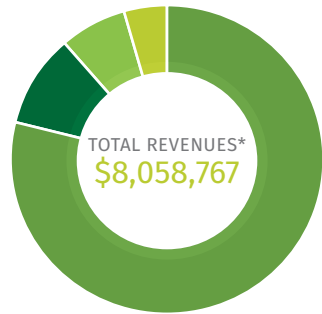
Construction funding for the Hillsborough Train Station is scheduled to be available in FY2019 and FY2021, with \$8.1M total from 2016 through 2020 by the NC Department of Transportation and GoTriangle. Approximately nine percent will be funded locally.

The station will be served by two state supported Amtrak passenger train routes that already pass through Hillsborough – the Carolinian, which travels between Charlotte and New York twice daily, and the Piedmont, which travels between Charlotte and Raleigh four times daily.

## Financial

The FY16 revenues and expenses for the Orange Bus and Rail Investment Plan are shown below. The revenues to fund the Transit Plan include a voter-approved one-half cent sales tax, a seven dollar county vehicle registration fee, a three dollar regional registration fee and a portion of the five percent regional vehicle rental tax.

Expenditures include light rail project development, bus services and administration.



\$6,164,293	▶ Voter-approved ½ cent sales tax
\$772,975	▶ \$7 vehicle registration fee
\$538,591	▶ 5% vehicle rental tax
\$331,296	▶ \$3 vehicle registration fee



\$2,513,000	▶ Bus Services**
\$2,441,867	▶ Light rail development
\$68,008	▶ Administration

\*Includes interest, investment income, and all other revenues

\*\* Includes GoTriangle, Chapel Hill Transit and Orange Public Transportation. Funding for bus services is allocated 64% to Chapel Hill Transit, 24% to GoTriangle and 12% to Orange Public Transportation.

FY16 ending reserves total \$3,035,892.

More financial information by year can be found in Appendix B.

A summary of action by the NC General Assembly affecting the light rail project can be found in Appendix C.

## Next Steps

### The following services will be implemented in the upcoming fiscal year (FY17):

- Service between Durham and Chapel Hill will have faster off-peak trips with the midday frequency and Saturday service increased to half-hour service
- Peak service between Durham and Chapel Hill extended to Carrboro
- A GoTriangle Short Range plan will begin in FY17, which will identify service improvements

### Orange County through Orange Public Transportation will implement three new services:

- Orange-Alamance Connector with midday service between Mebane and Hillsborough
- Efland-Hillsborough Commuter Loop with peak period service between Efland and Hillsborough
- Zone deviated fixed routes serving three rural county areas midday, two days per week per zone

### The following capital projects will move forward in the coming fiscal year (FY17):

- A GoTriangle Short Range Plan will be carried out in FY17, which will address regional capital project improvements
- GoTriangle bus stop improvement
- Property acquisition and design of Hillsborough Park-and-Ride Facility
- Planning for Hillsborough Transfer Center

The staffs of GoTriangle, Orange County, Chapel Hill, Carrboro, Hillsborough and the DCHC MPO are preparing an update to the Orange County Bus and Rail Investment Plan. It is scheduled for release for public comment in early 2017.

# Wake Moves Forward with Transit

Wake County has more than one-million residents, and that number grows by an estimated 64 people a day. With them comes congestion. The Wake County Transit Plan gives our residents, as well as visitors, another way to get around our vibrant community without spending time sitting in traffic.

The goals of the Wake County Transit plan are to:

- Connect the region
- Connect all Wake County communities
- Create frequent, reliable mobility; and
- Enhance access to transit

The community will begin to see early transit improvements in 2017, while we will also advance planning of the major bus service expansions over the next 10 years. Planning and engineering work will also continue on the bus rapid transit and commuter rail lines. Bus rapid transit is a term for physical improvements to the streets and bus stops so that buses flow more freely and reliably and customers are more comfortable. The commuter rail plan calls for service during morning and afternoon rush hour periods on a 37 mile line running from Garner to downtown Raleigh, N.C. State University, Cary, Morrisville, the Research Triangle Park and downtown Durham.

The main funding source is the one-half cent local sales tax which voters approved on November 8, 2016. You can learn more about the Wake Transit Plan online at [www.waketransit.org](http://www.waketransit.org).

“ Wake County’s growth has added more cars to the road and residents are spending more time in traffic. Wake has taken a bold step to improve transit and we’re ready to work with our partners and citizens to improve the commute. ”

*Jeff Mann, General Manager – GoTriangle*



# Local School Partners with GoTriangle

With students from over 11 counties, the Research Triangle High School had to get creative with transportation. Running their own bus service wasn't feasible so they partnered with GoTriangle to offer GoPasses and encourage employees and students to use transit instead of driving on I-40.

Research Triangle High School teachers and staff say using transit helps students develop independence in adolescence. At a high school that specializes in science, technology, engineering and math, Albert Huynh takes the bus home every day to take the pressure off his parents. He says taking the bus is a good option because "it's relatively quick, efficient, comfortable and the bus drivers are really nice."

The partnership with Research Triangle High School and other area schools is an important part of GoTriangle's mission to better connect all people in our rapidly growing region to greater opportunities.







“It’s relatively quick, efficient, comfortable and the bus drivers are really nice.”

*Albert Huynh on his trip each weekday to the Research Triangle High School*

# 2016 GoTriangle Board of Trustees



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*Chair, Durham County*



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