

GO TRIANGLE
ANNUAL REPORT
FY 2019





On the bus,
I feel like I'm being chauffeured around,
and I avoid parking.

- **KIMBERLEY SIRK** | CITY OF RALEIGH EMPLOYEE



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CHAIR, GOTRIANGLE

ELLEN RECKHOW

Dear friends,

For GoTriangle, fiscal year **2019** was defined by ongoing determination, impressive accomplishments and some disappointment as the light-rail project ended but many other transit improvements began.

Deciding to halt Durham and Orange counties' light-rail project was difficult, but key partner agreement issues, along with state time constraints and funding cuts, made continuing untenable. GoTriangle should be proud of the hard work and dedication that went into the project.

As the two counties move ahead with revising their transit plans, I know I can count on GoTriangle employees to listen, collaborate and lead wherever needed to continue our collective work toward creating a unified regional transit network that expands access and opportunity to even more of our Triangle neighbors.

With GoTriangle's overall ridership increasing over 2018, we all have a lot to be proud of as we continue to build upon our vision of making exceptional transportation the foundation of the region's communities, prosperity and mobility.

Fiscal year 2019 also brought us a **\$943,000** federal grant to put our first electric buses on the road and a **\$20 MILLION** federal grant to help build the Raleigh Union Station Bus transfer facility. The project, better known as RUS Bus, will provide direct connections to existing and future GoTriangle and GoRaleigh bus routes and to existing Amtrak service.

In addition to being a great transit agency, GoTriangle also is an engaged community member. For the second time, GoTriangle and partners were able to coordinate a drive to collect an impressive and needed amount of goods for North Carolinians devastated by a hurricane. GoTriangle and GoDurham bus operators and volunteers delivered the much-needed supplies to United Way offices in Lumberton and Newport. GoTriangle also continued its support of the Susan G. Komen Triangle Race for the Cure and the Valor Games Southeast.

At least two other visions became reality during the year as well: GoTriangle's transit operations department became a partner in emergency evacuation services, and teenagers became eligible to ride free on all transit agencies across the Triangle with the Youth GoPass. In its first year, the Youth GoPass program distributed more than **6,600 PASSES** that were used to take more than **460,000 TRIPS** across the Triangle, ensuring that a next generation of transit users understands the ease and benefits of public transportation.

I look forward to building on these successes with you.

Best regards,





INTERIM CEO & PRESIDENT, GOTRIANGLE

SHELLEY BLAKE CURRAN

Dear friends,

Fiscal year 2019 brought great challenges and important transitions for GoTriangle. As the regional transit agency for one of the nation's fastest-growing regions, we consider it our privilege to serve the people and businesses of our community. For more than **30 YEARS**, GoTriangle has strived to maintain a strong and trusted relationship with our municipal partners as we seek to anticipate and meet the needs of our growing constituencies.

We entered the year with great anticipation for three key projects designed to transform our region: Durham and Orange counties' light-rail line, the Raleigh Union Station (RUS) Bus facility and the Wake-

Durham commuter rail. Although the Durham-Orange light-rail project ultimately did not move forward, it galvanized those counties and left a foundation of cooperation that will help us forge on with greater determination to identify transportation solutions vital to future growth. We are already in the proposal phase of the RUS Bus project, which will be a signature bus facility and joint development venture in downtown Raleigh. The **37-MILE** Wake-Durham commuter rail line's next steps will be determined after a detailed feasibility study.

These new transit projects will work together to serve the Triangle's burgeoning population, forecast to grow from **1.7 MILLION** people to more than **2.3 MILLION** by 2040. By reducing the number of cars on our roads, these projects will result in less congestion and carbon dioxide pollution, ultimately protecting our air quality and the beautiful environment that is such an important aspect of the quality of life we enjoy here.

We also realize that GoTriangle must continue to be an important business partner to our local municipalities and our state. Over the past several years, major corporations seeking new locations for their global enterprises have scouted the Triangle. Each has listed an efficient mass transportation strategy as critical in final decisions. We believe once today's investments are in place, the Triangle will be even more competitive regionally, nationally and internationally.

GoTriangle's leadership is committed to redoubling our efforts to continuously improve and innovate our service and offerings for the region. We are poised to ensure that our mass transportation is as bright as the blue skies we enjoy year-round in this great place we call home.

Thank you for your support and commitment to our region.

Best regards,

Shelley Blake Curran

From our roots more than 25 years ago as a small, fixed-route bus agency, we have expanded our services to accommodate the rapidly growing Triangle-area population. GoTriangle now offers regional bus service and paratransit service, a public demand-response system in Research Triangle Park, vanpooling through contract with Commute with Enterprise as well as commuter resources. Our incentives reward people who choose sustainable travel by bike or on foot, too.

Even as our responsibilities grow, we remain committed to improving our region’s quality of life by connecting people and places through safe, reliable transit that promotes travel together.

As the tax district administrator for Durham, Wake and Orange counties, GoTriangle oversees the administration of transit-related funds in the county transit plans. GoTriangle also works with its county partners to implement projects identified in these plans. Over the next 25 years, together we will build a transit network that offers riders convenient, seamless travel across the Triangle.

JANUARY

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

GOTRIANGLE OPERATES 7 DAYS A WEEK WITH 67 BUSES, 14 REGIONAL ROUTES, 8 WEEKDAY EXPRESS ROUTES AND A PUBLIC DEMAND-RESPONSE SYSTEM SERVING RESEARCH TRIANGLE PARK AND SURROUNDING AREAS.

1,653,754

TRIPS ON FIXED-ROUTE SERVICE

44,179

TRIPS ON GOTRIANGLE ACCESS

77

VANPOOL VEHICLES

20

PARATRANSIT VEHICLES



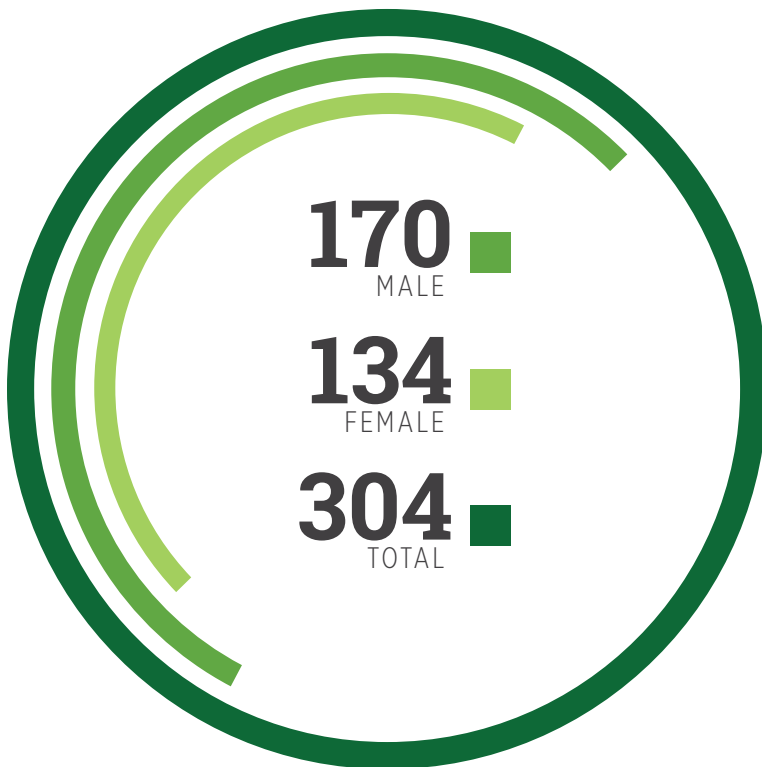


The GoTriangle family of employees is as diverse as the people we serve through our bus, paratransit and public demand-response RTP Connect service. As a transit authority for the Triangle region, GoTriangle listens and acts on decisions made by our governing Board of Trustees. Board members chosen from city, town and county governments in Durham, Orange and Wake counties and the North Carolina Department of Transportation meet monthly in public sessions to ensure that the best transit options for the counties they represent and the region as a whole come to fruition. The public can sign up to speak on issues of interest at meetings.

As an agency, our family of about **300** employees has grown as our services expand. We are an equal opportunity employer, offering opportunities for all. Employees enjoy free transit passes and medical, dental, vision and life insurance among other benefits. GoTriangle contributes to employees' retirement through a 401(a) plan and offers tuition assistance. Learn more at gotriangle.org.

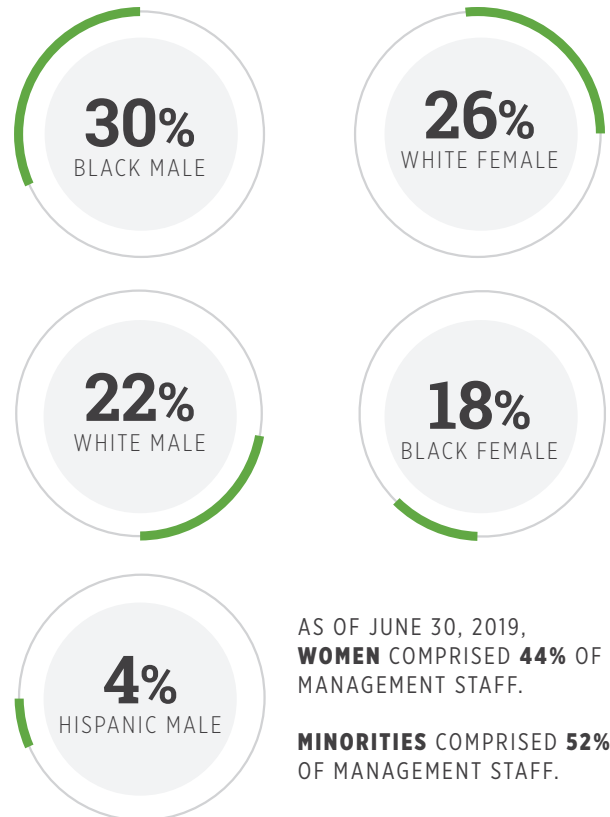
COMPOSITION OF WORKFORCE

APRIL - JUNE 2019



MANAGEMENT STAFF

APRIL - JUNE 2019



AS OF JUNE 30, 2019, **WOMEN** COMPRISED **44%** OF MANAGEMENT STAFF.

MINORITIES COMPRISED **52%** OF MANAGEMENT STAFF.



We plan the future of transit together with our city and town government partners and the governments of Durham, Orange and Wake counties, the Metropolitan Planning Organizations, the Research Triangle Foundation, the universities and Raleigh-Durham International Airport.

We also contract with GoRaleigh, GoCary, GoDurham and Chapel Hill Transit bus agencies to operate routes on our behalf. Through an agreement with the City of Durham, GoTriangle manages GoDurham's fixed-route and ACCESS services as well as its route-planning, marketing and transit amenities. In FY19, GoDurham connected more than **6.5 MILLION** bus passengers to employment, education, health care and recreational destinations. In FY19, GoDurham ACCESS provided more than **148,000 TRIPS** to more than **3,000** eligible **CLIENTS**.

GoTriangle and our partner transit agencies regularly work together to benefit our local communities as needs arise. Our staff and employees eagerly sign up every year to drive the athletes to and from the Valor Games Southeast. The annual games bring together veterans and members of the armed forces with disabilities to compete over three days in 11 adapted sports, from basketball and cycling to kayaking at venues in Raleigh, Durham and Chapel Hill.

For the 10th year in a row, GoTriangle bus operators also transported participants in the Susan G. Komen NC Triangle to the Coast Race for the Cure in Research Triangle Park. The breast cancer fundraising event features a timed 5K race and a celebration of survivors and metastatic breast cancer "thrivers" and a fun walk each spring.

After Hurricane Florence and its aftermath brought flooding to Eastern North Carolina in September 2018, GoTriangle spearheaded a Hurricane Relief Bus drive to deliver food and supplies to hard-hit areas. GoTriangle and GoDurham staff volunteered to accept public donations and drive buses with supplies to those who needed them. Our community filled five buses, three vans, a box truck and part of a semi-truck. The drive was part of a larger Here to Help: Hurricane Relief effort orchestrated by WRAL-TV that also included the United Ways of North Carolina and the Greater Triangle, the Food Bank of Central & Eastern North Carolina, GoTriangle, Alliance Health and NC State University.





GoTriangle's Employer Services Transportation Demand Management program encourages universities and other employers to help their staff and students choose commute options other than driving alone. For institutions with access to convenient bus service, the program encourages employers to provide the GoPass – so employees can ride free – or consider offering other transit subsidies. When transit options are not available for employees or students, TDM helps businesses and schools form vanpools and carpools, telework programs and bicycle and pedestrian campaigns. In November 2018, the Association for Commuter Transportation recognized the program with the TDM Excellence Award for its work and collaboration with government, corporate, educational and community organizations.

The work is funded through grants and carried out by a partnership of municipalities, universities and public transportation agencies.

GoTriangle also administers the statewide Share the Ride NC (**STRNC.org**) online tool that helps employees and students find carpools and vanpools that match their schedules and preferences. The site has 9,000 registrants, with 44% of users in the Triangle. In June 2019, the Board of Trustees approved an expansion of the software to include a mobile application and other new features.

On **STRNC.org**, commuters who track their commute trips when they bike, walk, carpool, vanpool or take transit to work are eligible for monthly prize drawings through the GoPerks incentive program. GoTriangle uses sponsorship donations to buy the prizes from local small businesses.

In fiscal year 2019, GoTriangle signed a contract to have Commute with Enterprise manage the vanpool program. At the end of the fiscal year, GoTriangle had 37 vanpools providing a smart commute option to nearly 300 employees across 10 counties, including Wake, Durham and Orange.



I like participating in the GoPerks ride tracking and have shared it with others I know on the GoTriangle buses I ride. Getting to Durham from Cary in the morning and back to Cary in the evening is my only way to and from work. If the bus doesn't run, I take a day off.
I'm very thankful for the bus system that is available in the Triangle.

- **CRAIG JOHNSON** | CITY OF DURHAM EMPLOYEE



Public Engagement Specialist Liz Raskopf leads discussions highlighting the public engagement team's innovative approach to developing authentic and strategic community involvement.

The best transit plans emerge when communication flows freely between those who will benefit from new travel options and those who are planning and creating them. That's why GoTriangle's public engagement team regularly reaches out to community members to inform them of proposed improvements, listen to their suggestions and relay that information to our planners and operations teams. We seek input from people at businesses, educational institutions, medical facilities, community-based organizations, transit service providers and other stakeholders across the Triangle.

Throughout the year, you will find the team answering questions at community events and offering presentations at public meetings. Through emails, social media, targeted marketing campaigns, surveys and the strategic distribution of printed materials, they engage with diverse audiences. Each year, they collaborate with more than **35** organizations throughout the Triangle to ensure that GoTriangle gains public input from people from all walks of life. They leverage existing relationships with Spanish-speaking media outlets and community groups to ensure that the information GoTriangle shares is culturally competent and reaches a diverse audience.

In fiscal year 2019, the public engagement team heard from **5,500** individuals in person and **20,000** people online, leading to varied opportunities for public participation in GoTriangle's work and mission, including long-term transit planning in Durham, Orange and Wake counties.

In addition to on-the-ground efforts, the team delivered presentations at major transportation conferences about lessons learned and best practices for engaging a growing community in transit planning. The Transportation Research Board, the North Carolina Association Metropolitan Planning Organizations and Transportation Camp selected GoTriangle's case study for their respective conferences, which allowed GoTriangle to reach an audience of hundreds of national and international colleagues in the field. As GoTriangle heads into the next fiscal year, the team looks forward to expanding its reach and increasing support and enthusiasm for transit in the Triangle.



Continued high employment and lower gas prices have led to lower transit ridership across the country, but GoTriangle's ridership in fiscal year 2019 increased slightly over the previous fiscal year, thanks to investments made through transit plans in Durham, Orange and Wake counties.

Across the country, regions such as the Triangle that are investing in better transit are starting to reap the benefits. GoTriangle will continue to make services more frequent, reliable and direct with funding from voters' continued investment in transit across the three counties.

RIDERSHIP

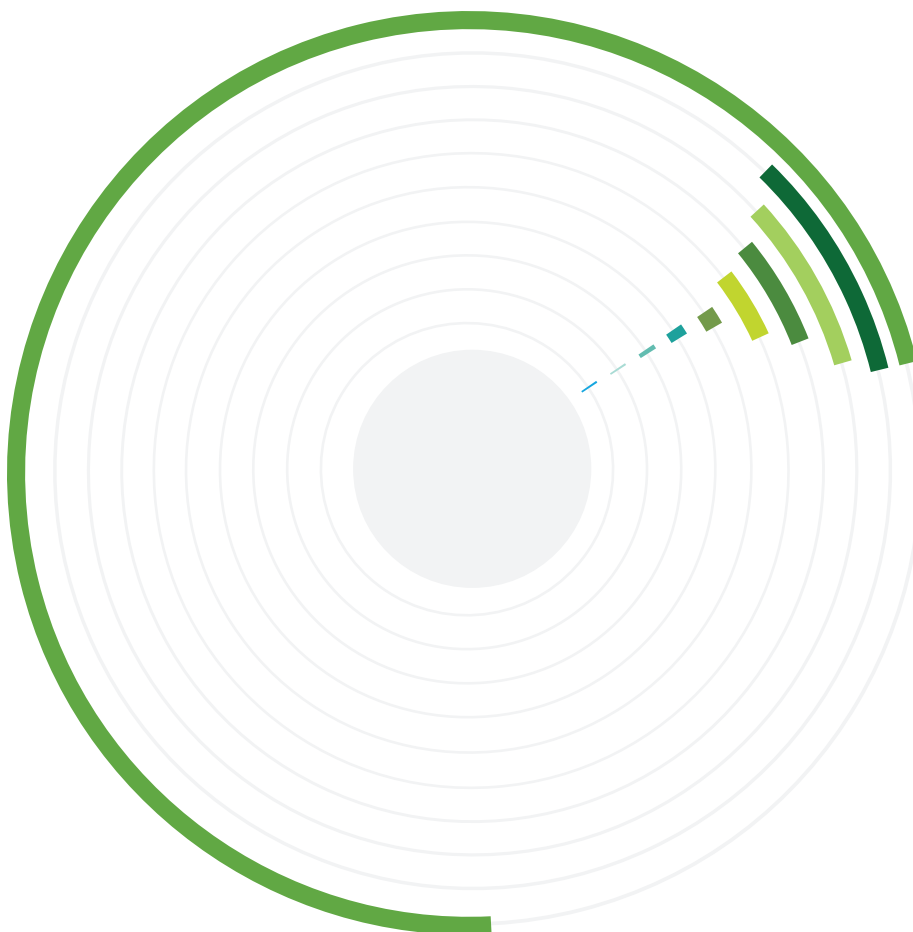
FY 2019



□ **1,653,754**
BUS

□ **162,039**
VANPOOL

□ **65,598**
PARATRANSIT
NTD number, includes
Access and On-Demand



\$179,669,966 FY19 TOTAL REVENUE

\$129,911,500
HALF-CENT SALES TAX

\$19,015,982
VEHICLE REGISTRATION TAXES

\$12,524,360
5% VEHICLE RENTAL TAX

\$8,223,162
OTHER REVENUE

\$5,272,786
INVESTMENT INCOME

\$2,379,834
BUS FARES & CONSIGNMENT

\$1,140,233
NC DOT GRANTS AND SUBSIDIES

\$675,859
LOCAL GRANTS

\$272,820
VANPOOL FARES

\$253,431
FTA GRANTS

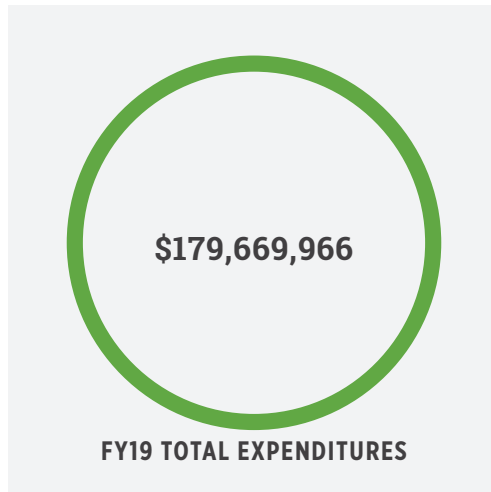
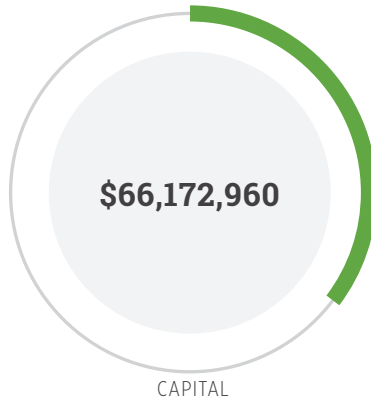
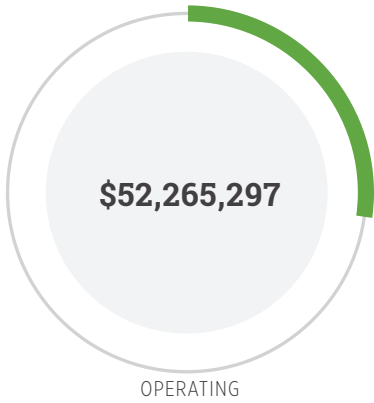
Note: Durham County tax revenues* **\$33,152,598**

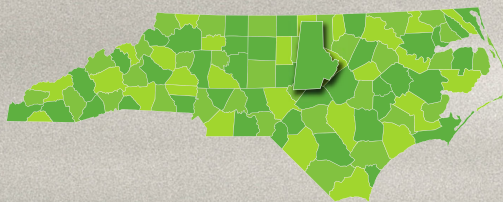
Note: Orange County tax revenues* **\$9,702,316**

Note: Wake County tax revenues* **\$105,997,308**

Note: Other includes transit services, Robertson Scholars, transit subsidies and indirect costs credits

*The tax revenues are made up of half-cent sales tax, vehicle registration tax and vehicle rental tax collected by county. **\$12,599,620** of the tax revenue is retained by GoTriangle.





DURHAM COUNTY
PROGRESS REPORT

July 1, 2018 - June 30, 2019





In November 2011, Durham County voters approved a transit-dedicated half-cent sales tax to expand and better connect the public transit network in Durham County and throughout the Triangle, one of the fastest-growing regions in the nation. In fiscal year 2019, this revenue stream added \$34,936,061 to the Durham County Transit Plan. Additionally, \$18,066,413 in cash balance reserves were used to support FY19 expenditures.

From its inception through fiscal year 2019, the half-cent sales tax has paid for a slew of benefits to passengers. Specifically, 114,437 new service hours, 36,643 new ACCESS trips, 1,387 more paratransit hours and six new buses have been added to GoTriangle and GoDurham service. In fiscal year 2019, GoTriangle expanded service hours on three routes and increased the frequency of service on the popular Durham-Raleigh Express route. To improve infrastructure, GoTriangle bought bus shelters, benches and bike racks among other improvements.

View the Durham County Transit Plan at goforwardnc.org/county/durham-county/the-plan.

LONG-RANGE GOALS

- Connect more residents with jobs, 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 Raleigh-Durham International Airport.



OPERATING

OPERATING SERVICE IMPROVEMENTS IMPLEMENTED

- Extended Sunday service to 9 p.m. on GoTriangle Routes 400, 700 and 800.
- Added frequency on Route DRX (Durham-Raleigh Express).

PLANNING PROJECTS INITIATED

- Completed short-range transit plans for GoDurham and GoTriangle.

Note: Transit plan funds also are used to supplement a portion of the increased cost of transit services that GoDurham provides that existed before the Durham County Transit Plan was implemented.

CAPITAL

BUS INFRASTRUCTURE

- Completed designs and obtained site plan approvals and construction permits for 31 GoDurham bus stops.
- Hired a general contractor and started construction of eight GoDurham bus stops.
- Released procurement solicitations for bids to start and complete construction of 12 additional bus stops in fall 2019.
- Worked to identify 50 or more bus stop improvements that will be undertaken in FY20.
- Bought 12 bus shelters, five freestanding benches and 23 bike racks.
- Bought and installed 25 Simme-Seat benches at bus stops where ridership warranted a bench but space constraints prevented installation of a bench on adjacent property.
- Bought 15 temporary benches and installed 10 of them at bus stop locations that are either awaiting construction or warrant permanent benches due to ridership numbers.
- Completed planning, design, manufacturing and installation of about 1,000 GoDurham bus stop signs, replacing the former “DATA” signage.



OPERATING

OPERATING SERVICE IMPROVEMENTS

- Add peak-period trips on Route DRX (Durham-Raleigh Express) to bring its frequency to every 15 minutes during the highest-use portions of the day.
- Improve travel times on Route 800 (Chapel Hill-RTC) by keeping it on Interstate 40 at all times of day.

PLANNING PROJECTS

- Work with Durham County to update the Durham County Transit Plan.
- Continue work outlined in the Major Investment Study to explore the possibility of commuter rail linking Durham and Wake counties and expand partnerships to include Durham, Orange, Wake and Johnston counties, the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization, the NC Capital Area Metropolitan Planning Organization, the North Carolina Railroad Company and other local government and railroad partners. Together, partners will examine additional operating scenarios beyond those explored in the MIS and estimate potential ridership and capital costs.

CAPITAL

CAPITAL PROJECTS

- Completed construction of eight GoDurham bus stops during the first quarter.
- Hire a general contractor to build six GoDurham bus stops by January 2020.
- Hire a general contractor to build six additional GoDurham bus stops by February 2020.
- Hire a general contractor to build a new bus stop, including a bus turnout lane, at the Glenview Station Walmart. This bus stop, approved by the City of Durham through agreement with Walmart, will be 400 feet closer to the store entrance and will provide a better and more convenient service experience for transit riders.
- Coordinate with the City of Durham to finish identifying 50 bus stops, then initiate and complete designs using city and GoTriangle on-call design firms. Build bus stops as they emerge from the design process.
- Continue to implement Tactical Transit to rapidly resolve acute transit system needs. Tactical Transit uses a deliberate approach to more quickly identify bus stops that need immediate repairs, improvements, access or amenities but do not require real estate acquisition, state approval or revised site plans.
- Plan, design and construct improvements at the Patterson Place bus stop.
- Buy bus shelters, Simme-Seats, freestanding benches, bus stop pole lights, trash receptacles, bike racks and other amenities for installation at bus stops.



\$29,477,060 ■
HALF-CENT SALES TAX

\$18,066,413 ■
ALLOCATION FROM DURHAM
TRANSIT TAX RESERVES

\$1,783,463 ■
*OTHER REVENUE

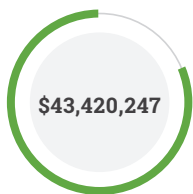
\$1,630,433 ■
\$7 VEHICLE REGISTRATION TAX

\$1,346,369 ■
VEHICLE RENTAL TAX

\$698,736 ■
\$3 VEHICLE REGISTRATION TAX

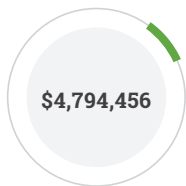
\$53,002,474 ■
**TOTAL REVENUE

**OTHER REVENUE INCLUDES INVESTMENT INCOME
**REVENUE DOES NOT INCLUDE FEDERAL AND STATE GRANTS*



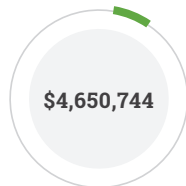
\$43,420,247

LIGHT-RAIL
DEVELOPMENT



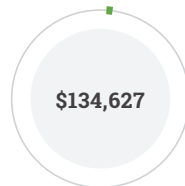
\$4,794,456

**TRANSIT SERVICES



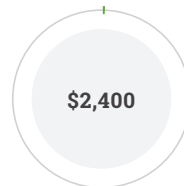
\$4,650,744

*D-O ADMINISTRATION



\$134,627

CAPITAL PLANNING



\$2,400

***BUS INFRASTRUCTURE



\$53,002,474

TOTAL EXPENDITURES

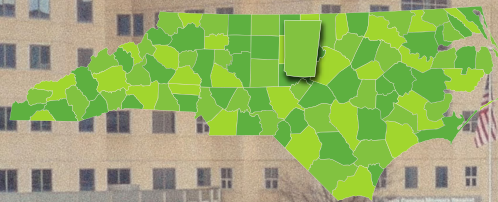
INCLUDES GOTRIANGLE STAFF AND SUPPORT INFRASTRUCTURE | **INCLUDES DURHAM ORANGE STAFF WORKING GROUP AND AUDITOR PRIOR YEAR RESTATEMENT OF TRANSIT SERVICES | *DOES NOT INCLUDE \$507,607 OF EXPENSES PAID BY GRANT FUNDING*



Leaders in Durham and Orange counties voted to discontinue the counties' light-rail project in April following the GoTriangle Board of Trustees' recommendation in March. The difficult decision came after months of coordination and creative problem-solving to maintain the project's viability.

In fiscal year 2019, as GoTriangle advanced the light-rail project toward 90 percent design, the project ran into significant obstacles. They included an additional reduction in state funding, shortfalls in private fundraising, increases in contingency funds required by the Federal Transit Administration, design and liability concerns from critical third-party stakeholders and design challenges and associated cost increases to prevent conflicts with at-grade railroad crossings in downtown Durham. Together, these challenges increased the likelihood that the project would miss deadlines set by the North Carolina General Assembly to remain eligible for state funding.

Leaders in Durham and Orange counties are initiating public processes to create new county transit plans to identify new services and investments to replace the light-rail project. GoTriangle will participate in the efforts to engage the community and begin work on new plans. GoTriangle remains committed to working with our partners to achieving our mission of improving our region's quality of life by connecting people and places through safe, reliable and easy-to-use travel choices.



ORANGE COUNTY PROGRESS REPORT

July 1, 2018 - June 30, 2019





In 2012, Orange County voters approved a half-cent sales tax to support increased transit investments in the county. In fiscal year 2019, \$9,885,797, including sales-tax revenues and new vehicle registration fees, was raised to support the Orange County Transit Plan. Additionally, \$4,763,784 in cash balance reserves were used to support FY19 expenditures.

From its inception through fiscal year 2019, the half-cent sales tax has been used to increase bus service by 67,528 hours and to add 925 paratransit hours for GoTriangle, Chapel Hill Transit and Orange County Public Transportation.

In fiscal year 2019, GoTriangle extended Sunday service on two routes, added service on five holidays and submitted for approval a site plan design for the Hillsborough park-and-ride lot among other improvements.

View the Orange County Transit Plan at goforwardnc.org/county/orange-county/about.

LONG-RANGE GOALS

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



OPERATING

SERVICE IMPROVEMENTS IMPLEMENTED

- GOTRIANGLE
 - Extended Sunday service to 9 p.m. on GoTriangle Routes 400 and 800.
 - Added service on five holidays.
- CHAPEL HILL TRANSIT
 - Enhanced peak-hour service on Routes CW and D.
 - Extended Saturday service on all routes.

PLANNING PROJECTS INITIATED

- Completed short-range transit plans for Chapel Hill Transit, Orange County Public Transportation and GoTriangle.

Note: Transit plan funds also are used to continue earlier improvements and to pay a portion of the increased cost of transit services provided by Chapel Hill Transit that existed before the Orange County Transit Plan was implemented.

CAPITAL

BUS INFRASTRUCTURE

- Executed a contract for professional services to provide a site plan design for the Hillsborough park-and-ride lot. The design was submitted to Orange County Planning Department for formal approval.
- Requested a cost proposal from an on-call engineering firm for professional services to design four Orange County bus stops.
- Hired a consultant and performed engineering surveys at four shared bus stop locations.



JOSEPH PERKINS | GOING BEYOND



Bus Operator Joseph Perkins gave a **presentation on careers in bus operations to fifth-grade students** at Forestville Road Elementary School in Knightdale. Students toured a GoTriangle bus and asked questions of Perkins, who volunteered to speak to them as part of the school's Career Month activities.

MARCH 2019



OPERATING

OPERATING SERVICE IMPROVEMENTS

- Add service on Route CRX (Chapel Hill-Raleigh Express) to improve the frequency of the route.
- Improve travel times on Route 800 (Chapel Hill-RTC) by keeping it on Interstate 40 at all times of day.
- Enhance service on Chapel Hill Transit Routes CW and D.
- Extend Saturday service on various Chapel Hill Transit routes for a total of 16 additional trips.

PLANNING PROJECTS

- Begin to update the Orange County Transit Plan in the wake of the discontinuation of the Durham-Orange Light-Rail Project. Chapel Hill Transit, GoTriangle, Orange County Public Transportation and other partners will work together on a new plan.

CAPITAL

CAPITAL PROJECTS

- Obtain site plan approvals for four shared GoTriangle/Orange County bus stops. Orange County will manage construction of these stops.
- Obtain final approval of the Hillsborough park-and-ride lot site plan design. Orange County will manage construction of this park-and-ride lot.

CHAPEL HILL NORTH-SOUTH BUS RAPID TRANSIT PROJECT UPDATE

The North-South Bus Rapid Transit project along Martin Luther King Jr. Boulevard, South Columbia Street and U.S. 15-501 South aims to improve access, capacity, convenience and reduced travel times for customers traveling between Chapel Hill Transit's Eubanks park-and-ride lot and the Southern Village park-and-ride lot.

The NSBRT will operate in a combination of dedicated lanes and mixed traffic, using traffic signal priority and providing frequent, reliable and convenient transit service. The project, which will include bicycle and pedestrian amenities, is expected to begin service in late 2024 to early 2025 depending on funding and to cost \$140 million.

The Orange County Transit Plan has funded \$14.1 million of the project, and Chapel Hill Transit has applied to SPOT 6 – the process that guides the development of a 2023-2032 Statewide Transportation Improvement Program – for an additional \$35 million to meet the nonfederal match.

The project has been accepted into the development phase of the Federal Transportation Administration's Small Starts program. In August 2019, Chapel Hill Transit applied for an official rating in the Small Starts process. The next steps – expected to be achieved by fall 2020 – are to complete 30% design and the environmental study required for federally funded projects under the National Environmental Policy Act.



HILLSBOROUGH TRAIN STATION UPDATE

The NC Department of Transportation, the Town of Hillsborough and the Orange County Transit Plan have contributed \$8.1 million for design and construction for the Hillsborough Amtrak station. From the station, passengers will be able to travel on two current Amtrak routes – the Carolinian and the Piedmont – which together will provide eight daily departures. Passengers will be able to ride the Carolinian, which travels between Charlotte and New York twice daily (once in each direction), and the Piedmont, which travels between Charlotte and Raleigh six times daily (three times in each direction).

Environmental documentation is complete. Station design is expected to begin in fiscal year 2020 after the three parties approve a funding agreement as coordination with North Carolina Railroad Company (owner of the rail tracks) and Norfolk Southern (freight railroad operator) continues. In fiscal year 2020, the NC Department of Transportation may revise the scope and budget to increase the track infrastructure improvements included in the project.



GOTRIANGLE STAFF | GOING BEYOND



GoTriangle staffers appeared on the doorsteps of three Durham families bearing gifts right before Christmas, making the holidays brighter by helping them know that others care about them. The gifts came through the **generosity of Transit Operations staff members** who chose tags with gift wishes from an “Angel Tree” in their break room and then returned with wrapped gifts for the families.

DECEMBER 2018



\$7,938,137 ■
HALF-CENT SALES TAX

\$4,763,784 ■
ALLOCATION FROM ORANGE
TRANSIT TAX RESERVES

\$774,655 ■
\$7 VEHICLE REGISTRATION TAX

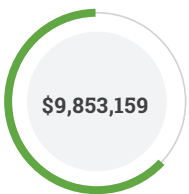
\$657,529 ■
VEHICLE RENTAL TAX

\$331,995 ■
\$3 VEHICLE REGISTRATION TAX

\$183,481 ■
*OTHER REVENUE

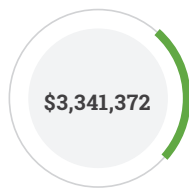
\$14,649,581
**TOTAL REVENUE

**OTHER REVENUE INCLUDES INVESTMENT INCOME
**REVENUE DOES NOT INCLUDE FEDERAL AND STATE GRANTS*



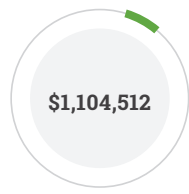
\$9,853,159

LIGHT-RAIL
DEVELOPMENT



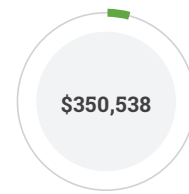
\$3,341,372

**TRANSIT SERVICES



\$1,104,512

*D-O ADMINISTRATION



\$350,538

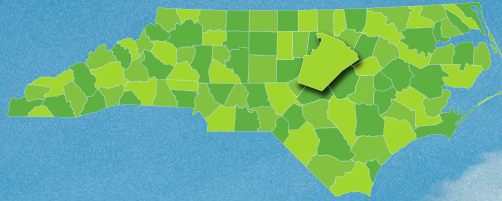
BUS INFRASTRUCTURE



\$14,649,581

TOTAL EXPENDITURES

**INCLUDES GOTRIANGLE STAFF AND SUPPORT INFRASTRUCTURE
**INCLUDES DURHAM ORANGE STAFF WORKING GROUP AND AUDITOR PRIOR YEAR RESTATEMENT OF TRANSIT SERVICES*



WAKE COUNTY
PROGRESS REPORT

July 1, 2018 - June 30, 2019





Wake County has more than a million residents, and that number grows by more than 60 people a day. In 2016, Wake County voters approved a half-cent transit-designated sales tax to invest in the Wake Transit Plan. By 2027, the plan should triple countywide bus services, increase the number of routes running every 15 minutes or less and add bus rapid transit and commuter rail systems. In fiscal year 2019, the revenue stream, which includes the half-cent sales tax and new vehicle registration fees, provided \$108,899,128 to the Wake Transit Plan.

In fiscal year 2019, that money helped expand bus service throughout Wake County, further linking colleges and universities, employment centers, medical facilities, dense residential areas, Raleigh-Durham International Airport and downtowns. Weekend and evening service was increased, stops were improved and additional on-demand trips were provided to elderly, disabled and rural Wake County residents.

The design phase for the county's first bus rapid transit corridor began in late spring. New Bern Avenue is one of four planned corridors that will feature dedicated bus lanes on local roads, priority treatment at traffic signals and raised platforms for commuters.

Planning and studies continue for a commuter rail line that will run between Garner and Durham, with stops at downtown Raleigh, NC State University, Cary, Morrisville and Research Triangle Park.

Fiscal year 2019 marked the first year of the community funding areas program, through which matching money will support more local community-oriented transit services. Municipalities wanting to create their own transit circulator services, additional demand-response trips, intercommunity connections or other types of services can now submit project proposals and receive matching funds through the program. Apex and Morrisville submitted applications for fiscal year 2019 funds.

View the Wake Transit Plan at goforwardnc.org/county/wake-county/about.

LONG-RANGE GOALS

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



SERVICE IMPROVEMENTS IMPLEMENTED

GO CARY

- Began first full year of expanded midday service on Routes 3, 4, 5 and 6 and Sunday service on all routes (1, 2, 3, 4, 5, 6).

GO RALEIGH

- Implemented two route packages that added service in Southeast Raleigh and realigned the Rex Hospital route to include service to the N.C. Museum of Art and the N.C. State Fairgrounds for the first time.
- Launched its fourth high-frequency network route, providing service every 15 minutes along Martin Luther King Jr. Blvd. and Poole Road in Southeast Raleigh. Ridership grew 60% over the previous year.

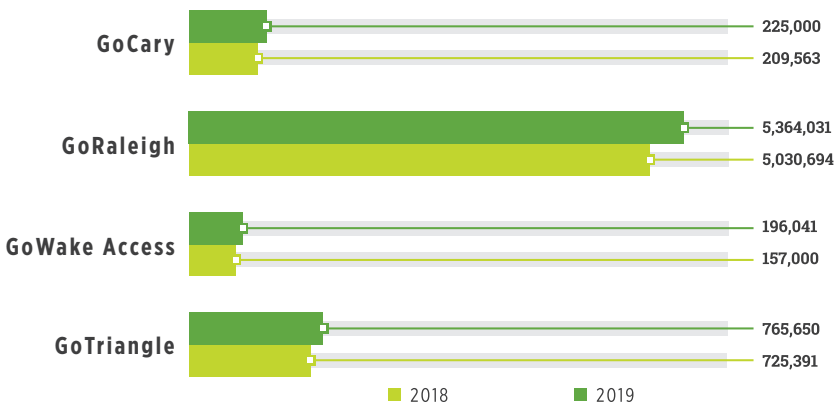
GO TRIANGLE

- Added peak-period trips on Route DRX (Durham-Raleigh Express) to bring frequency to every 15 to 30 minutes during the highest-use portions of the day.
- Added service on Route CRX (Chapel Hill-Raleigh Express) to improve reliability.
- Extended Sunday service on GoTriangle core Routes 100 and 300 until 9 p.m.
- Launched a holiday calendar with service on five additional holidays. GoTriangle provides service on all holidays except Christmas Day and Thanksgiving Day.

GO WAKE ACCESS

- Provided an additional 1,779 trips to rural, elderly and disabled riders in Wake County.
- Reduced the average time customers hold on the phone from 5 minutes to 3 minutes.

**RIDERSHIP IMPROVEMENT
FY19**



GoCary FY19 ridership increased almost **8%** compared with **FY 2018**; over **225,000** riders on fixed-route services in **FY 2019**, GoCary’s highest total since **FY 2015**.

GoRaleigh FY19 ridership was **5,364,031**. Total system ridership increased by about **6.6%** on routes operated by GoRaleigh.

GoWake FY19 ridership was **196,041**, increasing **25%** over **FY18** ridership. **GoWake** provided **8,670** additional trips to Wake County in **FY19**.

GoTriangle FY19 ridership on **Wake routes** was **765,650**, increasing **5.5%** over **FY18** ridership.



| CAPITAL PROJECTS IMPLEMENTED

GOCARY

- Selected a consultant for a systemwide Bus Stop Improvement Project and began preliminary design work.
- Held two programming and design workshops for GoCary's Bus Operations and Maintenance Facility and began reviewing the initial concept design.
- Continued the feasibility study for the downtown multi-modal transit facility with work related to site selection and the federal NEPA process.

GORALEIGH

- Completed engineering and design work for 43 bus stops.
- Secured with the City of Raleigh a Federal Transit Administration \$1.6 million Low or No Emission Grant toward acquiring five electric buses. Vehicles should arrive for service in fiscal year 2021.
- Procured an additional 23 compressed natural gas buses.
- Continued work to acquire land for two projects: the East Raleigh Transit Center and the Poole Road ADA Facility.
- Submitted an application to the Federal Transit Administration Small Starts Grant program to advance project development of the New Bern Avenue bus rapid transit corridor. The City of Raleigh began working on 30% design and environmental documentation for the project.

GOTRIANGLE

- Executed a contract for professional services to provide bus stop and park-and-ride site plan designs.
- Executed a contract for professional services to plan, coordinate and perform feasibility studies for five park-and-ride locations in Wake County.
- Hired a consultant to perform a space and efficiency study to determine the operational and financial viability of suggested improvements at the Bus Operations and Maintenance Facility.
- Secured \$20 million BUILD grant for the Raleigh Union Station Bus facility.

| PLANNING PROJECTS INITIATED

GORALEIGH

- Began the Wake BRT: Western Boulevard Corridor Study to further refine alternatives and analyze land use along the Western Boulevard BRT corridor.

GOTRIANGLE

- Executed a contract for professional services to plan, coordinate and perform a study to determine the most feasible alternatives to relocate the Regional Transit Center.



| SERVICE IMPROVEMENTS

GOCARY

- Implement systemwide changes in early 2020 that include new services such as Route 7 along Weston Parkway and the Holly Springs Express, which will connect Holly Springs with transit for the first time.

GORALEIGH

- Continue to create new bus stops and improve others, with 80 sites set for engineering work.
- Gained approval to add three routes to the GoRaleigh system: Rolesville, Garner and Knightdale. Garner and Knightdale service (former GoTriangle routes) will be local, all-day service. The Rolesville Route will be GoRaleigh's first regional express service, connecting Rolesville with transit for the first time. The route will connect to two continuing express services to Research Triangle Park and downtown Raleigh.

GOTRIANGLE

- Add Route 310, providing all-day service Monday-Friday from the Regional Transit Center to Wake Tech RTP campus.
- Add Route NRX (North Raleigh-RTC Express), replacing Route 201.
- Add trips on Route DRX (Durham-Raleigh Express) to increase the route's frequency to every 15 to 30 minutes during the highest-use portions of the day.
- Add trips on Route CRX (Chapel Hill-Raleigh Express) to improve the frequency of the route.

GOWAKE ACCESS

- Coordinate with senior agency partners to increase public engagement and work with Fuquay-Varina on a planning study for on-demand microtransit services.

| CAPITAL PROJECTS

GOCARY

- Build and upgrade at least 60 bus stops.
- Begin design of the GoCary Bus Operations and Maintenance Facility.
- Begin land acquisition for the downtown Cary Multimodal Center in late FY20 pending a final site selection.

GORALEIGH

- Work on completing the design for the New Bern Avenue bus rapid transit corridor and initiate project development for the western and southern BRT corridors.
- Solicit construction bids for improvements to 43 bus stops. Complete right of way and land acquisition for 21 more bus stops, which will be added to the bid to be built in FY20.
- Design five enhanced transfer points. Construction is funded for one of those sites. Build the remaining four in FY21 with such upgrades as real-time displays, large shelters, additional seating, bicycle racks and a distinctive design.



GOTRIANGLE

- Conduct feasibility studies and obtain approvals to design and implement park-and-ride improvements in Apex, Wake Forest and other municipalities.
- Assign engineering design tasks to consultant and implement plans to construct eight bus stops that qualify for improvement.
- Continue coordination with regional partners to identify bus stops requiring improvements and to determine ways to implement them quickly.
- Coordinate engineering design and construction of planned improvements at the existing Carter Finley park-and-ride to help relieve traffic congestion on the NCSU Wolfline as well as during stadium events.
- Finalize design of 300 bus stop signs with GoTriangle logo and updated information and hire a company to coordinate fabricating and installing them. The new signs will replace those that use the former Triangle Transit logo.

PLANNING PROJECTS

GORALEIGH

- Hold the first public meetings for the Western Boulevard BRT Study. A consultant was hired and initial scoping work completed.

GOTRIANGLE

- Continue planning and coordination with consultant to study the most feasible alternatives for relocating the Regional Transit Center.
- Complete an assessment of the efficiency of space and operations at the Bus Operations and Maintenance Facility as well as the financial viability of suggested short- and long-range improvements.

INCREASE IN REVENUE HOURS

FY19



GoCary systemwide revenue hours increased **2.05%** over **FY 2018**.

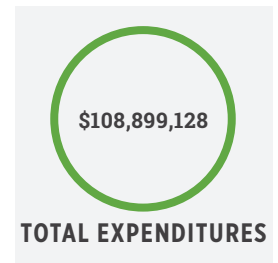
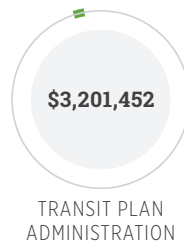
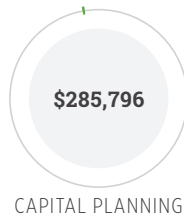
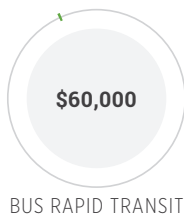
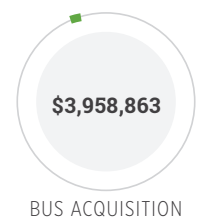
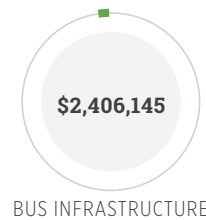
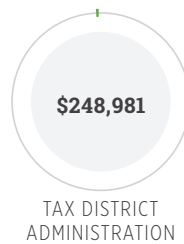
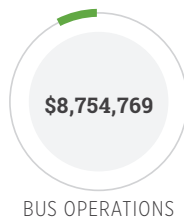
GoRaleigh systemwide revenue hours increased about **10%**.

GoWake Access systemwide revenue hours increased **10%**.

GoTriangle revenue hours on **Wake routes** increased **5.6%**.



- \$92,496,302** ■
HALF-CENT SALES TAX
- \$6,470,828** ■
\$7 VEHICLE REGISTRATION TAX
- \$4,258,283** ■
VEHICLE RENTAL TAX
- \$2,901,820** ■
OTHER REVENUE
- \$2,771,895** ■
\$3 VEHICLE REGISTRATION TAX
- \$108,899,128**
TOTAL REVENUE





After the late summer launch of the Youth GoPass program invited them to ride free, youths ages 13 to 18 took to public transit in droves during fiscal year 2019. Teens swiped their GoPasses to the tune of 460,083 boardings on GoTriangle, GoRaleigh, GoCary and GoDurham routes. Dedicated transit funds in three counties allowed the agencies to create the program that brought teenagers new freedoms to explore the Triangle. Going forward, agency officials are hoping the wave of youth choosing transit will keep rising with a growing awareness of the environmental benefits and ease of traveling together.

Altogether, more than **6,600 teens** ages 13 to 18 signed up for **Youth GoPasses** between July 2018 and June 30, 2019.

Christopher Reynolds, 17, is one of more than 400 Broughton High School students with a Youth GoPass, and he uses his every day to take GoRaleigh Route 8 between his home and school. His family had been spending about \$50 a month for him to use public transportation before the free Youth GoPass program started last year.



My grandma read about the pass, and she printed out the articles about it, my mom picked me up from school one day and we went to the library, and we got it. **All I needed was a student ID, which I had on me. It's easy.**

- **CHRISTOPHER REYNOLDS** | BROUGHTON HIGH SCHOOL STUDENT



The Commuter Rail Transit project, as originally included in the Wake and Durham county transit plans, would run 37 miles from Garner to downtown Raleigh, North Carolina State University, Cary, Morrisville and the Research Triangle Park continuing to downtown Durham. The current plan calls for:

- Evaluating up to eight trips in each direction during peak hours with one to two trips each way during midday and evening hours.
- Leveraging the bus network to connect riders with key destinations such as the Raleigh-Durham International Airport.

Fiscal year 2019 brought about several milestones in the pre-planning stage of this project.

In November 2018, the Capital Area Metropolitan Planning Organization designated GoTriangle as the project sponsor for the initial 37-mile project. As project sponsor, GoTriangle would lead additional stages including project planning, development, engineering and construction in coordination with local and federal partners. In June 2019, the Commuter Rail Major Investment Study was completed. This study analyzed peer commuter rail systems and evaluated potential station locations, human and environmental considerations, and potential frequencies of commuter rail service.

In late fiscal 2019, several regional partners asked that the project be expanded, so an additional pre-planning study now underway will assess the feasibility of extending service to Selma in Johnston County and Mebane in Alamance County. The study, expected to be completed in late 2019, will provide more detail on possible timelines, costs and rider projections for the original project and for any proposed expansions. Results and additional information will be posted on the GoForwardNC.org website and shared with the community in a variety of ways as they become available.

The commuter rail project will incorporate significant community engagement and public input as it moves forward into any additional phases, which could include leveraging local transit funding sources with available federal and state funds.



CHRIS HAZELRIGS | GOING BEYOND



A rider catches GoTriangle Bus Operator **Chris Hazelrigs' kindness on camera** and sends this tweet: "Y'all the past few days I've witnessed Route 105 GoTriangle bus driver escort this older, vision-impaired gentleman across the street multiple times, and I can tell by the smiles on their faces it's a highlight for both their days (as well as mine). Do good. Be kind. Change the world."

AUGUST 2018



Voter-approved community investments in transit in Durham, Orange and Wake counties are funding a regional transit network that provides alternatives to driving on increasingly congested roads and opens up access to more jobs, education and health care opportunities for everyone. These improvements are laid out every year in each county's transit plan.

As we go forward together through 2027 with our county partners, regional transit improvements will include:

- EXPANDING BUS SERVICE**
- IMPROVING BUS STOPS AND SHELTERS**
- IMPLEMENTING BUS RAPID TRANSIT**
- BUILDING A 37-MILE COMMUTER RAIL SYSTEM**

Throughout the year, GoTriangle also has targeted campaigns, including Get on Board day. In spring 2019, it was just the nudge Andy Bechtel needed to get back in the habit of riding transit. The associate professor of journalism at the University of North Carolina at Chapel Hill had been riding a GoTriangle bus for more than a decade when he lived in Raleigh. After moving to Durham, however, he had not explored his transit options until the free pass prompted him to discover a bus route to work was just a short walk away. He says avoiding the aggravation of rush hour driving is just one benefit of taking transit. "It's not only the stress relief of being on the bus, I'm saving money on gasoline and wear-and-tear on my car, too," he says.

City of Raleigh employee Kimberley Sirk is sold on transit. She participates in GoTriangle's Share the Ride NC program, tracking her many transit trips online to see how riding the bus saves her money and helps the environment.



On the bus,
I feel like I'm being chauffeured around,
and I avoid parking.

- **KIMBERLEY SIRK** | CITY OF RALEIGH EMPLOYEE



CHAIR
ELLEN RECKHOW | DURHAM CITY/COUNTY



MARK MARCOPLOS | ORANGE COUNTY



VICE CHAIR
WILL ALLEN III | CITY OF RALEIGH



ANDREW PERKINS JR. | NC BOARD OF
TRANSPORTATION



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MICHAEL PARKER | TOWN OF CHAPEL HILL



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TREASURER
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