



GoTriangle
 Operations & Finance Committee
 October 23, 2019
 10:30 am-11:45 am Eastern Time

- I. **Call to Order and Adoption of Agenda**
 (1 minute *Sig Hutchinson*)
 ACTION REQUESTED: Adopt agenda.
- II. **Draft Minutes - August 28, 2019**
 (1 minute *Michelle Dawson*)
 ACTION REQUESTED: Approve minutes.
- III. **Regional Mobile Ticketing Purchase Authorization**
 (15 minutes *Brian Fahey*)
 ACTION REQUESTED: Recommend that the Board authorize the President/CEO to execute a contract with Delerrok, Inc. for a regional mobile ticketing solution, with a maximum dollar amount of \$750,000.
Mobile Ticketing Implementation Schedule
- IV. **Interlocal Agreement (ILA) for Mobile Ticketing**
 (10 minutes *Laurie Barrett*)
 ACTION REQUESTED: Recommend Board approval of the ILA to enter into an agreement with the City of Durham, Town of Cary and City of Raleigh for the purchase of a mobile ticketing system.
ILA
- V. **FY20 Proposed Budget Amendments**
 (20 minutes *Katharine Eggleston, Jennifer Hayden*)
 ACTION REQUESTED: Recommend Board approval of the proposed budget amendments.
Presentation
Budget Impacts
Durham Work Plan Amendments
Orange Work Plan Amendments
Wake Work Plan Amendments
- VI. **Wake County Park-and-Ride Feasibility Study**
 (10 minutes *Kaitlin Hughes*)
 ACTION REQUESTED: Recommend that the Board authorize the interim president and CEO to amend Master Agreement with Kimley-Horn and Associates, Inc. for On-Call Architectural and Engineering Consultant Services, to increase the not to exceed amount to \$275,000.
Scope of Work - Wake County PNR Feasibility Study
- VII. **On-Call Professional Services Task Order for the Regional Transit Center (RTC) Relocation Study**
 (10 minutes *Jay Heikes*)

ACTION REQUESTED: Recommend that the Board authorize the president and CEO to execute an amendment to the Master Agreement with Kimley-Horn and Associates, Inc. for On-Call Architectural and Engineering Consultant Services to increase the not to exceed amount to \$465,000.

Scope of Work - RTC Relocation Study

VIII. **Recommended Service Changes for January 2020**

(10 minutes Andrea Neri)

ACTION REQUESTED: Recommend Board approval of the the proposed service changes.

Attachment A

Attachment B

Attachment C

Attachment D

IX. **Adjournment**

(Sig Hutchinson)

**GoTriangle Board of Trustees
Operations & Finance Committee Meeting Minutes
August 28 2019**

Board Room, The Plaza, 4600 Emperor Blvd., Suite 100
Durham, NC

Committee Members Present:

Sig Hutchinson	Ellen Reckhow
Vivian Jones	Steve Schewel
Mark Marcoplos	

Committee Members Absent:

Valerie Jordan	Andy Perkins Jr.
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Other Board Members Present:

Will Allen III

Committee Chair Hutchinson called the meeting to order at 10:34 a.m.

I. Adoption of Agenda

Action: On motion by Jones and second by Reckhow the agenda was adopted. The motion was carried unanimously.

II. Approval of Minutes

Action: On motion Jones and second by Reckhow the Committee approved the minutes of the July 24, 2019, meeting. The motion was carried unanimously.

III. Public Utility Easements at the Farrington Road Site

Gary Tober requested that the Committee recommend Board adoption of a resolution authorizing the President/CEO to execute any real estate instruments necessary to confirm public utility easements at the Farrington Road site acquired by GoTriangle for the D-O LRT project. He stated there is no longer a need to relocate the utilities and this clarifies the right of the utilities to be on the site.

Action: On motion by Jones and second by Reckhow the Committee voted to recommend that the Board adopt a resolution authorizing the President and CEO to execute any real estate instruments necessary to confirm public utility easements at the 23-acre Farrington Road site. The motion was carried unanimously.

IV. Route 300 Weekend Routing Change

Andrea Neri's presentation is attached and hereby made a part of these minutes. He stated that route 300 frequently experiences a detour on the weekend due to

events in downtown Raleigh. This route change will make permanent the detour to eliminate confusion for operators and passengers. He stated the detour will not affect any stops, but will bring consistency and clarity to the weekend routing.

Action: On motion by Reckhow and second by Marcoplos the Committee voted to recommend that the Board approve the routing change to route 300 weekend service. The motion was carried unanimously.

V. Preliminary Service Changes for January

Andrea Neri's presentation is attached and hereby made a part of these minutes. He discussed the recommended changes, which are based on the approved short range transit plan and will make service faster and more time competitive:

- Route 800 - Revise routing between Southpoint and the Regional Transit Center (RTC) to use I-40 at all times.
- Route 805 – Add Friday trip at 2:44 p.m. connecting the NC 54 at the Alston Avenue time point with the RTC, serving all the stops along the way.
- CRX – Add a stop at MLK Jr. Blvd. at Perkins Drive in Chapel Hill.
- Route 420 – Make the stop at MLK Jr. Blvd. at Perkins Drive in Chapel Hill a time point for transfer opportunities, plus other minor schedule changes.

VI. Mobile Ticketing Update

Laurie Barrett reported that four proposals were received in July and three vendors were interviewed. Responses by the vendors to additional questions will be received by August 29, with the final evaluation and negotiation in September. Barrett said the Board will receive the recommendation for contract award at its October meeting.

The Selection Committee is comprised of one member from each agency: Chapel Hill Transit, GoRaleigh, GoCary, GoDurham, GoTriangle and Orange County. The Board also will be asked to approve the Interlocal Agreement (ILA) to allow all agencies to purchase hardware off the contract. GoTriangle is purchasing the software from the Wake Transit Plan and each party will reimburse the Plan a percentage for the software.

VII. Real Property Disposition and Utilization Update

Gary Tober's presentation is attached and hereby made a part of these minutes. He reviewed GoTriangle's real property portfolio in Durham, Orange and Wake counties as well as 6.8 miles of railroad right-of-way. He said several projects are using some of the existing property:

- GoTriangle/GoRaleigh Transit Amenity Storage
- Raleigh Union Station Bus Facility
- Hillsborough Park and Ride
- Durham-Wake Commuter Rail Project.

FTA is requiring that GoTriangle dispose of several properties in downtown Durham and the CSX S-line corridor. GoTriangle must acquire appraisals to determine fair market value and decide whether to sell the properties in an open market transaction or partner with a local government to reimburse the FTA to retain the property for future public use. The CSX S-line corridor has been appraised for \$27,220,000, with 55.7% Federal interest (\$15,161,540). GoTriangle has proposed a payment plan to preserve the corridor for future commuter rail.

Ellis Road is designated for the commuter rail project and if the project moves into project development, GoTriangle can retain ownership. The deadline is December 31, 2019. Several Wake County properties also have been identified for commuter rail. President/CEO Curran added that as long as the RUS Bus project moves forward expeditiously, GoTriangle may retain ownership of that property.

Jeff Mann noted that there also is a State share of approximately 25% in these properties which would have to be reimbursed.

Hutchinson asked about the RTP Connect service. Jenny Green stated that the launch of the service was successful. She explained that a passenger can request a ride from a mobile app or at the ticket window and the vehicle arrives within four minutes. She said anecdotally customers are very pleased with service. The number of weekly RTP Connect trips has exceeded the number of weekly on demand trips provided prior to the launch of this service.

VIII. Adjournment

Action: On motion by Jones the meeting was adjourned at 11:22 a.m.

Sig Hutchinson, Committee Chair

Attest:

Michelle C. Dawson, CMC
 Clerk to the Board of Trustees

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee
FROM: Transit Partnerships
DATE: October 8, 2019
SUBJECT: Regional Mobile Ticketing Purchase Authorization

Strategic Objective or Initiative Supported

- 1.3 Incorporate innovations to improve mobility and environmental stewardship
- 2.2 Deliver reliable service
- 2.3 Deliver a customer-friendly experience through our people and systems

Action Requested

Staff requests that the Committee recommend that the Board authorize the President/CEO to execute a contract with Delerrok, Inc. for a regional mobile ticketing solution for FY 2020, with a maximum dollar amount of \$750,000.

Background and Purpose

In FY 2019 GoTriangle, GoRaleigh, GoCary, and GoDurham participated in a Regional Fare Study that identified fare structure changes and technology improvements to be implemented regionally in order to improve the customer experience, improve pass distribution, and improve regional coordination. Deploying mobile ticketing technology was a primary recommendation from the study. Mobile ticketing allows customers to purchase fares/passes on a mobile device or smart card, activate passes immediately, and scan them onboard the bus without first purchasing a paper ticket.

Mobile ticketing opens the opportunity to implement fare capping, which is an approach for improving transit affordability. In addition, mobile ticketing can also improve the operations of employer GoPass programs and the successful Youth GoPass program. The costs and administrative burdens of managing and distributing physical passes are also greatly reduced for both the transit agencies and the participating employers.

The purpose of the contract is to implement a mobile ticketing solution for the aforementioned agencies, including installation of electronic validators on board all buses.

Financial Impact

The total up front cost of the project is up to \$750,000 for four agencies (GoTriangle, GoRaleigh, GoCary, and GoDurham). The cost includes system set up, purchase of electronic validators, AVL system integration, and onboard modem integration.

GoTriangle, GoRaleigh, and GoCary costs will be paid for using budgeted FY 2020 dollars in the Wake County Transit Plan. If approved, GoDurham costs will be paid for using FY 2020 Durham Transit Plan dollars.

Ongoing maintenance and support costs are included in a transaction fee, to be included in each agency's annual operating budget.

Attachments

- Proposed Mobile Ticketing Implementation Schedule

Staff Contact

- Brian Fahey, Transit Administrator, 919-485-7501, bfahey@gotriangle.org



Proposed Mobile Ticketing Implementation Schedule

Milestone	Date
Issue Notice to Proceed	October 24, 2019
Project Kickoff Meeting	October 28 or 29, 2019
Order Validators	November 4, 2019
Build Mobile Ticketing Platform	November 4, 2019 – February 21, 2020
Complete Validator Installations	March 7, 2020
Complete Operator / Staff Training	March 7, 2020
Test Group and Feedback Loop	March 8, 2020 – March 21, 2020
Soft Launch	March 22, 2020 – June 1, 2020
Go Live	June 21, 2020
Final Acceptance	June 30, 2020





Connecting all points of the Triangle

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee

FROM: Laurie Barrett, Regional Transit Partnerships

DATE: October 3, 2019

SUBJECT: **Interlocal Agreement (ILA) for Mobile Ticketing**

Strategic Objective or Initiative Supported:

Deliver a customer-friendly experience through our people and systems
 Develop a new pass sales strategy

Action Requested

Staff requests that the Committee receive and recommend approval of the ILA to the Board of Trustees so that GoTriangle may enter into an agreement with the City of Durham, Town of Cary and City of Raleigh for the purpose of purchasing a mobile ticketing system.

Background and Purpose

Mobile Ticketing is a project concept that resulted out of the Regional Fare Study. The mobile ticketing software application will enable passengers to purchase fare media on their smart phone or devices. In addition, the application will also provide agencies the ability to provide fare capping to their riders. Smart cards will also be introduced as part of this project. GoTriangle staff have worked with the City of Durham, Town of Cary and the City of Raleigh to create an agreement to establish roles and responsibilities regarding the procurement and contract negotiation of the software component. Each agency will be responsible for purchasing their own ticket validators. The Wake Transit Plan will pay for GoCary, GoRaleigh and GoTriangle’s portion of the software, setup fee and capital cost. GoDurham will be responsible for their portion of the software cost as well as capital expenses.

Financial Impact

None

Attachments

- Interlocal Agreement for Mobile Ticketing

Staff Contact(s)

- Laurie Barrett, 919-485-7451, lbarrett@gotriangle.org



**STATE OF NORTH CAROLINA
COUNTY OF DURHAM**

INTERLOCAL AGREEMENT

AMONG

CITY OF RALEIGH,

CITY OF DURHAM,

TOWN OF CARY

RESEARCH TRIANGLE REGIONAL PUBLIC TRANSPORTATION AUTHORITY,

FOR

**THE PROCUREMENT OF BUS MOBILE TICKETING SOFTWARE AND
HARDWARE**

This Interlocal Agreement (“Agreement”) is dated, made, and entered into this ____ day of _____, 2019, by and between the CITY OF RALEIGH, a North Carolina municipal corporation (“Raleigh”), the CITY OF DURHAM, a North Carolina municipal corporation (“Durham”), the TOWN OF CARY, a North Carolina municipal corporation, (“Cary”) and RESEARCH TRIANGLE REGIONAL PUBLIC TRANSPORTATION AUTHORITY d/b/a GOTRIANGLE (“GoTriangle”), a regional public transportation authority created pursuant to N.C.G.S. Chapter 160A, Article 26.

WITNESSETH:

WHEREAS, Raleigh, Durham, Cary and GoTriangle (collectively or singularly referred to herein as the “Parties” or the “Party”) each has responsibilities for providing quality public bus services; and

WHEREAS, in order to fulfill this common mission, each of the Parties to this Agreement desires to provide bus fare media that allows customers to pay by mobile phone; and

WHEREAS, in light of their physical proximity, close working relationship and common service interests, the Parties agree that the acquisition of a mobile ticketing solution could be more effectively and efficiently provided through an Interlocal Agreement and the assignment of certain procurement responsibilities to one of the Parties on behalf of the other Parties; and

WHEREAS, this Agreement is authorized by N.C.G.S. Chapter 160A, Article 20.

NOW, THEREFORE, for and in consideration of the promises and covenants contained in this Agreement and the mutual benefits derived therefrom, the sufficiency of which is hereby acknowledged, the Parties agree as follows:

Section 1. Recitals; Purpose of Agreement. The Recitals are true and are incorporated into this Agreement. The undertaking authorized by this Agreement is the procurement of a mobile ticketing solution (“Solution”) by GoTriangle, serving as the Lead Agency on behalf of the Parties, to effectuate the decision of the Parties acting through the Review and Selection Committee. Each Party shall designate one (1) person to serve on the Review and Selection Committee. Decisions of the Review and Selection Committee shall be made by majority vote of all Parties.

Section 2. Procedure.

(a) Pre-solicitation Requirement: The Lead Agency will prepare an Independent Cost Estimate (ICE) in accordance with federal requirements. The ICE will be provided to each Party for its review and approval prior to beginning the solicitation process.

(b) Solicitation Process: The Lead Agency will solicit competitive bids for the Solution in accordance with North Carolina General Statute Chapter 143, Article 8 that will result in a sound and complete agreement from which any of the Parties can exercise its right to purchase said Solution. The Lead Agency will use its usual procedures for such solicitation as long as the procedures comply with North Carolina General Statute Chapter 143, Article 8.

The Lead Agency shall be responsible for all solicitation and bid documents, including but not limited to, the ICE, any RFP, all bids received, all required bid certifications, the bid evaluation, bidder responsiveness and responsibility checks, and confirmation from the System for Award Management of non-debarment of the selected bidder.

(c) Vendor Selection: The Review and Selection Committee will review all bids received and determine the selected vendor pursuant to the requirements of Chapter 143, Article 8. The decision shall be made by majority vote of all members of the Review and Selection Committee.

(d) Software Contract: The Lead Agency, in cooperation with, and using information supplied by the Parties, shall negotiate and execute any final contract for the software component of the Solution. The Lead Agency will be responsible for the costs of the software component of the Solution. The Solution shall have a not-to-exceed amount of \$739,619.55. The non-Wake county Parties (Durham) will pay to the Lead Agency their percentage share of the software component costs (licenses, hosting and support). GoDurham’s cost for the Solution (software and hardware) is \$171,450.13. The percentage share of the remaining Parties will be reimbursed to GoTriangle through the Wake County Transit Plan. GoRaleigh’s cost for the Solution is \$293,680.56 and GoCary’s is \$67,764.12, with GoTriangle’s at \$206,724.75.

(e) Hardware Contracts: Each Party may enter into individual contracts with the Selected Vendor for purchase of hardware – the mobile ticketing validators that are affixed to buses. The Lead Agency will not be a party to such contracts, other than its own.

Section 3. Notice. (a) All notices and other communications required or permitted by this Agreement shall be in writing and shall be given either by personal delivery, overnight delivery, or certified United States mail, return receipt requested, addressed as follows:

City of Raleigh:

David Eatman, Assistant Transportation Director

City of Raleigh

PO Box 590, Raleigh, NC 27602

David.Eatman@raleighnc.gov

City of Durham:

Town of Cary:

Research Triangle Regional Public Transportation Authority:

Interim President & CEO

GoTriangle

PO Box 13787

Research Triangle Park, NC 27709

Delivery: 4600 Emperor Blvd.

Durham, NC 27703

sblake@gotriangle.org

The Parties are requested to send a copy by email.

(b) Change of Address. Date Notice Deemed Given. A change of address or person to receive notice may be made by any Party by notice given to the other Parties. Any notice or other communication under this Agreement shall be deemed given and sent at the time of actual delivery, if it is personally delivered. If the notice or other communication is sent by United States mail, it shall be deemed given upon the third calendar day following the day on which such notice or other communication is deposited with the United States Postal Service or upon actual delivery, whichever first occurs.

Section 4. Miscellaneous.

(a) Duration. This Agreement shall become effective upon the date it is properly authorized and executed by the last of all the Parties named in the introductory clause of this Agreement, and shall terminate at 5:00 PM on December 31, 2020. The governing body of each Party has determined that duration to be reasonable. A Party may withdraw at any time without affecting the validity of this Agreement for the remaining Parties by sending notice to each of the remaining Parties. The Lead Agency may withdraw upon 30 days' notice to each Party that has not withdrawn. On such termination or withdrawal, all obligations that are still executory on both sides are discharged except that any right based on prior breach or performance survives.

(b) Representations; Documents. The Parties each represent, covenant and warrant for the other's benefit as follows: (1) Each Party has all necessary power and authority to enter into this Agreement and to carry out the transactions contemplated by this Agreement, and this Agreement has been authorized by Resolution spread upon the minutes of each Party's governing body. This Agreement is a valid and binding obligation of each Party. (2) Neither the execution and delivery of this Agreement, nor the fulfillment of or compliance with its terms and conditions, nor the consummation of the transactions contemplated by this Agreement, results in a breach of the terms, conditions and provisions of any agreement or instrument to which either Party is now a party or by which either is bound, or constitutes a

default under any of the foregoing. (3) To the knowledge of each Party, there is no litigation or other court or administrative proceeding pending or threatened against such Party (or against any other person) affecting such Party's rights to execute or deliver this Agreement or to comply with its obligations under this Agreement. Neither such Party's execution and delivery of this Agreement, nor its compliance with its obligations under this Agreement, requires the approval of any regulatory body or any other entity the approval of which has not been obtained.

The Lead Agency does not warrant, represent, or covenant that a Solution will be procured. In case the joint procurement is unsuccessful, the Parties will be entitled to receive and use all documents and other materials developed and used for this purchasing effort in any manner they desire.

(c) Amendment and Termination. This Agreement constitutes the entire agreement between the Parties with respect to its general subject matter. This Agreement may be amended or extended only by written agreement of the Parties.

(d) Benefit of Agreement. This Agreement is only for the benefit of the Parties hereto and not for any other person, firm, or corporation.

(e) Dispute Resolution; Governing Law and Forum. In the event of conflict or default that might arise for matters associated with this Agreement, the Parties agree to informally communicate to resolve the conflict. If any such dispute cannot be informally resolved, then such dispute, or any other matter arising under this Agreement, shall be subject to resolution in a court of competent jurisdiction. This Agreement shall be construed and interpreted in accordance with the laws of North Carolina. This Agreement shall be deemed made in Durham County, North Carolina. The exclusive forum and venue for all actions arising out of this Agreement shall be the North Carolina General Court of Justice, in Durham County.

(f) Severability. If any provision of this Agreement shall be determined to be unenforceable by a court of competent jurisdiction, such determination will not affect any other provision of this Agreement.

(g) Counterparts; Electronic Version of Agreement. This Agreement may be executed in several counterparts, each of which shall be deemed an original. Any Party may convert a signed original of the Agreement to an electronic record pursuant to a North Carolina Department of Natural and Cultural Resources approved procedure and process for converting paper records to electronic records for record retention purposes. Such electronic record of the Agreement shall be deemed for all purposes to be an original signed Agreement.

(h) No Waiver of Non-Compliance with Agreement. No provision of this Agreement shall be deemed to have been waived by any party hereto unless such waiver shall be in writing and executed by the same formality as this Agreement. The failure of any party hereto at any time to require strict performance by the other of any provision hereof shall in no way affect the right of the other party to thereafter enforce the same. In addition, no waiver or acquiescence by a party hereto of any breach of any provision hereof by another party shall be taken to be a waiver of any succeeding breach of such provision or as a waiver of the provision itself.

(i) Liability of Officers and Agents. No officer, agent, or employee of any party will be subject to any personal liability or accountability by reason of the execution of this Agreement or any other documents related to the transactions contemplated hereby. Such officers, agents or employees will be deemed to execute such documents in their official capacities only, and not in their individual capacities. This section will not relieve any such officer, agent or employee from the performance of any official duty provided by law.

Section 5. E-Verify Compliance. Each of the Parties covenants that if it enters into any subcontracts in order to perform any of its obligations under this Agreement, it shall require that the contractors and their subcontractors comply with the requirements of N.C.G.S. Article 2 of Chapter

64. In this E-Verify Compliance section, the words contractors, subcontractors, and comply shall have the meanings intended by applicable provisions of N.C.G.S. Chapters 153A and 160A.

Section 6. Ethics. The Parties acknowledge and shall adhere to the requirements of state and federal law regarding gifts and favors, conflicts of interest, and the like, including but not limited to N.C.G.S. §133-32, which prohibits the offer to, or acceptance by, any state or local employee of any gift from anyone with a contract with the governmental entity or from a person seeking to do business with the governmental entity.

This Agreement has been executed by the Parties by and through duly authorized representatives, all by Resolution of their governing board and spread across their minutes, as of the date first above written.

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee
FROM: Finance
DATE: October 9, 2019
SUBJECT: **FY20 Proposed Budget Amendments**

Strategic Objective or Initiative Supported

Action Requested

Staff requests that the Committee recommend Board approval of the proposed budget amendments.

Background and Purpose

The Board of Trustees approved the FY20 budgets for GoTriangle, the Durham and Orange Transit Plans and the Wake Transit Plan on June 26, 2019. Since this approval there have been several changes that have come to our attention and we find it necessary to amend the budgets to accommodate these changes. These changes will be discussed in further detail with the attachments that follow.

We have included with this package, a list of requested budget amendments to the FY20 budgets for GoTriangle, the Durham and Orange Transit Plans and the Wake Transit Plan.

Financial Impact

Attachments

- Budget Amendment Impact (GoTriangle)
- Budget Amendment Impact (Durham Transit Plan)
- Budget Amendment Impact (Orange Transit Plan)
- Budget Amendment Impact (Wake Transit Plan)

Staff Contact(s)

- Sandra Freeman, 919-485-7415, sfreeman@gotriangle.org
- Harriet Lyons, 919-485-7466, hlyons@gotriangle.org



FY20 Work Plan Amendments for
Transit Revenues in Durham, Orange, and Wake
October 23, 2019

DURHAM COUNTY BUS IMPROVEMENTS

GOTRIANGLE

ROUTE 400: Added Saturday and new Sunday service, **FY15**; added trips, creating 30-minute frequency on weekdays and Saturdays, **FY17**; extended Sunday service until 9 p.m., **FY19**.

ROUTE 405: Extended to Carrboro and added service, **2016**.

ROUTE 700: Added Saturday and new Sunday service, **FY15**; added trips, creating 30-minute frequency on weekdays and Saturdays, **FY18**; extended Sunday service until 9 p.m., **FY19**.

ROUTE 800: Added Saturday and new Sunday service, **FY15**; added trips, creating 30-minute frequency on weekdays and Saturdays, **FY18**; extended Sunday service until 9 p.m., **FY19**.

ROUTE DRX (Durham-Raleigh express): Added trips to provide service every 30 minutes during peak periods, **FY16**; added service, **FY18**; add peak-period trips to bring frequency to once every 15 to 20 minutes, **FY19**

ROUTE ODX (Orange-Durham express): Initiated, **FY15**; increased peak hour service, **FY18**.

PLANNED AMENITIES



Start construction on **31** bus stop designs, select **50** additional locations for bus stop improvements; install **15** benches where ridership numbers warrant temporary seating, **FY19**.

114,437

NEW SERVICE HOURS

In November 2011, Durham County voters approved a transit-dedicated half-cent sales tax investment to expand and better connect the public transit network in Durham County and throughout the Triangle region. Here are highlights of bus improvements made and approved through June 30, 2019. Fiscal years run from July 1 to June 30.

GODURHAM

ROUTE 3: Added trips on evenings and Sundays to help accommodate demand, **FY15**.

ROUTE 5: Started in **FY14** with 15-minute afternoon frequency; added 15-minute morning frequency, **FY16**.

ROUTE 10: Started in **FY14** with 15-minute afternoon frequency; added 15-minute morning frequency, **FY16**.

ROUTE 12: Added trips creating 30-minute frequency on weekday and Saturday service, **FY15**.

ROUTE 14: Added trips on weekdays during the morning peak period, **FY15**.

ROUTE 15: Added trips on weekdays and weekends creating all-day, hourly service, **FY15**.



ROUTE 20: Created route serving Hope Valley Commons, South Square and Duke University, **FY17**.

SYSTEMWIDE: Extended Sunday service until 9 p.m. and extended GoDurham's New Year's Eve service until midnight, **FY17**.

36,643

NEW ACCESS TRIPS

1,387

MORE PARATRANSIT HOURS

6

NEW BUSES

PARATRANSIT

Added **1,387** GoTriangle paratransit hours; added more than **36,600** Durham County ACCESS trips to fill service gaps that could not be funded through grant sources.

ORANGE COUNTY BUS IMPROVEMENTS

BUS RAPID TRANSIT

Consultant teams selected to lead design and environmental work for Chapel Hill North-South Bus Rapid Transit Project, **FY18**; complete **30** percent design and the environmental study required for federally funded projects, **FY19**.



CHAPEL HILL TRANSIT

- ROUTE A:** Added morning peak-hour trips and midday service, **FY16**.
- ROUTE CM/CW:** Extended Saturday and weekday evening service, **FY15**; add daily service on CW, **FY19**.
- ROUTE D:** Extended weekday evening service, **FY15**; added morning peak hour trips and midday service, **FY16**; extended Saturday service, **FY17**; add daily service, **FY19**.
- ROUTE F:** Added two evening trips, **FY15**.
- ROUTE FG:** Extended Saturday service, **FY17**.
- ROUTE HS:** Expanded peak-hour and evening service, **FY17**.
- ROUTE J:** Added peak morning trips and midday service and extended weekday evening service, **FY15**.
- ROUTE JN:** Extended Saturday service, **FY15**.
- ROUTE NS:** Improved midday service and added new evening service to Southern Village, **FY16**.

67,528 NEW SERVICE HOURS

In November 2012, Orange County voters approved a transit-dedicated half-cent sales tax investment to expand and better connect the public transit network in Orange County and throughout the Triangle region. Here are highlights of bus improvements made and approved through June 30, 2019. Fiscal years run from July 1 to June 30.

GOTRIANGLE

- ROUTE 400:** (Durham-Patterson Place-Chapel Hill) Added Saturday and new Sunday service, **FY15**; added trips, creating 30-minute frequency on weekdays and Saturdays, **FY17**; extended Sunday service until 9 p.m., **FY19**.
- ROUTE 405:** (Durham-Chapel Hill-Carrboro): Extended the route to Carrboro and added service, **FY17**.
- ROUTE 800:** (Chapel Hill-Streets of Southpoint-RTC): Added Saturday and new Sunday service, **FY15**; added trips, creating 30-minute frequency on weekdays and Saturdays, **FY18**; extended Sunday service until 9 p.m., **FY19**.
- ROUTE 800S:** (Chapel Hill-Streets at Southpoint): Expanded peak-hour service, **FY14**.
- ROUTE CRX:** (Chapel Hill-Raleigh express): Added additional peak-hour trips, **FY16**.
- ROUTE ODX:** (Orange-Durham express): Initiated, **FY15**; increased peak hour service, **FY18**.



ORANGE COUNTY PUBLIC TRANSPORTATION

- HILLSBOROUGH-CHAPEL HILL CONNECTOR:** Began new midday trips and extended the route to Cedar Grove, **FY16**.
- ORANGE-ALAMANCE CONNECTOR:** Connecting Mebane, Efland and Hillsborough during the middle of weekdays, **FY18**.
- PARATRANSIT**
Added **925** GoTriangle paratransit hours.

BUSES AND AMENITIES

- BOUGHT** property and started design work on Hillsborough park-and-ride lot, **FY18**; continue design, **FY19**.
- COMPLETE** designs at four bus stops, **FY19**.
- CONTINUE WORK** on the South Greensboro sidewalk project in Carrboro, **FY19**.
- BOUGHT SEVEN** buses.

925

MORE PARATRANSIT HOURS



CAPITAL PROJECTS IMPLEMENTED

GOCARY

- Partnered with the towns of Apex and Morrisville to conduct the Western Wake Comprehensive Operations Analysis, which included a full market and service analysis of western Wake County and the GoCary system, with recommendations for short- and mid-term service improvements to be implemented in fiscal year 2019.

GORALEIGH

- Procured 17 compressed natural gas buses that were put into service in September 2018.
- Completed planning and development for the Poole Road Park-and-Ride project, which is slated to begin construction in spring 2019.
- Completed planning and development for the CNG fueling station at the GoRaleigh maintenance facility, which will be completed in January 2019.
- Started process of planning and designing 60-plus bus stop locations in preparation for new service changes.
- Identified 60-plus more bus stop locations for inclusion in current street projects under development such as sidewalk projects and major arterial projects.

PLANNING PROJECTS INITIATED

GORALEIGH

- To support and guide projects fueled by the Wake Transit Plan, Raleigh hired a senior planner to work on the Major Investment Study and bus rapid transit project.
- Raleigh Downtown Transportation Plan (in partnership with CAMPO, GoTriangle and NCDOT) completed a draft of existing and system inventory report.

Annual Work Plan Process

- For the dedicated transit revenues in Durham and Orange counties, the GoTriangle Board is the approval authority for the annual work plan budgets. In Wake, the GoTriangle Board and the CAMPO Board share approval authority.
- The GoTriangle Board approved the current/base FY20 transit work plan budgets for Durham, Orange, and Wake in June 2019.
- At that time, the Board directed staff to address the following prior to November 1, 2019:
 - Consider any revisions to direct and indirect support allocations for Durham and Orange counties
 - Discuss possible transition of small capital projects to local sponsors
 - Cost allocations between the partners
- The Staff Working Groups for Durham and Orange counties and the TPAC for Wake county have voted to recommend the amendments described herein.

Wake Work Plan Amendments

#	Sponsor	Amendment Description	Project ID	Type	Cost Impact
1	Raleigh	Acquisition of four (4) expansion vehicles for expanded service area of demand response/paratransit operations	TBD	New Capital	\$380,000
2	Raleigh	1.0 FTE for Procurement Analyst	TBD	New Operating	\$55,000
3	Raleigh	1.0 FTE for Transit Planning Analyst to support paratransit operations growth	TBD	New Operating	\$69,000
Net Impact					\$504,000

Durham Work Plan Amendments

# Sponsor	Amendment Description	Project ID	Type	Cost Impact
1 GoTriangle	Reduce Staffing Costs (Support Services)	20GOT_AD2	Existing Operating	(\$107,595)
2 GoTriangle	Add back in RTC Relocation Study	19GOT_CD1	Existing Capital	\$125,000
3 GoTriangle	Add back in unused FY18 expenses for commuter rail study	19GOT_CO2	Existing Capital	(\$94,627)
4 GoTriangle	Rework Transit Services	multiple	Existing Operating	\$15,984
5 County	Add FTE for Durham County Oversight	20DCO_AD1	New Operating	\$196,000
6 GoDurham	Add additional night/Sunday frequency on GoDurham Routes 5 and 10	20DCI_TS1	New Operating	\$222,201
7 GoDurham	Add Mobile Ticketing Validators	20DCI_CD3	New Capital	\$235,000
8 GoTriangle	Tactical Transit Amenities (Simme Seats/Solar Light Poles)	20GOT_CD3	New Capital	\$50,000
Net Impact				\$641,963

Changes to Existing Projects

- Reduce Staffing Costs (Support Services)
 - Eliminate one position in Cap. Dev.
 - Redistribute costs for other staff
 - Reduce finance/admin costs
- Add Back in RTC and CRT Study Costs
 - Missed carryover/end-of-year reconciliation
- Rework Transit Services
 - Recalculate holiday service changes
 - Add back in missed/dropped hours on 405



New Projects

- Add FTE for Durham County Oversight
 - New position in Durham County government, to provide oversight and support administration of projects and services in the plan
- Add Additional Night/Sunday Frequency on GoDurham Routes 5 and 10
 - Will result in 30-minute night/Sunday service on all five GoDurham “Frequent Network” routes
- Add Mobile Ticketing Validators
 - Will allow simultaneous regional implementation of mobile ticketing
- Add Funding for “Tactical Transit” Amenities
 - Will increase ability to be responsive to customer requests for seating and lighting



Orange Work Plan Amendments

#	Sponsor	Amendment Description	Project ID	Type	Cost Impact
1	GoTriangle County	Re-assign Responsibility for Construction of Hillsborough Park-and-Ride	18GOT_CD8	Existing Capital	(\$800,000)
2	GoTriangle	Re-assign Responsibility for Construction of Hillsborough Park-and-Ride	20OPT_CD1	Existing Capital	\$800,000
3	GoTriangle	Reduce Staffing Costs (Support Services)	20GOT_AD2	Existing Operating	(\$148,274)
4	GoTriangle	Add back in RTC Relocation Study	19GOT_CD1	Existing Capital	\$62,500
5	GoTriangle	Rework Transit Services	multiple	Existing Operating	\$8,725
5	Carrboro	Increase Budget for Rogers Road Bus Stop Improvement	18TOC_CD3	Existing Capital	\$29,000
Net Impact					(48,049)

Changes to Existing Projects

- Hillsborough Park-and-Ride
 - GoTriangle will complete design
 - Orange County will construct and maintain
- Reduce Staffing Costs (Support Services)
 - Eliminate one position in Cap. Dev.
 - Redistribute costs for other staff
 - Reduce finance/admin costs
- Add Back in RTC Study Costs
 - Missed carryover
- Rework Transit Services
 - Recalculate holiday service changes
 - Add back in missed/dropped hours on 405
- Rogers Road Bus Stop Improvement
 - Increase budget to close out construction



Action Requested

- Approve FY20 Wake Work Plan Amendments
- Approve FY20 Budget Ordinance Amendments:
 - Major Transit Investment Fund Ordinance – Amendment
 - Durham Operating Fund Ordinance – Amendment
 - Durham Capital Fund Ordinance – Amendment
 - Orange Operating Fund Ordinance – Amendment
 - Orange Capital Fund Ordinance – Amendment
 - Wake Operating Fund Ordinance – Amendment
 - Wake Capital Fund Ordinance – Amendment

FY20 Budget Amendment Impact - GoTriangle

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>	<u>Comments</u>
<i>FY 20 Approved Budget</i>	\$ 35,969,527	\$ 38,648,898	(\$2,679,371)		
Additional MTIF Expenditures		6,006,985	(6,006,985)		Repayment of Property Escrow to FTA
			0		
<i>Amended FY20 Budget (Oct 2019)</i>	\$ 35,969,527	\$ 44,655,883	\$ (8,686,356)		
<i>Changes from Amendments</i>	\$ -	\$ 6,006,985	\$ (6,006,985)		

FY20 Budget Change Impact - Durham Transit Plan

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>	<u>Comments</u>
FY20 Approved Budget	\$ 35,570,591	\$ 16,561,413	\$ 19,009,178		
DCHCMPO-Durham (Admin)		(750,000.00)	750,000	41	Reallocate to Capital
Durham County (Admin)		196,000.00	(196,000)	41	1 FTE for Transit Plan Oversight
GoTriangle-Durham (Admin)		(107,594.65)	107,595	41	Support services reduction
GoDurham (Transit Services)		354,664.89	(354,665)	41	Add night/Sunday frequency to routes 5 & 10; use FY19 carryover to cover FY19 transit services expense that exceeded FY19 budget
GoTriangle-Durham (Transit Services)		36,571.57	(36,572)	41	Recalculated holiday service charges and added hours to Route 405; use FY19 carryover to cover FY19 transit services expense that exceeded FY19 budget
DCHCMPO-Durham (Capital)		750,000.00	(750,000)	41	Reallocate from Admin
GoDurham (Capital)		(265,000.00)	265,000	41	Reallocated bus stop design funds to Durham City and GoTriangle and added Mobile Ticketing Validators
GoTriangle-Durham (Capital)		675,000.00	(675,000)	41	Reallocated bus stop design funds from GoDurham, added RTC relocation study, and Simme seats/solar light poles.
Durham-Wake Commuter Rail		(94,627.24)	94,627	41	Credit of budget appropriated in FY18 of \$40,000 and no expense assigned and debit of FY19 consultant expenses received of \$134,627 for Durham's 33% of CRT expenditure.
Amended FY20 Budget (Oct 2019)	\$ 35,570,591	\$ 17,356,428	\$ 18,214,163		
Changes from Amendments	\$ -	\$ 795,015	\$ (795,015)		

FY20 Budget Change Impact - Orange Transit Plan

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>	<u>Comments</u>
FY20 Approved Budget	\$ 9,915,326	\$ 13,788,676	(\$3,873,350)		
DCHCMPO-Orange (Admin)		(500,000)	500,000	42	Reallocate to Capital
GoTriangle-Orange (Admin)		(148,274)	148,274	42	Support services reduction
GoTriangle-Orange (Transit Services)		8,725	(8,725)	42	Recalculated holiday service charges and added hours to Route 405
Carrboro (Capital)		29,000	(29,000)	42	Increased cost of existing bus stop improvement budget
DCHCMPO-Orange (Capital)		500,000	(500,000)	42	Reallocate from Admin
GoTriangle-Orange (Capital)		(737,500)	737,500	42	Reallocate to OPT for Hillsborough Park & Ride and add back RTC relocation study
OPT (Capital)		800,000	(800,000)	42	Reallocated from GoTriangle for Hillsborough Park & Ride
Amended FY20 Budget (Oct 2019)	\$ 9,915,326	\$ 13,740,627	\$ (3,825,301)		
Changes from Amendments	\$ -	\$ (48,049)	\$ 48,049		

FY20 Budget Change Impact - Wake Transit Plan

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>	<u>Comments</u>
FY20 Approved Budget	\$ 154,223,495	\$ 165,095,323	(\$10,871,828)		
GoRaleigh (Operating)		55,000	(55,000)	43	1 FTE for Procurement Analyst
GoRaleigh (Operating)		69,000	(69,000)	43	1 FTE for Transit Planning Analyst
GoRaleigh (Capital)		380,000	(380,000)	43	4 expansion vehicles for paratransit
Amended FY20 Budget (Oc)	\$ 154,223,495	\$ 165,599,323	\$ (11,375,828)		
Changes from Amendment	\$ -	\$ 504,000	\$ (504,000)		

FY20 Budget Change Impact - Durham Transit Plan

	<u>Revenue</u>	<u>Expenditures</u>	<u>Reserve/Cash Impact</u>	<u>Fund Affected</u>	<u>Comments</u>
FY20 Approved Budget	\$ 35,570,591	\$ 16,561,413	\$ 19,009,178		
DCHCMPO-Durham (Admin)		(750,000.00)	750,000	41	Reallocate to Capital
Durham County (Admin)		196,000.00	(196,000)	41	1 FTE for Transit Plan Oversight
GoTriangle-Durham (Admin)		(107,594.65)	107,595	41	Support services reduction
GoDurham (Transit Services)		354,664.89	(354,665)	41	Add night/Sunday frequency to routes 5 & 10; use FY19 carryover to cover FY19 transit services expense that exceeded FY19 budget
GoTriangle-Durham (Transit Services)		36,571.57	(36,572)	41	Recalculated holiday service charges and added hours to Route 405; use FY19 carryover to cover FY19 transit services expense that exceeded FY19 budget
DCHCMPO-Durham (Capital)		750,000.00	(750,000)	41	Reallocate from Admin
GoDurham (Capital)		(265,000.00)	265,000	41	Reallocated bus stop design funds to Durham City and GoTriangle and added Mobile Ticketing Validators
GoTriangle-Durham (Capital)		675,000.00	(675,000)	41	Reallocated bus stop design funds from GoDurham, added RTC relocation study, and Simme seats/solar light poles.
Durham-Wake Commuter Rail		(94,627.24)	94,627	41	Credit of budget appropriated in FY18 of \$40,000 and no expense assigned and debit of FY19 consultant expenses received of \$134,627 for Durham's 33% of CRT expenditure.
Amended FY20 Budget (Oct 2019)	\$ 35,570,591	\$ 17,356,428	\$ 18,214,163		
Changes from Amendments	\$ -	\$ 795,015	\$ (795,015)		



Connecting all points of the Triangle

October 7, 2019

To: Orange - SWG
 From: GoTriangle
 Subject: Orange County FY20 Workplan Amendments

1. Background

This memo covers FY20 Workplan amendments with a brief introduction and financial impact of each.

1.1 GoTriangle

i. Reduction in Staffing Costs (Durham and Orange Counties)

20GOT_AD2 - In June 2019, GoTriangle proposed 10.9 FTEs to support the Durham and Orange Transit Plans, as well as the remaining light rail related real estate activities. The GoTriangle Board approved the staffing plan with a future requirement to explore opportunities to share roles and responsibilities between GoTriangle and the two counties. Through several meetings between June and mid-September, GoTriangle collaborated with Durham and Orange county representatives to agree on a revised proposed staffing plan for 9.8 FTEs with revisions in cost estimates.

Orange County FY20 Workplan budget impact = (\$148,274).

ii. Rework of Transit Services

GoTriangle Transit Services had to revise the project ID's and descriptions to ensure Bus operations were able to calculate the reimbursements by route (adopting a similar approach to Wake). Specific tasks included:

- Creation of a Bridge Document

A "bridge" document was prepared to calculate between what was submitted in the approved FY20 Workplan requests to revised project ID's. This was done to ensure there was a record of bridge between the old project ID's and the new project ID's, which are by route.

- Refinements to the cost estimates

During the re-calculations, Transit planning refined estimates on specific routes that resulted in marginal corrections.





Connecting all points of the Triangle

- Addition of the 405 which was previously omitted

Transit Planning also noted that Route 405 expansion was missing in the FY20 compiled requests. The table below includes the changes for extended Sunday service and additional holiday service in multiple routes and changes to the Project ID format to align by route, the inclusion of Route 405 and overall budget impact of changes.

Orange		From	To	Impact
18GOT_TS2	Route 800 Improvements	\$358,268	\$375,985	\$17,717
18GOT_TS3	Route 400 Improvements	\$293,472	\$310,653	\$17,181
18GOT_TS5	Route ODX - Orange-Durham Express	\$139,192	\$139,777	\$585
18GOT_TS6	Route CRX Improvements	\$49,096	\$49,302	\$206
18GOT_TS9	Paratransit costs associated with span increases	\$17,890	\$17,890	\$0
18GOT_TS9	Route 405 Improvements**		\$24,426	\$24,426
19GOT_TS1	Extended Sunday Service for Routes 400, 700, and 800	\$25,044		(\$25,044)
19GOT_TS3	Additional Holiday Service	\$26,345		(\$26,345)
		\$909,307	\$918,032	\$8,725

** FY20 inclusion of existing service FY19 service expansion previously missed

Orange County FY20 Workplan budget impact = \$8,725.
[Funded from available carryover]

iii. **Regional Transit Center Carry Forward**

19GOT_CD1 - The regional transit center feasibility study is underway to evaluate the location options for a new Regional Transit Center Facility to improve service on regional routes. This project is funded through the Wake, Durham and Orange County Transit Plans. The estimated capital cost displayed on this request form shows the Durham Transit Plan and Orange Transit Plan portions of the total \$500,000 project cost (split 62.5% Wake, 25% Durham, 12.5% Orange). The current request is to bring forward the FY19 workplan request to the FY20 workplan budget as previously authorized capital.

Orange County FY20 Workplan budget impact = \$62,500.
[Capital funding authorized in FY19]

1.2 Orange County

i. **Reassign Hillsborough Park-and-Ride**

18GOT_CD8 - GoTriangle and Orange County staff have agreed to the following:

- FY20 budget for Hillsborough Park-and-Ride = \$945,723
- 18GOT_CD8 - GoTriangle to retain \$145,723 toward design and survey costs for the project





Connecting all points of the Triangle

- 20OPT_CD1 - Orange County allocation of \$800,000 towards construction costs for the project

Orange County FY20 Workplan budget impact = \$0.
[Re-allocation of approved budget]

1.3 Town of Carrboro

i. **Additional funding for Rogers Road**

18TOC_CD1 - The sidewalk project is underway and close to completion. Chapel Hill Transit has installed a bus shelter on the concrete pad intended for 18TOC_CD1. The sidewalk project is over budget and needs additional funding to be completed on schedule. In June of 2019, the Town submitted a request to increase the project amount with an additional \$50,000 to \$60,000 to complete the sidewalk project, since the bus shelter is part of the sidewalk project and, per this request, the project amount was increased to \$91,889. In its review of the punchlist, NCDOT has identified a few additional items to be completed prior to closing out the project. The Town would like to modify its request to increase the project amount to a total of \$100,000 to \$120,000 to complete the project. The new total would include reallocating the \$31,889 intended for the bus shelter to the sidewalk construction costs and augmenting the \$60,000 requested in June with another \$8,111 to \$28,111. The shift would change 18TOC_CD1 from the \$91,889 approved in June 2019 to about \$100,000 to \$120,889 for the Rogers Road sidewalk and bus shelter.

Orange County FY20 Workplan budget impact = \$29,000.
[Additional funding request]

1.4 DCHC MPO

i. **Planning for New Transit Plan**

20MPO_AD2 - Appropriate Transit plan development budget from Operating to Capital budget.

Orange County FY20 Workplan budget impact = \$0.
[Re-allocation of approved budget from Operating to Capital].



WAKE COUNTY TRANSIT PLAN: IMPLEMENTATION

From: Bret Martin, Wake Transit Program Manager, Capital Area MPO

To: Wake County Transit Planning Advisory Committee (TPAC)

Date: 9/30/2019

Re: Summary of Requested FY 2020, 2nd Quarter Work Plan Amendments

Three (3) amendments to the Fiscal Year (FY) 2020 Wake Transit Work Plan were submitted for consideration of approval in the 2nd quarter of FY 2020. The three (3) amendment requests were each reviewed by CAMPO staff to determine their appropriate amendment type classifications (major versus minor) as outlined in the Wake Transit Work Plan Amendment Policy. All three (3) of the amendment requests submitted are categorized as Major Amendments for the following reasons:

- 1) The requested amendments would require a change in budgeted reserves or fund balance; and
- 2) The requested amendments involve the addition of three (3) new projects to the FY 2020 Work Plan.

The amendment requests were released for public comment on September 6, 2019, and the public comment period closes on October 7, 2019. No public comments have been received to date for the amendment requests. Two (2) TPAC member agency comments have been received to date for the amendment requests and were shared with the Planning and Prioritization and Budget and Finance Subcommittees at their joint review meeting held on September 19th.

One (1) of the amendment requests is for acquisition of four (4) paratransit expansion vehicles to serve new areas of responsibility for GoRaleigh. Two (2) of the amendment requests are for the addition of two (2) new staffing resources for the City of Raleigh. One is for a procurement analyst, and the other is for a transportation planning analyst for GoRaleigh's paratransit service planning and operations. When the requests were originally submitted, the City of Raleigh requested an FY 2020 allocation of \$75,000, and an annualized allocation of \$150,000 for each position. Subsequent to the Planning and Prioritization and Budget and Finance Subcommittees' joint review meeting, the City of Raleigh submitted revisions to its amendment to lower the amount of the requests to \$55,000 for the procurement analyst and \$69,000 for the transportation planning analyst positions. The supporting attachments to this memo reflect the revised requested amounts.

Attached to this memorandum are the following:

- Proposed FY 2020 Q2 Amendment List (released for public comment)
- Completed Amendment Request Forms (released for public comment)
- Joint Budget & Finance/Planning & Prioritization Subcommittee Disposition Memo and Voting Record

All three (3) of the amendment requests were recommended for approval by the Planning and Prioritization and Budget and Finance Subcommittees and will be considered for recommendation of approval to the Wake Transit governing boards by the TPAC at its October 9th meeting.

FY 2020, Quarter 2, Requested Wake Transit Work Plan Amendments

REQUESTED MAJOR AMENDMENTS - ORIGINAL REQUEST AUGUST 30, 2019

Project ID #	Agency	Project Title	FY19 Original Funding Allocation	FY 20 Original Funding Allocation	FY20 Requested Funding Allocation	FY 20 Funding Impact	Reason for Major Amendment Status
Capital - Vehicle Acquisition - Paratransit Expansion Vehicles							
New Project	City of Raleigh	Acquisition of four (4) expansion vehicles for expanded service area of demand-response/paratransit operations	\$ -	\$ -	\$ 380,000.00	\$ 380,000.00	1) Is a project requested to be added to the Work Plan AND 2) Requires a change in budgeted reserves or fund balance
Operating - Transit Plan Administration - Staffing							
New Project	City of Raleigh	1.0 FTE for Procurement Analyst	\$ -	\$ -	\$ 75,000.00	\$ 75,000.00	1) Is a project requested to be added to the Work Plan AND 2) Requires a change in budgeted reserves or fund balance
New Project	City of Raleigh	1.0 FTE for Transportation Planning Analyst to support paratransit operations growth	\$ -	\$ -	\$ 75,000.00	\$ 75,000.00	1) Is a project requested to be added to the Work Plan AND 2) Requires a change in budgeted reserves or fund balance

Distributed for Public Comment - September 6, 2019
 Public Comments Accepted through October 7, 2019
 Submit all comments to Bret Martin, Wake Transit Program Manager - Bret.Martin@campo-nc.us or 919-996-4410

REQUESTED MAJOR AMENDMENTS - REVISED REQUEST SEPTEMBER 27, 2019

Project ID #	Agency	Project Title	FY19 Original Funding Allocation	FY 20 Original Funding Allocation	FY20 Requested Funding Allocation	FY 20 Funding Impact	Reason for Major Amendment Status
Capital - Vehicle Acquisition - Paratransit Expansion Vehicles							
New Project	City of Raleigh	Acquisition of four (4) expansion vehicles for expanded service area of demand-response/paratransit operations	\$ -	\$ -	\$ 380,000.00	\$ 380,000.00	1) Is a project requested to be added to the Work Plan AND 2) Requires a change in budgeted reserves or fund balance
Operating - Transit Plan Administration - Staffing							
New Project	City of Raleigh	1.0 FTE for Procurement Analyst	\$ -	\$ -	\$ 55,000.00	\$ 55,000.00	1) Is a project requested to be added to the Work Plan AND 2) Requires a change in budgeted reserves or fund balance
New Project	City of Raleigh	1.0 FTE for Transportation Planning Analyst to support paratransit operations growth	\$ -	\$ -	\$ 69,000.00	\$ 69,000.00	1) Is a project requested to be added to the Work Plan AND 2) Requires a change in budgeted reserves or fund balance

Wake Transit Project ID #
N/A

**FY 2020
Wake Transit Work Plan
Project Amendment Request Form
Operating and/or Capital**

FY START DATE
7/1/2019

Type of Amendment **Minor** **Major**

Minor amendment – Required when there is:
 A transfer of funds between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or greater than \$500,000
 A transfer of funds between budget ordinance appropriations but requires less than a \$100,000 change to a project appropriation for projects less than \$500,000
 Any change that does not meet any criteria of a major amendment

Major amendment - Required when there is:
 A project requested to be added to the Work Plan
 A project requested to be removed from the Work Plan
 Significant changes in scope of funded project
 A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
 A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
 Any change that requires a change in budgeted reserves or fund balance

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
Expansion Transit Vehicles for Demand-Response Operation (GoRaleigh Access)	City of Raleigh/ GoRaleigh Access	David Eatman	Base Year	\$ -
		david.eatman@raleighnc.gov	Recurring	\$ -
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
Issue IFB: November 2019// Submittal IFB: December 2019/ January 2020'	Approval of Contract: Winter 2020 // Delivery of Purchase: 4-5 months from approval of contract	N/A	Base Year	\$ 380,000
			Cumulative	\$ 380,000
Project Description	Enter below a summary of the project amendment and impact on approved plan.			
City of Raleigh/GoRaleigh Access is acquiring 4 expansion transit vehicles for the demand-response/paratransit operations.				
1. Enter Wake Transit Project ID(s) to Increase				

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
N/A					
TOTAL			\$ -	\$ -	

2. Wake Transit Project ID(s) to Reduce					
Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
N/A					
TOTAL			\$ -	\$ -	

3. Impact on Transit Plan Project Costs				
From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.	Estimated Operating Cost		Current Year	\$ -
			Recurring	\$ -
	Estimated Capital Cost		Base Year	\$ 380,000
			Cumulative	\$ 380,000

Project Justification / Business Case Provide responses to EACH of the questions below. Answer the questions as fully as possible. Enter Non-Applicable (N/A) as appropriate.

4. Is this New/Amended project Operating, Capital or Both? Operating Capital Both

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

City of Raleigh/GoRaleigh Access is requesting funds for acquisition of vehicles for this fiscal year.

6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?

The project sponsor anticipates the need for additional vehicle support for the expanded service area. In October 2019, the GoRaleigh service area will expand to Garner and Knightdale, which will also require complimentary paratransit service. As a result, the project sponsor requires additional vehicles to support the expanded service area. If the request is not funded, the project sponsor will utilize local funding to support as much of the additional need as possible.

7. List below the Key Performance Indicators (deliverables) while this project is in progress. These performance measures will be reported quarterly. Are these the same measures as currently being reported?

- a)

Status of the Vehicle Purchase

- b)

--
- c)

--

8. List any other relevant information not addressed.

N/A

9. Please enter estimated appropriations to support expenses identified above. Enter FY 2020 and the estimated annualized cost in FY 2021 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2021 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2021 and/or beyond, delete the calculation(s) in columns E-H.

Cost Break Down of Project Request							
OPERATING COSTS	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes			-	-	-	-	-
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting			-	-	-	-	-
Other: Supplies and Materials			-	-	-	-	-
TOTAL OPERATING COSTS	-	-	-	-	-	-	-

10. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.

CAPITAL COSTS	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Design/NEPA	\$ -	-	-	-	-	-	-
Equipment	380,000	-	-	-	-	-	-
Land - Right of Way	-	-	-	-	-	-	-
TOTAL CAPITAL COSTS	380,000	-	-	-	-	-	-

Assumptions for Costs and Revenues Above:

11. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.

Staff calculated the four (4) vehicles at \$95,000 each, totally \$380,000.

Wake Transit Project ID #

FY 2020
Wake Transit Work Plan
Project Amendment Request Form
Operating and/or Capital

FY START DATE
7/1/2019

Type of Amendment **Minor** **Major**

Minor amendment – Required when there is:
 A transfer of funds between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or greater than \$500,000
 A transfer of funds between budget ordinance appropriations but requires less than a \$100,000 change to a project appropriation for projects less than \$500,000
 Any change that does not meet any criteria of a major amendment

Major amendment - Required when there is:
 A project requested to be added to the Work Plan
 A project requested to be removed from the Work Plan
 Significant changes in scope of funded project
 A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
 A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
 Any change that requires a change in budgeted reserves or fund balance

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
Procurement Analyst	City of Raleigh	David Eatman	Base Year	\$ 55,000
		David.Eatman@raleighnc.gov	Recurring	\$ 720,217
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
1/1/20	6/30/20		Base Year	\$ -
			Cumulative	\$ -
Project Description	Enter below a summary of the project amendment and impact on approved plan.			
Procurement Analyst position is requested to monitor purchasing activities, contract development, and compliance efforts. This position would manage the growth in procurement activities associated with WTP implementation, increased service demand and new technology needs. This individual would provide direction on Federal and State clauses and ensure that procurement activity, including contract terms, are in compliance with federal, state and local requirements.				
1. Enter Wake Transit Project ID(s) to Increase				

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
NEW	Procurement Analyst	Transit Plan Administration	\$ 55,000	\$ 110,000	
TOTAL			\$ 55,000	\$ 110,000	

2. Wake Transit Project ID(s) to Reduce					
Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
TOTAL			\$ -	\$ -	

3. Impact on Transit Plan Project Costs			
From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.	Estimated Operating Cost	Current Year	\$ 55,000
		Recurring	\$ 110,000
	Estimated Capital Cost	Base Year	\$ -
		Cumulative	\$ -

Project Justification / Business Case Provide responses to EACH of the questions below. Answer the questions as fully as possible. Enter Non-Applicable (N/A) as appropriate.

4. Is this New/Amended project Operating, Capital or Both? **Operating** Capital Both

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

1/1/20 - 6/30/20: Requesting partial year funding for FY20 and full year of funds in future fiscal years
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6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?

Position needed to ensure that procurement activities are successfully completed in a timely manner and in compliance with all Federal, State and local requirements. The procurement process will move forward more quickly, which will allow projects to start sooner.

7. List below the Key Performance Indicators (deliverables) while this project is in progress. These performance measures will be reported quarterly. Are these the same measures as currently being reported?

- a)

Status of Hire

- b)

--
- c)

--

8. List any other relevant information not addressed.

9. Please enter estimated appropriations to support expenses identified above. Enter FY 2020 and the estimated annualized cost in FY 2021 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2021 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2021 and/or beyond, delete the calculation(s) in columns E-H.

Cost Break Down of Project Request							
OPERATING COSTS	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes	55,000	112,750	115,569	118,458	121,419	124,455	127,566
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting							
Other: Supplies and Materials							
TOTAL OPERATING COSTS	55,000	112,750	115,569	118,458	121,419	124,455	127,566

10. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.

CAPITAL COSTS	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Design/NEPA	\$ -	-	-	-	-	-	-
Equipment							
Land - Right of Way							
TOTAL CAPITAL COSTS	-	-	-	-	-	-	-

Assumptions for Costs and Revenues Above:

11. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.

1/1/20 - 6/30/20: Requesting partial year funding for FY20 and full year of funds in future fiscal years

Wake Transit Project ID #

FY 2020
Wake Transit Work Plan
Project Amendment Request Form
Operating and/or Capital

FY START DATE
7/1/2019

Type of Amendment **Minor** **Major**

Minor amendment – Required when there is:
 A transfer of funds between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or greater than \$500,000
 A transfer of funds between budget ordinance appropriations but requires less than a \$100,000 change to a project appropriation for projects less than \$500,000
 Any change that does not meet any criteria of a major amendment

Major amendment - Required when there is:
 A project requested to be added to the Work Plan
 A project requested to be removed from the Work Plan
 Significant changes in scope of funded project
 A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
 A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
 Any change that requires a change in budgeted reserves or fund balance

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
Transportation Analyst	City of Raleigh	David Eatman	Base Year	\$ 69,000
		David.Eatman@raleighnc.gov	Recurring	\$ 903,545
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
1/1/20	6/30/20		Base Year	\$ -
			Cumulative	\$ -
Project Description	Enter below a summary of the project amendment and impact on approved plan.			
Transportation Analyst position is requested to provide analysis of paratransit growth and the future of mobility on demand services. This position would assist in new software implementation, perform strategic planning for the paratransit program, and provide analysis for overall program operations.				
1. Enter Wake Transit Project ID(s) to Increase				

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
NEW	Transportation Analyst	Transit Plan Administration	\$ 69,000	\$ 138,000	
TOTAL			\$ 69,000	\$ 138,000	

2. Wake Transit Project ID(s) to Reduce					
Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
TOTAL			\$ -	\$ -	

3. Impact on Transit Plan Project Costs			
From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.	Estimated Operating Cost	Current Year	\$ 69,000
		Recurring	\$ 138,000
	Estimated Capital Cost	Base Year	\$ -
		Cumulative	\$ -

Project Justification / Business Case	Provide responses to <u>EACH</u> of the questions below. Answer the questions as fully as possible. Enter Non-Applicable (N/A) as appropriate.
---------------------------------------	--

4. Is this New/Amended project Operating, Capital or Both? **Operating** Capital Both

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

1/1/20 - 6/30/20: Requesting partial year funding for FY20 and full year of funds in future fiscal years
--

6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?

Position needed to ensure that paratransit program can effectively meet growing demand. Position will implement operational improvements and also perform long-term planning activities, including explore new technology solutions, to help ensure that the program continues to provide quality service and meet the needs of the community.

7. List below the Key Performance Indicators (deliverables) while this project is in progress. These performance measures will be reported quarterly. Are these the same measures as currently being reported?

- a)

Status of Hire

- b)

--
- c)

--

8. List any other relevant information not addressed.

9. Please enter estimated appropriations to support expenses identified above. Enter FY 2020 and the estimated annualized cost in FY 2021 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2021 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2021 and/or beyond, delete the calculation(s) in columns E-H.

Cost Break Down of Project Request							
OPERATING COSTS	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes	69,000	141,450	144,986	148,611	152,326	156,134	160,038
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting							
Other: Supplies and Materials							
TOTAL OPERATING COSTS	69,000	141,450	144,986	148,611	152,326	156,134	160,038

10. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.

CAPITAL COSTS	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Design/NEPA	\$ -	-	-	-	-	-	-
Equipment	-	-	-	-	-	-	-
Land - Right of Way	-	-	-	-	-	-	-
TOTAL CAPITAL COSTS	-	-	-	-	-	-	-

Assumptions for Costs and Revenues Above:

11. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.

1/1/20 - 6/30/20: Requesting partial year funding for FY20 and full year of funds in future fiscal years

WAKE COUNTY TRANSIT PLAN: IMPLEMENTATION

Wake County Transit Planning Advisory Committee Budget and Finance/Planning and Prioritization Subcommittees

Joint Disposition for FY 2020 – Q2 Work Plan Amendment Requests

Per the Wake Transit Work Plan Amendment Policy, the TPAC Budget & Finance and Planning & Prioritization Subcommittees are tasked with jointly reviewing the quarterly Work Plan draft amendment list and amendment request forms when a Major Amendment request is submitted. The subcommittees consider appropriateness of changes in scope and, if applicable, financial choices and tradeoffs associated with proposed amendments, creating a disposition for TPAC consideration. Upon review of the disposition and related amendment request, the TPAC will make recommendations to the GoTriangle Board of Trustees and CAMPO Executive Board for approval or disapproval of requested amendments to the Work Plan.

Amendments Reviewed:

1) Major Amendment – Acquisition of four (4) expansion vehicles for expanded service area of demand-response/paratransit operations

The City of Raleigh anticipates the need for additional vehicle support for an expanded paratransit service area. In October 2019, the GoRaleigh service area will expand to Garner and Knightdale, which will also require complementary paratransit service. As a result, the project sponsor requires additional vehicles to support the expanded service area. If the request is not funded, the project sponsor will utilize local funding to support as much of the additional need as possible. The cost estimate for each of the vehicles is \$95,000, resulting in a total one-time request of \$380,000.

There is a one-time financial impact from transferring \$380,000 in funds held by the tax district in capital fund balance to the project sponsor. No scope issues have been identified with this amendment request, as it is expected that the additional responsibility for providing paratransit service to an expanded area will require the necessary supporting capital resources. However, the Planning and Prioritization Subcommittee has asked that information shared by City of Raleigh staff at the September 19th joint subcommittee review meeting that provides further justification for the number of vehicles being requested be provided to the TPAC for its consideration of the request. The Planning and Prioritization Subcommittee also requested that the City of Raleigh and other project sponsors that will need paratransit expansion and replacement vehicles work to produce a strategic vehicle expansion and replacement schedule that corresponds to the demands outlined in the adopted Wake Bus Plan.

2) Major Amendment – New Project: FTE for Procurement Analyst

The City of Raleigh is requesting funding for a full-time equivalent staff resource to serve as a procurement analyst to support the City's procurement and contracting responsibilities for Wake Transit-funded projects. The requested staff resource is needed to ensure that procurement activities are successfully completed in a timely manner and in compliance with all Federal, State and local requirements. It is anticipated that the staff resource will allow procurement processes to move forward more quickly, which will allow projects to start sooner and to stay on schedule.

There is an FY 2020 financial impact of \$55,000 (annualized recurring impact of \$110,000 in subsequent fiscal years) in funds held by the tax district in fund balance/reserve being transferred to the project sponsor. These funds would be transferred from a line in the FYs 2020-2027 multi-year operating program for miscellaneous operating expenses that are intended to cover operating expenses that are not related to bus operations, maintenance of facilities, etc. This will result in a decrease from \$1,000,000 to \$890,000 in FY 2021 and beyond (decrease to \$752,000 when combined with request for Transportation Planning Analyst FTE).

WAKE COUNTY TRANSIT PLAN: IMPLEMENTATION

Wake County Transit Planning Advisory Committee Budget and Finance/Planning and Prioritization Subcommittees

Joint Disposition for FY 2020 – Q2 Work Plan Amendment Requests

No scope issues have been identified with this amendment request, as the City of Raleigh's workload for implementation of Wake Transit-funded projects substantiates the need for a staff resource to handle procurement and contracting responsibilities. However, the Planning and Prioritization Subcommittee has asked that information shared by City of Raleigh staff at the September 19th joint subcommittee review meeting that provides further justification for the requested staff resource be provided to the TPAC for its consideration of the request. The Planning and Prioritization and Budget and Finance Subcommittees also requested that the City of Raleigh provide a more realistic annualized recurring cost for the request. The blanket \$150,000 per year assumption for staff will not likely be accepted by the TPAC in the recommended FY 2021 Wake Transit Work Plan. Subsequent to the original submission of this amendment request, the City of Raleigh submitted a reduction to its original request of \$75,000 for FY 2020 to \$55,000 for FY 2020.

3) Major Amendment – New Project: FTE for Transportation Planning Analyst

The City of Raleigh is requesting funding for a full-time equivalent staff resource to serve as a transportation planning analyst to support GoRaleigh's expansion of paratransit service to new regions of responsibility. The requested staff resource is needed to ensure that paratransit program can effectively meet growing demand. The requested staff resource will implement operational improvements and also perform long-term planning activities, including exploration of new technology solutions, to help ensure that the program continues to provide quality service and meet the needs of the community.

There is an FY 2020 financial impact of \$69,000 (annualized recurring impact of \$138,000 in subsequent fiscal years) in funds held by the tax district in fund balance/reserve being transferred to the project sponsor. These funds would be transferred from a line in the FYs 2020-2027 multi-year operating program for miscellaneous operating expenses that are intended to cover operating expenses that are not related to bus operations, maintenance of facilities, etc. This will result in a decrease from \$1,000,000 to \$862,000 in FY 2021 and beyond (decrease to \$752,000 when combined with request for Procurement Analyst FTE).

No scope issues have been identified with this amendment request, as the City of Raleigh's expanded paratransit operations responsibility substantiates the need for a staff resource to handle additional planning and deployment responsibilities. However, the Planning and Prioritization Subcommittee has asked that information shared by City of Raleigh staff at the September 19th joint subcommittee review meeting that provides further justification for the requested staff resource be provided to the TPAC for its consideration of the request. The Planning and Prioritization and Budget and Finance Subcommittees also requested that the City of Raleigh provide a more realistic annualized recurring cost for the request. The blanket \$150,000 per year assumption for staff will not likely be accepted by the TPAC in the recommended FY 2021 Wake Transit Work Plan. Subsequent to the original submission of this amendment request, the City of Raleigh submitted a reduction to its original request of \$75,000 for FY 2020 to \$69,000 for FY 2020.

WAKE COUNTY TRANSIT PLAN: IMPLEMENTATION

Wake County Transit Planning Advisory Committee Joint Meeting of the Budget and Finance/Planning and Prioritization Subcommittees

oting Record for Major Amendment Requests

Following is the voting record from the September 19, 2019, meeting of the Budget & Finance and Planning & Prioritization Subcommittees, where the three (3) requested Major Amendments to the FY 2020 Wake Transit Work Plan were reviewed.

oting Members in Attendance for Budget Finance Subcommittee

CAMPO, Bret Martin	GoTriangle, Sandra Freeman
Town of Cary, Christine Sondej	Wake County, Nicole reiser
City of Raleigh, Shavon Tucker	

oting Members in Attendance for Planning Prioritization Subcommittee

CAMPO, Bret Martin	GoTriangle, Erik andfried
Town of Cary, Christine Sondej	Wake County, Tim Gardiner
City of Raleigh, avid Walker	

The City of Raleigh requested three (3) separate Major amendments to the FY20 Wake Transit Work Plan. They were considered Major because each was a new project requiring an adjustment to the budgeted reserves or fund balance of the FY 2020 Wake Transit Work Plan budget.

The first focus of discussion was on the capital request to fund the purchase of four () new paratransit vehicles to support new routes that will be serving Garner and nightdale. The request is for expansion vehicles, rather than replacement vehicles, directly related to the need created by the conversion of express or regional routes to all-day local routes in those communities. Both subcommittees unanimously voted to recommend approval of the amendment as presented with two conditions

Condition 1 GoRaleigh will not request more than 3- vehicles in FY 2021 and will work with the other regional providers to develop a comprehensive vehicle replacement and expansion schedule through 2027 that aligns with the recommendations of the Wake Transit Bus Plan to be incorporated into the FY21 Wake Transit Work Plan.

Condition 2 City of Raleigh staff will provide more detailed justification for the amendment request beyond that provided in the submitted amendment request form for the TPAC’s consideration of the amendments at its October regular meeting.

Next, subcommittee members discussed two (2) amendment requests for additional staff support. Both roles were discussed as immediate needs due to Wake Transit program growth across GoRaleigh services and programs.

The Procurement Analyst will take on contract management and procurement responsibilities for the range of GoRaleigh’s Wake Transit-funded projects. t was discussed that the sheer amount and complexity of the current and expected procurement responsibilities requires a dedicated staff person to manage, oversee and monitor the procurement process. As implementation of the Wake Transit Plan began, existing staff were able to fit the procurement responsibilities into their work programs with some additional effort, but it was discussed that this is no longer a reasonable or effective strategy.

WAKE COUNTY TRANSIT PLAN: IMPLEMENTATION

Wake County Transit Planning Advisory Committee Joint Meeting of the Budget and Finance/Planning and Prioritization Subcommittees

oting Record for Major Amendment Requests

The Transportation Planning Analyst position is being created in direct response to the systemwide growth of the GoRaleigh paratransit program. In the next 2-3 months, the installation of new software to better track and streamline taxis providing paratransit trips will go into effect. This FTE will be responsible for managing the software, data analysis, and compliance reviews and in the future would play a significant role in developing and implementing a ticketless travel option for riders.

Both subcommittees unanimously voted to recommend approval of the two (2) staffing amendment requests as presented with two conditions

Condition 1 City of Raleigh staff will provide more detailed justification for the amendment requests beyond that provided in the submitted amendment request form for the TPAC's consideration of the amendments at its October regular meeting.

Condition 2 For the FY 2021 Work Plan, a more realistic annualized recurring cost for each FTE should be calculated for each of the analyst roles. The blanket \$150,000 per year will not likely be accepted by the TPAC in the recommended plan next spring.

S MMARY

Both the Budget & Finance and Planning & Prioritization Subcommittee members voted unanimously to recommend approval to the TPAC of the three (3) FY 2020 Work Plan Major Amendment requests submitted by the City of Raleigh, with the following conditions

- 1) That GoRaleigh provide more detailed justification of its staffing requests for the TPAC's consideration of the requests at its October 9th, 2019, regular meeting
- 2) That GoRaleigh evaluate and update the two new FTE annualized staffing costs before the recommended version of the FY 2021 Wake Transit Work Plan is considered by the TPAC and
- 3) That GoRaleigh develop a paratransit vehicle replacement and expansion schedule, in conjunction with the other providers, from FY 2021 through the current planning horizon of FY27.



Connecting all points of the Triangle

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee
FROM: Capital Development
DATE: October 16, 2019
SUBJECT: Wake County Park-and-Ride Feasibility Study (Kimley-Horn and Associates)

Strategic Objective or Initiative Supported

This item supports Strategic Objective 1.1: Increase number of customers served with Sustainable Transportation Services.

Action Requested

GoTriangle staff requests that the committee recommend that the Board authorize the interim president and CEO to amend Task Order #5 of GoTriangle Contract #18-041E, Master Agreement between Kimley-Horn and Associates, Inc and GoTriangle for On-Call Architectural and Engineering Consultant Services, to increase the task order amount from \$80,533 to an amount not to exceed \$275,000. The approval will allow the consultant to complete the remainder of the tasks identified in the scope of work.

Background and Purpose

The Wake Transit Plan programs funds to evaluate and expand park-and-ride facilities to support the continued development of the regional bus network. There are funds in the Wake Transit Plan identified for improvements to existing park-and-ride lots and construction of new park-and-ride lots. The FY2019 Wake Transit work plan also provided funding for the current park-and-ride feasibility study. This study will evaluate existing conditions of park-and-rides where improvements may be made, and identify potential new sites for a new west Raleigh and north Raleigh park-and-ride.

The two new park-and-ride lots are intended to primarily serve riders who begin their ride in west Raleigh and north Raleigh. Currently, multiple GoTriangle routes serve the western Raleigh area and the new NRX route serves transit users in north Raleigh. Future GoTriangle routes and expansions are planned for both areas. It will be important that the new park-and-ride lots are located in areas that have the potential to capture the most transit riders traveling to major destinations in the region.

On June 12, 2019, GoTriangle issued a task order to Kimley-Horn to begin work on this study with a limited scope for the amount of \$80,533. Initial tasks included in the limited scope were:

- Conduct an on-site existing conditions assessment of seven existing park-and-ride lots;
- Identify current and future needs and criteria for park-and-rides, as identified in the Wake Bus Plan Capital Investment Plan; and
- Develop an *Existing Park-and-Ride Current Conditions and Needs Assessment Report*.

The recommendations in the *Existing Park-and-Ride Current Conditions and Needs Assessment Report* will help GoTriangle staff prioritize improvements to existing park-and-rides in Wake County.

This task order amendment would allow the consultant to proceed with an expanded scope to develop a plan to address the needs identified in the initial effort. The consultant will conduct a parcel search for up to nine park-and-ride locations based on park-and-ride needs and criteria developed in the *Existing Park-and-Ride Current Conditions and Needs Assessment Report*. The consultant will review existing zoning, environmental data, proximity to existing and planned bus routes, travel pattern tools, and other readily available data to develop existing conditions summaries for each potential site. Consultant will also provide staffing support to complete rider surveys on the types of improvements current riders would like to see at new park-and-rides. Based on the data collected, the consultant will produce existing conditions summaries and travel market analyses for up to nine sites; up to six of the sites will be in north Raleigh and up to three sites will be in west Raleigh. The consultant will work with GoTriangle staff to evaluate the nine potential sites based on the developed screening criteria and recommend one preferred parcel in north Raleigh and one preferred parcel in west Raleigh.

The consultant will also conduct site visits to the two preferred park-and-ride sites to observe the existing conditions and develop conceptual site designs, including planning-level cost estimates, for each site.

Financial Impact

The task order amount is not to exceed \$275,000. A total of \$500,000 is budgeted for this study in the Wake FY2019 Work Plan. A budget amendment is not required.

Attachments

- Kimley-Horn Wake County Park and Ride Feasibility Study Scope of Work

Staff Contact

- Kaitlin Hughes, 919-314-8751, khughes@gotriangle.org
- Patrick McDonough, 919-485-7455, pmcdonough@gotriangle.org



Wake County Park & Ride Feasibility Study

Scope of Services

Definitions:

The following terms are used in this scope of services:

- “The consultant” refers to the Kimley-Horn consultant team which for this task order only includes Kimley-Horn.

Items funded with limited NTP:

I. Project Administration

A. Project Schedule

It is assumed that the total project duration will be 6 months from notice to proceed.

B. Project Management & Communication

The consultant will participate in the following communication efforts:

- Conference calls once every two weeks with GoTriangle to discuss project status
- In-person meetings once every two months (as needed) with GoTriangle to review deliverables
- Regular phone calls (as needed) and email coordination with GoTriangle.

II. Existing Park and Ride Lots Analysis

A. Existing Conditions Assessment

The consultant will conduct an existing conditions assessment of these seven (7) locations:

1. Apex at Compare Foods
2. Lake Pine Shopping Center
3. Fuquay-Varina at the South Park Community Center
4. Raleigh at Carter-Finely
5. Raleigh at District Drive
6. Wendell at 4th Street and Oakwood Ave
7. Zebulon at Compare Foods

The consultant will visit each site once and perform an existing conditions assessment. This assessment of each location will include documentation of: P&R lot amenities, lot capacity and lot utilization at the time of assessment as well as an assessment of utilization based on aerial mapping of the lots if available and photos of the site from the site visit.

B. P&R Lot Needs Assessment

The consultant will meet with GoTriangle operations and service planning as well as other departments to determine current and future needs at the assessed existing P&R locations. The current and future needs identified in the “*Wake Bus Plan: Capital Infrastructure Plan*” will be included in the list of needs for each location. The consultant will then compare the needs

identified at each location to existing conditions and assemble a list of needs for each P&R location which will be incorporated into the final report.

Deliverables:

- Existing Park and Rides Current Conditions and Needs Assessment Report

III. Feasibility Study of New Park and Ride Lots

A. Identification of Potential P&R Expansion, Relocation and/or New Opportunities

Based on the needs and criteria identified in Task II B, the consultant will conduct a parcel search using Wake County GIS mapping data to identify up to nine (9) locations for potential park and ride relocations or expansions for the existing park and ride lots or new locations needed if needed based on information gathered in Task II. The consultant will develop a summary of existing conditions for each potential parcel based on GIS data for use during the screening process. The existing conditions summary will include: parcel size, existing zoning, available GIS environmental mapping and data, proximity to existing and planned bus routes, parcel ownership, tax assessment data and other readily-available applicable GIS data. The existing conditions summary will also include conceptual constraints maps for each location which will include the developable areas taking into consideration environmental features, setback or buffer requirements and stormwater requirements.

Deliverables:

- Maps of potential parcels for each of the sites (up to 9)
- Conceptual constraints maps for each of the site (up to 9)
- Existing conditions summary for each site (up to 9)

Items to be funded with full NTP:

B. Identification of Potential New P&R Sites

The consultant will meet with GoTriangle service planning staff to determine site needs (current and future) and criteria for two (2) new P&R lots at the following locations:

1. North Raleigh adjacent to I-540: either near Falls of Neuse Road or near Creedmoor Road
2. Adjacent to I-440 near Hillsborough Street

Based on the needs and criteria identified, the consultant will conduct a parcel search using Wake County GIS mapping data to identify up to six (6) potential parcels in north Raleigh near Falls of Neuse Road and Creedmoor Road and three (3) potential parcels at I-440 and Hillsborough Street, for a total of up to nine (9) potential sites. The consultant will develop a summary of existing conditions for each potential parcel based on GIS data for use during the screening process. The existing conditions summary will include: parcel size, existing zoning, available GIS environmental mapping and data, proximity to existing and planned bus routes, parcel ownership, tax assessment data and other readily-available applicable GIS data. The existing conditions summary will also include conceptual constraints maps for

each location which will include the developable areas taking into consideration environmental features, setback or buffer requirements and stormwater requirements.

Using “big data” and other advanced travel pattern identification tools, the Consultant will identify existing and potential park-and-ride capture areas for major destinations served by the bus routes operating in the corridors where proposed park-and-ride lots are contemplated. The Consultant will conduct the analysis in a way that will help GoTriangle understand how current park-and-ride locations compare to potential new sites as optimal locations to capture existing and new park-and-ride customers.

Deliverables:

- Maps of potential parcels for each of the sites (up to 9)
- Conceptual constraints maps for each of the site (up to 9)
- Existing conditions summary for each site
- Park and Ride Travel Market Assessment Report

C. P&R Lot Screening

The consultant will work with GoTriangle to develop a list of P&R lot needs (initial and future) as well as the list of evaluation criteria to be used for screening the potential P&R sites. An evaluation matrix will be developed that summarizes each site based on the evaluation criteria and the GIS existing conditions data collected. The outcome of the screening process will be one (1) preferred parcel identified for North Raleigh adjacent to I-540 near Falls of Neuse or Creedmoor Road and one (1) preferred parcel adjacent to I-440 near Hillsborough Street for a total of two (2) preferred park and ride sites to carry forward for concept design.

Deliverables:

- Site Screening Evaluation Matrix
- Site Screening Summary

D. P&R Concept Designs

The consultant will conduct site visits to the two (2) preferred P&R sites identified and will document the existing conditions observed at each location. Base maps of the existing conditions for each site will be developed using GIS mapping data. The consultant will also accompany GoTriangle in a meeting with the City of Raleigh (or other authority having jurisdiction over the site) to obtain feedback on development requirements, entitlement procedures, etc. The consultant will then develop up to two (2) park and ride concept design options for each site. The concept designs will include ingress/egress locations, site circulation, estimated number of parking spaces that could be expected at each site, geometric considerations, potential traffic impacts on adjacent roadways, potential roadway improvements needed for site access, planning level conceptual estimate of stormwater areas, pedestrian access across the site and placement for site amenities. The concept designs will also include an assessment of bus access from existing and planned bus routes.

Based on the concept designs, planning level cost estimates will be developed for land acquisition, engineering and design, and construction of each potential P&R site location.

Deliverables:

- Final Feasibility Study Report including concept plans and planning level cost estimates

IV. Public Outreach

A. Existing Park and Ride User Survey

The Consultant will prepare a short survey to be used to gather input from the current transit riders on the types of improvements they would like to see at park and ride locations. The Consultant will conduct up to six (6) in-person park and ride pop-up survey sessions. Each of these pop-up survey sessions will last up to 2 hours. Up to 3 members of the Consultant team will attend each survey session. GoTriangle will determine the timing and locations for the sessions.

Deliverables:

- Existing Park and Ride User Survey

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee

FROM: Capital Development

DATE: October 9, 2019

SUBJECT: **On-Call Professional Services Task Order for the Regional Transit Center (RTC) Relocation Study**

Strategic Objective or Initiative Supported

1.2 Pursue service improvements and expansion opportunities

Action Requested

Staff requests that the Committee recommend that the Board authorize the president and CEO to execute an amendment to Task Order #6 under GoTriangle Contract #18-041E, Master Agreement between Kimley-Horn and Associates, Inc. and GoTriangle for On-Call Architectural and Engineering Consultant Services, to increase the task order amount from \$97,979 to an amount not to exceed \$465,000. This Task Order amendment will enable Kimley-Horn and Associates to complete the Regional Transit Center (RTC) relocation study.

Background and Purpose

The GoTriangle Strategic Plan and the County Transit Plans for Wake, Durham, and Orange counties identify the need for the relocation of the Regional Transit Center. Each County Transit Plan provides funding in FY20 to complete a feasibility study that will identify and evaluate potential sites and produce conceptual site plans for a relocated facility. The Regional Transit Center serves as a hub and park-and-ride for nine regional bus routes that serve Raleigh, Durham, Research Triangle Park, Chapel Hill, Cary, Apex, and RDU Airport. Nearly 1,000 passengers board a bus at the Regional Transit Center each week day.

The Regional Transit Center opened on Slater Road in December of 2008, adjacent to the Plaza office building GoTriangle had recently purchased. It has always been envisioned as a temporary facility until a permanent transit center could be located and constructed. As GoTriangle has increased service and ridership over the intervening years, the increased usage of the Regional Transit Center has highlighted its limitations. Onsite, buses mix with other traffic, creating conflict points with other buses, vehicles picking up or dropping off passengers, drivers accessing the park-and-ride, and pedestrians.

The distance of the Regional transit Center from I-40 and NC-147 necessitate the overlap of several bus routes along I-40 and Slater Road, resulting in duplicative routing and added time and operating cost to travel to and from I-40. Additionally, as the area around the Regional Transit Center continues to grow and traffic increases, the time and operating cost of serving the current facility will also continue to increase.

The relocation study will evaluate potential sites with shorter travel times to I-40, select a preferred site, and develop site concept plans to address the current operational concerns. This work is being completed in two phases:

1. Completion of an existing conditions assessment and establishment of project goals and objectives. \$97,979 for this initial phase was authorized under a limited notice to proceed on June 12, 2019 and work is presently under way.
2. Development of site requirements and evaluation criteria, completion of site evaluation and selection, and creation of site concept plans. The site evaluation will include an evaluation of the potential for transit oriented development at or adjacent to the site. During this phase, consultants and staff will also evaluate the potential for busway infrastructure to serve the site from I-40. This phase has a cost estimate of \$359,834.

Throughout the study process, GoTriangle will engage local and regional stakeholders, transit riders, and the public as whole.

Financial Impact

The total estimated amount for this task order is \$457,813 with a not-to-exceed dollar value of \$465,000. The estimated cost associated with the expanded task order is \$359,834 for FY20. Previously, on June 12, 2019, \$97,979 was authorized through a limited notice to proceed. There is \$500,000 is available for this study in the County Transit Plans for FY20, split as follows: Durham County - \$125,000, Orange County - \$62,500, and Wake County - \$312,500. A budget amendment is not required.

Attachments

- Scope of Work

Staff Contact(s)

- Jay Heikes, 919-314-8741, jheikes@gotriangle.org
- Patrick McDonough, 919-485-7455, pmcdonough@gotriangle.org



GoTriangle Regional Transit Center (RTC) Relocation Study

Scope of Work

Definitions:

The following terms are used in this scope of services:

- “The Consultant” refers to the Kimley-Horn consultant team which for this task order only includes Kimley-Horn.
- “The Project” or “The Study” refers to the GoTriangle Regional Transit Center (RTC) Relocation Study.

Items funded with limited NTP:

Task 1: Project Management & Coordination

a. Project Schedule

It is assumed that the limited notice to proceed will be for work to be completed in the first 3 months on the project.

b. Bi-Weekly Coordination Meetings

The consultant will participate in the following communication efforts:

- Conference calls once every two weeks with GoTriangle to discuss project status.
- In-person meetings once every two months (as needed) with GoTriangle to review deliverables.
- Regular phone calls (as needed) and email coordination with GoTriangle.

c. High-Visibility Project Team (HVPT) Workshops

GoTriangle will identify the members of this team and the Consultant will coordinate workshops as described below.

i. HVPT Kickoff Meeting

GoTriangle will schedule a kickoff meeting with the HVPT. Consultant will prepare materials for discussion at this meeting and will identify decision points and topics for discussion prior to the meeting. The Consultant will prepare an agenda and distribute to the team prior to the meeting.

ii. HVPT Sub-Team Workshops

GoTriangle will identify members of each of the sub-teams. The Consultant will coordinate and prepare materials for up to four (4) workshop meetings total with these various sub-teams throughout the project.

HVPT Sub-teams:

- Technical - Planning, Design Requirements and location suitability
- Agreements - Property Acquisition and Stakeholder Agreements
- Financial - Project Funding and Budget

- Communication and Stakeholder Engagement – Project outreach

Task 2: Existing Conditions and Data Collection

a. Data Collection

Consultant will review background studies, plans, projects and relevant goals and policies. The Consultant will review current and planned transit routes and transit operations information to be provided by GoTriangle. The Consultant will conduct an existing conditions assessment of the current Slater Road RTC location including up to three (3) site visits to identify existing conditions including but not limited to:

- Monitor and Assess Passenger use of platforms, ticketing and information
- Monitor and Assess Site pedestrian and vehicular circulation and access
- Confirm Park and ride (P&R) lot capacity and amenities
- Assess P&R lot utilization (historical data and information; use at the time of assessments including photos; aerial mapping of the P&R lot if available)

The consultant will also conduct a Site Safety and Security Evaluation in coordination with the GoTriangle Safety Manager. The findings for this task will be documented in the Existing Conditions Assessment Report.

Deliverables:

- Existing Conditions Assessment Report

b. Project Goals and Objectives

Through the meetings with the HVPT described in Task 1.C, and GoTriangle the Consultant will identify project parameters, goals and objectives for the remainder of this study as well as expectations for the public outreach plan. Project parameters include site requirements, operational requirements, site evaluation criteria, etc. The Consultant will work with GoTriangle and other key stakeholders to identify the information needed to identify site alternatives and for subsequent site selection for the relocation of the RTC.

As a supplement to the site alternatives development, the potential to relocate GoTriangle's headquarters facility will be analyzed. This analysis will include:

- Stakeholder Interviews (local brokerage firms, RTP, GoTriangle)
- Data Collection
- Existing building assessment
- New building high-level requirements
- Assessment of pros and cons related to headquarters relocation
- Strategic Alignment and Benefits: Assessment of strategic alignment (Mission, Vision and Initiatives); GoTriangle and Stakeholder benefits and alignment related to headquarters relocation

Items to be funded with full NTP:

Task 1: Project Management & Coordination

a. Project Schedule

It is assumed that the full notice to proceed will be for work to be completed over a duration of 11 months (for a total project duration of 14 months).

a. Bi-Weekly Coordination Meetings

The consultant will participate in the following communication efforts:

- Conference calls once every two weeks with GoTriangle to discuss project status.
- In-person meetings once every two months (as needed) with GoTriangle to review deliverables.
- Regular phone calls (as needed) and email coordination with GoTriangle.

b. High-Visibility Project Team (HVPT) Workshops

GoTriangle will identify the members of this team and the Consultant will coordinate workshops as described below.

iii. HVPT Workshops

GoTriangle will schedule up to 2 HVPT workshops. Consultant will prepare materials for discussion at this meeting and will identify decision points and topics for discussion prior to the workshops. The Consultant will prepare an agenda and distribute to the team prior to the meeting.

iv. HVPT Sub-Team Meetings

GoTriangle will identify members of each of the sub-teams. The Consultant will coordinate and prepare materials for up to one meeting with each of the HVPT sub-teams for a total of up to four (4) meetings in order to acquire additional information needed as part of the study.

HVPT Sub-teams:

- Technical - Planning, Design Requirements and location suitability
- Agreements - Property Acquisition and Stakeholder Agreements
- Financial - Project Funding and Budget
- Communication and Stakeholder Engagement – Project outreach

Task 2: RTC Requirements Assessment

a. Operational Requirements

Through the meetings with the HVPT described in Task 1.C, the Consultant will identify operational requirements for the future RTC site. The operational requirements could include items such as:

- Transit center site functional requirements
- Support services (i.e. passenger waiting areas, restrooms, ticket vending, etc.)

- Site amenities to be incorporated (i.e., bicycle storage, kiosks, shelters, wayfinding signage, etc.)
- Number of bus bays, bus bay size and configuration, layover facilities
- Space program requirements (square footage and configurations) for the facility
- Other vehicle and equipment storage requirements
- Auto and bike parking
- Access and circulation requirements
- Technology elements (security, real-time transit information, etc.)

This effort will include consideration for longer-term future needs as well. This information will be summarized in a transit facility needs memorandum that documents transit center requirements.

b. Evaluation Criteria

The consultant will work with the HVPT and sub-teams to identify criteria and the methodology for the alternatives evaluation phase of the study. The evaluation methodology will be based on input gathered regarding the level of importance of each of the goals and objectives. Evaluation criteria will be based on the goals and objectives (identified in Task Order 1), operational requirements and stakeholder input. These criteria may include elements such as integration with surrounding land use, bus circulation, consistency with community plans, adequacy of space for bus operations and rider amenities, order of magnitude capital cost, economic development opportunity, an assessment of potential environmental impacts, and safety considerations.

Task 2 Deliverables:

- Draft and Final Evaluation Criteria and Methodology Memorandum
- Draft and Final RTC Facility Requirements Memorandum

Task 3: Site Alternatives Development & Evaluation

a. Initial Site Alternatives

Based on the needs and evaluation criteria identified in Task 2, along with any additional criteria provided by GoTriangle, the Consultant will conduct a parcel search using GIS mapping data to identify up to two (2) potential parcels for consideration in the relocation of the RTC. In addition to these two (2) potential parcels the Consultant will also evaluate the following potential locations for relocation of the RTC as well:

- Triangle Metro Center site located at 4121 North Carolina 54 Morrisville, NC
- RTP opportunity site to be identified in coordination with GoTriangle and Research Triangle Foundation (RTF)
- Over I-40 option

The consultant will develop a summary of existing conditions for each potential parcel based on GIS data for use during the screening process. The existing conditions summary will include: parcel size, existing zoning, available GIS environmental mapping and data, proximity to existing and planned bus routes, parcel ownership, tax assessment data and other readily-available applicable GIS data.

An assessment will be completed for each alternative site using standard dimensions to identify the potential number of bus bays, the circulation for each location, and the potential number of parking spaces. For each site, a bus routing diagram will be prepared to identify the resulting bus routing for each site associated with the bus routes planned to access the site. An opportunities and constraints graphic will be prepared for each site to identify circulation, parking, environmental and land use elements that may influence the viability of each site. A high-level order of magnitude capital costs will also be estimated in coordination with GoTriangle to use in the analysis of each site.

b. Exclusive Busway Evaluation

The Consultant will evaluate the viability of exclusive busway access from I-40 to each of the five (5) site alternatives. The exclusive busway access would provide direct access ramps from I-40 to the proposed RTC locations. This evaluation will include assessment of constructability, rough order of magnitude cost estimates and travel time savings estimates associated with the exclusive busway access versus bus access using existing ramps and roads.

c. Alternatives Evaluation and Preferred Site Selection

Based on the evaluation methodology and criteria developed in 2.c, the Consultant will evaluate and screen each of the alternative sites. The evaluation will be primarily qualitative in nature. An evaluation summary matrix will be prepared to document the findings and will be presented to the HVPT. The preferred site will be determined based on the results of the alternatives screening and in coordination with GoTriangle and the HVPT.

c. Transit-Oriented Development Assessment

The Consultant will work with staff to assess the feasibility of co-locating transit-oriented development adjacent to the park and ride sites. The Consultant will look specifically at site opportunities and constraints for development and consider two (2) development footprint scenarios for each site concept. Each development scenario will accommodate a basic building footprint square footage as well as parking requirements in a way that the RTC and development share parking proactively.

d. Preferred Site Concept Plans

The Consultant will develop two (2) alternative concept plans for the preferred site selected in Task 3.b. These concept plans are anticipated to include: bus stops and bus bay locations, bus circulation, pedestrian access and egress, vehicular circulation, environmental constraints and/or impacts, as well as delineation of space for customer service, security, passenger amenities, pick-up/drop-off areas and the other facility needs identified in Task 2. In addition, 3D sketches will be prepared for each site to help illustrate both the visual aesthetic of each site and how the facility relates to the surrounding land use. An opinion of probable capital costs will be developed for both concept plans. The information from this task will be documented in a Preferred Site Technical Memorandum.

Task 3 Deliverables:

- Exhibits depicting five (5) alternative transit center sites
- Existing conditions map for five (5) alternative transit center sites

- Opportunities/Constraints Graphic for five (5) alternative transit center sites
- Draft and Final Site Evaluation Summary Matrix and Memorandum
- TOD Assessment Memorandum
- Exclusive Busway Evaluation Memorandum
- Two (2) conceptual layouts for the preferred site with supporting 3D sketches
- Draft and Final Preferred Site Technical Memorandum

Task 4: Public Outreach

a. Public Outreach Coordination Meeting

The Consultant will meet with the GoTriangle Public Outreach and Communications team at the onset of the project to coordinate on the schedule for the outreach tasks for this study.

b. Existing RTC User Survey

The Consultant will prepare a short survey to be used to gather input from the current transit riders on the types of improvements they would like to see at the RTC. The Consultant will conduct up to six (6) in-person park and ride pop-up survey sessions. Each of these pop-up survey sessions will last up to two (2) hours. Up to three (3) members of the Consultant team will attend each survey session. GoTriangle will determine the timing and locations for the sessions.

c. Focus Groups

The Consultant will hold focus group meetings to better understand the needs and objectives of key project stakeholders. This step will establish priorities for the project and how it integrates into the community. It will assess the importance of components such as aesthetics, integration with surrounding existing land uses, opportunities to promote transit-oriented development (TOD), etc. Focus groups are defined as jurisdictions, agencies, or other entities that may benefit from focused coordination at the outset of the project. These entities may include (but are not limited to) surrounding jurisdictions, Regional Transportation Alliance, Wake Up Wake County, businesses, developers, residents and neighborhood associations. GoTriangle will be responsible for identifying these groups as well as scheduling and logistics for these meetings. Focus groups meetings will be held during a single day, organized as a series of individual or small group meetings. Up to three (3) Consultants will attend the single day of focus group meetings and will prepare materials to be used during the meetings.

d. Community Workshops

Up to three (3) community workshops will be held for this study. The community workshops are assumed to be held at the current Regional Transit Center and will be advertised by GoTriangle. The Consultant will develop workshop materials. Up to four (4) members of the Consultant team will attend each community workshop.

Task 4 Deliverables:

- Public Outreach Coordination Meeting
- Existing RTC User Survey
- Up to six (6) pop-up survey sessions
- One day of focus group meetings
- Up to three (3) community workshops

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee
FROM: Regional Services Development
DATE: October 15, 2019
SUBJECT: Recommended Service Changes for January 2020

Strategic Objective Supported

The item supports the following *objectives* from the Strategic Plan:

- 1.2 Pursue service improvements and expansion opportunities
- 1.4 Maintain cost-effectiveness
- 2.2 Deliver reliable service

Action Requested

Staff requests that the Committee recommend the proposed service changes to the Board of Trustees for approval at its October 2019 meeting.

Background and Purpose

GoTriangle recommends service changes on January 25, 2020, that will implement a key change to Route 800 between Chapel Hill and the Regional Transit Center that was identified in the Short Range Transit Plan that was adopted by the GoTriangle Board of Trustees on November 28, 2018.

Staff presented the preliminary service change proposals to the GoTriangle Operations and Finance Committee on August 28th, 2019. Public outreach was conducted from September 10th to October 4th. Attachment C provides an overview of public engagement and a summary of the comments that were most frequently received during public outreach and the staff's response.

Staff has reviewed the public comments and recommends the following service changes that require Board of Trustees approval:

- Streamline Route 800 (Chapel Hill-Southpoint-Regional Transit Center) to improve travel times by using I-40 at all times of day
- Add a single afternoon trip each Friday on Route 805 (Chapel Hill-Woodcroft-Regional Transit Center) to mitigate the reduction of service on NC-54 for students at Research Triangle High School

Staff is also proposing a stop addition on Route CRX (Chapel Hill-Raleigh Express) to facilitate better transfers between that route and Route 420 (Hillsborough-Chapel Hill) along with minor schedule changes to improve reliability. These changes do not require Board approval.

Additional details about the service change recommendations are provided in Attachment A. The Title VI Service Equity Analysis that was done as part of the Short Range Transit Plan is shown in Attachment B for your reference. Finally, the Board has requested that staff monitor changes in revenue hours by county, shown in Attachment D.

Financial Impact

Because of reduced travel time on Route 800, there is an estimated savings of \$147,000 for the remainder of FY20. This savings is \$15,000 less than what was budgeted in FY20 due to a later start date than originally assumed. However, the annualized savings is in line with future fiscal years and additional savings may be found in final revisions to route schedules.

Attachments

- Attachment A. January 2020 Service Change Details
- Attachment B. Title VI Service Equity Analysis (Short Range Transit Plan)
- Attachment C. Public Engagement Summary and Summary of Comments Received
- Attachment D. Revenue Hours by County

Staff Contact(s)

- Andrea Neri, 919-485-7592, aneri@gotriangle.org



Attachment A: January 2020 Service Change Details

Introduction

The GoTriangle Board of Trustees adopted a Short Range Transit Plan on November 28, 2018 that identified service changes in Wake, Durham and Orange counties. The plan was developed in coordination with partners in each of the counties, including GoRaleigh, GoCary, GoDurham, Orange County Public Transportation, Durham County, Capital Area MPO, Durham-Chapel Hill-Carrboro MPO, Wake County, and municipal representatives on the Wake Transit - Transit Planning Advisory Committee (TPAC). The plan supports the goals of the Wake Transit Plan, Durham County Transit Plan and the Orange County Transit Plan.

The GoTriangle Short Range Transit Plan identified three goals:

- Make service faster and more time-competitive
- Provide more frequent service
- Provide more all-day service

Service Change Overview

The recommended service changes for January 2020 support the goals of the short range transit plan. Additional recommended changes follow the guidance of the GoTriangle service standards approved in 2004 to provide cost effective and reliable service.

Route-by-Route Details

Specific details about each of the recommended service changes for January 2020 are provided in the following section. The following services are included:

- Route 800: Regional Transit Center to UNC Hospitals (via Southpoint)
- Route 805: Regional Transit Center to UNC Hospitals (via Woodcroft)

Route 800: Regional Transit Center to UNC Hospitals (via Southpoint)

Area Served: Research Triangle Park, Streets at Southpoint, UNC Campus, UNC Hospitals

Recommended Actions:

1. Reroute Route 800 to use I-40 at all times between the Regional Transit Center and Southpoint.
2. Discontinue a route deviation for Routes 800 and 800S (peak-only service between UNC and Southpoint) that currently uses Stagecoach Rd during the afternoon rush hour.

Implementation Date: January 25th, 2020

Rationale:

1. The current routing on NC 54 between Fayetteville Rd and Page Rd during off-peak hours and weekends adds significant travel time for customers using Route 800 to go between the Regional Transit Center, Southpoint, and UNC. Keeping the route on I-40 creates a single, easy-to-understand route pattern and reduces the number of vehicles on the route during off-peak times of day.
2. With increased congestion along a corridor GoTriangle currently uses for Route 800 during the afternoon rush hour (Barbee Chapel Rd, Stagecoach Rd and NC-751), the benefits of modifying the regular route have dissipated. Multiple passengers have also requested that GoTriangle serve the stops at NC 54 at Farrington Rd at all times. This stop is not served by Route 800 when it uses the deviation.

Public Input Received: See Attachment C for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- Current Customers:
 1. All customers on Route 800 whose trip does not begin or end in the discontinued section of NC 54 will greatly benefit from the changes. Customers who currently use Route 800 on NC-54 and Slater Road will have continued service via GoTriangle's RTP Connect program, GoDurham Route 12B, which will be implemented on the same service change date, and GoTriangle Route 805 at peak commute times.
 2. Eliminating the Stagecoach Rd routing deviation will allow all stops to be served at all times.
- Target Markets: Increased travel speed may attract new customers.
- Minority Populations: No disparate impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachment B.
- Regional Service Distribution: The route operates in Durham and Orange Counties.
- Estimated Cost for FY 2020: The service changes would produce savings of approximately \$147,000 in FY20. These savings are part of the larger fiscally-constrained Short Range Transit Plan that allow GoTriangle to make other improvements to the system.
- Funding Source: The savings will accrue to the GoTriangle General Fund, Durham County Transit Plan and Orange County Transit Plan.

Route 805: Regional Transit Center to UNC Hospitals (via Woodcroft)

Area Served: Research Triangle Park, Woodcroft, UNC Campus, UNC Hospitals

Recommended Action: Add one trip on Fridays only connecting the NC 54 at Alston Ave timepoint with the Regional Transit Center departing at 2:44 p.m. and serving all the stops along the way.

Implementation Date: January 25th, 2019

Rationale: With the elimination of Route 800 along NC-54, dozens of students from Research Triangle would have a long wait on Fridays when they have an early release. To mitigate this concern, a trip on Fridays only would be added to allow timely connections at the Regional Transit Center for these students and anyone else along NC-54 and Slater Road between Alston Ave and the RTC.

Public Input Received: See Attachment C for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** Students at RTHS and other customers along NC-54 and Slater Road will have additional service on Friday afternoons.
- **Target Markets:** Students and workers along NC 54.
- **Minority Populations:** No disparate impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachment B.
- **Regional Service Distribution:** The route operates in Durham and Orange County. The added trip only runs in Durham County.
- **Estimated Cost for FY 2020:** \$550
- **Funding Source:** GoTriangle General Fund



Attachment B: Title VI Service Equity Analysis

Short-Range Transit Plan 2018-2024

Approved by the GoTriangle Board of Trustees on November 28, 2018

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

The GoTriangle Short Range Transit Plan focused on voter approved revenue for improvements to transit services across the county and across all service-providing agencies. These improvements were developed through an analysis of the local market and existing services, as well as an extensive outreach process with current customers and other community stakeholders. Using this information, a system network plan was developed with a funding and implementation schedule to enhance service for existing customers and also attract potential new ones. The elements of this plan that will be operated by GoTriangle and implemented by the conclusion of fiscal year 2024 will be examined as part of this Equity Analysis. This will be compared against current services.

Under the recommended service improvement plan through FY 2024, all census block groups currently served by GoTriangle will continue to receive fixed-route service through either GoTriangle or a partner agency. This Equity Analysis focuses primarily on how changes in GoTriangle service differently affect communities characterized by particular demographics. The income and race, as reported by the 2016 American Community Survey, of individuals within the service area was examined to determine whether the proposed service changes would disproportionately impact classes protected by Title VI and Environmental Justice (EJ). Specific focus was placed on identifying whether areas with disproportionately high low-income and/or minority residents would see significant service reductions under the GoTriangle Short Range Transit Plan.

Title VI Definitions and Policies

Definition of Minority and Low-Income Populations

Minority Population

According to FTA Circular 4702.1B, a minority person is defined as an individual identifying as:

- American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

Minority populations are defined by FTA as any readily identifiable group of minority persons who live in geographic proximity, or who may be geographically dispersed, but who may be similarly affected by a proposed action.

Low-Income Population

According to the FTA circular, low-income means a person whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines or within a locally developed income threshold that is at least as inclusive as these guidelines. For these policies, persons with household incomes below 150 percent of the federal poverty level for a regionally average household size are determined to be low income.

Low-income population is defined by FTA as any readily identifiable group of low-income persons who live in geographic proximity or who may be geographically dispersed, but who may be similarly affected by a proposed action.

The FTA circular on Title VI compliance states that while low-income populations are not a protected class under Title VI there is an "...inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes."

GoTriangle Policies

The GoTriangle Board of Trustees adopted three policies in June 2014 related to Title VI that guide this analysis:

- Major Service Change Policy
- Disparate Impact Policy, and
- Disproportionate Burden Policy.

The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

Disparate Impact Policy for Major Service Changes

The FTA circular identifies disparate impacts as a "facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin."

These disparate impact policies establish thresholds for determining when impacts of major service changes by each respective agency disproportionately affect minority populations. The thresholds apply to the difference in impacts of the proposed service change between minority populations and non-minority populations, measured by using the service population or ridership of the affected route(s) compared with the service population or ridership of the system.

For Service Equity Analyses, a threshold of 10 percent shall be used by GoTriangle to determine if the effects of a proposed service change are borne disproportionately by minority populations.

Disproportionate Burden Policy for Major Service Changes

Disproportionate burden addresses impacts to low-income populations. The FTA circular defines disproportionate burden as “a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations.”

These disproportionate burden policies establish thresholds for determining when impacts of major service changes by each respective agency disproportionately affect low-income populations. The thresholds apply to the difference in impacts of the proposed service change on low-income populations compared to the impacts on other populations, measured by using service population or ridership of the affected route(s) compared with the service population or ridership of the system.

For Service Equity Analyses, a threshold of 10 percent shall be used by GoTriangle to determine if the effects of a proposed service change are borne disproportionately by low-income populations.

Data Sources

- Census data is provided by the US American Community Survey, 2009-2013.
- Population is coded by table B03002, field B03002001.
- Low income status is set at 100%, 150% or 200% the US poverty level. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by a shapefile your agency provides.
- Map and routing data is provided OpenStreetMap, Mapbox, and Valhalla.

Methodology

1. Get the population near a route, including its low-income and minority percentage.

- For each route, build a shape that represents the area within quarter mile of the route.
- Intersect the catchment area with 20012-2016 ACS Census data. Get a list of block groups and the percentage overlap with each.
- For each block group, take the percentage of overlap and multiply it by the block group’s statistics.
- Get the total population, including minority and low-income, for each block group and sum them together. This is the total population a route could serve.

2. Compare the number of people-trips, before and after.

- Multiply the population near a route by the number of trips it makes (per year) to get people-trips.
- Repeat for low-income and minority populations to get low-income people-trips and minority people-trips.

- Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.

3. Calculate the total difference in people-trips across the transit system.

- Repeat the process above for every route in the transit system.
- Sum together the difference in people-trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.

4. Calculate the change borne by low-income and minority populations.

- Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
- Repeat for minority people-trips.

5. Compare the percentage change to the average in the service area.

- Calculate the average percentage of low-income and minority populations across the entire service area.
- Subtract from the change borne by those populations.
- Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

Identification of Impacted Census Block Groups

There are three types of routes in the GoTriangle system:

- Commuter – operates weekdays during peak hours only and serves a limited number of stops at the beginning and end of a route with a long portion of the route operating as express service
- Core – operates all days of the week and serves stops along the entire length of the route
- Regional – operates weekdays during peak hours only and serves stops along the entire length of the route; however some portions of the route may operate as express service

Based on the route type, any block group intersecting the impacted service area is considered impacted.

The following criteria are used to determine the impacted service area:

- Commuter routes
 - 1/4 mile around all routes
- Core routes
 - 1/4 mile around route line
- Regional routes
 - 1/4 mile around route line

Service Analysis

GoTriangle System Profile

GoTriangle provides service to Wake, Durham, and Orange counties. The entire area within these counties is considered the GoTriangle service area.

Average Daily Ridership

The following table shows the ridership for the GoTriangle system for weekdays, Saturdays and Sundays. Ridership data is collected via Automatic Passenger Counters (APCs) on GoTriangle vehicles and on GoTriangle routes operated by GoRaleigh, Chapel Hill Transit, and GoCary.

Table 1: GoTriangle Average Daily Ridership (FY 18)

Average Daily Ridership	
Weekday	6,196
Saturday	1,495
Sunday	799

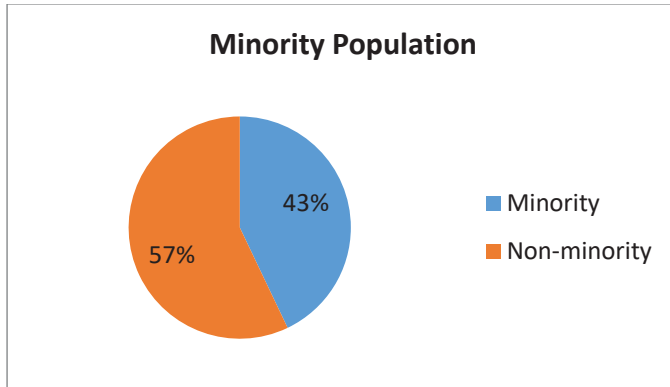
Race and Ethnicity

Based on the American Community Survey 2012-2016 5-Year estimates, 43% of the GoTriangle service area is considered minority using the definition provide in the FTA Circular 4702.1A.

Table 2: Minority Population in GoTriangle Service Area

	Minority	Non-Minority	Total Population within ¼ mile of routes
Number	110,830	147,515	258,345
Percentage	43%	57%	100%

Figure 1: Minority Population in GoTriangle Service Area



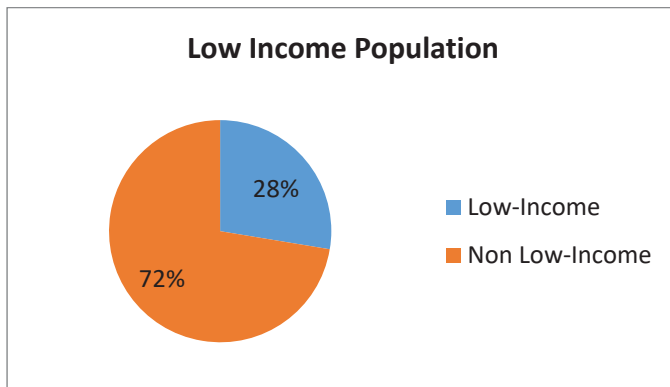
Income

Based on the American Community Survey 2012-2016 5-Year estimates, 28% of the GoTriangle service area is considered low-income using the definition provide in the FTA Circular 4702.1A.

Table 3: Low-Income Population in GoTriangle Service Area

	Low-Income	Non-Low-Income	Total Population within ¼ mile of routes
Number	71,303	187,042	258,345
Percentage	28%	72%	100%

Figure 2: Low-Income Population in GoTriangle Service Area



Determination of System-Level Impacts

To determine the final system-wide impacts of service changes, we compare the percentages of impacted minority and low-income populations to the percentages of impacted non-minority and non-low-income populations. If the percentage differs by more than 10%, the changes overall will be considered disparate to minority and low-income populations.

System Level Analysis

For all proposed major service changes, staff analyzed percentages of impacted minority and low-income populations and evaluated them according to the disparate impact and disproportionate burden policies. If the percentage of impacted minority and low-income populations differs by more than 10% from the service area average, the proposed service change were considered disparate to minority and low-income populations.

The total package of proposed service changes have been found to affect a population that is 29% low income, while the service area average is 42% minority. The changes yield no disparate impacts or disproportionate burdens to these population from a system level.

Table 4: Minority population affected by all proposed major service changes

	Before Total Population (w/n ¼ mi)	Before Percent of Minority Population Affected (number)	After Total Population (w/n ¼ mi)	After Percent of Minority Population Affected (number)	Disparate Impact? (number)
Minority Assessment	100% (258,345)	43% (110, 830)	100% (203,735)	42% (86,384)	-1%

There is a -1% disparate impact identified on the system level, which falls within an acceptable threshold.

Table 5: Low-Income population affected by all proposed major service changes

	Before Total Population (w/n ¼ mi)	Before Percent of Low Income Population Affected (number)	After Total Population (w/n ¼ mi)	After Percent of Low Income Population Affected (number)	Disproportionate Burden? (number)
Low-Income Assessment	100% (258,345)	28% (71,303)	100% (203,735)	29% (59,491)	1%

There is a 1% disproportionate burden identified on the system level, which falls within an acceptable threshold.

Conclusions

The proposed service changes were developed to improve the GoTriangle services. The service equity analysis was completed to comply with FTA guidelines using policies that were adopted by the GoTriangle Board of Trustees in June 2014. The analysis did not flag any system level concerns.

The total package of proposed service changes were found to affect the low income population at a difference of 1% higher than the area average. This shows a nominal disproportionate burden to low income populations that is within an acceptable threshold.

Minority populations see a 1% difference lower than the area average. It should be noted that while a small percentage of minorities are losing immediate access to a greater share of GoTriangle services, the large majority of these same areas will see either no change or an actual overall increase in nearby available services via GoCary, GoRaleigh, GoDurham, and Chapel Hill Transit services. This effect is more present in Wake County due to the comparatively large expansion in services relative to Durham and Orange counties.

Attachment C: January 2020 Service Change Outreach

In line with the recommendations included in its Short-Range Transit Plan, GoTriangle proposed a series of service changes in order to improve efficiency and on-time performance. Service changes were proposed for routes 800, 805, 420 and the CRX.

GoTriangle collected feedback on the proposed service changes to incorporate into the final changes, which GoTriangle's Board of Trustees will vote on in October. If approved, these changes would be implemented [Jan. 25, 2020](#).

Our Approach

In order to promote awareness of the January 2020 service changes, the Public Engagement team developed a comprehensive approach to public outreach and communications. The goals of our outreach efforts were:

- To promote awareness of the January 2020 service changes.
- To effectively communicate new changes, improvements, and their impact.
- To actively engage the community in the public input process.

Our team accomplished these goals by using a mixed-method approach including pop-ups, presentations and communication strategies such as email blasts and targeted social media pushes.

In collaboration with Marketing and Communications, the Public Engagement team ensured that the comprehensive outreach approach included effective communication with the public about the upcoming changes. This included website updates, social media posts and an email blast to community contacts and individuals interested in transportation updates in the region.

Goals and Target Markets

Below is a summary of the goals and target markets identified for each route:

Route 800

- **Goal:** GoTriangle would streamline Route 800 to improve on-time performance and to make it easier for riders to transfer to other routes at the Regional Transit Center. In an ongoing effort to coordinate its service with neighboring transit agencies, GoDurham would revise Routes 12 and 12B to serve NC 54, allowing GoTriangle Route 800 to stay on I-40 at all times.
- **Target Market:** 800 Riders, RTC, NC54 @ Alston Ave, GoDurham Route 12 Riders

Route 805

- **Goal:** To add one trip on Fridays only connecting the NC 54 at Alston Ave time point, departing at 2:44 p.m., with the Regional Transit Center, arriving at 2:55 p.m. and serving all the stops along the way.
- **Target Market:** 805 Riders, Research Triangle High School, RTC, NC54 @ Alston Ave

Route 420/CRX

- **Goal:** Creating a stop for Route CRX on MLK Jr Boulevard at Perkins Drive in Chapel Hill would establish a transfer point for Route 420 users, making it easier to commute from northern Orange County into Raleigh.
- **Target Market:** UNC, Eubanks Park/Ride Users, CRX/420 Riders

Timeline

The GoTriangle public engagement team conducted outreach from **Sept. 10 – Oct. 4, 2019** in order to engage the community and further promote awareness of January service changes. Following the end of the public comment period, **our team will continue to engage the community on the service changes until implementation in January 2020.**

Outreach Snapshot

Together, in collaboration with community leaders and organizations, we were able to engage the community in a meaningful and authentic way! Collectively there were:

- **18** communication pushes
- **14** pop-ups
- **79** comments collected
- **2,712** people engaged

Below you will find more detailed information regarding communications, pop-ups and comments collected.

A Closer Look: Communications

Communications outreach consisted of social media posts, email blasts to stakeholder groups and website updates. We conducted **18** major communications pushes with **13,308** impressions and **1,252** engagements. In addition, the GoTriangle service change webpage received **1,558 page views** from **Sept. 10 – Oct. 4**. The table below summarizes all communications efforts:

Description	Date	Time	Impressions	Engagements
Service Changes Posted to Website	9/10/19	Morning	n/a	n/a
Social Media Push – Twitter	9/11/19	2 p.m.	828	23
Social Media Push – Twitter	9/13/19	8:10 a.m.	1,043	25
Social Media Push – Facebook	9/13/19	8:20 a.m.	395	56
Social Media Push – Twitter	9/17/19	6:10 a.m.	1,538	40
Social Media Push – Facebook	9/18/19	1:20 p.m.	281	17
Social Media Push – Twitter	9/19/19	8:10 a.m.	668	30
Email Blast: Wake Community Contacts List	9/24/19	11:30 a.m.	56	6
Email Blast Durham/Orange Community Contacts List	9/24/19	11:30 a.m.	109	37
Email Blast: GoForward List	9/24/19	11:30 a.m.	2732	490
Email Blast: Transit Advisory Committee List	9/24/19	11:30 a.m.	34	16
Social Media Push – Twitter	9/23/19	12:10 p.m.	682	10

Social Media Push – Facebook	9/23/19	3:20 p.m.	206	10
Social Media Push – Twitter	9/26/19	6:10 a.m.	1,805	13
Email Blast: Wake Community Contacts List	9/30/19	10 a.m.	56	7
Email Blast Durham/Orange Community Contacts List	9/30/19	10 a.m.	109	22
Email Blast: GoForward List	9/30/19	10 a.m.	2,732	437
Email Blast: Transit Advisory Committee List	9/30/19	10 a.m.	34	13
TOTAL			13,308	1,252

A Closer Look: Pop-Ups

Pop-ups consisted of setting up a table or presenting at community facilities, festivals or other community events to distribute information on the service changes. We conducted **14** pop-ups and reached **1,460 people**. The table below summarizes all pop-up efforts:

Description	Date	Time	# Engaged
GoCrew Meeting	9/21/19	10 a.m. – 12 p.m.	19
CenterFest	9/21/19	10 a.m. – 6 p.m.	500
La Fiesta del Pueblo	9/22/19	12 – 6 p.m.	500
El Centro Para Familias Hispanas	9/23/19	10 a.m. – 1 p.m.	10
Regional Transit Center	9/24/19	12 – 2 p.m.	26
Manning Drive at UNC Hospitals	9/24/19	3:30 - 5:30 p.m.	50
CRX/Eubanks Rd. Park & Ride	9/24/19	3:30 - 6:30 p.m.	50
Transit Advisory Committee Meeting	9/25/19	4 – 6 p.m.	20
Regional Transit Center	9/26/19	7 – 9:30 a.m.	80
Last Friday Hillsborough	9/27/19	6:30 - 9:30 p.m.	20
Regional Transit Center	9/30/19	3 – 5 p.m.	100
Regional Transit Center	10/2/19	7 – 9:30 a.m.	30
GoDurham Public Meeting	10/2/19	5 – 6:30 p.m.	15
The Frontier Campus	10/3/19	4:30 - 6:30 p.m.	40
TOTAL			1,460

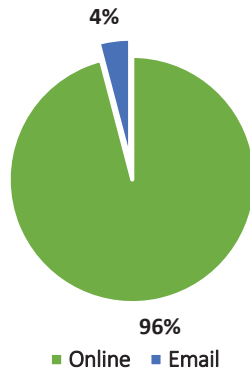
A Closer Look: Comments

The public had the opportunity to submit comments on service changes in four ways:

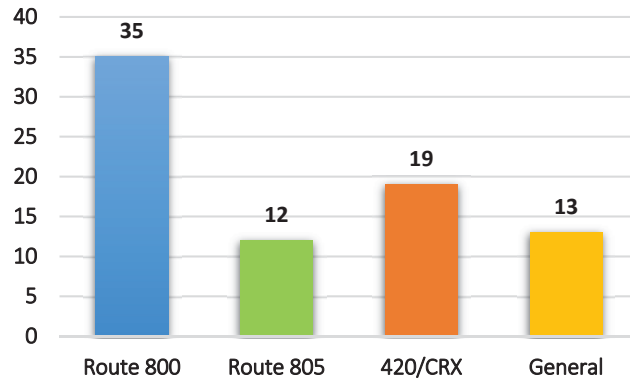
- **Online:** At gotriangle.org/service-changes
- **Phone:** (919) 485-7592
- **Email:** serviceplanning@gotriangle.org
- **Mail:** Service Planning (4600 Emperor Blvd, Suite 100 Durham, NC 27703)

As of **October 4**, we had received **79 comments**: **75** comments were submitted online and **four** were submitted via email. Majority of the comments (**35**) were in response to the proposed changes to Route 800. Below is a snapshot of comment sources, tags and common themes:

Comment Source



Comment Tag



Route 800

- In total, there were **35 comments** received in response to the proposed service changes for Route 800.
- **16 comments** opposed the change due mostly to concerns that bus service was being removed from a bus stop that serves students at Research Triangle High School. Service to RTHS will still be provided on GoTriangle Route 805 (including a special trip added on Fridays due to early release), GoDurham Route 12B, and the RTP Connect program. Staff will work with school administrators to ensure that information on the new service options provided in January is distributed to parents and staff.
- **15 comments** were in support for the proposed service change and expressed enthusiasm for faster and more consistent service.

#	Comment	Method
1	I agree with keeping the 800 on 40 at all times, including in the afternoons between 4:30-5:30 so that it will serve the Falconbridge bus stop on NC54 and be less confusing.	Online
2	Changing the 800 route away from that part of Hwy 54 would prevent me from making a connection to Durham bus #14 I rely on when trying to go from UNC to the Woodcroft area in the early afternoon during the week. With the 805 bus no longer running in the middle of the day, this takes away another option of going from the UNC campus to the Woodcroft area on weekday early afternoons.	Online
3	Faster 800 sounds good to me.	Online
4	My son rides the bus every morning from Cary to research triangle high school and rides it home several afternoons a week. Please do not eliminate the stop at rths. It's crucial for me to get him to and home from school.	Online
5	The students of RTHS depend on the M-F service of Route 800 with the stops at NC 54 at Park Office Dr (The Frontier) and NC 54 at Sigma Xi to get to and from school. How will those students be served if you make these changes?	Online
6	Please do not remove service to research triangle high school on bus 800. My son would have no way to get home from school without it. There are many many students who use the 800 for school!	Online
7	Please do not eliminate the bus stop at Research Triangle HS on 54. My son uses this regularly as do many other students. Public transportation near any school is a huge help for students and parents and a charter school especially. It allows parents to attend events, students to get to and from schools and employment. This is a vital service.	Online

8	The change to route 800 would affect our family. Our student (at Research Triangle High School) would lose his Thursday bus service to the RTC. He currently takes route 800 at the stop in front of RTHS around 2:09pm (the stop near NC 54 at S Alston Ave (EB)) on Thursdays to get to the RTC, and then takes route 100 to the museum in downtown Raleigh for his work shift. If he loses this bus, we would be forced to hire a private car to pick him up from school, and this would be much more costly to our family. We are not happy with this change.	Online
9	There are a LOT of Research Triangle High School students who use gotriangle bus service to get to school daily. This proposal eliminates much needed transportation for some of our students. RTHS has partnered with you since the school's inception to ensure service for our kids. We hope you will reach out to school administration and the PTA to solicit specific feedback. It would be a valuable conversation.	Online
10	My son Samuel just started Research Triangle HS. We live in Rolesville and one parent is disabled (with limited driving capability). We are soon going to get a Rolesville bus stop, eliminating the stop at RTHS will dramatically impact (likely totally annihilate) his access to the transit system. Please keep this bus stop for him and the other students (who otherwise have no transit to school other than private cars). Thank you! Mary Hilbert 919-616-8978	Online
11	Changing route 800 would significantly impact our children that ride the bus from the Frontier for their school. Please do not eliminate that stop. Or at least consider having additional stops from 4-5 pm.	Online
12	Yes, many of our students take Route 800 and get off on the part of the route that will no longer be served. They really need that bus. Please continue the current route.	Online
13	It appears that the current stop at Research Triangle High School will be eliminated by these changes. If that is the case, I would like to plead for you to keep it! My son is one of many students who relies on this route to commute to/from school. The car traffic around this school during drop-off and pick-up is already terrible; eliminating the bus option would make it worse (to the point where it would seriously impact traffic on 54). Although it seems there might be a stop still at NC-54 and Alston Ave, this is too long a walk for students to use reliably (0.8 miles) and would add significant time to what is already a long commute for most students.	Online
14	Like the 800 changes. Would it be possible for this to allow an additional stop time to be added in the evenings after the 800s stops running? Doing this would allow for a bus more often than the every hour times in the evening without needing an additional bus etc since the 54 portion would be saved during the day. Also, does eliminating the 54 portion of the 800 mean that buses would come more often in general and that times could be more frequent during busy morning and afternoon times? Lastly, could a time specific stop be added at either the health sciences library stop or the immediate stop after by the medical and pharmacy schools? The GoTriangle buses are often flying past these stops and with the crosswalks not changing quickly, it is very common for people to miss a bus even when they are right at the stop but stuck on the wrong side of the street. It feels very unsafe for the bus to not have a timed stop there to help people who are on time for a bus per the rider app and timex top at the Medical center but who can't predict of the driver will fly down the road and miss people waiting and trying to be safe on a very busy road. Even just adding a timed stop within the times of the medical center and gym would provide greater predictability for passengers and greater safety crossing the road.	Online
15	Please, please do not make these changes. This is the only possible way for our son to get to Research Triangle High School in the mornings and home in the afternoons. If you move the bus to bypass HWY 54 it will take away this stop. There are so many students who ride this bus and also do not have transportation otherwise.	Online
16	I agree with the changes to Route 800. I believe that local service along NC 54 should be the responsibility of GoDurham, not GoTriangle, which should focus on regional mobility.	Online
17	800 change: I would no longer be able to get from the RTC to the South Regional Library during my lunch break.	Online
18	800: I endorse these changes. They would benefit me. 805: While I do not frequently use the 805, I am failing to see how this only one trip would benefit riders. Seems like an additionally logistical challenge for GoTriangle with no real benefit. Again, I don't use the 805 much, so I don't know who this would benefit.	Online
19	I take Route 800 every morning M-F from the RTC to UNC campus. I agree with these proposed changes.	Online

20	I ride the 800 daily and I would love to have a quicker commute (I'm assuming that it would make the trip shorter?). What is the proposed length of time to get from RTC to Chapel Hill with the revised route?	Online
21	I ride 800/800S to UNC from Southpoint Mall and back. Since the route change is projected to provide more timeliness and consistency I'm all for it. Although I don't use the section that is affected by the route change directly, it will probably help the bus to stay on time during the part of the route I do use.	Online
22	I think this is a great idea. The 800 is consistently late coming from and leaving UNC CH forcing may people to take the 805 instead to RTC. Maybe some time can be caught up with an only I-40 route. Although, during peak traffic I-40 can sometimes still cause delays even with usage of the shoulder.	Online
23	Route 800 should extend to Carrboro to provide Durham-Carrboro transit option	Online
24	I am for the 800 staying on I-40 at all times during the day! I commute from Cary to UNC and would so appreciate this change!	Online
25	Do not stop the 800 route on 54. There would be too few buses along this route if the 800 was taken out.	Online
26	Really liked the idea of keeping 800 on I-40 all the time. It would be great if there is an increase in frequency of 800 atleast during peak hours (e.g. 7:30 am to 9 am) and (4pm to 5pm). If someone misses a bus at RTC in morning, the next available bus is after 30 minutes. OR consider keeping a 15 minute time difference between 800 and 805. So if people miss 800, they can catch the 805. Thanks!	Online
27	In keeping 800 on I-40 at all times I hope this means that Falconbridge will be served in the evenings. I would like to take the 800 bus from chapel hill to the Falconbridge Mall stop in the evenings after work. Currently the 800 detours Falconbridge for a while after 4:30. This Barbee Chapel Road detour is not good.	Online
28	If this is not already included, it would be beneficial for route 800 to always take highway 40 and not use Barbee-Chapel during the 4:00-5:30 hours. It would support the consistent service proposal.	Online
29	Hi--PLEASE, PLEASE, PLEASE do not remove the Falconbridge/Farrington Rd stop (on Hwy 54) from the 800 route. {The map provided is too small for me to see exactly which Hwy 54 stops would be eliminated under the proposed plan.} UNC Healthcare has MANY outpatient clinics at the Falconbridge/Farrington Rd intersections, and Central Dermatology Center (including a MOHS surgery clinic) is also located here. I get allergy shots at one of these UNC clinics EVERY WEEK and would need to take a cab from Chapel Hill in both directions (at great expense, since these clinics are over the line in Durham county) should this stop be eliminated. Other patients, medical students, and Falconbridge/Farrington Rd area residents also use this stop regularly. Several LARGE residential buildings are currently under construction on Farrington Rd just north of this intersection, so bus ridership is likely to INCREASE in the near future. On the other hand, adding a CRX stop at MLK Blvd/Perkins Dr--and adjusting the 420 schedule for easy transfers to/from the CRX--is a great idea! Kudos to whoever thought of it. Many thanks for asking us for feedback. From an appreciative rider.	Online
30	I generally like the idea of the 800 removing the "detour" away from I-40 but am concerned about the possibility that this won't solve one of the major factors contributing to the largely unpredictable nature of the 800--the increasing traffic on 40. While there aren't many realistic alternatives for east-west travel, it is my sense that GoTriangle is going to need to become more creative in looking at options/alternative routes. When drivers are unable to access the shoulder of I-40 buses can be excessively late and I anticipate this will be a more regular issue as traffic builds. I frequently take later buses in the evening and find that I-40 traffic impacts my buses' pickup times in Chapel Hill, for the return to the RTC.	Online
31	I strongly support this change, and think increasing the 800's reliability will make it an even more attractive option for people looking to get to/from Chapel Hill, Southpoint Mall, and the airport. I hope that you're able to add morning service, as a 5:40 am bus would allow people to get the airport in time to catch flights that leave at 8 am, as well as make it easier for people who work at the airport to take the bus instead of driving. I would love to take the bus more often to the	Online

	airport, but the current schedule makes it impossible to reserve any flight that leaves before 9 am, which is after almost all the morning flights have left. For example, American (7:45 am), Delta (8 am), and Southwest (8:25 am), all have direct flights to the DC region around 8 am, but the next direct flight isn't until 10:40 am (to Dulles), and 11 am (DCA). For someone trying to make a morning, or even early afternoon, meeting in DC, taking the bus to the airport from Chapel Hill isn't an option currently, but would be with just one more bus. Given that there's already a 100 bus leaving the Regional Transit Center at 6:30 am, this would be a relatively inexpensive, but very important, schedule change.	
32	Usually 800 can finish a trip in proposed time. If it is transferred from NC54 to I40, 800 would wait at someplace for more time.	Online
33	I support the changes to Route 800 - I will be happy with the improved travel time and the reliability of transfers at RTP.	Online
34	I have been using 800 (Chapel Hill-Herdon/Renaissance Blvd. to commute to work. Very pleased with the service. Reliability is good, drivers are engaging and helpful. About 1 in 10 rides the bus transponder does not connect with the Rider App. Also, improvements are needed at bus stops. The stops on Hwy 54 are dangerous. More sheltered bus stops to avoid lightening, rain and sun. Thank you for asking for input.	Email
35	PLEASE do not eliminate/change the Research Triangle High School stop on NC 54. Part of the reason I am able to send my son to RTHS is because of the transportation options available via GoTriangle. These high school students depend on this route!	Email

Route 805

- In total, there were **12 comments** received in response to the proposed service changes for Route 805.
- Majority of the comments on Route 805 were related to scheduling and the possibility of adding all day service to the route.
- Comments also included queries on how the proposed changes to Route 800 would impact service on the 805.

#	Comment	Method
1	Thank you for the email alert. If the 800 will go down I-40 all day, can the 805 then go all day, instead of just morning and night? To go from UNC to the Hope Valley Commons area at lunch time, some of us have to get off the 800 at Leonardo and then wait for the Durham #5 to go back in the other direction.	Online
2	Please do not remove the 805 stop that at the 800 frontier as my child who attends RTHS uses it daily to commute from holly springs to school and back. We take the 311 at 7:10am in apex and transfer to the 805 at arrive at 8:07 am daily during the school day. He then take the 805 as the return bus at 4:07 and then the 311. Thanks Alyson Jones. 919-740-1858 should you need to contact me.	Online
3	It's difficult to understand some of this, but it would appear there will no longer be midday service to that portion of Miami Blvd./NC-54 that is served by the 805 during rush hours? There are quite a few students from Research Triangle High School on 54 that use the 805: both directions. They are dismissed early every Friday and depend on the 800 on Friday afternoons as well as any other time they might be dismissed early or arrive late from some weather event. It would appear the 12B would take care of that Friday afternoon ridership, if I understand it correctly, but would be hourly instead of every 30min? Would there be no service during the other parts of the weekdays in the middle of the day? Thanks, John Davis jhdavis4@ncsu.edu	Online
4	Eliminating the stop in front of research triangle high school on Hwy 54 (the 805 route) would be disastrous for the majority of the families at the school. The kids who use the system come from all over, and having a stop in front of the school keeps them from having to walk along 54, which is far too dangerous for teenagers. Taking the bus keeps young drivers off the roads during peak travel time, and is very environmentally friendly as well. Our family has utilized Go triangle for almost 4 years because of this option.	Online

5	Yes, I am very concerned about these changes. My son attends Research Triangle High School in RTP, and our family is very dependant on him taking the 805 home from school (school ends at 4:00). There are many families that depend on this bus route, and this change would adversely affect the lives of many students. Please do not remove this stop from the daily service. If there is any further information I can provide, please let me know. Celena Urquia 919-257-9814	Online
6	I love that you're expanding/adding service to the 805! This route is so often neglected or cut back, it's great to see something positive happening on it for a change, even if small. Thank you!	Online
7	I utilize the 805 everyday to get to and from work. I pick up the 805 on NC 54 at stop 1781 (eastbound near intersection of Revere Road and NC 54) at 7:40am, 8:10am, or 8:40am, and then go to the RTC and change over to the 700 to get to downtown Durham and then to Duke. In the evening, I catch the 405 at Duke Hospital (eastbound) at 4:45pm, 5:15pm, or 5:45pm, and then continue to the RTC, where I change to the 805. The last 805 leaves the RTC at 6:30. If I were not able to make it there by 6:30pm due to bus delays or late meetings, I would need to be able to get home, but the proposed changes would not allow me to take the 800, as it would no longer go down 54. If the GoDurham 12/12B will take over this stretch and pick up at the RTC, then that may work for my commuting needs.	Online
8	I only take the 805 of the impacted routes and the proposal won't impact me.	Online
9	please please please add a mid day run for the 805. i am a disabled senior who does not drive. i have to go to UNC hospital for various treatments . a 10:00 a.m appt at UNC means i can not get head back home to woodcroft in durham till the 3:15 bus...that is hours of sitting around campus waiting to get home..i know i am not the only one facing this	Online
10	Please run the 805 at mid-day weekdays, even if only every hour. GoDurham is removing the 14, so NO Woodcroft service, and those of us who work at Palladian/Quadrangle currently have no mid-day bus service from either bus agency at mid-day. Thanks!	Online
11	I recently moved to the area. Route 805 would get me to work very efficiently (getting on at the NC54/boulder road stop). I would consider switching to commuting by bus if busses came more frequently.	Online
12	Would you consider running the 805 all day? There are many advantages: for example, the 800 could then use I-40 all day, instead of that confusing time when people have to think, wait, does the 800 go down 54 at this hour, or down I-40? And running the 805 all day would give more people service through Woodcroft and Hwy 54. ESPECIALLY considering that GoDurham is planning to remove Route 14 in 2020. When the 14 goes away, Woodcroft has nothing left. The additional benefit is that people living and working at Palladian/Quadrangle wouldn't be stuck mid-day with no bus service at all. Pretty please? And thanks! Bob, in Durham	Email

Route 420/CRX

- In total, there were **19 comments** received in response to the proposed service changes for Route 420 and the CRX.
- Majority of the feedback was related to scheduling and concerns about how the addition of a new stop would affect the timing and efficiency of the route.

#	Comment	Method
1	"Those who commute between Hillsborough and Raleigh via Route 420 would be able to make easy and well-timed connections there to and from Route CRX during peak periods. The stop would become a time point for Route 420, meaning the bus would never leave before its scheduled departure time." This simple change to the CRX will make commuting and easily connecting possible! I hope that GoTriangle and other providers in the Go Network will consider improving connections across their service areas to make using transit more viable. Seamless service will entice more people to view commuting via transit as a serious option.	Online
2	It would be great to see Blue Ridge Rd. At district drive added as a stop on the CRX as well. It would make for much easier connections to the GoRaleigh route 27.	Online

3	<p>Yes, my daughter and I ride the 420 bus from Hillsborough to Chapel Hill, and vice versa. Regarding the new stops for the 420 bus, where would one park? We wanted to catch the bus on 86, near the small plaza, but was told cars were being towed. Yet, I still see the bus parked at this stop, is there a designated place to park? The only designated area we can "see" is at Durham Tech. We would like to park closer towards the other end of town as we are coming from Roxboro. Thank you.</p> <p>Per article: More time for layovers would be added at the Churton Street at Margaret Lane (Orange County Courthouse) time point (Stop ID: 1762), and Cornelius Street (US 70) at Rainey Avenue (Stop ID: 1876) would become an additional time point.</p>	Online
4	I am opposed to adding the stop to the CRX route. The CRX is frequently late running from Chapel Hill to Raleigh in the afternoon and I am very skeptical that adding a stop would not increase delays further. This change and resulting delays would force me to reconsider using gotriangle for my daily commute, since a predictable departure time from UNC's campus is a high priority for me.	Online
5	I would like to suggest an additional change to the CRX. I park at District Dr in Raleigh and ride to Chapel Hill every day. Sometimes I enjoy meeting friends in downtown Raleigh after work, so I just keep riding the CRX all the way to downtown. However, there's not a great way to get back to my car at District Dr from downtown. I've been taking the 100 to Blue Ridge at Westchase, but the walk across the Wade Ave bridge and down District Dr feels a little dangerous after dark. Could the CRX keep running later into the evening and stop at District Dr when going from Raleigh to Chapel Hill? Or could District Dr park and ride be served by the 100?	Online
6	Route CRX at Martin Luther King Jr Boulevard at Chapel Hill North IS NOT NEEDED. Another survey should be taken, more people work the hospitals, student health, nursing school, dental school ride the CRX to and from Raleigh. There should be a stop at the hospital or at the Friendly Coffee shop or in front of Bondurant Bldg. on South Columbia. Walking or having to catch several buses to get to Franklin Street or Fetzer Gym on South Rd. should not be. There's usually only 3 or 4 people on the bus when it arrives in the afternoon at Fetzer Gym. Who are you accommodating, sure not the riders that work on the medical side of the University. This matter needs to be addresses.	Online
7	I ride the CRX and the extra stop would not affect me, unless it slows down getting to the Franklin St/Columbia St stop (on it's way to Raleigh in the afternoons). This isn't usually a problem, except on Fridays. Also, I wonder if at any point you would consider adding a stop at Meadowmont/Friday Center Dr. (drop off only in the mornings coming into Chapel Hill and pick up only in the afternoons going to Raleigh). I don't know if there is enough ridership for that, but it's a thought.	Online
8	I don't like the idea of CRX adding another stop, this would inconvenience those who need to go straight to Raleigh at a certain time. Also, there is no demand for those near MLK Jr. Blvd. and Perkins Dr. who wish to go to Raleigh.	Online
9	I am all for updating the CRX line so more people can use transit	Online
10	As a CRX rider I am in support of the change that would allow for easier transfers from/to the 420 route. I'm a little concerned that there is no mention of change in times for the CRX route, as pick ups and drop offs at an additional stop would have to mean at least some slight changes in the route time, especially since this is an added and new stop and is designed to allow transfers. On an individual run this might not make any appreciable difference, but a few minutes of extra time each loop on a bus that is making more than one loop of the route will add up to a more noticeable delay after each additional loop.	Online
11	<p>How will the proposed additional stop to the CRX route affect the timing? Current timing for the afternoon (3:07, 3:37, 4:07) routes is already compromised.</p> <p>Would you be able to add a mid day bus to the CRX route?</p>	Online
12	Re CRX/420 change: I have no major concerns with the proposed changes, but admit to some confusion as to how this will actually help either the 420 or CRX riders.	Online
13	The added stop for the 420 and CRX makes sense but the rider will have to cross 4 lanes of traffic if riding the 420 to the CRX in the AM and CRX to the 420 in the PM. Is there a way to add the Eubanks park & ride to the 420 stop where the CRX already stops? There is plenty of waiting space and no crossing heavy traffic lanes during the change of buses!!!! Plus, there are many other UNC buses arriving and departing from Eubanks.	Online

14	I'd be happy to make it easier to connect 420 & CRX, but please don't add any further delays to the CRX due to making this change. It's already a REALLY long ride.	Online
15	Good to know the CRX and 420 will have stops at Perkins. Much better than having to connect at Franklin St.	Online
16	<p>I am very glad to see that GoTriangle will be making it possible to connect the 420 and CRX at the north end of Chapel Hill!!!</p> <p>Creating a stop for Route CRX at MLK Boulevard at Perkins Drive in Chapel Hill would establish a transfer point for Route 420 users, making it easier to commute from northern Orange County into Raleigh.</p>	Online
17	Requiring passengers on the 420 and CRX buses to transfer by crossing MLK (a heavy-traffic arterial) during rush hours would feel inconvenient, unintuitive, and dangerous for passengers - especially if that maneuver is unfamiliar to them. While it requires a minor route modification for the 420, doesn't it make more sense to have a safe, single-platform transfer between the two buses at the Eubanks Park and Ride (as it is already a timepoint for the CRX, as well as the NS)?	Online
18	Please consider an alternate CRX route from Chapel Hill to Raleigh via 54 and Friday Center Park/Ride rather than Eubanks. The existing route is incredibly inefficient for downtown to downtown users. Thanks.	Online
19	<p>Thank you for listening regarding route transfers for the CRX on the North side of Chapel Hill. Would you consider doing the same exact thing on the East side of Chapel Hill to make transfers to routes coming into businesses on 54 easier between 40 and the Law School on highway 54? There are countless businesses including Kenan Flagler MBA at Rizzo, Meadowmont businesses, Firms at East 54, The Friday Center, Hedrick, and countless others that would be delighted to utilize the services but don't want to backtrack, especially at the end of the work day when traffic is terrible. The current route causes everyone to have to come back into Chapel Hill at Student Stores to then come all the way back out to 40. This is the worst part of the commute from Raleigh to Chapel Hill. Theoretically over time the extra stop would add enough business from new riders to create another route and riders are always excited about another route to expand the times they are able to come and go. I am a UNC Hospital employee and I work in Business Operations and as of June 2020 we will have only 3 outpatient clinics located at the main hospital. Pre-surgical services and all of the business functions will be moving off campus, to the Hedrick Building, Meadowmont, East 54, and many other places around the Chapel Hill area. It will be very difficult for all of these employees to ride the bus once the moves all happen.</p> <p>Additionally, with the addition of the new stop, there will be 2 stops North of Chapel Hill (Eubanks and MLK) and 2 stops on campus (Franklin St and South Rd), but no stops on the East side of Chapel Hill. Like I said previously, this is a big portion of the commute and takes a ridiculous amount of time to get out of Chapel Hill on 54, preventing people that work along Highway 54 from being able to use the CRX route. I think the Burning Tree stop would be a really good location because it would be close to Meadowmont, the UNC Spine & Imaging Center, UNC Neurology, East 54, Hedrick Building, the Friday Center, the new Pre-Services Clinic (taking over the old Rite-Aid), the shopping center where Fresh Market is, and all of the housing around that area.</p> <p>Additionally, buses that go down 15-501 are easily accessible from that area. There are a ton of bus options in that corridor, both with Triangle Transit and with Chapel Hill Transit. It would not add much time between time stamps from South Road to Burning Tree because that is not where the traffic is. Rather, it is immediately after the Burning Tree Rd/Finley Golf Rd. stops on 54. Therefore, the time stamps could be very close together and prevent the bus from getting to the next stop and having to sit. Thank you for your consideration. I would be happy to speak with a manager or to present a business case if there is any benefit of doing this! I love the CRX and have been a faithful rider for about 2 years. I've gotten many people to join in riding and am always campaigning for it! It has changed my ability to work from Chapel Hill, but I won't be able to ride if I'm working at Hedrick. I can easily bring my bike and ride from Burning Tree to Hedrick, though, so that is a game changer!</p>	Email

General Comments

- In total, there were **13 general comments** received in response to the proposed service changes.
- This included comments related to bus service expansion in other areas of the Triangle and suggestions for improving clarity and communication.

#	Comment	Method
1	Hi! I would really appreciate it if the buses listed what route they were taking inside - there's no way a passenger knows which route the bus is on while riding the bus. I remember, on my first ride, the bus changed routes after stopping at the GoRaleigh station and I had no idea.	Online
2	We, the taxpayers and voters, have approved transportation bonds and pay taxes in support of mass transit. More drivers, buses, routes, and stops need to be added. Stop removing options, please. I'd love to take my car off the road but the trip from Cary to Duke Hospital is more than three hours, not counting the walk to and from the bus stops, compared to 30 minutes by car door to door. Please improve GoTriangle with more routes, buses, drivers, and stops. Thank you.	Online
3	I'm a fan. -Tyler Priebe, Chapel Hill	Online
4	When will there be some type of service to connect the people down Weston Parkway thru Chapel Hill Road or down Evans Road. Without this connection I am forced to walk for over 30 minutes and miss two routes going to Raleigh.	Online
5	More stops on buffalo road	Online
6	I have no issues with the proposed changes. However I would like to see more accurate arrival times for buses at the end of the day and if there are lots of riders perhaps adding another bus to the run so that the buses are not so crowded.	Online
7	No - but thanks for the info	Online
8	HI, WE EMPLOYEES FROM AEROTEK AND METELIFE ALSO WISHES THAT YOU CAN ADD SOME ROUTES GOING DOWN TO WESTON PARKWAY , IT'S SO HARD TO CATCH A RIDE FROM THAT PLACE, AND NOT EVERYONE IS ACCESSIBLE TO A CAR. WE HOPE AND LOOKING FORWARD TO THAT CONSIDERATION!! THANK YOU FOR ALL YOU DO .	Online
9	Check implementation date in first paragraph of notice.	Online
10	The search on 'maps and schedules' doesn't work. There's no apparent way on this page to find out what the existing route schedules are. Could you just list them rather than requiring us to use the (non-functional) search.	Online
11	A map is desperately needed here. I don't know the names of the streets that I use.	Online
12	What about additional routes in Southern Wake County. Will there be any additions	Online
13	Agree to the changes. Thank you!	Online

Attachment D: Revenue Hours by County

GoTriangle Service Changes Proposed for Spring 2020

GoTriangle follows Board-adopted Service Standards (last amended on September 22, 2004) in the development, provision, and evaluation of transit service. The performance measure considered include service productivity (customer usage per unit of service provided), Title VI equity (no discrimination based on race or income-level), regional equity (service benefits reasonably reflect County revenues), and sound land-use support (serving jurisdictions/sub-areas with transit-supportive development patterns and policies).

Practically, staff achieve this by providing service to major activity centers and other key destinations/communities where there is an adequate market for our services. We then monitor service productivity and routinely re-cycle services from low-productivity routes to higher productivity routes or to new travel markets.

The following chart shows the revenue hours by county for the base GoTriangle services that were in place prior to the addition of new services funded by the three county transit plans. It also shows the revenue hours by county for all the services that have been estimated in FY2020. GoTriangle receives funding from all three counties to support additional transit service.

Table 1: GoTriangle revenue hours by County operated in FY2013 and estimated for FY2020

	Durham	Orange	Wake	Total
All GoTriangle Services in place prior to August 2013	32,000	22,000	44,000	97,000
Percent of Total	32%	22%	45%	
All GoTriangle services estimated in FY2020	45,000	31,000	61,000	137,000
Percent of Total	33%	23%	44%	