



GoTriangle
Operations & Finance Committee
September 07, 2023
8:30 am-10:00 am Eastern Time

The GoTriangle Operations & Finance Committee meets remotely.

Microsoft Teams meeting | Join on your computer or mobile app

Click here to join the meeting

Or call in (audio only) +1 252-210-4099

Phone Conference ID: 602 240 539#

I. Call to Order and Adoption of Agenda

(1 minute Michael Parker)

ACTION REQUESTED: Adopt agenda with any changes requested.

II. Draft Minutes | August 3, 2023

(1 minute Michelle Dawson)

ACTION REQUESTED: Approve minutes.

III. Interlocal Agreement | Wake Transit Program Baseline Policy Development

(5 minutes Michelle Peele)

ACTION REQUESTED: Recommend the board authorize the President/CEO to enter into the Interlocal Agreement between CAMPO and GoTriangle.

Agreement

IV. Short Range Transit Plan FY2024 – FY2028

(20 minutes Jay Heikes)

Presentation

V. Low Income Fare Program Update

(20 minutes Michelle Peele)

Presentation

VI. Financial Reporting Award

(2 minutes Chuck Lattuca, Sandra Freeman)

VII. Adjournment

(Michael Parker)



BOARD OF TRUSTEES
OPERATIONS & FINANCE COMMITTEE
MEETING MINUTES | DRAFT

4600 Emperor Boulevard
 Suite 100
 Durham, NC 27703

Thursday, August 3, 2023

8:30 a.m.

Remote | Microsoft Teams

Board members present | Brenda Howerton, Sig Hutchinson, Michael Parker, Jennifer Robinson, Stelfanie Williams

Board members absent | Corey Branch, Valerie Jordan

Michael Parker called the meeting to order at 8:31 a.m. A quorum was present.

I. Adoption of Agenda

II. Approval of Minutes

Action: A motion was made by Howerton and seconded by Robinson to adopt the agenda and approve the minutes of June 1, 2023. Upon vote by roll call, the motion was carried unanimously.

III. Durham Bus Stop Right-of-Way Acquisition

Gary Tober presented a request to authorize staff to conduct property coordination, outreach, and acquisition of property, if needed, for improvements at existing GoDurham bus stops. The improvements may include a platform, shelters and trash cans. There will be no displacements of businesses or residences during these improvements. Contact will be made with property owners to gauge their interest in conveying the property needed before site plans are developed. Typical acquisitions range from 50-500 square feet of right-of-way.

Howerton asked the source of the financing. Tober responded the Durham County Transit work plan allocates \$3.9 million for bus stop improvements, with an estimated \$5,000 or less per stop for property acquisition.

Robinson asked who maintains the property. Tober said the City of Durham once construction is completed.

Howerton asked if eminent domain is used if a property owner is not interested. Tober said no, plans would be adjusted to avoid acquisition of right-of-way.

Action: A motion was made by Hutchinson and seconded by Howerton to recommend the board authorize staff to conduct property coordination, outreach and acquisition for GoDurham bus stop improvements on behalf of the City of Durham for improvements at specified existing bus stop locations. Upon vote by roll call, the motion was carried unanimously.

IV. Wake Transit FY2023 Q4 Proposed Work Plan Amendments – Period of Performance Extensions

Steven Schlossberg explained that this process involves project agreements in the Wake Transit Plan that are scheduled to expire within the fiscal year and need to be renewed. The request

today includes ten projects that need to be extended from the City of Raleigh, the Town of Morrisville and GoTriangle.

Action: A motion was made by Hutchinson and seconded by Robinson to recommend the board approve the FY2023 Q4 Wake Transit Work Plan amendments. Upon vote by roll call, the motion was carried unanimously.

V. Amendment to Board of Trustees' Rules of Procedure

Byron Smith reminded the committee that the board approved an expansion of its committees from three to four which become effective January of 2024. This amendment to the rules of procedure explains how committee members will be selected.

Jennifer Robinson stated a concern about specifying the date of the meeting. Byron Smith commented that it was included to make sure the committees met prior to the Board of Trustees meeting.

Michael Parker asked how the committee chairs will be selected. Michelle Dawson responded that it is specified in the bylaws; the board chair may appoint the committee chair and the committee will select a vice chair.

Action: A motion was made by Howerton and seconded by Robinson to recommend the board approve an amendment to the Board of Trustees' Rules of Procedures related to committees and boards, removing the required meeting day. Upon vote by roll call, the motion was carried unanimously.

VI. Transit Ambassador Program Overview

Jimmy Price, Manager of Safety, Security and Training, stated that GoTriangle has been dealing with an increase of safety and security incidents on buses. The Transit Ambassador Program has been established to provide visibility, customer service and resources to passengers in need and to report safety and security incidents and maintenance or cleanliness issues. The first Transit Ambassador started on July 1 and will interact with riders and connect those in need with community resources.

VII. Review of Bret Martin Allegations

General Counsel Byron Smith stated the Board Chair had referred this matter to the General Counsel's office in a written response to Mr. Martin on June 1. He said his office has been working on a response to the allegations. The list included in the agenda, which is attached and hereby made a part of these minutes, has been synthesized from Mr. Martin's letter. The legal office is gathering information from staff and preparing to bring a report to the committee in September.

Sandra Freeman added that her team has spent over a month responding to each of the allegations. She asked that before any decision is made about how to move forward, that the committee and board have an opportunity to review these responses.

Parker asked if GoTriangle has or should have a policy in terms of when and how GoTriangle responds to matters like this. Smith responded that it falls within the responsibilities of the Board Chair.

VIII. Adjournment

Action: Chair Parker adjourned the meeting at 9:20 a.m.

Prepared by:

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

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee
FROM: Capital Development
DATE: August 29, 2023
SUBJECT: Interlocal Agreement for Wake Transit Program Baseline Policy Development

Strategic Objective or Initiative Supported

3.2 Strengthen community and institutional partnerships

Action Requested

Staff requests that the Operations & Finance Committee recommend that the board authorize the President/CEO enter into the Interlocal Agreement between CAMPO and GoTriangle.

Background and Purpose

An Interlocal agreement has been developed between CAMPO and GoTriangle in order to co-sponsor a Wake Transit initiative. The initiative includes procuring a consultant to develop a policy regarding the use of baseline service information from transit providers in correlation with Wake Transit reimbursements. The consultant will work with CAMPO, GoTriangle, and other transit providers in Wake County to develop the policy, and the policy will be reviewed by TPAC and presented to CAMPO and GoTriangle Boards for approval.

Financial Impact

None

Attachments

- Interlocal Agreement

Staff Contacts

- Michelle Peele, 919.485.7434, mpeelee@gotriangle.org
- Katharine Eggleston, 919.485.7564, keggleston@gotriangle.org



**INTERLOCAL AGREEMENT FOR WAKE TRANSIT PROGRAM BASELINE POLICY
DEVELOPMENT**

BETWEEN THE

RESEARCH TRIANGLE PUBLIC TRANSPORTATION AUTHORITY (GoTriangle)

and the

**CAPITAL AREA METROPOLITAN
PLANNING ORGANIZATION (CAMPO)**

THIS INTERLOCAL AGREEMENT, is made and entered into on the last date executed below by and between the Research Triangle Public Transportation Authority, (“GoTriangle”) and the Capital Area Metropolitan Planning Organization, a metropolitan transportation planning organization, (“CAMPO”) (collectively, the “Parties”).

BACKGROUND AND RECITALS:

WHEREAS, the U.S. Congress has mandated the establishment of Metropolitan Planning Organizations (MPOs) to encourage and promote the safe and efficient management and operation of surface transportation systems. 23 U.S.C. § 134 (a) (1), to wit:

“It is in the national interest to encourage and promote the development of transportation systems embracing various modes of transportation in a manner which will efficiently maximize mobility of people and goods within and through an urbanized area and minimize transportation related fuel consumption and air pollution. To accomplish this objective, metropolitan planning organizations, in cooperation with the State, shall develop transportation plans and programs for urbanized areas of the State. Such plans and programs shall provide for the development of transportation facilities (including pedestrian and bicycle transportation facilities) which will function as an intermodal transportation system for the State, the metropolitan area, and the Nation. The process for developing such plans and programs shall provide for consideration of all modes of transportation and shall be continuing, comprehensive and cooperative to the degree appropriate, based on the complexity of the transportation system;”

23 U.S.C. § 134 (a) (1)

WHEREAS, CAMPO has been established and exists under the authority and mandate of Article 16 of Chapter 136 of the North Carolina General Statutes; and

WHEREAS, pursuant to the above referenced federal and State laws, CAMPO has the authority and responsibility for development of multi-modal transportation plans; and

WHEREAS, CAMPO will enter into a contract with Cambridge Systematics, Inc., in partnership with GoTriangle, to perform work that will result in development of a Wake Transit Program Baseline Policy that will be considered by the Wake Transit Transit Planning Advisory Committee (TPAC) to forward to the Wake Transit Governing Boards for approval (“Program Policy Work”). The Program Policy Work will evaluate the existing and desired practices, policies and projects related to Baseline Funding and Baseline Transit Service provisions as part of the Wake Transit Program; and

WHEREAS, the Program Policy Work contract will be entered into for FY 24 and submitted in final form to CAMPO and GoTriangle; and

WHEREAS, CAMPO and GoTriangle have made funding commitments to the Program Policy Work, and they desire to formally acknowledge their respective funding commitments and assignment of coordination and implementation responsibility to CAMPO.

NOW, THEREFORE, in consideration of the Background Statement and Recitals, the mutual agreements set forth below, and other good and valuable consideration, the Parties agree as follows:

I. BACKGROUND AND PURPOSE.

The Parties acknowledge their mutual support for obtaining consultant services to work toward development of a sustainable policy to guide Wake Transit work pertaining to baseline funding and baseline transit service provisions. To this end, the parties desire to affirm their respective financial and other commitments to the Program Policy Work, and to agree upon responsibility for further planning, coordination, and management activities.

II. PROGRAM POLICY WORK

The Parties acknowledge and agree that the Program Policy Work contract entered into between Cambridge Systematics, Inc. and CAMPO should include the work elements set forth below and, further, shall serve as a guide for implementing the recommendations resulting from this work.

The proposed contract for the Program Policy Work, including the scope of work contained therein is hereby incorporated into the terms of this Agreement, as Exhibit 1, attached. As set forth in the contract for

the Study, the Consultant's fee for the Study shall be the sum of sixty thousand dollars (\$60,000.00). Pursuant to terms of the contract, this cost shall cover 100% of the Study's elements, including the following:

- Project management and coordination
- Gap analysis
- Interviews with agency staff
- Recommendations

The Contract Scope is summarized, and costs broken down according to category in Exhibit 1.

III. CAMPO AS LEAD AGENCY FOR PROJECT PLANNING AND COORDINATION

CAMPO and GoTriangle acknowledge and agree that, due to the regional nature of the Program Policy Work, and considering CAMPO's Lead Agency responsibilities, CAMPO should be the entity to coordinate and manage consultant work on the Program Policy Work. CAMPO acknowledges and agrees that, subject to approval by the CAMPO Executive Board, it is willing to serve as the lead agency for the contract management and consultant guidance for the Program Policy Work, closely coordinating with GoTriangle on scope elements.

IV. FINANCIAL PROJECT COMMITMENTS BY THE TOWN OF MORRISVILLE.

In recognition of the Program Policy Work's cost of \$60,000.00, GoTriangle and CAMPO are willing to make the following funding commitments in support of planning costs identified in the Study as follows:

- As approved by formal action of its Board of Trustees, GoTriangle agreed to commit the sum of thirty thousand dollars (\$30,000.00) to contribute to the costs of the Program Policy Work contract.
- As approved by formal action of its Executive Board, CAMPO agreed to commit the sum of thirty thousand dollars (\$30,000.00) to contribute to the costs of the Program Policy Work contract.

VI. COMMUNICATIONS; CONTACTS

CAMPO will regularly communicate with GoTriangle regarding the Program Policy Work, including contracts entered into, progress made, and work performed on the specific project elements enumerated in Article II hereof.

For purposes of such communications, including notices to be given under terms of the Agreement, the parties have designated the following contact persons and/or entities:

FOR CAMPO:

Ben Howell
Wake Transit Program Manager
One Main St. Fenton, Suite 201
Cary, NC 27511

FOR GOTRIANGLE:

Michelle Peele
Wake Transit Program Coordinator
GoTriangle
4600 Emperor Blvd.
Durham, NC 27703

VII. SCOPE OF SERVICES AND RESPONSIBILITY OF PARTIES

Anticipating that a contract for the Study will be entered into between the parties and Cambridge Systematics, Inc., it is acknowledged and agreed as follows:

A. CAMPO has ensured that a qualified firm is obtained through an equitable selection process, so that the prescribed work is properly accomplished, in a timely manner, and at a just and reasonable cost.

B. CAMPO will take appropriate steps to ensure that, with respect to the Study contract and performance of all work associated therewith, Title 2 Code of Federal Regulations Part 200; Title 23 of the Code of Federal Regulations, Part 172; Title 40 United States Code, Chapter 11, Section 1101-1104; and the Department's Policies and Procedures for Major Professional or Specialized Services Contracts, will be adhered to. Said policies and standards are incorporated in this Agreement by reference at www.fhwa.dot.gov/legsregs/legislat.html and www.ncleg.net/gascripts/Statutes/Statutes.asp.

C. CAMPO is responsible for the administration of all agreements, contracts, and work orders entered into or issued for this Project.

D. CAMPO and its agents shall maintain all books, documents, papers, accounting records, and such other evidence as may be appropriate to substantiate costs and financial obligations incurred under this AGREEMENT. Further, CAMPO shall make such materials available at its office and shall require its agent to make such materials available at its office at all reasonable times during the contract period, and for three (3) years from the date of payment of the final vouchers for services or other expenses incurred by CAMPO in fulfillment of the Project. All funds received by CAMPO for, and to be applied to costs of, the Project shall be maintained in a designated Project fund balance. All such funds will be held and managed in accordance with the budgeting, fiscal control, and accounting standards applicable to units of local government in the State, including compliance with requirements for annual, or more frequent, audits.

VIII. FUNDING PROCEDURES

A. CAMPO shall bill GoTriangle at the conclusion of the Program Policy Work for eligible project costs by submitting an itemized invoice to the GoTriangle (invoice@gotriangle.org). Proper supporting documentation shall accompany each invoice as may be required by the Town. Billing will occur at the end of the Program Policy Work, no later than the end of FY 2024.

B. GoTriangle shall reimburse CAMPO for all invoices within thirty (30) days of receipt of invoice by CAMPO.

IX. TERM OF AGREEMENT; AMENDMENT; APPOINTMENT OF PERSONNEL

A. Term. This Agreement shall be effective as of the date it is duly executed by all the Parties. Unless terminated sooner, it shall expire on June 30, 2024, or at the conclusion of the Program Policy Work, including payment of final invoices, whichever is earlier. This Agreement may be terminated by any party after such notice is given, upon six months' notice given in writing prior to the start of the fiscal year in which termination is effective. Notwithstanding the termination date heretofore established, if the jurisdictions have not indicated their intent to terminate this Agreement, this Agreement shall continue after the termination date indicated above unless any Party indicates in writing, through its respective duly authorized officer, that the Agreement is terminated.

B. Amendments. This AGREEMENT may be amended from time to time upon mutual consent of the respective governing bodies of the Parties expressed in writing.

C. Appointment of Personnel. It is agreed that the duly authorized officer executing this Agreement on behalf of his or her respective Party, shall designate persons to carry out the respective Party's obligations under this Agreement.

X. MISCELLANEOUS

A. Available Funds Condition. All terms and conditions of this Agreement are dependent upon, and subject to, the allocation of funds for the purpose set forth in the Agreement, and the Agreement shall automatically terminate if funds cease to be available.

B. Acknowledgment of Authority. All Parties hereby respectively confirm that the individuals executing the Agreement are authorized to execute this Agreement and to bind the respective entities to the terms contained herein. All Parties confirm they have read this Agreement, conferred with counsel, and fully understand its contents.

C. Merger and Severability. This Agreement supersedes any and all prior agreements or understandings, oral or written, among the Parties, and shall comprise the whole agreement regarding any agreements or undertakings with respect to the subject matters addressed hereunder. In the event any provision hereof shall be adjudicated to be invalid or unenforceable, in whole or in part, the remaining provisions hereof shall remain in full force and effect, and this Agreement is accordingly declared to be Severable.

D. Governing Law. This Agreement shall be interpreted under the laws of the State of North Carolina, with venue in Wake County, resolving any ambiguities and questions regarding the validity of specific provisions, so as to give maximum effect to the values and purposes sought to be set forth herein.

E. E-Verify. The parties herein have complied with E-Verify, the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law and as in accordance with N.C.G.S. §64-25 et seq. In addition, to the best of the parties' knowledge, any subcontractor employed by a contractor as a part of this contract shall be in compliance with the requirements of E-Verify and N.C.G.S. §64-25 et seq.

F. IRAN DIVESTMENT ACT CERTIFICATION. The parties herein certify that, as of the date listed below, it is not on the Final Divestment List as created by the State Treasurer pursuant to

N.C.G.S. § 147-86.55, et seq. In compliance with the requirements of the Iran Divestment Act and N.C.G.S. § 147-86.59, the parties shall not utilize in the performance of the contract any subcontractor that is identified on the Final Divestment List.

CAMPO

By: _____
Chris Lukasina, Executive Director

Attestation

GOTRIANGLE

ADD SIGNATURE BLOCK

EXHIBIT 1, (Attachment)



Connecting all points of the Triangle

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee
FROM: Planning and Capital Development
DATE: August 23, 2023
SUBJECT: GoTriangle Short Range Transit Plan FY2024 – FY2028

Strategic Objective or Initiative Supported

1.2 Pursue service improvements and expansion opportunities

Action Requested

None

Background and Purpose

Staff will provide an update on the development of the GoTriangle Short Range Transit Plan (SRTP). The first phase of public engagement concludes Friday, September 1, with a focus on bus service in Durham and Orange counties. A second phase is scheduled to be completed before the Thanksgiving holiday. Consideration of the SRTP by the GoTriangle Board is anticipated in January 2024, in order to program bus service expansion in the FY2025 county transit plan work programs.

The GoTriangle SRTP will provide implementation details for bus service changes in fiscal years 2024 through 2028. As a part of its development, the SRTP will evaluate and define service adjustments and expansion concepts that were identified and funded in the Wake Bus Plan, Durham Transit Plan, and Orange Transit Plan. The SRTP will also evaluate post-FY2028 service changes and identify unfunded priorities for new and expansion bus services.

Reflecting the county transit plans, the Wake Bus Plan, and pandemic recovery ridership trends, the goals of the SRTP are to broaden the travel purposes served by GoTriangle bus routes, including:

- Ensure the provision of reliable service
- More frequent weekday service every 15-30 minutes on high demand regional corridors
- Consistent all-day service every 30-60 minutes providing access to regional destinations
- Additional weekend and evening service
- Strengthen and re-orient peak express routes



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Research Triangle Park, NC 27709
P: 919.485.7510 | F: 919.485.7547

www.gotriangle.org

The Short Range Transit Plan is being developed in coordination with other transit providers and stakeholders in Wake, Durham, and Orange counties. GoTriangle SRTP development initially focused on Wake County services as a part of the Wake Bus Plan. Work is now focused on Durham and Orange county services, including cross-county bus routes serving Wake County, following adoption of updates to the County Transit Plans for Durham and Orange counties.

Financial Impact

None

Attachments

- Draft Presentation

Staff Contact(s)

- Jay Heikes, 919-314-8741, jheikes@gotriangle.org
- Meg Scully, 919-485-7455 mscully@gotriangle.org
- Katharine Eggleston, 919-485-7564 keggleston@gotriangle.org



GoTriangle Short Range Transit Plan

FY 2024-2028

Jay Heikes, Senior Transportation Planner

September 2023

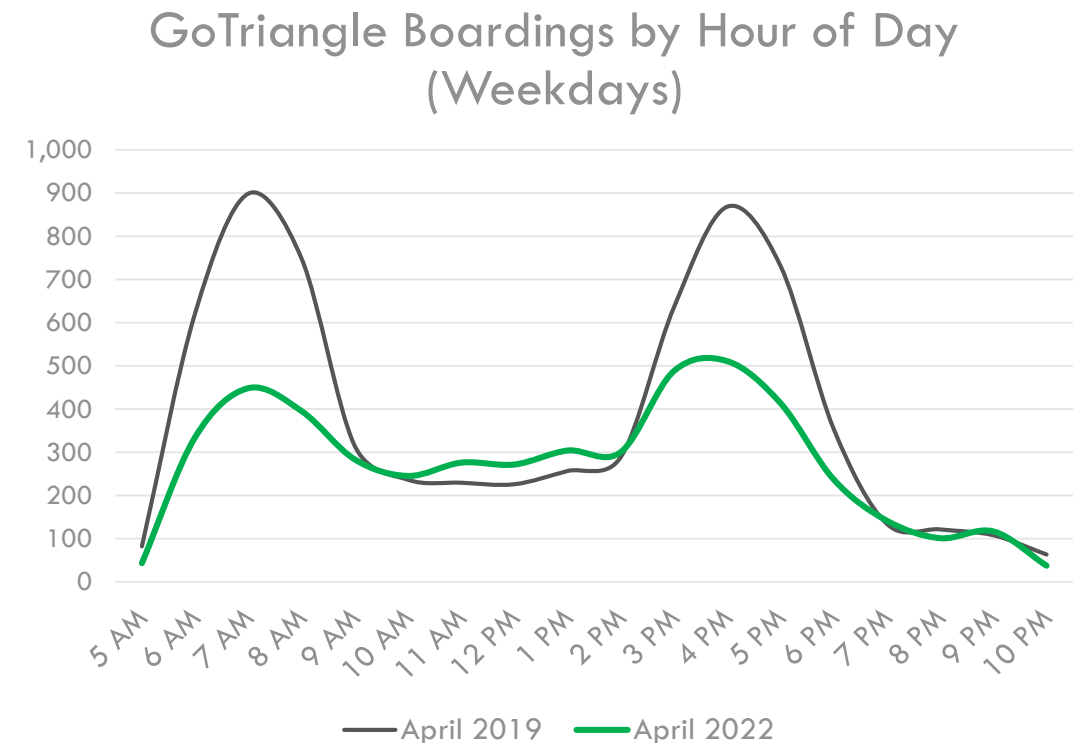
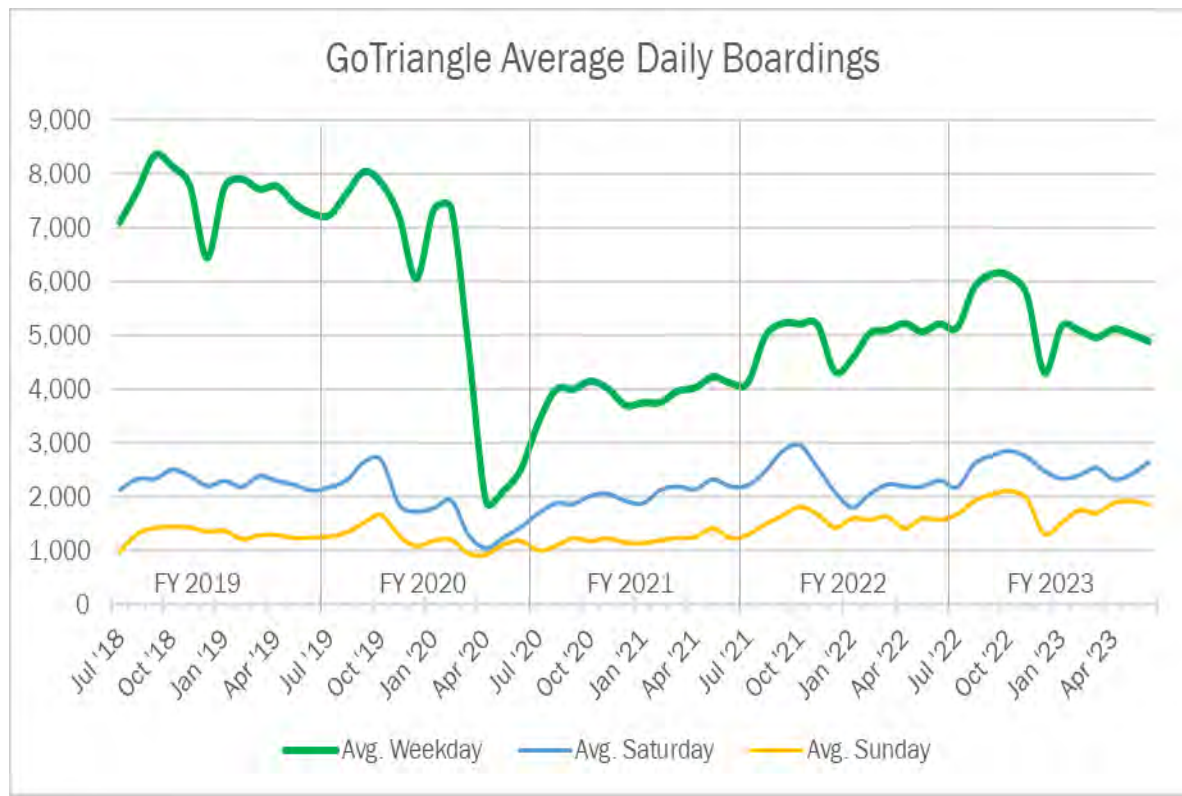


What is a Short Range Transit Plan (SRTTP)?

- Implements the vision set by the County Transit Plans from Wake, Durham, and Orange Counties
- Defines bus service changes and expansion for FY2024 to FY2028
- Identifies future service concepts (FY 2029+)
- Includes service standards to evaluate performance

Ridership Comparison FY19 to Now

- Weekend ridership is up. Sunday is about one-third higher than FY 2019
- Weekday Ridership is about two-thirds of FY 2019 levels
- More consistent ridership throughout the day; peaks are less strong

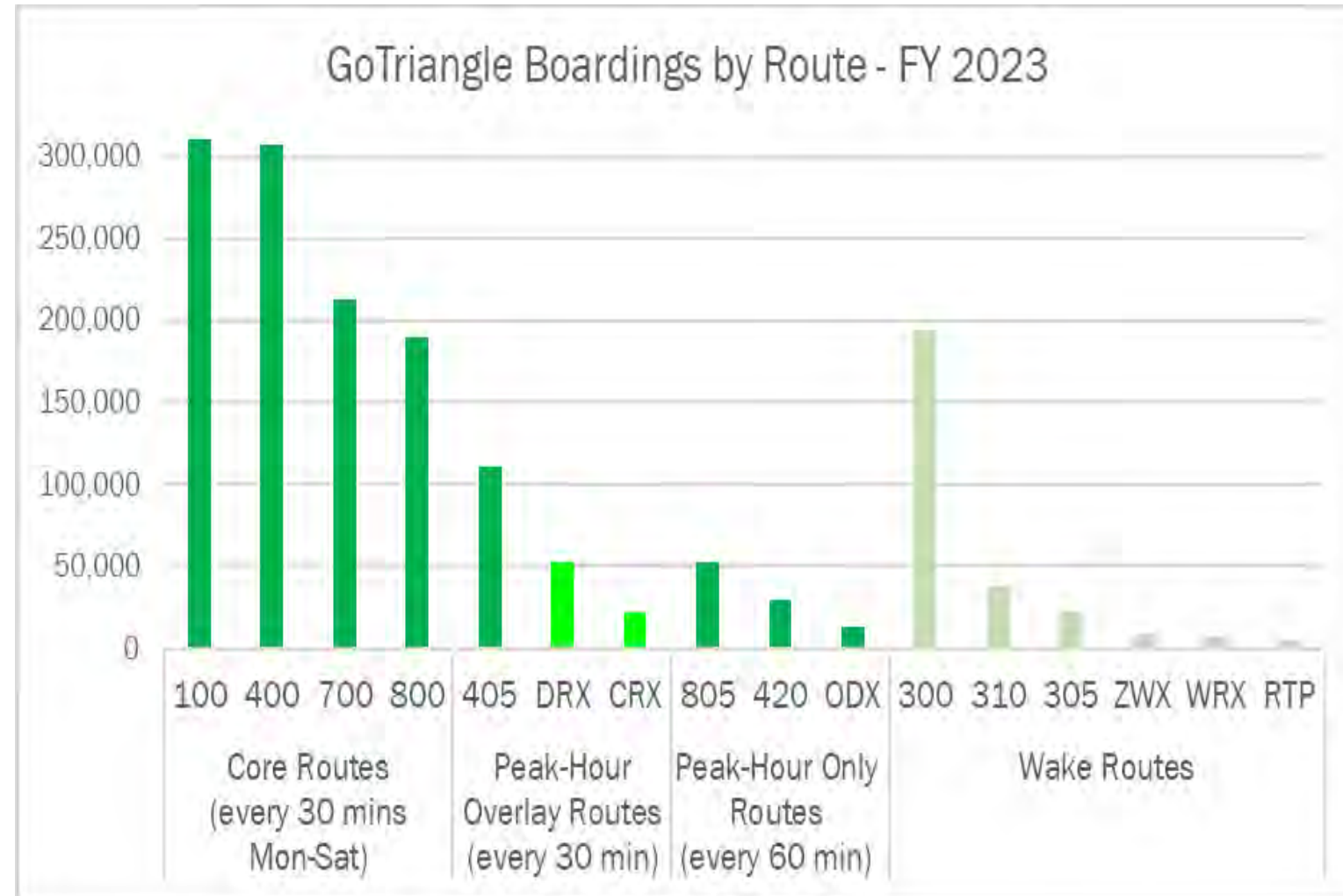


FY23 Ridership

- All-day routes with service every 30 minutes serve 79% of GoTriangle trips
- Peak-only routes serve 21% of GoTriangle trips

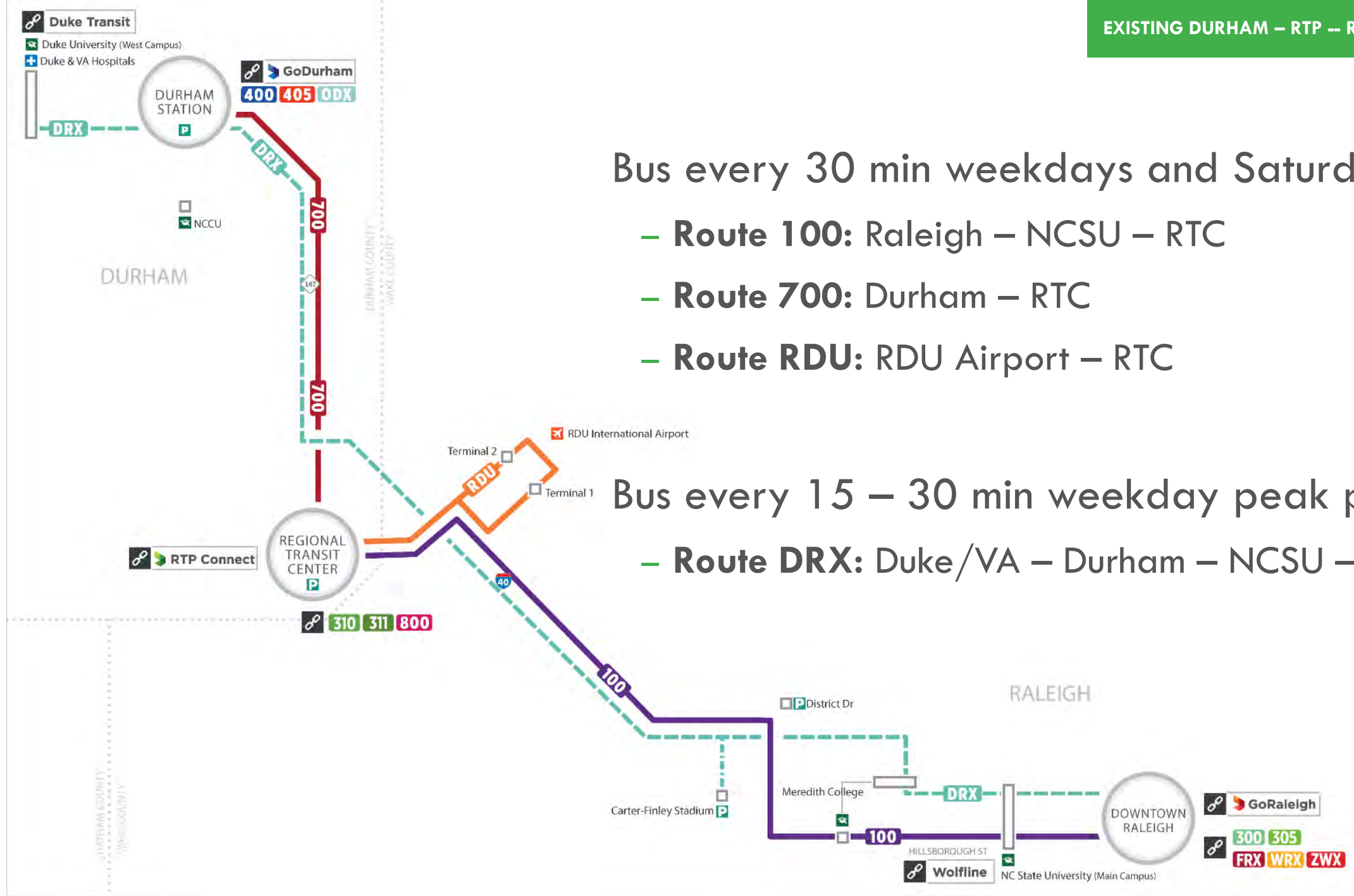
Observations:

- All-day routes serve more travel needs and ridership
- Peak routes that overlap all-day routes provide additional travel options



Goals of the Short Range Plan (FY24-28)

- Ensure reliable service
- Respond to ridership trends
 - Increase all-day service frequency in high-demand corridors
 - Add weekend service
 - Increase evening service
- Broaden the trip purposes served by GoTriangle
 - Convert peak-only regional service to consistent all-day service
 - Re-orient and strengthen peak-only express routes

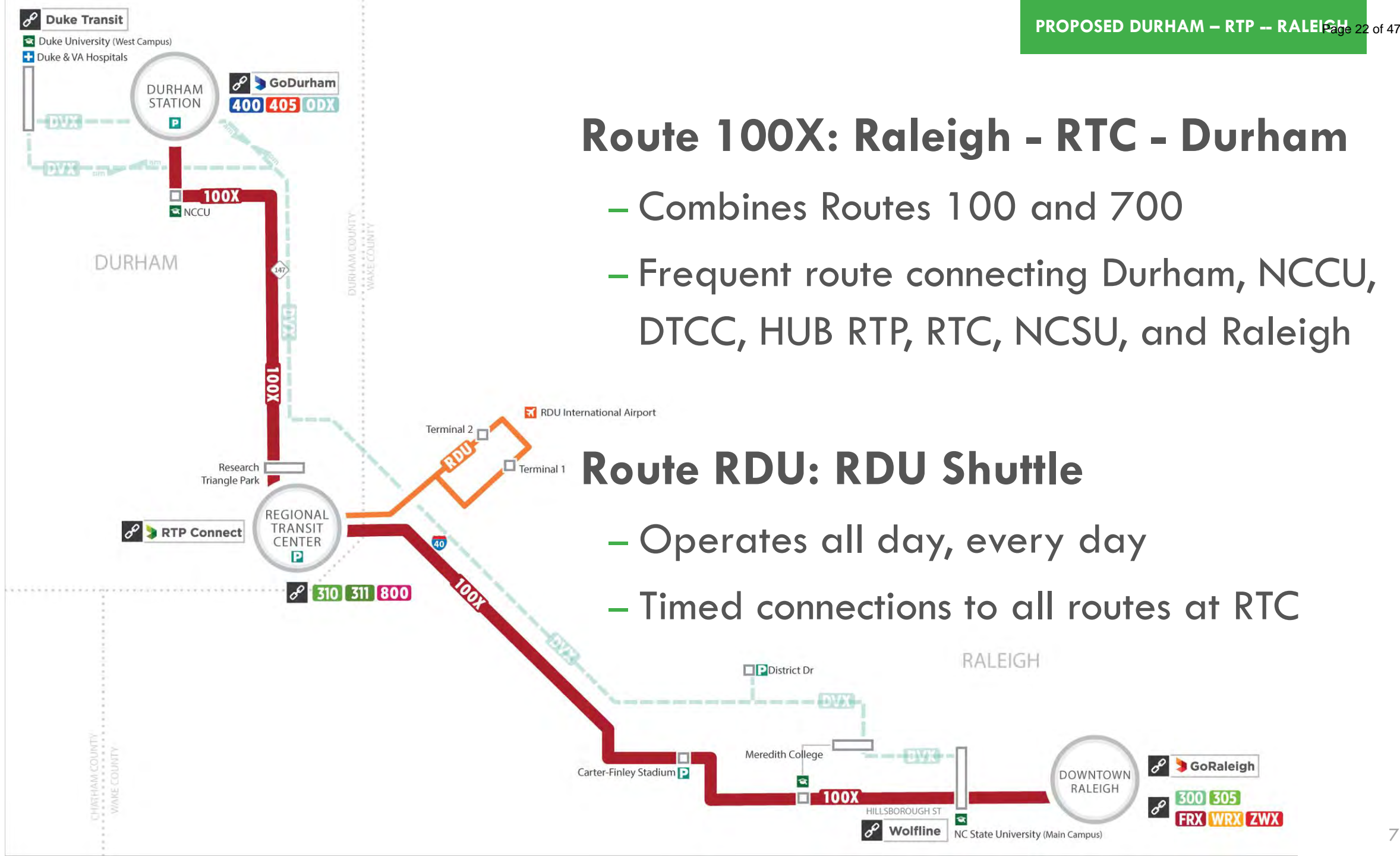


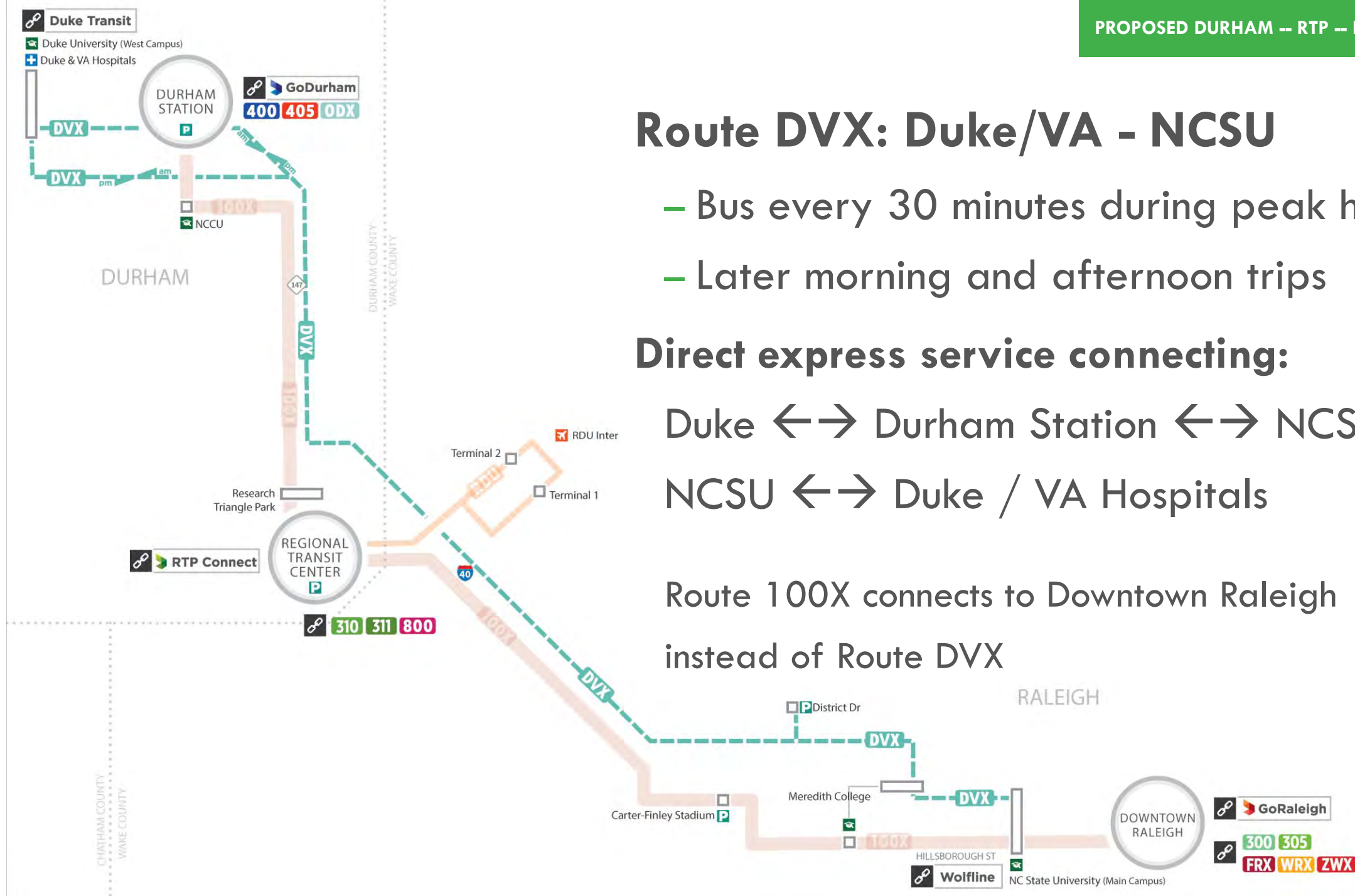
Bus every 30 min weekdays and Saturdays

- **Route 100:** Raleigh – NCSU – RTC
- **Route 700:** Durham – RTC
- **Route RDU:** RDU Airport – RTC

Bus every 15 – 30 min weekday peak periods

- **Route DRX:** Duke/VA – Durham – NCSU – Raleigh





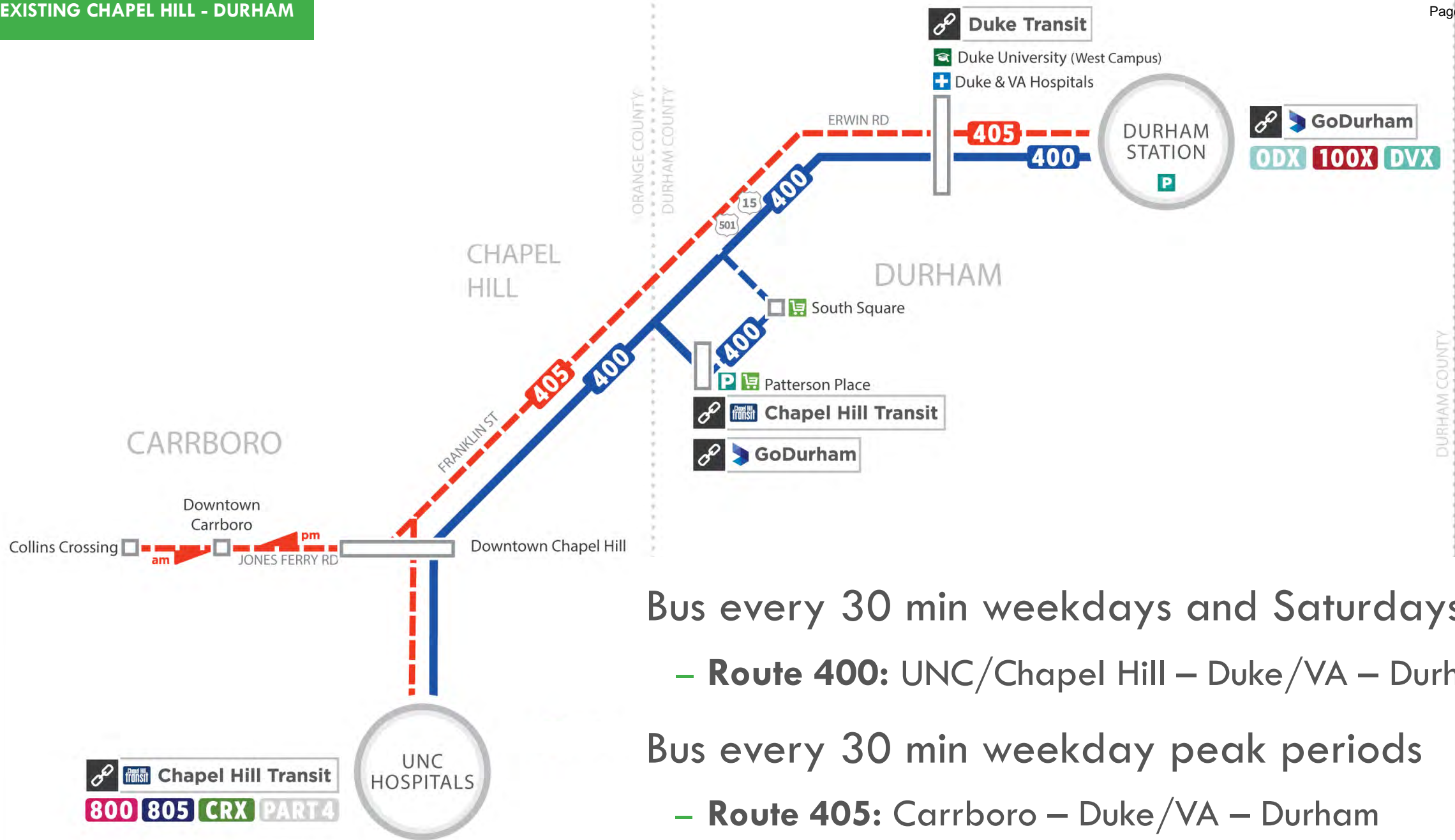
Route DVX: Duke/VA - NCSU

- Bus every 30 minutes during peak hours
- Later morning and afternoon trips

Direct express service connecting:

Duke ↔ Durham Station ↔ NCSU
NCSU ↔ Duke / VA Hospitals

Route 100X connects to Downtown Raleigh instead of Route DVX



Bus every 30 min weekdays and Saturdays

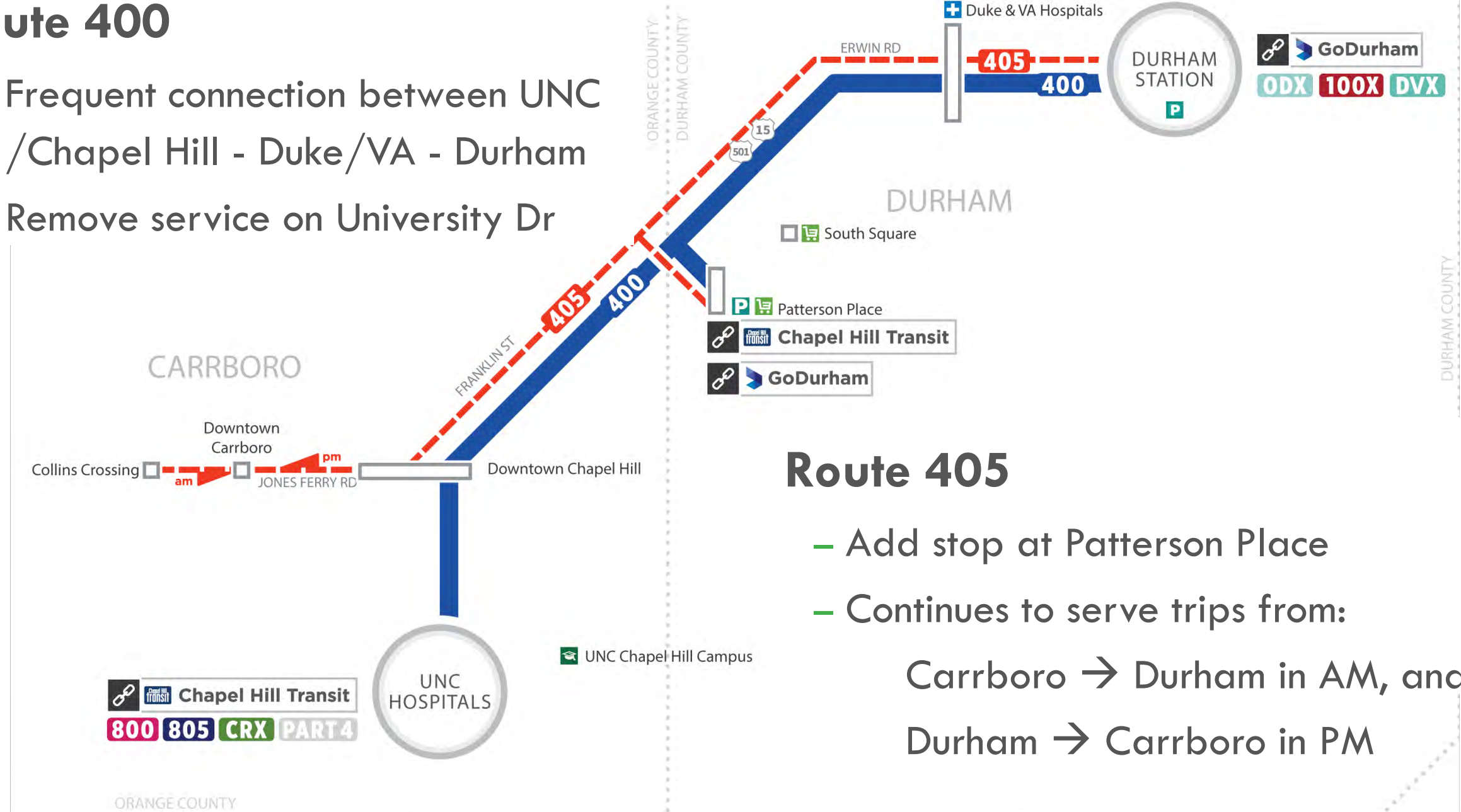
– **Route 400:** UNC/Chapel Hill – Duke/VA – Durham

Bus every 30 min weekday peak periods

– **Route 405:** Carrboro – Duke/VA – Durham

Route 400

- Frequent connection between UNC /Chapel Hill - Duke/VA - Durham
- Remove service on University Dr



Route 405

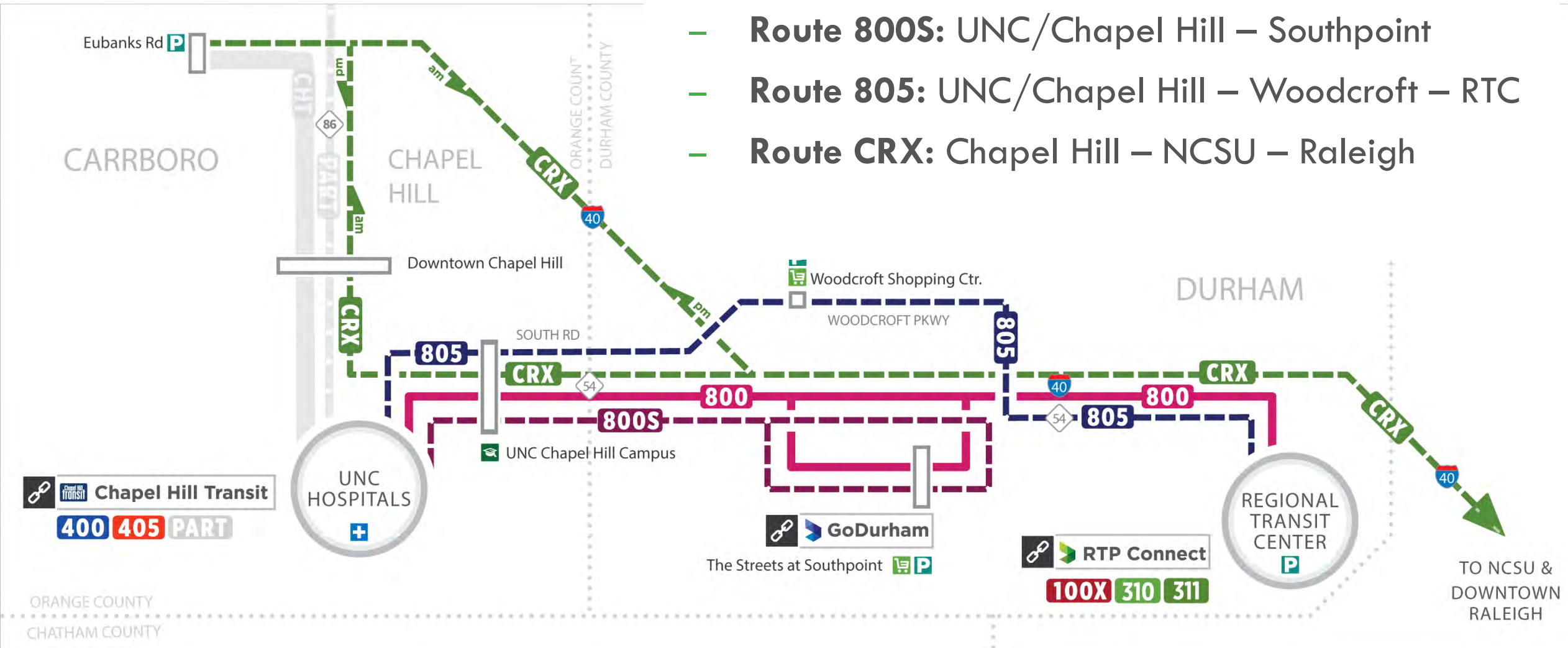
- Add stop at Patterson Place
- Continues to serve trips from:
Carrboro → Durham in AM, and
Durham → Carrboro in PM

Bus every 30 min weekdays and Saturdays

- **Route 800:** UNC/Chapel Hill – Southpoint – RTC

Bus every 30 – 60 min weekday peak periods

- **Route 800S:** UNC/Chapel Hill – Southpoint
- **Route 805:** UNC/Chapel Hill – Woodcroft – RTC
- **Route CRX:** Chapel Hill – NCSU – Raleigh

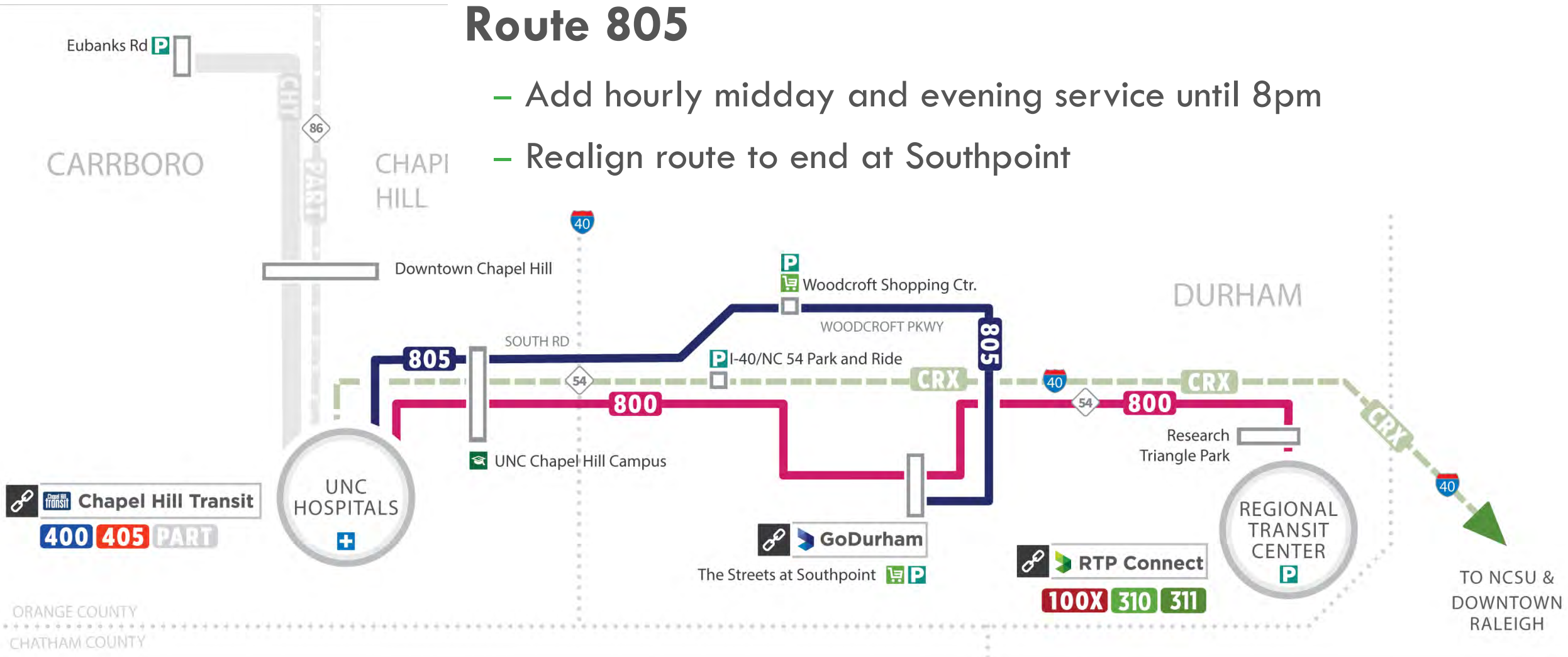


Route 800

- Travel on NC 54 between Southpoint and RTC
- Consistent all-day service to UNC, Southpoint, HUB RTP, RTC

Route 805

- Add hourly midday and evening service until 8pm
- Realign route to end at Southpoint

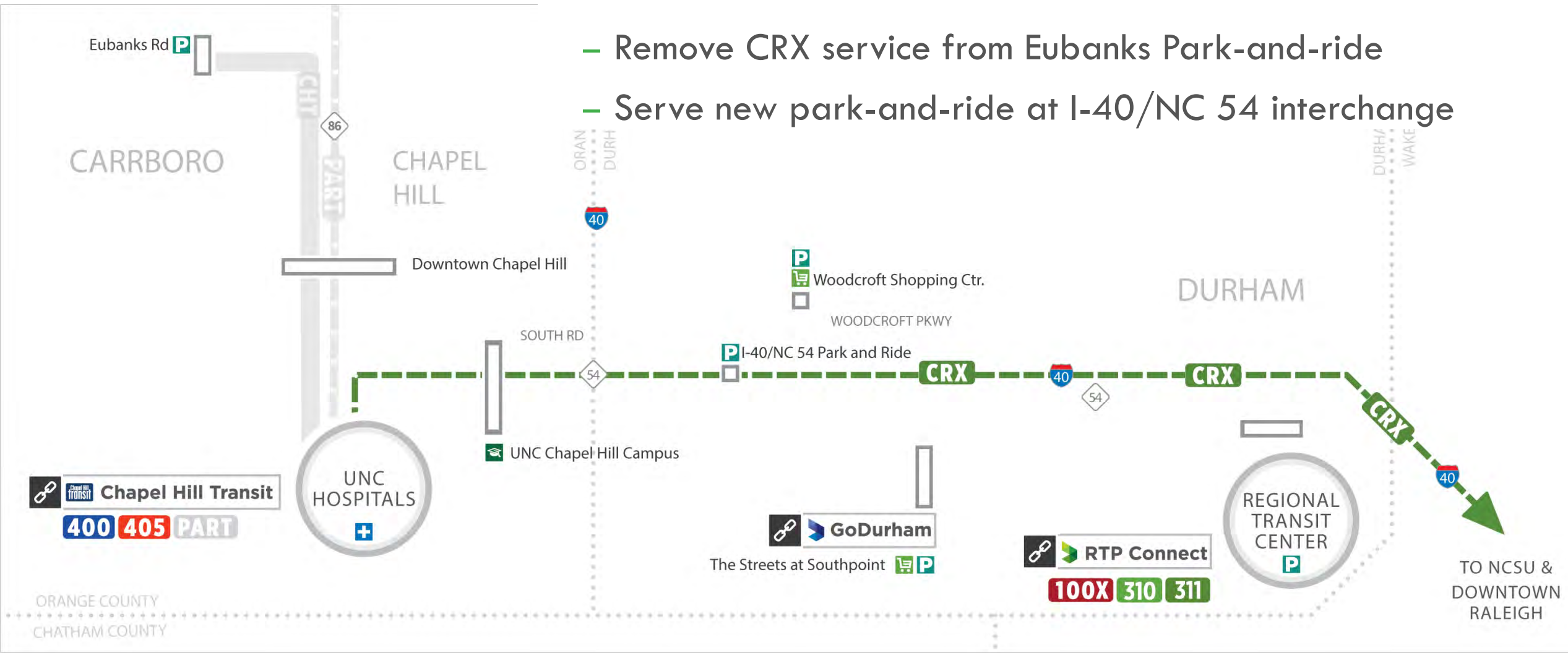


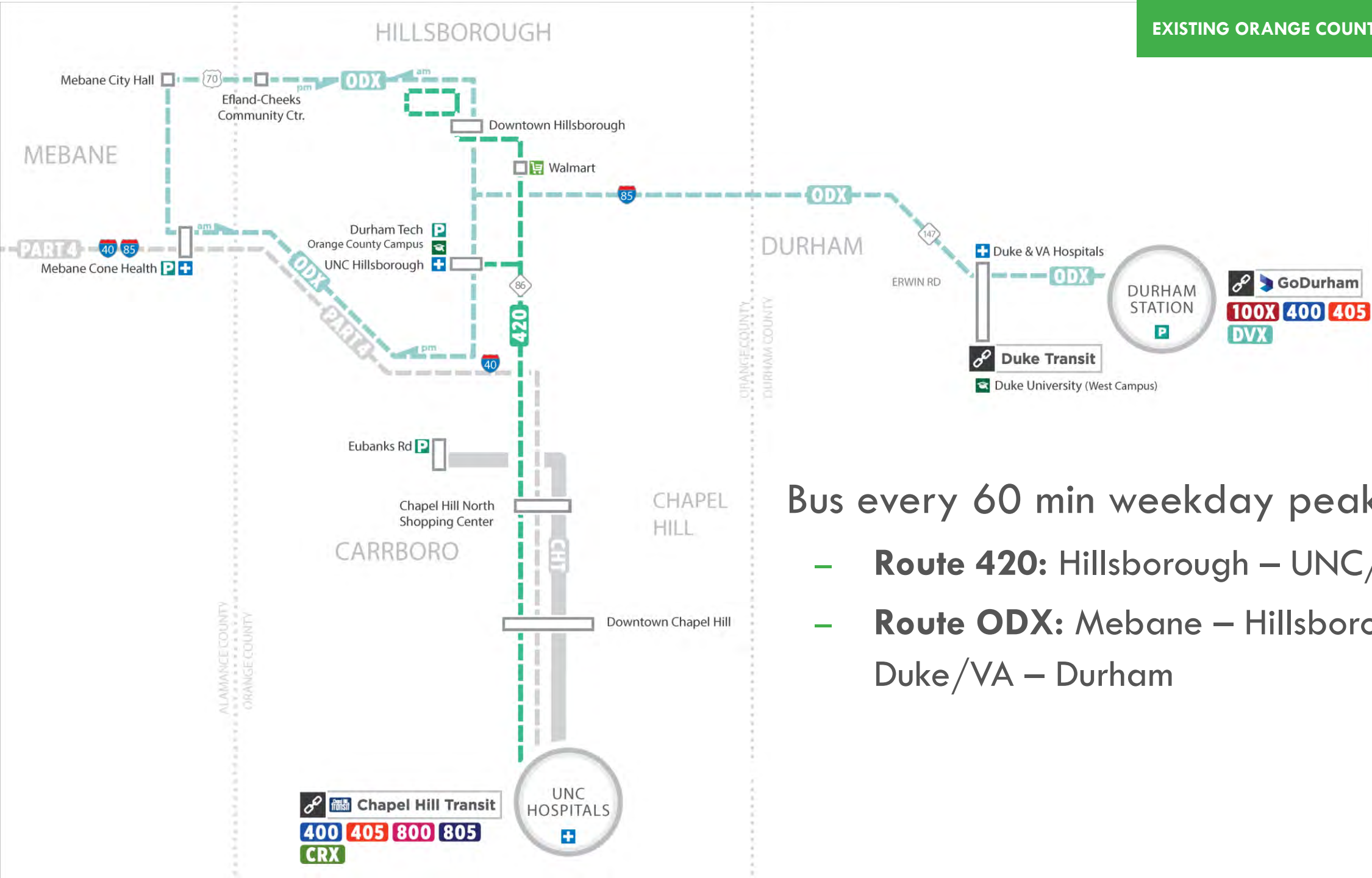
Route CRX



Route CRX

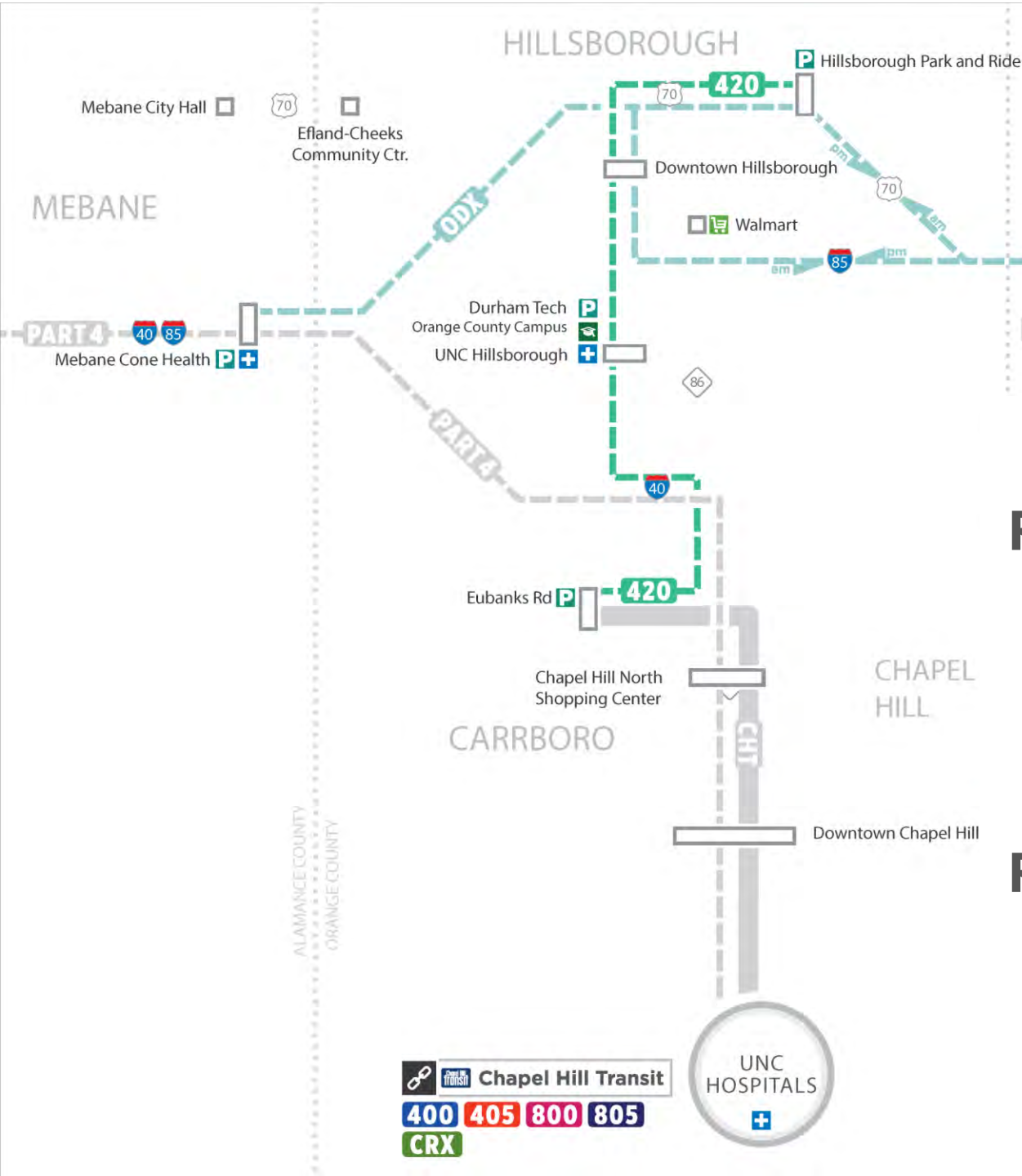
- Bus every 30 min during peak periods
- Improve on-time performance and reduce travel times
- Increase service to UNC and improve transfers to CHT
- Shorten Route to travel on NC 54 between I-40 and UNC
- Remove CRX service from Eubanks Park-and-ride
- Serve new park-and-ride at I-40/NC 54 interchange





Bus every 60 min weekday peak periods

- **Route 420:** Hillsborough – UNC/Chapel Hill
- **Route ODX:** Mebane – Hillsborough – Duke/VA – Durham



Route 420

- Bus every 30 min for longer peak period
- Transfer required to NSBRT at Eubanks PNR
- Serve new Hillsborough Park and Ride

Route ODX

- Realign route to serve I-40/85 and US 70
- Serve new Hillsborough PNR instead of DTCC
- End route at Mebane Cone Health PNR

Feedback and Engagement

- 400 online survey responses and more than 500 in-person interactions (as of 8/30)
- Four Focus Groups
- Email and Social Media Campaign
- Print Materials distributed to 250 organizations and community facilities
- In Person Events
 - GoDurham Monthly Meeting
 - Back to School Bash at Campus Hills
 - Back to School Bash at Cook Road Park
 - Annual Back to School Party at Durham Rescue Mission
 - Free Store at Open Table Ministries
 - GoTriangle RTC Pop Up
 - Durham Station Pop Ups (4)
 - Latino Credit Union Pop Up
 - Chapel Hill / UNC Pop Up
 - Durham Technical Community College
 - Durham Housing Authority monthly meetings

Next Steps

- September: Prepare Draft GoTriangle SRTP
 - Review public engagement received
 - Refine Service Concepts based on feedback
 - Include a timeline for changes to each route
- Mid-October: 2nd Round of Engagement - Draft GoTriangle SRTP
 - Tentative dates: October 23rd – November 15th
- December: Final GoTriangle SRTP
 - Inform FY 2025 annual work programs (budget) of the County Transit Plans
 - Adoption Goal: January 2024

Thank you!

Jay Heikes, jheikes@gotriangle.org

Senior Transportation Planner

MEMORANDUM

TO: GoTriangle Board of Trustees Operations & Finance Committee
FROM: Capital Development
DATE: September 7, 2023
SUBJECT: Low Income Fare Program Update

Strategic Objective or Initiative Supported

- 1.1 Increase number of customers served with sustainable transportation services
- 2.4 Ensure an attractive and accessible transit environment

Action Requested

None

Background and Purpose

The GoTriangle Board of Trustees voted to not reinstate fares for FY24. As part of the decision, the Board instructed staff to begin planning initiatives for the development of a regional low income fare program. In July, GoTriangle contracted with Just Cities Collective, a minority-woman owned firm located in Durham, North Carolina, to assist the agency with the program design. The program design includes implementation ideas to create a cost effective and easy to use platform for qualifying riders.

The design includes an assessment to identify needs, challenges, and opportunities for low-income riders in GoTriangle's three-county service area. It will also include interviews with stakeholders in the region, such as transit agencies, health and human services agencies, community-based organizations, and advocacy groups, to ensure that the low-income fare program aligns with regional goals and priorities. The study will produce recommendations for eligibility criteria, income thresholds, documentation requirements, and program cost estimates.

Financial Impact

None

Attachments

- N/A

Staff Contacts

- Michelle Peele, 919.485.7434, mpeelee@gotriangle.org
- Katharine Eggleston, 919.485.7564, keggleston@gotriangle.org

GoTriangle Low-Income Fare Design Update

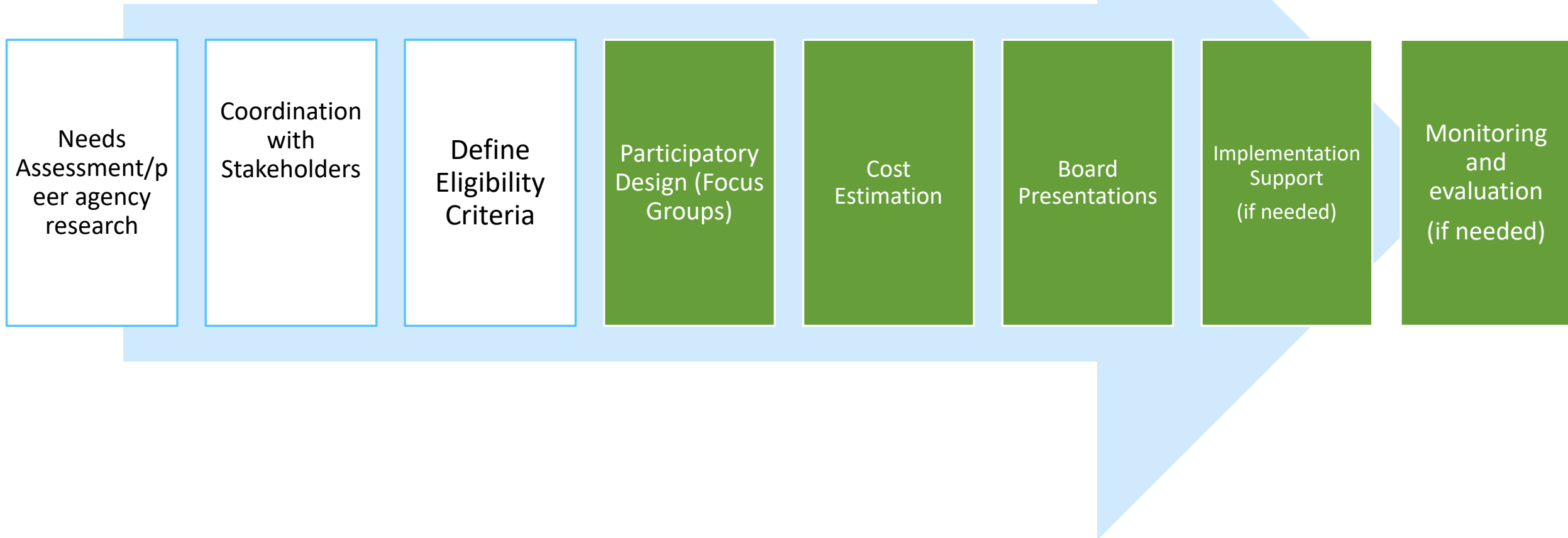
August 2023



AGENDA

- I. Overview of the Project
- II. Project Goals
- III. Design Questions
- IV. Process Map
- V. Rider Feedback
- VI. Cost Estimation Factors
- VII. Stakeholder Interview Questions

Project Overview



PROJECT GOALS



Program should be designed with input from target users



Program should be based on equitable eligibility criteria



Program should be easy to use



Program should be cost-effective for GoTriangle

BEHAVIORAL DESIGN

Contextual Interviews

Persona Profiles

Process/Barrier Mapping

Stakeholder Mapping

EAST Framework – Easy, Attractive, Social or Timely

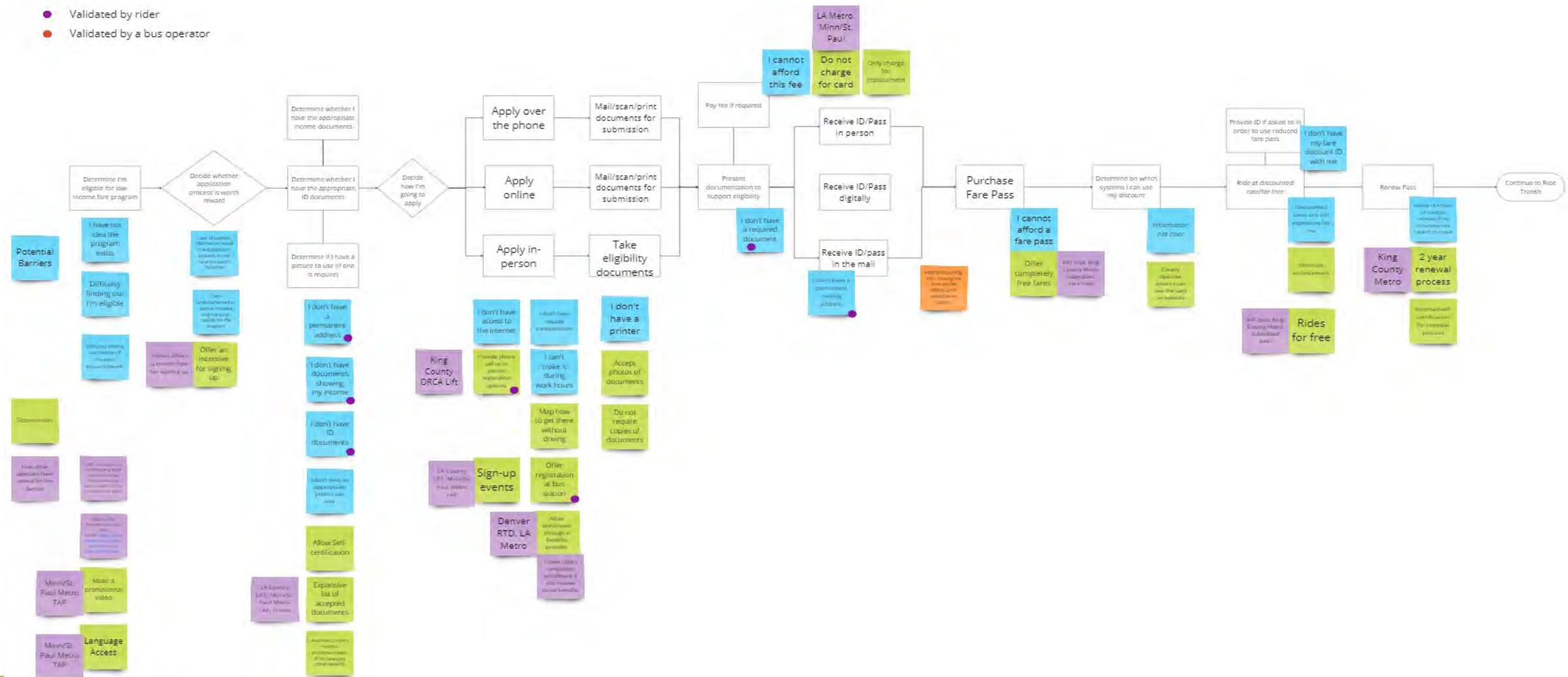
How might we design a low-income fare program that is easy to use and equitably serves GoTriangle riders?



- Who is eligible?
- What is the fare discount offered?
 - Will the program have tiers for eligibility and set discounts?
- How will the program be equitable?

- Who will administer the program?
- What policies need to be in place to support the program?
 - How will the program be funded?
 - How will you prevent fraud?

- How will people find out about the program?
 - How will people apply for the program?
- Where will people apply for the program?
 - How will they provide proof of income?
 - How will they provide proof of identification?
- How often will they renew the pass?



Contextual Interview Insights

Ridership in 2023 looks very different than it did in 2019

“I did not ride before 2020. I moved to NC from Maryland right before the pandemic started.” – Rider interviewing for a job at RDU

Nine of 15 riders I spoke to shared that they did not live in NC/ride GoTriangle buses before 2020.

Lack of IDs/Ability to Verify Income/Addresses will be a Challenge

“People don't always have IDs; [they should]accept different proof of ID - e.g., email; not just state ID.” Rider then shared that his backpack with his identification was recently stolen.

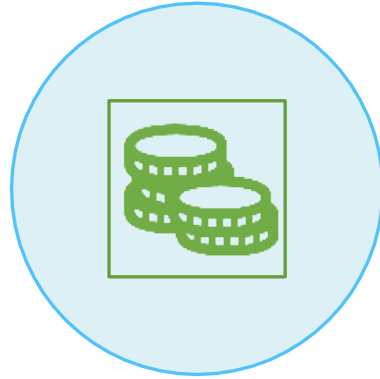
Two other riders shared that they were unhoused and would have challenges providing income verification.

Factors to Guide Cost Estimation



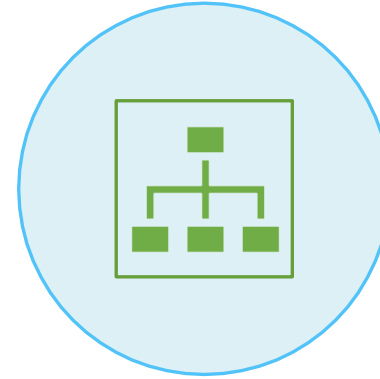
TOTAL NUMBER OF
RIDERS

ELIGIBLE RIDERS
RIDERS THAT WILL
PARTICIPATE IN THE
PROGRAM



COST OF AN
UNSUBSIDIZED TRIP

DISCOUNT OFFERED OR
FARE FREE
NUMBER OF TRIPS
PARTICIPANTS WILL
LIKELY TAKE



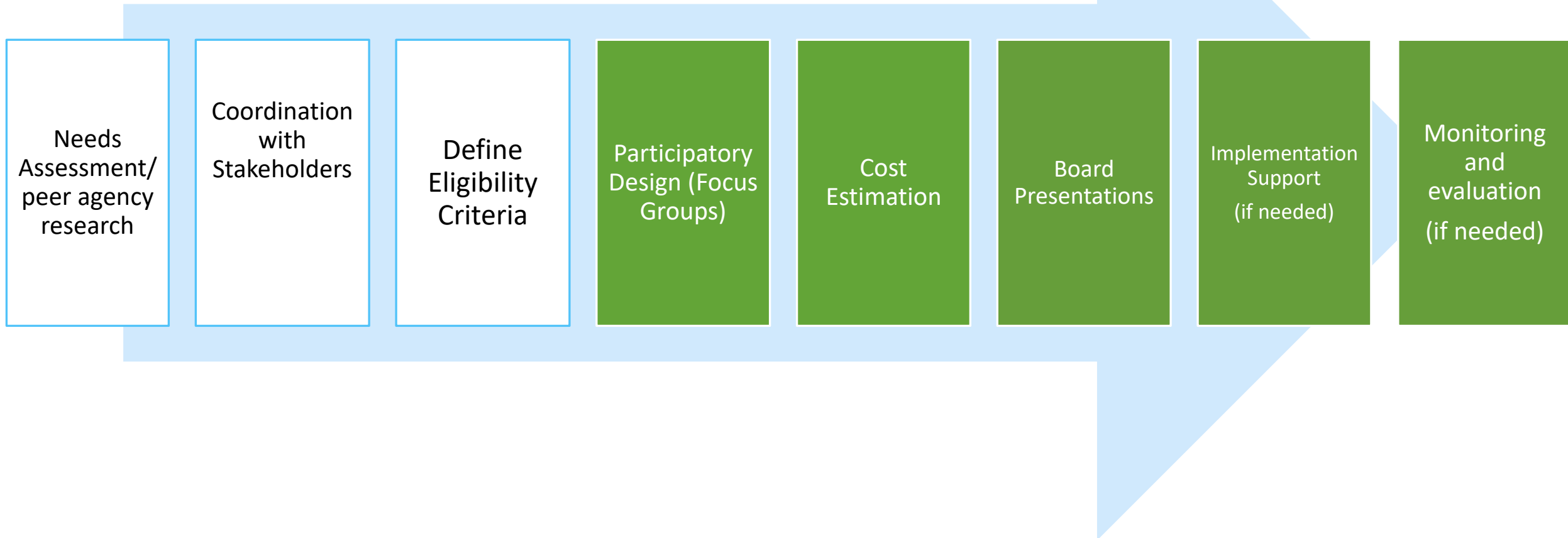
ADMINISTRATIVE COST
ADMINISTRATIVE STAFF

CARD COST (IF NOT
DIGITAL)
PARTNER
ADMINISTRATIVE COST



MARKETING &
COMMUNICATIONS

Next Steps



Stakeholder questions

1. Most of the transit agencies in the Triangle have been fare-free since 2020. How has fare-free transit affected the people served by your agency? How has fare-free transit affected your agency?
2. What are your thoughts about a program that would allow low-income riders to ride regional transit for free or at a discounted rate?
 - a. What do you like about this idea?
 - b. What concerns do you have about this idea?
3. What would a regional low-income fare program look like to you?
 - a. How would you want it to be administered?
 - b. How would this program be funded?
 - c. Describe your ideal program design.
4. What barriers exist related to implementing a regional low-income fare program from your agency's perspective?
5. What opportunities exist related to implementing a regional low-income fare program from your agency's perspective?
6. Is there anything else you would like to share related to the design of a regional low-income fare program?

THANK YOU.
Questions?



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