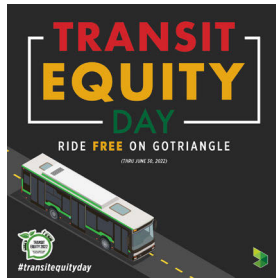


OPERATOR CREATIVE SERIOUS **UNIQUE**  
PASSIONATE DIVERSE PROBLEM-SOLVING DESIRE  
**CARING** KIND RESOLVE NEW CDL ADVANCED  
IMPROVED EFFICIENT FREE REGIONAL PARTNERS  
STRONG PERSEVERANCE **COMPASSIONATE**  
INNOVATIVE **HARDWORKING** LEADER BOLD  
DETERMINED DEDICATED INITIATIVE **DRIVE** SAFETY  
**HUMANITY** RELIABLE **EFFECTIVE** RESILIENT  
RESPECTFUL **PATIENT** IMAGINATIVE DECISIVE  
HELPFUL INVENTIVE **PROMPT** LOGICAL MODERN  
COOPERATIVE **RESPONSIBLE** CUSTOMER SERVICE  
**TEAMWORK** CRITICAL ACTIVE **ADAPTABLE** RESPECT  
OPERATOR CREATIVE SERIOUS **HARDWORKING**  
PASSIONATE DIVERSE PROBLEM-SOLVING DESIRE  
CDL **MOVING FORWARD WITH CREATIVE SOLUTIONS** **UNIQUE**



IMPROVED EFFICIENT FREE REGIONAL PARTNERS  
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OPERATOR SERIOUS CREATIVE **UNIQUE**  
PASSIONATE DIVERSE PROBLEM-SOLVING  
**CARING** KIND RESOLVE NEW **FISCAL YEAR 2022**  
EFFICIENT **DESIRE** **ANNUAL REPORT**  
STRONG PERSEVERANCE **COMPASSIONATE**



## MOVING FORWARD WITH CREATIVE SOLUTIONS

For many people and organizations, the COVID-19 pandemic created daily struggles, and transit agencies and their employees were not spared those challenges. In fiscal year 2022, GoTriangle faced shortages of operators and maintenance staff, scarcity of diesel and replacement parts, inflation and more. But we responded with resolve, creating a new career pathway to becoming a bus operator for those without a Commercial Driver's License and finding new places to recruit those who possess CDLs.

During the fiscal year, GoTriangle also continued to advance our transit operations technologies by phasing in a new Computer Aided Dispatch Automatic Vehicle Locator System and other high-tech modules. The integration of these new technologies over the next couple of years will allow for early maintenance alerts on buses and better cost estimates, real-time reports of fixed-route buses and paratransit vehicles, improved trip planning for our passengers, operational and administrative efficiencies across the agency, digital tracking of building assets and bus stops and more. We also kicked off a project with N.C. State University's FREEDM Systems Center that will yield a new e-bus charger for GoTriangle.

We continued to collaborate with partners on transit projects to strengthen and expand our regional transit network. These projects ranged from making bus stop improvements to starting work on the Raleigh Union Station Bus Facility to connect to a multi-modal transit hub in downtown Raleigh. We studied the feasibility of commuter rail as a transit spine to connect the region, and we identified the best place to relocate our Regional Transit Center to connect with multiple transit modes.

Despite another tough year, our front-line workers kept our service running, fueled by their passion, and all GoTriangle departments found inspiration in their commitment. And we all persevered in our work to improve our region's quality of life by continuing to build a transit network that is safe, reliable and accessible for all people.







# TABLE OF CONTENTS



**1**

**INTRODUCTION:  
MOVING FORWARD WITH CREATIVE SOLUTIONS**

**4**

**MESSAGE FROM OUR CHAIR**

**6**

**MESSAGE FROM OUR CEO & PRESIDENT**

**8**

**ABOUT US**

**9**

**OUR FAMILY**

**10**

**OPERATIONS**

**11**

**TRACKING RIDERSHIP**

**12**

**OUR TRANSIT PARTNERS**

**13**

**BUILDING A REGIONAL NETWORK:  
COMMUTER RAIL, BUS RAPID TRANSIT, RALEIGH UNION STATION BUS FACILITY**

**15**

**OUR UNIVERSITY & BUSINESS ALLIANCES**

**17**

**COMMUNITY OUTREACH**

**18**

**GOTRIANGLE SYSTEMWIDE FINANCIALS**

**20**

**DURHAM COUNTY TRANSIT PROGRESS REPORT**

**26**

**ORANGE COUNTY TRANSIT PROGRESS REPORT**

**32**

**WAKE COUNTY TRANSIT PROGRESS REPORT**

**41**

**FY2022 BOARD OF TRUSTEES**



**MESSAGE FROM OUR CHAIR**

## MESSAGE FROM OUR CHAIR

The future has never been brighter for GoTriangle. I will start with a monumental thanks to our outstanding service attendants, operators, front-line transit employees and maintenance staff. They kept the Triangle moving forward as we weathered a two-year pandemic, long working hours and staffing shortages yet never lost sight of our customers who depend on transit as a lifeline to work, health care and educational opportunities.

One of our greatest accomplishments in 2022 was bringing together more than 40 elected and community leaders from the entire region to the Regionalism: Building a Stronger Future Together event. This initiative was met with an overwhelming positive response as we discussed the challenges and opportunities we face and how a regional transit solution is the only way to meet the long-term needs of one of the fastest growing regions in the country. That's why GoTriangle's work as the regional transit provider is so important to the future.

As we look at fiscal year 2023, GoTriangle is positioned better than ever to not only provide improvements to our existing service, but also to expand our offerings throughout the entire region. This expansion will primarily include a passenger rail system that will be the spine connecting eight of the 10 job centers throughout the Triangle. The process of developing the first phase of the regional passenger rail system is well underway starting with the completion of the Greater Triangle Commuter Rail Project feasibility study this past summer. This study has provided regional leaders with the critical information needed to chart a path forward over the next few months, including the opportunity for public input.

I want to thank our management team as well as our Board of Trustees for their dedication in moving us forward toward building an interconnected regional transit system that delivers people to life's opportunities. In fiscal year 2023, we look forward to continuing to work together to make this vision a reality.

Sincerely,



**Sig Hutchinson**  
Chair, GoTriangle Board of Trustees







**MESSAGE FROM OUR CEO & PRESIDENT**

## MESSAGE FROM OUR CEO & PRESIDENT

**“Coming together is a beginning. Keeping together is progress. Working together is success.”**

— Henry Ford

Henry Ford’s quote is emblematic of what we at GoTriangle have accomplished over the past year and what we need to continue doing. We’ve overcome many challenges and are on the path to building a stronger and better transit system to meet the region’s growing needs.

Here are just a few examples of our accomplishments over the past fiscal year:

- Continuing to support our community’s transit needs despite the difficulties posed by the COVID-19 pandemic and rebuilding our ridership to near pre-pandemic levels.
- Advancing the Raleigh Union Station Bus Facility project, also called RUS Bus, in downtown Raleigh. A first for the region, this transit-oriented development project will help transform communities by being a welcoming hub for those arriving by bus, train, bike or on foot.
- Investing in new technology for bus operations and communications to improve safety and service for our operators and customers.
- Supporting our staff through incentives and rewards for working throughout the pandemic. These efforts also have helped us retain employees and promote their health and safety through vaccine compliance.
- Partnering with the FREEDM Systems Center at North Carolina State University to help develop an advanced electric charging system for our buses in support of a sustainable future.
- Working with our partners to advance the Greater Triangle Commuter Rail Project feasibility study toward completion.

I believe we have also strengthened our relationships with our transit partners and the communities we serve by embracing our leadership role in order to plan and build safer transit to underserved communities such as Bragtown in Durham. We also have worked diligently toward rebuilding community trust and addressing outstanding issues related to the Durham-Orange Light Rail project so that we can advance new transit initiatives that will better serve the region.

GoTriangle has fostered strong relationships with the business community and institutional stakeholders whose employees, students and customers rely on transit. These efforts include regular conversations with our local Chambers of Commerce, universities and hospitals and partnering with the Regional Transit Alliance to support transportation system improvements.

Despite all of these outstanding accomplishments, there is still much to do, and I am excited to work with our Board of Trustees, the GoTriangle team, our state and local partners and our stakeholders to build on our successes, break ground on the RUS Bus project, take commuter rail into development, relocate our Regional Transit Center to Research Triangle Park, expand our bus operations and develop new microtransit initiatives.

Sincerely,



**Charles Lattuca**  
CEO & President, GoTriangle







## ABOUT US

### OUR REGIONAL ROOTS

Since the North Carolina General Assembly established our agency as Research Triangle Regional Public Transportation Authority in 1989 to serve Durham, Orange and Wake counties, we have worked to connect the region. We embrace our role as the regional transportation agency by leading the effort for bus and rail improvements. Our mission—improve our region’s quality of life by connecting people and places through safe, reliable and easy-to-use travel choices—continues to guide the agency to:

- Improve mobility in the region.
- Assure high-quality customer service.
- Encourage sound growth patterns.

### HELPING COUNTY PARTNERS ACHIEVE THEIR TRANSIT PRIORITIES

As the tax district administrator for Durham, Wake and Orange counties, GoTriangle oversees the administration of funds in the county transit plans and works with county partners to implement the region’s transit priorities. Large capital projects funded by the county transit plans include building a new state-of-the-

art bus transfer facility in downtown Raleigh, developing bus rapid transit corridors and studying the feasibility of a commuter rail service. That rail would run from West Durham through Raleigh to Garner in Wake County or Clayton in Johnston County, all designed to create a seamless regional transit network.

In addition to planning, design and construction, GoTriangle provides bus and paratransit services, ride-matching, vanpools, commuter resources, trip planning and an emergency ride home program for the region, including Apex, Cary, Chapel Hill, Durham, Efland, Fuquay-Varina, Hillsborough, Mebane, Raleigh-Durham International Airport, Raleigh, Research Triangle Park, Wendell, Wake Forest and Zebulon. GoTriangle also provides transit information for all providers in the region through the Regional Transit Information Center in Durham, [gotriangle.org](http://gotriangle.org) and real-time bus arrival information.

### GOVERNANCE

GoTriangle is governed by a 13-member Board of Trustees, which by law is authorized to make decisions and enact policy for the agency. The region’s principal municipalities

and counties appoint 10 voting members to staggered four-year terms. The North Carolina Secretary of Transportation appoints three ex-officio nonvoting members. Each year, voting members elect a chair, vice-chair, secretary and treasurer. Board members stay informed of issues and discuss and make recommendations on agenda items to the full board through three committees: Operations & Finance, Planning & Legislative and Personnel.

Visit: [gotriangle.org/bot](http://gotriangle.org/bot).

### FUNDING

Primary funding for GoTriangle in FY2022 came from vehicle registration fees, a 5 percent rental vehicle tax, a half-cent sales tax dedicated for transit in Durham, Orange and Wake counties and federal and state resources. Like other local transit agencies, GoTriangle suspended fares in March 2020 due to the COVID-19 pandemic, seeking to ease financial burdens for the frontline workers and community members who were relying on transit to get to critical jobs or obtain food or health care. The fare suspension continued throughout FY2022 and will continue through FY2023.



### *It's all about having patience*

Unassuming, laid-back and friendly, Tamika Wilson explains her technique for training GoTriangle’s Transit Operators. “It’s all about having patience,” she says. “You’ve got to have tons and tons of patience when you’re dealing with people who have never driven a 40-foot bus before. It’s just one step at a time.”

– Training Specialist Tamika Wilson





## OUR FAMILY

GoTriangle has only about 240 employees, but our work with our partners to better connect the region extends far. Our team collaborates with partners in Wake, Durham and Orange counties on transit planning and service, joint projects, communications, safety, customer service and more, building new partnerships as needs arise in the Triangle.

The GoTriangle family of employees is as diverse as the people we serve. We are an equal opportunity employer, offering opportunities for all. As of June 30, 2022, GoTriangle's workforce comprised 59.3 percent minority managers and 53.1 percent female

managers. Full-time employees enjoy a generous benefits package that includes medical, dental, vision and life insurance and paid leave programs. GoTriangle contributes to employees' retirement through a 401(a) plan and offers tuition assistance and continuing education training.

### **BENEFITS GROW WHILE PREMIUMS STAY LOW**

In FY2022, we successfully negotiated a flat benefits renewal, which meant no increase in premiums for the agency and its staff. Talent Services led the successful transition of the 401a, 457b and 457 Roth Retirement Plans to VOYA, resulting in a 60

percent reduction in retirement fees paid by employees along with access to additional resources and capabilities. We believe in investing in our employees' development and professional growth, which is reflected in our enhanced tuition reimbursement policy and the successful launch of two leadership development programs: LEAD and Academy. We updated our sick and vacation leave policies to strengthen compliance and sustainability.



### *Driving passengers to their destinations isn't just a job*

Driving passengers to their destinations isn't just a job, Jonas Theodore says. It's a career that gives him purpose. "Whatever you do, you've got to be passionate about it," he says. "You've got to put your heart into it to try to do the best you can. And when I'm driving that's exactly my MO – be the best at whatever you're doing."

As he picks up and drops off passengers, he says he knows that his work matters. "Sometimes people are coming from work," he says. "You realize that person is depending on you."

**- Transit Operator Jonas Theodore**

## OPERATIONS

In fiscal year 2022, GoTriangle passengers took 1,464,724 trips on bus service and 35,367 trips on ACCESS, our regional paratransit service. GoTriangle operates seven days a week with 78 buses, 13 regional routes, six weekday express routes and a public demand-response system serving Research Triangle Park and surrounding areas. RTP Connect, the public demand-response system serving RTP provided 5,658 trips. The regional paratransit program has 29 vehicles, and the vanpool service is provided through a contract with Enterprise. Vanpools provided 28,669 trips.

During fiscal year 2022, GoTriangle operated:

- Regional Routes 100, 300, 305, 310, 400, 405, 420, 700, 800, 805 and an RDU Shuttle to the Raleigh-Durham International Airport.
- Express Routes CRX, DRX, ODX, FRX, WRX, ZWX.
- Three regional routes (105, 301, 311) and one express route (NRX) were suspended during the entire fiscal year due to operator shortages.

### NEW BUS PURCHASES

In accordance with GoTriangle's State of Good Repair and Transit Asset Management Plan, the authority has implemented a level-buying program of about six buses each fiscal year to reduce the fleet's average age and allow the agency to budget effectively for future bus purchases. In April 2022, GoTriangle received six new buses and planned to retire six older buses that had exceeded their useful lives. GoTriangle also has completed a contract to repower 30 buses, extending the lives of these buses by at least four years.

### JOINT EFFORT WITH NC STATE TO YIELD A NEW E-BUS CHARGER FOR GOTRIANGLE

Through a partnership with the FREEDM Systems Center at NC State University in Raleigh, GoTriangle expects to gain a new electric bus-charging station in three years through a U.S Department of Energy funded project. The Future Renewable Electric Energy Delivery and Management (FREEDM) Systems Center at NC State – a leader in power electronics research – kicked off in summer 2022.

Phase 1 of the project will involve

design, testing and assembly at the FREEDM lab on NC State's Centennial Campus and is expected to last two years. Preparation for installation is anticipated in the third year with GoTriangle employees involved in planning and site engineering. Duke Energy will also be heavily involved in planning. GoTriangle will keep the charger after the project.



### MAINTAINING A SAFE AND HEALTHY WORKPLACE

On June 3, N.C. Department of Labor Commissioner Josh Dobson presented GoTriangle with a Gold Award at the agency's Safety Awards Banquet in Raleigh. The award recognizes GoTriangle and our employees for maintaining a safe and healthy workplace. The Gold Award is GoTriangle's first – we already have six Silver NCDOL Safety Awards – and is based on GoTriangle's low rate of job absences, restricted activities or job transfers related to on-the-job injuries. Administered through the NCDOL's Occupational Safety and Health Division's Education, Training and Technical Assistance Bureau, the Safety Awards Program recognizes private and public firms that maintain good safety records. The program

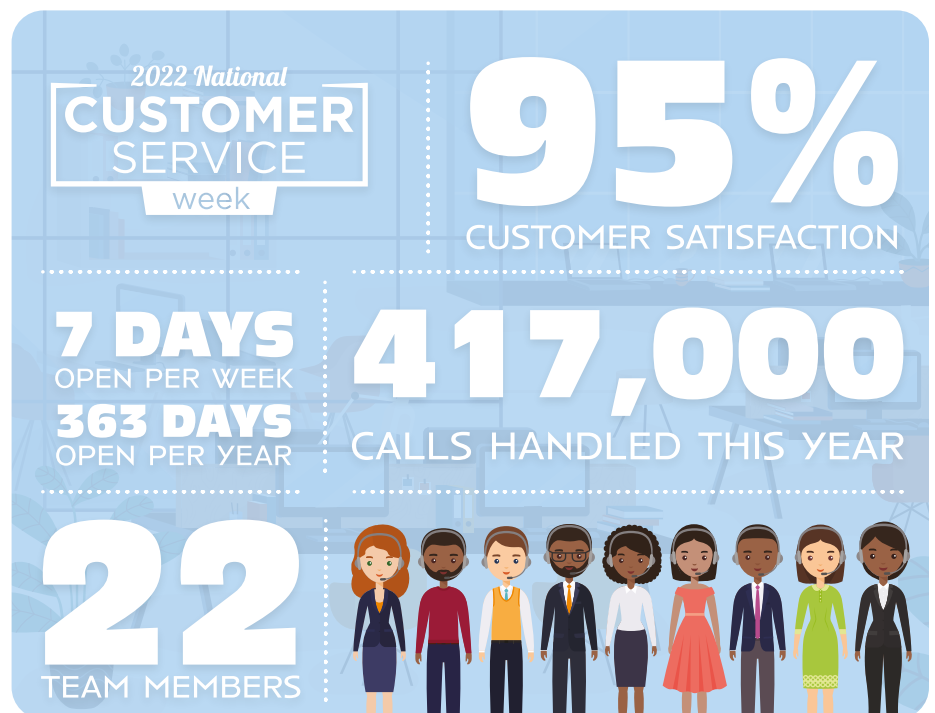
is designed to promote accident prevention and safety in the workplace.

### ARMED SECURITY SERVICES

GoTriangle contracted with Eagle Eye Security in FY2022 to bolster our security at our Bus Operations and Maintenance Facility in Morrisville, our Regional Transit Center in Durham and at our Plaza Building Headquarters in Durham. The contract requires an armed security guard to be highly visible at all times on GoTriangle's properties. The guard is responsible for maintaining safety and security and resolving issues on buses and at the Pass Sales Office.

### REGIONAL CUSTOMER SERVICE FOR ALL TRANSIT

The Regional Transit Information Center provides a single source of information about public transit options throughout the Triangle by allowing customers to make one call to 919-485-RIDE (7433). GoTriangle staffs the center through a cooperative agreement with its partners GoRaleigh, GoDurham, GoCary and the Town of Chapel Hill. Although all partners do not share the same fiscal year reporting periods, GoTriangle estimates the Regional Transit Information Center created about 147,000 customer tickets and received more than 417,000 calls during fiscal year 2022.





# TRACKING RIDERSHIP

The majority of GoTriangle’s ridership in FY2022 was on our all-day network, which operates seven days a week carrying passengers to and from Raleigh, Durham, Chapel Hill, Cary and Research Triangle Park. These routes run every 30 minutes Monday through Friday until 6:30 p.m., and once an hour on weekday evenings, Saturdays and Sundays. The all-day network includes Routes 100, 300, 400, 700 and 800. Ridership on our all-day network totaled over 1 million boardings for the fiscal year, which was just under 75 percent of GoTriangle’s ridership.

In addition, our peak-hour overlay routes carried more riders than the other peak-hour only routes. The overlay routes – Route 405 (Durham-Chapel Hill), CRX (Chapel Hill-Raleigh Express) and DRX (Durham-Raleigh Express) – provide peak-only express

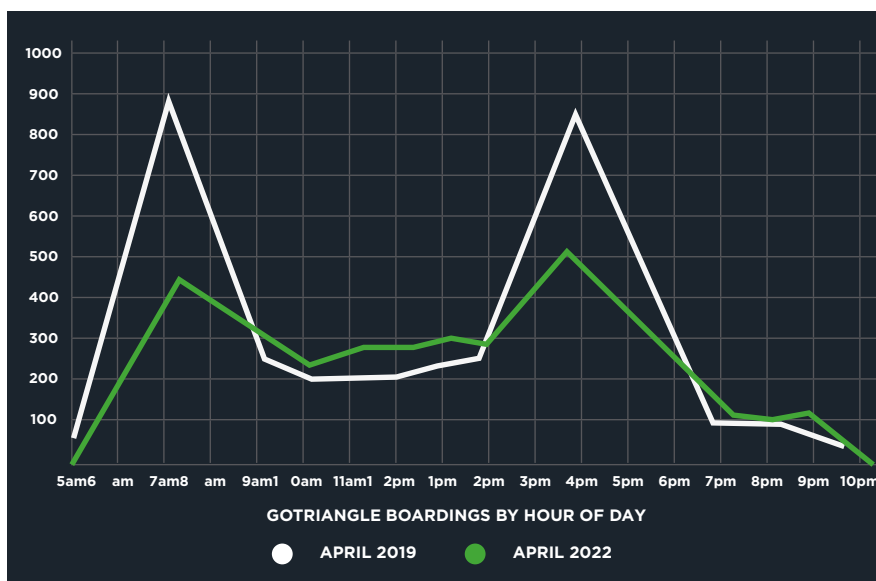
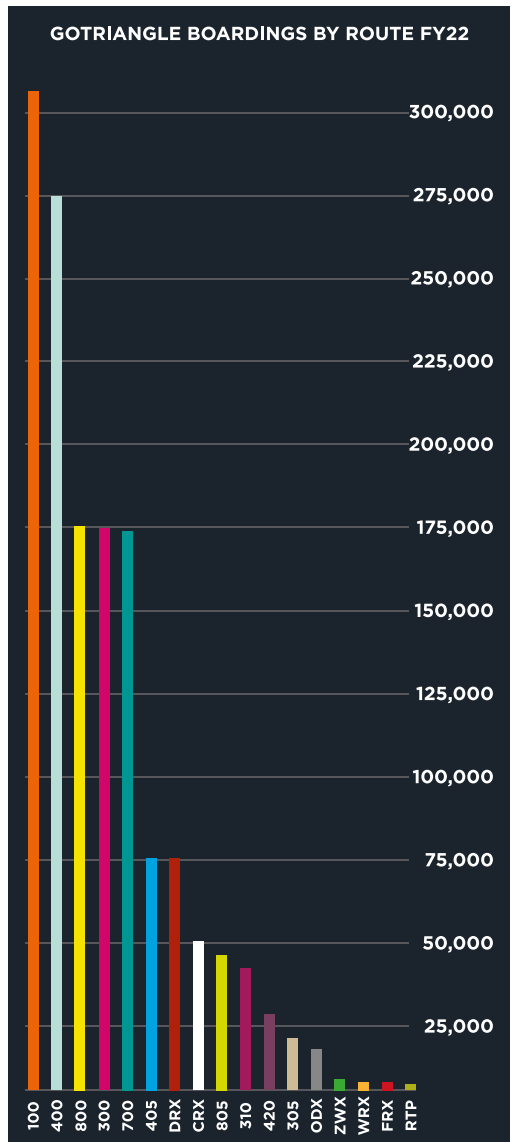
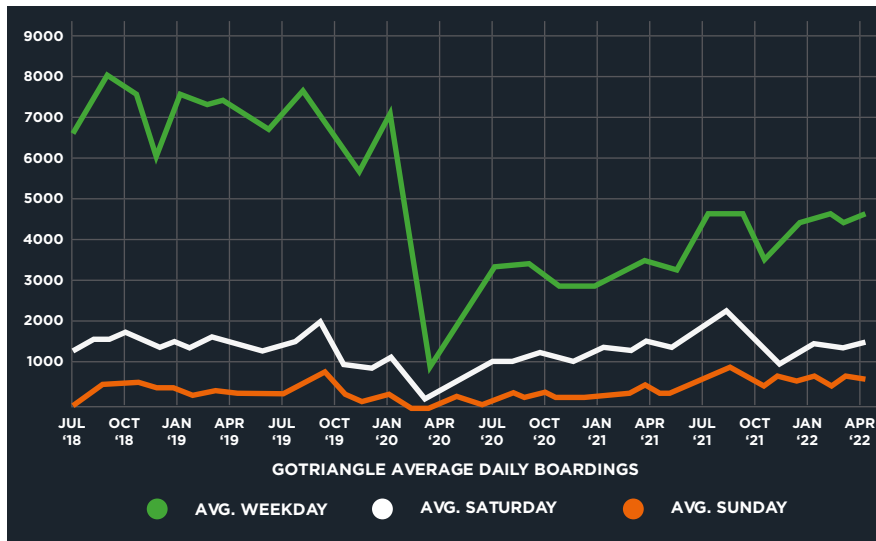
or limited stop routes operating in the same corridor as the all-day routes. Together, the all-day network and peak-hour overlay routes carried 89 percent of GoTriangle’s riders in FY2022.

Weekday average daily boardings increased during FY2022, yet were just over half of pre-pandemic levels in FY2019. As many people continued to work from home due to COVID-19 pandemic safety precautions and policies, weekday ridership fell the most. In addition, peak-hour boardings in FY2022 continued to be far below that of FY2019 due to the service reductions caused by the national operator shortage.

On the other hand, weekend ridership in FY2022 exceeded that of FY2019. Saturday ridership grew to a point higher than pre-pandemic levels

but fell once service was reduced to hourly in November 2021. Sunday ridership also peaked in October 2021 and has exceeded Sunday FY2019 ridership. Many weekend riders tend to be service workers who cannot work from home, and it’s probable that our fare free service – begun during pandemic and continued through FY2022 – may have attracted more of these riders to use transit on the weekend.

Looking at ridership trends by time of day, ridership increased slightly during the weekday midday period (10 a.m.-2 p.m.) in FY2022 compared with the same time period in FY2019, while the peak-hour demand was not as strong and began earlier in the afternoon. This resulted in a more level distribution of ridership through the day.







## OUR TRANSIT PARTNERS

GoTriangle plans the future of transit in our region with our city and town government partners and local governments in Durham, Orange, Wake and surrounding counties and with Metropolitan Planning Organizations, Research Triangle Foundation, universities, Raleigh-Durham International Airport and the state.

We also contract with local transit agencies GoRaleigh, GoCary and Chapel Hill Transit to operate routes on our behalf.

### GODURHAM TRANSIT MANAGEMENT

GoTriangle provides operations oversight, daily management and planning for GoDurham. The final approval of all major service changes, operating budget and major policy decisions rests with the Durham City Council.

In fiscal year 2022, more than 15,000 residents relied daily on GoDurham and its paratransit program, GoDurham ACCESS, to transport them safely to work, medical appointments, shopping, education and more. Throughout the COVID-19 pandemic, GoDurham and GoDurham ACCESS kept Durham moving and provided more than 4.7 million trips in fiscal year 2022. GoDurham ACCESS transports clients to any location within the City of Durham, and in fiscal year 2022, the paratransit service provided more than 118,000 trips.

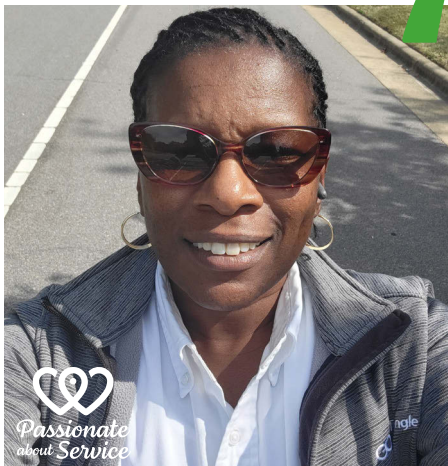
The City of Durham is preparing to start the design of improvements to Durham Station that will add bus bays, increase overhead shelter and enhance passenger experience.

Chapel Hill  
transit

GO Cary

GO Durham

GO Raleigh



*My, how have these years flew by*

Patricia Hill is celebrating more than 15 years with the agency, where she now works with ACCESS, GoTriangle's paratransit service. "My, how have these years flew by," she says. "Having a family member born with mobility issues, I have used the same training, techniques and experience that I learned on the job in my home life as well. These years have given me the 'go another day' mentality because I knew passengers were depending on our department to transport them or even speak with them throughout the day. My employment here also taught me the importance of understanding all people because we never know when we will have to trust and request help from an agency or complete strangers."

- Dispatcher I/Supervisor Patricia Hill

# BUILDING A REGIONAL NETWORK

The Triangle's population is rising at a fast clip and expected to continue its rapid growth, bringing many more vehicles on the roads. To ease congestion, promote clean air and advance equity and opportunity, GoTriangle and our partners are working to connect the region through a variety of transit projects.

## GREATER TRIANGLE COMMUTER RAIL PROJECT

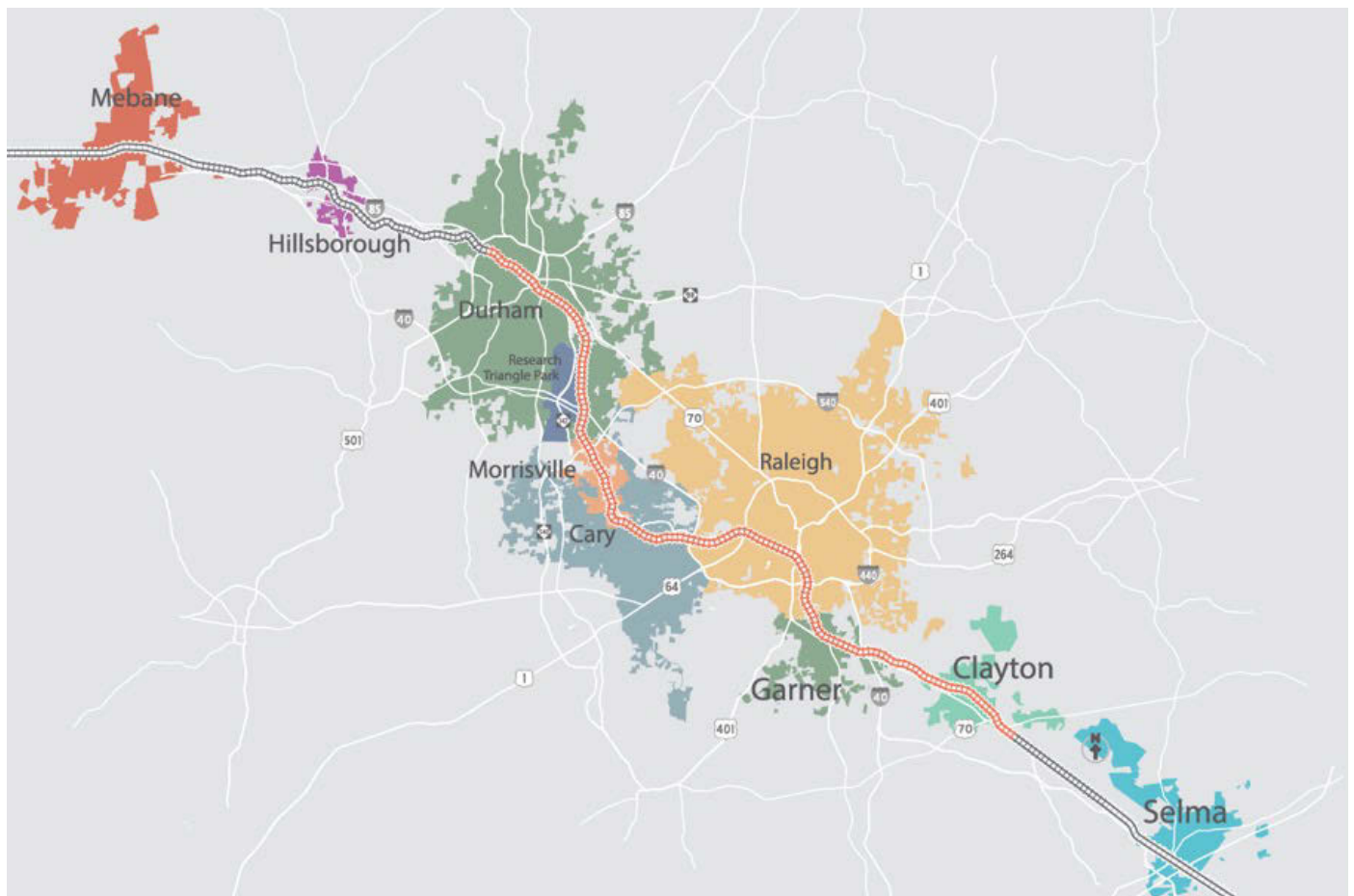
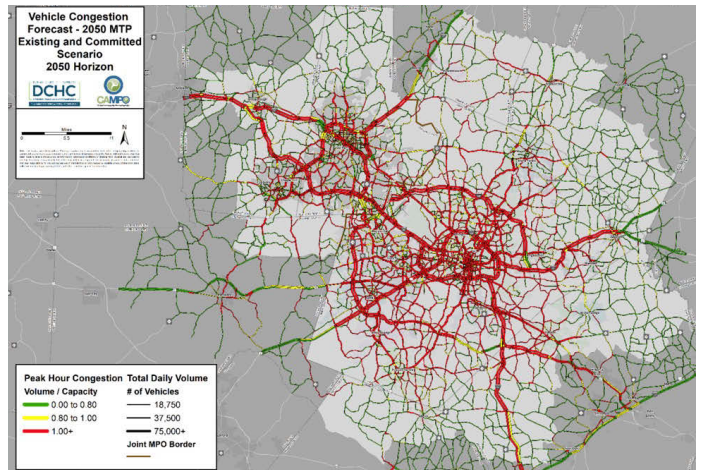
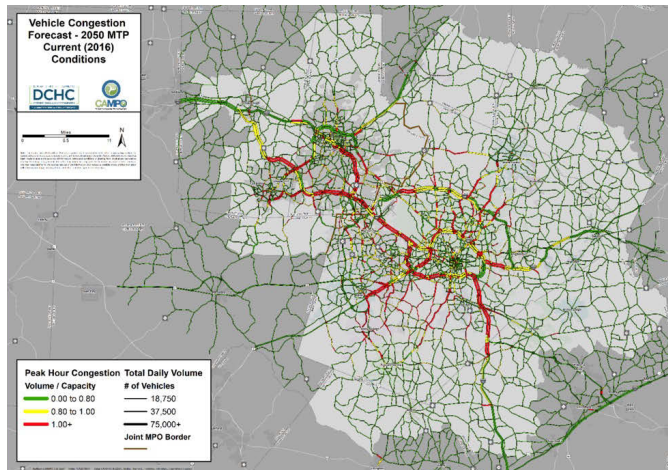
GoTriangle has sponsored a feasibility study evaluating the potential for a commuter rail service in the North Carolina Railroad Company corridor in Durham, Wake and Johnston counties.

The Greater Triangle Commuter Rail Project would be the spine of our regional transit network and connect to future bus rapid transit projects and expanded bus service.

The rail line would extend about 40 miles from West Durham through Raleigh to Garner or Clayton and would:

- Provide about 20 round trips a day.
- Connect riders with key destinations such as downtown Raleigh, N.C. State University, Cary, Morrisville, Research Triangle Park and downtown Durham.

In FY2022, the feasibility study approached completion, and its summary report was being finalized. GoTriangle's presentations to elected boards and associated engagement were anticipated to continue through the fall of 2022, after which a decision was expected regarding whether or how to move forward with implementation. For more information on the feasibility study results, including details of how the rail could improve affordable housing options and access to jobs, education and healthcare, visit [readyforrailnc.com](http://readyforrailnc.com).





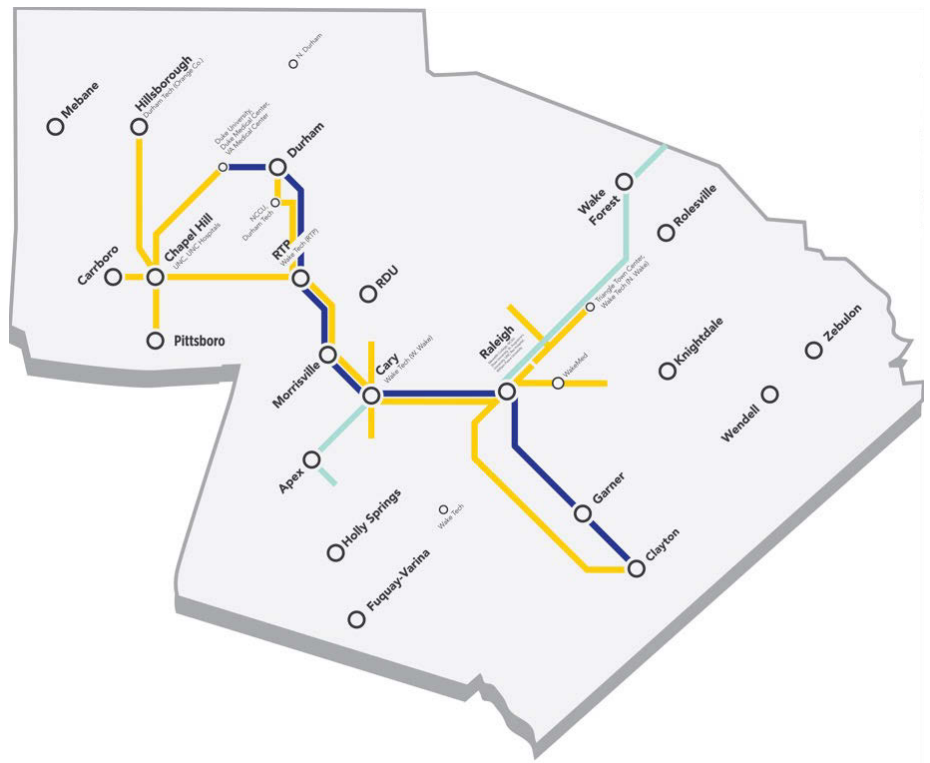
## BUS RAPID TRANSIT

A key infrastructure development in Wake County's Transit Plan is developing four Bus Rapid Transit corridors that will include about 20 miles of transit lanes. Typical BRT features include dedicated lanes, frequent service, traffic signal priority, specialized (larger-capacity) vehicles, off-board fare collection, elevated platforms and enhanced stations. Adding BRT to Wake County's existing public transportation network will allow it to better meet transit demands, take more cars off the road and get riders where they need to go faster. The City of Raleigh is the project sponsor for Wake BRT. Learn more in the Wake County Transit Plan in this report.

## RALEIGH UNION STATION BUS FACILITY

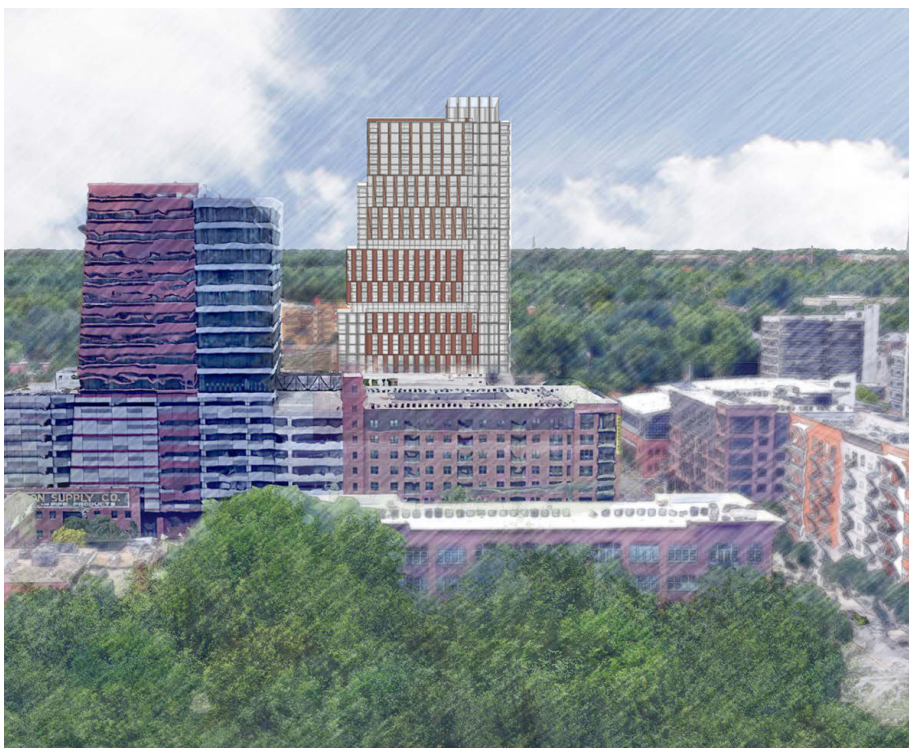
The Raleigh Union Station Bus Facility project kicked off after GoTriangle won a \$20 million federal U.S. Department of Transportation BUILD grant in 2018. Nicknamed RUS Bus, the project includes a publicly funded off-street bus facility on the ground floor of a private mixed-use development along West Street, adjacent to existing Raleigh Union Station in the warehouse district of downtown Raleigh.

As a transit-oriented development, RUS Bus will weave together transit improvements with residential (including affordable housing units) and retail spaces in one central and vibrant hub.



Remediation of warehouse buildings on the property and site preparation began in the spring of 2022. Demolition of buildings on the site is planned for this fall. Construction of the off-street bus facility may begin as early as 2023. Slated for completion in mid-2025, RUS Bus – through its proximity to Raleigh Union Station – will provide

the community with seamless connections between multiple modes of travel, including pedestrian access, biking, intercity rail (Amtrak), proposed Greater Triangle Commuter Rail, proposed Bus Rapid Transit and local bus service. For more information on RUS Bus, visit [rusbusnc.com](http://rusbusnc.com).



## REGIONAL TRANSIT CENTER RELOCATION

In FY2022, GoTriangle completed a feasibility study that studied potential sites for relocating the existing Regional Transit Center, now in Durham. The study's goals were to identify potential sites that would result in better connections to the transit network, improved speed and frequency of transit service, as well as opportunities for enhanced facilities and customer options.

After the study was completed, GoTriangle prepared initial environmental documentation, continued coordination with regional partners and submitted applications to secure federal funding to serve as a match to committed local funds. Next steps in FY2023 include completing an environmental review, acquiring land and undertaking design and permitting. Construction is expected to follow in subsequent years.





## OUR UNIVERSITY & BUSINESS ALLIANCES



### COLLABORATING FOR A HEALTHIER PLANET AND BETTER COMMUTE

The commute to work can make or break how satisfied anyone is with a job or a trip to class and have positive or negative impacts to the planet. To help employers, employees and universities across the Triangle learn about transportation options that enhance commutes, improve air quality and reduce traffic congestion and greenhouse gases, GoTriangle offers free programming through its Sustainable Travel Services. GoTriangle's Sustainable Travel Services Department provides transportation demand management programming, otherwise known as TDM, to maximize the efficiency of mobility through existing resources. Specifically, the TDM team promotes carpooling, vanpooling, walking, biking, taking transit, teleworking and developing hybrid work policies. The team also creates customized travel plans that can cost less and be less stressful than driving and

promotes its services at community events with partners. This work is funded through grants and carried out through collaboration with municipalities, universities and public transportation agencies.

### SHARE THE RIDE NC: AN ONLINE COMMUNITY TOOL

GoTriangle administers the statewide Share the Ride NC online tool (STRNC.org) that helps employees and students find carpools and vanpools that match their schedules and preferences. In FY2022, the site grew registration by more than 12 percent and had 8,958 total registrants, with 41 percent of users in the Triangle. In FY2022, STRNC registrations recovered and exceeded pre-COVID-19 pandemic levels. GoTriangle manages a vanpool program, and at the start of the pandemic in spring 2020, most vans were parked as employees began teleworking. The vanpool program resumed service in FY2021 and by the close of FY2022, the program had 99 riders in 16 vehicles, growing by more than 20 percent over the prior year.



### INCENTIVES FOR SUSTAINABLE COMMUTERS

Commuters who track their trips on STRNC.org when they bike, walk, carpool, vanpool, telework or take transit to work are eligible for monthly prize drawings through the GoPerks incentive program. For GoPerks giveaways, GoTriangle relies on sponsorships to buy gift cards, which we buy from small Triangle area businesses to promote the local economy. In FY2022, GoPerks participants and others who tracked over 66,000 smart trips in Share the Ride NC reduced carbon dioxide emissions by 476.7 tons and avoided more than 1.1 million vehicle miles traveled on Triangle roadways. Telecommuting trips tracked in Share the Ride NC accounted for 55 percent of all trips in FY2022, with active biking and walking commutes accounting for 32 percent of trips tracked, burning more than 6 million calories.

Another incentive for commuters choosing sustainable travel is our Emergency Ride Home program for those who work or live in Durham, Orange or Wake counties. We solve a common concern for them: "How would I get home if I had an emergency and had to leave work unexpectedly?" Our answer: "With the ERH program, which provides a free taxi ride home from work."



# MISSION IMPOSSUMBLE

## CARPOOLING IN THE TRIANGLE

### STREAMING AND VIRTUAL PROGRAMMING

Our annual Golden Modes Celebration & Achievement Recognition event in June received the Governor’s Proclamation for Transportation Choices Awareness Week for June 12-18, 2022. The event and proclamation focused on economic equity of neighborhoods and households for transportation choices, expenses and air quality, providing a unique perspective on sustainable transportation and travel options in the Triangle. Guest speakers for the event included Gov. Roy Cooper, Raleigh City Councilmember Jonathan Melton and N.C. Department of Transportation Deputy Secretary of Transportation for Innovative Mobility Julie White. GoPerks participants who surpassed milestones in greenhouse gas reductions received bronze, silver and gold “Achievement Coins” that recognized their personal efforts to reduce greenhouse gas emissions by 2 tons, 5 tons or 10 tons, respectively. In addition to the 135 commuters who had gained Achievement Coins by 2021, the program continued to

grow in FY2022 with 591 commuters gaining at least one award level.

### PIVOTING DURING THE PANDEMIC



Our team continued to find creative ways to assist employers, employees and students as travel changed during the pandemic by continuing the Mission Impossible webinar series to offer guidance on maintaining a productive and healthy remote workforce. The live webinars provide 60-minute discussions with experts on a wide range of topics. For the growing ranks of teleworkers, we covered cybersecurity, home office ergonomics, mental health and the benefits of traveling the Triangle’s growing greenways and trails. Recordings of all webinars and information on upcoming sessions are at [gotriangle.org/mi](http://gotriangle.org/mi).

### FUNDING & PARTNERSHIPS

Sustainable Travel Services provides services and programs through the Triangle Transportation Choices Grant to improve air quality and reduce congestion as well as a NCDOT Advanced Technology grant

to manage the statewide carpool-matching software, Share the Ride NC. GoTriangle staff manages coordination and administration of regional and statewide programming through partnerships with staff at:

- City of Durham
- City of Raleigh
- Towns of Chapel Hill and Carrboro
- Research Triangle Park Foundation
- Triangle J Council of Governments
- Duke University
- North Carolina Central University
- North Carolina State University
- University of North Carolina at Chapel Hill
- Wake Technical Community College
- Piedmont Authority for Regional Transportation
- City of Charlotte
- City of Wilmington
- Land of Sky Regional Council



### *I love what I do!*

Few people discover their passion early in life and succeed in channeling it into a life-long career. Angelo Barksdale is one of those lucky ones. When he was a child growing up in Clinton, South Carolina, he would pretend to be driving a bus in the yard. Barksdale today is living his daydream after more than a decade at GoTriangle.

“I love what I do,” he says. “It’s a joy for me to meet new people and talk to them and be able to transport my passengers back and forth where they are going to. And it’s a real thrill for me because I’ve always wanted to be a bus driver.”

– Transit Operator Angelo Barksdale





Community members learn about proposed improvements to the bus network in Wake County at the Wendell Market in May 2022.

## COMMUNITY OUTREACH

GoTriangle staff conducted public engagement in support of transit plans in Durham, Orange and Wake counties, as well as for the organization in FY2022. From Cary Depot to the Guatemalan Independence Day Festival, staff spent nearly 600 hours appearing in person at transit hubs and community events. There, the public learned about current, new and proposed transit projects. Whether on a commute or spending the day out with family, Triangle residents had the opportunity to cross paths with our public engagement staff to discover something new about their public transportation options.

Staff canvassed door to door at over 75 businesses to inform local staff and managers of the proposed Greater Triangle Commuter Rail Project and to post information in Spanish and English about job opportunities. Staff also delivered

in-person and virtual presentations, including a two-hour webinar, which garnered nearly 300 participants for the live version, and nearly 600 views of the recording. Presentations included promoting public comment periods and project updates to groups including the American Council of Engineering Companies, N.C. Department of Commerce and the and both the Durham and Raleigh Mayor's Committees for Persons with Disabilities.

Our staff promoted more than 10 public comment periods during the fiscal year. Topics included proposed transit investments for FY2023, potential schedules and geographic zones for microtransit service as well as updates to multiyear bus plans. For each comment period, the public could opt to complete surveys and submit comments online, by mail, voicemail or text message. In addition, staff worked directly

with community organizations to deliver tailored information to their clients, either dropping off surveys or meeting virtually. Together with our marketing and planning teams and elected officials, public engagement staff reached transit riders, the general public and community leaders in a variety of ways throughout the year.



A family works together to complete a survey using stickers at pop-up outreach at the Wendell Market in May 2022.



*I enjoy the people that I work with*

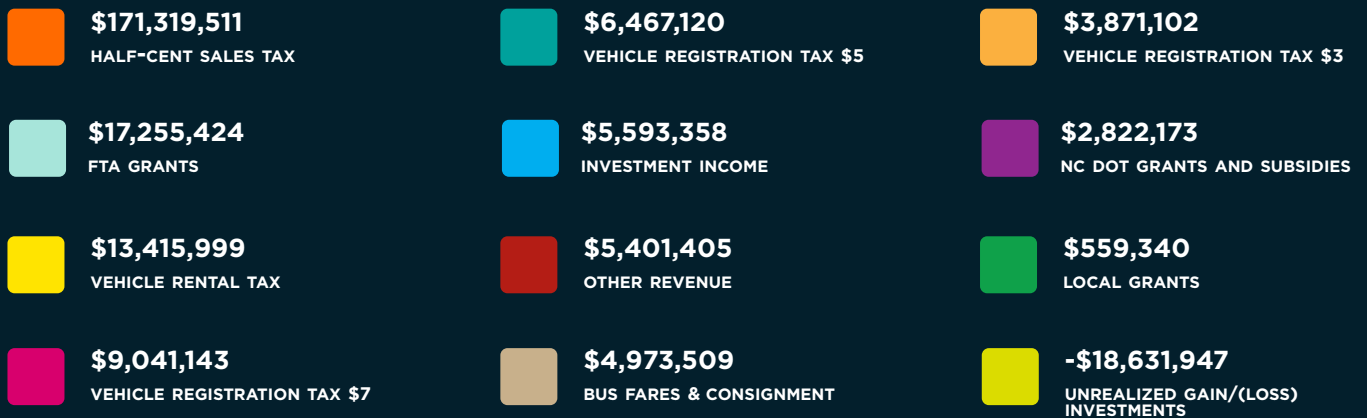
Charlotte Mayes says she enjoys every day working at GoTriangle, and she's been here 16 years! "I enjoy the people that I work with. I first started working as a bus operator, which I did for a year. Then I transferred to Maintenance as a service attendant. I take pride in making sure that every vehicle I clean is done to the best of my ability. I am a perfectionist at work and at home!

- Service Attendant Charlotte Mayes



# GOTRIANGLE SYSTEMWIDE FINANCIALS

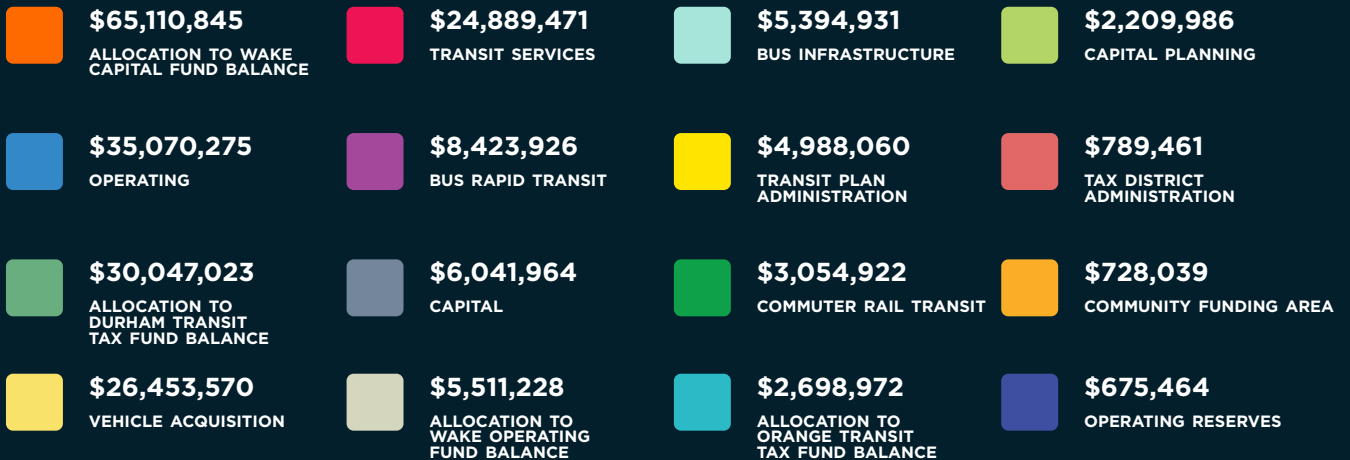
**\$222,088,137**  
**TOTAL REVENUES**



\*An Unrealized Gain/(Loss) is the increase/(decrease) in value of the organization's unsold investments. Gains and losses are only realized after selling the investments for cash.

# GOTRIANGLE SYSTEMWIDE FINANCIALS

**\$222,088,137**  
**TOTAL EXPENDITURES**



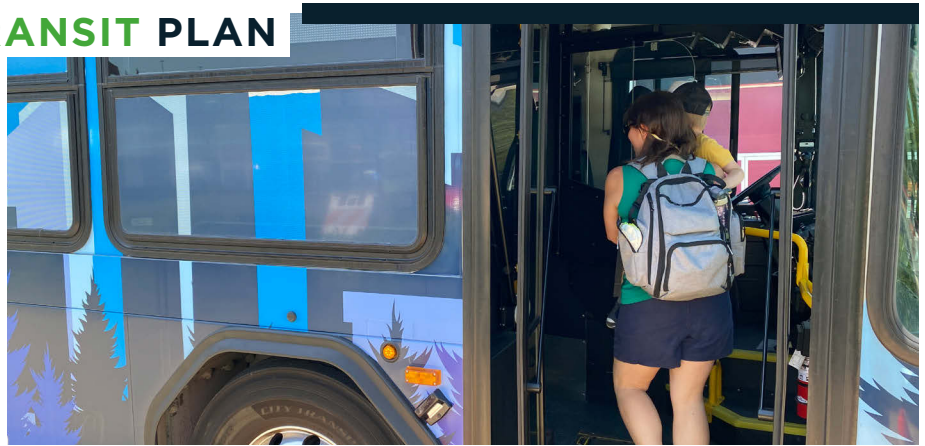


# DURHAM COUNTY TRANSIT PROGRESS REPORT



# DURHAM COUNTY TRANSIT PLAN

In FY2022, Durham County continued a planning process to update its county transit plan to identify new priorities for transit plan investments through the year 2040. The plan is being developed in coordination with GoTriangle, the City of Durham, the Durham Chapel Hill Carrboro Metropolitan Planning Organization and the Triangle J Council of Governments. Updates to the plan will continue into FY2023 and include extensive community engagement.



## ONGOING PROGRAMS IN DURHAM COUNTY

In FY2022, GoDurham provided more than 4.7 million trips to employment, education, health care and recreational destinations, and GoDurham ACCESS provided more than 3,000 transit tax-funded trips. Funding from Durham County Transit Plan in FY2022 continued to provide for previously implemented service improvements throughout the GoTriangle systems.

In FY2022, the City of Durham with support from GoTriangle continued work on transit emphasis corridors, bus speed and reliability projects, access to transit improvements and the development of the Village Transit Center. The design for improvements to Durham Station to enhance the passenger experience were finalized, and funding was secured for this project.

GoTriangle, on behalf of GoDurham, completed 13 GoDurham bus stop improvements. In addition, about 60 stops were under construction or design phase. Seventy-five stops have been prioritized for design to begin in FY2023.

## LONG-RANGE GOALS

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





# ACCOMPLISHMENTS

## SERVICE IMPROVEMENTS

### GOTRIANGLE

- Funding from Durham County Transit Plan in FY2022 continued to provide for previously implemented service improvements throughout the GoTriangle systems. For GoTriangle, FY2022 funding helped sustain weekday and weekend span and frequency improvements to Route 400, 700 and 800. That funding also provided additional trips on Routes 405 and DRX and the continuation of Route ODX.
- Some service was suspended in FY2022 due to an ongoing operator shortage.

### GODURHAM

- Funding from Durham County in FY2022 continued to provide for previously implemented service improvements throughout the GoDurham systems. The GoDurham system as a whole increased Sunday and New Year's Eve spans of service. Night and weekend service grew more frequent for GoDurham Routes 1, 2, 4, 8 and 10. Additionally, funding was provided to sustain more service on Routes 5 and 12B.
- New alternative transportation services were expanded and created with FY2022 funding. The GoDurham Senior Shuttle was doubled in service to provide access to grocery shopping locations for five additional senior living complexes in Durham. And FY2022 funding helped create the new GoDurham Connect Pilot, which provides on-demand transportation for the residents of East Durham communities.
- GoDurham selected Avail Technologies Inc. as the vendor for its Computer-Aided Dispatch Automatic Vehicle Locator System.
- Some service was suspended in FY2022 due to an ongoing driver shortage.

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

## PLANNING PROJECTS

- Finished updating the Durham County Transit Plan.
- Continued work on the Regional Fleet and Facilities Study.
- Initiated development of the GoTriangle Short-Range Transit Plan.
- Continued work on the Greater Triangle Commuter Rail Project feasibility study.

## BUS INFRASTRUCTURE

- **Bus Stop Improvement Program** – GoTriangle continued to improve bus stops in Durham with the goal of all stops meeting the Americans with Disabilities Act accessibility requirements and featuring amenities when warranted. In FY2022, improvements at 13 bus stops were completed. In addition, about 60 stops were under construction or in the design-, permitting- or right-of-way-acquisition phase. Seventy-five stops have been prioritized for design to begin in FY2023.
- **Regional Transit Center relocation** – Following the completion of the feasibility study in FY2022, GoTriangle prepared initial environmental documentation, continued coordination with regional partners and submitted applications to secure federal funding to match committed local funds. The center is currently located in Durham.
- **Regional Fleet and Facilities Study** – In FY2022, GoTriangle advanced a multi-faceted study to identify fleet maintenance facility needs, establish low- or no-emissions fleet composition goals – including charging or fueling infrastructure – and evaluate opportunities for regional cooperation. To date, the study has produced a design for expanding and renovating the Nelson Road Bus Operations and Maintenance Facility in Morrisville. A parallel effort is underway for GoDurham, including the evaluation of paratransit maintenance facility needs for both GoTriangle ACCESS and GoDurham ACCESS.
- Consultants submitted planning recommendations and draft conceptual designs to the City of Durham for the **Fayetteville Street and Holloway Street Transit Emphasis Corridors**. Planning recommendations also were submitted to the city for the Holloway Street Transit Emphasis Corridor.
- **The Raynor Street Sidewalk Project** – which is led by the City of Durham and which will improve access to the Village Transit Center – has moved into right-of-way acquisition. Transit plan funds are providing the local match for this federally funded project.
- An Alternatives Analysis report for three locations for the **Village Transit Center** was developed for the City of Durham.
- The city's **Bus Speed and Reliability work** continued with preliminary designs finalized for quick-build locations to speed up buses throughout the transit system, and a Traffic Signal Priority study with recommendations was completed. Consultants provided potential scenarios to address bus speeds around Durham Station, including downtown locations for transit-priority lanes.
- The **Access to Transit Plan** was finalized by the City of Durham with recommendations on locations to make streets and sidewalks safer for transit throughout the GoDurham system. Locations on Route 9 were submitted for federal funding. Portions of the Horton Road Sidewalk project will be designed by consultants.



## NEXT STEPS

### SERVICE IMPROVEMENTS

#### GOTRIANGLE

- Continue support for span and frequency improvements to Routes 400, 700 and 800 and for additional frequency on Routes 405, DRX and ODX.
- Restore service that was suspended in FY2022 due to the operator shortage.

#### GODURHAM

- Expand GoDurham Connect to northern Durham.
- Expand fixed-route service with a new North Durham Crosstown from Duke/VA hospitals to Duke Regional Hospital via Hillandale Road, new 30-minute evening and Sunday service to Bragtown (Dearborn Drive and Old Oxford Road) on Routes 9A and 9B, and more frequency on Route 3 to the Village, as operator staffing levels allow.
- Continue support for span and frequency improvements on GoDurham routes, GoDurham Connect in eastern Durham and GoDurham Senior Shuttle.
- Restore service that was suspended in FY2022 due to the operator shortage.

### PLANNING PROJECTS

- Obtain approval of the Durham County Transit Plan by governing bodies.
- Finalize work on the Regional Fleet and Facilities Study. The study will produce an inventory of capital projects and cost estimates that will be programmed into transit plans' future year budgets to ensure that adequate facilities are in place to support the existing and planned service expansions funded by the county transit plans.
- Initiate work on the Durham Bus Plan following approval of the Durham County Transit Plan. This work includes the Short-Range Transit Plans for GoDurham and GoDurham ACCESS.
- Complete the GoTriangle Short-Range Transit Plan.
- Continue planning and design work on the Holloway Street and Fayetteville Street transit emphasis corridors, improvements to The Village Transfer Center, bus speed and reliability improvements and improvements to access as a part of the GoDurham Better Bus Stop Project.
- Finalize the Greater Triangle Commuter Rail Project feasibility study and report. Continue with presentations to elected boards and associated engagement through the fall, after which a decision will be made regarding whether or how to move forward with implementation.

### CAPITAL PROJECTS


#### GOTRIANGLE


- Next steps in FY2023 for the new Regional Transit Center include completing environmental review, acquiring land and undertaking design and permitting. Construction is expected to follow in subsequent years.
- Continue designing and constructing bus stop improvements in Durham County.
- Continue design for priority transit safety and access improvements in Durham County.



**\$43,034,535**  
**TOTAL REVENUES**

 **\$40,301,373**  
HALF-CENT SALES TAX


 **\$719,398**  
VEHICLE REGISTRATION TAX \$3

 **-\$1,750,627**  
UNREALIZED GAIN/(LOSS)  
INVESTMENTS

 **\$1,678,607**  
VEHICLE REGISTRATION TAX \$7

 **\$636,303**  
INVESTMENT INCOME


 **\$1,442,220**  
VEHICLE RENTAL TAX


 **\$7,261**  
OTHER REVENUE

\*An Unrealized Gain/(Loss) is the increase/(decrease) in value of the organization's unsold investments. Gains and losses are only realized after selling the investments for cash.




**\$43,034,535**  
**TOTAL EXPENDITURES**

 **\$30,047,023**  
ALLOCATION TO DURHAM  
TRANSIT TAX FUND BALANCE

 **\$6,464,464**  
TRANSIT SERVICES

 **\$2,083,065**  
BUS INFRASTRUCTURE

 **\$1,226,561**  
TRANSIT PLAN ADMINISTRATION

 **\$1,182,492**  
VEHICLE ACQUISITION

 **\$976,045**  
COMMUTER RAIL TRANSIT

 **\$813,495**  
CAPITAL PLANNING

 **\$241,390**  
TAX DISTRICT ADMINISTRATION





# ORANGE COUNTY TRANSIT PROGRESS REPORT





# ORANGE COUNTY TRANSIT PLAN

In FY2022, Orange County continued a planning process to update its county transit plan to identify new priorities for transit plan investments through the year 2040. The plan is being developed in coordination with transit providers, including GoTriangle, the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization, the Triangle J Council of Governments and municipalities. Updates to the plan will continue into early FY2023 and will include extensive community engagement efforts.



## ONGOING PROGRAMS IN ORANGE COUNTY

Orange County Transportation Services continued providing fixed routes, Demand-Response (paratransit) and Mobility-on-Demand, or MOD (microtransit). The fixed routes are Hillsborough Circulator, Orange-Chapel Hill

Connector (Hill-to-Hill) and Orange-Alamance Connector. Demand-Response continued through the county's Americans with Disabilities Act Paratransit Plan and county's Transportation Advisory Services, which includes the Orange County

departments of Social Services, Library, Housing and Human Rights and Relations. Orange County Transportation Services' MOD ran primarily on Friday nights and all day on Saturdays.

## LONG-RANGE GOALS

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







## ACCOMPLISHMENTS

### SERVICE IMPROVEMENTS

#### CHAPEL HILL TRANSIT

- Chapel Hill Transit continued to operate weekday and weekend services funded by the Orange County Transit Plan. Due to local operator shortages, no new services were implemented.

#### ORANGE COUNTY TRANSPORTATION SERVICES

- OCTS continued providing all services at full operational status. No improvements were made.
- Completed new bus shelters in Hillsborough and Chapel Hill for stops shared by multiple transit agencies.
- Continued updating the Orange County Transit Plan.

#### GOTRIANGLE

- FY2022 funding from Orange County Transit Plan maintained existing service improvements on multiple GoTriangle routes: Routes 400 and 800 weekend span and frequency improvements, additional trips on Routes 405 and CRX, service to Carrboro on Route 405 and Route ODX Mebane-Hillsborough-Durham.
- Some service was suspended in FY2022 due to an ongoing driver shortage.

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

### PLANNING PROJECTS

- After completing the Regional Transit Center Relocation feasibility study in FY2022, GoTriangle prepared initial environmental documentation, continued coordination with regional partners and submitted applications to secure federal funding to match committed local funds.
- Continued updating the Orange County Transit Plan.
- Continued work on the Regional Fleet and Facilities Study.
- Initiated development of the GoTriangle Short-Range Transit Plan.

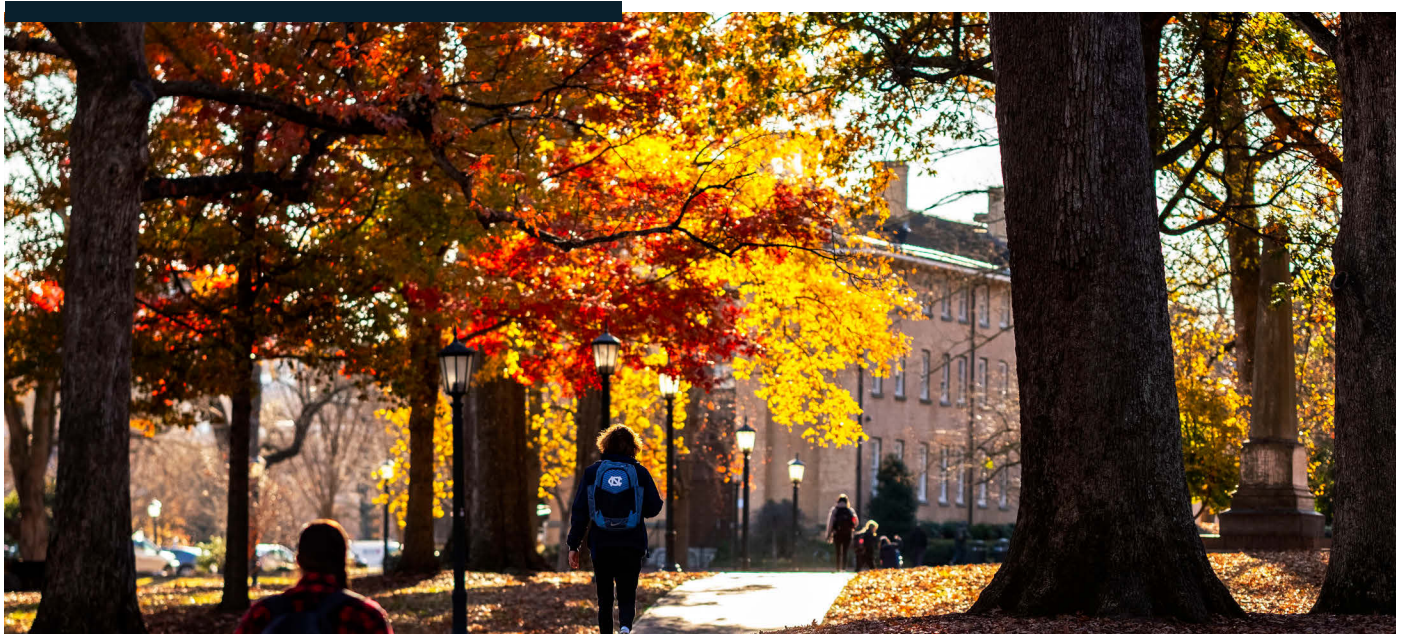
### BUS INFRASTRUCTURE

#### GOTRIANGLE

- **Regional Fleet and Facilities Study** | In FY2022, GoTriangle advanced a multi-faceted study to identify fleet maintenance facility needs, establish low- or no-emissions fleet composition goals – including charging or fueling infrastructure – and evaluate opportunities for regional cooperation. To date, the study has produced a design for expanding and renovating the Nelson Road Bus Operations and Maintenance Facility in Morrisville and for evaluating paratransit maintenance facility needs for GoTriangle' ACCESS service. The study will produce an inventory of capital projects and cost estimates that will be programmed into transit plans' future year budgets to ensure that adequate facilities are in place to support the existing and planned service expansions funded by the county transit plans.

#### CHAPEL HILL TRANSIT

- Chapel Hill Transit received three Gillig electric buses in November 2021. One additional Gillig electric bus was scheduled for delivery in late 2022 and six more were expected in 2023.



## **NEXT STEPS**

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### **SERVICE IMPROVEMENTS**

#### **CHAPEL HILL TRANSIT**

- Given the operator shortage resulting from the pandemic, Chapel Hill Transit did not plan to make any service improvements in FY2023. Should operator levels improve, previously reduced service will be restored before additionally funded hours from the Transit Plan.

#### **GOTRIANGLE**

- Continue support for Routes 400, 405, 800, CRX and ODX.
- Restore service that was suspended in FY2022 due to the operator shortage.

#### **ORANGE COUNTY TRANSPORTATION SERVICES**

- For FY2023, OCTS will continue working with the NC Department of Transportation and Federal Transit Administration on updating the fleet with new electric and gas-efficient vehicles.
- Develop operational staff necessary to improve Mobility-on-Demand paratransit service to six days a week per the Orange County Transit Plan update.

### **PLANNING PROJECTS**

- Obtain approval of the Orange County Transit Plan from governing bodies.
- Finalize work on the Regional Fleet and Facilities Study. The study will produce an inventory of capital projects and cost estimates that will be programmed into transit plans' future year budgets to ensure that adequate facilities are in place to support the existing and planned service expansions funded by the county transit plans.
- Complete the GoTriangle Short-Range Transit Plan.

### **CAPITAL PROJECTS**

- Next steps in FY2023 for the Regional Transit Center relocation include completing environmental review, acquiring land and undertaking design and permitting. Construction is expected to follow in subsequent years.
- Continue design for priority transit safety and access improvements in Orange County including on U.S. 15-501 at Eastowne Office Park.

#### **CHAPEL HILL NORTH-SOUTH BUS RAPID TRANSIT PROJECT UPDATE**

The North-South Bus Rapid Transit project, an 8.2-mile project extending from Chapel Hill Eubanks park-and-ride lot to the Southern Village park-and-ride lot, continued with 30 percent design and environmental evaluation.

#### **HILLSBOROUGH TRAIN STATION UPDATE**

In February 2021, the N.C. Department of Transportation Rail Division, GoTriangle and the Town of Hillsborough executed a three-party funding agreement for a future train station in Hillsborough. The town issued a request for qualifications for design/engineering in August 2021 and signed a contract with a design team in May 2022. Design and permitting are expected to take at least two years. The scope of work includes comprehensive design of the station building, parking lot, site improvements for entering and exiting, as well as stormwater and utility improvements to the site from Orange Grove Extension, a local road to which the train station driveway will connect. The scope also includes a feasibility analysis for a pedestrian connection from downtown to the station site. The funding agreement allows seven years for project completion.



**\$11,424,896**  
**TOTAL REVENUES**

**\$9,576,160**  
HALF-CENT SALES TAX

**\$704,340**  
VEHICLE RENTAL TAX

**\$18,709**  
INVESTMENT INCOME


**\$786,250**  
VEHICLE REGISTRATION TAX \$7


**\$336,979**  
VEHICLE REGISTRATION TAX \$3


**\$2,458**  
OTHER REVENUE


# \$11,424,896

## TOTAL EXPENDITURES

 **\$3,940,356**  
TRANSIT SERVICES

 **\$3,069,863**  
BUS RAPID TRANSIT

 **\$2,698,972**  
ALLOCATION TO ORANGE  
TRANSIT TAX FUND BALANCE

 **\$759,955**  
VEHICLE ACQUISITION

 **\$355,738**  
TRANSIT PLAN ADMINISTRATION

 **\$350,622**  
CAPITAL PLANNING

 **\$152,847**  
BUS INFRASTRUCTURE

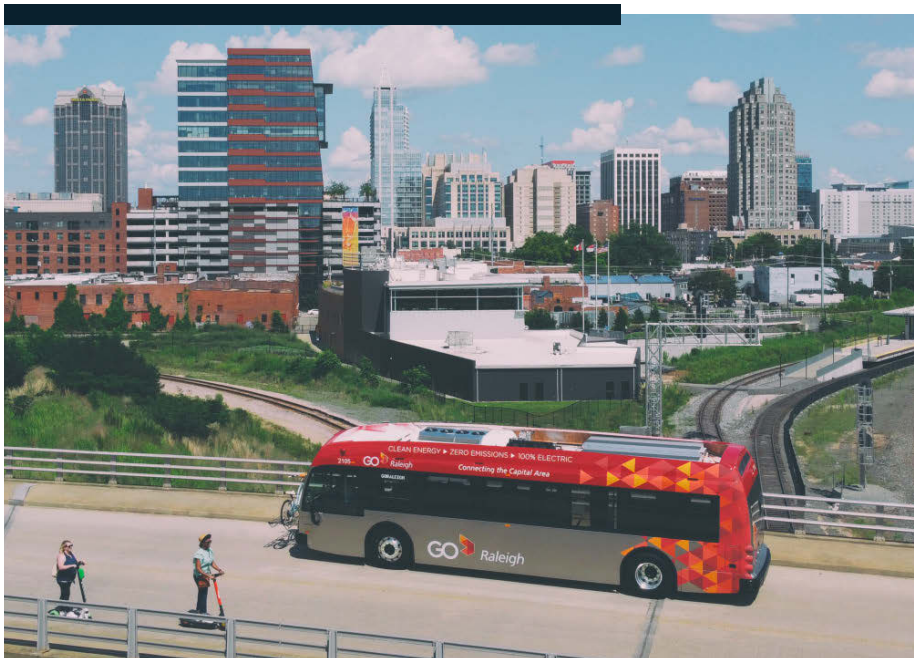
 **\$96,543**  
TAX DISTRICT ADMINISTRATION





# WAKE COUNTY TRANSIT PROGRESS REPORT





## WAKE COUNTY TRANSIT PLAN

In FY2022, continual progress was made toward achieving the goals outlined in the Wake County Transit Plan, a collaboratively developed planning document that provides a vision for improving the overall mobility of Wake County residents by expanding and diversifying the county's public transportation network. This includes increasing travel choices in order to improve access to jobs, education, community services, shopping, entertainment and other activities. The goals of the Wake Transit Plan, known as the Four Big Moves, are to connect the region, create frequent, reliable urban mobility, connect all Wake County communities and enhance access to transit.



**CONNECT THE REGION**



**CONNECT ALL WAKE COUNTY COMMUNITIES**



**CREATE FREQUENT, RELIABLE URBAN MOBILITY**



**ENHANCE ACCESS TO TRANSIT**

## HIGHLIGHTS

Planning and development of the four funded Wake Bus Rapid Transit corridors continued to progress throughout the year. Led by the City of Raleigh, these projects anticipate to offer a variety of enhanced features including dedicated lanes, frequent service, traffic signal priority, specialized (larger-capacity) vehicles, off-board fare collection, elevated platforms, and enhanced stations. Adding BRT to Wake County's existing public transportation network will allow it to better meet transit demands, take more cars off the road and get riders where they need to go faster.

The New Bern Avenue Corridor moved into the land acquisition and construction phases.

- Progression of the environmental studies and design development continued for the Western and Southern Corridors.
- A Major Investment Study for the Northern Corridor began in Spring 2022.
- Capital Area Metropolitan Organization began a Major Investment Study to determine rapid bus options to extend the

planned Western and Southern Wake BRT corridors.

Construction began on the **Raleigh Union Station Bus Facility project**, a GoTriangle-led project known as RUS Bus. Once completed, this facility will include off-street transit space for local and regional bus boarding, enhanced pedestrian and bicycle facilities, a new pedestrian bridge connecting the RUS Bus facility to rail services at Raleigh Union Station and infrastructure to support construction of a future Wake Bus Rapid Transit station.

The Community Funding Area Program, that sets aside a portion of Wake Transit revenue for community-based transit services in areas with limited access to fixed routes, continued expansion into new areas within Wake County. The Town of Knightdale was awarded CFAP funding to develop an enhanced transit element as part of its Comprehensive Transportation Plan. The Research Triangle Foundation was awarded CFAP funding for mobility hub enhancements in and around the Boxyard, Frontier and HUB campuses at Research Triangle Park.

Despite the ongoing bus operator shortages and lingering impacts from the COVID-19 pandemic, Wake County agencies expanded the transit network by launching two new services this year with support from the CFAP. The Town of Morrisville launched its **Smart Shuttle service**, a free, node-based, on-demand, microtransit system that connects to the larger regional transit network, while the Town of Apex finalized preparations to launch its first local, fixed-route circulator service, **GoApex Route 1**.

Other Wake Transit accomplishments occurred during the fiscal year including significant development of the **Greater Triangle Commuter Rail Project** and the **Wake Bus Plan Update**, both led by GoTriangle.

Both studies are being developed cooperatively with the Wake County Transit Planning Advisory Committee and other regional partners.



## NEWLY APPROVED PLANS AND POLICIES

In June 2022, the two Wake Transit governing boards – the CAMPO Executive Board and GoTriangle Board of Trustees – adopted the FY2023 Wake Transit Work Plan. The plan includes the scope descriptions and financial details of transit investments programmed to receive Wake Transit expenditures in FY2023 through FY2030.

The boards also adopted other policies in FY2022, including:

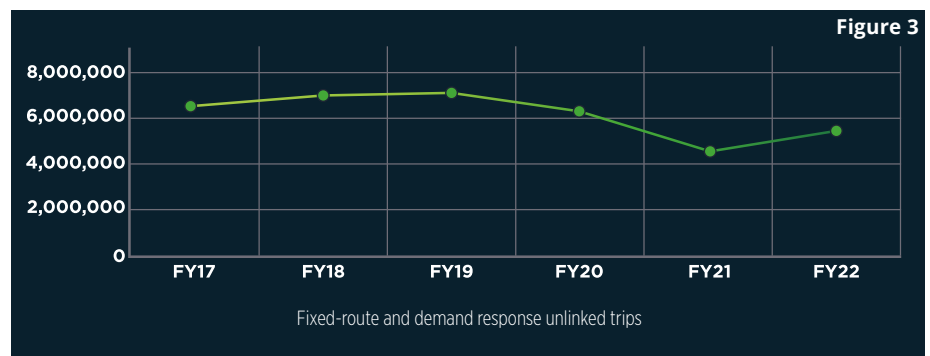
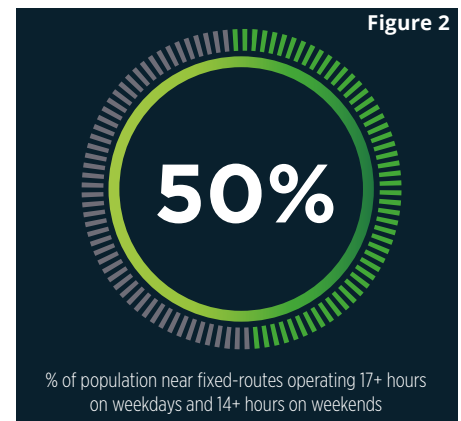
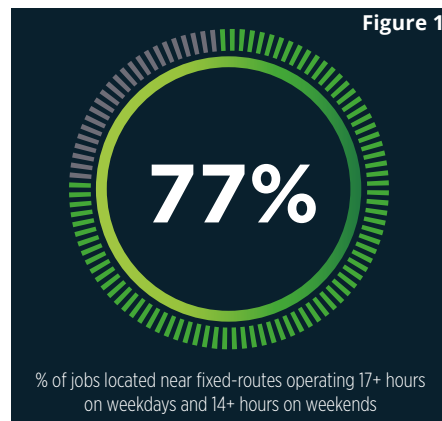
- The Policy Framework for using Wake Transit expenditures to Acquire Real Property has been integrated into the ongoing management and tracking of Wake Transit funds.
- The Art Funding Eligibility Policy

establishes parameters and processes for receiving Wake Transit expenditures to incorporate art at eligible transit facilities. Since the adoption of the Art Funding Eligibility Policy, Wake County partners have added public art to three project scopes: the RUS Bus facility and both the Wake BRT: Western and Southern Corridors.

## FOLLOW WAKE TRANSIT PROGRESS

The Wake Transit Plan and subsequently adopted program documents set specific performance targets to ensure that investments in Wake County's transit network stay focused on accomplishing the Four Big Moves. The online Wake Transit Performance Tracker is one way that progress toward reaching those goals is reported. The Tracker puts Wake Transit project and program information at the fingertips of partners and community members by using an interactive project map and program performance dashboard. The information reflected in figures 1, 2 and 3 reflects FY2022 data that was available in September 2022.

While some measures still show the impact of the COVID-19 pandemic, significant progress was made on several others. For instance, 50 percent of the population (up from 45 percent in FY2017) and 77 percent of jobs (up from 73 percent in FY2017) are now within a ¾-mile radius of all-day fixed-route transit service (see Figures 1 and 2). The Tracker also shows that ridership in FY2022 – although still down about 11 percent since FY2020 when the COVID-19 pandemic began – rose nearly 20 percent, nearly 921,000 trips, compared to FY2021 totals. (Figure 3).



FOR MORE INFORMATION VISIT:  
[WakeTransitTracker.com](https://www.waketranstracker.com)

## COMMUNITY ENGAGEMENT

Wake Transit staff and partners work throughout the year to learn from, communicate with and engage Wake County community members in the transit-planning and decision-making processes. To make this engagement

even more effective, a draft update to the Wake Transit Community Engagement Policy was developed in FY2022 and is anticipated to be adopted in mid-FY2023.



**SIGN UP TO STAY UP TO DATE**  
[goforwardnc.org/getinvolvedwake](https://goforwardnc.org/getinvolvedwake)

**NOTE:** The following pages identify specific transit agency accomplishments and plans for future investments as they relate to the Wake Transit Plan. Each item is classified by which of the Four Big Moves it helps achieve.

CONNECT THE REGION | CONNECT ALL WAKE COUNTY COMMUNITIES | CREATE FREQUENT, RELIABLE URBAN MOBILITY | ENHANCE ACCESS TO TRANSIT

## ACCOMPLISHMENTS

### SERVICE IMPROVEMENTS

#### GOCARY

- Implemented minor service changes to improve system-wide route efficiency.

#### GORALEIGH

- Completed all preparations for implementing the Glenwood Route Package. However, due to the ongoing operator shortage, the service is planned to go online in FY2023.
- The transit division communications team is assisting GoRaleigh Operations with marketing a recruitment campaign for new operators, which will begin in the first quarter of FY2023.

#### GOTRIANGLE

- Optimized Route DRX to accommodate riders traveling between Carter-Finley park-and-ride lot and Durham.
- Mitigated impacts of operator shortage to customers by reducing service on low ridership routes and trips.
- Started a smaller vehicle program to improve operator hiring and keep service on the road.
- Continued the Wake Park-and-Ride Feasibility Study of short-term and long-term park-and-ride lot improvements and identified improvements.

#### GOWAKE ACCESS

- Continued service-level improvements in the call center while answering 83,847 calls, on par with the prior fiscal year.
- Increased trips provided to Wake County's rural residents by 30 percent since FY2019. (In FY2022, GoWake Access ridership was 117,062, decreasing about 5.4 percent compared with FY2021 ridership of 123,681.)
- With non-Wake Transit grant funding, Wake County launched the GoWake SmartRide NE pilot program in March 2022, which provided 1,445 trips. The Microtransit Service transported:
  - Unique riders – 88
  - Average miles per trip – 5.8
  - Average trip duration – 14 minutes
  - Average wait duration – 17 minutes

#### TOWN OF MORRISVILLE

- Completed development and successfully launched the Morrisville Smart Shuttle on Oct. 2, 2021.

### CAPITAL PROJECTS

#### GOCARY

- Completed Phase 2 construction of 54 bus stop improvements to comply with the Americans with Disabilities Act.
- Continued preliminary design for GoCary's Bus Operations and Maintenance Facility.
- Continued feasibility study for the Downtown Cary Multi-Modal Center with work related to the federal National Environmental Policy Act process.

#### GORALEIGH

- Improved 15 bus stops with shelters and installed 21 ADA-compliant landing pads, to comply with the Americans with Disabilities Act and to improve safety. A further 127 bus stop improvements are in design.
- Completed the design for seven Enhanced Transfer Point sites, which will be bid in a new construction set in the first quarter of FY2023. An additional four Enhanced Transfer Point sites are near final design.
- Started construction on the Poole Road Park & Ride facility, which is expected to be finished in the first half of FY2023. The facility will provide more than 200 parking spaces (10 will have EV chargers) and bus stop amenities.
- City staff completed the federal Title VI Equity Analysis for site selection for the Poole Road Park & Ride Facility and identified a preferred site for the GoRaleigh/GoWake ACCESS Paratransit Operations & Maintenance Facility. NEPA was completed for this site, receiving a Documented Categorical Exclusion. City staff completed the Title VI and NEPA in-house – a significant cost savings to the Wake Transit Plan. The City's Real Estate Division has submitted an offer for the property and anticipates acquisition in first quarter of FY2023. City staff submitted for a 2022 RAISE grant to help offset rising costs in the construction industry.
- City staff solicited an RFQ for design services and made a selection for the East Raleigh Park & Ride/Transit Center. The preferred site was under contract for purchase in FY2022 and is expected to close in the first quarter of FY2023. City staff solicited an RFQ for design services and made a selection.
- Received five electric buses funded by the Wake Transit Plan and placed them in service.



- Completed charging infrastructure for up to six electric buses and began construction on an additional eight charging ports to accommodate continued growth of the City's EV bus fleet. ✓
- Bought four paratransit vehicles and 28 compressed natural gas buses. The City's growing share of CNG vehicles (to replace diesel models) since 2018 has resulted in the reduction of greenhouse gas emissions of about 15,000 metric tons and a cost savings of \$2.1 million in fuel expenses. ✓
- Submitted and awarded CAMPO Locally Administered Projects Program grant of \$787,000 for four enhanced transit stops. ➡

## GOTRIANGLE

- Put six new buses into service. ➡ ➡
- Completed schematic design for the Raleigh Union Station Bus Facility. (The City of Raleigh approved the Administrative Site Review permitting process, and the Federal Transit Administration approved the Joint Development Application.) Executed Development Agreements with GoTriangle's Development Partner for delivering the joint development. Began construction on the facility including mobilization, traffic control, fencing and asbestos abatement of warehouse buildings. ✓ ➡
- Continued design and construction for 11 bus stops in Wake County, including ADA improvements and amenities to enhance passenger safety and comfort. ➡

## TOWN OF APEX

- Substantially completed construction for all new bus stops that will support GoApex Route 1. ➡ ✓ ➡

## TOWN OF MORRISVILLE

- Completed construction of the initial 15 nodes serving the Morrisville Smart Shuttle. ✓ ➡

## PLANNING PROJECTS

### GORALEIGH

Projects in the planning stage:

- Eight sites identified to be Enhanced Transfer Points. All of these sites also received federal Locally Administered Projects Program grant funding to assist with the cost of construction. ✓ ➡
- For the future Midtown Transit Center, City staff successfully negotiated for a condition in a major rezoning request in the Midtown area that will provide a dedication of space for the facility (rezoning request was pending City Council review at the close of the fiscal year). ✓ ➡
- **BRT New Bern Avenue Corridor**
  - Continued Federal Transit Administration Capital Investment Program coordination to prepare for Full Funding Grant Agreement. ➡
  - Completed federal National Environmental Policy Act documentation. ➡
- **BRT Western Corridor**
  - Continued preliminary design and National Environmental Policy Act work. ➡ ✓
- **BRT Southern Corridor**
  - Initiated preliminary design and National Environmental Policy Act work. ➡ ✓
- **BRT Northern Corridor**
  - Initiated Major Investment Study to define route alternatives for potential extensions to midtown Raleigh and Triangle Town Center. ➡

## GOTRIANGLE

- Moved forward with work on the Wake Bus Plan Update to recommend route alignments and associated infrastructure that support operational efficiency, improve the customer experience and respond to public feedback. ➡ ➡ ✓ ➡
- Released draft findings of the Phase 2 Feasibility Study for the Greater Triangle Commuter Rail to define project concepts, implementation schedule, and cost estimates. ➡ ➡ ✓ ➡
- Progressed a feasibility study to evaluate options for expanding and renovating the Nelson Road Bus Operations and Maintenance Facility in Morrisville. ✓
- Prepared documentation to support NEPA determination and to support Wake Transit Concurrence process. Developed a project narrative and supporting materials to facilitate grant applications to competitive discretionary federal grant programs to provide substantial savings to the county Transit Plans. ➡ ✓ ➡

## TOWN OF APEX

- Established service agreements, developed ride guides and marketing materials and conducted outreach for the new fixed-route circulator GoApex Route 1 and complementary ADA paratransit service, GoApex Door to Door. ➡

## CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION

- Launched the Wake Transit Performance Tracker, an online resource that tracks and reports on our investment in Wake County's transit network in two parts: an interactive project map and a program-level performance dashboard.
- Partnered with City of Raleigh staff and community stakeholders to develop and implement the Wake Transit Art Funding Eligibility Policy.
- Helped develop and assumed maintenance of the access to transit priority tool to better inform decisions around bicycle and pedestrian connections to bus stops. ✓ ➡
- Led the development of the Framework for use of Wake Transit Funds to Acquire Real Property, which was adopted in late FY2021 and implemented in early FY2022.
- Led the development of the FY2023 Wake Transit Work Plan and managed the quarterly amendment process to update and modify previous Work Plans as needed throughout the year. 🔄 ✓ ✓ ✓ ➡
- Initiated an update to the Wake Bus Plan Project Prioritization Policy, which will inform procedures for prioritizing projects within the Wake Bus Plan Update. This policy applies only to bus service expansion projects and the capital investments needed to support them. 🔄 ✓ ✓ ✓ ➡

## TOWN OF MORRISVILLE

- Created service contracts and marketing materials and completed other project development efforts for the Morrisville Smart Shuttle. ✓ ➡

## NEXT STEPS

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### SERVICE IMPROVEMENTS

#### GOCARY

- Began serving as operator for GoApex Route 1, the first local transit service in Apex, in July 2022. ✓ ➡

#### GORALEIGH

- Implement the first phase of the Hillsborough high-frequency route package, connecting downtown Raleigh with Meredith College. The second phase – upon completion of the NCDOT grade-separation project on Blue Ridge Road – will extend the route to the North Carolina State Fairgrounds and Plaza West shopping center. This route will provide multiple local and regional transfer opportunities. 🔄 ✓ ✓ ✓ ➡

#### GOTRIANGLE

- Plan to implement a new park-and-ride lot at the Northern Wake Senior Center on the Wake Forest to Raleigh Route (WRX). ➡
- Make minor schedule changes to Route 300 to improve route performance. ✓ ➡
- Make other minor service changes to improve route performance. ✓ ➡

#### TOWN OF APEX

- Conduct additional outreach and start service for GoApex Route 1 and complementary ADA paratransit service in early FY2023. ➡

### CAPITAL PROJECTS

#### GOCARY

- Design and construct new bus stops for planned Route 9A service expansion and remaining retrofits needed for ADA compliance at existing GoCary bus stops. ✓ ➡
- Complete 30 percent design of the GoCary Bus Operations and Maintenance Facility and begin final design process. ✓
- Issue procurement for Master Planning/Design for the Downtown Cary Multimodal Center. 🔄 ✓ ✓ ✓ ➡

#### GORALEIGH

- Complete construction of Poole Road Park-and-Ride facility in FY2023. ➡ ✓ ✓ ➡
- Build seven Enhanced Transfer Points. Complete design, and possibly build, enhanced transfer points at WakeMed North Hospital, Pleasant Valley Shopping center and Hillsborough/Gorman streets. Continue design of additional eight sites. ➡
- Begin design of the East Raleigh Park & Ride and GoRaleigh/GoWake Access ADA/Paratransit Operations & Maintenance Facility. ✓ ➡
- Complete the construction of additional charging infrastructure for electric buses.
- Acquire four replacement vehicles for the GoRaleigh Access paratransit program, seven vehicles for the GoRaleigh shuttle and maintenance fleet (four replacement, three expansion) and three new low no-emission buses for GoRaleigh fixed-route operations (two replacement, one expansion). ✓



## GOTRIANGLE

- Continue design and development of the Raleigh Union Station Bus Facility. Permitting process will advance with site review, utility and building permits with the City of Raleigh. Coordination will continue with adjacent railroads. Construction will commence. ✓ ➡
- Advance preliminary engineering and NEPA process for the relocated Regional Transit Center and new Wake park-and-ride lots. ➡ ✓ ➡
- Work with partners to develop and launch a regional mobile ticketing program if a decision is made to restore fare collection for FY2024. ✓ ➡
- Procure six buses. ➡
- Repower buses, extending the lives of these buses by at least four years. ✓
- Complete Wake Bus Plan Update for FY2024 through FY2027 in FY2023, including the short-range transit plans for GoTriangle, GoRaleigh, GoCary & GoWake ACCESS. ➡ ➡ ✓ ➡

## TOWN OF APEX

- Install amenities at select bus stops to serve GoApex Route 1. ➡

## PLANNING PROJECTS

### GORALEIGH

- Continue preliminary design phase and federal National Environmental Policy Act documentation for the Wake BRT: Western Boulevard corridor and the Wake BRT: Southern Corridor. ✓
- Continue to advance final design phase for the Wake BRT: New Bern Avenue Corridor. ✓
- Continue providing project updates with additional public engagement and outreach through virtual BRT open houses. ✓

### GOTRIANGLE

- Facilitate a decision on whether and how to move forward with implementing the Greater Triangle Commuter Rail. ➡ ➡ ✓ ➡
- Complete the Regional Fleet and Facilities Study to evaluate fleet, maintenance facility expansion or relocation and electric vehicle-charging needs for GoTriangle's fleet as well as opportunities for coordination among transit service providers. ➡ ➡

### CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION

- Continue and finalize the update to the Wake Bus Plan Project Prioritization Policy. ➡ ➡ ✓ ➡
- Continue and finalize the Rapid Bus Extensions Study to extend the Western and Southern BRT corridors to Research Triangle Park and Clayton, respectively. ➡ ✓



**\$125,841,003**  
**TOTAL REVENUES**

**\$121,441,978**  
HALF-CENT SALES TAX

**\$6,576,286**  
VEHICLE REGISTRATION TAX \$7

**\$4,561,440**  
VEHICLE RENTAL TAX

**\$3,881,439**  
INVESTMENT INCOME

**\$2,814,725**  
VEHICLE REGISTRATION TAX \$3

**\$4,200**  
OTHER REVENUE

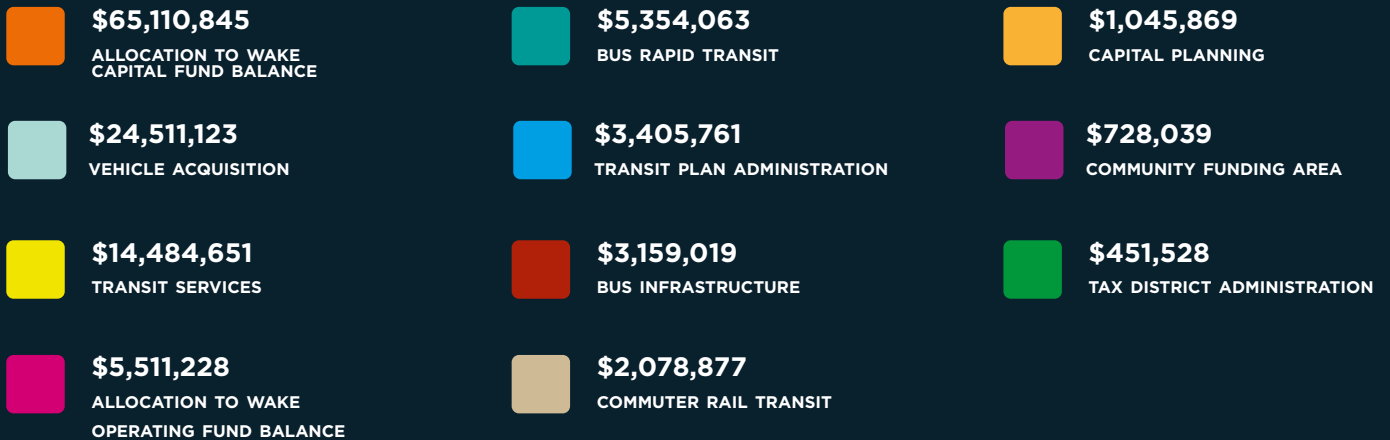
**-\$13,439,065**  
UNREALIZED GAIN/(LOSS)  
INVESTMENTS

\*An Unrealized Gain/(Loss) is the increase/(decrease) in value of the organization's unsold investments. Gains and losses are only realized after selling the investments for cash.



# \$125,841,003

## TOTAL EXPENDITURES



# FY2022 BOARD OF TRUSTEES



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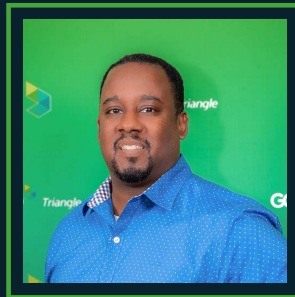
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**OPERATOR CREATIVE SERIOUS UNIQUE**  
PASSIONATE DIVERSE PROBLEM-SOLVING DESIRE  
**CARING** KIND RESOLVE NEW CDL ADVANCED  
IMPROVED EFFICIENT FREE REGIONAL PARTNERS  
STRONG PERSEVERANCE **COMPASSIONATE**  
INNOVATIVE **HARDWORKING** LEADER BOLD  
DETERMINED DEDICATED INITIATIVE **DRIVE SAFETY**  
**HUMANITY** RELIABLE **EFFECTIVE** RESILIENT  
RESPECTFUL **PATIENT** IMAGINATIVE DECISIVE  
HELPFUL INVENTIVE **PROMPT** LOGICAL MODERN  
COOPERATIVE **RESPONSIBLE** CUSTOMER SERVICE  
**TEAMWORK** CRITICAL ACTIVE **ADAPTABLE** RESPECT  
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IMPROVED  
NEW KIND

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STRONG PERSEVERANCE **COMPASSIONATE**