



ANNUAL REPORT

FISCAL YEAR 2021

ADVANCING DIVERSITY, EQUITY AND INCLUSION





WHAT ARE THE DIFFERENCES BETWEEN COMMUTER RAIL AND LIGHT RAIL?

With all the talk about commuter rail, it can be exciting but confusing. What are the differences between commuter rail and light rail? What is the difference? Below are some quick facts about the two projects and how to stay up to date on the existing commuter rail project!



COMMUTER RAIL	LIGHT RAIL
CURRENTLY UNDER CONSTRUCTION IN DURHAM/WAKE COUNTIES	DISCONTINUED IN APRIL 2019
WILL USE EXISTING NC RAILROAD CORRIDOR	WOULD HAVE REQUIRED NEW TRACKS, OVERHEAD WIRES
COULD RUN UP TO 45 MILES	PLANNED 11.7 MILES
WEST DURHAM THROUGH RALPHIG TO GARNER OR CLAYTON	DURHAM TO CHAPEL HILL
REGIONAL SERVICE	LOCAL SERVICE

The commuter rail and light rail projects were meant to be complementary parts of the Triangle's regional transit network on the commuter rail project has been in the long-range transit plans for Wake and Durham counties for years. The commuter rail line would run frequently in the mornings and evenings and less often on off-peak hours to take thousands of people conveniently and affordably between their homes and work or school between West Durham and Garner or Clayton. Commuter rail would provide convenient and cost-effective way to avoid traffic-heavy freeways and parking costs. No matter how congested our roads get, the train would always take the same amount of time, ensuring that people can get to their destinations on time.

JOIN NOW!
WE ARE IN THE LAST STAGE OF PHASE FOR THE COMMUTER RAIL PROJECT

GO Triangle

ROUTE 310

REGIONAL TRANSIT CENTER
WAKE TECH RTP CAMPUS
CARY
MON. - FRI. ONLY

GoTriangle
Regional Transit Center
Wake Tech RTP Campus
Park West Village

FREE GODURHAM COMIC FOR FREE COMIC BOOK DAY!

GO Durham

READY FOR RAIL?

COMMUTER RAIL INSIDER

READYFORRAILNC.COM

Bike Month MAY 2021

FIND THE RIGHT BIKE FOR YOU

JOIN THE WEBINAR MAY 6, 2021 | 2 P.M.

RSVP AT GOTRIANGLE.ORG/BIKEMONTH

MISSION IMPOSSIBLE

TRIANGLE TRAILS

Find out about the many trail systems in the Triangle? Join us for the next MISSION IMPOSSIBLE series. We'll discuss the magnificent trails of the Triangle. Learn about the amazing financial benefits of trails to the community. Walk, hike, run, bike with family, friends, the dog and connect with other trail enthusiasts to parks, jobs, friends and other opportunities!

APRIL 29, 2021 | 2PM

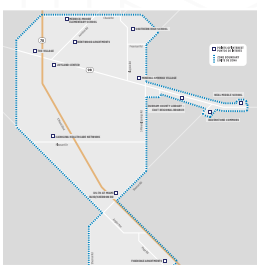
RSVP AT GOTRIANGLE.ORG/MI

GO Triangle
Employer Services



COMMUTER RAIL INSIDER

JOIN NOW!



NOW AVAILABLE!

WAKE TRANSIT

DURHAM BLACK HISTORY

TOP 5 BEST PRACTICES FOR SUCCESSFUL TELEWORKERS

- BE ORGANIZED AND PRODUCTIVE**
Use video tools for collaboration, to do lists, and project management. There are lots of free software options with features to help you communicate in the most "right" way for your team.
- MAINTAIN CONTACT AND STAY ON TASK**
Video conferencing is an awesome tool for staying connected and maintaining contact with your team. Schedule time for your team every year. Search for the best address for your company and home.
- INCREASE HEALTH AND HAPPINESS**
Employees who network take longer to burnout than those who don't. Exercise, mental and physical health are always important. Don't forget to exercise and eat healthy.
- MAINTAIN WORK-LIFE BALANCE**
It's important to identify time-wasting distractions. Looking at your watch is a time-wasting habit. Try to turn your phone on silent, setting your designated workspace and sticking to it.
- ECO-FRIENDLY FOR A BETTER PLANET**
An increasingly green world is looking for green and smart solutions. (The Earth thanks you!) Continue the good work by using the bus, biking, walking and carpooling.

GO PERKS
Sidekick support

SUPPORTS WORKING MOMS & DADS

GO Durham Access

SENIOR SHUTTLE

TELEWORK PROGRAM BENEFITS

7 REASONS TO CONSIDER

- INCREASED PRODUCTIVITY**
A University of Texas Austin study reports that telecommuters worked 5-7 hours more each week than their in-office counterparts.
- INCREASED RETENTION**
Employees with telecommute options report being much happier than traditional office workers, resulting in less employee turnover.
- ECO-FRIENDLY**
A recent study found that telecommuting saves enough energy to power one million homes in the United States for an entire year!
- IMPROVES MORALE**
Workplace flexibility promotes better work-life balance, making happier and less stressed employees who feel more valued.
- COST EFFECTIVE**
It is estimated that for each employee telecommuting, a company save about \$11,000 annually on office space and reduced energy usage.

READY FOR RAIL?

Moving Forward as a Region as Transit Opens New Opportunities

GoTriangle faced the difficulties of fiscal year 2021 head on, embracing our role to connect the Triangle through regional transit that advances equity and opportunity, eases congestion and promotes clean air.

In this report, you'll learn of our work with regional partners and local communities to plan and build projects that make it easier for people to improve their lives by accessing places of education, employment and affordable housing.

From our comprehensive public engagement efforts to listen and learn what people need – especially those whose only transportation is public transit – to an internal Classification and Compensation Study, we have focused on making lives better.

Our work could not have moved forward without the dedication and perseverance of our frontline workers, who have kept going even under the most difficult conditions, providing professional, safe and compassionate service as the COVID-19 pandemic continued.

We thank them for doing the hardest work of all.





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Message from our Chair



“It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of Light, it was the season of Darkness, it was the spring of hope, it was the winter of despair.”

~Charles Dickens from “A Tale of Two Cities”

In thinking about the past year, I couldn't help but remember this quote by Charles Dickens. In many ways, it seems to sum up how many of us have felt as we've persevered through the COVID-19 pandemic. Last year, I closed my message by hoping for a better and healthier year ahead. Unfortunately, in spite of the promise of this past spring as vaccines became available and cases declined precipitously, as I write in September 2021, the numbers of cases are as high as they've ever been, and our hospitals are straining to meet the challenge of caring for and curing this new wave of patients.

While the Delta variant is responsible for much of this new wave, a great deal of this problem is self-inflicted. Vaccine hesitancy is disturbingly high and wearing masks continues to be controversial. Thus, the Charles Dickens quote struck me as especially apt for what our past year has been. Nonetheless, in the face of these challenging and difficult times, GoTriangle has persevered and continued to meet its mission of providing high-quality regional transit for the Triangle.

We have been able to return to our normal schedules for the most part in spite of a significant operator shortage that has hit GoTriangle – and all of the Triangle's transit agencies – hard. And we have done so while keeping our riders and operators safe. Further, in cooperation with the other Triangle transit agencies, we have extended our fare-free policy through June 2022 as a means of both promoting safety and making transit accessible to all.

While maintaining our core services, we have also been working hard to create a better transit future. Our planning for the Raleigh Union Station Bus Facility, a multimodal hub in downtown Raleigh, is moving forward. We also have continued our work on the feasibility study for the Greater Triangle Commuter Rail Project. When opened, this commuter rail service will connect Garner (and possibly Clayton) with West Durham and become the spine of a growing regional transit system that will also include bus rapid transit and expanded bus and on-demand services for the Triangle. Results of this study were expected to be available by December 2021. More information on this critical project can be found at [ReadyForRailNC.com](https://www.readyforrail.com).

This year also saw the departure of General Counsel and Vice President for Strategic Partnerships Shelley Read Curran. Shelley was an invaluable member of our leadership team and, when our previous CEO departed, she stepped up to serve as our interim CEO. Shelley will be greatly missed, but we wish her great success in her new role as an assistant town manager for Cary.

Of course, none of what we do is possible without our people. As was the case last year, they have risen to the many challenges we have faced and gone way above and beyond. To our operators and mechanics, to our supervisory staff, to the many office-based folks and everyone else who helps GoTriangle serve the Triangle, on behalf of our board of trustees, I want to extend a heartfelt thanks and well-done. All of us owe you a huge debt of gratitude.

In closing, I can say only that no one knows what the year ahead will bring. But regardless, I am confident that GoTriangle and its people will be there to answer the call and continue to meet the transit needs of the Triangle.



Message from our CEO & President



Like our transit partners in the region, GoTriangle has worked hard to maintain the public's trust and bring riders back into the transit system since the pandemic began. Providing a clean, safe and timely ride for customers was key to driving up our ridership numbers.

As I write in October 2021, and despite the challenges brought on by the pandemic, weekday bus ridership is up to almost 67% of pre-pandemic levels and over 90% on the weekends. This is no small accomplishment, especially since many of our passengers have cars. I am extremely proud of our transit operations team, led by Patrick Stephens, and everyone at GoTriangle who supported them in this achievement.

Since I arrived in April 2020, I have learned so much about the Triangle's transportation needs and how they will increase over the next 20 years. I will tell you that GoTriangle is an essential part of the planning and development of new transit services vital to our region's continued success. Our mission will continue to grow as the population grows by more than 650,000 by 2040. To keep the region moving forward we will:

- Complete the commuter rail study and seek approval from the county boards and metropolitan planning organizations to take the project into development. Commuter rail would be the spine of our regional transit network and connect to new bus rapid transit projects and expanded bus service.
- Take the Raleigh Union Station Bus Facility project into construction in 2022. This project will create an indoor bus transfer station in downtown Raleigh with 500,000 square feet of new transit-oriented development on top of it.
- Seek to relocate the Regional Transit Center from Durham to Research Triangle Park to provide a larger and more functional transit facility for our passengers that will connect to multiple modes of transit, including a planned commuter rail station, bus rapid transit projects and local bus service.
- Partner with Triangle J Council of Governments to perform a Regional Transit, Housing and Land Use Study to ensure transit needs are well coordinated, funded and complementary to the region's affordable housing and development goals.
- Continue to support and work with our transit partners and the MPOs to build more bus rapid transit infrastructure and grow local bus and microtransit services.

During fiscal year 2021, our agency also made great strides toward greater inclusion, diversity and equity by, among other initiatives, completing and acting on a salary and compensation study, sponsoring an informational webinar for Disadvantaged Business Enterprises and surpassing our goals for DBE participation in our own capital contracts.

I look forward to GoTriangle's role in driving the transit conversation to build a better regional and local transit system and, most of all, working with our board of trustees and all of you to keep delivering excellent transit services for our riders.



About Us

North Carolina's Triangle region is a technological and research hub, a magnet for businesses of all sizes with world-renowned universities and hospitals. It also features beautiful landscapes, a temperate climate, arts, history and culture. So it's no surprise that our population has been steadily growing over the past decades as people arrive for jobs or retirement.

As the region welcomes new residents, now more than ever, supplying reliable public transit is vital. GoTriangle remains as committed as ever to our mission of improving our region's quality of life by connecting people and places through safe, reliable and easy-to-use travel choices.

Our Regional Roots

Since the North Carolina General Assembly established our agency as the 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 Strategic Plan continues to guide the agency to:

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

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.

Funding

Funding for GoTriangle comes from rider fares, vehicle registration fees, a 5 percent rental vehicle tax, a half-cent sales tax dedicated for transit in

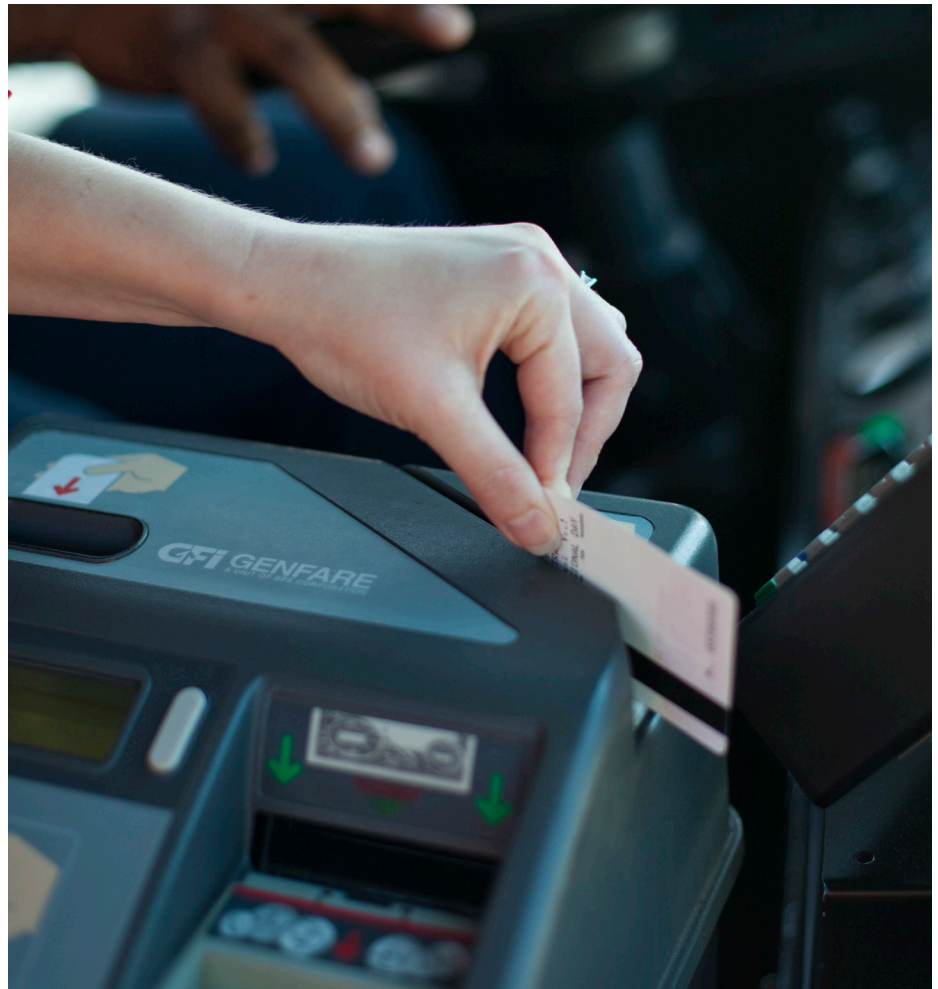
Durham, Orange and Wake counties and federal and state sources. However, GoTriangle has not collected bus fares since early 2020 when the COVID-19 pandemic hit the United States and does not expect to resume until at least July 2022.

Helping County Partners Bring About 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 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 would

connect West Durham to Garner or Clayton, all designed to create a seamless regional transit network.

In addition to planning, design and construction assistance, 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, gotriangle.org and real-time bus arrival information.





Our family

GoTriangle has only about 250 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, design and construction of 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. 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.

A Win-Win Benefits Story

In FY2021, we successfully negotiated a benefits renewal that resulted in a 16.8 percent reduction in premium costs for the medical plan and a 14.8 percent reduction in premium costs for the dental plan with no changes in plan design. Some of these savings were passed along to employees, allowing us to make employee contributions for dependent coverage more affordable. We

believe in investing in our employees' total well-being, which is reflected in our commitment to offer meaningful wellness programs. Our transition to a total well-being incentive during FY2021 gave more of our employees the flexibility to choose activities that support their personal needs.

Advancing Equity Internally

In fiscal year 2021, GoTriangle completed a Classification and Compensation Study, which offered recommendations designed to make

the organization's pay practices more competitive with peer agencies and to promote equity from within, especially for our frontline workers. The board approved study recommendations, which were implemented on the first day of the FY2022 fiscal year. They included increased starting pay for bus operators, a minimum hiring rate across the organization, a shift in pay ranges to provide increased earning potential and a commitment to conduct comp studies on a regular basis.



GoTriangle employees care for our passengers and one another like family. Just a few stories from the past fiscal year reveal their dedication.

"I refinished this table – it was old and scraped up. We had upgraded this breakroom with a new fridge and painted cabinets and walls, and this was the only item we needed to replace. Because it was a solid wood table, I wanted to refinish it, as I do enjoy woodworking when I have free time."

~Purshotam Khemraj



Advancing Diversity, Equity and Inclusion



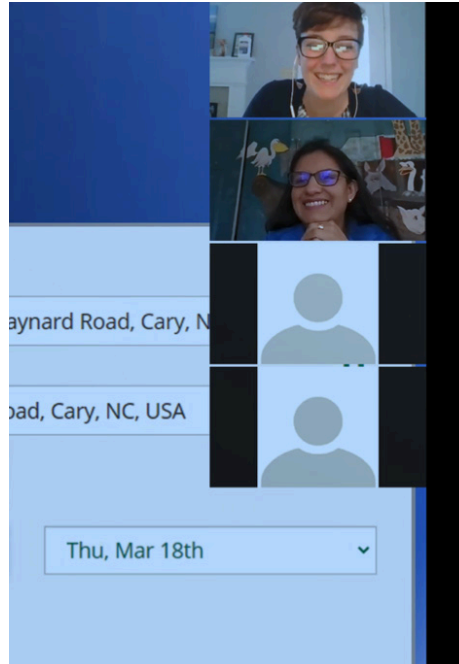
Providing Free Rides to Vaccine Sites

GoTriangle in February 2021 began offering free shared rides to and from COVID-19 vaccination sites within our service area for those who had vaccination appointments.



Engaging Disadvantaged Business Enterprises

GoTriangle is committed to the Disadvantaged Business Enterprise program because we believe there is strength in diversity. For minority- and women-owned businesses to be successful, they must have information and access to economic opportunities. In March 2021, our agency held our first free webinar to help disadvantaged business owners learn how best to navigate the bidding process so they could bid on capital contracts. More than 150 participants attended the event, and plans are already underway to hold a larger follow-up conference before the end of calendar year 2021.



Connecting Community Members in Need to Food And Financial Services

During a check-in with community partner Dorcas Ministries in spring 2021, GoTriangle learned that some Wake County families experiencing food and financial insecurity due to the COVID-19 pandemic were having difficulty getting to the nonprofit for support. Dorcas Ministries' food pantry and case managers are on GoCary's Route 4, but the families who most needed the services were not familiar with the transit system and, in many cases, did not speak English as a first language. GoTriangle and GoCary worked with Dorcas Ministries to provide a virtual training session to show families how to ride the bus, plan a route and navigate the GoCary system. During the session, GoTriangle provided Spanish interpretation.



Working With Partners To Help Seniors Get To Grocery Stores

During FY2021, GoTriangle, End Hunger Durham and the City of Durham laid the groundwork for the launch of the Senior Shuttle pilot program in July 2021. The program was the direct result of a request from the grassroots organization End Hunger Durham to improve access to grocery stores for seniors. A survey End Hunger Durham conducted in 2019 found that 25 to 44 percent of seniors in low-income housing communities skipped meals due to a lack of access to food.



Attracting Minority-Owned Business Contracts

Within GoTriangle, we actively seek to offer construction contracts to minority businesses, and we've been successful in increasing Disadvantaged Business Enterprise participation on contracts. Between November 2020 and June 2021, for example, minority business contractors were awarded more than \$950,000 in contracts for construction of 33 GoDurham and 13 GoTriangle bus stop improvements. Of these bus stop improvements, 17 were completed by the end of the fiscal year.



Operations

In fiscal year 2021, GoTriangle passengers took 1,167,033 bus trips and 28,123 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. The regional paratransit program has 25 vehicles, and the vanpool service is provided through a contract with Enterprise.

During fiscal year 2021, GoTriangle operated:

- Regional Routes 100, 105, 300, 301, 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 and ZWX.

One regional route (Route 311) and one express route (NRX) were suspended the entire fiscal year. In addition, three regional routes (105, 301 and 310) were suspended part of the fiscal year due to low ridership as a result of the COVID-19 pandemic.

New Bus Purchases

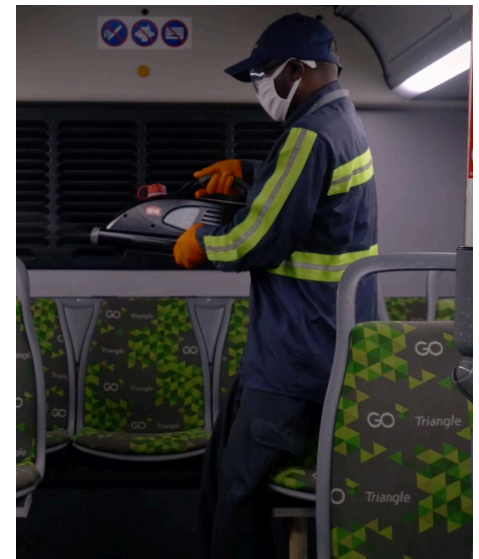
In accordance with GoTriangle's State of Good Repair and Transit Asset Management Plan, the authority has

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. The project plan calls for GoTriangle to replace one-twelfth of its fleet annually and repower 30 buses over a two-year period to extend the lives of some vehicles by at least four years. This approach is expected to reduce the average age of the fleet to about 6.1 years over a 12-year period. In October 2020, GoTriangle put into service six new buses and retired four.

Responding to the COVID-19 Pandemic

The health and safety of GoTriangle's employees and customers are always our top priority. In response to the global pandemic, GoTriangle followed the guidance of federal and state agencies to develop and implement plans aimed at preventing the spread of COVID-19. Those measures include increasing the cleaning of buses and facilities, installing hand sanitizers and mask dispensers on buses, mandating wearing masks, installing barriers between drivers and passengers, blocking off certain seating to promote social distancing and instituting public service safety announcements. GoTriangle also continued coordination with our regional transit partners about practices put in place due to the pandemic.

GoTriangle – and its partner transit agencies – suspended fares in March 2020 due to the COVID-19 pandemic and asked riders to use the rear door to board buses to help maintain social distancing. The fare suspension also sought to ease financial burdens for the frontline workers and community members who were relying on transit to get to critical jobs or food and health care. Fares remained suspended throughout FY2021 and will be suspended at least through FY2022. Transit systems are considered a vital public resource during emergencies to ensure that essential personnel – such as





medical staff, police and fire personnel, key business personnel and other first responders – have transportation. As an important part of the community infrastructure, GoTriangle provides evacuation support during emergencies. Our Operations team participates in daily calls with the Durham County Emergency Management Agency and our other transit partners during emergencies to keep abreast of changing conditions. GoTriangle dispatches buses to areas to support local government agencies in evacuating residents and transporting goods.



A Proactive Team Approach to Building Safety

In FY2021, the Carolina Star Consultant and evaluation team reevaluated and recommended GoTriangle for continuous participation in the Carolina Star Program pending final approval from the North Carolina Occupational Safety and Health Administration’s management. For the past eight years, GoTriangle has voluntarily participated in the program modeled after the federal OSHA’s Voluntary Protection Program requirements that promote workplace safety and health. After the initial award into the program, agencies that want to remain must recertify every five years through a rigorous evaluation process. GoTriangle has been a Public Sector Star Worksite since 2013, the only transit agency in North Carolina to receive this hard-earned recognition. In FY2021, the Transportation Security Administration also recognized GoTriangle with its Gold Standard Award for achieving the highest scores on its Baseline Assessment for Security Enhancement review. This review evaluates 17 categories of security and emergency preparedness items identified as fundamental for an exemplary program. GoTriangle has chosen to undergo the BASE review every year since 2015 and in fiscal year 2021 was one of only three transit agencies nationwide to receive the award.

GoTriangle has moved ahead with specific initiatives in accordance with a mandatory 2018 Federal Transit Administration rule. That rule required certain public transportation system operators that receive federal funds under FTA’s Urbanized Area Formula Grants to develop safety plans that included implementing a Safety Management System by July 2021. In December 2020, our board approved a GoTriangle Public Transportation Agency Safety Plan, and our agency immediately adopted the FTA’s Safety Management System approach. The system revolves around a collaborative and proactive safety approach that is embedded in the agency through set policies, procedures and accountabilities.

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 call one number: 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 151,680 customer tickets and received more than 365,000 calls during our fiscal year 2021.





Tracking Ridership

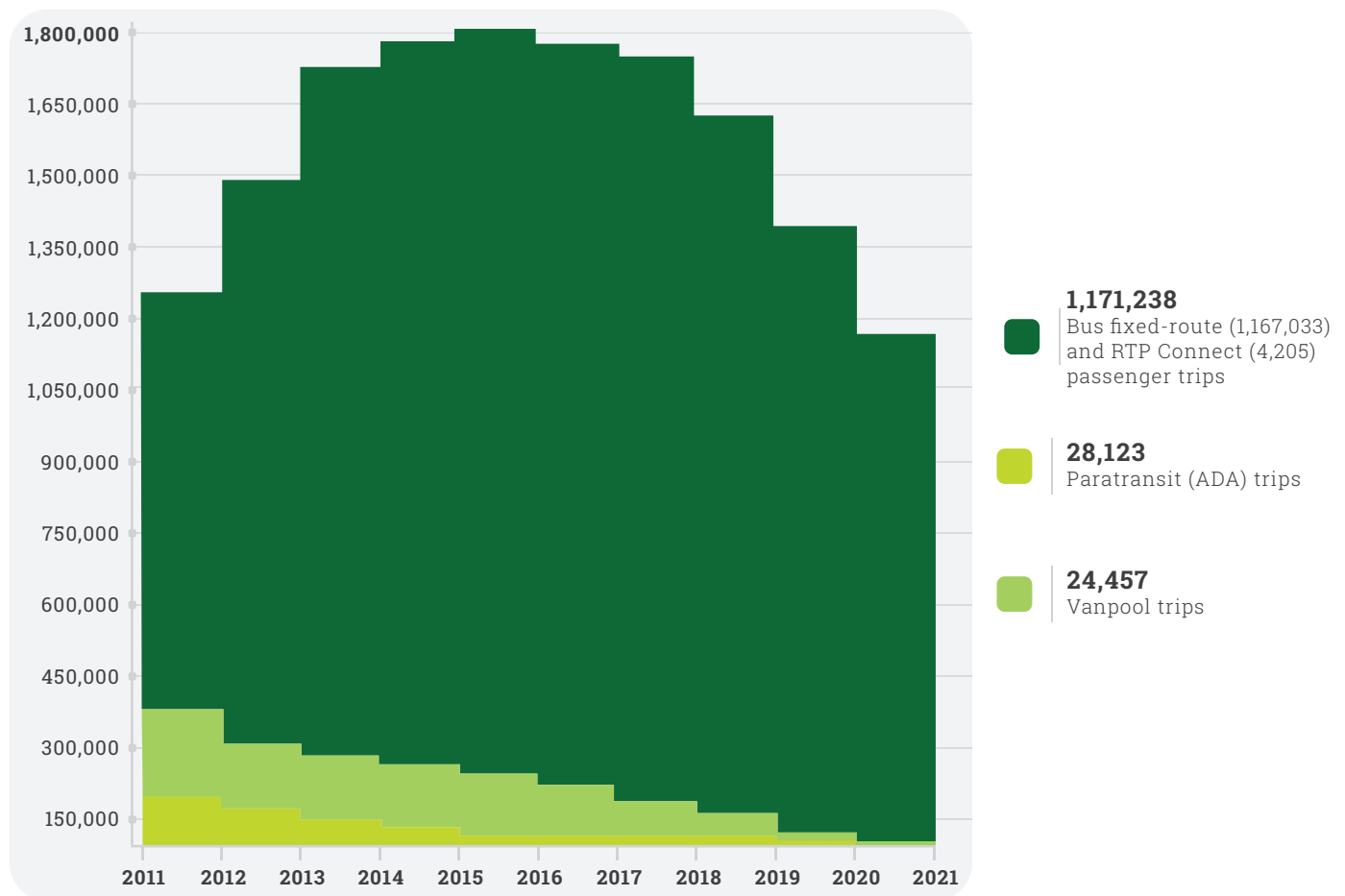
After temporarily reducing service in FY2020 due to the COVID-19 pandemic, GoTriangle resumed regular service on most routes in summer 2020. However, ridership did not return to pre-pandemic levels. For much of fiscal year 2021, the peak-only express routes retained about 40 percent of their pre-pandemic ridership as many employees worked from home due to the pandemic or as they changed their commute patterns at major employment centers – including universities, Research Triangle Park and central business districts. Ridership on the core all-day service connecting Raleigh, Durham, Cary and Chapel Hill remained high at an average of 85 percent of pre-pandemic levels. Saturday and Sunday service showed good resiliency as well, maintaining about

90 percent of pre-pandemic ridership. As the COVID-19 vaccination process rolled out in the second half of the fiscal year, ridership showed slow but steady progress toward recovery. Fares were suspended for the entire fiscal year.

In October 2020, GoTriangle expanded Route 305 (Raleigh-Apex) to serve downtown Apex and Holly Springs at peak hours, which accomplished one of the Wake Transit Plan’s “Big Moves” to connect all Wake County communities by transit. In the same service change, the peak-only branching of Route 300 (Raleigh-Cary-Research Triangle Park) was replaced with the expanded Route 310, providing all-day 30-minute service between Cary Depot and the Regional Transit Center via Morrisville.

Service along the corridor between Raleigh and the Regional Transit Center was restructured because fewer people were traveling to Raleigh-Durham International Airport. GoTriangle rerouted Route 100 to skip its RDU stops Monday through Saturday and suspended Route 105, which followed the same path as Route 100 except it didn’t stop at the airport. GoTriangle created the RDU Shuttle to connect the Regional Transit Center to the airport.

In June 2021, GoTriangle implemented a temporary service reduction due to a shortage of fixed-route operators, a trend that was affecting transit agencies nationwide.





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

In fiscal year 2021, more than 13,000 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 managed to keep Durham moving and provided over 4.5 million trips in fiscal year 2021. GoDurham ACCESS transports clients to any location within the City of Durham and to places outside the city that are 3/4-mile of any GoDurham bus route. In fiscal year 2021, the paratransit service provided more than 115,000 trips.



New York born and raised, Bus Operator Christopher O'Sullivan couldn't be happier that he landed a bus operator position at GoTriangle in 2019. He says he has found the right fit for life in his 50s: a new career he enjoys. He prides himself on making his trips so smooth that, on some days, passengers fall asleep.

"I tend to be on the highway a lot, and I tend to put people to sleep a lot on my bus – and that's always a good thing. A lot of my riders call me by name, 'Hey, Chris, how are you doing today?' That's a positive thing for me."

~Christopher O'Sullivan



Building a Regional Network: Commuter Rail, Bus Rapid Transit, Raleigh Union Station Bus Facility

The Triangle's rising fame as one of the **"Best Places to Live"** in the United States only further underscores the importance of building an effective regional transit network. As more people call the Triangle home, GoTriangle and partners are working to connect the region through three major transit projects that advance equity and opportunity, ease congestion and promote clean air.

The Greater Triangle Commuter Rail Project now under study would be the spine of our regional transit network and connect to new bus rapid transit projects and expanded bus service. GoTriangle is the sponsor of the project, which would provide commuter rail service in the North Carolina Railroad Company corridor in Durham, Wake and possibly Johnston counties. The rail line would run at least 37 miles from West Durham through Raleigh to Garner or Clayton.

The commuter rail would:

- Provide up to eight trips each direction during peak hours.
- Provide one to two trips each way during midday and evening hours.
- Connect riders with key destinations such as downtown Raleigh, N.C. State University, Cary, Morrisville, Research Triangle Park and downtown Durham.

In fiscal year 2021, GoTriangle began to refine the project through outreach to community members, municipalities and institutional partners to better understand critical project success factors. GoTriangle also began conducting preliminary engineering analysis in areas of concern along the corridor and modeled rail traffic on the corridor – with the inclusion of commuter rail – to better define infrastructure needs and refine cost and ridership estimates.

In April 2020, GoTriangle, the Capital Area Metropolitan Planning Organization, the Durham-Chapel-Hill-Carrboro Metropolitan Planning Organization, N.C. Department of Transportation, North Carolina Railroad Company and Durham, Wake and Johnston counties voted to proceed with further study. Since beginning this phase, GoTriangle launched the project website [readyforrail.com](https://www.readyforrail.com) to provide updates to the public and completed an initial public survey receiving more than 5,000 comments. GoTriangle also signed a railroad capacity modeling agreement with Norfolk Southern, NCR and NCDOT, a related study necessary to obtain concurrence from the host railroads on the infrastructure and service plans proposed for the corridor.

Governing boards should decide in fiscal year 2022 whether to proceed with building the project and apply for entrance into the federal Capital Investments Grants pipeline.



Bus Rapid Transit

Bus rapid transit is a high-capacity transit system that delivers fast and efficient service that may include dedicated lanes, busways, traffic signal priority, off-board fare collection, elevated platforms and enhanced stations. The Triangle region has five BRT projects in development: **four in Wake County** (the New Bern Avenue, Western Boulevard, Northern and Southern BRTs) and one in Chapel Hill (the North-South BRT) in **Orange County**.

Raleigh Union Station Bus Facility Project

The Raleigh Union Station Bus Facility Project is a critical part of plans to expand local and regional transit service. Nicknamed RUS Bus, the project kicked off after GoTriangle won a \$20 million federal BUILD grant in 2018 to help construct the unique bus transfer facility that will connect to the downtown Raleigh Union Station. After the facility is completed, Raleigh Union Station will provide seamless connections between multiple modes of transportation, including Amtrak intercity passenger rail, planned commuter rail, bus rapid transit projects and local bus service. From the RUS Bus terminal, people would be able to connect directly to GoTriangle and GoRaleigh bus routes and take advantage of the expanding network to head to jobs, shops, education, child and health care and more.



The project will have an off-street bus facility on the ground floor and mixed-use private development that includes affordable housing above it. The facility also will be bike- and pedestrian-friendly.

In February 2021, the board authorized an addendum to the predevelopment agreement with Hoffman & Associates – the preferred developer for the Raleigh Union Station Bus Facility Project – to continue to fund the design process and advance the permitting process with the City of Raleigh. Construction is expected to begin in 2022 and is scheduled to be completed in 2025.

In another move to better connect the Triangle, GoTriangle launched the **Regional Transit Center Relocation Study** in 2019. The study, which included public outreach, evaluated opportunities for relocating the

Regional Transit Center – currently at 901 Slater Road in Durham – to enhance functionality, connectivity and reliability of transit service. Based on the study’s results, in April 2021 GoTriangle’s Board of Trustees adopted the study’s location strategy, which includes:

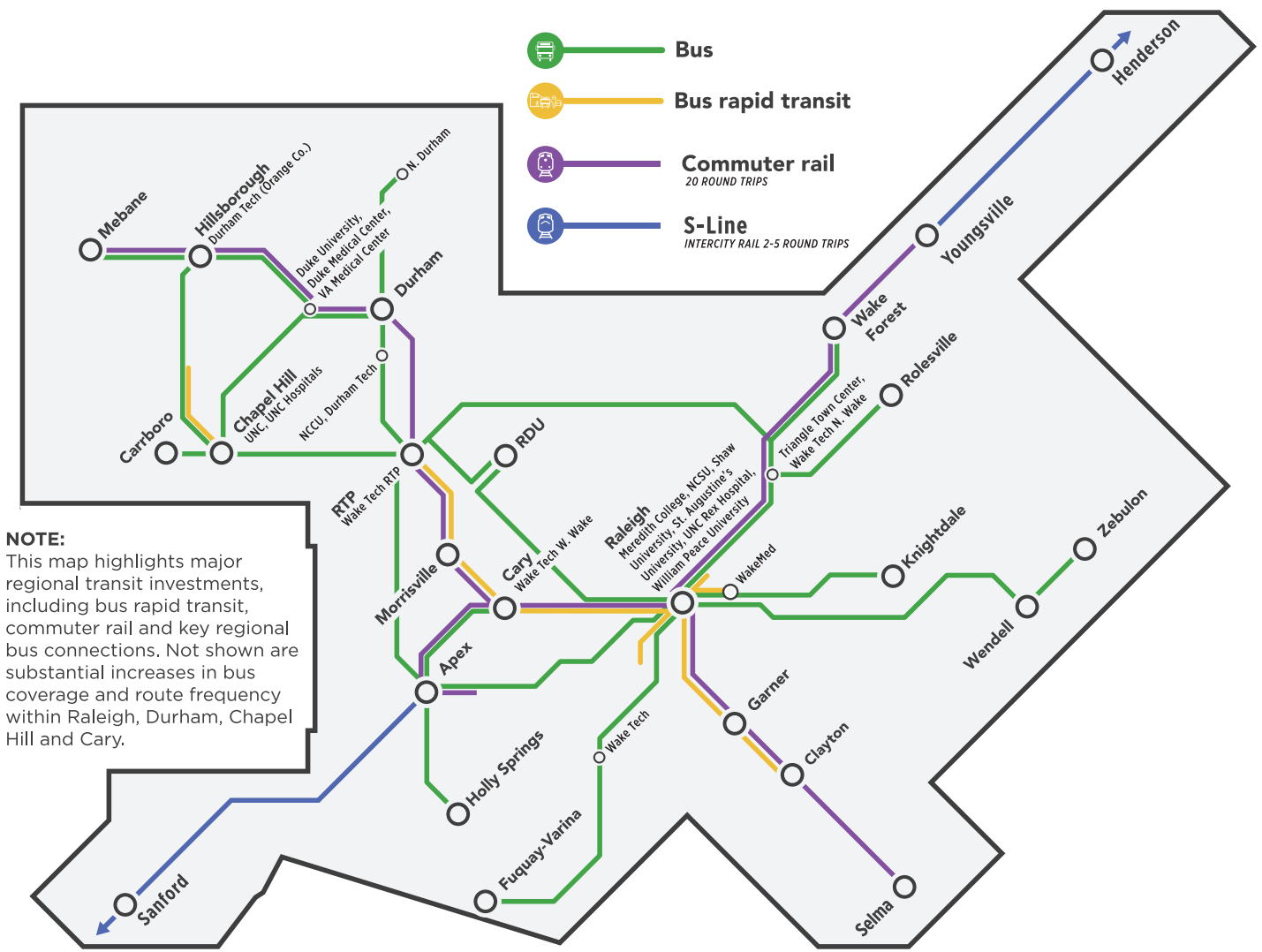
- A relocation to Park Point, adjacent to the North Carolina Railroad crossing of NC 54 in Research Triangle Park.
- A conceptual plan that includes dedicated space for buses, bus rapid transit, microtransit, paratransit and connections to planned commuter rail and the Triangle Bikeway projects.
- A blueprint to continue planning activities, pursue funding opportunities and begin design and land acquisition in FY2022.



Just 10 days after joining GoTriangle, Customer Information Associate Shantel Parham faced a difficult situation: resolving a complaint from an irate customer over the phone. Her response so impressed the customer that he later commended her service.

“Working in customer service means encountering many people who are upset for some reason, and the best thing to do is just to listen.”

~Shantel Parham



"We didn't just come up with the idea of commuter rail. This has been 10 years in the making. You have to build toward it. So Raleigh Union Station – that's been open now three years. That was built for the future. It was built to accommodate Amtrak, but it was also built to accommodate high-speed rail, commuter rail. That's the hub. Then we started building on and changing the way we operated our bus system to put more frequency into it to increase ridership. We are also doing bus rapid transit. Commuter rail is what joins it all together, and it's all built together to support that. So when we do launch commuter rail, it will be successful."

~Raleigh Mayor Mary-Ann Baldwin





Our University and 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 and help or hurt the planet. To help employers and employees learn about transportation options that improve commutes and air quality and reduce traffic congestion and greenhouse gases, GoTriangle offers free programming through its Sustainable Travel Services and Transportation Demand Management Department.

Specifically, the TDM team promotes carpooling, vanpooling, walking, biking, taking transit and teleworking. The team also creates customized travel plans that can cost less and be less stressful than driving. 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](https://www.strnc.org) that helps employees and students find carpools and vanpools that match their schedules and preferences. In FY2021, the site had 7,965 registrants, with 41% of users in the Triangle. In FY2021, STRNC registrations were below pre-pandemic levels, but new registrations averaged above 50 a month in FY2021, compared with FY2020.

At the start of the pandemic in spring 2020, most vans were parked as employees began teleworking, but by the end of FY2021, vanpools began resuming service with 81 riders in 13 vehicles.

Incentives for Sustainable Commuters

- Commuters who track their trips on [STRNC.org](https://www.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 FY2021, as the pandemic progressed and small businesses continued to suffer financially, GoTriangle zeroed in further, buying from local small businesses that minorities, women or immigrants founded or own. Of the 51 businesses from



which we purchased gift cards in FY2021, 34 identify as being in one or more of those three categories.

In FY2021, GoPerks participants and others who tracked just under 50,000 smart trips in Share the Ride NC reduced carbon dioxide emissions by 444.2 tons and avoided more than 966,000 vehicle miles traveled on Triangle roadways. Telecommuting trips tracked in Share the Ride NC increased by 55% over FY2020 and accounted for a reduction in vehicle miles traveled of 826,945 miles in FY2021.

- 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. For them, we answer a common concern: “How would I get home if I had an emergency and had to leave work unexpectedly?” – with the ERH program, which provides a free taxi ride home from work.
- Our annual Golden Modes Celebration & Achievement Recognition event in June 2021 celebrated the achievements of sustainable commuters. This year, we also recognized the challenges faced by frontline and essential workers who continued to commute to their jobs to keep the economy afloat and health care centers staffed.



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. We celebrated 135 Bronze Achievement Coin recipients, and 80 of those went on to gain the silver award and 66 to obtain the gold award.

Serving New Pandemic Needs

Our team continued to find creative ways to help employers and employees during the pandemic by:

- Launching 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. Of the five sessions offered in FY2021, cybersecurity was the most popular with more than 400 views of the recording.

- Educating employers and commuters about transit cleanliness and safety protocols along with suspended fares.
- Helping employees transition from vanpools to carpools using Share the Ride NC as their co-workers worked from home.



When the COVID-19 pandemic began disrupting life, Tim Cross kept pressing ahead with his goals – finding better employment and continuing his tradition of helping others while keeping a little joy in his life. A Durham native, Cross joined GoTriangle in 2020 as a Gasoline Mechanic III. Despite starting a new job, he found time to continue his tradition of helping charities through his membership in the Parrothead Club for Jimmy Buffett fans. In March 2021, Cross had his head shaved to raise funds for St. Baldrick’s Foundation, which supports research to find cures for childhood cancer.

“This is a tough year for everybody. You got to figure out some way to have fun during all this craziness that is going on.”

~Tim Cross



Community Outreach: Involving Diverse Populations in Transit Decision-Making

Our Communications and Public Affairs team continued to face – and surmount – challenges due to the COVID-19 pandemic in FY2021. Working to inform and gather public opinion across the Triangle about current and proposed transit projects involved online, digital, virtual and in-person approaches. Outreach materials included videos, animations and social media, news releases, email campaigns, a new website, and more, to point people to surveys and educational material available in multiple languages. To keep everyone safe, team members found innovative methods to reach community members virtually while conducting in-person events as appropriate.

Staff held one-on-one phone interviews and virtual focus groups with community members, collaborated with public library systems to distribute brochures and set up informational tables at transit centers and community events. Sites included the Regional Transit Center near Research Triangle Park, Moore Square in downtown Raleigh and Durham Station and the Village Shopping Center in Durham. They also attended events hosted by the City of Durham’s Neighborhood Improvement Services, Partners Against Crime meetings, the Coalition for Affordable Housing and Transit, the Crosby-Garfield Community Advocacy Center in Raleigh and other groups.

Our team worked with more than 100 community partners in FY2021, resulting in nearly 500 hours of direct interaction

with community groups, transit riders, business owners and Triangle residents and in the distribution of thousands of print materials across the Triangle region to educate and involve the public. Outreach covered Wake, Durham and Orange county transit plan updates and annual work plans, microtransit and shuttle services, as well as infrastructure projects. All events followed public health guidelines, and GoTriangle provided free hand sanitizer and masks to participants.

One highlight: A survey about the Greater Triangle Commuter Rail Project in fall 2020 drew 2,700 participants and 5,000 comments supported by such innovative approaches as distributing materials at the Advance Community Health COVID-19 testing site at Rock Quarry Road in Raleigh. New relationships with business leaders in Johnston County – which committed money to evaluate extending the commuter rail line to Clayton – led to presentations to the Clayton Chamber of Commerce, Triangle East Chamber of Commerce and the Johnston County Association of Realtors. Overall, the team worked with GoTriangle’s planning and executive leadership to provide more than 30 educational commuter rail presentations to interested organizations.

Our team also built a project-specific website, ReadyforRailNC.com, to serve as an engagement hub for the study and developed a “Commuter Rail Insider” campaign to provide subscribers

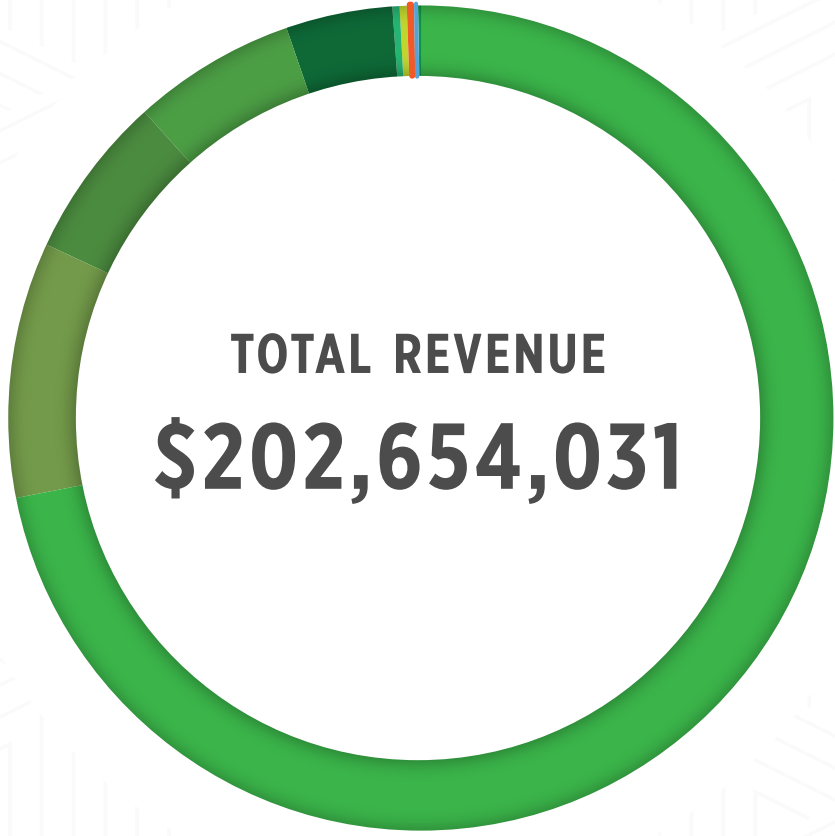
with updates. ReadyforRailNC.com garnered 35,000 views in its first six months, and the campaign had attracted 2,000 individuals who signed up for project updates as of mid-October 2021. In FY2021, the team also brought on its first bilingual public engagement specialist to focus on increasing communication with Spanish speakers in the Triangle.











Ultimately, FY2021 demonstrated that despite the global pandemic, GoTriangle helped the community make informed choices about current and future transportation options. Pursuing partnerships with county library systems and a dedicated space in downtown Durham for community outreach supported innovative practices and relationships on the ground. GoTriangle’s public engagement team was able to share information and receive feedback in new and different ways that will inform how we engage with our community for years to come.





GoTriangle Systemwide Financials



 INVESTMENT INCOME -\$363,440	 VANPOOL FARES -\$51,861	 NC DOT GRANTS AND SUBSIDIES \$50,794	 BUS FARES AND CONSIGNMENT \$398,689
 LOCAL GRANTS \$531,527	 VEHICLE RENTAL TAX \$9,175,135	 OTHER REVENUE \$13,015,437	 FTA GRANTS \$13,201,687
 VEHICLE REGISTRATION TAX \$3,\$5,\$7 \$20,049,483	 HALF-CENT SALES TAX \$146,646,580	<p>Note: Durham County tax revenues \$37,534,523 Orange County tax revenues \$10,184,392 Wake County tax revenues \$116,884,076</p> <p>Other includes Transit Services, Robertson Scholars, transit subsidies and Indirect costs credits</p> <p><i>The tax revenues are made up of half-cent sales tax, vehicle registration tax and vehicle rental tax collected by county. \$11,268,207 of the tax revenue is retained by GoTriangle.</i></p>	



CAPITAL
\$33,582,903



OPERATING
\$58,089,805



OPERATING RESERVES
\$110,981,323



Durham County Transit Progress Report

July 1, 2020 - June 30, 2021





Durham County Transit Plan

In FY2021, Durham County continued working on an update to its county transit plan to identify new priorities for transit investments through the year

2040. The plan was being developed in coordination with GoTriangle, the City of Durham, the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization and the Triangle-

Council of Governments. Updates to the plan will be completed in FY2022 and include extensive community engagement efforts.

Ongoing Programs in Durham County

In FY2021, GoDurham provided more than 5.6 million trips to employment, education, health care and recreational destinations, and GoDurham ACCESS provided more than 7,000 transit tax-funded trips.

In October 2020, GoDurham expanded the Fayetteville Road frequent service on Route 5 to the Streets at Southpoint mall,

increased service frequency at night and Sunday on Routes 1, 2 and 4 to every 30 minutes, added 30-minute service to Route 8 on Saturdays and provided systemwide improvements that increased on-time performance. Although ridership remained lower than normal due to the global health pandemic, the recovery was steady and reached about 65 percent of pre-pandemic levels by June 30, 2021.

GoTriangle, on behalf of GoDurham, completed 25 GoDurham bus stop improvements, including construction of the Glenn View Station bus stop, and advanced design for 50 additional GoDurham bus stop improvements.

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

- Improved transit service between Durham, Morrisville and Cary by expanding Route 310 to connect the Regional Transit Center with the Cary Depot all day Monday through Friday.

GoDurham

- Increased service to every 15 minutes on Route 5 between Martin Luther King Jr. Parkway and the Streets at Southpoint mall.
- Increased service at night and on Sundays to every 30 minutes on Routes 1, 2 and 4.
- Increased service on Saturdays to every 30 minutes on Route 8.

Planning Projects

- Completed the feasibility study for improving or relocating the Regional Transit Center, identifying a strategy for relocating the facility to a new site that will improve transit speed and reliability, address passenger amenity and operational needs and provide new multimodal connections.
- Completed a feasibility study and conceptual design of improvements to the passenger experience at the Durham Station Transportation Center.
- Continued work on Phase II of the Greater Triangle Commuter Rail Feasibility Study to further define the project concept, build consensus among stakeholders and engage the community.
- Began a Regional Fleet and Facilities Study to evaluate whether to expand or relocate maintenance facilities, to ascertain what charging facilities GoTriangle and GoDurham need for electric buses and to identify opportunities for more coordination among transit service providers.
- Initiated an update to the Durham County Transit Plan.

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.

Bus Infrastructure

- Improved 25 GoDurham bus stops, including Glenn View Station.
- Implemented the City of Durham's first bus-only lane at the Streets of Southpoint.
- Initiated design of an additional 50 bus stop improvements to be constructed in FY2022.
- Advanced the design of bus stop improvements at McFarland Drive and Witherspoon Boulevard to serve the Patterson Place park-and-ride lot.
- Procured seven buses, including two electric buses, for GoTriangle and GoDurham.



Next Steps

Service Improvements

GoDurham

- Reinstatement service temporarily suspended due to nationwide transit operator shortage.
- Improve on-time performance on key routes.

Planning Projects

- Finish updating the Durham County Transit Plan.
- Continue work on the Regional Fleet and Facilities Study.
- Initiate work on the Durham Bus Plan, including Short-Range Transit Plans for GoTriangle, GoDurham and GoDurham ACCESS.
- Continue planning work on the transit emphasis corridors, improvements to The Village shopping center bus stops, bus speed and reliability improvements and improvements to access as a part of the GoDurham Better Bus Stop Project.

Capital Projects

GoTriangle

- Continue designing and constructing bus stop improvements in Durham County.
- Begin design for priority transit safety and access improvements in Durham County.
- Begin preliminary engineering for the new Regional Transit Center as funding becomes available.






City of Durham

- Initiate design for the Fayetteville and Holloway Street Transit Emphasis Corridors.
- Initiate design and construction of road infrastructure projects to improve bus speed and reliability.
- Initiate design of transit improvements at bus stops at The Village shopping center in East Durham.





TOTAL REVENUE
\$41,466,945

 VEHICLE REGISTRATION TAX \$3 \$744,444	 VEHICLE RENTAL TAX \$986,327	 VEHICLE REGISTRATION TAX \$7 \$1,737,085
 OTHER REVENUE \$3,932,422	 HALF-CENT SALES TAX \$34,066,667	



TAX DISTRICT ADMINISTRATION
\$138,560



LIGHT-RAIL CLOSEOUT
\$411,379



CAPITAL PLANNING
\$891,625



COMMUTER RAIL TRANSIT
\$1,008,195



TRANSIT PLAN ADMINISTRATION
\$1,322,605



VEHICLE ACQUISITION
\$1,408,833



BUS INFRASTRUCTURE
\$4,181,516



TRANSIT SERVICES
\$6,514,916



ALLOCATION TO DURHAM
TRANSIT TAX FUND
\$25,589,316



Orange County Transit Progress Report

July 1, 2020 - June 30, 2021



Orange County Transit Plan

In FY2021, Orange County continued work on an update to its county transit plan to identify new priorities for investments through the year 2040.

The plan is being developed in coordination with transit providers

GoTriangle, Chapel Hill Transit and Orange County Public Transportation; the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization; the Triangle-J Council of Governments; the University of North Carolina-Chapel Hill and its hospitals; and

municipalities. Updates to the plan will be completed in FY2022 and will include extensive community engagement efforts.

Ongoing Programs in Orange County

Orange County Public Transportation continued to meet the needs of its community while also expanding service and improving access with customer-focused technology. In addition to launching the Mobility on Demand pilot program, which created a new travel option on Fridays from 5 to 9 p.m. and Saturdays from 9 a.m. to 5 p.m., OCPT also rolled out mobile ticketing with Umo/TouchPass,

providing riders a touchless, cashless option to pay bus fare. OCPT is also proud to have collaborated with the Orange County Health Department to provide rides to vaccination sites throughout the county, using the MOD vans to provide an accessible, distanced and safe transportation option. Orange County launched its mobility on demand service in March 2021 and in FY2023 will be replacing up to 10 of its existing buses.

In FY2021, Chapel Hill Transit began implementing the FY2020-approved Short Range Transit Plan. Due to restrictions related to the COVID-19 pandemic, full implementation was delayed until FY2022. Funding from the Orange County Transit Plan helped pay for new night and weekend service during FY2021.

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

- Added 530 hours of service funded by the Orange County Transit Plan in August 2020 that brought new high-frequency service along major corridors throughout the service area. With funding from the Orange County Transit Plan, weekend service was expanded and new Sunday service was offered for the first time in over 40 years.

Orange County Public Transportation

- Began the “Mobility on Demand” microtransit service.

Planning Projects

- Completed the feasibility study for improving or relocating the Regional Transit Center, identifying a strategy for relocating the facility to a new site that will improve transit speed and reliability, address passenger amenity and operational needs and provide new multimodal connections.
- Initiated an update to the Orange County Transit Plan.

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 Public Transportation that existed before the Orange County Transit Plan was implemented.

Bus Infrastructure

GoTriangle

- Completed design and obtained N.C. Department of Transportation approval for four Orange County Public Transit bus stops with three in Hillsborough and one in Chapel Hill.
- Completed design of five shared GoTriangle and Chapel Hill Transit bus stops in Chapel Hill.
- Continued to advance the Hillsborough Park-and-Ride lot through the approval process including coordination with Orange County, NCDOT, utilities and surrounding property owners.
- Procured seven buses, including two electric buses.

Chapel Hill Transit

- Bought five replacement vehicles with funds from the Orange County Transit Plan.



Next Steps

Service Improvements

Chapel Hill Transit

- Restore all services impacted by the operator shortage of 2021.

Orange County Public Transportation

These two projects are expected to allow OCPT to increase its service hours to 7,020 during FY2022:

- Continue the “Mobility on Demand” microtransit service.
- Add a second Hillsborough Circulator route that decreases headways significantly.

Planning Projects

- Continue updating the Orange County Transit Plan.
- Start work on the Regional Fleet and Facilities Study.
- Initiate design of priority transit safety and access improvements.

Capital Projects

- Build four bus stops for Orange County Public Transit.
- Complete approvals and construction of five bus stops in Chapel Hill.
- Obtain final approval for the Hillsborough Park-and-Ride lot site plan design. Orange County will manage construction of this park-and-ride lot.
- Begin preliminary engineering for the new Regional Transit Center as funding becomes available.

Chapel Hill North-South Bus Rapid Transit Project Update

Chapel Hill Transit initiated the preparation of environmental documentation, known as a Categorical Exclusion, and procured consultant services to complete

final design. The project is an 8.2-mile BRT line along one of the town’s busiest thoroughfares stretching from Eubanks Road in the north to the popular Southern Village in the south,

connecting downtown Chapel Hill, the University of North Carolina at Chapel Hill and UNC Hospitals. The project will also create connections with other regional transit systems.

Hillsborough Train Station Update

NCDOT, GoTriangle and the Town of Hillsborough executed a three-party funding agreement for the future train station in Hillsborough in February 2021. The town will issue a request for qualifications for design/

engineering in fall 2021. Design and permitting are expected to take at least two years. The scope of work includes building the station and parking lot, improving the site for entering and exiting and making stormwater and

utility improvements to the site from Orange Grove Extension, a local road that will connect to the train station driveway. The funding agreement allows seven years for project completion.



OTHER REVENUE
\$134,603



VEHICLE REGISTRATION TAX \$3
\$350,958



VEHICLE RENTAL TAX
\$481,695



VEHICLE REGISTRATION TAX \$7
\$818,895



HALF-CENT SALES TAX
\$8,532,844



LIGHT-RAIL CLOSEOUT
\$93,636



TAX DISTRICT ADMINISTRATION
\$130,865



CAPITAL PLANNING
\$144,938



BUS INFRASTRUCTURE
\$179,636



TRANSIT PLAN ADMINISTRATION
\$355,131



BUS RAPID TRANSIT
\$519,061



VEHICLE ACQUISITION
\$688,032



TRANSIT SERVICES
\$3,768,411



ALLOCATION TO ORANGE
TRANSIT TAX FUND
\$4,439,295



Wake County Transit Progress Report

July 1, 2020 - June 30, 2021





Wake County Transit Plan

This report reflects the progress made toward achieving the goals outlined in the Wake County Transit Plan in fiscal year 2021. Included is a listing of Wake Transit partner programming and planning accomplishments as well as a look at planned future investments in Wake County's transit network.

In spring 2021, the two Wake Transit governing boards – the Capital Area Metropolitan Planning Organization's Executive Board and GoTriangle's Board of Trustees – adopted an updated Wake Transit Plan covering fiscal years 2021 through 2030. The update process included:

- Completing a transit market reassessment.
- Updating the 10-year financial assumptions.
- Evaluating cost and schedule feasibility for major capital projects.
- Reprioritizing and reprogramming investments into the new financial constraint.
- Confirming the community's transit investment goals called the "**Four Big Moves.**"

Several notable bus service expansions occurred in FY2021. We celebrated the accomplishment of the first "Big Move" to connect all 12 Wake County municipalities with fixed-route transit service with the extension of peak service on GoTriangle Route 305 to the Town of Holly Springs. The Apex-Cary Express Route, connecting riders with other regional transit services from the Cary Depot, began operation. GoRaleigh Route 21: Caraleigh is now operating with increased frequency and expanded hours. In addition, transit providers received funding to support complementary Americans with Disabilities Act/paratransit services on Wake Transit-funded, fixed routes across the system.

The Community Funding Area Program, which sets aside a portion of Wake Transit revenues to support

the development of community-based transit services in communities with limited access to the fixed-route network, continued to expand. In FY2021, the Town of Wake Forest used CFA program funds to support the operation of its bidirectional circulator and to add Saturday service on Wake Forest Loop B. The Town of Morrisville completed planning for its node-based Smart Shuttle service set to launch in fall 2021 and the Town of Apex continued developing GoApex Route 1, the town's first fixed-route service anticipated to launch in mid-2022.

Other FY2021 Wake Transit Program highlights include advancing the New Bern Avenue Bus Rapid Transit project into the final design phase. The Federal Transit Administration recommended this project for funding through its Small Starts program, and its Wake Transit funding allocation was extended to cover construction and project completion costs.

In addition, alternatives analyses were completed and locally preferred alternatives selected for the Western and Southern bus rapid transit corridors as well as for the Downtown Cary Multimodal Center. Transit centers, transfer points, bus stops and park-and-ride lots were improved throughout the transit network, and several new facilities entered or continued through the project development process.

Several studies continued or were launched during the year:

- Wake County coordinated a Northeast Area Microtransit Planning Study.
- The Capital Area Metropolitan Planning Organization began a major investment study on two rapid bus extensions.
- GoTriangle continued early project development activities in support of the Greater Triangle Commuter Rail Project.
- The process to update the Wake Bus Plan – including developing short-range transit investment plans for the four Wake County transit providers – began.

The Wake Transit Performance Tracker, developed during FY2021, puts Wake Transit project and program information at the fingertips of partners and community members. This new online resource includes two core components: the map and the dashboard. The interactive map shares detailed information on service and infrastructure investments that have been completed, are in progress or are programmed to be funded in future years. The performance dashboard tracks and reports on our progress toward accomplishing the Four Big Moves and other program goals.

There are 17 performance measures tracked including annual ridership, revenue and expenditure totals, service expansion to outlying Wake County communities, progress building onto the frequent network, progress expanding the fixed-route network and progress toward developing commuter rail and bus rapid transit services. Information about the tracker can be found at waketranstracker.com. Throughout most of the fiscal year, stay-at-home and safer-at-home safety protocols were in place to mitigate COVID-19 health risks. Wake Transit Program staff and partners quickly adapted to conducting business and community engagement virtually. The result was a successful year, moving our community closer to reaching the goals of the Wake Transit Plan. View the current (FY2021-2030) Wake Transit Plan at goforwardnc.org/county/wake-county/the-plan.

The following pages identify transit agency accomplishments and plans for future investments as they relate to the Wake Transit Plan, which is guided by the Four Big Moves. Each item is categorized by which move it serves to complete.

Wake Transit staff and partners work throughout the year to learn from and involve Wake County community members in the transit planning and decision-making process. You can sign up to receive email notifications for public events and activities or view notices and announcements online at goforwardnc.org/wakeinput.



The Four Big Moves



**CONNECT
THE REGION**



**CONNECT ALL WAKE
COUNTY COMMUNITIES**



**CREATE FREQUENT,
RELIABLE URBAN
MOBILITY**



**ENHANCE ACCESS
TO TRANSIT**



Accomplishments

Service Improvements

GoCary

- Implemented new Route 7 along Weston Parkway. 🚫
- Implemented new Apex-Cary Express (ACX) from Apex to the Cary Depot. 🚦🚦

GoRaleigh

- Increased frequency for Route 21: Caraleigh with 30-minute service all day on weekdays from 6 a.m. to 7 p.m. 🚫
- Continued implementation of the Loop B Circulator in Wake Forest. and expanded service to Saturdays. 🚫

GoTriangle

- Extended Route 305 to downtown Apex and Holly Springs. 🚦🚦
- Extended Route 310 to connect the Regional Transit Center, Wake Technical Community College Research Triangle Park campus and Morrisville to Cary Depot with service every 30 minutes at peak hours and hourly service in the middle of the day and evenings Monday through Friday. 🚦🚦🚦
- Made significant changes in the Raleigh/Raleigh-Durham International Airport/Regional Transit Center corridor – including realigning Route 100, creating an RDU Shuttle and suspending Route 105 – to achieve productivity and improve travel times. The change was temporary but could be extended as part of the Wake Bus Plan. 🚫

GoWake Access

- Continued service-level improvements in the call center while answering 83,847 calls, representing a less than 1% increase compared with the prior fiscal year.
- Increased trips provided to the rural residents of Wake County by 30% since FY2019. 🚫

Capital Projects

GoCary

- Completed Phase I design work and initiated construction of 57 bus stops. 🚫
- Began Phase 2 design work to improve 54 existing bus stops. 🚫
- Continued preliminary design for GoCary’s Bus Operations and Maintenance Facility. 🚫
- Continued feasibility study for the Downtown Cary Multimodal Center with work related to site selection and the federal National Environmental Policy Act process. 🚦🚦🚦🚦
- Improved bus stops to comply with the Americans with Disabilities Act. 🚫

GoRaleigh

- Improved 29 bus stops to comply with the Americans with Disabilities Act and improved safety. 🚫
- Finalized construction on 24 bus shelters and 18 concrete strips for existing and new Wake Transit routes. 🚫
- Bought and received five electric buses funded by WTP and a federal No or Low Emission grant award of \$1.65 million. ✅🚦🚦
- Completed charging infrastructure for up to six electric buses, expandable for up to 10. ✅🚦🚦
- Bought four paratransit vehicles and eight compressed natural gas buses. ✅🚦🚦
- Submitted and awarded CAMPO Locally Administered Projects Program grant of \$787,000 for four enhanced transit stops. 🚫



GoTriangle

- Continued the Wake Park-and-Ride Feasibility Study of short-term and long-term park-and-ride lot improvements and identified improvements to be designed in FY2022. 🔄➡️
- Continued development of the Raleigh Union Station Bus Facility including completing a schematic design of the facility. ✔️🔄
- Put six new buses into service. 🔄➡️

Planning Projects

GoRaleigh

PROJECTS IN THE PLANNING STAGE:

- East Raleigh Community Transit Center. Planning continued, and a site will be selected in 2022 that will also serve as the end of the line for Wake BRT: New Bern Avenue. The site will also include a park-and-ride facility for fixed-route and new BRT service. ✔️🔄
- ADA Operations and Maintenance Facility. Planning activities including Title VI compliance and initial National Environmental Policy Act work continued. 🔄

BRT projects

GENERAL ACTIVITY

- Conducted virtual open houses in fall 2020 and spring 2021 to present project updates and receive feedback from the community. ✔️➡️
- Convened BRT Stakeholder Committee quarterly to assist in developing the BRT projects. ✔️➡️
- Held online BRT workshops to provide project updates. ✔️➡️

FOR NEW BERN AVENUE CORRIDOR

- Received notice of a \$35 million award from the Federal Transit Administration Capital Investment Program ✔️
- Continued work for preliminary design and federal National Environmental Policy Act documentation. ✔️

FOR WESTERN CORRIDOR

- Finalized Locally Preferred Alternative endorsed by the Town of Cary and City of Raleigh. ✔️➡️
- Initiated preliminary design and federal National Environmental Policy Act documentation. ✔️➡️
- The project was accepted into Federal Transit Administration (FTA) Small Starts program Project Development. ✔️➡️

FOR SOUTHERN CORRIDOR

- Finalized Locally Preferred Alternative endorsed by the Town of Garner and City of Raleigh. ✔️➡️
- Locally Preferred Alternative decisions were adopted in FY2021. ✔️➡️
- The project was accepted into Federal Transit Administration (FTA) Small Starts program Project Development. ✔️➡️

GoTriangle

- Completed the feasibility study for improving or relocating the Regional Transit Center, identifying a strategy for relocating the facility to a new site that will improve transit speed and reliability, address passenger amenity and operational needs and provide new multimodal connections. ✔️🔄➡️
- Continued Phase 2 of the Greater Triangle Commuter Rail Feasibility Study to further define the project concept, build consensus among stakeholders and engage the community. ➡️



Town of Apex

- Substantially completed design for all new bus stops that will support GoApex Route 1. 🔄
- Completed the National Environmental Policy Act documentation for the fixed-route circulator GoApex Route 1. 🔄

Capital Area Metropolitan Planning Organization

- Finalized an update to the Wake Transit Plan, considering the original cost and schedule assumptions made for major capital projects, to extend the plan's horizon from 2027 to 2030. 🔄👉👉👉🔄
- Planned the Wake Transit Performance Tracker, an online resource that tracks and reports on our investment in Wake County's transit network. Launched in FY2022, the tracker has two parts: an interactive project map and a program-level performance dashboard.
- The Rapid Bus Extensions Study to extend the Western and Southern BRT corridors to RTP and Clayton, respectively, was initiated. 🔄👉

Wake County

- Initiated a microtransit planning study to determine options in northeast Wake County. Wake County's goal is to launch microtransit services that provide a "first five-mile, last five-mile" approach to connect rural residents with more distant services. 🔄

Next steps

Service Improvements

GoCary

- Launch GoApex Route 1, the first local transit service in Apex. 🔄
- Finalize planning and launch the Morrisville Smart Shuttle service. 🔄

GoRaleigh

- Implement Glenwood Ave High-Frequency Network route package to include all-day service to Brier Creek. 🔄👉

GoTriangle

- Expand frequency of Route 305 during peak hours and introduce midday, evening and weekend service between GoRaleigh Station and downtown Apex. 🔄👉

Town of Apex

- Partner with GoCary and GoWake Access to offer the first local bus route in Apex with complementary paratransit service. 🔄

Capital Projects

GoCary

- Build or upgrade at least 60 bus stops. 🔄
- Begin design of the GoCary Bus Operations and Maintenance Facility. 🔄
- Complete planning studies and design for the Downtown Cary Multimodal Center. 🔄👉👉👉🔄



GoRaleigh

- Complete construction of Poole Road Park-and-Ride facility in FY2023. ➡
- Build the four transfer points that were in planning or design during FY2020. ✔ ➡
- Design and build enhanced transfer points at WakeMed North, Pleasant Valley Shopping center and Capital Boulevard/Millbrook Road. ✔ ➡
- Continue design of ADA/Paratransit Operations and Maintenance Facility, a joint project of GoRaleigh Access and GoWake Access. ➡
- Continue design of East Raleigh transit center. ✔ ✔ ➡
- Build and install charging infrastructure for five electric buses. ✔ ➡

GoTriangle

- Procure six buses. ✔ ➡
- Advance design of the Raleigh Union Station Bus Facility. ✔ ➡
- Initiate preliminary engineering for the relocated Regional Transit Center and new Wake park-and-ride lots. ✔ ✔ ➡
- Continue to work with partners to develop and launch a regional mobile ticketing program. ➡

Town of Apex

- Continue building the 41 planned bus stops to serve GoApex Route 1. ➡

Capital Area Metropolitan Planning Organization

- Continue and finalize the Rapid Bus Extensions Study to extend the Western and Southern BRT corridors to RTP and Clayton, respectively. ✔ ✔



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 the use of virtual BRT open houses. ✓

GoTriangle

- Continue Phase 2 of the Greater Triangle Commuter Rail Feasibility Study to further define the project concept, build consensus among stakeholders and engage the community. ⚠
- Continue 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. ⚠

GoWake Access

- Continue the Northeastern Microtransit Planning Study. The study plan was approved in March 2021. GoWake Access is finalizing operations and technology contracts with Uber and expects to launch the new GoWake SmartRide NE service in the late fall. ⚠



TOTAL REVENUE
\$118,214,325



OTHER REVENUE
\$1,330,249



VEHICLE REGISTRATION TAX \$3
\$2,914,392



VEHICLE RENTAL TAX
\$3,119,546



VEHICLE REGISTRATION TAX \$7
\$6,803,069



HALF-CENT SALES TAX
\$104,047,069



 TAX DISTRICT ADMINISTRATION \$356,134	 CAPITAL PLANNING \$393,351	 COMMUNITY FUNDING AREA \$425,013	 TRANSIT PLAN ADMINISTRATION \$2,922,388
 COMMUTER RAIL TRANSIT \$3,118,048	 BUS INFRASTRUCTURE \$3,609,233	 VEHICLE ACQUISITION \$4,858,571	 BUS RAPID TRANSIT \$6,299,316
 ALLOCATION TO WAKE OPERATING FUND BALANCE \$11,162,106	 TRANSIT SERVICES \$12,878,663	 ALLOCATION TO WAKE CAPITAL FUND BALANCE \$72,191,502	



CHAIR

Michael Parker
Town of Chapel Hill



VICE CHAIR

Sig Hutchinson
Wake County



William A. Allen III
City of Raleigh



Corey Branch
City of Raleigh



Valerie Jordan
NC Board of Transportation



Renée Price
Orange County
**Appointed 12/15/2020*



SECRETARY

Steve Schewel
City of Durham



TREASURER

Vivian A. Jones
Wake County



Michael S. Fox
NC Board of Transportation



Brenda Howerton
Durham County
***Appointed 1/13/2021*



Jennifer Robinson
Town of Cary



Stelfanie Williams
Durham City/County

NOTE:

*Mark Marcoplos | Served through 12/16/2020 , **Wendy Jacobs | Served through 1/13/2021, Nina Szlosberg-Landis | Served through 7/31/2020 (This NCBOT seat is vacant)

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