



GoTriangle  
 Board of Trustees  
 August 28, 2019  
 12:00 pm-2:30 pm Eastern Time

## I. Call to Order and Adoption of Agenda

**ACTION REQUESTED:** Adopt agenda with any changes requested.  
*(1 minute Ellen Reckhow)*

## II. Recognition

- A. Introduction of New Hires  
*(1 minute Shelley Blake Curran)*
- B. Announcement of Promotions  
*(1 minute Shelley Blake Curran)*
- C. Presentation of Service Awards  
*(5 minutes Shelley Blake Curran)*
- D. Recognition of Service  
*(5 minutes Ellen Reckhow)*

## III. Public Comment

The public comment period is held to give citizens an opportunity to speak on any item. The session is no more than thirty minutes long and speakers are limited to no more than three minutes each. Speakers are required to sign up in advance with the Clerk to the Board.  
*(Ellen Reckhow)*

## IV. Consent Agenda

Items listed on the consent agenda are considered as a single motion. At the request of any Board member, or member of the public, items may be removed from the consent agenda and acted on by a separate motion. Items pulled from the consent agenda will be placed at the beginning of the general business agenda for discussion and action. Any Board member wishing to remove an item from the consent agenda should advise staff in advance.

**ACTION REQUESTED:** Approve consent agenda.  
*(1 minute Ellen Reckhow)*

- A. Minutes

**ACTION REQUESTED:** Approve draft minutes.

July 24, 2019 - Regular Session

July 24, 2019 - Closed Session

## V. Presentations

- A. On-board Survey Results  
*(30 minutes Hugh Clark, CJI Research)*  
Executive Summary GoTriangle Report  
Executive Summary Four System Report

## VI. General Business Agenda

Items listed on the general business agenda are for discussion and possible action. Such designation means that the Board intends to discuss the general subject area of that agenda item before making any motion concerning that item.

### A. Items Removed from the Consent Agenda

ACTION REQUESTED: Discuss and take action on any items removed from the consent agenda.

*(1 minute Ellen Reckhow)*

### B. Operations & Finance Committee Report

*(15 minutes Sig Hutchinson)*

#### 1. Public Utility Easements at the Farrington Road Site

ACTION REQUESTED: Recommend Board adoption of a resolution authorizing the President/CEO to execute any real estate instruments necessary to confirm public utility easements at the 23-acre Farrington Road site.

R 2019 0001

#### 2. Route 300 Weekend Routing Change

ACTION REQUESTED: Recommend Board approval of recommended routing change to route 300 weekend service.

Overview of Routing Change

## VII. Other Business

### A. President & CEO's Report

*(5 minutes Shelley Blake Curran)*

#### Contracts

#### 1. Capital Projects Status Report

*(20 minutes Katharine Eggleston)*

#### 2. County Transit Plans Update

*(10 minutes Patrick McDonough & Steven Schlossberg)*

### B. General Counsel's Report

*(5 minutes Thomas Henry)*

### C. Chair's Report

*(5 minutes Ellen Reckhow)*

Appointment of President & CEO Search Committee

### D. Board Member Reports

#### 1. CAMPO Executive Board Representative

*(5 minutes Will Allen III)*

#### 2. DCHC MPO Board Representative

*(5 minutes Ellen Reckhow)*

#### 3. Regional Transportation Alliance (RTA) Rep.

*(5 minutes Will Allen III)*

## VIII. Adjournment

*(Ellen Reckhow)*

## GoTriangle Board of Trustees

### Meeting Minutes

July 24, 2019

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

#### Board Members Present:

Will Allen III

Wendy Jacobs

Vivian Jones

Valerie Jordan (arr. 12:18 p.m.)

Mark Marcoplos

Michael Parker

Ellen Reckhow, Chair

Jennifer Robinson (arr. 12:16 p.m.)

Steve Schewel

Russ Stephenson

Nina Szlosberg-Landis

#### Board Members Absent:

Sig Hutchinson (excused)

Andy Perkins

Chair Ellen Reckhow officially called the meeting to order at 12:00 p.m.

#### I. Adoption of Agenda

**Action:** On motion by Parker and second by Schewel the agenda was adopted. The motion was carried unanimously.

#### II. Recognition

##### A. Introduction of New Hires

President and CEO Mann announced the hiring of: Eric Dolby and Shawnta Profit, Bus Operators; LaToya Jackson and Shania Thompkins, Paratransit Operators and Samuel Thuku, Service Attendant.

##### B. Announcement of Promotions

Mann then announced the promotion of Christy Winstead from HR Administrator to Benefits & Rewards Manager and Keith James from Bus Operator II to Bus Operator III.

##### C. Presentation of Service Awards

None.

#### III. Public Comment

No comments.

**IV. Consent Agenda**

**Action:** On motion by Schewel and second by Jones the consent agenda was approved. The motion was carried unanimously.

Consent agenda items were:

- June 26, 2019 – Regular Session Minutes;
- June 26, 2019 - Closed Session Minutes; and
- Authorized the President/CEO to execute 5-years contract with RideShark Corporation for a user-centric web-based suite and mobile device application of TDM tools (\$278,500).

**V. General Business Agenda****A. Items Removed from Consent Agenda**

None.

**B. Operations & Finance Committee Report**

Vivian Jones presented a recommendation for approval of two items on behalf of the Operations & Finance Committee.

**1. Renewal of Triangle J Council of Governments (TJCOG) Contract**

**Action:** On motion by Allen and second by Parker the Board authorized the President/CEO to sign a contract with TJCOG to provide continued planning and GIS services used in developing the transportation networks and associated land use required for long range transit planning and project implementation for FY20, with a not-to-exceed (NTE) amount of \$45,000. The motion was carried unanimously. The scope of work is attached and hereby made a part of these minutes.

**2. Renewal of Triangle Regional Model Service Bureau (TRMSB) Contract**

**Action:** On motion by Allen and second by Jacobs the Board authorized the President/CEO to sign a contract with ITRE to provide continued model development services of the Triangle Regional Model (TRM) for FY20, with a not-to-exceed (NTE) amount of \$220,000. The motion was carried unanimously. The FY20 budget is attached and hereby made a part of these minutes.

**C. Durham County Transit Plan Update Framework**

Patrick McDonough introduced Pat Young, whose presentation is attached and hereby made a part of these minutes.

Robinson and Jordan arrived.

**VI. Other Business****A. President and CEO's Report**

A list of contracts approved by the President and CEO is attached and hereby made a part of these minutes.

Mann highlighted the following items:

- The new date for the peer review of the D-O LRT project with APTA has moved to September 17-20 due to scheduling conflicts.
- There will be more information on the Commuter Rail study in August with an initial look at capacity analysis and what improvements are likely needed. A stakeholder meeting is scheduled for next week.
- Staff continues to work with the Department of Motor Vehicles on potential express bus service to the new Rocky Mount headquarters. He reminded the Board such service would require a change in legislation to allow GoTriangle to operate in Nash, Franklin and Edgecombe counties.

Mann thanked for the Board for privilege of serving for the last four years.

Jordan asked about a similar service for the possible relocation of the Department of Health and Human Services. Mann stated that there has not been any discussion at this point, but GoTriangle would be open to conversation.

**1. Transit Operations Report**

Patrick Stephens reported that GoTriangle's Proterra buses will begin production this week, to be shipped September 30<sup>th</sup>. The first of five new Gillig buses will begin production on August 9<sup>th</sup>, and be delivered in early September. He added that the bus simulators are here.

**2. Wake Transit Update**

Steven Schlossberg reported that CAMPO has begun the process of the Wake Transit Vision Plan update, extending it three years to 2030. GoRaleigh has begun receiving its new CNG buses. They hope to have them in service by mid-September. They have delayed their FY20 service changes until October 13. The Holly Springs Express will begin operation in January 2020.

**3. Communications Update**

Mike Charbonneau stated that his department has been busy with upcoming service changes and a new campaign launching in September. He noted talking points that had been sent by email to the Board.

**B. General Counsel's Report**

General Counsel Shelley Blake noted the following items:

- General agreements for the FY20 Wake County Transit Plan have gone out and the special agreements are being finalized.
- Bryan Hammond is taking over as the project manager for RUS Bus. Parker Poe is handing the rezoning process. She said she remains the principal in charge. RFPs from developers are due August 23, with a selection to be made by December and a contract in place by next summer.

**C. Chair's Report**

Chair Reckhow noted that the by-laws call for the appointment of a Nominating Committee in July, comprised of one representative from each of the three counties. She stated that Jennifer Robinson, Steve Schewel and Mark Marcoplos have agreed to serve, with Robinson serving as Chair.

**Action:** On motion by Parker and second by Stephenson the Board appointed the Nominating Committee as recommended. The motion was carried unanimously.

Reckhow reported that a Commuter Rail Working Group with North Carolina Railroad Company has been established. Bill Bell, Michael Weisel and Jake Alexander are representing NCCR, with their Chairman Michael Walters and Scott Saylor serving as ex officio members. Reckhow recommended Will Allen, Mark Marcoplos and herself to represent the GoTriangle Board of Trustees. She stated that a kickoff meeting will be scheduled in late summer, with regular meetings through December. She asked that Shelley Blake and Jeff Mann serve as ex officio members from GoTriangle.

Reckhow noted that a facilitator has been identified for the Board's retreat. She stated that an agenda would be shared in August.

**D. Board Member Reports****1. CAMPO Executive Board Representative**

No report.

**2. DCHC MPO Board Representative**

No report.

**3. Regional Transportation Alliance (RTA) Representative**

Will Allen III reported on the RTA Annual breakfast, focusing on the information shared about hyperloop. He said it was educational and interesting, with the material tailored to the area. He said there is not proof of concept and a lot of technological issues to iron out.

**VII. Closed Session - Personnel**

**Action:** On motion by Parker and second by Allen the Board adjourned into closed session at 2:02 p.m. pursuant to NCGS §143-318.11 (a) (6) to consider the qualifications, competence, performance, character, fitness, or conditions of appointment of an individual public officer or employee. The motion was carried unanimously.

Mann and Blake left during the closed session.

**Action:** The Board returned to open session at 2:24 p.m.

**Action:** On motion by Parker and second by Robinson the Board voted to appoint Tom Henry interim General Counsel, effective August 1, 2019, with a temporary salary increase of 9.2% for the duration of the appointment. The motion was carried unanimously.

**Action:** On motion by Schewel and second by Parker the Board voted to give a temporary salary increase to Shelley Blake, interim President and CEO, effective August 1, 2019, to \$200,000 annually for the duration of the appointment. The motion was carried unanimously.

**VIII. Adjournment**

**Action:** On motion by Parker the meeting was adjourned at 2:26 p.m.

\_\_\_\_\_  
Ellen Reckhow, Chair

Attest:

\_\_\_\_\_  
Michelle C. Dawson, CMC  
Clerk to the Board

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# An Onboard Survey of GoTriangle Customers

2018

*A study conducted by:*



*In Conjunction with:*



## **Project conducted by:**

- Hugh M. Clark, Ph.D. Primary researcher
  - Selena Barlow, MBA, Sampling
  - Pamela Heller, scheduling
  - Ruchi Vasudev, Assistant Supervisor
  - Jacquie Henretta, Assistant Supervisor
  - Katie Maloney, Data structure
  - Navo Emmanuel, data processing and report preparation assistant

## Executive Summary

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## Introduction

In early October 2018, CJI Research conducted an onboard survey of GoTriangle customers. The GoTriangle survey includes 810 responses and has a margin of error of +/-3.3% at the 95% level of confidence.

### PERCEPTION OF MAJOR SERVICE IMPROVEMENTS

- The survey obtained customer ratings of overall GoTriangle service and nineteen specific elements of service. A seven-point scale was used on which a score of 1 means very poor and 7 means excellent. The percent rating GoTriangle service overall as 7 is 26%. Another 34% rated service as 6 on the same scale, meaning that the total rating service as excellent or very good is 68%.
- Top rated elements with scores of 6 or 7 include three aspects of service that help define the environment in which customers travel:
  - Sense of safety on the bus (74%)
  - Bus operator helpfulness (73%)
  - Cleanliness of the interior of the buses (70%)
- Operational aspects of service used by almost all customers all had 50% or more ratings of 6 or 7.
- Of widely used operational elements, two elements deserve note:
  - For weekday service frequency 60% gave a score of 6 or 7, and yet many riders stated a preference for greater frequency.
  - For ease of transfers within the GoTriangle system 62% gave a score of 6 or 7
- When asked to rank areas for improvement:
  - "Buses running on time" is by far the most frequently cited aspect of service to improve. It was cited by 55% of customers as first, second, or third most important to improve among the nineteen specific aspects of service examined.
  - Second most important in this sense is "Weekday Service frequency" (34%), unexpected given that this was among the highest satisfaction scores. This is a good example of a relatively prosperous ridership satisfied with service but wanting still more.
  - Third most important: Average time for the total trip (26%).
  - Fourth most important to improve was the quality of WiFi (24%)
- Another way to consider service improvement priorities is to examine the correlation of each aspect of service with the overall service rating. That technique identified five priorities that are currently rated approximately at an average quality score, but that would have would have a significant impact on the overall quality of service rating. They are, in ascending order of the impact on the overall satisfaction score: Total average time to make a trip, service to all destination desired (coverage), Weekday Service Hours, Buses running on time, and the Usefulness of telephone operators.
- Trip purpose is primarily oriented to employment (72%) and school or college (17%), but some customers (totaling 10%) also use GoTriangle for shopping, medical/dental visits or recreation.

### DEMOGRAPHICS

- GoTriangle provides a key support for employment and education. Of all GoTriangle customers, 65% are employed full time and another 14% part time, for a total of 79% being employed. Another 26% are students, among whom 14% are students only, while 12% are students who are also employed.

- 41% of GoTriangle customers identify themselves as Caucasian/White, 33% identify themselves as African-American, 13% Asian, 6% Hispanic, 2% Native American, and 4% “Other.”
- Like most U.S. bus systems, the ridership of GoTriangle is young, with 53% younger than thirty-five.
- Unlike the customer base of most transit systems in the United States, an approximately equal proportion of women (50%) as men (48%) use GoTriangle. (2% preferred not to answer.)
- Similar to the ridership of many bus systems, many GoTriangle customer households report that they have low household incomes. In this survey, 42% report income of less than \$25,000. However, incomes of GoTriangle rider households are somewhat higher than bus riders nationally. Nationally 30% of bus rider households have incomes of less than \$15,000, while the comparable figure from GoTriangle is 18%. Nationally, 31% report incomes of \$50,000 or more, the comparable GoTriangle figure is 44%.
- GoTriangle customers are less transit dependent than customers of many bus systems. Nationally, 61% of bus riders say they lacked a vehicle to use for the trip they were making when surveyed. Conversely 39% had a vehicle. The GoTriangle survey shows how different GoTriangle customers are. GoTriangle reverses the national pattern: 66% have vehicles available, while 34% do not.

#### TRAVEL CHARACTERISTICS

- 29% of GoTriangle customers say they are using GoTriangle more often than in the previous year and 23% say they began riding only in 2018. Only 5% say they are riding less often now.
- 71% of GoTriangle customers say they use GoTriangle during what for them is a typical week. When using other systems in the Triangle Region, GoTriangle customers are more likely to use GoRaleigh (24%), GoDurham (21%), or Chapel Hill Transit (19%) than they are to also use GoCary (6%), Wolfline (3%), or Duke Transit (3%).

#### RIDESHARING

- 43% have used Uber or Lyft at least once in the thirty days prior to the survey.
  - Of the 43% using Uber or Lyft in the previous thirty days, 59% (25% of all GoTriangle customers) used Uber or Lyft to replace a GoTriangle trip.
  - Of that same 43% who have used Uber or Lyft at least once in the past thirty days, 39% (or 17% of all customers) have used them as part of a GoTriangle trip.

#### FARE MEDIA

- The largest percentage of GoTriangle customers boarded with a GoPass (46%) or University ID (10%). Many (16%) used a day-pass purchased either on the bus (9%) or ahead of time (7%), while 10% used a 7 or 31 day pass, and 19% used a single trip cash fare.
  - Combining the cash fare and the day-pass purchase on the bus, a total of 28% make a fare transaction on the bus
  - Conversely, 72% make a prior pass purchase or use a free pass such as GoPass or a university ID, thus avoiding the delay of conducting a transaction while boarding.

#### MOBILE COMMUNICATION

- A transit app has been downloaded by 62% of GoTriangle customers.
- While the use of transit apps is still very much inversely related to age, the use of basic cellphones is not. For example, 91% of customers over the age of sixty-five use a cell phone, but only 35% of that group uses a transit app. Yet, it is interesting that even in this oldest group in the survey, one-third of the customers use a transit app.

# An Onboard Survey of Transit Customers in The Triangle Region

2018



*A study conducted by:*



*In Conjunction with:*



## Project conducted by:

- Hugh M. Clark, Ph.D. Primary researcher
  - Selena Barlow, MBA, Sampling
  - Pamela Heller, scheduling
  - Ruchi Vasudev, Assistant Supervisor
  - Jacquie Henretta, Assistant Supervisor
  - Katie Maloney, Data structure
  - Navo Emmanuel, data processing and report preparation assistant



## Executive Summary

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## Introduction

In early October 2018, CJI Research conducted an onboard survey of transit customers of four transit systems, GoDurham, GoRaleigh, GoTriangle, and GoCary. The total number of questionnaires completed was 4,523. A random sample survey of this size, when used as a total sample, has a margin of error of +/- 1.5% at the 95% level of confidence. Sub-samples for each of the systems have higher margins noted in the individual system reports. All margin of error statistics assume a split of 50:50 in response. Margin of error is slightly lower when response proportions are unequal, as for example 60:40, 75:25, or 90:10.

### PERCEPTION OF MAJOR SERVICE IMPROVEMENTS

- The survey obtained customer ratings of overall Triangle Region service and nineteen specific elements of service. A seven-point scale was used on which a score of 1 means very poor and 7 means excellent. The percent rating Triangle Region service overall as 7, or “Excellent,” is 27%. Another 25% rated service as 6 on the same scale, meaning that the total rating service as excellent or very good is 52%.
- GoDurham (27%), GoRaleigh (28%), and GoTriangle (26%) varied very little in this top score, but GoCary was the exception with 53% offering a score of Excellent for service overall.
- Regionally, top rated elements with high percentages of scores of 6 or 7 include three aspects of service that help define the environment in which customers travel:
  - Fare medium options (60%)
  - Usefulness of printed information (60%)
  - Bus operator helpfulness (58%)
- Top rated operational aspects of service used by almost all customers include weekday service hours (55%), ease of intra-system transfer (55%), and weekday service frequency (54%). Lower percentages of positive scores were given to three other operational aspects of service, specifically service to all destinations desired (46%), buses operating on time (43%), and total duration of the trip (42%).
- When asked to rank areas for improvement:
  - "Buses running on time" is by far the most frequently cited aspect of service to improve. It was cited by 60% of customers as first, second, or third most important to improve among the nineteen specific aspects of service examined.
  - Second most important in this sense is “Service to all destinations,” i.e., coverage, (22%).
  - Third most important: Cleanliness of the bus interiors (21%).
- Another way to consider service improvement priorities is to examine the correlation of each aspect of service with the overall service rating. That technique identified five priorities that would have would have a significant impact on the overall quality of service rating. They are, in ascending order of the impact on the overall satisfaction score: Buses running on time, Service to all destinations, Total average trip time, Total average time to make a trip, service to all destination desired (coverage), cleanliness of bus interiors, and cleanliness of bus shelters and transit centers.
- Trip purpose is primarily oriented to employment (68%) and school or college (13%), but some customers (totaling 19%) also use Triangle Region transit services for shopping, medical/dental visits, recreation or other purposes.

## DEMOGRAPHICS

- Triangle Region transit systems provide key support for employment and education. Of all Triangle Region customers, 48% are employed full time and another 18% part time, for a total of 66% being employed. Another 21% are students.
- In 2018, 61% of the respondents identified as African American/Black and 22% identified themselves as Caucasian/White. Another 7% identified as Asian, 7% Hispanic and 3% Native American, and 5% as “Other”.
- Like most U.S. bus systems, the ridership of Triangle Region is young, with 49% younger than thirty-five.
- Unlike the customer base of most transit systems in the United States, a roughly similar proportion of women (47%) as men (51%) use one or more of the Triangle Region systems. (2% preferred not to answer the gender identity question.)
- Similar to the ridership of many bus systems, many Triangle Region customer households report that they have low household incomes. In this survey, 65% report income of less than \$25,000.
- Triangle Region customers are similar to the national norm in terms of having a vehicle available for their use. Nationally, 61% of bus riders say they lacked a vehicle to use for the trip they were making when surveyed. Conversely 39% had a vehicle. The Triangle Region ridership is only slightly more likely than the national ridership to have a vehicle available: 43% have vehicles available, while 57% do not.

## TRAVEL CHARACTERISTICS

- 35% of Triangle Region customers say they are using transit more often than in the previous year and another 18% say they began riding only in 2018. Only 9% say they are riding less often now. Given that ridership has not increased by 18% as the new ridership might suggest, or even more given that many customers are now riding more often, there must be very substantial churn within the ridership with almost as many ceasing to ride as are beginning to ride.

## MOBILE COMMUNICATION AND TRANSIT APPS

- Mobile Communication. A transit app has been downloaded by 45% of Triangle Region customers.
- While the use of transit apps is still very much inversely related to age, the use of basic cellphones is not. For example, 87% of customers over the age of sixty-five use a cell phone, but only 27% of that group uses a transit app. Yet, it is interesting that even in this oldest group in the survey, more than one-fourth of the customers use a transit app.

## RIDESHARING

- 44% have used Uber or Lyft at least once in the thirty days prior to the survey.
  - Of the 44% using Uber or Lyft in the previous thirty days, 72% (which amounts to 32% of all Triangle Region customers) used Uber or Lyft to replace a Triangle Region trip.
  - Of that same 44% who have used Uber or Lyft at least once in the past thirty days, 43% (or 19% of all customers) have used them as part of a Triangle Region trip.

## FARE MEDIA

- Region-wide, the day pass, either purchased on the bus (19%) or before boarding (12%), for a total of 31%, is the most widely used fare medium. Cash fare, at 28%, is the second most used fare medium. Longer term passes for 7 or 31 days are used by 12%, while a university ID or a GoPass is used by 9% and 19%, respectively.

## MEMORANDUM

**TO:** GoTriangle Board of Trustees Operations & Finance Committee  
**FROM:** Real Estate  
**DATE:** August 15, 2019  
**SUBJECT:** **Public Utility Easements at the Farrington Road Site**

### Strategic Objective or Initiative Supported

#### Action Requested

Staff requests that the Committee recommend the Board's adoption of a resolution authorizing the President and CEO to execute any real estate instruments necessary to confirm public utility easements at the 23-acre Farrington Road site that GoTriangle acquired in 2018 for the Durham-Orange Light Rail Transit Project and the proposed Rail Operations & Maintenance Facility (ROMF).

#### Background and Purpose

When GoTriangle acquired the properties comprising the 23-acre site along Farrington Road, there were existing public utilities (e.g., water, sewer, and electric lines) on the site. If the light rail project had proceeded, GoTriangle would have relocated these utility lines as part of constructing the ROMF. Now, however, it is foreseeable that the utility lines will remain *in situ*. To confirm such pre-existing utility easements on an as-needed basis, staff recommends that the Board authorize the President and CEO to execute any real estate instruments for this purpose. This action would be similar to the Resolution adopted at the December 19, 2018 meeting, when the Board authorized the President and CEO to execute an easement to Crown Castle / Global Signal Acquisitions, which operates a cell tower utility on the 23-acre site.

#### Financial Impact

No commitment of financial resources is anticipated.

#### Attachments

- Resolution 2019 0001

#### Staff Contacts

- Gary Tober, 919.485.7577, [gtober@gotriangle.org](mailto:gtober@gotriangle.org)
- Tom Henry, 919.485.7589, [thenry@gotriangle.org](mailto:thenry@gotriangle.org)

**2019 0001**

**RESOLUTION OF THE GOTRIANGLE BOARD OF TRUSTEES AUTHORIZING GOTRIANGLE’S PRESIDENT AND CEO TO EXECUTE ON AN AS-NEEDED BASIS ANY INSTRUMENTS CONFIRMING THE LAWFUL PRESENCE OF EXISTING PUBLIC UTILITIES ON, OVER, OR ACROSS THE 23-ACRE FARRINGTON ROAD SITE**

**WHEREAS**, pursuant to N.C.G.S. §160A-619, GoTriangle acquired several parcels in Durham County, together comprising approximately 23 contiguous acres (the “Site”), for the purpose of constructing a Rail Operations and Maintenance Facility (“ROMF”) in connection with the Durham-Orange Light Rail Transit Project; and

**WHEREAS**, when GoTriangle acquired the Site, there were existing public utilities (e.g., water, sewer, and electric lines) on the Site; and

**WHEREAS**, such utility infrastructure is owned and operated by utility providers (e.g., Duke Energy, City of Durham); and

**WHEREAS**, due to the cancellation of the Durham-Orange Light Rail Project, there is no longer a need to relocate the public utility infrastructure existing on the Site; and

**WHEREAS**, utility providers operating on the Site may request formal confirmation of their real property interests, which may entail the preparation and execution of easements; and

**WHEREAS**, such transactions between GoTriangle and the utility providers are not expected to involve the exchange of money.

**NOW, THEREFORE, BE IT RESOLVED**, by the GoTriangle Board of Trustees that the GoTriangle President and CEO is authorized to execute on an as-needed basis any real estate instruments for the purpose of confirming pre-existing property rights of public utility providers located on, over, or across the 23-acre Farrington Road site.

**ADOPTED THIS 28<sup>TH</sup> DAY OF AUGUST 2019.**

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Ellen Reckhow, Board of Trustees Chair

**ATTEST:**

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Michelle C. Dawson, Clerk to the Board

## MEMORANDUM

**TO:** GoTriangle Board of Trustees Operations & Finance Committee  
**FROM:** Regional Services Development  
**DATE:** August 15, 2019  
**SUBJECT:** Route 300 Weekend Routing Change

### Strategic Objective Supported

The item supports the following *objective* from the Strategic Plan: 2.2 Deliver reliable service.

### Action Requested

Staff requests that the Committee recommend Board approval of the recommended service changes.

### Background and Purpose

Due to frequent events and road closures, Route 300 is often detoured in downtown Raleigh on weekends. The purpose of this service change is to make the detour route permanent on weekends to avoid customer confusion. No bus stops are affected by the change. The new routing would become effective immediately upon approval.

### Financial Impact

There is no financial impact to the GoTriangle General Fund for these changes.

### Attachments

- Overview of Route 300 weekend routing changes

### Staff Contact(s)

- Andrea Neri, 919-485-7592, [aneri@gotriangle.org](mailto:aneri@gotriangle.org)



## Attachment A: Route 300 weekend routing change

### Service Change Overview

Due to frequent events and road closures, Route 300 is often detoured in downtown Raleigh on weekends. The purpose of this service change is to make the detour route permanent on weekends to avoid customer and operational confusion. No bus stops are affected by the change.

### Route 300: Raleigh to Cary

*Area Served:* Downtown Raleigh, NC State University, Downtown Cary

*Recommended Action:* Make the temporary weekend detour often in place in Downtown Raleigh permanent.

*Implementation Date:* Immediate upon approval.

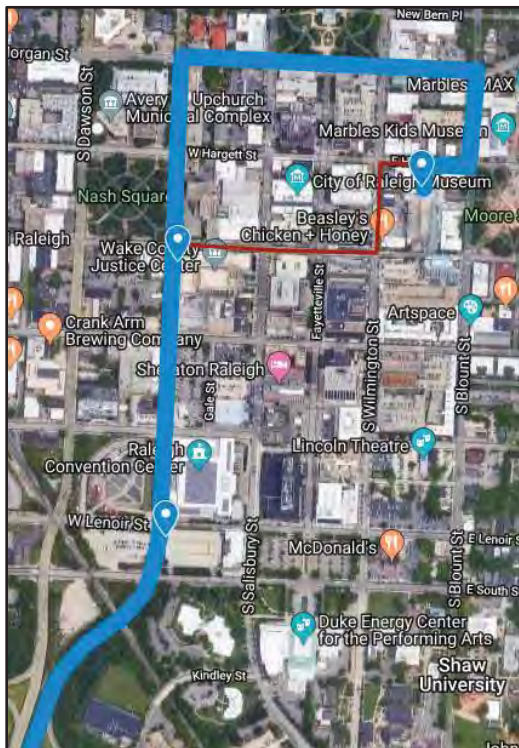
*Rationale:* With Fayetteville St in Raleigh hosting a growing number of community events, detouring Route 300 has become a very common solution to guarantee transit connection to Cary but customers and operators find this to be confusing at times. Rerouting Route 300 will provide consistency and certainty to its operations.

*Public Input Received:* No public outreach was needed.

#### *Impacts Likely to Occur Regarding:*

- Current Customers: Will not experience delays and uncertainties when travelling to/from Raleigh in the weekend.
- Target Markets: No disparate impacts are identified.
- Minority Populations: No disparate impacts are identified.
- Regional Service Distribution: The Route operates in Wake County.
- Estimated Cost for FY 2020: No additional cost.
- Funding Source: GoTriangle General Fund (no change).

*Maps:* The following maps show the inbound rerouting (left) and the outbound rerouting (right).



#### 300 Rerouting - Legend

All changes saved in Drive

Add layer    Share    Preview

Inbound

Individual styles

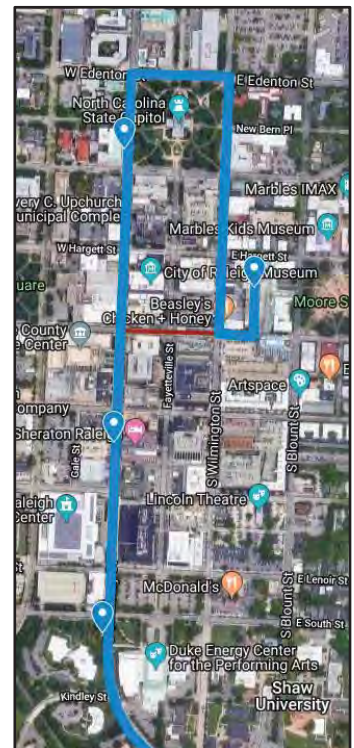
- Inbound - Old Route
- Inbound - New Route
- Stop McDowell St at Lenoir St
- Stop McDowell St at Martin St
- GoRaleigh Station

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Outbound

Individual styles

- Outbound - Old Route
- Outbound - New Route
- GoRaleigh Station
- Stop - Salisbury St at W Mor...
- Stop - Salisbury St at W Davi...
- Stop - Salisbury St at South St





## CONTRACT WORK ORDERS – JULY 2019 ( < \$100K)

Contract #	Contractor (or subject if no contractor listed)	Contract Amount	Subject	Comments	President & CEO (Jeff Mann) Date Executed	General Counsel (Shelley Blake) Date Executed
18-041E	On-Call Task Order 3 Hillsborough Park and Ride Community Engagement Process	\$47,617		This Task Order 3 with Kimley-Horn provides for the Hillsborough Park and Ride Community Engagement Process. Contractor shall complete the performance of services no later than September 22, 2019. The compensation shall not exceed \$47,617.00 without written approval.	7/2/19	7/2/19
18-041B	On-Call A&E Consultant Services Master Agreement (MBP Task Order No. 3 Agreement: BOMF Effectiveness and Efficiency Study Workshops.)	\$32,850		This Task Order No. 3 Agreement provides for The BOMF Effectiveness and Efficiency Study Workshops. The intent of this study is to conduct a high-level operational assessment of the GoTriangle owned Bus Operations and Maintenance Facility (BOMF) site, located at 5201 Nelson Road, Morrisville NC. Task Order No. 3 amount shall not exceed \$32,850.	7/12/19	7/11/19
18-041B	On-Call A&E Consultant Services Master Agreement (MBP Task Order No. 4 Agreement: BOMF Assessment Report and Board Presentation.)	\$69,837		This Task Order No. 4 Agreement provides for The BOMF Assessment Report and Board Presentation. Task Order No. 4 amount shall not exceed \$69,837.	7/12/19	7/11/19
18-041B	On-Call A&E Consultant Services Master Agreement (MBP Task Order No. 2 Agreement: Fee Estimate.)	\$3,971		This Task Order No. 2 Agreement provides for an assessment of WSP's scope of services, and provide an itemized independent estimate of WSP's possible fee request, broken out by the respective task order categories. This is a lump sum Task Order Agreement in the total amount of \$3,971.	7/12/19	7/11/19
10-019	Amendment Six Transloc	\$2,000		This Amendment Six provides for MicroTransit Fees associated with the Demand-Driven Transportation. The MicroTransit Monthly Fee is \$2000.00.	7/24/19	7/23/19
18-041F	On-Call Task Order 2 OPT Bus Stop Improvements	\$29,504		This Task Order 2 with Ramey Kemp and Associates provides for OPT Bus Stop Improvements. The compensation shall not exceed \$29,504.00.	7/24/19	7/23/19
18-041F	On-Call Task Order 1 Watkins Road Bus Stop Improvements	\$13,392		This Task Order 1 with Ramey Kemp and Associates provides for Watkins Road Bus Stop Improvements. The compensation shall not exceed \$13,392.00.	7/25/19	7/23/19

## CONTRACT WORK ORDERS – JULY 2019 ( < \$100K)

Contract #	Contractor (or subject if no contractor listed)	Contract Amount	Subject	Comments	President & CEO (Jeff Mann) Date Executed	General Counsel (Shelley Blake) Date Executed
18-041G	On-Call Task Order 2 Hillsborough Park and Ride	\$86,270		This Task Order 2 with Clark Paterson and Lee provides for Design Work, Survey, and GeoTechnical Investigations and Testing. The compensation shall not exceed \$86,270.	7/31/19	7/31/19
18-041F	Task Order 3 Bent Tree Plaza	\$17,869		This Task Order 3 with Ramey Kemp and Associates provides for Topographic Survey, NCDOT, City of Raleigh Approval, Independent Cost Estimates, and Construction Documents. The compensation shall not exceed \$17,869.00.	7/31/19	7/31/19
19-078	License Agreement	\$9,000		This contract provides for 50 spaces for a "Park and Ride" location at Triangle Town Center. The total amount for this agreement is \$9000.00. The term of this agreement shall begin August 1, 2019 and expire on July 31, 2022.	7/31/19	7/31/19
19-073	Planning and GIS Services	\$45,000		This Contract provides for Planning and Geographical Information System (GIS) services to support long-range transit planning. The contract is a billable rate contract not to exceed (NTE) \$45,000. The term of this agreement is from July 1, 2019 through June 30, 2020.	7/31/19	7/31/19

## MEMORANDUM

**TO:** GoTriangle Board of Trustees  
**FROM:** Capital Development  
**DATE:** August 23, 2019  
**SUBJECT:** Capital Projects Status Report

### Strategic Objective or Initiative Supported

2.4 Ensure an attractive and accessible transit environment

### Action Requested

None

### Background and Purpose

The Wake, Durham, and Orange transit plans and the GoTriangle Capital Improvement Program include funds to support planning, development, and delivery of transit capital infrastructure projects ranging from bus stop amenities to commuter rail infrastructure. This report includes a brief snapshot of the status, upcoming activities, and notable risks to on-time/on-budget delivery for active capital projects. The report is organized into the following sections:

- Bus Passenger Facilities
- Bus Operations and Maintenance Facilities
- Rail Transit Infrastructure Development

Staff intends to submit an updated report on a monthly basis going forward.

As this is the first monthly report, staff would appreciate feedback from the Board on the report's format and content. Please contact Katharine Eggleston, Chief Development Officer.



## Bus Passenger Facilities

### Projects Under Construction

#### GoDurham Bus Stop Improvements (18DCI\_CD4)

Description – This project includes site selection, design, and construction of passenger amenities at 25 bus stops in the GoDurham system.

Status – Site selection and design are complete. Construction is divided into five packages. Construction of the first package of eight stops is complete.

Upcoming Activities – GoTriangle has selected a contractor for the second and third packages of six stops each and has made a recommendation to the City of Durham to award the contracts. Approval by the City of Durham is expected in August for the second package and September for the third package. Right-of-way acquisition is required for the fourth package of four stops prior to construction procurement; right-of-way acquisition activities for this package are underway by the City of Durham. The final stop of this group of 25, located at the Glenview Station Walmart in northern Durham (the third-busiest bus stop in the GoDurham system after Durham Station and the Village in east Durham), requires execution of a property agreement with Walmart prior to construction procurement. The City of Durham has provided minor comments on the agreement, and GoTriangle has provided those comments to Walmart and expects a signed agreement within the next several weeks.

Schedule Risks – The project is programmed to be completed this fiscal year, and is currently expected to be complete by December 2019. The primary risk to completion in December is procedural delay related to obtaining executed agreements and necessary right-of-way.

Cost Risks – The project is currently under budget. The total project budget is approximately \$1.5 million, and the current estimate-at-completion is \$1.37 million. The primary risk to completion on budget is construction market volatility. Bids for the most recent package of six stops (third package) were higher than expected, and other local government partners are reporting similar higher-than-expected costs, primarily due to significant shortages in the local and regional construction labor market. The current estimate-at-completion includes upward adjustments to estimated construction costs for the fourth and fifth packages to account for this.

### Projects in Design

#### Southpoint Transit Center (18GOT\_CD2)

Description and Status – On a typical weekday, nearly 375 riders board the bus at the existing transfer point and park-and-ride at Southpoint, which is served by GoTriangle routes 800 and 800S and GoDurham routes 5 and 14. The Durham County Transit Plan includes funding for increased passenger amenities at this location. Southpoint has recently submitted a site plan to the City of Durham to move the stop from the current on-site location out to an on-street location by building a two-bay bus stop on the westbound side of Renaissance Parkway and shifting the park-and-ride spaces to be adjacent to the new location. For an on-street transfer center to function safely and efficiently, the westbound bay would need to accommodate three buses (not two, as proposed by the developer), there would need to be a companion stop on the eastbound side of Renaissance Parkway, and there would need to be a safe crosswalk for transit customers to cross the street. If appropriate on-street facilities are built, service on the GoDurham Route 5 could be doubled from 30 minutes to 15 minutes all day as proposed in the GoDurham Short Range Service Plan without adding new buses, due to the savings of eliminating the time-consuming routing within the mall property. GoTriangle and the City of Durham are currently engaged in negotiations with Southpoint with a goal of reaching agreement on a safe and efficient design and appropriate cost-share.

Upcoming Activities – GoTriangle expects further meetings with the developer to negotiate the design and cost share in the coming months.



Schedule Risks – The delivery schedule for this project will depend on the outcome of negotiations with Southpoint and City of Durham.

Cost Risks – The total budget for this project is approximately \$500k. Depending on the outcome of design negotiations, the total cost of the requested improvements may exceed this budget. Staff will weigh tradeoffs of deferring or eliminating elements of the requested improvements, and will bring a recommendation to the Board for a budget amendment if warranted.

#### **Patterson Place Improvements (18GOT\_CD4)**

Description – Nearly 200 riders per day board buses at the existing transfer point and park-and-ride at Patterson Place, which is served by GoTriangle route 400 and GoDurham routes 10 and 10A. This project includes new/additional concrete shelter pads and shelters on Witherspoon Boulevard and MacFarland Drive in Patterson Place, landscaping improvements, and a curb-radius improvement to allow buses to turn right from southbound Witherspoon Boulevard onto westbound MacFarland Drive to reduce bus travel time and serve additional park-and-ride spaces.

Status – Design is underway.

Upcoming Activities – Design completion and plan approval is expected by December 2019. Construction is scheduled for spring 2020.

#### **Hillsborough Park-and-Ride (18GOT\_CD8)**

Description – This project includes site selection, real estate acquisition, design, and construction of a permanent park-and-ride for GoTriangle route ODX in Hillsborough. Park-and-ride utilization at the current leased lot for the ODX in Hillsborough is approximately 15 spaces per day. The original plan for the new lot included 35-50 spaces across two parcels of land; right-of-way for the full facility was acquired, however due to increased construction cost estimates, the scope was reduced to 31 spaces to allow for some growth in utilization while deferring full build-out to a future phase.

Status – Site selection and real estate acquisition are complete. Design is underway. The design is currently advancing through the plan approval process with Orange County.

Upcoming Activities – Plan approval is expected by November 2019. Orange County will schedule a Neighborhood Information Meeting this fall, to inform neighbors of the upcoming construction project.

*Responsibility for construction of this project is under discussion with Orange County.*

#### **GoTriangle Bus Stop Improvements in Orange County (18GOT\_CD12)**

Description – This project includes site selection, design, and construction of passenger amenities at 10 bus stops in the GoTriangle system within Orange County.

Status – Design for four of the stops (in Hillsborough, shared with Orange County Public Transportation) is underway. A design task order for the other six stops (five shared with Chapel Hill Transit, one shared with Orange County Public Transportation) is pending.

Upcoming Activities – Design completion and plan approval is expected by early 2020.

*Responsibility for construction of this project is under discussion with Orange County.*

#### **Wake Forest Park-and-Ride**

Description – This project includes signs, markings, and passenger amenities at a new/replacement leased park-and-ride for GoTriangle route WRX at North Wake College and Career Academy.

Status – Bus routing and bus stop siting is currently under evaluation with GoRaleigh (which operates the route under contract to GoTriangle), Wake County Public Schools (which leases the property), and the Town of Wake Forest.

Upcoming Activities – After the routing and stop location are confirmed, the Town of Wake Forest will obtain permits/approval and install the amenities.



### Projects in the Planning Phase

#### **Raleigh Union Station Bus Facility (TC002-A)**

Description – This project includes publicly-funded design and construction of an eight-bay off-street bus facility and related transit access improvements adjacent to Raleigh Union Station in downtown Raleigh, in conjunction with privately-funded mixed-use air rights development above the bus facility. The project was awarded a \$20 million BUILD grant from the US Department of Transportation (USDOT).

Status – Rezoning to allow more than 12 stories of by-right development is in process with the City of Raleigh. Procurement of a development partner to deliver the project is also underway.

Upcoming Activities – Consideration of the rezoning by the Raleigh City Council is anticipated in fall 2019. Selection of a development partner is also anticipated in fall 2019. GoTriangle is also required to submit grant paperwork documenting the refined scope, schedule, and budget for the publicly-funded components of the project to the Federal Transit Administration (FTA) this fall.

Schedule Risks – The next major milestone for delivery of the project is obtaining an executed grant agreement with FTA by summer 2020, to meet the obligation deadline for federal BUILD grant funds. Key activities that must be completed prior to that milestone include engaging a development partner and negotiating the grant agreement with FTA and USDOT. The structure of the delivery approach for the project is complex, and will require coordination and partnership with FTA region and headquarters staff to ensure grant requirements are appropriately met and documented as the contracting process with the development partner progresses. As such, a detailed schedule with realistic durations for each task will be developed and actively managed going forward.

Cost Risks – Cost estimates for the project have not been updated since the grant application was submitted to USDOT several years ago, and design has not yet advanced beyond the concept level. Engagement with a development partner is critical to begin advancing design to obtain a more detailed basis to refine cost estimates and obtain a clear cost risk profile for the project. Key cost risk areas include unknown geotechnical conditions, uncertain historic preservation requirements, final rezoning commitments, and design details.

#### **New Regional Transit Center Feasibility Study (TC002-N)**

Description – The Regional Transit Center (RTC) is the primary hub for GoTriangle regional bus services connecting Wake, Durham, and Orange Counties. The current location of the RTC on Slater Road in Durham creates overlapping routes leading to inefficiency. This feasibility study is evaluating location options that improve route efficiency.

Status – The consultant team has begun initial planning activities. Study kick-off with a cross-functional team of GoTriangle staff is imminent.

Upcoming Activities – The consultant team will develop criteria and metrics for evaluation of potential sites with input from GoTriangle.

#### **Wake Transit Long-Term Park-and-Ride Feasibility Study (TC002-O)**

Description – This feasibility study will assess potential locations for park-and-ride facilities throughout Wake County. Many municipalities within the county have expressed a desire for a park and ride facility to meet the long-term needs of residents. While many communities currently lease space in existing lots, mainly within commercial developments, their locations lack amenities and proximity to major thoroughfares. This study will determine the best location for park-and-ride lots in each municipality in the county.

Status – The consultant team has begun the existing conditions assessment task and is scheduled to survey existing lots in mid-August.

Upcoming Activities – GoTriangle staff is developing screening criteria for candidate sites.



## Bus Operations and Maintenance Facilities

### Projects Under Construction

#### Repair BOMF Concrete at Fuel Dispenser

Description – This project will perform necessary repairs to concrete flatwork at the Nelson Road Bus Operations and Maintenance Facility (BOMF).

Status – The construction contract will be awarded this month.

Upcoming Activities – Construction is expected to be complete within three months. Staff will oversee the contractor’s work on site.

#### Electric Bus Charging Infrastructure

Description – GoTriangle is purchasing two electric buses from Proterra, which are scheduled to be delivered in September/October 2019. This project will install electric bus charging infrastructure at the BOMF to accommodate these buses.

Status – GoTriangle has engaged with Duke Energy and Proterra to install the required electrical service and charging stations.

Upcoming Activities – Construction start is scheduled for September, and the anticipated duration is one month.

Schedule Risk – The schedule to install the charging stations prior to delivery of the electric buses is aggressive. GoTriangle is working directly with Duke Energy and Proterra to facilitate coordination and expedite construction. In addition, Proterra has agreed to provide temporary/portable charging devices if the permanent installation is not complete at the time of delivery.

Cost Risk – GoTriangle has agreed to a fixed price with Proterra to furnish and install the chargers, with a unit price item for rock excavation. The quantity of rock excavation that may be required to install underground components is uncertain, and encountering rock would increase the cost of installation.

### Projects in Design

#### Lane Street Building Renovations

Description – GoTriangle’s building at 324 W. Lane Street is being used for storage and fabrication of bus passenger amenities. This project will add electrical service within the building to increase its usefulness for on-site fabrication activities.

Status – Design is substantially complete. Staff is conferring internally and with GoRaleigh to obtain concurrence on the design prior to finalizing this month.

Upcoming Activities – Once the design is confirmed, the design drawings will be finalized and construction procurement will begin.

### Projects in the Planning Phase

#### BOMF Expansion Feasibility Study (TC002-B)

Description – The Nelson Road BOMF was originally constructed in 1998. In 2006, the facility was updated to add space for administrative functions. GoTriangle maintains a fleet of 97 fixed-route buses, which exceeds the capacity of the current site. The site does not have sufficient maintenance bays and administrative space and is unable to accommodate GoTriangle’s service vans fleet (66 vehicles). This feasibility study is evaluating options to expand the current facility to extend its useful service life.

Status – The study is nearing completion. The consultant’s evaluation and recommendations report is due to GoTriangle in late August.

Upcoming Activities – Staff will review the report’s findings and recommendations, and will develop a plan for next steps aligned with the FY21 budget process.



## Rail Transit Infrastructure Development

### Greater Triangle Commuter Rail Study (19GOT\_CO2/20GOT\_CD1/TC004-A)

Description – This study is evaluating operational requirements, infrastructure needs, capital and operating cost estimates, and ridership modeling for potential commuter rail service between Mebane and Selma within the existing North Carolina Railroad Company corridor. This study is intended to result in infrastructure recommendations for evaluation and validation by Norfolk Southern Railway (NSR) and CSX, to define a commuter rail infrastructure project that is viable and competitive for federal funding.

Status – The study is underway. The consultant completed preliminary operations analysis in August, which confirmed travel time estimates from earlier studies and identified areas of capacity constraints within the corridor for 8-2-8-2 and 4-1-4 operating scenarios.

Upcoming Activities – Operations analysis will continue to be refined; infrastructure recommendations, updated cost estimates, and ridership modeling are expected later this fall.

Schedule Risks – There are limited risks to on-time completion of the technical analysis being performed for this study. However, it is unlikely that the overall project will continue to progress toward preliminary engineering and environmental review within this fiscal year as currently scheduled in the Wake Transit FY20 work plan. In addition to potential for delays in confirming and/or obtaining new local funding commitments from partners in Durham, Orange, Alamance, and Johnston counties to advance the project beyond the current phase, any infrastructure recommendations developed by the study consultant will have to be validated by NSR and CSX. This will require the railroads to perform their own independent modeling using proprietary data that is not accessible to GoTriangle or other outside entities, and should be performed prior to advancing design and environmental review to confirm that the infrastructure concept is acceptable to the railroads. We expect both CSX and NSR will need to participate in the modeling effort, and we have been informed by NSR that there is an 18-month queue for their staff time to complete the work and that the modeling itself is time-consuming (per NSR, it is “a process that can take several years”). **GoTriangle plans to engage with North Carolina Railroad Company, NSR, and CSX with a goal of obtaining agreement from the railroads to perform the required modeling work and commitment to a schedule upon which the work will be performed. Board-level engagement in this discussion is critical.**

Cost Risks – GoTriangle has a contract with STV for approximately \$850k to complete the current study, which has a well-defined and relatively limited scope as noted above. As the study team engages with additional stakeholders, more preliminary study efforts may be identified requiring additional budget capacity. Funds are available in the Wake Transit Plan, but a budget amendment may be required to apply the funds to expand this phase of study.

### Financial Impact

None

### Attachments

- None

### Staff Contact(s)

- Katharine Eggleston, 919-485-7564, [keggleston@gotriangle.org](mailto:keggleston@gotriangle.org)

