

MEMORANDUM

TO: GoTriangle Board of Trustees
FROM: Capital Development Department
DATE: June 18, 2020
SUBJECT: Recommended Service Changes for October 2020

Strategic Objective Supported

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

- 1.2 Pursue service improvements and expansion opportunities
- 2.2 Deliver reliable service

Action Requested

Staff requests that the Board of Trustees approve the recommended service changes.

Background and Purpose

GoTriangle recommends service changes for October 11, 2020 that will implement service recommendations included in the Short Range Transit Plan that was adopted by the GoTriangle Board of Trustees on November 28, 2018.

The GoTriangle Short Range Transit Plan identified three goals:

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

Staff presented the preliminary service change proposals to the GoTriangle Operations and Finance Committee on February 26, 2020. Public outreach was conducted from April 17-May 17th using virtual methods due to local stay at home orders related to the novel coronavirus (COVID-19) pandemic. The public outreach period was extended until June 12th to allow more opportunities for comment. **Attachment C** provides an overview of public engagement, including a summary of the comments that were most frequently received during public outreach and the staff responses to each comment.

It is important for the service changes to proceed at this time during the time of COVID-19 pandemic because the projects are funded by Wake Transit and are supported by the municipalities they are serving. GoTriangle is delivering on commitments to the public made in the FY20 Wake Transit Work Plan for transit service. In addition, service expansions to Morrisville, Holly Springs and Cary provide connections to retail and healthcare destinations where essential workers are employed.

Staff has reviewed the public comments and recommends the following service changes. Additional details about the service change recommendations are provided in **Attachment A**.

- Expand **Route 305-Apex to Raleigh** to serve the Town of Holly Springs at bus stops in the downtown area and at the Ting Park Park-and-Ride. In Apex, additional bus stops at the Lake Pine Plaza Park-and-Ride, Compare Foods Park-and-Ride on Hughes St, and Cambridge Village would be served. In downtown Raleigh, staff recommends serving the State Government area from bus stops on Morgan St at Salisbury St to improve on time performance. Alternative bus service is provided at the eliminated stops on Wilmington St and Salisbury St by GoTriangle Route 301 and other GoRaleigh routes.
- Extend **Route 310** through Morrisville. Replaces peak period Route 300 between the Regional Transit Center (RTC) and Cary Depot. GoTriangle would provide associated paratransit service along the route.
- Operate **Route 300** between Cary to Raleigh only. In downtown Raleigh, staff recommends serving the State Government area from bus stops on Morgan St at Salisbury St to improve on time performance. Alternative bus service is provided at the eliminated stops on Wilmington St and Salisbury St by GoTriangle Route 301 and other GoRaleigh routes.
- Realign **Route 800 and 800S** to serve the Streets at Southpoint from an improved bus stop on Renaissance Pkwy instead of a bus stop on the mall property. GoTriangle and City of Durham have coordinated with Streets of Southpoint to relocate the park and ride spaces and bus stop amenities. The recommended service realignment is anticipated to begin on July 13, 2020 with a detour, but Board of Trustees approval is necessary to make the detour permanent.

Financial Impact

Funding for the additional service on Route 305 and 310 is provided by Wake Transit as included in the FY21 Recommended Wake Transit Work Plan. No additional GoTriangle funds are required for any of the recommended service changes.

Attachments

- Attachment A. October 2020 Service Change Details
- Attachment B. Title VI Service Equity Analysis
- Attachment C. Public Engagement Summary

Staff Contact(s)

- Jennifer Green, Transit Service Planner, 919-485-7529, jgreen@gotriangle.org



Attachment A: October 2020 Service Change Details

Introduction

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

The GoTriangle Short Range Transit Plan identified three goals:

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

Service Change Overview

The recommended service changes for October 11, 2020 support the goals of the short range transit plan.

Route-by-Route Details

Specific details about each of the recommended service changes for October 11, 2020 are provided in the following section. The following services are included:

- Route 305: Holly Springs to Apex and Raleigh
- Route 310: Regional Transit Center to Wake Tech RTP, Morrisville, and Cary
- Route 300: Raleigh to Cary
- Route 800/800S: Chapel Hill to Regional Transit Center via Streets at Southpoint

A service change was proposed on the Route 311, but based on public and elected official comments, staff does not recommend making this service change at this time. More details are provided in the final section of this document:

- Other Service Change Proposals

Route 305: Holly Springs to Apex and Raleigh

Area Served: Holly Springs, Apex, WakeMed Cary, NCSU, GoRaleigh Station

Recommended Action:

- Extend Route 305 during peak hours to the downtown area of the Town of Holly Springs and to a new park-and-ride at Ting Park on Sportsmanship Way in Holly Springs. Route 305 would also be extended to serve more stops in the Town of Apex, including the Hughes St at Williams St (Compare Foods Park-and-Ride) and Apex Peakway near Walmart and Cambridge Village senior housing.

- In Cary, a minor route change would provide service to Waverly Place Shopping Center from new bus stops on Tryon Road.
- Finally, a route change in downtown Raleigh would serve the State Government complex at bus stops near Salisbury St and Morgan St.

Maps:

Figure 1: Recommended Alignment for Route 305 Inbound to Raleigh

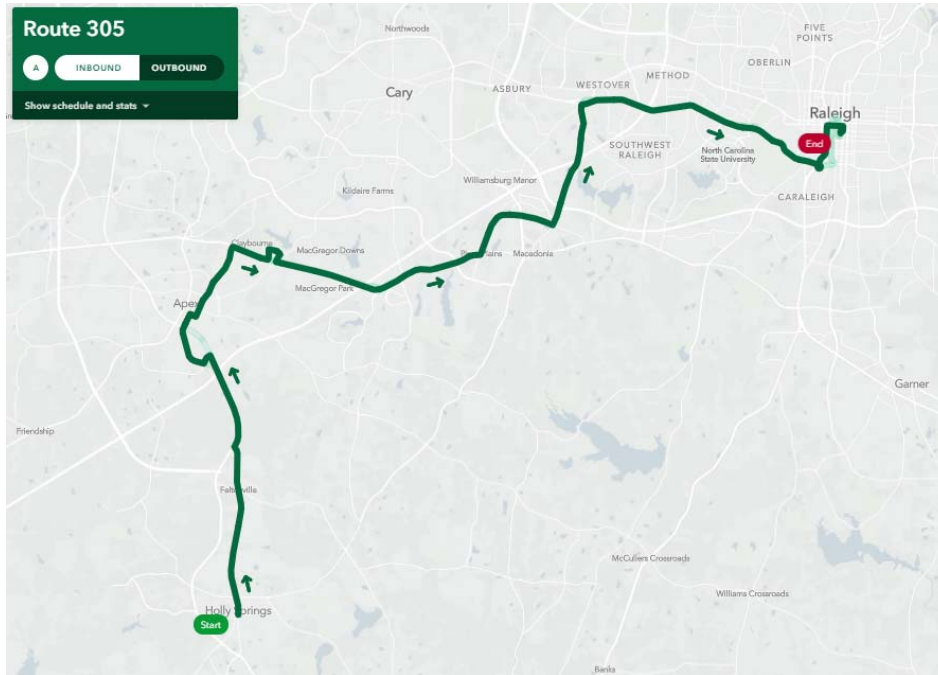
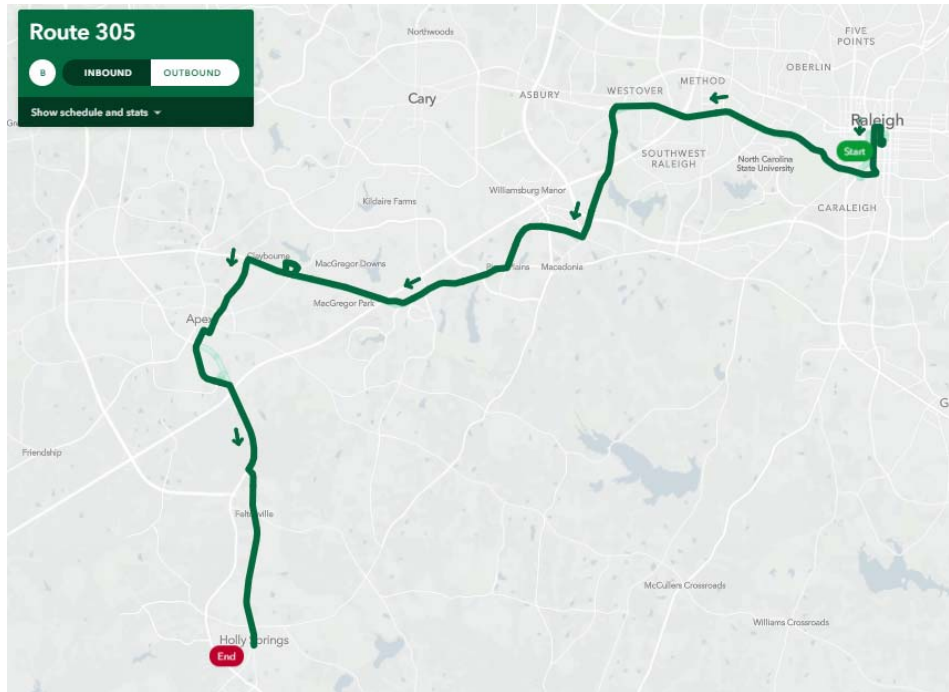


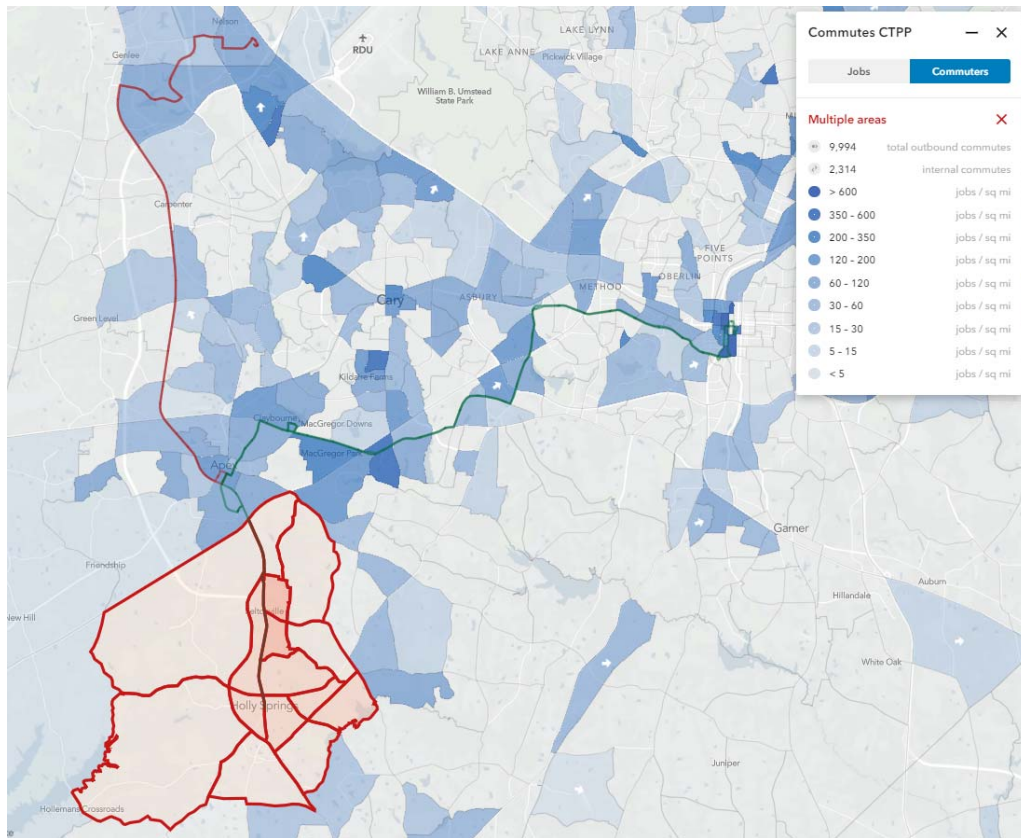
Figure 2: Recommended Alignment for Route 305 Outbound to Apex and Holly Springs



Implementation Date: October 11, 2020

Rationale: The 2016 Wake Transit Plan identified a goal to Serve All Wake county Communities. The extension of Route 305 to Holly Springs introduces transit service to the Town of Holly Springs for the first time. The Route 305 is a good fit for service to Holly Springs based on analysis of commute patterns showing that many Holly Springs residents work along the Route 305 in Cary and Raleigh. Figure 3 below shows where commuters originating in Holly Springs (highlighted in red) travel to work (shown in blue). The darker the blue, the more commuters there are. This indicates that many people from Holly Springs commute to WakeMed Cary, NCSU and downtown Raleigh.

Figure 3: Top Employment Centers (Source: American Community Survey 2016)



The Town of Holly Springs is providing park and ride spaces at the town-owned Ting Park on Sportsmanship Way and is constructing bus stop improvements at the park and ride.

Route 305 is recommended to serve the State Government complex at the same stop as the CRX and DRX near the intersection of Salisbury St and Morgan St. Ridership at the current stops at the State Government complex is low (39 boardings/alightings a day). The recommended routing will make the travel times faster for people getting on a GoRaleigh Station and travelling towards Apex. Alternate service is provided by GoRaleigh routes and GoTriangle Route 301 at the current stops at the State Government complex.

Public Input Received:

- Nine comments were received. Two respondents oppose the service change to remove the State Government stops from the route, while two respondents support the change. Two respondents requested bus service to connect Holly Springs to RTP, while the remaining comments were clarifying questions about the proposals.
- Town of Holly Springs Town Council received a presentation from GoTriangle and Town staff at their March 3, 2020 meeting and voted to endorse the service concept of an extension on Route 305.
- At the Town of Apex Town Council meeting on May 19, 2020 about the proposed route change, members voted to amend the Town's transit plan map with the recommended alignment

change on the Route 305. The Town Council had concerns with the changes to the Route 311 as described in the letter included in Attachment C.

See Attachment C for a summary of the public engagement effort and an overview of the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** Existing customers would see minor schedule changes and a change to the routing in downtown Raleigh. The same number of trips will be provided. Existing customers who use the stops at the State Government complex will be able to use GoRaleigh routes or GoTriangle Route 301 to get to GoRaleigh Station to transfer to the 305, or use bus stops on Salisbury St and Morgan St.
- **Target Markets:** Two stops for residents of the Town of Holly Springs will be provided in the downtown area and at a new park and ride at Ting Park on Sportsmanship Way. The Town will provide 25 parking spaces for park and ride use at Ting Park, which is located at the north end of town close to NC 55 Bypass. Route 305 will also be extended to serve more residents of the Town of Apex at stops at Compare Foods park-and-ride, Cambridge Village senior housing and Walmart.
- **Minority Populations:** No disparate impacts to minorities were identified in the Title VI analysis. See **Attachment C**.
- **Regional Service Distribution:** The route operates in Wake County.
- **Estimated Cost for FY 2021:** \$175,918
- **Funding Source:** Wake Transit FY21 Recommended Work Plan

[Route 310: Regional Transit Center to Wake Tech RTP, Morrisville, and Cary](#)

Area Served: Regional Transit Center, Perimeter Park, Wake Tech RTP Campus, Morrisville, Park West Village, Cary Depot

Recommended Action: Extend Route 310 to Cary Depot to serve more destinations in Morrisville and Cary serving Park West Village and other stops along McCrimmon Pkwy, Evans Rd, Weston Pkwy and Chapel Hill Rd. Route 310 would operate every 30-minutes during peak hours and hourly during midday and evenings between RTC and Cary.

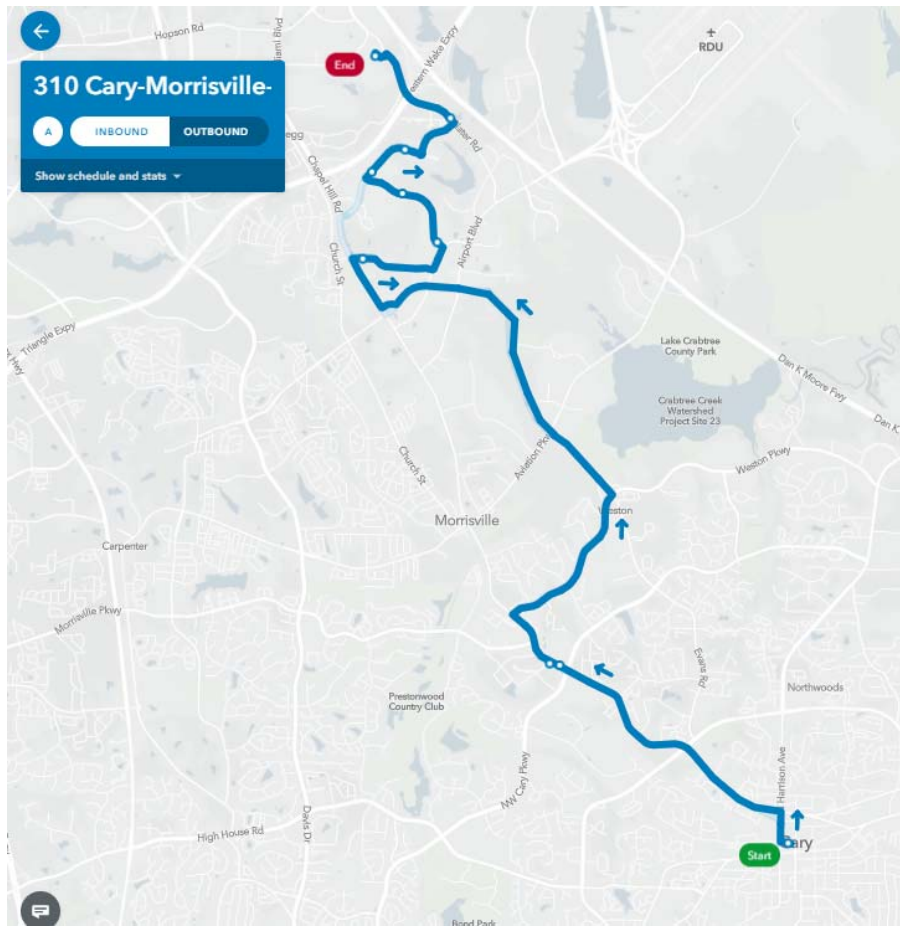
Implementation Date: October 11, 2020

Rationale:

- The 2016 Wake Transit Plan identified a need for all-day weekday service to Morrisville.
- Provides consistent connections from Morrisville and Cary to the Regional Transit Center where connections to other regional routes can be made.
- Stops will be coordinated with the GoCary Weston Parkway route along Weston Pkwy and Chapel Hill Rd.

Map:

Figure 4: Recommended Alignment for Route 310



Public Input Received: Nine comments were received. Three respondents support the change to provide service to Morrisville. Three respondents had questions about how to travel from Perimeter Park to destinations on the existing Route 300 (Harrison Ave and NCSU), while the remaining comments were general. See Attachment C for a summary of the public engagement effort and an overview of the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** An all-day connection between Cary and the RTC improves regional connectivity for customers travelling between Cary and points to the west - Durham and Chapel Hill. Travel times would be reduced compared to current service, in which customers need to travel through GoRaleigh Station in downtown Raleigh to make the same trip.
- **Target Markets:** Improved access for Morrisville residents. Connections will be made to the Morrisville Smart Shuttle once that service begins in 2021.
- **Minority Populations:** No disparate impacts to minorities were identified in the Title VI analysis. See **Attachment C**.
- **Regional Service Distribution:** The route operates in Wake County.
- **Estimated Cost for FY 2021:** \$ 1,147,001
- **Funding Source:** GoTriangle General Fund and Wake Transit FY21 Recommended Work Plan

Route 300: Raleigh to Cary

Area Served: Cary Depot, Downtown Raleigh, GoRaleigh Station

Recommended Action:

- Route 300 would be truncated during peak hours to operate between Cary Depot and GoRaleigh Station. This is because service between Cary Depot and the Regional Transit Center (RTC) would be provided by Route 310 at these times.
- The route would serve the State Government complex at bus stops near Salisbury St and Morgan St in downtown Raleigh.
- Same route alignment would be operated at all times

Maps

Figure 5: Recommended Alignment for Route 300 (Inbound)

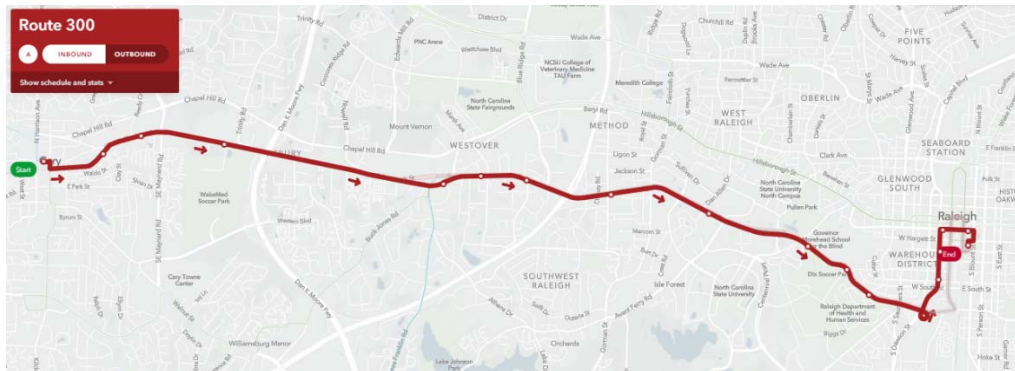
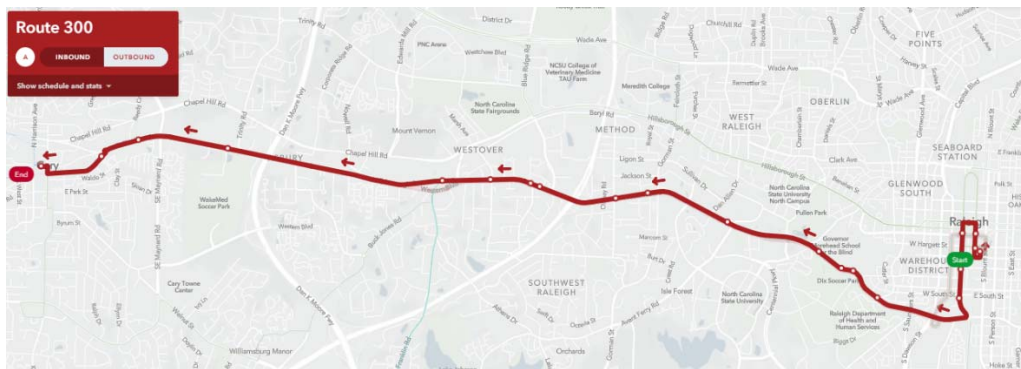


Figure 6: Recommended Alignment for Route 300 (Outbound)



Implementation Date: October 11, 2020

Rationale:

- GoCary routes operate along Harrison Ave, so truncating the Route 300 at Cary Depot further avoids duplicative services.

- Ridership to State Government complex is low. Eliminating the State Government loop makes the trip travel times faster for people travelling from GoRaleigh Station to Cary Depot.
- Timed transfers at Cary Depot would be provided with GoCary routes
- The recommended route pattern can be operated at all times, which improves system legibility for the public, in particular for customers who are new to the system.

Public Input Received: Six comments were received. Three respondents oppose the service change to remove the State Government stops from the route, while two respondents support the change. See Attachment C for a summary of the public engagement effort and an overview of the comments received.

Impacts Likely to Occur Regarding:

- Current Customers: Customers travelling to bus stops on Airport Blvd and Harrison Ave would be required to use alternate service on GoTriangle Route 105 or 100 or to take GoTriangle Route 310 to Cary Depot where they can transfer to GoCary Route 3 to get to Harrison Ave.
- Target Markets: Customers will benefit from reduced travel times from downtown Raleigh and improved reliability to make transfers at Cary Depot.
- Minority Populations: No disparate impacts to minorities were identified in the Title VI analysis. See **Attachment C**.
- Regional Service Distribution: The route operates in Wake County.
- Estimated Cost for FY 2021: No change to the current funding
- Funding Source: GoTriangle General Fund

[Route 800/800S: Chapel Hill to Regional Transit Center via Streets at Southpoint](#)

Area Served: Streets at Southpoint, Regional Transit Center, Chapel Hill

Recommended Action: Permanently implement the construction detour put into place in summer 2020 at the Streets at Southpoint. Southpoint is installing a bus stop and the City of Durham will be installing a bus lane on Renaissance Parkway to ensure safe and efficient operations at the stop. The park and ride spaces will be relocated closer to Renaissance Parkway. The Route 800 and 800S would serve the bus stop on the side of the street as the shopping center only, which requires a realignment of the bus route. The bus would travel westbound for both the trips going east towards Chapel Hill and west towards the Regional Transit Center

Maps:

Figure 7: Route 800 Eastbound Routing

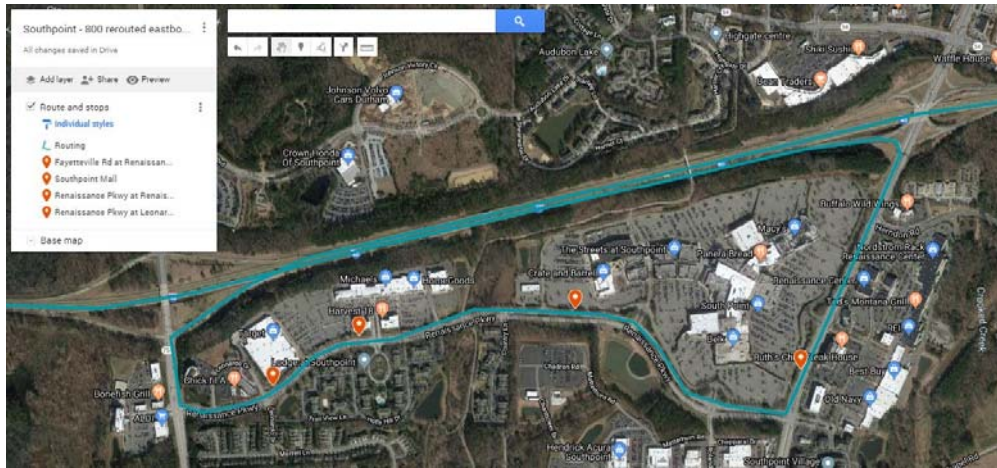


Figure 8: Route 800 Westbound Routing

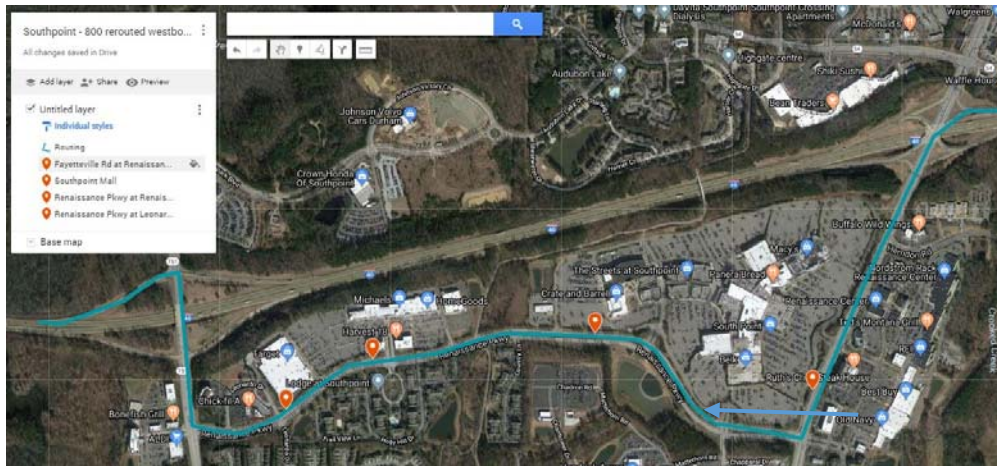
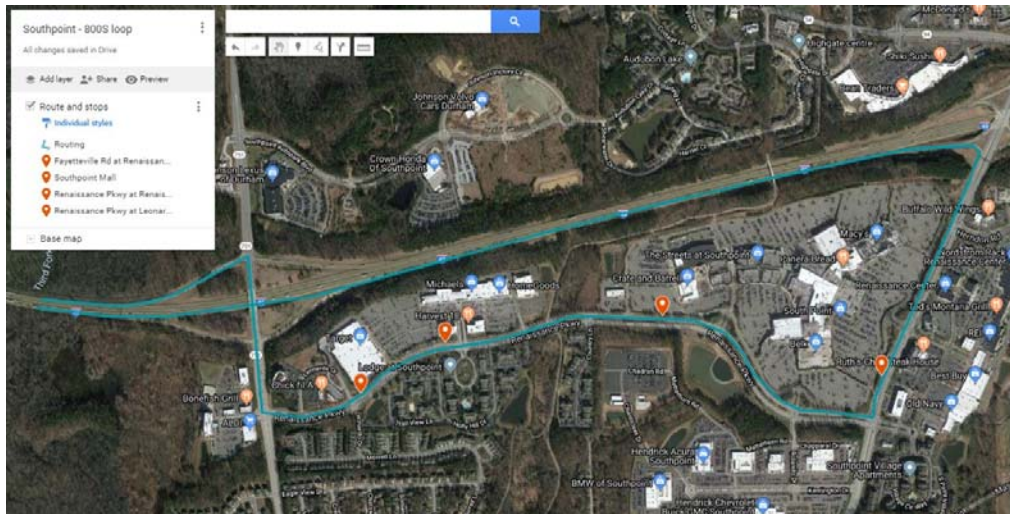


Figure 9: Route 800S Routing



Implementation Date: To be determined following completion of construction work on new bus stop #1406 – Renaissance Pkwy at Southpoint (estimated summer 2020).

Rationale: The City of Durham and GoTriangle have coordinated with the Streets at Southpoint as they construct a bus stop on Renaissance Parkway to serve the shopping center. Once the new bus stop is completed, GoTriangle and GoDurham buses will no longer have authorization to enter the mall property.

Public Input Received: 17 comments were received. Six respondents opposed the relocation of the bus stop, while other had questions and concerns about location, access and amenities at the new bus stop and park and ride spaces. See **Attachment C** for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** While the routing changes does not require schedule adjustments, customers travelling to the western portion of Renaissance Pkwy will have a slightly longer travel time from Chapel Hill. Service reliability may improve because the route avoids the traffic congestion that occurs on the mall property during holidays and weekends.
- **Target Markets:** The park and ride spaces will be relocated closer to Renaissance Pkwy and handicap spaces will be provided.
- **Minority Populations:** No disparate impacts to minorities were identified in the Title VI analysis. See **Attachment C**.
- **Regional Service Distribution:** The route operates in Durham and Orange counties, although the service change occurs in Durham County.
- **Estimated Cost for FY 2021:** No change to the current funding
- **Funding Source:** GoTriangle General Fund

Other Service Change Proposals

A service change proposal was presented during public engagement on **Route 311**. The proposal included bi-directional service along Kit Creek Rd as identified in the Wake Transit Plan. The proposal also included elimination of service to Lake Pine Plaza park-and-ride, since the Route 305 proposed service would duplicate the service being provided by Route 311. The Town of Apex Town Council requested at their public hearing on the proposed map change and a subsequent letter that GoTriangle consider delaying the Route 311 service change until more public comment could be collected during a time period when the Route 311 is in operation. Staff also highlights that the Wake Bus Plan identified the need to coordinate the service change to the Route 311 with the additional frequency of the Route 305, which has been put in unbudgeted reserve for the FY21 Wake Transit Work Plan. For these reasons, staff does not recommend service changes to the Route 311 at this time, but at a later date to ensure better coordination with other routes and more public engagement.



Title VI Service Equity Analysis – Routes 300, 305, 310, 800, 800S

Recommended Service Changes for October 2020

June 16, 2020

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of GoTriangle's recommended service changes to routes 300, 305, 310, 800, and 800S for October 2020.

Key Findings

- Low-income riders will see a massive increase in service after all service changes are made
- Route 800S is the only route with a decrease in service, yet does not disparately impact its potential riders
- The Title VI analysis identified a disparate impact on low-income riders due to the large increase in service. There is no disparate impact on minorities
- Each route individually does not disparately impact its potential low-income and minority riders

Title VI Definitions and Policies

Definition of Minority and Low-Income Populations

Minority Population

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

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

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

Low-Income Population

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

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

The FTA circular on Title VI compliance states that while low-income populations are not a protected class under Title VI there is an "...inherent overlap of environmental justice principles in this area, and

because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes."

GoTriangle Policies

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

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

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

Major Service Change Policy

A "major service change" is defined as follows:

- The addition or elimination of a route
- A change in at least 25 percent of an existing route's pattern, measured in route-miles
- The expansion or reduction in the span of service or frequency of service on any route by at least 25 percent, measured in revenue vehicle hours
- The expansion or reduction in regular days of service on any route

The following types of activities are not classified as "major service changes" and shall not require that a Service Equity Analysis be conducted:

- Service for special events
- Routing changes to address construction or road closures
- Added service operated during emergencies

Disparate Impact Policy for Major Service Changes

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

These disparate impact policies establish thresholds for determining when impacts of major service changes disproportionately affect minority populations. The thresholds apply to the difference in impacts of the proposed service change between minority populations and non-minority populations,

measured by using the service population or ridership of the affected route(s) compared with the service population or ridership of the system.

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

Disproportionate Burden Policy for Major Service Changes

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

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

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

GoTriangle System Profile

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

System Ridership

According to the GoTriangle FY 2019 Annual Bus Service Performance Report, the number of boardings has a linear relationship with the amount of service provided (by revenue hours). GoTriangle has consistently increased service since FY 1992 and has seen an increase in boardings since then as well.

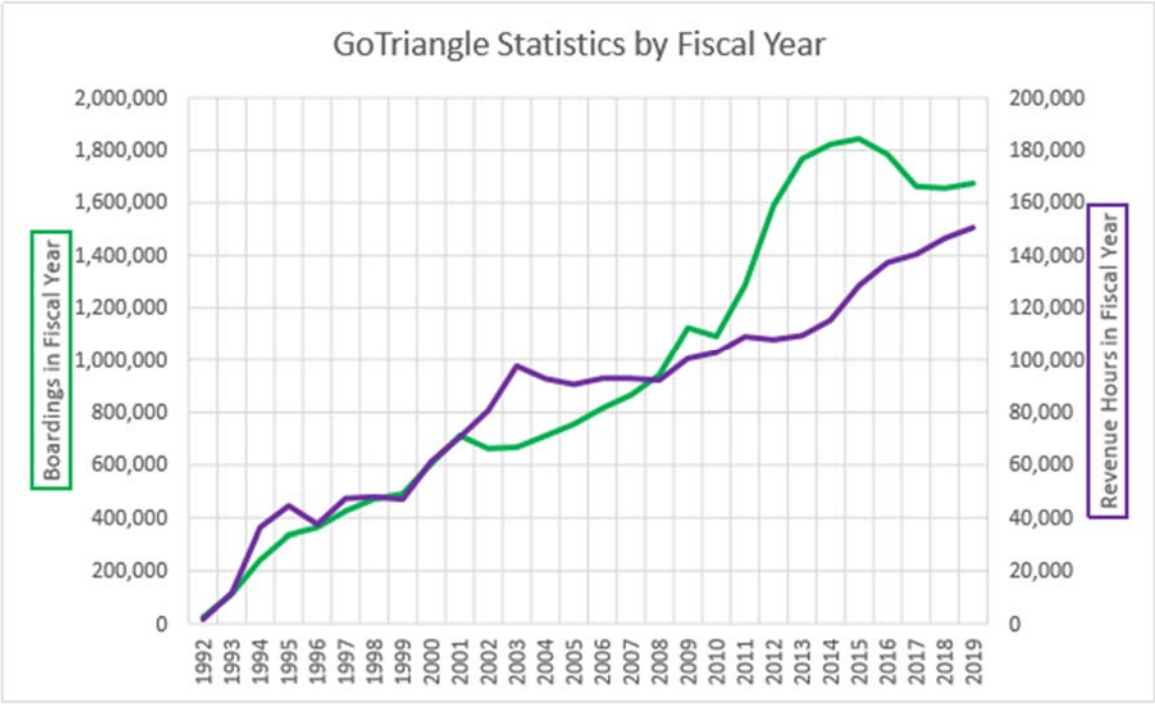


Figure 1: GoTriangle Statistics by Fiscal Year. Prepared by Matthew Frazier

Race and Ethnicity

Based on profile data provided by Remix, the population living within ¼ mile of a stop is comprised of 107,118 people. 42.7% of this population identifies as a minority.

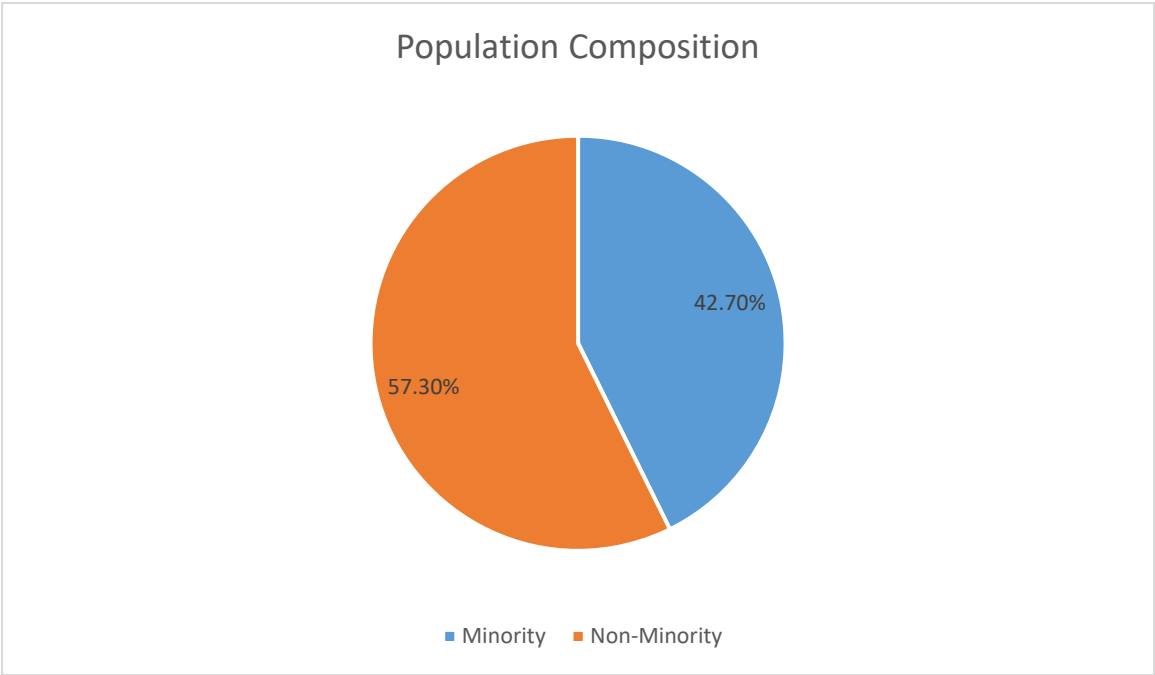


Figure 2: ¼ Mile Population Composition of Service Area. Prepared by David Jerrido

Income

Based on profile data provided by Remix, 25.7% of the population living within ¼ mile of a stop is considered low income. This is based on the definition provided in the FTA Circular 4702.1A.

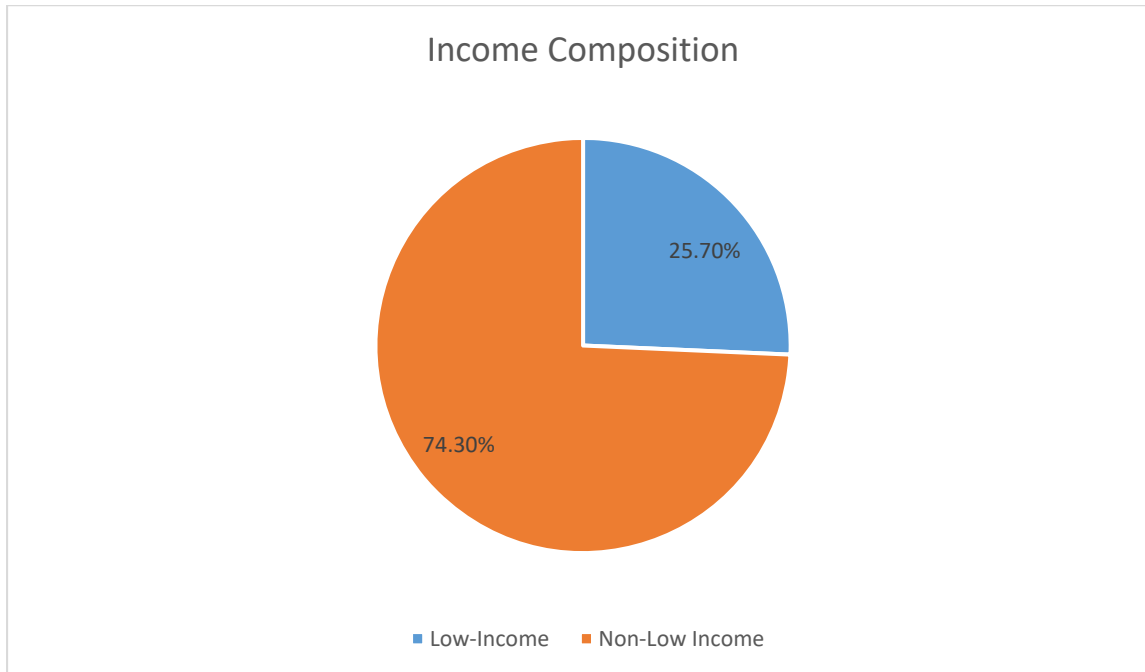


Figure 3: ¼ Mile Income Composition of Service Area. Prepared by David Jerrido

Methodology

The methodology listed below was used to assess the impacts of each service change:

1. Identify the current and proposed alignments for each route in Remix
 - The alignments for the current and proposed alignments were stored in Remix under two different projects.
2. Capture the populations surrounding each route, including the low-income and minority populations of each route.
 - Implement a ¼ mile buffer surrounding each route, as this population is most likely to use the nearby transit service.
 - For accurate calculations and assessments, the ¼ buffer is applied to all alignments for each route. A route may have multiple travel patterns that are contingently used based on time of day.
 - Remix provides the low-income and minority population percentages for the buffers surrounding each alignment both before and after the service change.
3. Use the Remix Title VI Engine to run a Title VI analysis
 - The Remix Title VI engine is capable of calculating the differences in low-income and minority populations within ¼ mile of the current and proposed alignments. Remix can

also calculate the amount of total people-trips, low-income people-trips, and minority people-trips as well as the differences of all people-trips between current and proposed alignments.

- The Remix Title VI engine generates an Excel spreadsheet with unique formulas that calculate the change borne by low-income and minority populations. This is done by dividing the difference in people-trips for each demographic category by the total number of people-trips.
4. Aggregate the total populations and low-income/minority percentages of current alignments
 - The proposed service changes to these five routes include streamlining multiple travel patterns into one.
 - The average of total populations served by each pattern and sum of total annual trips made by all patterns were taken to represent the total population and total annual trips for the route. The route's low-income and minority averages within ¼ mile were provided by Remix.
 - The aggregated statistics for the current alignments were subtracted from the statistics of the proposed alignments to calculate the differences and changes borne by each demographic group.
 5. Calculate low-income and minority people-trips and find the difference before and after service changes
 - After making the correct aggregations, the average ¼ mile population and the total number of annual trips per route were automatically calculated, the final pieces needed before calculating people trips
 - Multiply the ¼ population by the percentage of the population that is low-income, then multiply the product by number of annual trips for total annual people-trips. This calculation is made for inbound and outbound alignments, both before and after service changes.
 - Repeat above step for minorities
 - Subtract cumulative inbound low-income people-trips before the service change from cumulative inbound low-income people-trips from after the service change. Repeat same step for outbound. This step results in the difference of service level.
 - Repeat above step for minorities
 - Divide difference of inbound low-income people trips by total inbound low-income people trips. Repeat for outbound.
 - Repeat above steps for minorities
 6. Determine the Delta for each route and for the service changes overall
 - The Delta is calculated by subtracting the area average of low-income and minority populations from the 'change borne' percentage of each category. If the Delta exceeds 10%, that means there is a disparate impact.

Service Change Analysis

For proposed major service changes, the percentages of impacted minority and low-income populations is calculated and evaluated according to the disparate impact policy and disproportionate burden policy. If the percentage of impacted minority and low-income populations differs by more than 10% from the current routes versus the recommended changes, the recommended service change will be considered disparate to minority and low-income populations.

Disparate Impact and Disproportionate Burden Analysis

Remix's Title VI engine calculated the Delta between the change in people-trips borne by low-income/minority riders and the area averages for these demographics. The analysis determined that the October 2020 service changes **will NOT have a disparate impact on minorities**. Minorities represent 44.8% of the population affected by these service changes. The area average is 42.7% for minorities, putting the Delta at 2.1%, which does not exceed the 10% threshold.

For low-income riders, the analysis determined that the October 2020 service changes **will have a disproportionate burden on low-income riders**. The factor of which low-income riders bear the October 2020 service changes is 58.3%. The area average is 25.7%, putting the Delta at 32.6%, which well exceeds the 10% threshold. Despite the Delta being so large, the service changes prove themselves quite equitable due to the amount of people-trips that low-income riders will gain. Of the ~28.7 million added people-trips from the service changes, ~16.2 million of them are low-income people-trips. The large increase in people-trips is weighed heavily by the hike in service on Route 310. Low-income people-trips increase by over 57% on that route alone. This is discussed further under 'Service Level Changes.'

Impact Analysis Table	Low Income	Minority
Change Borne	58.3%	44.8%
Area Average	25.7%	42.7%
Delta	32.6%	2.1%

Service Level Changes

Service level calculations were divided up by demographic group and by inbound/outbound alignment. After calculating the amounts of people-trips per demographic group before and after service changes, it was determined that the level of annual service will increase after service changes are made. Low-income people-trips will increase by 13.21% or ~16.2 million per year. Minority people-trips will increase by 7.88% or ~12.5 million per year. Low-income and minority riders will collectively see ~29 million more people-trips after service changes are made. The tables below show the combined (inbound + outbound) amount of people-trips per route by demographic.

Low-income people-trips	Before changes	After changes	% Difference
Route 300	66,751,972.98	80,165,749.28	+16.73%
Route 305	17,682,567.00	20,605,990.28	+14.19%
Route 310	811,461.00	1,922,378.96	+57.79%
Route 800	12,458,559.74	12,458,559.74	+0.00%
Route 800S	9,114,041.70	7,927,565.72	-14.97%
Totals:	106,818,602.42	123,080,243.96	+13.21%

Minority people-trips	Before changes	After changes	% Difference
Route 300	89,031,527.60	90,826,088.28	+1.98%
Route 305	25,197,657.98	32,794,214.31	+23.16%
Route 310	4,847,703.00	9,326,392.95	+48.02%
Route 800	16,680,916.80	16,680,916.80	+0.00%
Route 800S	10,440,990.30	9,081,770.69	-14.97%
Totals:	146,198,795.67	158,709,383.03	+7.88%

The table below shows the combined amount of low-income and minority people-trips per route and the difference in people-trips before and after the service changes are made.

Combined people-trips	Total (Before)	Total (After)	Difference	Difference (percentage)
Route 300	155,783,500.58	170,991,837.56	15,208,336.98	+9.76%
Route 305	42,880,224.98	53,400,204.59	10,519,674.61	+24.53%
Route 310	5,659,364.00	11,248,771.91	5,589,297.91	+98.77%
Route 800	29,139,476.54	29,139,476.54	0	+0%
Route 800S	19,555,032.00	17,009,336.40	-2,545,695.60	-13.02%
Totals:	253,017,398.09	281,789,626.99	28,772,228.90	+11.37%

Conclusions

The proposed service changes were developed to improve the GoTriangle services. The service equity analysis was completed to comply with FTA guidelines using policies that were adopted by the GoTriangle Board of Trustees in June 2014.

The Title VI analysis identified a disproportionate impact on low-income riders, but no disparity amongst minority riders.

- Low-income riders will see a cumulative service increase of over 58%
- Minorities will gain slightly more service after service changes are made
- Route 310 will double service for low-income and minority riders
- Route 800S will see a marginal decrease in service that does not disparately or disproportionately impact any of its potential riders

GoTriangle October 2020 Service Changes

Public Engagement Summary

Overview

In line with the recommendations included in its Short-Range Transit Plan, GoTriangle proposed a series of service changes in order to expand service, and improve efficiency. There were proposed service changes for routes **300, 301, 305, 310, 311 and 800**, which would serve to meet the goal of reaching all Wake County Communities in the Wake Transit Plan.

GoTriangle collected feedback on proposed service changes from **April 22 – June 12, 2020**. This feedback will be incorporated into the final changes, which GoTriangle's Board of Trustees will vote on in June. If approved, these changes would be implemented on **Oct. 11, 2020**.

Outreach Goals

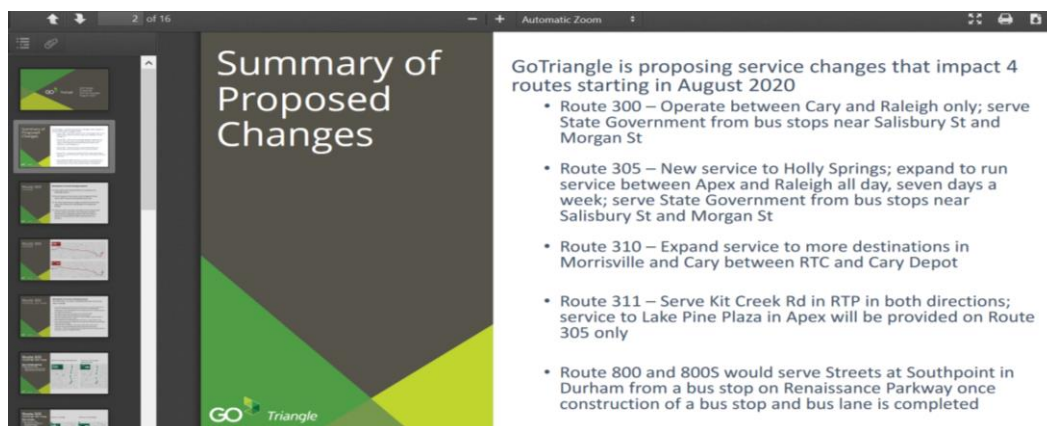
The goals of the public comment period were:

- To promote awareness of the proposed GoTriangle service changes
- To solicit customer feedback and engage the community in the public input process virtually
- To engage a diverse audience using culturally competent materials

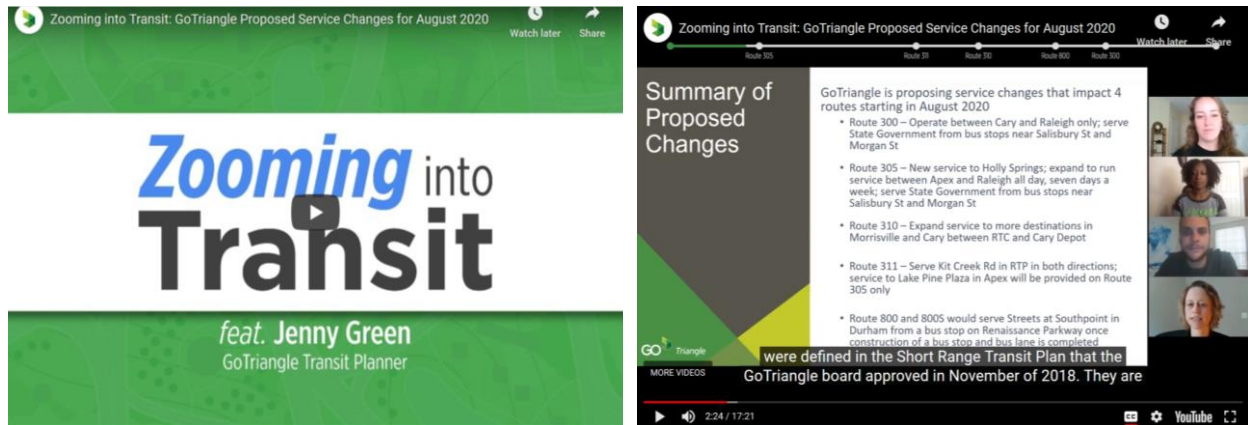
Outreach Approach

With in-person interactions being limited because of the COVID-19 pandemic, engagement for the proposed GoTriangle October 2020 Service Changes has been limited to online interactions and collaborative efforts with community partners to push the information out to relevant stakeholders. To accomplish the outreach goals, the following materials and content were created:

1. **Informational PowerPoint:** Information regarding the service changes were synthesized into 16 slides posted on the GoTriangle service change website.

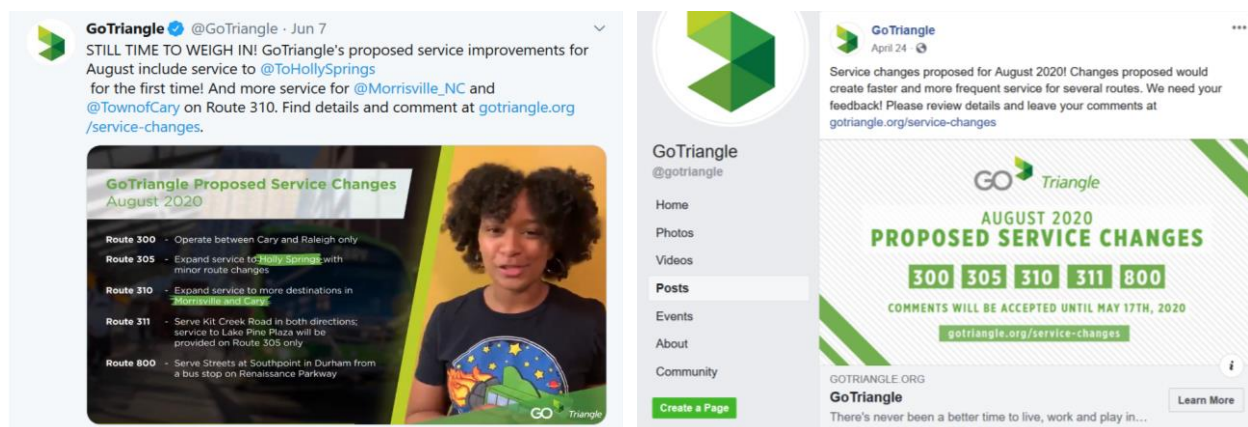


2. **Video Presentations:** In lieu of in-person presentations to community groups, the GoTriangle Public Engagement team worked with Jennifer Green to develop an explanatory video (as part of a Zooming into Transit series on all the opportunities for providing input on transit projects in the Triangle) to provide an additional level of detail for customers and stakeholders. From **April 22 – June 12**, the “Zooming into Transit” video (English Version) received **109 views**, with the “Zooming en Tránsito” (Spanish Version) receiving **13 views**.

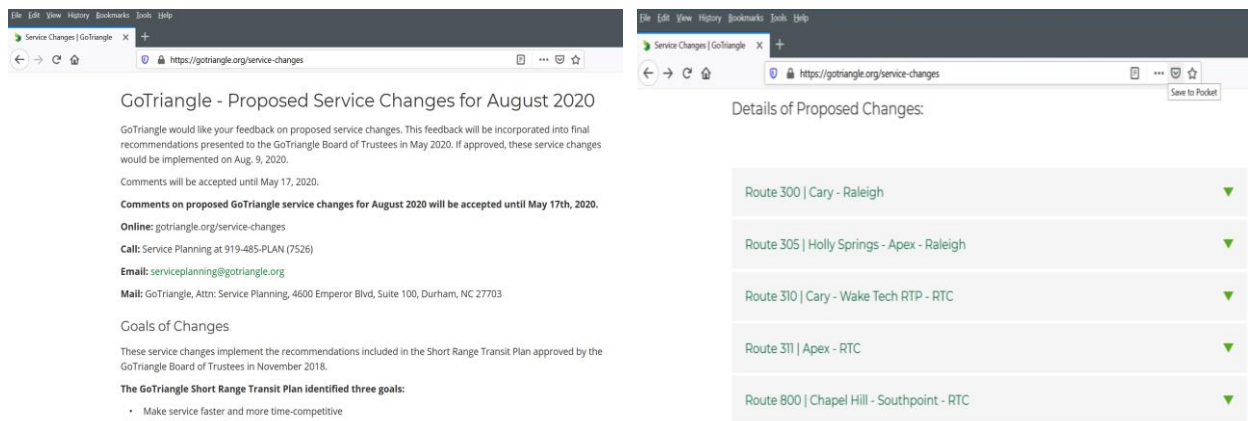


3. **Social Media Posts:** Tailored messaging and video content was developed for Facebook, Twitter, and Instagram posts in an effort to share information to a wider audience. Below is a summary of social media engagement from **April 22 – June 12**:

Platform	Total Posts	Engagements	Impressions
Instagram	2	52	805
Twitter (@GoTriangle)	23	567	39,200
Twitter (@WakeTransit)	3	30	800
Facebook	4	380	6,000
Total	32	1,029	46,805



4. **Website Updates:** The GoTriangle website’s service changes page was updated to include the PowerPoint, video presentation, and a comment box for stakeholders to provide feedback.



5. **Translated Materials:** We translated both the PowerPoint and video presentations into Spanish, published them on GoTriangle's website and shared them with Spanish-speaking media outlets and community groups to ensure that the information shared reaches a diverse audience.

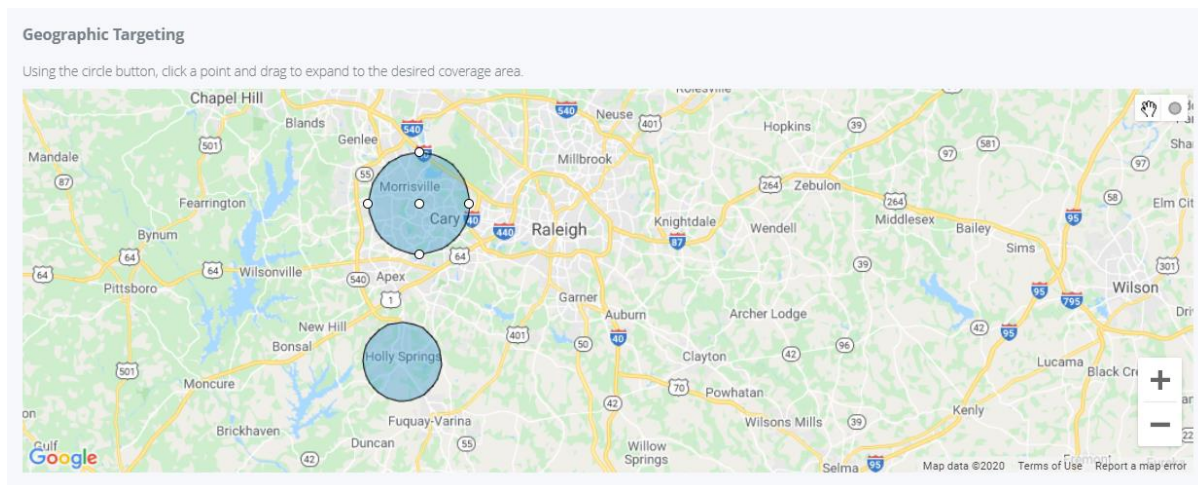


In a coordinated effort with partner transit agencies, county staff and community organizations, the information was shared in the following ways:

Description	Type	Date
Press Release	Press Release	4/24/20
Materials Added to GoTriangle Service Change Website	Website Update	4/24/20
Email Blast: Durham Community Contacts (474 contacts)	Mailchimp Email Blast	4/24/20
Email Blast: GoForward List (3,028 Contacts)	Mailchimp Email Blast	4/24/20
Email Blast GoTriangle Transit Advisory Committee Meeting (35 Contacts)	Mailchimp Email Blast	4/24/20
Email Blast: Durham County Elected Officials (102 Contacts)	Mailchimp Email Blast	4/24/20
Direct Outreach – Local Community Groups: <ul style="list-style-type: none"> PAC 1 PAC 2 PAC 3 PAC 4 Southeast Raleigh Promise StepUp Ministries Greater Durham Black Chamber of Commerce El Centro 	Individual Emails with Links to Share Externally	4/30/20

<ul style="list-style-type: none"> NC Works Maureen Joy Charter School East Durham Children's Initiative 		
Social Media Posts: Facebook, Instagram, Twitter	Video Teasers	5/4/20
Direct Outreach – Local Community Groups: <ul style="list-style-type: none"> Reality Ministries End Hunger Durham Mayor's Committee for Persons with Disabilities Bike Durham Durham Planning Academy EngageDurham 	Individual Emails with Links to Share Externally	5/4/20
Email Blast: Spanish-Speaking Community Organizations (8 contacts)	Mailchimp Email Blast (sent in Spanish)	5/6/20
GoCrew Virtual Meeting (Virtual)	Virtual Presentation	5/16/20

In addition to the dissemination of service change information via organic social media, it was also promoted via paid promotion and geo-targeting efforts to the communities affected by the changes, see below:

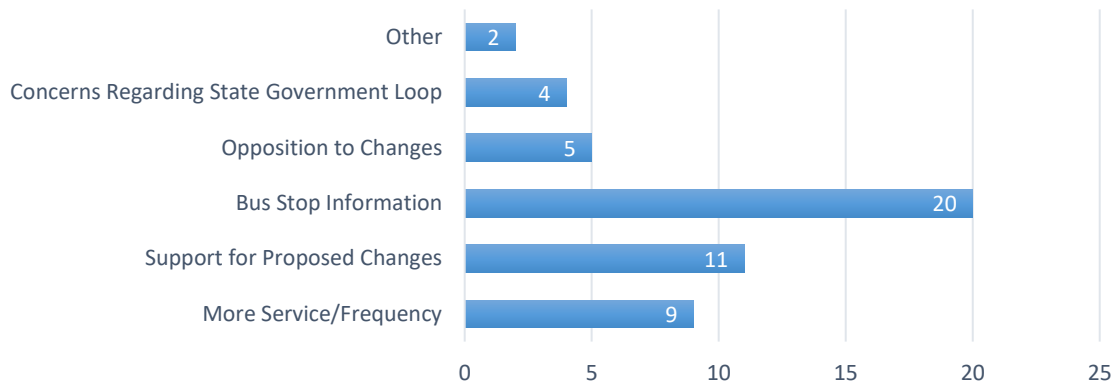


What We Heard

In total, we received **51 comments** on the proposed service changes. The GoTriangle service change page that hosted the information and comment form received **4,092 views**. The number of views indicates that the information has reached a wider audience beyond the stakeholders who engaged with the work plan by providing comments. Given the unprecedented nature of the COVID-19 pandemic, this outreach provides a benchmark for virtual efforts that can be measured against future comment periods.

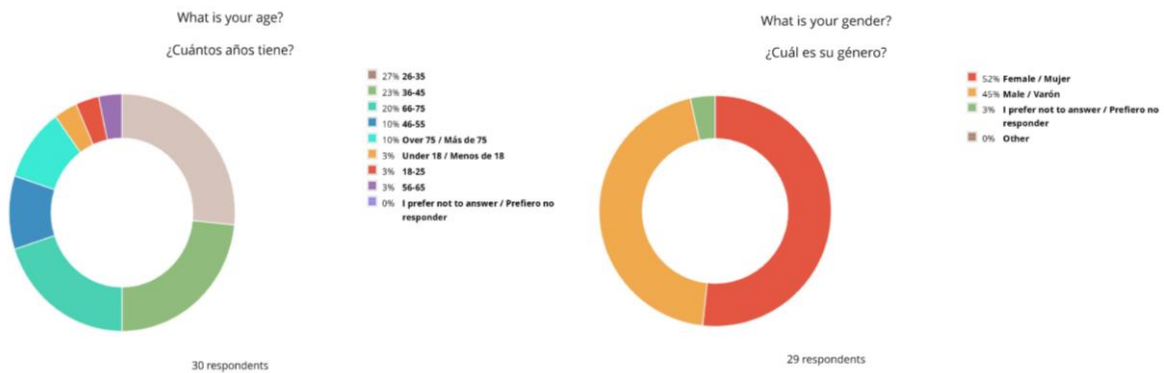
Most of the feedback was specific route-level comments, which were passed along to service planning staff for consideration, but the following general themes did emerge:

Comment Themes



Who We Heard From

The comment box for the service changes also collected voluntary demographic information. After submitting comments online, members of the public had the option to indicate where they lived on a map. They were also asked to identify self-identify age, gender, race/ethnicity, household income, number of cars in the household, and number of licensed drivers in the household. These questions were optional and included the following language: *To help ensure we are reaching all members of the community please consider answering the following optional demographic questions.*



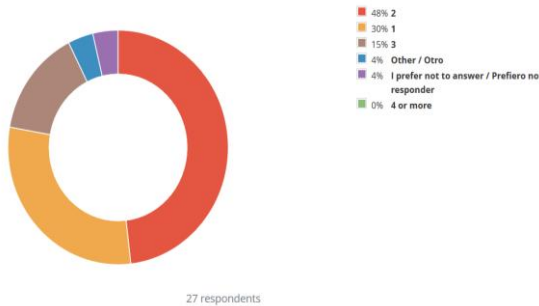
What is your race/ethnicity?

¿Cuál es su raza/etnia?

78%	White / Blanco/a	14 ✓
11%	I prefer not to answer / Prefiero no responder	2 ✓
6%	Black or African-American / Negro/a o afroamericano/a	1 ✓
6%	Asian / Asiático/a	1 ✓
6%	Native Hawaiian or Other Pacific Islander / Nativo/a de Hawái u otro isleño/a del Pacífico	1 ✓
0%	Hispanic, Latino, or Spanish / Hispano/a, latino/a o español/a	0 ✓
0%	American Indian or Alaska Native / Amerindio/a o nativo/a de Alaska	0 ✓
0%	Other / Otro	0 ✓

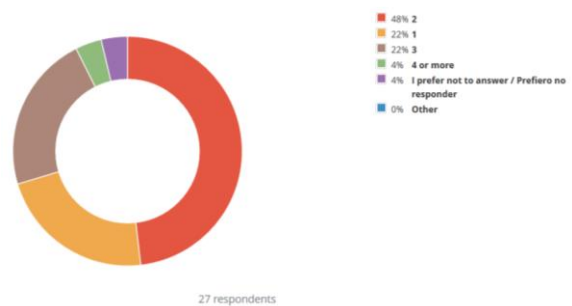
How many cars are available for drivers in your household to use?

¿Cuántos automóviles hay disponibles para que usen los conductores de su hogar?



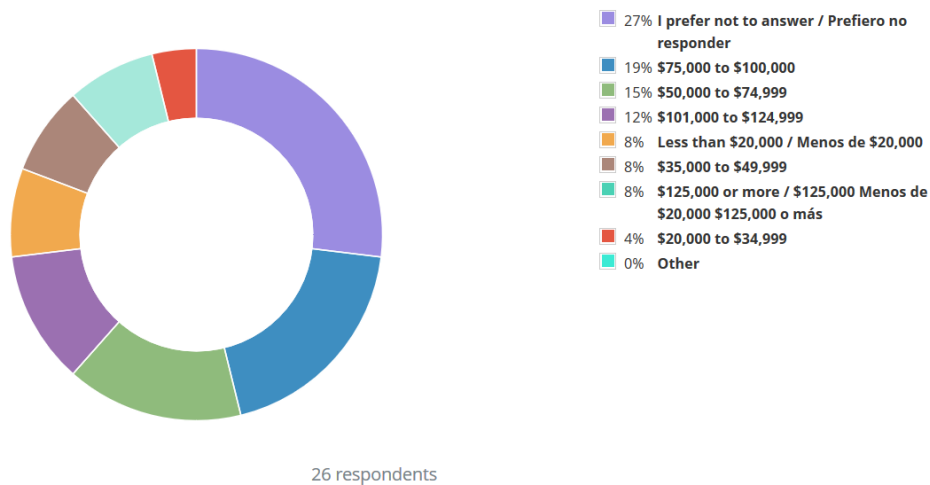
How many licensed drivers are there in your household?

¿Cuántos conductores con licencia hay en su hogar?



Which of the following groups does your total annual household income fall into?

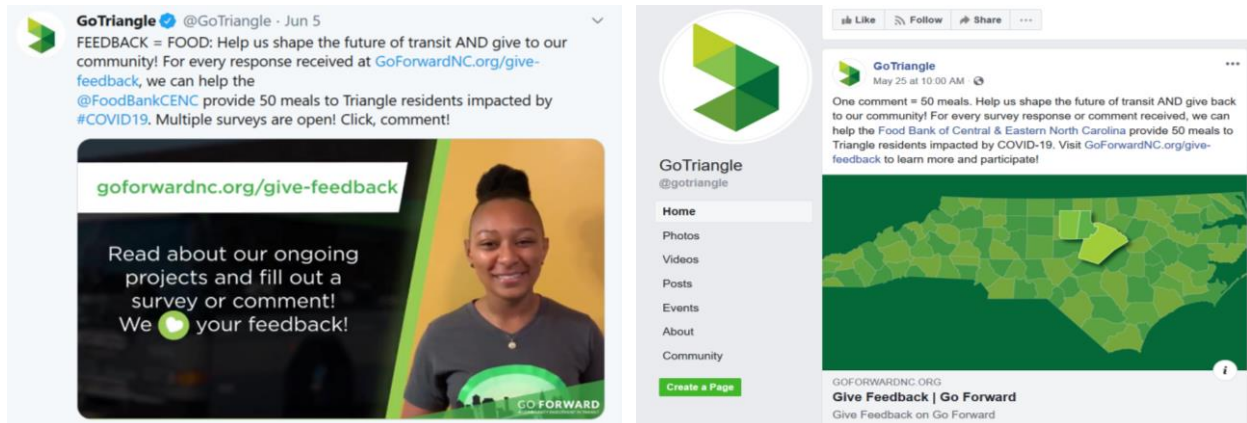
¿Cuál de los siguientes grupos representa el ingreso total anual de su hogar?



Adapting to Changing Circumstances (COVID19)

The original comment period was extended to **June 12, 2020** to allow staff additional time to communicate the changes to customers and solicit feedback.

The service changes were promoted via GoTriangle's Maximizing Public Participation initiative, which directs unused project funds for printed materials, in-person engagement, staffing costs, fees to register for festivals, venue rental fees, food and catering fees, and other project expenses to a partnership with the Food Bank of Eastern & Central North Carolina. For every one comment collected, the partnership allows the Food Bank to provide 50 meals to residents struggling with COVID19.





May 29, 2020

GoTriangle Board of Trustees
4600 Emperor Blvd., Suite 100
Durham, NC 27703

Subject: Town of Apex Comment on GoTriangle's Proposed Service Changes to Route 305, Holly Springs to Raleigh, and Route 311, Apex to Research Triangle Park

Dear GoTriangle Board of Trustees,

The Town of Apex Department of Planning and Community Development would like to submit a comment to GoTriangle on behalf of the Town of Apex Town Council regarding the proposed service changes associated with GoTriangle Route 305 and GoTriangle Route 311. At their May 19, 2020 meeting, the Town Council adopted the proposed amendments to Route 305 and Route 311 on the Town of Apex Transit Plan Map; reflecting the routes as-proposed by GoTriangle.

At this public hearing, the Town Council expressed concern regarding the timing of the proposed service changes to Route 311. The Town Council is concerned that GoTriangle has not been able to adequately inform current riders about the proposed route changes at this time due to social distancing requirements and the lack of bus service along Route 311. The Town Council also expressed concern that the changes to Route 311 are planned prior to the increase in service on Route 305.

The Town Council requested that GoTriangle consider delaying the service change on Route 311 so that it can take place when the increased service is implemented on Route 305 and following appropriate notification of current riders. The Town Council also requests that GoTriangle design the schedules for Route 305 and Route 311 to facilitate efficient transfers at the Compare Foods Park and Ride.

Thank you for the opportunity to submit a comment.

Sincerely,

Jenna Shouse
Long Range Planner
jenna.shouse@apexnc.org