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GOTRIANGLE ANNUAL REPORT

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A photograph of Jennifer Robinson, the Chair of GoTriangle, sitting at a conference table. She is smiling and looking towards the right. She has shoulder-length brown hair and is wearing a brown tweed blazer over a white top and a necklace. Her hands are clasped on the table. In front of her is a nameplate that reads "Jennifer Robinson Chair". There is also a glass of water and a small bowl of snacks on the table. A man in a grey suit is partially visible to her right.

Jennifer Robinson
GoTriangle Chair

Dear friends:

Our region is at a pivotal point as we embark on expanding transit throughout the Triangle to meet the needs of our growing and changing population. Transit will transform our community and the lives of many of our residents. For some in our region, transit will provide options for commuting. For others, it will enable a car-free lifestyle. Some will choose to use transit as a more economical means of getting to and from work. And, for others, transit will be an essential factor in their ability to get to and from a job.

The expansion of transit will inspire changes in how and where we develop. Its installation will be a catalyst for economic development, and it will serve as another tool in our toolbox for environmental stewardship. As we work toward implementing light rail, bus rapid transit, commuter rail and many miles of bus routes, coordination and cooperation among our governments and our stakeholders will be vital. I appreciate the great work that GoTriangle General Manager Jeff Mann and his staff do every day for our community, the excellent guidance by my colleagues on the GoTriangle board and the investment of time and energy by all of you in our region who work with GoTriangle.

Regards,

A handwritten signature in black ink that reads "Robinson". The signature is written in a cursive, flowing style.

Jennifer Robinson
GoTriangle Chair



Jeff Mann

GoTriangle General Manager

Dear friends:

Thanks to strong community support, fiscal year 2017 was a time of tremendous progress for transit in the Triangle region. In November 2016, Wake County voters approved a half-cent sales tax dedicated to transit investment. In April 2017, both Durham and Orange counties approved updated transit plans — including commitment of local funds — paving the way for the Durham-Orange Light-Rail Transit Project (D-O LRT) to remain eligible for federal funding.

The local commitment of transit funding, along with federal and state money, will be used to expand bus service and deliver major projects throughout the region. Given our rapid population growth, a strong transit network is essential to the Triangle if we are to remain competitive on a national and global level. Key projects that will be brought online over the next decade — including light rail between Durham and Chapel Hill, the Wake-Durham Commuter Rail Project and new bus rapid transit corridors — will provide new mobility, economic opportunity and environmental benefits.

We look forward to working with the community and our partners in Durham, Orange and Wake counties as we progress into fiscal year 2018 and beyond. This is an exciting time for transit and the Triangle region.

Thank you for your support.



Jeff Mann

GoTriangle General Manager

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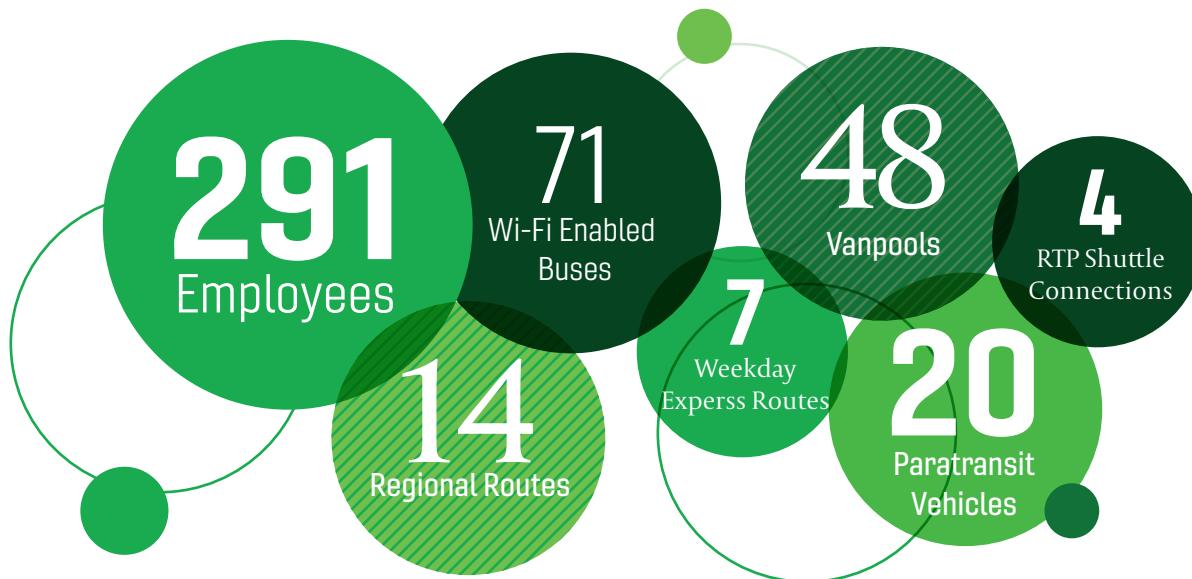
ABOUT US

GoTriangle improves our region's quality of life by connecting people and places through safe, reliable transit that promotes travel together. We offer regional bus and shuttle service, paratransit service, rideshare matching, vanpools and commuter resources. Our incentives reward those who opt for sustainable travel by bike or on foot, too.

OUR FAMILY

The GoTriangle family of employees is as diverse as the people we serve. Their needs are represented by our governing Board of Trustees, whose members are chosen from city, town and county governments in Durham, Orange and Wake counties and the North Carolina Department of Transportation.

Learn more at gotriangle.org.

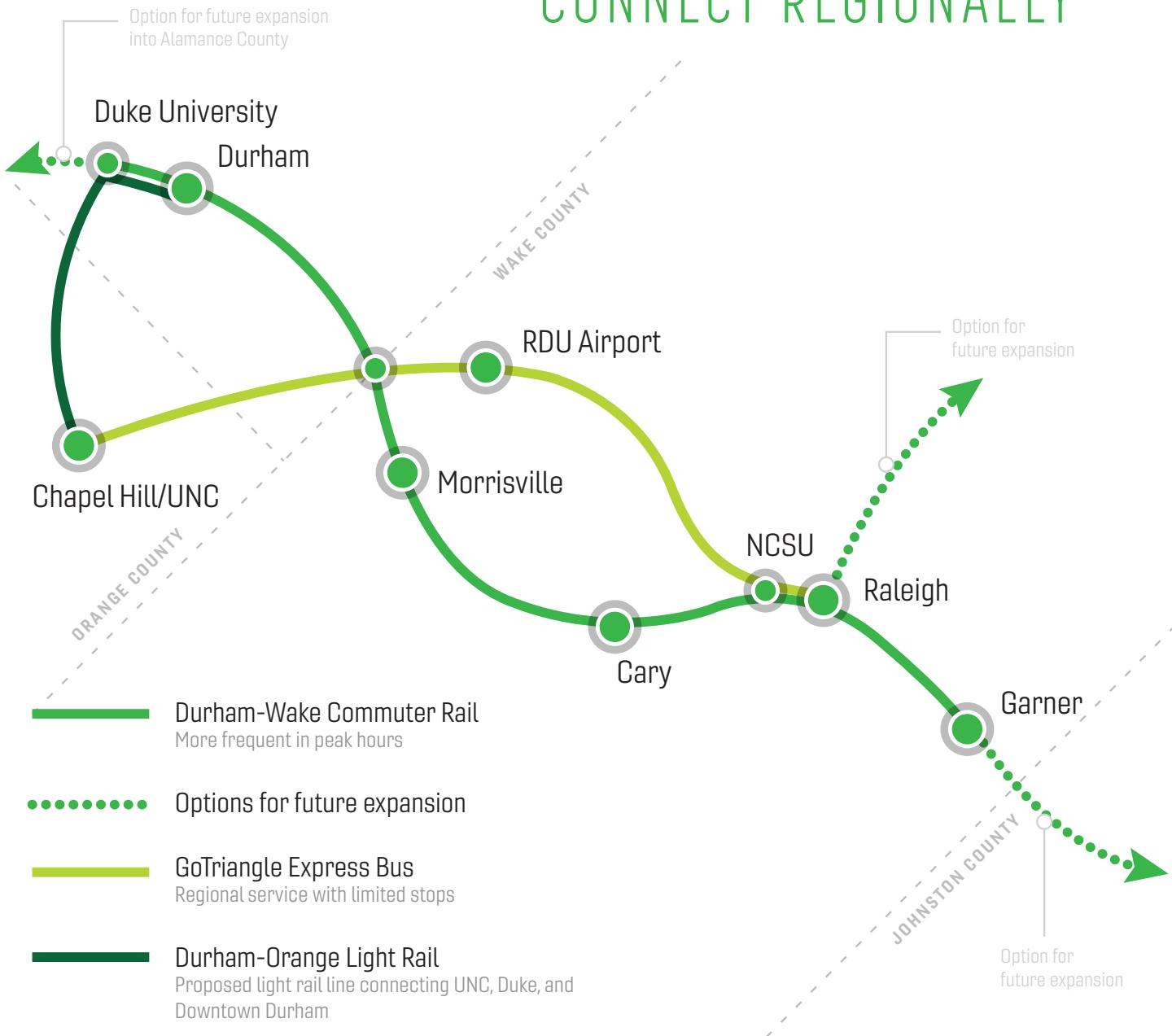


WHERE WE'RE HEADED

Our buses serve Durham, Orange and Wake counties, but we're poised to transform our network of services to better serve the Triangle, whose population is forecast to grow from about 1.7 million people to more than 2.3 million by 2040. With funds from voter-approved half-cent sales taxes, vehicle registration fees and vehicle rental taxes in all three counties, we are expanding our routes and bus infrastructure and working to build light-rail, bus rapid transit and commuter rail transit systems to provide seamless commuting from one end of the Triangle to another. Our plans will make commuting between Raleigh, Durham, Cary, Chapel Hill and other Triangle towns an easy, pleasant and productive ride and save riders travel time so they can do more. We're building and operating a system to provide more and more people in our region greater choices as they head out to school, work and recreation.

An exceptional public transit system is a key strategy in making our region environmentally and economically sustainable by reducing the carbon dioxide emissions from cars and by supporting economic development where communities want it. A good public transportation network allows all people to access jobs, empowering them to move up the employment ladder. Riders also save on travel and vehicle-ownership costs and can reap the rewards of a healthier lifestyle because using public transit often means walking more. Stress levels of those using the roads also drop with reduced traffic.

CONNECT REGIONALLY



OUR TRANSIT PARTNERS

We plan the future of transit together with our city and town government partners and the county governments of Durham, Orange and Wake, the Metropolitan Planning Organizations, the Research Triangle Foundation, the universities and Raleigh-Durham International Airport.

We currently contract with GoRaleigh, GoCary, GoDurham and Chapel Hill Transit bus agencies to operate routes on our behalf. Through an agreement with the City of Durham, GoTriangle manages GoDurham's fixed-route and ACCESS services as well as its route-planning, marketing and transit amenities.

OUR UNIVERSITY AND BUSINESS ALLIANCES

GoTriangle offers free consultations, programs and incentives to help businesses and universities ease the commutes of employees and students. Our work is funded through grants and carried out by a partnership of municipalities and public transportation agencies so we have strong community roots.

We develop commuter options — including telework programming — for employers participating in the regional Employer Services Transportation Demand Management program. This service helps to improve air quality and personal health in the region while easing traffic congestion.



Linda Tineo | A rider empowered

Linda Tineo has been taking GoTriangle and GoRaleigh transit for about two years to commute from Cary to Wake Technical Community College, in Raleigh, where she takes classes. Tineo — who has mild autism and mild ADHD — says riding the bus has been a very interesting and good experience. Before she started taking the bus, she says, she was dependent on her family to give her rides to class, which were often in the morning or at night. “Those are really tough times for my family to just drop what they’re doing and take me there,” she says. “Before I started taking the bus, I didn’t know how I was going to get around, from here all the way to there,” she says.

“Before I started taking the bus, I didn’t know how I was going to get around, from here all the way to there...”

“Right now, I’m just finishing up my basics [classes], but I’m trying to eventually volunteer at TEACCH [autism program] in Chapel Hill, because I want to get more involved with trying to help other people with disabilities — help them to see that they can become independent. They can do these things on their own despite the fact that they have a disability.”

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SNAPSHOTS
OF SERVICE

*In good and hard times, GoTriangle
reaches out to celebrate and help our
community.*



HONORING THOSE IN BREAST-CANCER FIGHT

May 2017: GoTriangle provides buses and staff to support the annual Susan G. Komen Triangle Race for the Cure in Research Triangle Park. So many bus operators want to help each year that a drawing has to be held to select who gets to assist.

GOTRIANGLE STORM RELIEF BUS TO THE RESCUE!

October 2016: GoTriangle and Raleigh-Durham International Airport buses deliver food and other supplies to families hurt by Hurricane Matthew in Nash, Edgecombe, Wilson and Johnston counties.

SUPPORT FOR THOSE WHO SERVE

May 2017: GoTriangle, GoDurham, GoRaleigh and Chapel Hill Transit donate buses and operators each year to transport athletes between their hotels and the Valor Games, an annual three-day Paralympic sports competition for wounded service members and veterans.



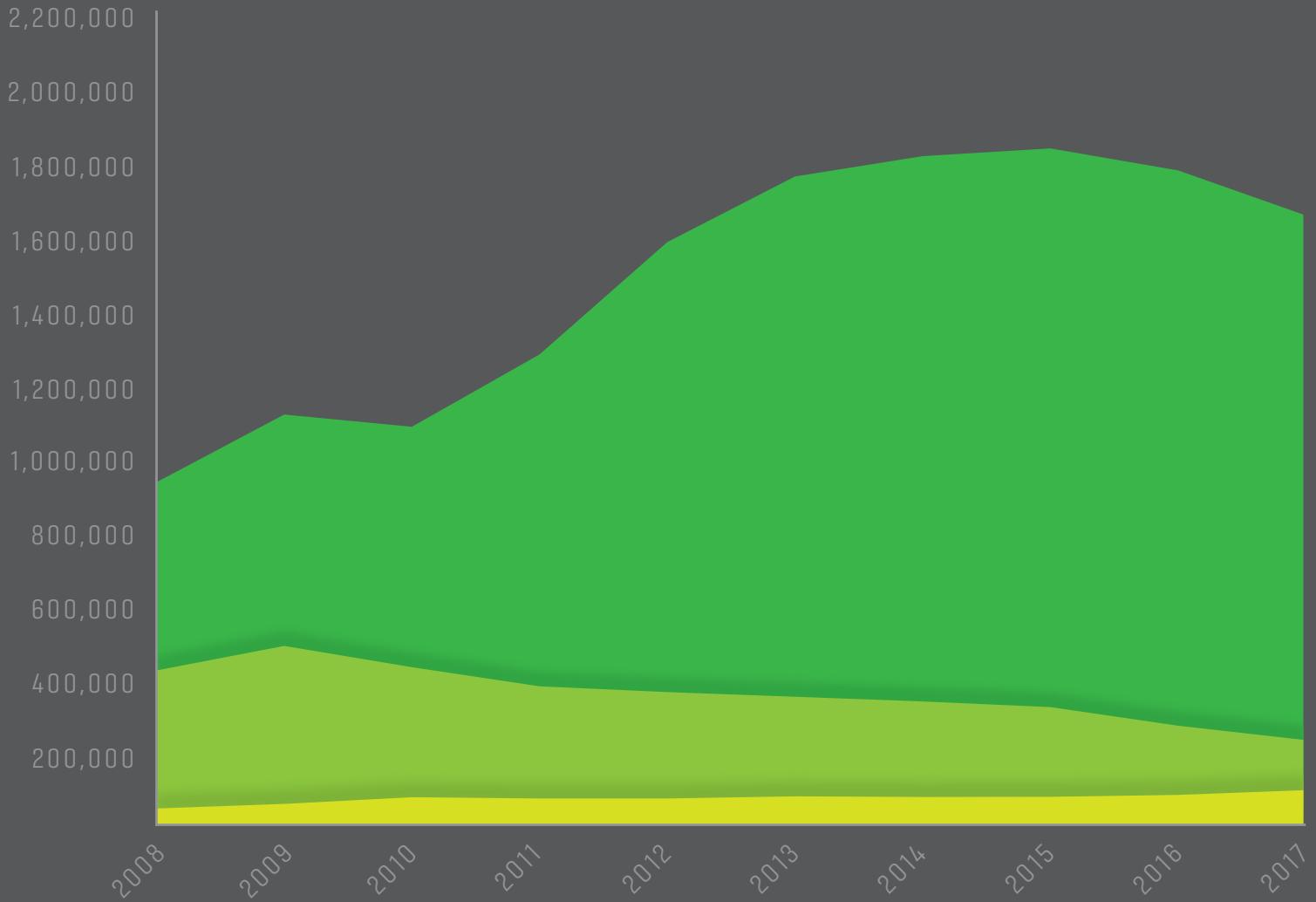
03

TRACKING
TRENDS IN
GOTRIANGLE
BUS RIDERSHIP

Fiscal year 2017 continued to be a period of low fuel prices. With high employment levels, inexpensive costs of driving and continued growth in our population, congestion on our major streets and highways has been getting worse. This has led to longer transit travel times and worsening travel time predictability. In the face of these conditions, GoTriangle ridership has fallen. Our strategy is to improve transit service quality in key corridors to retain current customers and attract new ones.

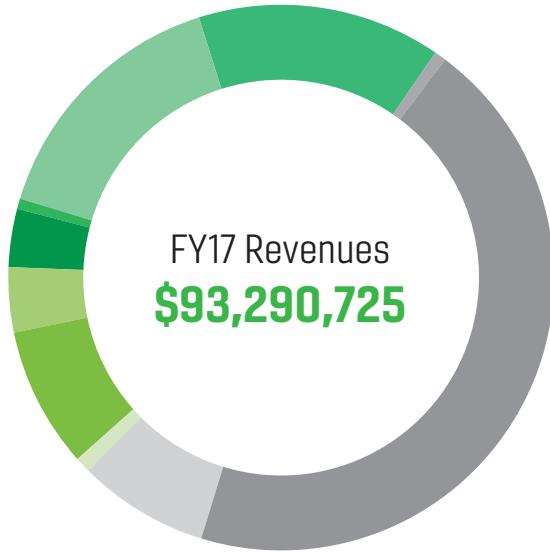


RIDERSHIP COMPARISON



Paratransit Vanpool Bus

GOTRIANGLE SYSTEMWIDE TOTALS



Sources of Revenue 2015-2017

	2015	2016	2017
Local Grants	\$632,296	\$544,100	\$498,178
FTA Grants	\$5,732,454	\$4,314,157	\$4,189,757
NC DOT Grants and Subsidies	\$2,649,374	\$3,025,714	\$2,772,550
Vehicle Registration Tax (\$5, \$3 & \$7)	\$10,622,625	\$9,413,400	\$9,671,756
5% Vehicle Rental Tax	\$ 9,924,456	\$10,665,172	\$11,378,047
Vanpool Fares	\$420,975	\$343,319	\$291,226
Bus Fares & Consignment	\$2,369,391	\$2,136,442	\$2,373,499
Half-Cent Sales Tax	\$30,561,753	\$31,536,121	\$54,179,262
Other	\$5,341,725	\$6,518,988	\$7,182,971
Investment Income	\$485,574	\$1,453,005	\$753,479
Total	\$68,740,623	\$69,950,418	\$93,290,725

Operating	\$36,428,163
Capital	\$8,833,421
Operating Reserves	\$48,029,141
Total	\$93,290,725

Note: 2017 includes \$21.1 million of Wake County Half-cent Sales Tax and Vehicle Rental Revenue.
 Note: Other includes Transit Services, Robertson Scholars, transit subsidies and Indirect cost credits.

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*Durham County Transit
Plan Progress Report Fiscal Year 2017*

July 1, 2016 – June 30, 2017

BACKGROUND

Anticipating greater demand for transit, voters in 2011 approved a half-cent sales tax to support funding for the Durham County Bus and Rail Investment Plan (now called the Durham County Transit Plan), and the first tax levy began in April 2013. In fiscal 2017, that local sales tax provided \$27,147,291 in funds.

Here's a look at the transit plan's long-term goals as well as a snapshot of its accomplishments, projects and finances during fiscal year 2017. In addition to making progress on implementing the plan, this past winter and spring, GoTriangle worked closely with staff and elected officials from Durham County, the City of Durham and the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) to update the transit plan's projects, services and financial assumptions. In April 2017, Durham County, GoTriangle and the DCHC MPO adopted the updated plan, which will guide how the countywide transit tax revenue will be spent. View the Durham County Transit Plan at ourtransitfuture.com/plans/durham/.

Long-Range Goals:

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

Durham County's population is predicted to grow from **306,212** in 2016 to

399,000 in 2037.

FISCAL YEAR 2017 ACCOMPLISHMENTS

Service Improvements Implemented:

- Extended Sunday evening service for all GoDurham routes by two hours, to 9 p.m.
- Added more frequent service on GoTriangle Route 400 (Durham–Patterson Place–Chapel Hill). It operates every half hour from the beginning of service to 7 p.m., Monday through Saturday.
- Added new peak-hour service from Carrboro to Durham on GoTriangle Route 405 (Durham–Chapel Hill/Carrboro).
- Added new peak-hour service from southern Durham to the Duke University Medical Center and Durham VA Medical Center on GoDurham Route 20 (Woodcroft–South Square–Duke/VA Limited).
- Extended GoDurham service until 12:30 a.m. on New Year's Day. Previously, service ended at 7:30 p.m. on New Year's Eve.

Capital Projects Implemented:

- Installed new benches at 18 bus stop locations.
- Installed new shelters at four bus stop locations: South Roxboro at MLK Parkway, Meriwether Drive at Old Oxford Road, TW Alexander at Miami Boulevard/US 70 and at the intersection of Miami Boulevard at Fayetteville Road.
- Installed art-glass in shelters at two bus stop locations: Angier at Main Street and the Five Points intersection.
- Ordered 25 pole-mounted bus stop seats that feature an innovative two-seat design. The seats require minimal installation space on existing sidewalks and do not block pedestrian passage or accessibility. Delivery is expected by the end of December 2017, with installation expected by March 2018.
- Released a Request-for-Interest (RFI) to Durham's On-Call professional services firms for design of 31 area bus stops. The procurement schedule forecasts execution of contract(s) by March 2018.

Access to Transit Improvements Made:

Continued to develop and refine the Better Bus Stops program, which will prioritize bus stop improvements.

Durham County's ACCESS Demand Response Service Expanded:

Provided more than 17,180 new and expanded trips to people with disabilities through a Purchase of Service (POS) agreement. This agreement allowed Durham County ACCESS to work with the Center for Senior Life and the Durham Department of Health and Human Services to offer new and expanded medical trips. Durham residents used the service to go for dialysis treatment, improve their nutrition, head to work and meet short-term needs.

RESEARCH TRIANGLE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

Durham County Transit Plan Fiscal Year 2017 Financial Results



● Half-Cent sales tax	\$27,147,291
● \$7 vehicle registration tax	\$1,611,750
● 5 percent vehicle rental tax	\$1,221,855
● \$3 vehicle registration tax	\$690,741

*Includes investment income



● Light-Rail Development	\$6,493,381
● Transit Service	\$4,100,238
● Administrative Services & Personnel**	\$2,943,995

**Includes GoTriangle staff and support infrastructure

NEXT STEPS FOR FISCAL YEAR 2018

Service Improvements

- Implement more frequent service on GoTriangle Route 700 (Durham–RTC) and Route 800 (Chapel Hill–Southpoint–Regional Transit Center). All of GoTriangle’s “core routes” (100, 300, 400, 700, 800) will operate every half hour from the beginning of service to 7 p.m. Monday through Saturday.
- Continue to identify service and capital improvements through the GoDurham and GoTriangle Short-Range Plans.

Capital Projects

- Execute contracts to fabricate and install 1,500 GoDurham bus stop signs to replace the DATA signage.
- Design 31 GoDurham bus stop improvements.
- Begin to build those bus stop improvements as the design process is completed.
- Develop GoDurham Bus Stop Guidelines.
- Select 40 additional locations for GoDurham bus stop improvements.

Durham-Orange Light-Rail Transit Project

Advance the final construction design for the Durham-Orange Light-Rail Transit Project to 50 percent complete, from 30 percent in fiscal year 2017.

05

Orange County Transit Plan Progress Report Fiscal Year 2017

July 1, 2016 – June 30, 2017

BACKGROUND

Recognizing the benefits of transit for all, voters in 2012 approved a half-cent sales tax to support funding for the Orange County Bus and Rail Investment Plan (now called the Orange County Transit Plan), and the tax levy began in April 2013. In fiscal 2017, that sales tax provided \$6,854,397 to support the Orange County Transit Plan.

Here's a look at the transit plan's long-term goals as well as its accomplishments, projects and finances during fiscal year 2017. In addition to making progress on implementing the plan, this past winter and spring, GoTriangle worked closely with staff and elected officials from Orange County, the towns of Chapel Hill, Carrboro and Hillsborough, and the Durham-Chapel Hill-

Carrboro Metropolitan Planning Organization (DCHC MPO) to update the transit plan's projects, services and financial assumptions. In April 2017, Orange County, GoTriangle, and the DCHC MPO adopted the updated plan, which will guide how the countywide transit tax revenue will be spent. View the Orange County Transit Plan at ourtransitfuture.com/plans/orange/.

Orange County's population of **141,796**
in 2016 is predicted to jump to

172,000 by 2037.

Long-Range Goals:

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

FISCAL YEAR 2017 ACCOMPLISHMENTS

Service Improvements Implemented:

- Added more frequent service on GoTriangle Route 400 (Durham–Patterson Place–Chapel Hill). It operates every half hour from the beginning of service to 7 p.m., Monday through Saturday.
- Added new peak-hour service from Carrboro to Durham on GoTriangle Route 405 (Durham–Chapel Hill/Carrboro).

Capital Projects Implemented:

- Began property acquisition for the Hillsborough Park-and-Ride Lot.
- Prepared Request for Proposals (RFP) for professional services to include feasibility study and design for the Hillsborough Transfer Center.

CHAPEL HILL NORTH-SOUTH BUS RAPID TRANSIT (NS BRT) PROJECT UPDATE

The North-South Bus Rapid Transit (NS BRT) project is an 8.2-mile-long multi-modal (transit, bicycle and pedestrian) project along Martin Luther King Jr. Boulevard, South Columbia Street and US 15-501 South. The goals are to improve access, capacity, convenience and travel time for riders from the Eubanks Road Park-and-Ride Lot to the Southern Village Park-and-Ride Lot. The proposed NS BRT will operate in a combination of dedicated lanes and mixed traffic providing frequent, reliable and convenient transit service.

Chapel Hill Transit submitted an application to the Federal Transit Administration (FTA) to enter the NS BRT into the Small Starts Project Development Phase. The project was accepted into the program in November 2016. The next steps are to advance the project through the preliminary design phase and to conduct an environmental review required under the National Environmental Policy Act (NEPA). In fall 2017, Chapel Hill Transit staff was finalizing the procurement process to select consultant teams to assist with design and environmental work.

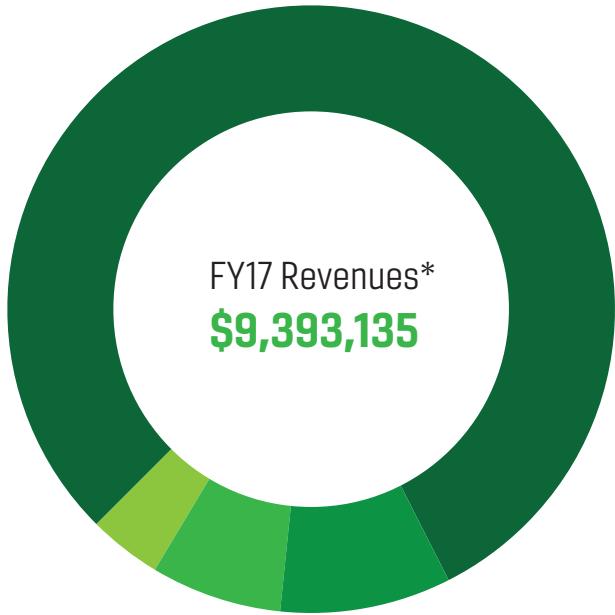
HILLSBOROUGH TRAIN STATION UPDATE

The NC Department of Transportation, GoTriangle and the Town of Hillsborough provided \$8.1 million for design and construction funding for the new Hillsborough Train Station for fiscal years 2017 to 2020.

The station will be served by two Amtrak passenger train routes that already pass through Hillsborough — the Carolinian, which travels between Charlotte and New York twice daily, and the Piedmont, which travels between Charlotte and Raleigh four times daily.

The environmental documentation is complete. Design commencement awaits the outcome of a rail corridor capacity analysis to confirm that the additional stop will not affect freight train operations.

RESEARCH TRIANGLE REGIONAL PUBLIC TRANSPORTATION AUTHORITY
Orange County Transit Plan Fiscal Year 2017 Financial Report

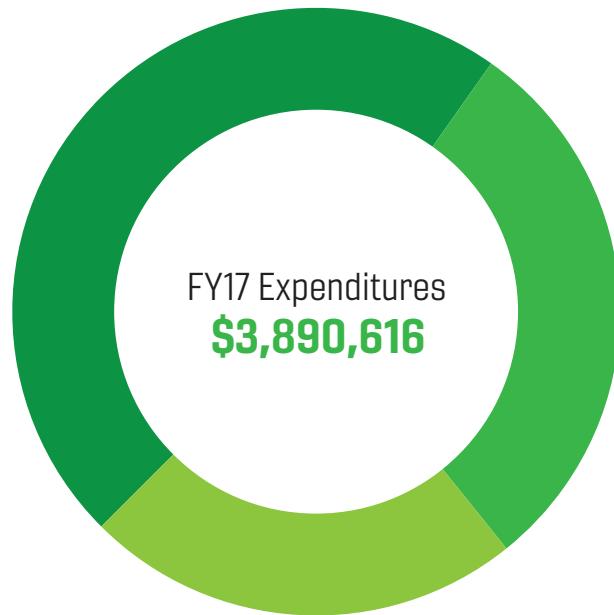


● Half-cent sales tax	\$6,854,397
● \$7 vehicle registration tax	\$780,024
● 5 percent vehicle rental tax	\$596,712
● \$3 vehicle registration tax	\$334,296

*Includes investment income.

● Light-Rail Development	\$1,839,467
● Transit Service	\$1,145,551
● Administrative Services & Personnel**	\$905,598

**Includes GoTriangle staff and support infrastructure



NEXT STEPS FOR FISCAL YEAR 2018

Service Improvement

- Add more frequent service on GoTriangle Route 800 (Chapel Hill–Southpoint–RTC). All of GoTriangle’s “core routes” (100, 300, 400, 700, 800) will operate every half hour from the beginning of service to 7 p.m. Monday through Saturday.
- Continue to identify service and capital improvements through the GoTriangle Short-Range Plan.

Orange County—through Orange Public Transportation plans to implement these new services in fall 2018:

- Orange-Alamance Connector with midday service between Mebane and Hillsborough.
- Efland-Hillsborough Commuter Loop with peak period service between Efland and Hillsborough.
- Zone-deviated fixed routes serving three rural county areas midday, two days a week per zone.

Capital Projects

- Obtain professional services to provide feasibility studies for bus stop improvements and property acquisition.
- Use professional services to design the Hillsborough Park-and-Ride Lot.
- Start planning for the Hillsborough Transfer Center.
- Complete the design package for regional signage and fabricate and deliver bus stop signage.

Durham-Orange Light-Rail Transit (D-O LRT) Project

The final construction design for the Durham-Orange Light-Rail Transit (D-O LRT) Project will advance to 50 percent complete in fiscal year 2018, from 30 percent in fiscal year 2017.

DURHAM-ORANGE LIGHT-RAIL TRANSIT PROJECT TO CONNECT TRIANGLE

The Durham-Orange Light-Rail Transit Project — part of the Durham and Orange County Transit Plans — will offer a congestion-free alternative for riders commuting to jobs, education and health care in Durham and Chapel Hill. The 17.7-mile light-rail system will connect three major universities, three major medical facilities and three of the top 10 employers in the state (Duke University, University of North Carolina-Chapel Hill and UNC Health Care). The line is projected to provide over 26,000 trips a day when complete in 2028 and will encourage walkable communities where residents can live, work and play.

Learn more at ourtransitfuture.com/projects/lrt/.



Seamless Travel in the Triangle

As part of a cohesive transit plan, the light-rail project will connect to current and planned transit services. These include GoTriangle's current bus systems, Wake County's future 37-mile commuter rail line and the future bus rapid transit network in Chapel Hill, which will feature dedicated bus lanes on local roads to keep traffic rolling. The light rail will provide:

- 10-minute frequency during peak times, 20-minute frequency during off-peak times.
- Public transportation in a dedicated guideway, separate from traffic.
- 18 stations, nine park-and-ride locations and connections to other transit services.
- Relief to several bus routes that currently serve portions of the corridor, allowing them to be rerouted to serve other areas of the community.

FISCAL YEAR 2017 ACCOMPLISHMENTS

In fiscal year 2017, the Durham-Orange Light-Rail Transit Project moved forward with a series of major accomplishments. These included preliminary engineering and environmental clearance for the addition of a station at North Carolina Central University, which enrolls 8,000 students, and the hiring of new engineering and management consultants for the final design phase.

In July 2017, GoTriangle received approval from the Federal Transit Administration to proceed from initial "Project Development" to "New Starts Engineering," which means GoTriangle will work closely with FTA over the next few years to finalize the project design. Entry into the engineering phase means our region will be on track to receive over \$1 billion in federal investment, which accounts for 50 percent of the total project funding. The project's remaining funding sources are an expected 10 percent from the state and 40 percent from local sources, including revenues generated from a half-cent sales tax already passed in both Durham and Orange counties.

06

Wake Transit Plan Progress Report

July 1, 2016 – June 30, 2017

BACKGROUND

Wake County's population is now more than a million and growing by 67 people each day, adding traffic on already congested roads. But with investments from voters, the Wake Transit Plan aims to connect Wake County communities and the region with reliable public transit services that will provide choices to avoid that congestion.



Through the collaborative work of GoTriangle, GoRaleigh, GoCary, and representatives of agencies including the City of Raleigh, Town of Cary, Wake County, N.C. State University, the Capital Area Metropolitan Planning Organization (CAMPO) and Research Triangle Park Foundation, the 10-year plan will:

- Triple bus service throughout the county.
- Implement bus rapid transit (BRT) with dedicated bus lanes on some highly congested corridors.
- Build a 37-mile commuter rail transit system connecting Garner and Durham with stops that include downtown Raleigh, N.C. State University, Cary, Morrisville and Research Triangle Park.

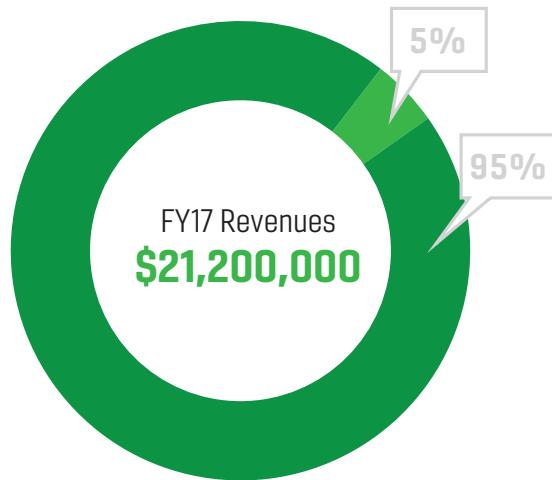
FISCAL YEAR 2017 ACCOMPLISHMENTS AND BEYOND

The main funding source for the Wake Transit Plan is a local half-cent sales tax that Wake County voters approved in November 2016. Since the tax went into effect April 1, 2017, it has provided \$20,177,574*, which allowed GoRaleigh, GoCary and GoTriangle to expand bus service in August 2017, including new Sunday service and increased frequency on some existing routes.

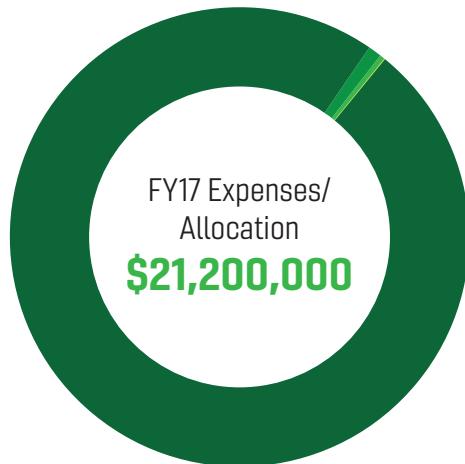
During December 2016, the Wake County Board of Commissioners also approved a new \$7 county vehicle registration tax and increased the regional transit authority registration tax that GoTriangle levies by \$3. Both changes took effect summer of 2017. Beginning in the fourth quarter of 2017, GoTriangle collected \$1 million — a portion of the 5 percent vehicle rental tax — to support Wake Transit investments. For fiscal year 2018, Wake Transit's budget includes the full year's expected impact of the new revenue sources.

**\$20,177,574 represents a quarter of the half-cent tax revenue.*

WAKE COUNTY TRANSIT PLAN FISCAL YEAR 2017 FINANCIAL RESULTS



● Article-43 Half-Cent Sales Tax	\$20,200,000
● Vehicle Rental Tax	\$1,000,000



● Tax District Administration	\$12,000
● Transit Plan Administration	\$199,000
● Bus Operations	\$75,000
<hr/>	
Total Expense	\$286,000
● Allocation to Wake Operating Fund Balance	\$20,900,000

Strategic Moves

Other important achievements during fiscal year 2017 have positioned Wake County to successfully roll out the Wake Transit Plan over the next 10 years. These milestones include:

- Establishing and developing the governance structure for implementing services and projects under the plan.
- Launching further studies to define the year-by-year implementation of the 10-year vision plan.
- Adopting the first annual work plan that funded transit improvements for fiscal year 2018.

Next Steps

In addition to the service expansion mentioned above, here are some transit projects that are anticipated in fiscal year 2018:

- The continuation of the Wake Transit Commuter Rail and Bus Rapid Transit Studies to aid in developing high-capacity transit corridors for both the bus rapid transit projects and the rail corridor.
- The continuation of the Wake Transit Bus Plan that will create procedures for prioritizing and managing bus projects, standards for designing and evaluating bus routes and 10-year service plans for each operating agency.
- A Community Funding Area plan that sets up processes for Wake County municipalities to apply for transit funding.
- A web-based customer feedback system.

Feedback from public meetings held in fall 2017 will also help guide the plan's next steps.

To learn more about the Wake Transit Plan, visit WakeTransit.com.

07

GoDurham: More and Better Service

One of the Southeast's most productive transit systems for its size, GoDurham connected nearly 7 million passengers to jobs, education and health care in fiscal 2017. On average, GoDurham transported 35 passengers an hour, compared with a peer average of 21 riders an hour, outpacing transit systems in Charlotte, Richmond and Norfolk. We rolled out 12 new buses to increase our reliability.

Safety remained our focus, and we saw a 6 percent drop in all accidents and a 32 percent drop in preventable accidents. From Feb. 12 to May 12, GoDurham buses traveled almost 800,000 miles without a single preventable accident. To make our service even safer and friendlier for customers, we began offering free Wi-Fi on all buses and installed high-definition video surveillance on more than 30 buses.

In response to customer requests, we improved service by:

- Adding Route 20, a peak-time service connecting Hope Valley Commons Park-and-Ride Lot, Jordan High School, the University Drive/South Square area and Duke University Medical Center and Durham VA Medical Center.
- Extending service hours to 12:30 a.m. on New Year's Day (from 7:30 p.m. New Year's Eve).
- Extending Sunday service by two hours, to 9 p.m.

GODURHAM ACCESS

GoDurham ACCESS demand-response service continued to serve qualified seniors and riders whose disabilities prevented them from riding fixed-route buses. We delivered 222,000 trips this year — a 4 percent increase over fiscal year 2016 — of which more than 123,000 were paratransit trips. ACCESS customers also rode in five new light-transit vehicles, which we bought to replace older vehicles that had exceeded their useful lives.



Tonia Burnette

Tackling male-dominated roles

GoDurham bus operator Tonia Burnette says she enjoys her job for so many reasons. “I love meeting new people — I am a people person — and I love to drive. I love the atmosphere. You travel, you get to go to different parts of the city, and you meet some really nice people.”

When Burnette joined GoDurham in August 2000, she says, there weren’t many female bus drivers, and the challenge of joining a male-dominated career — and leading the way for other women — motivated her. “Now we’re coming up — yay!” she says with an infectious smile. “If I’m here long enough, I’d like to transfer to be the first GoDurham driver to operate the light rail!”

In addition to driving buses, Burnette works as a behind-the-wheel trainer for other drivers and as a “flex” supervisor, filling in when others are out.

08

Service Drives GoTriangle Employees



Juan Alencastro

Juan Alencastro puts meeting people at the top of his list of what he likes about his job as a customer service associate. He was working in the tax office at the United Nations in New York when he decided to take a job at GoTriangle. Fluent in Spanish and English, Alencastro helps customers plan their trips, whether they are residents or tourists.

“People call from out of town and are just visiting the Triangle, and they actually will call in and find out if we go to certain locations — if they can take a bus to sightseeing, museums, to malls,” he says. “It’s good to be able to tell them, ‘Yes, we actually do go there. You can spend a day there and come back on public transit.’”



Mary Kate Morookian

Mary Kate Morookian enjoyed traveling on trains and buses when she visited other cities and chose graduate school in New York for that reason. “It was part of the experience of being there,” she says. “I decided to focus on planning and eventually move back home to North Carolina and try to bring some of those transit ideals home to planning. I think they go hand in hand. It’s nice to be a part of something that really affects people’s daily lives.”

As a GoTriangle transit service planner, Morookian says her job begins with listening to what people need, especially regarding what’s working in transit and what’s not. “You also have to balance what you’re hearing with actual data. So we analyze ridership data. [We] look at a route, [to see] if it is on time. If it is not, or if it is not getting a lot of ridership, could we move it? Could we change the schedule? So we look at ‘where does it make sense to have transit?’ or ‘how do we make transit better where it is?’”



Norman Elliott

In 2003, Norman Elliott was trying to adjust to early retirement and steer clear of boredom after his company was bought and his 30-year career as a factory worker in Moncure, N.C., ended. While riding the bus in Apex, he discovered GoTriangle was hiring. He applied and got the job, and he has been here ever since working as an “extraboard,” a position with flexible duties that change each day according to needs.

While he enjoys the variety of the work, he says it’s the daily interaction with people and co-workers that makes his job as a GoTriangle bus operator feel more like a “hobby.” He especially likes directing people where they need to go, whether it’s to the Social Security office, train station or museum. “It’s very interesting because you meet a lot of people,” he says. “It’s just a lot of fun, but at the same time, I see the need of people and take care of their need.”

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