



**Link Transit System
Public Transit Advisory Commission (PTAC)
Tuesday, March 12, 2024 @ 5:00 P.M.**

**Meeting to be Held In Person or Virtually on Zoom Platform
425 S. Lexington Avenue, Burlington, NC 27215 in the Municipal Conference Room
(Lower Level)**

**OR
<https://us02web.zoom.us/j/84178231216> or Call (309) 205-3325**

Meeting ID: 841 7823 1216

AGENDA

- 1) Call to Order & Quorum _____ Chairman**
 - Changes to Agenda / Add On Items
 - Speakers from the Floor – three (3) minutes per speaker
- 2) Approval of the November 2023 Meeting Minutes _____ Pages 2-3 _____ Chairman**
- 3) Election of Chair, Vice Chair and Secretary _____ John Andoh**
- 4) Link Transit System Update _____ John Andoh**
 - Update on Transit Development Plan and Transit Facility Study _____ Pages 4-5 _____
 - Update on Regional Transit Study _____ Pages 6-45
 - Update on Status of Transit System Activities
 - Bus Replacements
 - Service Planning
 - Grant Funding & Compliance
 - Update on Transit Operations from Transdev
- 4) Link Transit Operations Report _____ John Andoh**
 - Fixed Route & Paratransit Ridership Update _____ Pages 46-47
- 6) Other Business _____ Chairman**
 - Other Items of Interest and Upcoming Events
 - Reports & Questions from PTAC Members
 - Agenda Topics for Next Meeting

Next Meeting Scheduled for: Tuesday, May 14, 2024

**ACCESS TO INFORMATION: ALL DOCUMENTS AND DATA CAN BE PROVIDED IN
ALTERNATIVE FORMAT UPON REQUEST**

It is the policy of the Link Transit System to ensure that no person shall, on the ground of race, color, sex, age, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and any other related non-discrimination Civil Rights laws and authorities.

MINUTES

LINK TRANSIT PUBLIC TRANSIT ADVISORY COMMISSION

Monday, November 14, 2023

5:00 P.M.

Meeting held via Zoom and at 425 S. Lexington Avenue, Burlington, NC 27215 in the
Municipal Conference Room (Lower Level)

MEMBERS PRESENT

Mike Mills, Burlington (Chair)
Moses Corbett, Burlington (Secretary)
Peter Murphy, Alamance County
Bonita Brown, Burlington (Vice Chair)
John Mathewson, Burlington
Brian Doward, ACC

OTHERS PRESENT

John Andoh, Transit Manager
Dana Bullock, Transdev
Anthony Johnson, Transdev

MEMBERS ABSENT

Joyce Harris, Gibsonville
Melissa McBane, Elon
Blake Slaugther, Burlington
Chief Armstrong, ACC
Steve Carter, Alamance County
Roger Meisenbach, Burlington
Ralph Harwood, Elon

Call to Order

Chair Mills called the meeting to order at 5:05 PM and welcomed all members and guests.

Chair Mills solicited public comments from the floor and requested comments to be limited to three (3) minutes per speaker. No public comments. The meeting agenda was reviewed. No changes were made to the agenda.

Approval of the October 2023 Meeting Minutes

The October 2023 meeting minutes were reviewed. Mr. Murphy made a motion to approve the meeting minutes. Mr. Corbett seconded the motion. All PTAC members voted in approval of the October 2023 meeting minutes.

Link Transit/System Update

Mr. Andoh provided the following to the PTAC regarding Link Transit services. Mr. Andoh updated the Commission on the bus procurement plans for Link Transit. He further updated the Commission on the transit fare implementation that will start on December 18, 2023. He further updated the Commission on the bus shelter project. Chairman Mills asked about bus shelters recently installed at Holly Hill Mall. Mr. Andoh explained the project. Mr. Andoh reviewed the bus stop data from October and how the bus shelter locations are identified. He then opened the discussion on the transit development study and transit facility study. Mary Kate Morookian from

Kimley-Horn did a presentation on the project and what details are being gathered. She mentioned the survey that is being requested of riders and stakeholders. Vice Chair Brown asked about providing incentives for the survey. Ms. Morookian explained not for this cycle, but could be considered for future surveys. Mr. Andoh mentioned free fares could be provided. Chairman Mills asked about a timeline for the project. Ms. Morookian explained the proposed timeline. Mr. Johnson from Transdev did an operational presentation about transit operations. Mr. Murphy asked a question about paratransit trips performed in Alamance County. Mr. Andoh explained they are provided within a $\frac{3}{4}$ mile radius of Link Transit routes. Vice Chair Brown asked about fares and payment options. Mr. Andoh explained the fares and payment options.

Link Transit Operations Report

Mr. Andoh presented the ridership update through October 2023 and discussed the performance of each route.

Other Business

There was none.

Adjournment

Secretary Corbett made a motion to adjourn the meeting and Mr. Mathewson seconded the motion. All PTAC members voted in approval. Secretary Corbett adjourned the PTAC meeting at 6:00 P.M.

FIVE-YEAR TRANSIT PLAN

OVERVIEW

Since 2016, Link Transit has provided transit service to Burlington, Gibsonville, Elon, Graham, and the Alamance County Courthouse and Community College. In 2021, we provided more than 55,000 trips for riders across our 35 square mile service area. Now we are looking ahead, to examine what is working, what could be better, and how we can best serve our community in the future. The creation of a Five-Year Transit Development Plan (TDP) and an accompanying Facility Study will allow Link Transit to do just that.

PURPOSE

Over the next year, we will be working with transit planning experts, our funding partners, and community members to prepare a Transit Development Plan and Facility Study. This study will include:

- ➔ Evaluating our system and services
- ➔ Developing an operations, marketing, and financial plan
- ➔ Recommending capital improvements
- ➔ Creating a Service Implementation Plan
- ➔ Identifying sites for a new transit facility

ABOUT THE FIVE-YEAR TRANSIT PLAN

EXISTING CONDITIONS ANALYSIS

The TDP will study the current condition of the transit system through an in-depth analysis of demographic, ridership, and operations data. The Existing Conditions report will compare existing service to transit demand to identify what is working well and what could be improved.

SYSTEM IMPROVEMENT RECOMMENDATIONS

Based on service evaluation and public outreach results, the project team will develop service recommendations that address needs within the community. Recommendations could include expanding transit service into new areas or potential innovative approaches to service delivery through something like microtransit. Ultimately, every effort will be made to improve the user experience, customer convenience, and route system usability.

CAPITAL IMPROVEMENT PLAN

The project team will inventory current transit assets held by Link Transit and identify related replacements, rehabilitations, and expansions necessary for Link Transit to be able to continue to carry out operations successfully. The Capital Improvement Plan will identify the vehicles and facilities necessary to fulfill the service operating recommendations in the TDP.

TRANSIT FACILITY STUDY

This study includes the identification of a preferred location to site a new transit hub for Link Transit. The siting of major facilities has long-term implications, and for that reason, the project team will focus on identifying sites that allow for optimal functionality and support efforts to improve transit mobility and connectivity for the future.

PROJECT TIMELINE



PHASE ONE

Opportunities and Priorities (November 2023-January 2024)

The first phase of community outreach on this project will focus on introducing the project to key stakeholders and the general public and collecting input on opportunities and priorities for Link Transit.

PHASE TWO:

Feedback on Draft Recommendations (May-June 2024)

Upon the conclusion of Phase One, the Consultant Team will combine public input on opportunities and priorities with the results of the current system evaluation to develop a draft TDP for Link Transit.

Phase Two of community outreach for this project will focus on sharing the draft recommendations for the TDP and Transit Facility and asking for reactions and feedback on these recommendations.

JANUARY 2024



BURLINGTON-GRAHAM MPO

REGIONAL TRANSIT FEASIBILITY STUDY

FINAL REPORT (DRAFT)

The Burlington-Graham Metropolitan Planning Organization (BGMPO) would like to thank the project team, the Technical Coordinating Committee's Transit Subcommittee, the BGMPO Technical Coordinating Committee (TCC) and the BGMPO Technical Advisory Committee (TAC) for their efforts in the development of this report. TCC Transit Subcommittee members that participated throughout this study process included:

Wannetta Mallette – BGMPO Administrator
Mike Nunn - City of Burlington
Peter Murphy - ACTA
Jon Andoh – City of Burlington/Link Transit
Scott Rhine – PART
Nishith Trivedi – Orange County
Dianne Weaver – Orange County
Ruiqui (Bonnie) Guo - GoTriangle

TABLE OF CONTENTS

1. Project Introduction & Purpose	1
Project Goals & Objectives.....	2
Engaging the Public.....	4
2. Existing Service Characteristics and Needs.....	7
Existing Transit Services.....	7
Local Transit Service Needs.....	8
Regional Transit Service Needs.....	9
Planning for Equity.....	10
Planning for Safety.....	11
3. Transit Mobility Challenges.....	13
4. Future Transit Scenarios	17
Scenario Overview	17
Scenario 1: Stay the Course.....	19
Scenario 2: Umbrella Organization.....	20
Scenario 3: Consolidated Organization.....	21
Scenario Operating and Maintenance Costs and Funding.....	22
Project Goal Assessment	23
5. Funding Opportunities	25
Existing Federal and State Funding	25
Local Funding Opportunities.....	27
6. Establishing an Umbrella Organization.....	29
Umbrella Organization Structure	31
Potential Umbrella Organization Task Assignments.....	31

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1. Project Introduction & Purpose

The Burlington-Graham Metropolitan Organization (BGMPO) is studying opportunities to better coordinate and expand transit service in the region through improved connections, service coverage, and increased frequency.

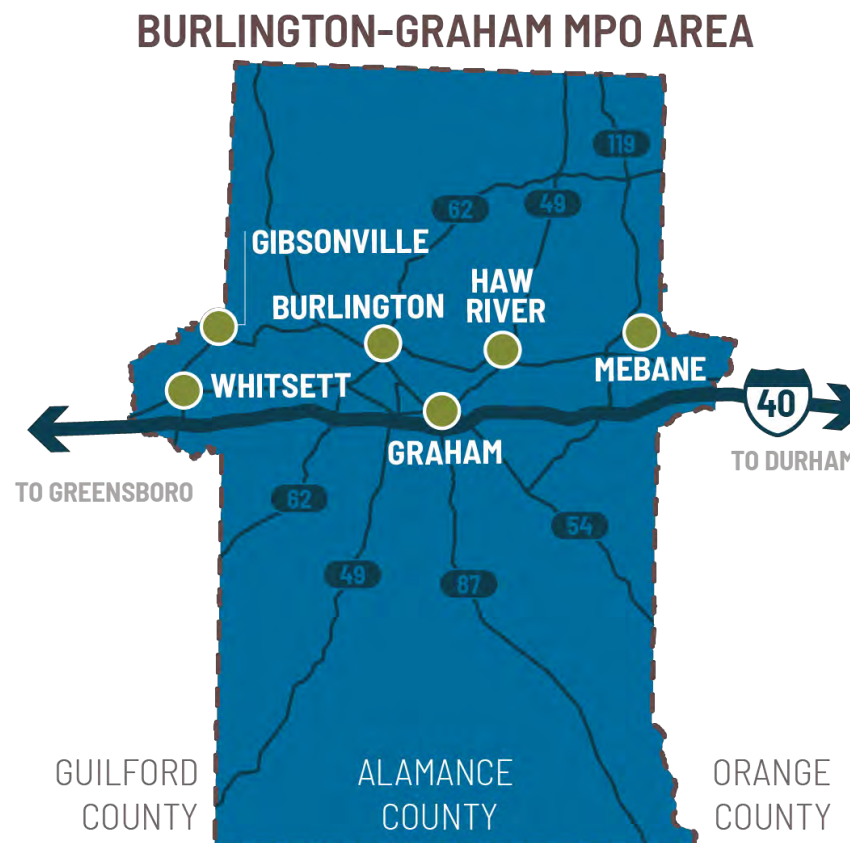
This study evaluates options to improve transit within the BGMPO region and to nearby regional destinations like Greensboro, Durham, and Chapel Hill. It considers equitable approaches to expanding transit service in a manner that improves transit coverage and frequencies, accesses multimodal connections, reduces service duplication, improves safety, and identifies new funding opportunities. With limited available transit funding, understanding tradeoffs and priorities for service improvements is central to the project.

This study was sponsored by the BGMPO with support from partners at GoTriangle, Alamance County Transportation Authority (ACTA), Orange County Public Transportation, Link Transit, and Piedmont Authority for Regional Transportation (PART). It is supported by funding from the North Carolina Department of Transportation (NCDOT) Integrated Mobility Division.

The following technical memoranda have also been prepared as part of this project and provide additional detailed information on this study:

- Existing Conditions Assessment
- Community Engagement
- Operations and Fiscal Impact Analysis

They are available separately from this report.



Project Goals & Objectives

Goals provide a road map to guide a project from ideas to outcomes. The goals developed for this project are broad aims, including four goals focused on providing transit service and four related to governance and finance. The related objectives under each goal are specific measures developed to help achieve those goals. These eight goals define the aspirations of the public and project stakeholders, with supporting objectives intended as manageable tasks.

Metropolitan planning organizations (MPOs) such as the BGMPO are federally required to consider specific planning factors when developing transportation plans and programs within their metropolitan areas. Current legislation calls for MPOs to conduct planning that:

1. Supports the economic vitality of the metropolitan area, especially by enabling global competitiveness, productivity, and efficiency;
2. Increases the safety of the transportation system for motorized and non-motorized users;
3. Increases the security of the transportation system for motorized and non-motorized users;
4. Increases the accessibility and mobility of people and for freight;
5. Protects and enhances the environment, promote energy conservation, improve quality of life, and promote consistency between transportation improvements and State and local planned growth and economic development patterns;
6. Enhances the integration and connectivity of the transportation system, across and between
7. modes, for people and freight;
8. Promotes efficient system management and operation;
9. Emphasizes the preservation of the existing transportation system;
10. Improves the resiliency and reliability of the transportation system and reduce or mitigate storm water impacts of surface transportation; and
11. Enhances travel and tourism.

Service Plan Goals

The service plan-related goals aim to make transit improvements that are accessible for residents within the BGMPO area. These goals focus on making transit service an attractive, barrier-free option for regional and local travel.

Service Plan Goals

1. Maximize equitable access to transit services

Improve service span, coverage, and frequencies in Justice40-designated areas

2. Make transit a viable mode choice option for residents and visitors

- a. Improve service span, coverage, and frequencies to major trip destinations
- b. Streamline route alignments where feasible to reduce transit travel times
- c. Provide options for same day on-demand and paratransit service scheduling

3. Eliminate existing barriers for riders to travel throughout the entire region

- a. Improve route transfer opportunities (route connections and passenger facilities)
- b. Facilitate easier transfers and coordinate fare payments between different service providers
- c. Simplify and amplify transit information sources available to the public

4. Improve overall transit service performance in the region

Identify appropriate transit service modes that align with transit market needs

Governance and Funding Goals

Governance and funding goals were developed with an eye toward improving how the various transit agencies currently operating within the BGMPO area could work more effectively together, while minimizing overlapping services and maximizing limited funding resources. Transit service should have organizational structures and finances in place that are sustainable over the long term, particularly as the amount of service provided grows to address service needs.

Governance and Funding Goals

5. Identify opportunities to better coordinate and/or consolidate transit services

Reduce service overlaps and/or duplication

6. Provide a regional transit decision-making forum

Identify and investigate alternative regional transit governance structures

7. Maximizing transit funding opportunities (federal, state, and local)

- a. Identify and investigate new local funding opportunities for transit, such as a new tax or fee
- b. Maximize local fund leveraging opportunities for federal and state funds
- c. Identify an equitable means for distributing federal and state funds

8. Encourage transit-supportive land uses and densities among study area communities

Work with local jurisdictions to develop policies that encourage density and destination clustering

Engaging the Public

Members of the public were actively engaged through an extensive outreach process. Two online surveys, outreach events, interviews with community organization representatives, and informational open houses were used to solicit project feedback. Engagement opportunities were advertised through traditional and digital media. Objectives of the public outreach process were to: 1) engage and inform a broad cross-section of the public; 2) understand the public's transit service needs; 3) involve implementing agencies throughout the study process; and 4) facilitate continued communication and collaboration between area transit service providers.

Online and Paper Surveys

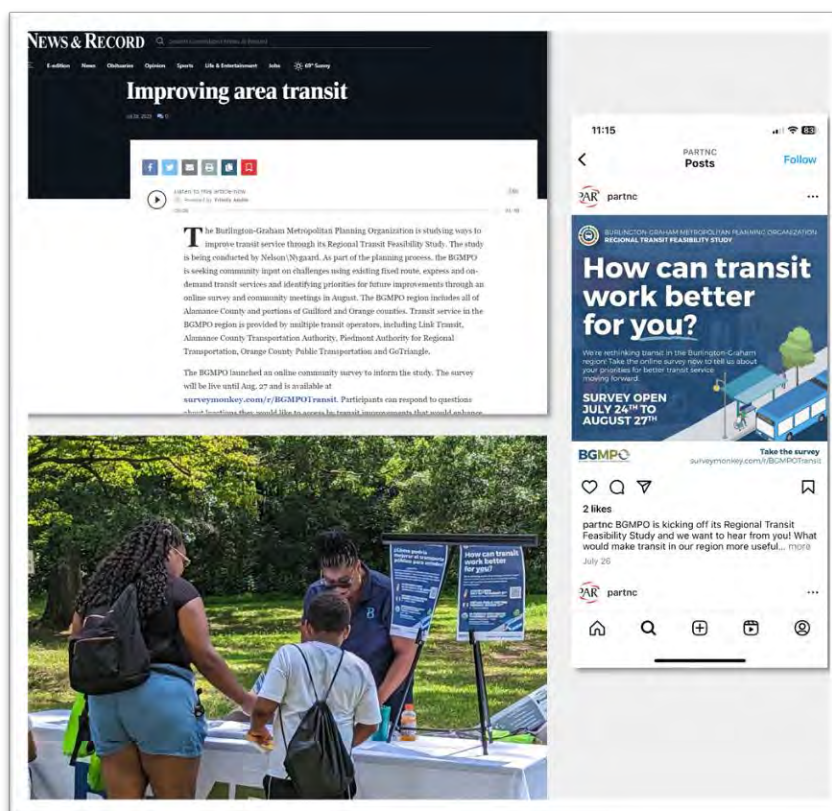
Two surveys were created to solicit feedback from the public. Surveys were promoted through social media, partner transit agencies, city accounts, flyers and posters at transit stops, tabling at community events, project website, project mailing lists, and through press releases. Administrative requirements for Title VI reporting were considered in the survey content and process.

Survey #1: Transit Experience and Priorities for Improvement

The first survey was open for five weeks and was an opportunity for community members to give input on their priorities for potential transit improvements. In the end, 267 surveys were received. The 18-question survey was available in English and Spanish and took about 10 minutes to complete. Questions focused on respondents' prior transit experience, exploration of prioritized transit improvements, and solicited information about respondent demographics.

Survey #2: Draft Scenarios Feedback

The second survey was an opportunity for community members to provide feedback on three scenarios with varying levels of investment and improvements. The 14-question survey took about 10 minutes to complete, with questions that focused on soliciting feedback for three project scenarios and respondent demographics. The second survey solicited 50 responses.



Virtual and In-Person Events

In addition to this survey, community members were invited to join in-person and virtual meetings in August and October 2023 to share their input on key issues. These events were advertised along with the online surveys. The first round of meetings provided an opportunity for the general public to learn about the project, ask questions, and provide feedback to shape project scenarios. The second round of meetings provided an opportunity for the general public to learn about and offer feedback on the project's three proposed governance and service scenarios.

Stakeholder Interviews

Invitations sent to 24 stakeholders with follow-ups resulted in 9 interviews. These interviews were conducted virtually during the month of August. Project stakeholders that were interviewed work in governmental, educational, business, healthcare, and non-profit organizations and included representation from organizations such as:

- Alamance Chamber of Commerce
- Alamance Wellness Collaborative
- City of Burlington
- Ebenezer Baptist Church
- United Way of Alamance County

Open ended questions covered personal and constituent/community members' experience with transit usage, transit challenges, perceived/known current issues, existing state of local and regional services, and suggested improvements.



2. Existing Service Characteristics and Needs

Existing Transit Services

The BGMPO area is served by several public transit service operators.

Link Transit operates service six days a week with 90-minute service frequencies on five routes. ADA paratransit service is also provided within a $\frac{3}{4}$ mile buffer around Link Transit's fixed routes.

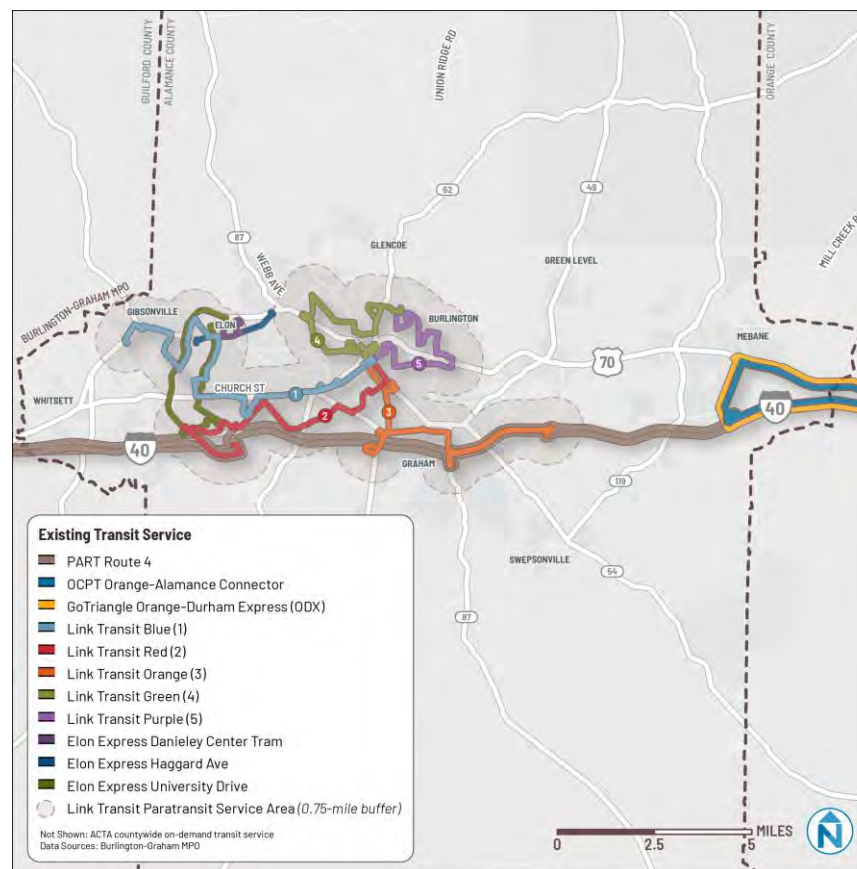
PART operates one regional route through Alamance County with service focused on commute trips to/from Chapel Hill and the University of North Carolina. PART's Route 4 makes four stops in Alamance County.

ACTA provides countywide on-demand service Monday through Friday. ACTA's service is available to the general public. Passengers must make reservations by phone no later than the day before the requested trip.

GoTriangle operates the Orange-Durham Express (ODX), providing peak period service that connects Mebane, Hillsborough, and Durham.

Orange County Public Transportation operates the Orange-Alamance Connector, providing midday service in the Mebane area.

In addition to the above public operators, **Elon Express** operates three routes that provide free transportation to university students, faculty, and staff. Service is also open to the public.



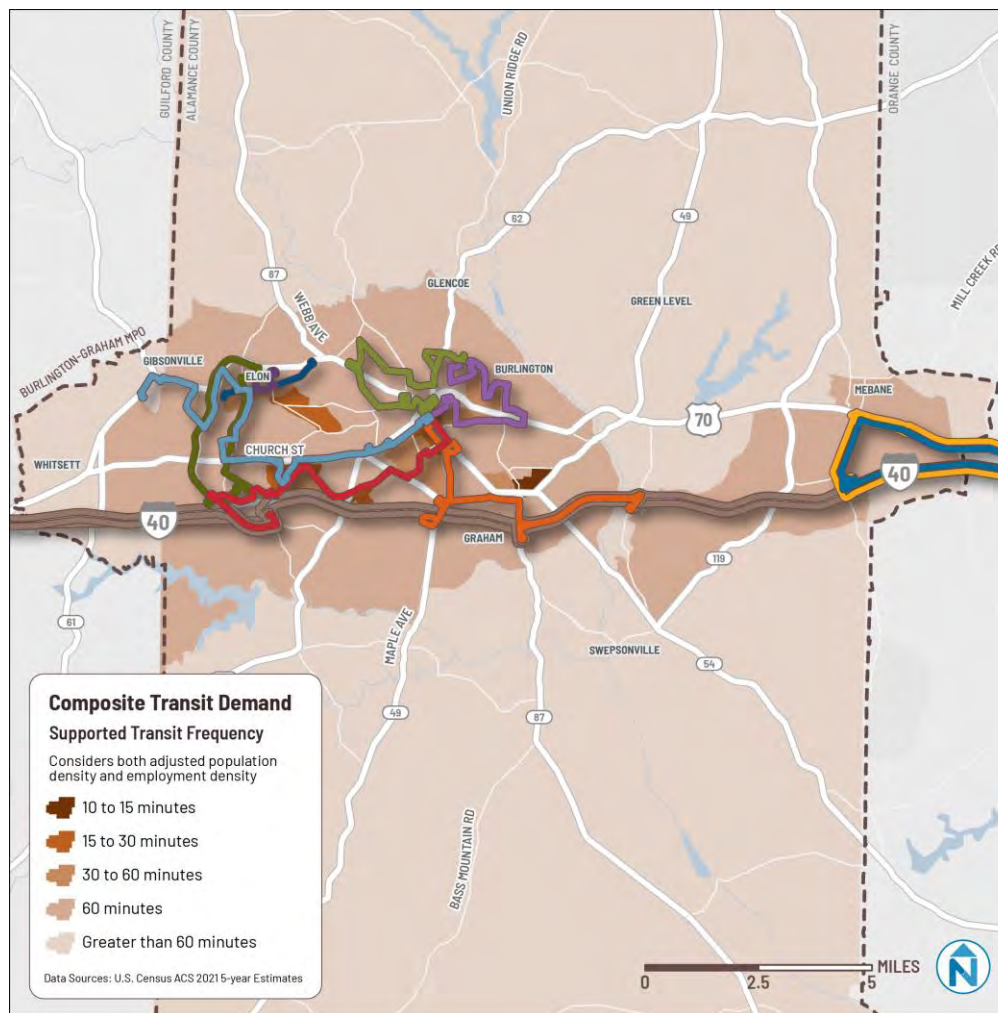
Existing Transit Services

Local Transit Service Needs

A transit propensity analysis was conducted to identify areas where local transit is most likely to be utilized. A transit propensity analysis shows higher relative demand for transit in specific locations compared to the region overall. Certain demographic and socioeconomic characteristics are indicators of higher transit usage and are inputs into the transit propensity analysis, such as people without cars and people living in low-income households.

The transit propensity scores developed for this project were then adjusted to account for population and jobs densities. This provides a complete understanding of the composite transit demand in the region.

The adjacent map presents composite transit demand in relation to existing transit service coverage. Most of the Burlington-Graham urbanized area, and Mebane can support 60-minute local fixed route service, with some pockets having demand that could support 30-minute service. Existing fixed route services align with areas where there is an identified need for fixed route transit, however there are large swaths of the urbanized area that currently have no fixed route coverage. Existing service frequencies (90-minute frequencies) also fall short of meeting identified service needs. Current transit service levels make planning trips on transit difficult. The lack of safe crossings and sidewalks is a further detriment to current transit usage.



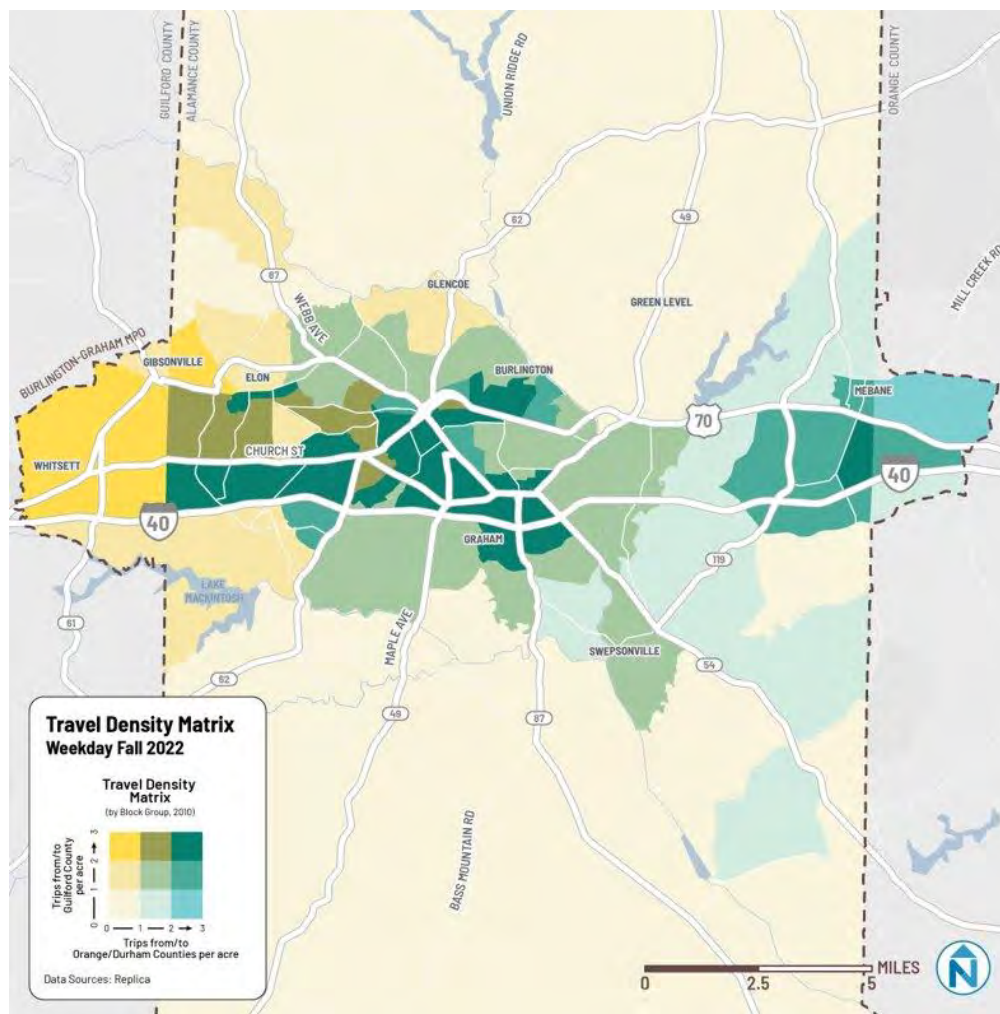
Existing Service vs. Composite Travel Demand

Regional Transit Service Needs

Existing travel patterns were analyzed through Replica – an online planning tool that provides actual travel pattern data through information sources such as cell phone data. The U.S. Census Longitudinal Employer-Household Dynamic (LEHD) data was also used to map job locations with household locations.

Travel pattern data from Replica shows most trips traveling to the BGMPO region are destined to areas along the I-40 corridor. Census block groups on the west side of the MPO tend to have more trips connected to Guilford County while census block groups on the east side have more trips connected to Orange/Durham Counties.

The U.S. Census LEHD data identified around 67,000 total jobs in the BGMPO area, of which half are held by people living outside of the BGMPO boundaries. It also identified 79,000 employed residents that live within the MPO area. Of this total, 58% commute outside of the area. Around 18% of working residents go to jobs in Orange or Durham Counties and 14% go to jobs in Guilford County.



Replica Regional Travel Pattern Characteristics

Planning for Equity

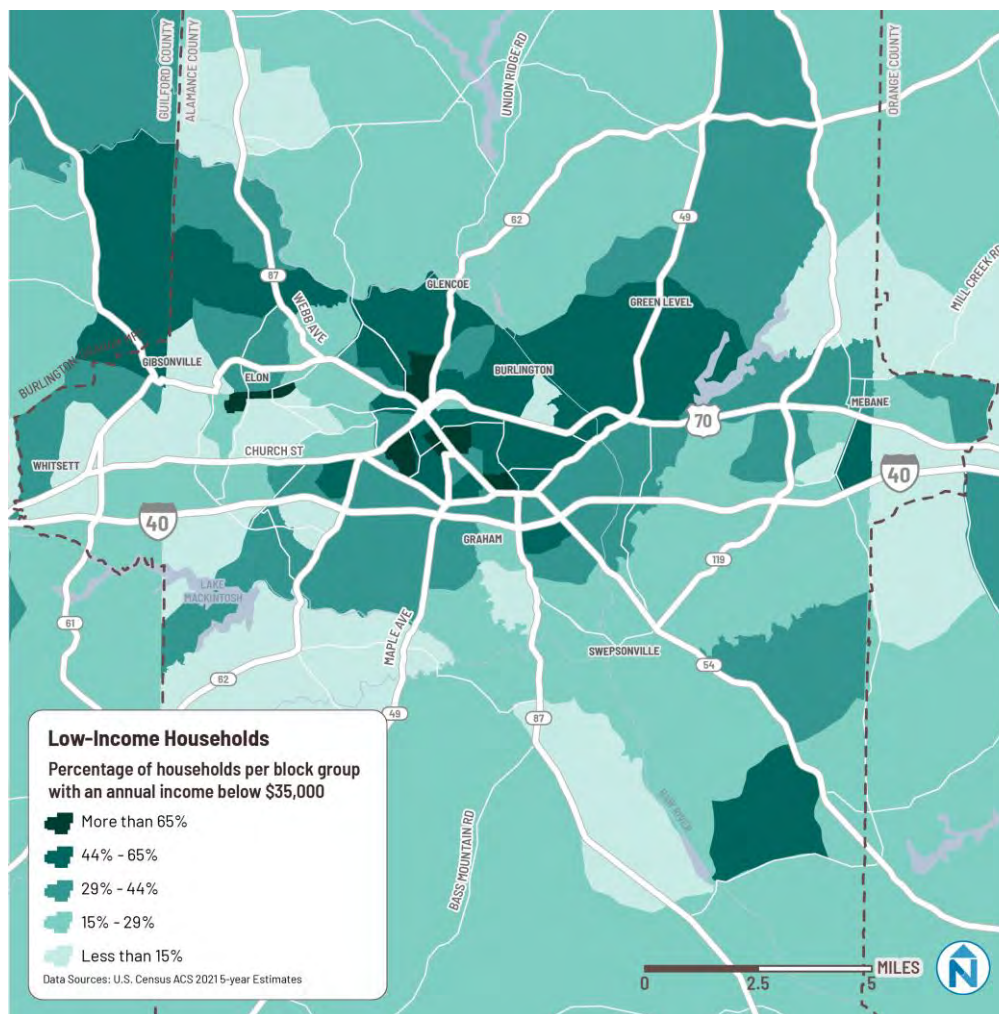
As part of the needs analysis, it is important to understand where there are populations that tend to have a higher propensity to use transit, such as locations of low-income households, zero-vehicle households, persons of color, and persons with limited English proficiency (LEP). Key findings regarding equitable transit service needs in the region are as follows:

Nearly one-third of BGMPO households are in poverty. Comprising 44% to over 65% within some block groups, these households generally live in central Burlington and near Graham where residential densities are highest. Other pockets with high household poverty rates include some areas just south of Elon and in less urbanized areas north of Burlington.

About 1 in 10 BGMPO households do not have a car. Households without access to a car must rely more on transit. These households have a high overlap with low-income residents and live near Burlington.

Residents of color are also centrally located in Burlington, with higher concentrations of Black and Hispanic residents to the north and east of Downtown Burlington, as well as around Graham.

Persons with LEP have overlap with Burlington's Hispanic population, comprising up to 1 in 4 people in some block groups in central and east Burlington.



Percentage of Low-Income Households

Planning for Safety

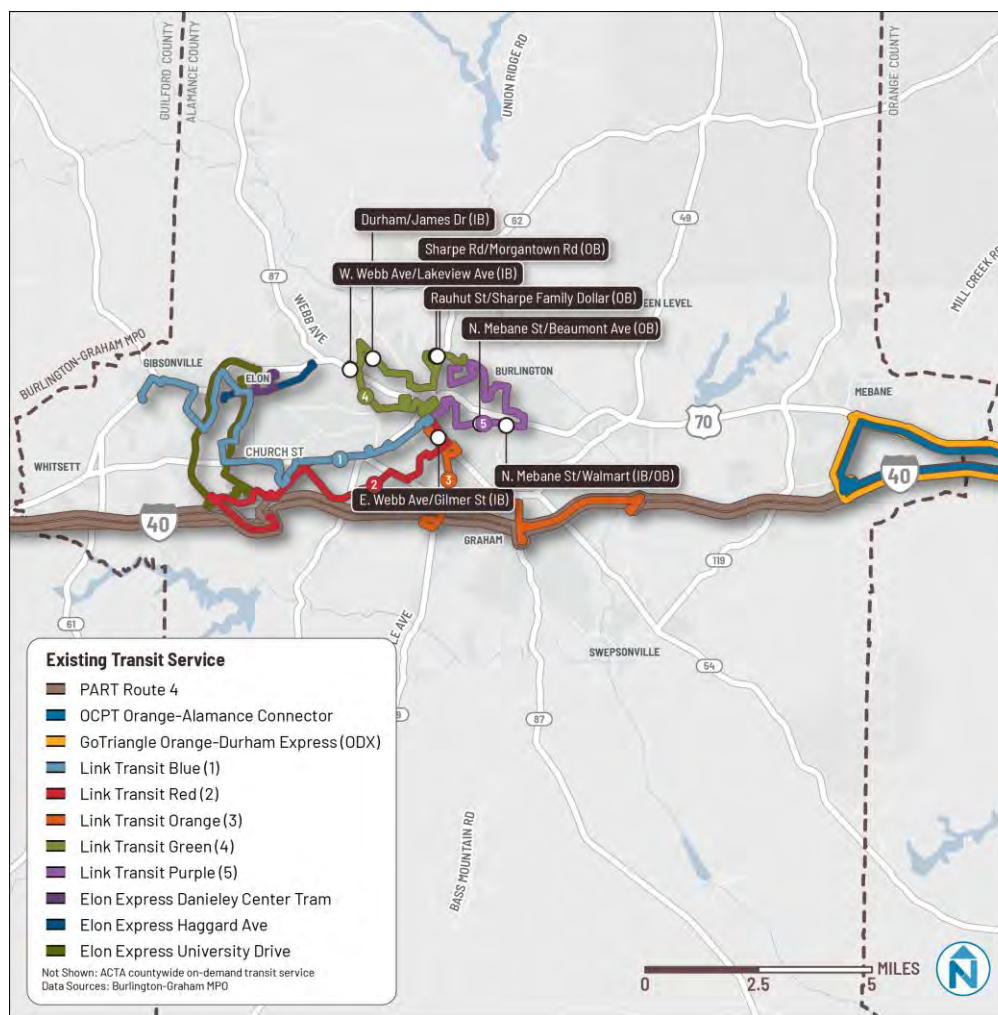
The needs analysis conducted for this project also utilized the BGMPO's **Transportation Safety Plan** which identifies high priority bus stops where safety improvements are needed. Criteria used to identify safety needs at bus stops include:

- Location along the project's defined High Injury Network
- Location crash history
- Cause of crashes falling within any of the safety plan's defined Emphasis Areas (e.g., alcohol, speed-related)
- Location within a defined equity area
- Bus stop ridership

The following stops were identified for prioritized safety improvements:

- Durham/James Drive (IB)
- Sharpe Road/Morgantown Road (OB)
- W. Webb Avenue/Lakeview Avenue (IB)
- Rauhut Street/Sharpe Family Dollar (OB)
- N. Mebane Street/Beaumont Avenue (OB)
- E. Webb Avenue/Gilmer Street (IB)
- N. Mebane Street/Walmart (IB/OB)

Potential countermeasure treatments identified in the report include sidewalks, high visibility crosswalks, HAWK signals, and lighting.



Top Stop Locations for Safety Improvements

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3. Transit Mobility Challenges

A baseline understanding of the current state of transit service in the region was conducted through an analysis of existing transit service characteristics and demand, as well as public input. An analysis of existing transit services, demographic characteristics, travel pattern characteristics, and transit demand identified the following challenges related to transit service in the BGMPO region.



Frequency and Span. Current route service frequencies and span can limit a resident's ability to use existing available transit services. Local routes operate infrequently (every 90 minutes). Regional routes have limited hours of service that make use of transit difficult for people with both traditional and non-traditional work hours.



Coverage. Existing local fixed route service is limited to Burlington, Elon, and portions of Gibsonville and Graham. Regional transit services are focused on travel to the east, and not to Greensboro.



Route Design. Current designs of many of the region's fixed routes can result in lengthy trip times for travel that is relatively short in distance. Consideration needs to be given to providing more direct service to key regional destinations.



Advanced Service Reservation Requirements. Paratransit service is available for most residents within the BGMPO service area and on-demand service is available for most residents outside of the Link Transit service area. However, prior day reservations are required, and trip times can be lengthy.



Overlapping Service Areas. Paratransit service can be confusing for a rider within the Link Transit service area. Link Transit provides paratransit service for trips that begin and end within $\frac{3}{4}$ mile of fixed route service. ACTA provides general purpose demand response service for trips that have only one end of the trip within the Link Transit service area and the other end outside of the Link Transit service area. A rider must know which agency to contact.



Multiple Service Providers. Riders must also be knowledgeable about multiple systems to address their local and regional travel needs. There is no single website to access information about all available services and to understand route alignments and schedules on a comprehensive basis.



Changing Commute Patterns. The transit service analysis indicates that ridership on routes operated by PART, GoTriangle, and OCPT have not yet rebounded to pre-pandemic patterns, which correlates with changing post-

pandemic work commute trends. Consideration needs to be given to regional service performance improvement approaches.



Transit-Supportive Densities. The market analysis identified the central portion of the study area as the only geographic area supportive of fixed route service. Within that area, there are a few pockets where there is sufficient density to support 30-minute or better transit service. Given the lack of areas with strong transit-supportive densities, consideration should be given to alternative transit service options such as on-demand transit service zones.

Public outreach occurred early in the project effort to gauge service needs. Key themes that emerged from responses to the open-ended questions in Survey #1 included:

- Expand transit service coverage, especially to southern Alamance communities, Elon, and to the airport
- Improve safe walking and biking connections to transit
- Invest in more frequent service throughout the day
- Extend service times with hours that align with work schedules
- Add more transit stops
- Offer rail service, especially Amtrak to Burlington Station.

Desired outcomes for improvements identified from the survey effort are as follows:

- Respondents generally have limited knowledge about existing available transit services, but those with familiarity cite a lack of service coverage and infrequent service.
- Technology enhancements such as ordering and tracking trips through an app were desired.
- Better service coordination between the existing transit service providers was identified as a high need for all types of transit service.
- There was more interest in prioritizing local fixed route and on-demand service expansion over regional service expansion. However, those with interest in regional service expansion want to see service to more destinations outside of the BGMPO region.
- There was a recognized need for better and safer pedestrian access to bus stops.

Survey respondents ranked their top three desired improvements for each service type as noted in the following graphic.

Local Fixed Route Bus Service

1. Increase the frequency of existing fixed route bus service (buses coming more often than every 90 minutes as they do today)
2. Improve coordination between transit providers so I can easily transfer from one service to another
3. Make it easier to learn about current available transit service

On-Demand Transit Service

1. Provide option to schedule trips by smart phone with the transit provider's mobile app
2. Improve coordination between transit providers so transfers are easy from one service to another
3. Improve the accuracy of real-time vehicle arrival information
4. Make the transit app more user-friendly

Regional Express Transit Service

1. Expand regional transit service to offer new connections from our area to additional destinations
2. Increase the frequency of existing regional transit service
3. Improve coordination between transit providers so transfers are easy from one service to another

Top Three Desired Improvements by Service Type (Survey #1 Respondents)

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4. Future Transit Scenarios

Each of the existing five public transit agencies that serve the BGMPO region currently operates independently, with coordination primarily through the BGMPO's Transit Subcommittee.

Delivery of a comprehensive and cohesive transit service for the region may be best accomplished through more expansive coordination efforts or consolidation of two or more transit agencies. The path to a consolidated transit organization can be accomplished in an incremental manner.

Scenario Overview

Three scenarios were developed to chart how transit serving the BGMPO area could evolve, ranging from minimal service expansion through existing governance structures and funding sources to a wholesale reinvention of the administrative and revenue systems that support transit service. The scenarios were explored in terms of governance structures, potential service improvements, and potential new funding mechanisms under each governance structure option.



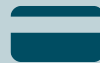
Funding

FTA Section 5307 funding is a shared funding source, administered through the BGMPO, with funding distribution to the five agencies through a suballocation formula. Otherwise, funding is independent among the five agencies.



Agency Coordination

Current coordination efforts are through the BGMPO, with each agency's transit director participating in a transit subcommittee of the Technical Coordinating Committee.



Fare Payments

Riders pay a separate fare for each agency's service. Currently ACTA, Link Transit and GoTriangle service is fare free. However, Link Transit has recently reinstated its fare.



Service Overlap

ADA-eligible riders using on-demand services within the Link Transit service area must understand which agency to call if they are scheduling an ACTA on-demand or Link Transit ADA trip. Trips outside of the Link Transit service area are ACTA-eligible.



Agency Boundaries Don't Match Travel Patterns

Each agency has a defined service area. Yet travel patterns are not confined to each agency's service area boundaries. Traveling throughout the region with multiple service providers is challenging.



Fare Payments

Current transit agency governance structures do not coordinate fare payments nor have reciprocal fare agreements in place.

Current Transit Agency Coordination Efforts

The first scenario is labeled **Stay the Course**. This scenario keeps the current transit agencies' organizational and funding structures separate and focuses on continued coordination efforts through the MPO among all operators. This scenario assumes modest transit service improvements as funding allows.

The second scenario is labeled **Umbrella Organization**. This scenario assumes formation of a Regional Transit Partnership that coordinates transit agency functions with the goals of simplifying rider experiences and clarifying agency service responsibilities. All individual agencies will continue to operate separately. Additional funding through a countywide vehicle registration fee may be likely under this scenario.

The third scenario is labeled **Consolidated Organization**. This scenario considers opportunities for transit agency consolidation and leverages additional funding sources to more significantly expand transit service in the region.

The path to a Consolidated Organization can be accomplished in an incremental manner, advancing through the three scenarios described above. The Umbrella and Consolidated Organization scenarios assume additional dedicated local funds for transit. Both scenarios can be advanced without those funding arrangements from an administrative perspective. Service expansion opportunities, however, would be limited if additional funding is not pursued. Other benefits could still be realized such as improved service and funding coordination.

Why Governance Structure Matters

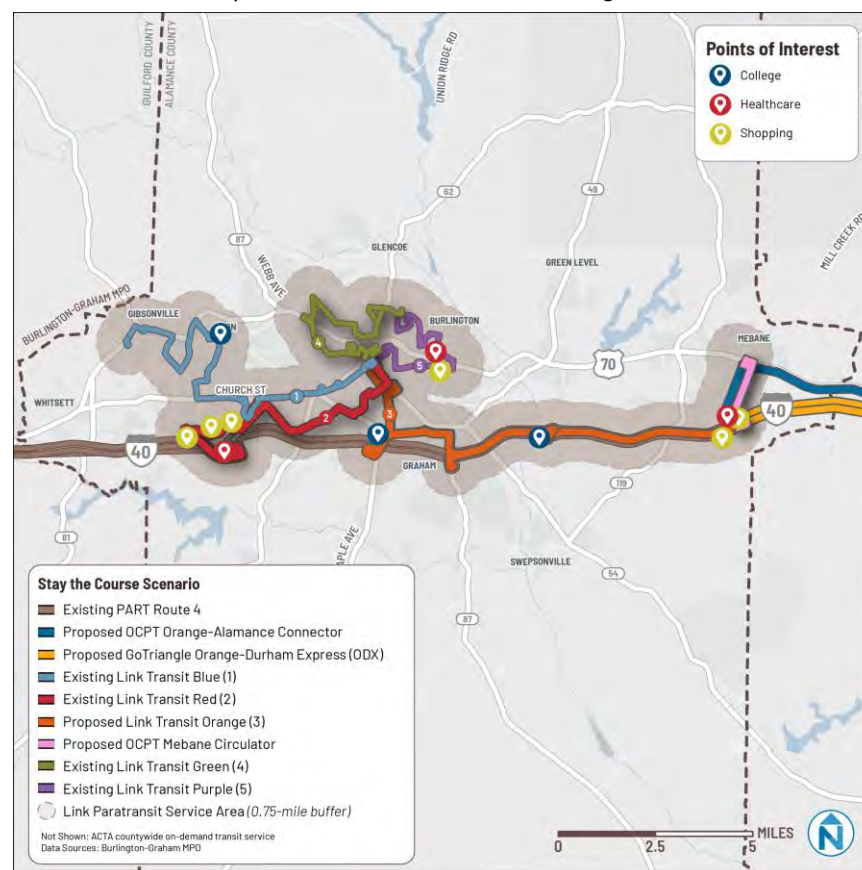
Finding the best fit for the type of agency or agencies that will provide transit service can address some of the top improvement requests from the community, like enhancing service coordination, better facilitating transfers, simplifying fare payments, and streamlining communications with riders. It can also help reduce overlapping service to maximize the use of available funds.

Scenario 1: Stay the Course

Assumptions: This scenario assumes incremental service improvements as funding allows, with a total of \$7 million available for annual operations costs. (Current cumulative funding spent on transit in the BGMPO region is estimated at \$6 million.) No significant changes in governance structure or funding sources are assumed. Link Transit and ACTA continue to work with local municipalities to fund service expansion. Priority improvements identified for this scenario are based on this project's existing service assessment and input received from public outreach efforts.

Potential Improvements: Link Transit has recently initiated its own Transit Development Plan (TDP) effort to guide service investment plans over the next 5 years. Potential projects identified as part of this project effort are bulleted below but should be considered as placeholders until the TDP is finalized.

- Extend Link Transit Orange Line to Tanger Outlets in Mebane
- Implement OCPT's planned Mebane Circulator
- Implement GoTriangle's planned Route ODX service changes
- Add bus stops along Orange Route between Burlington and Graham
- Expand Link Transit Saturday span of service hours (6:30 am to 9:00 pm)
- Improve Link Transit Red Route weekday frequencies to 45 minutes (requires one additional bus)
- ACTA continues to provide county-wide on-demand service while implementing same-day trip reservation system
- No changes to PART Route 4
- Continued coordination efforts with GoTriangle and OCPT



Scenario 2: Umbrella Organization

Assumptions: This scenario assumes more substantive service improvements. With an umbrella organization, it is assumed that a countywide vehicle registration fee (possible through NCGS 105, Article 51), combined with current revenue resources can be put in place to allow for around \$8 million annually for transit operations.

Potential Improvements: Priority improvements identified for this scenario include those identified for the Stay the Course, along with the following:

- Elon to University Commons / Alamance Regional Medical Center route (potential cost-sharing arrangement with Elon University)
- Pilot microtransit service in North Burlington with “Uber-like” trip scheduling
- Consolidate ACTA on-demand and Link Transit ADA services within the urbanized area, to be operated by either ACTA or Link Transit
- Expand ACTA on-demand hours to weekday evenings and Saturdays
- Online trip planner inclusive of ACTA
- Transit payment app for ACTA, Link, and PART
- Modest passenger facility improvements at major transfer points
- Continued coordination efforts with GoTriangle and OCPT



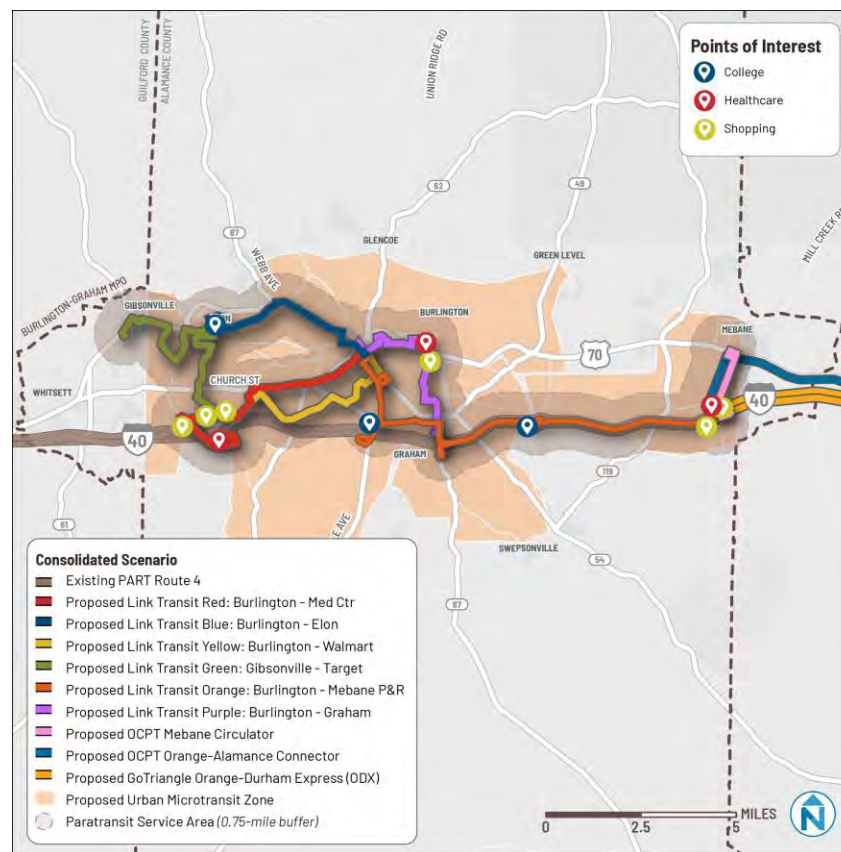
Scenario 3: Consolidated Organization

Assumptions: This scenario assumes the consolidation of Link Transit and ACTA for comprehensive and coordinated transit service throughout Alamance County. PART continues to provide regional service through along the I-40 corridor but with all-day service. Transit service in the eastern part of the county is coordinated with GoTriangle and OCPT transit services.

This scenario assumes a transformative expansion of transit service made possible with a ¼ cent sales tax that is dedicated towards transit (possible through NCCS 105, Article 43). A consolidated organization with a sales tax, vehicle registration fees and federal and state funding sources can support at least \$13.5 million in annual transit operations.

Potential Improvements: Priority local service improvements identified for this scenario are:

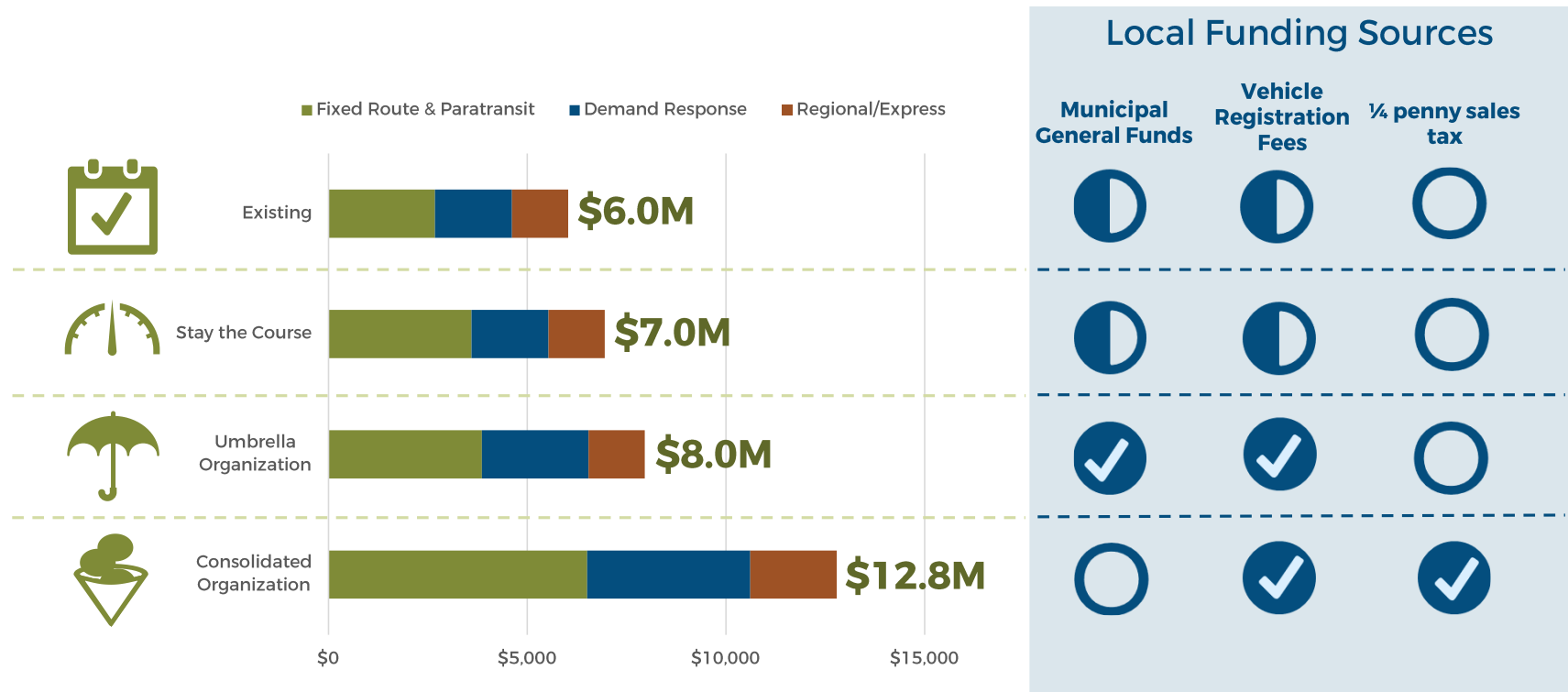
- New fixed route service coverage to address service gaps with more direct route alignments
- Service frequency improvements: 30-minute frequencies on Red, Orange and Green Routes; 60-minute baseline frequencies
- Expansion of weekend span of service
- New urban microtransit zones to expand coverage
- Coordinated service between fixed routes and microtransit zones with transfer connection points
- Designated rural on-demand transit zones (not shown on adjacent map)
- New transit super stops/facilities at key transfer stops
- Expansion of PART's Route 4 to all-day service, with a portion of this scenario's new funds distributed to PART to fund this service expansion
- Continued coordination efforts with GoTriangle and OCPT



Scenario Operating and Maintenance Costs and Funding

Projected annual operating costs are shown by local funding sources for each organizational structure option. The types of service comprising operating costs are shown in different colors. Costs are based on \$115 per revenue-hour for fixed route and paratransit services, \$60 per revenue-hour for on-demand and microtransit services and \$177 per revenue-hour for express/regional services. These figures reflect fully allocated unit costs and are based on current agency operating budgets. The following section of this report presents additional information regarding funding opportunities for each scenario.

Scenario Operating and Maintenance Cost Estimates and Potential Local Funding Sources















Local Funding Sources: Hollow circles indicate local funding source is not assumed, half circles indicate it is partially assumed (i.e., not county-wide), and full circles with a check mark indicate it is fully assumed countywide.





Project Goal Assessment

This report's introduction identified four service plan-related and four governance and funding-related goals that were established for this project. Each scenario was evaluated with regards to its ability to address project-defined goals.

Service Plan-Related Goals

















The Consolidated Organization scenario has the greatest potential to address service plan-related goals because of opportunities to expand transit service in a transformational way should a ¼ sales tax be put in. An Umbrella Organization can still achieve moderate action towards all service planning-related goals.

Service Plan-Related Project Goals	Scenario 1: Stay the Course	Scenario 2: Umbrella Organization	Scenario 3: Consolidated Organization
Maximize equitable access to transit services			
Make transit a viable mode choice option for residents and visitors			
Eliminate existing barriers for riders to travel throughout the entire region			
Improve transit service performance overall in the region			

-  Minor action toward goal
-  Moderate action toward goal
-  Significant action toward goal
-  Goal largely achieved

Governance and Funding-Related Goals

The Consolidated Organization scenario also has the greatest potential to address governance and funding-related goals because decision-making responsibilities are not divided among numerous agencies. An Umbrella Organization can still achieve moderate action towards all governance and funding-related goals.

Governance and Funding-Related Project Goals	Scenario 1: Stay the Course	Scenario 2: Umbrella Organization	Scenario 3: Consolidated Organization	
Identify opportunities to better coordinate and/or consolidate transit services				 Minor action toward goal
Provide a regional transit decision-making forum				 Moderate action toward goal
Maximize transit funding opportunities for the region				 Signification action toward goal
Encourage transit-supportive land uses and densities				 Goal largely achieved

5. Funding Opportunities

Existing Federal and State Funding

Federal funds are available and used by all transit agencies that serve the BGMPO region. The primary federal funding programs available for transit agencies in the region include the following:

- **Section 5307.** This is FTA's Urbanized Area Formula Program and is available for transit agencies that operate within a census-designated urbanized area. Section 5307 funds can be used towards up to 80% of capital costs and 50% of operating costs. The BGMPO administers Section 5307 funds for the region. The MPO's allocation of 5307 funds was \$3.3 million in FY 2023, which was distributed to all five transit agencies that serve the region.
- **Section 5310.** This program provides formula funding targeted towards transportation needs of older adults and people with disabilities. The federal share is up to 80% for capital projects and 50% for operating assistance. Example uses of eligible Section 5310-funded activities include the purchase of buses and vans, wheelchair lifts and ramps, mobility management programs, travel training and transit-related information technology systems, including scheduling, routing, and one-call systems. ACTA is a recipient of Section 5310 funds. Link Transit is also eligible for these funds.
- **Section 5311.** This is a formula grant program for rural areas, providing capital, planning, and operating assistance. The federal share is up to 80% for capital projects, 50% for operating assistance and 80% for Americans with Disabilities Act (ADA) non-fixed route paratransit service. ACTA is a recipient of Section 5311 funds.

Why Funding Opportunities Matter

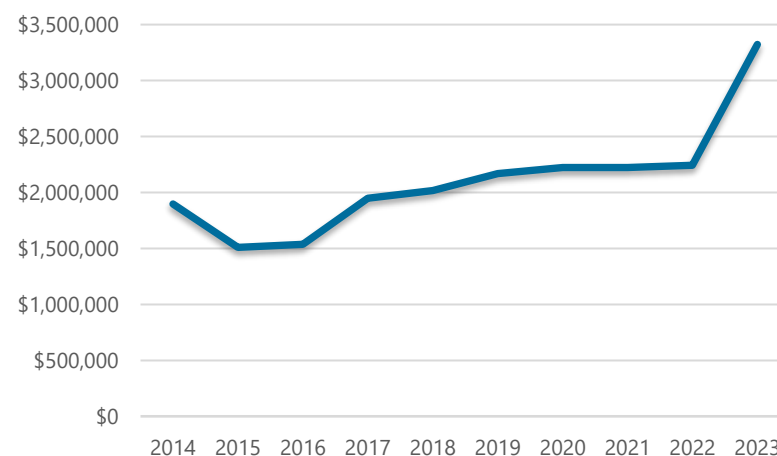
Many of the community's requested improvements to transit service in the region cannot be realized within current funding constraints. As the region continues to grow, additional funding will be needed to serve more riders. Pursuing some of the additional funding sources available to the region will be necessary to implement transformative service enhancements.

- **Section 5339.** This is FTA's Bus and Bus Facilities program that funds the replacement, rehabilitation and purchase of buses and related equipment, and construction of bus-related facilities. The federal share is not to exceed 80 percent of the net project cost. All federally-funded transit agencies serving the BGMPO region are eligible for these funds.
- **Carbon Reduction Program.** This is a new funding source through the Bipartisan Infrastructure Law. Funds are administered through the NCDOT. The program provides funds for projects that reduce carbon dioxide (CO2) emissions from the transportation sector. These funds are a potential source for funding transit projects in the region.

Primary state funding available for transit agencies in the region are as follows:

- **State Rural Operating Assistance Program (ROAP).** This is a state-funded program administered by the North Carolina DOT's Integrated Mobility Division. Formula-based programs that fall under ROAP include Elderly and Disabled Transportation Assistance Program (EDTAP); Employment and Transportation Assistance Program (EMPL); and Rural General Public Program (RGP). ROAP funds can be used to leverage FTA Section 310 and 5311 funds. ACTA is a recipient of ROAP funds.
- **State Maintenance Assistance Program (SMAP).** This program provides funds designated to assist urban, small urban and regional transit service providers with funding the non-federal share of operational expenses. Funds are allocated annually through a formula and can be used towards FTA Section 5307-eligible operating costs. SMAP funds cannot exceed the amount of the local match.

Section 5307 is by far the largest source of non-local funds for transit services in the BGMPO region. Over the past 10 years 5307 funding has more than doubled from a low of \$1.5 million in 2015 to high of \$3.3 million in 2023, as shown on the adjacent graph. This does not include the \$7 million the region received from the CARES and American Rescue Act programs in 2020 and 2021. Future increases in Section 5307 funds for the region are certainly possible but will require additional local match. Transit service improvements envisioned under the Umbrella and Stay the Course scenarios will be difficult to implement without additional local matching funds, which in turn can be used to leverage additional Section 5307 funds.



BGMPO Region's 5307 Historical Annual Apportionment

Local Funding Opportunities

Current local funds for each operator are generated through a variety of sources. Link Transit local funds are generated through a \$5.00 vehicle registration fee that is collected in the City of Burlington (through N.C. General Statute §20-97) and from additional funds provided by Burlington, Gibsonville, Alamance County, Elon, and the Alamance Community College. PART's primary local funding source is a rental vehicle tax. The tax collected in Alamance County generates about \$200,000 each year. Additional funds are generated for PART through vehicle registration fees by select counties. However, a PART vehicle registration fee is not currently in place in Alamance County. ACTA receives local funds from Alamance County and contracted service fees such as from the North Carolina Division of Social Services (DSS). A small amount of ACTA's budget includes funds from municipal sources. OCPT and GoTriangle's primary local funding sources are from a ½ cent sales tax with additional funds from a rental car tax and a vehicle registration fee.

As previously noted, service improvements envisioned under the Umbrella and Consolidated Organization scenarios will require additional local funding sources. The region can certainly advance either scenario without new local funding, however, opportunities to fund transit service expansion will be limited. Options available to increase local transit funding are as follows:

Vehicle Registration Fee

As previously noted, Link Transit is partially funded through a \$5 vehicle registration fee. Current PART legislation allows for Alamance County to collect up to \$8 per vehicle in Alamance County (Article 51 in NCGS 105). This fee can be enacted with consent by the County Commission; no public referendum is required. A countywide fee is anticipated to generate at least \$1 million in revenues each year. An increase in local funding through a vehicle registration fee can also leverage additional federal funds to support operations. A countywide vehicle registration fee was identified as a potential viable new funding source under the "Umbrella Organization" scenario.

Quarter Cent Sales Tax

Article 43 in NCGS 105 permits a Regional Transit Authority to put a ¼ cent transit sales tax on the ballot for voter approval. It is anticipated this could generate at least \$8 million in revenue each year. An increase in local funding through a ¼ cent sales tax can also leverage additional federal funds to support operations. A countywide ¼ cent sales tax through RTA legislation was identified as a potential new funding sources under the "Consolidated Organization" scenario.

Additional Municipal Contributions

In addition to the funding opportunities identified above, additional local funding could be realized through expanded general fund contributions by municipalities, with the possibility of additional funding leveraged from state and federal sources. Additional municipal contributions are the most viable new funding source under the “Stay the Course” scenario.

More information about these funding sources and references to North Carolina legislation outlining local and county-based transit funding status and opportunities can be found in the *Operational and Fiscal Impact Analysis technical memorandum* and as well as the *Public Transportation Funding Options and Opportunities for the Piedmont Triad* document included as an appendix to that memorandum.

6. Establishing an Umbrella Organization

As a result of this study effort, it is recommended that an Umbrella Organization be established as the next step towards a transformative transit service expansion in the BGMPO region. Coordination of services and activities by five different transit agencies in this region has been difficult at times, resulting in several challenges that have been identified through this study. An Umbrella Organization can provide a more formal governance structure for improved communication and coordination and can also be an interim step towards the implementation of a Consolidated Organization.

Currently, coordination activities are conducted through the MPO's Transit Subcommittee with representation by the directors of each of the five transit agencies. An Umbrella Organization differs from the current Transit Subcommittee in the following ways:

- The Board of this Umbrella Organization should include members that hold elected office in Alamance County and select municipalities within Alamance County. This creates the opportunity to elevate transit-decisions in the region.
- The primary charge of this organization should be to provide a venue for communication, coordination, and collaboration on governance, funding, and service-related issues between the five public transit providers, localities, and citizens.
- Recommendations from this organization would go to each transit agency's Board of Trustees, or similar decision-making board, for transit agencies that are not governed by a Board of Trustees.

Umbrella Organization Example: Charlottesville, VA

The Regional Transit Partnership (RTP) in Charlottesville, VA is an official advisory board created by the City of Charlottesville, Albemarle County, JAUNT, University of Virginia and the Virginia Department of Rail and Public Transportation. This Board provides recommendations to transit agencies and local government decision-makers on transit-related matters. The RTP has four established primary goals:

- Establish strong communications;
- Ensure coordination between transit providers;
- Set the region's transit goals and visions; and
- Identify opportunities for improved transit services and administration, including evaluation of a Regional Transit Authority (RTA).

Stated objectives of the RTP have also been defined and are as follows:

- Build and advance relationships between governance bodies;
- Create a formal means of information sharing;
- Address pressing issues immediately;
- Facilitate transit planning;
- Integrate transit into other regional and local planning decision-making processes;
- Test a Regional Transit Authority (RTA) structure; and
- Prepare for an eventual RTA.

The definition of the RTA in Virginia is similar to that of North Carolina's legal definition of an RTA. The Charlottesville RTP does not have taxing authority, but an RTA in Virginia does.

The Board meets monthly and consists of 8 voting members from City, County, State and UVA (elected officials from the City and County), with several non-voting members such as MPO and transit agency staff. A major effort recently completed by RTP was a transit governance study identifying a road map for getting to an RTA. The MPO is responsible for staffing and programming for the RTP and is supported with Section 5303 program funding from FTA and RTP funds.

Umbrella Organization Structure

A key feature of the Umbrella Organization structure is representation by elected officials. This is an important component for it can facilitate greater participation and involvement in transit matters by elected boards. An important first step in the umbrella organization will be determining appropriate representation on the Organization's board. It is recommended that the MPO's Transportation Advisory Committee (TAC) should be engaged in that decision. Potential representation could include:

- Alamance County Board of Supervisors
- Elected officials from the County's three largest cities (Burlington, Graham, and Mebane)
- One or more elected officials representing smaller county municipalities
- PART Board representation
- NC DOT representation

Day-to-day administrative functions of this organization should be carried out by staff at the Burlington-Graham MPO, similar to what is done for the Charlottesville RTP. Additional staff time would be required to carry out these functions, thus resulting in the need for additional MPO staff.

Potential Umbrella Organization Task Assignments

Once board membership has been determined, a first action item for this new organization should be the establishment of vision and mission statements and agency goals and objectives. The Charlottesville RTP's Mission Statement is "to provide recommendations to decision-makers on transit-related matters". Its Vision Statement is as follows:

The Charlottesville Albemarle Regional Transit System is an efficient, high quality, integrated regional network of transit services that provides all residents with access to employment opportunities and community services in a way that minimizes congestion, catalyzes equitable and sustainable redevelopment and maximizes the region's reputation as the best place to live, work, learn and play.

Vision and Mission statements for this proposed Umbrella Organization must be tailored for Alamance County.

This new organization should also establish a work program with specific task assignments. Potential assignments uncovered as part of this study effort are listed below.

Clarify Transit Agency Service Roles

This study has identified challenges for a rider in a region with multiple service providers. The most pressing need regarding overlapping service is between ACTA and Link Transit's ADA service. The Umbrella Organization should investigate opportunities to reduce or eliminate the existing service overlap.

ADA-eligible trips in the urbanized area often go beyond Link Transit's $\frac{3}{4}$ mile ADA service boundaries around its fixed route. This results in confusion, with riders confused about which agency to contact for scheduling a trip. A potential solution to address this problem is to expand the designated ADA service area to cover more of the urbanized area and assign that service responsibility to a single provider. This would improve the rider experience and streamline operations. ACTA could be the designated ADA service provider within the urbanized area (thus eliminating the need for Link Transit to provide ADA service) or Link Transit could be the designated service provider (thus redefining ACTA's role as primarily a rural service provider). Under either scenario, existing regional transit funding distributions would need to be revisited and additional funding may be needed.

Identify Pilot On-Demand Zone Opportunities

Based on the demographic and travel pattern analysis completed as part of this study, there are several areas that are candidates for establishment of new microtransit service zones. As an example, this study identified a potential transit on-demand zone in the north part of Burlington, providing a connection to the fixed route network at Link Transit's Downtown Burlington transit center. A potential task assignment for this Umbrella Organization is to select one or more pilot on-demand zone opportunities and to secure funding for a pilot program.

Explore Opportunities for Further Coordination

There are opportunities for further coordination of administrative activities and transit service delivery between operators. Several aspects of transit service delivery have the potential for consolidation and coordination, such as:

- Administrative roles
- Operations and maintenance
- Customer service/marketing
- Fares

Explore New Funding Source Opportunities

As noted in the previous section, FTA's Section 5307 is a major funding source for transit in the BGMPO area. However, this funding requires a local match. Thus, meaningful service expansion will require additional local funding. Three potential new local funding sources were identified in this report:

- Additional municipal contributions,
- A countywide vehicle registration fee, and
- A ¼ cent sales tax referendum.

The Umbrella Organization should continually identify opportunities for new municipal and other local funding opportunities, such as cost-sharing partnerships. It should also investigate the feasibility of implementing an \$8.00 county-wide vehicle registration fee that is possible through existing PART legislation as a first step towards expanding regional transit funding. As previously noted, it is estimated that this fee could generate at least \$1 million annually. These additional local funds can be leveraged to increase federal, and possibly state, operating assistance.

The MPO's Section 5307 funding sub-allocation formula should also be reconsidered should new local funding be realized (such as through a county-wide vehicle registration fee). This study recommended minor adjustments to the MPO's funding formula. New local funding sources and service expansion could significantly alter the current distribution of funds, thus triggering the need to revisit current formula variables and weights.

Develop the “Road Map” for Agency Consolidation

This study has identified consolidation of Link Transit and ACTA as the most viable option for agency consolidation. This consolidation would address current challenges regarding the servicing of rural-to-urban trips, and urban-to-urban trips that currently fall outside of Link's service area. Passage of a ¼ cent sales tax dedicated to transit may be politically challenging for this region but is more likely under this scenario than under the “Stay the Course” and “Umbrella Organization” scenarios. A potential task assignment for the Umbrella Organization is to conduct a study that details the path forward towards agency consolidation.

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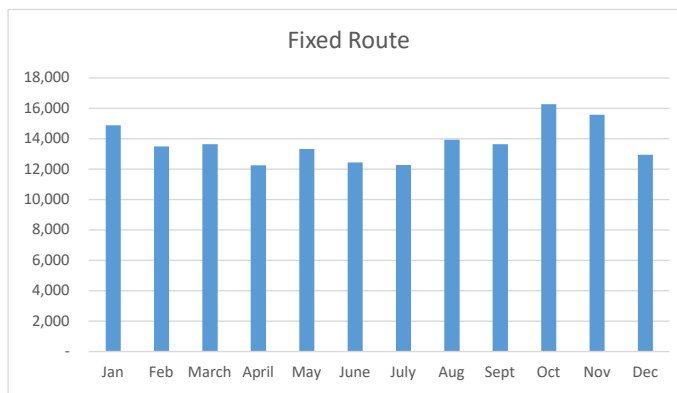


Contact Information

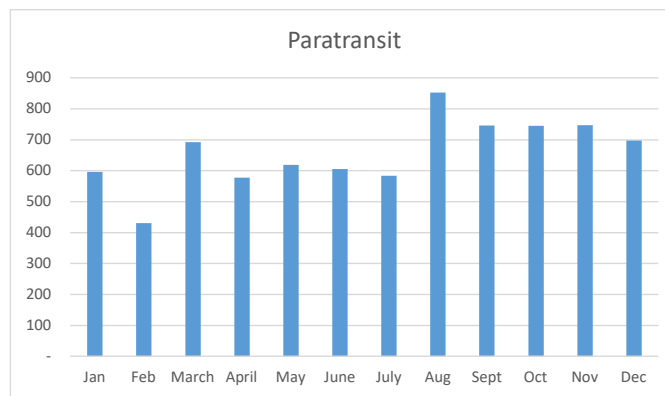
Wannetta Mallette, PTP
BGMPO Administrator
BGMPO
336.513.5418
wmallette@burlingtonnc.gov

*This project is supported in part by a Section 5303 grant of the
North Carolina Department of Transportation Integrated Mobility Division.*

FR 2023	TOTAL
Jan	14,896
Feb	13,499
March	13,641
April	12,268
May	13,334
June	12,450
July	12,290
Aug	13,943
Sept	13,651
Oct	16,283
Nov	15,579
Dec	12,953
TOTAL	164,787



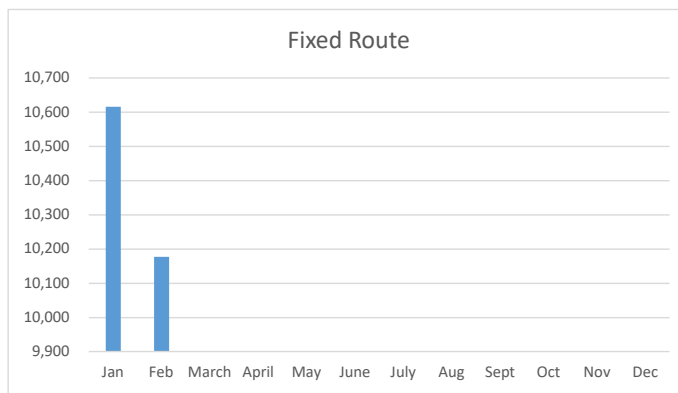
PARA 2023	TOTAL
Jan	596
Feb	431
March	692
April	578
May	619
June	606
July	584
Aug	853
Sept	746
Oct	745
Nov	747
Dec	698
TOTAL	7,895



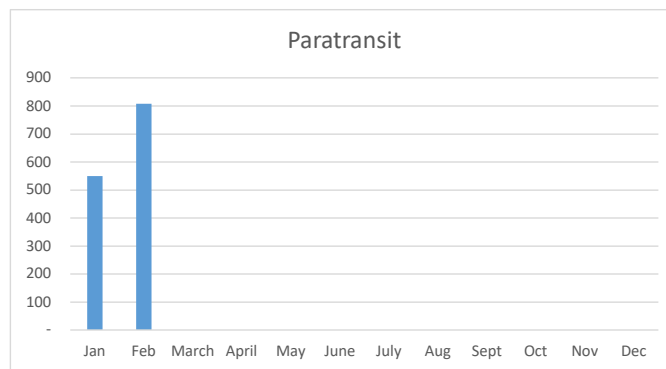
FY 16	9,377	LINK TRANSIT FIXED ROUTE	2016	2017	2018	2019	2020	2021	2022	2023
FY 17	79,498	January		6,643	5,992	8,285	7,027	4,243	6,807	14,896
FY 18	85,703	February		6,410	7,067	8,011	6,609	3,449	7,761	13,499
FY 19	104,551	March		6,528	6,343	7,809	6,315	4,605	9,792	13,641
FY 20	88,052	April		6,065	6,440	10,223	3,273	3,880	9,615	12,268
FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153	13,334
FY 22	125,437	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924	12,450
FY 23	164,846	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587	12,290
FY 24	84,699	August	7,779	7,746	8,122	10,831	3,957	7,394	14,439	13,943
		September	5,961	7,854	7,352	7,678	5,033	7,294	14,269	13,651
		October	6,743	8,107	9,809	10,178	4,071	8,983	14,868	16,283
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394	15,579
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201	12,953
		TOTAL	48,034	85,807	88,520	112,479	57,770	70,013	140,810	164,787

FY 16	66	LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2022	2023
FY 17	2,403	January		200	285	485	498	368	400	596
FY 18	4,366	February		185	393	382	521	384	459	431
FY 19	4,649	March		246	414	425	439	492	528	692
FY 20	4,443	April		209	385	423	239	453	471	578
FY 21	4,741	May		235	464	438	237	414	534	619
FY 22	5,935	June	66	228	428	394	329	505	547	606
FY 23	7,077	July	110	255	379	422	277	440	460	584
FY 24	4,373	August	147	281	432	461	328	467	501	853
		September	183	410	381	440	480	497	625	746
		October	204	483	497	546	461	498	593	745
		November	229	407	519	496	366	513	640	747
		December	172	322	336	458	418	450	612	698
		TOTAL	1,111	3,461	4,913	5,370	4,593	5,481	6,370	7,895

FR 2024	TOTAL
Jan	10,616
Feb	10,177
March	
April	
May	
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
TOTAL	20,793



PARA 2024	TOTAL
Jan	550
Feb	808
March	
April	
May	
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
TOTAL	1,358



FY 16	9,377	LINK TRANSIT FIXED ROUTE	2016	2017	2018	2019	2020	2021	2022	2023	2024
FY 17	79,498	January		6,643	5,992	8,285	7,027	4,243	6,807	14,896	10,616
FY 18	85,703	February		6,410	7,067	8,011	6,609	3,449	7,761	13,499	10,177
FY 19	104,551	March		6,528	6,343	7,809	6,315	4,605	9,792	13,641	
FY 20	88,052	April		6,065	6,440	10,223	3,273	3,880	9,615	12,268	
FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153	13,334	
FY 22	125,437	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924	12,450	
FY 23	164,846	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587	12,290	
FY 24	105,492	August	7,779	7,746	8,122	10,831	3,957	7,394	14,439	13,943	
		September	5,961	7,854	7,352	7,678	5,033	7,294	14,269	13,651	
		October	6,743	8,107	9,809	10,178	4,071	8,983	14,868	16,283	
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394	15,579	
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201	12,953	
		TOTAL	48,034	85,807	88,520	112,479	57,770	70,013	140,810	164,787	20,793

FY 16	66	LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2022	2023	2024
FY 17	2,403	January		200	285	485	498	368	400	596	550
FY 18	4,366	February		185	393	382	521	384	459	431	808
FY 19	4,649	March		246	414	425	439	492	528	692	
FY 20	4,443	April		209	385	423	239	453	471	578	
FY 21	4,741	May		235	464	438	237	414	534	619	
FY 22	5,935	June	66	228	428	394	329	505	547	606	
FY 23	7,077	July	110	255	379	422	277	440	460	584	
FY 24	5,731	August	147	281	432	461	328	467	501	853	
		September	183	410	381	440	480	497	625	746	
		October	204	483	497	546	461	498	593	745	
		November	229	407	519	496	366	513	640	747	
		December	172	322	336	458	418	450	612	698	
		TOTAL	1,111	3,461	4,913	5,370	4,593	5,481	6,370	7,895	1,358