

# Link Transit Annual Transit Report for Fiscal Years 2021-2024



**LINK** TRANSIT  
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July 2024

## ACKNOWLEDGEMENTS

### ***Burlington City Council***

*Mayor Jim Butler*

*Mayor Pro Tem Harold Owen*

*Councilmember Bob Ward,*

*Councilmember Dejuana Bigelow*

*Councilmember Ronnie Wall*

### ***Public Transit Advisory Commission***

*Chair Mike Mills*

*Vice Chair Bonita Brown*

*Secretary Moses Corbet*

*Roger Meisenbach*

*John Mathewson*

*Joyce Harris*

*Ralph Harwood*

*Steve Carter*

*Blake Slaughter*

*Vacant*

*Vacant*

*Melissa McBane*

*Burlington*

*Burlington*

*Burlington*

*Burlington*

*Burlington*

*Gibsonville*

*Elon*

*Alamance County*

*Burlington Alternate*

*Gibsonville Alternate*

*Alamance County Alternate*

*Elon Alternate*

*City Manager*

*Director of Transportation*

*Transit Manager*

*Craig Honeycutt*

*Mike Nunn, AICP*

*John Andoh*

*Contractor*

*Transdev Services, Inc*

### ***City of Burlington, Department of Transportation***

*234 East Summit Avenue*

*Burlington, NC 27215*

*Telephone: (336) 222-7351*

*Email: [info@linktransit.org](mailto:info@linktransit.org)*

*Project Manager*

*John Andoh, Transit Manager*

The contents of this annual report reflect the views of the City of Burlington and are not necessarily those of United States Department of Transportation, the Federal Transit Administration (FTA), or Burlington-Graham Metropolitan Planning Organization (BGMPO). The City of Burlington is solely responsible for the accuracy of information presented in this annual report.

**Civil Rights Compliance:** In compliance with Title VI regulations of the Civil Rights Act of 1964, no person in the United States of America shall, on grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. City of Burlington must ensure that federally supported transit service and related benefits are distributed in an equitable manner. City of Burlington has certified that it complies with Title VI regulations.

## **ABOUT THE LINK TRANSIT SERVICE AREA WITHIN THE BURLINGTON-GRAHAM URBANIZED AREA**

Link Transit is a program of the City of Burlington in cooperation with the Towns of Elon and Gibsonville, Alamance County and Alamance Community College. Transit services are provided within the Burlington-Graham MPO from Gibsonville to the west to Alamance Community College to the east. A summary of the service area is below.

**Burlington** is a city in Alamance and Guilford counties in the U.S. state of North Carolina. The population was 57,303 at the 2020 census, which makes Burlington the 18th-most populous city in North Carolina. Located in the Piedmont region of North Carolina, Burlington is characterized as having mostly flat land with a few rolling hills. According to the United States Census Bureau, the city has a total area of 31.82 square miles. As of the 2020 census, there were 22,009 households, and 12,978 families residing in the city.

**Alamance Community College** is a public community college in Graham, North Carolina, with a secondary campus in Burlington. It serves the area of Alamance County and was established in 1958 as part of a statewide system known as industrial education centers. Total enrollment of 4,037.

**Alamance County** is a county in North Carolina. As of the 2020 census, the population was 171,415. Its county seat is Graham. Formed in 1849 from Orange County to the east, Alamance County has been the site of significant historical events, textile manufacturing, and agriculture. According to the U.S. Census Bureau, the county has a total area of 434.24 square miles. As of the 2020 census, there were 64,316 households, and 41,793 families residing in the county.

**Elon** is a town in Alamance County, North Carolina, United States. The population as of the 2020 census was 11,324. The town of Elon is home to Elon University. According to the United States Census Bureau, the town has a total area of 3.9 square miles and there were 3,465 households, and 1,888 families residing in the town.

**Gibsonville ("City of Roses")** is a town in both Alamance and Guilford counties. According to the 2020 census, the population of Gibsonville was 8,971 and the town has a total area of 3.5 square miles. Gibsonville was named for Joseph Gibson, a prominent Guilford County planter of the antebellum period. There were 2,481 households, and 1,895 families residing in the town.

## **INTRODUCTION TO LINK TRANSIT**

Link Transit is the City of Burlington's transit system which started on June 6, 2016. The system operates five fixed routes and an Americans with Disabilities Act (ADA) complementary paratransit service within a  $\frac{3}{4}$  mile radius around the fixed routes. Service originally started serving Gibsonville, Alamance Community College, Burlington and Alamance County Courthouse in Graham with funding from Alamance County. Since 2016, Transdev has been the contractor for Link Transit with a new contract being implemented in 2022 continuing through June 30, 2025 with two one year options. Transdev is responsible for hiring the bus operators, supervisors and mechanics, as well as operating and maintaining the vehicles. The City of Burlington pays for the intelligent transportation system (ITS) with GMV (previously TransLoc), fuel, and the transit operations contractor to directly operate and maintain Link Transit.

Link Transit operates from 5:30 a.m. to 9:30 p.m., Monday-Friday and 9:30 a.m. to 6:30 p.m. on Saturday. Service previously operated until 6:30 p.m. and expanded to 8:00

p.m. in June of 2018 and to 9:30 p.m. in May of 2022. Saturday service was added in October 2021. All routes operate every 90 minutes. ADA complementary paratransit operates the same hours as the fixed route.

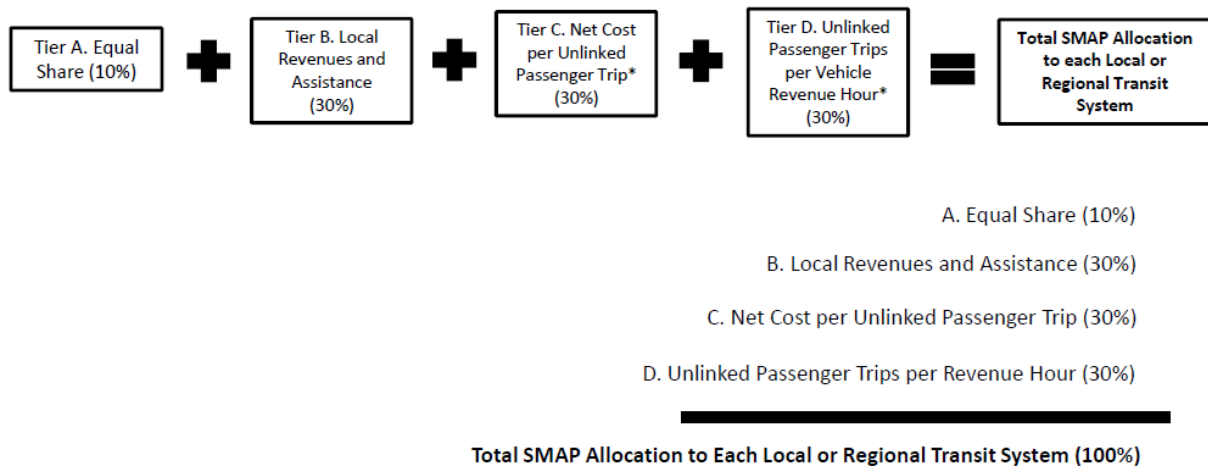
Minor route modifications have been made to increase operational efficiencies to Link Transit since 2016. In May of 2022, the largest enhancement occurred when Link Transit started to serve the Town of Elon with enhanced services on Blue Route 3.

Link Transit is used primarily by people who must rely on public transportation. Many of these "transit dependent" riders have no other means of transportation, due to age, income, or disability.

### SOURCE OF TRANSIT FUNDING

The funding to operate Link Transit is a combination of passenger fare revenues (from June 2016 to June 2021 and December 2023 to present), City of Burlington General Fund, Vehicle Registration Fee of \$5.00 as authorized by the North Carolina General Assembly, Federal funds, and State Maintenance Assistance Program (SMAP) funds from the State of North Carolina. Additionally, the Towns of Gibsonville and Elon, Alamance County and Alamance Community College provide match funding for routes to serve their areas.

SMAP started in October 1994 and the funding comes from four allocation tiers: – Tier A: Equal Share – Tier B: Local Revenues and Assistance – Tier C: Net Cost per Unlinked Passenger Trip – Tier D: Unlinked Passenger Trips per Revenue Hour. These funds are applied annually to North Carolina Department of Transportation (NCDOT). Details are explained below:



\*Performance Tier

The \$5.00 Vehicle Registration Fee, as authorized by North Carolina General Statutes Section 20-97 is based on vehicles registered within the City limits of Burlington. This fee solely supports public transportation within the City limits. Other jurisdictions provide funding for Link Transit through their General Fund.

Link Transit uses Federal funds from the Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula Grants and FTA Section 5339 Bus and Bus Facilities Grants which both are from the Infrastructure Investment and Jobs Act (IIJA). The City of Burlington directly claims these funds directly from the FTA and NCDOT as the designated recipient approves the split in funding which is done by Burlington-Graham Metropolitan Planning Organization (BGMPO) based on a Memorandum of Understanding. Over the years, the share for Link Transit has increased as Link Transit is the predominant transit provider in the Burlington Graham Urbanized Area (UZA). The UZA also has transit services from the Piedmont Authority for Regional Transportation (PART), Triangle Transit Authority (GoTriangle), Orange County Public Transportation and Alamance County Transportation Authority (ACTA). A summary of the proposed funding split is below.

<b>Total Funds</b>	<b>\$3,322,583</b>												
Population	50%	\$1,661,292											
Pop. Density	25%	\$830,646											
TDI Pop	25%	\$830,646											

Agency	UZA Pop Buffer	% of UZA Pop	UZA Allocation	Weight. Pop. Density Alloc.	% of Density	Density Allocation	TDI Pop	TDI Pop Share	TDI Allocation	Total Allocation	Percent of Total	Current Share	FY25 Proposed Split Percentages
Link Transit	53,360	40%	\$661,981	1632.61	87%	\$725,727	41,213	73%	\$604,499	\$1,992,207	59.96%	\$2,004,627	60.33%
PART	46,924	35%	\$582,140	0.00	0%	\$0	0	0%	\$0	\$582,140	17.52%	\$504,296	15.18%
ACTA	27,211	20%	\$337,578	41.47	2%	\$18,436	11,432	20%	\$167,681	\$523,695	15.76%	\$538,908	16.22%
GoTriangle	3,208	2%	\$39,796	97.28	5%	\$43,242	1,993	4%	\$29,233	\$112,271	3.38%	\$137,376	4.13%
OCPT	3,208	2%	\$39,796	97.28	5%	\$43,242	1,993	4%	\$29,233	\$112,271	3.38%	\$137,376	4.13%
<b>Totals</b>	<b>133,911</b>	<b>100%</b>	<b>\$1,661,292</b>	<b>1868.63</b>	<b>100%</b>	<b>\$830,646</b>	<b>56,631.00</b>	<b>100%</b>	<b>\$830,646</b>	<b>\$3,322,583</b>	<b>100%</b>	<b>\$3,322,583</b>	<b>100%</b>

\*As recommended by Nelson/Nygaard, September 2023

Since March 2020, the United States experienced the novel coronavirus (COVID-19) virus that resulted in a lockdown to prevent the spread of the virus, a need to increase cleaning of vehicles and a significant drop in ridership. The Coronavirus Aid, Relief, and Economic Security Act, also known as the CARES Act, is a \$2.2 trillion economic stimulus bill that provided funding to FTA resulting in additional revenue to the City of Burlington at a 100% Federal share. The City of Burlington also received American Rescue Plan (ARPA) funding. These funds have been expended for operational and capital needs.

Currently, passenger fare revenues contribute approximately 3 percent, SMAP revenue contribute to approximately 5 percent, FTA revenue contributes approximately 66 percent, Burlington General Fund revenues provide 7 percent, local governments contributions provide 4 percent, miscellaneous revenues provide 1 percent and Vehicle Registration Fee funds provide the remaining 14 percent of the revenues required to operate Link Transit.

**PERFORMANCE MEASURES FOR LINK TRANSIT**

A summary of Link Transit’s performance by ridership is shown on the next page.

Further details on operational statistics as reported to the National Transit Database is available here: <https://www.transit.dot.gov/ntd/transit-agency-profiles/city-burlington-1>

		LINK TRANSIT									
FY 16	9,377	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	10,400
FY 20	88,052	April		6,065	6,440	10,223	3,273	3,880	9,615	12,268	11,080
FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153	13,334	11,208
FY 22	125,437	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924	12,450	10,420
FY 23	164,846	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587	12,290	
FY 24	148,600	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	
		<b>TOTAL</b>	<b>48,034</b>	<b>85,807</b>	<b>88,520</b>	<b>112,479</b>	<b>57,770</b>	<b>70,013</b>	<b>140,810</b>	<b>164,787</b>	<b>63,901</b>
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	835
FY 20	4,443	April		209	385	423	239	453	471	578	794
FY 21	4,741	May		235	464	438	237	414	534	619	775
FY 22	5,935	June	66	228	428	394	329	505	547	606	647
FY 23	7,077	July	110	255	379	422	277	440	460	584	
FY 24	8,782	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	
		<b>TOTAL</b>	<b>1,111</b>	<b>3,461</b>	<b>4,913</b>	<b>5,370</b>	<b>4,593</b>	<b>5,481</b>	<b>6,370</b>	<b>7,895</b>	<b>4,409</b>
		<b>Systemwide Total</b>	<b>49,145</b>	<b>89,268</b>	<b>93,433</b>	<b>117,849</b>	<b>62,363</b>	<b>75,494</b>	<b>147,180</b>	<b>172,682</b>	<b>68,310</b>

### FINANCIAL PERFORMANCE OF LINK TRANSIT

Link Transit's fiscal performance is audited annually and a part of the City of Burlington's Annual Comprehensive Financial Report (ACFR) under the Public Transportation Fund and Transit Capital Fund. Visit the following links for audited financials of Link Transit:

- FY 2021: <https://www.burlingtonnc.gov/DocumentCenter/View/21413/2021-CAFR-Final?bidId=>
- FY 2022: <https://www.burlingtonnc.gov/DocumentCenter/View/23775/CoB-2022-ACFR-from-TSS-121322-all-pages-replaced?bidId=>
- FY 2023: <https://www.burlingtonnc.gov/DocumentCenter/View/25103/Annual-Comprehensive-Financial-Report-2023?bidId=>

## OPERATIONS AND EQUIPMENT

Transdev is responsible for the maintenance of the Link Transit fleet, which as of June 30, 2024 consists of the following vehicles.

- 2 – 2023, 30 foot BYD | RIDE K7M battery electric buses
- 5 – 2015, 28 foot Arboc Sprit of Mobility gasoline buses
- 5 – 2024, 29 foot Gillig LF diesel buses – to start in service in FY 2024/2025; and
- 3 – 2023, 23 foot New England Wheels RAM Promaster buses.

The vehicles have SEON security cameras, GMV intelligent transportation system with VOiP, tracking devices with stop request annunciator, a diamond manual farebox, bicycle rack that can accommodate two bicycles and electronic destination sign on front, rear and side of the bus. The vehicle is marked with the Link Transit logo, phone number, website, and the City of Burlington seal. The vehicles used for this service meet all of the ADA requirements.

The City of Burlington surplused two 2015 Arboc Spirit of Mobility vehicles in 2023 and will surplus the balance later in FY 2025.

Transdev previously provided three paratransit vehicles and two spare fixed route vehicles which have been removed from service as of May 2024.



As mentioned previously, Transdev through June 30, 2025, provides the bus operators, dispatchers, supervisors and mechanics and any other staff needed to operate and maintain Link Transit within a variable rate cost model. The vehicles are stored and maintained in a leased facility owned by Transdev at 2801 Troxler Road in Burlington.

The costs paid to Transdev is below based on FY 2022-2023 to FY 2024-2025:

Year 1		3846 Hrs	4200 Hrs	5000 Hrs
Service	Annual Vehicle Revenue Hours	Proposed Rate	Proposed Rate	Proposed Rate
Fixed Route Transit System Service (City provides seven (7) vehicles)	20,540	\$ 50.45	\$ 50.45	\$ 50.45
Maintenance Facility	24,386	\$ 4.71	\$ 4.64	\$ 4.50
Two Additional Spare Vehicles	24,386	\$ -	\$ -	\$ -
Maintenance of City Vehicles	24,386	\$ 16.14	\$ 16.01	\$ 15.73
Paratransit Service	3,846	\$ 99.77	\$ 92.78	\$ 80.64
<b>Total Hourly Rate</b>	<b>24,386</b>	<b>\$ 79.08</b>	<b>\$ 78.29</b>	<b>\$ 76.59</b>

Year 2				
Service	Annual Vehicle Revenue Hours	Proposed Rate	Proposed Rate	Proposed Rate
Fixed Route Transit System Service (City provides seven (7) vehicles)	20,540	\$ 51.72	\$ 51.72	\$ 51.72
Maintenance Facility	24,386	\$ 4.92	\$ 4.85	\$ 4.70
Two Additional Spare Vehicles	24,386	\$ -	\$ -	\$ -
Maintenance of City Vehicles	24,386	\$ 14.91	\$ 14.78	\$ 14.51
Paratransit Service	3,846	\$ 97.70	\$ 90.93	\$ 79.17
<b>Total Hourly Rate</b>	<b>24,386</b>	<b>\$ 78.80</b>	<b>\$ 78.01</b>	<b>\$ 76.31</b>

Year 3				
Service	Annual Vehicle Revenue Hours	Proposed Rate	Proposed Rate	Proposed Rate
Fixed Route Transit System Service (City provides seven (7) vehicles)	20,540	\$ 53.35	\$ 53.35	\$ 53.35
Maintenance Facility	24,386	\$ 5.23	\$ 5.15	\$ 4.99
Two Additional Spare Vehicles	24,386	\$ -	\$ -	\$ -
Maintenance of City Vehicles	24,386	\$ 13.42	\$ 13.28	\$ 12.98
Paratransit Service	3,846	\$ 100.84	\$ 93.86	\$ 81.71
<b>Total Hourly Rate</b>	<b>24,386</b>	<b>\$ 79.49</b>	<b>\$ 78.66</b>	<b>\$ 76.88</b>

## FARES

Link Transit charged fares until June 6, 2021 and then was fare free for fixed route and paratransit through December 17, 2023. Fares resumed on December 18, 2023 based off a public hearing in July 2023 at the Burlington City Council meeting. The new fare structure is below.



# Link Fares

Effective December 18, 2023

## General Fare

ONE WAY	DAY PASS	31-DAY
\$1.00	\$4.00	\$20.00

All passengers not eligible for a discount.

## Discount Fare

ONE WAY	DAY PASS	31-DAY
\$ .50	\$2.00	\$10.00

**Seniors:** 60+ with proper ID.

**Persons with Disability:** with Link Transit Reduced Fare Card, an a reduced fare ID card issued from another transit agency or ADA certified.

**Veterans:** with US Dept. of Defense and Veterans Affairs retired ID card, county issued Veteran ID card, or NCDL with "Veteran" label.

**Medicare:** with valid Medicare Card.

**Student:** Ages 6 - 18 with Student ID, or college/ university ID.

## Free

NC By Train transfer, Children 5 & under, Link employees, transfer to another route within 60 minutes.

## Paratransit

**ADA Certified:** Passenger eligible to ride Paratransit.

ONE WAY	10-RIDE PASS
\$1.00	\$10.00

Pass outlets has been established at City of Burlington Municipal Annex, Town of Gibsonville Town Hall, through the mail, online at [www.tokentransit.org](http://www.tokentransit.org) or through the Token Transit, Transit and Moovit app for one day, 31-day fixed route passes and 10-ride paratransit passes.

### Link Transit Recommendations for Fiscal Year 2024-2025:

1. Continue to monitor existing service and the operations and maintenance contract.
2. Increase ridership among students, seniors and working families that are transit dependent through aggressive marketing.
3. Increase community outreach throughout the Link Transit service area.

4. Pursue other mobility strategies to move passengers within, to and from Burlington, Gibsonville, Elon, Mebane, Alamance County Office Building, and Alamance Community College.
5. Ensure all findings with FTA have been addressed from the triennial review that occurred in Spring of 2024.
6. Install more bus shelters, benches and sidewalks at bus stops to improve the passenger experience.
7. Complete Transit Development Plan to review the transit system performance and offer new creative ways to operate transit.
8. Add service to Mebane and Haw River based on funding agreements.
9. Complete Transit Facility Study to determine the best approach towards long term facility needs for Link Transit, including seeking grant funding to fund the facility.



## ACCOMPLISHMENTS

The following events occurred during the annual report period:

1. Hired interim Transit Manager who started in May 2021.
2. Launched fare free transit from June 2021 to December 2023.
3. Restored transit service to 8:00 p.m. and added Saturday service in October 2021.
4. Added evening service and expanded to the Town of Elon in May 2022.
5. Increased the level of funding for Link Transit to cover the increasing costs of providing public transit services through the use of FTA Sections 5307 and 5339 funding from BGMPO and NCDOT.
6. Added 10 additional bus shelters throughout the City of Burlington.
7. Installed new intelligent transportation system (ITS) on fixed route buses (GMV).
8. Updated General Transit Feed Specifications (GTFS) and applied to Google, Apple, and Bing Maps, Transit App and Moovit App.
9. Made minor route changes to improve on time performance on Orange 2, Green 4, Purple 5.
10. Added bus stops along all routes to increase accessibility to fixed routes.
11. Implemented restrictions on ACTA services in the City of Burlington to prevent duplication of transit services.
12. Updated FTA related compliance documentation which includes the Procurement Policy, Disadvantaged Business Enterprise (DBE) Program and Goal, Title VI Program, National Transit Database (NTD) reports.
13. Completed certification of Automatic Passenger Counters (APC).
14. Updated marketing materials and website at [www.linktransit.org](http://www.linktransit.org)
15. Updated and created new social media – X, Facebook, Instagram and You Tube.
16. Worked with NCDOT to transition FTA Section 5339 funding to small urban areas directly.
17. Reprocured the bus shelter, transit operations contracts and awarded to Jericho Palm and Transdev respectively.
18. Started the transit development plan and transit facility study with Kimley-Horn as the consultant.
19. Purchased the first battery electric buses and associated chargers from BYD | Ride.
20. Purchased replacement diesel transit buses from Gillig and low floor paratransit vans from ABC Companies.
21. Reimplemented a fare system with the use of apps from Token Transit, Transit and Moovit on December 18, 2023.
22. Filled all positions on the PTAC from all funding participants – Gibsonville, Elon, Burlington and Alamance County.
23. Hired bus stop maintenance worker to maintain 18 bus shelters.
24. Received Carbon Reduction Program funds to purchase two battery electric paratransit vans and chargers due to growing paratransit demand.
25. Participated in the BGMPO Regional Transit Study and Transportation Safety Plan.
26. Submitted Spot 7 applications to NCDOT.
27. Applied for funding from NCDOT for transit bus replacements.
28. Applied for funding from FTA Sections 5307 and 5339 for operations assistance, preventative maintenance, planning and transit capital needs.
29. Implemented new paratransit scheduling software with Transdev, including a new app called My Transit Manager using PASS NOVUS by Trapeze Software.

## ADDITIONAL TRANSIT SERVICES THAT CONNECT WITH LINK TRANSIT

Link Transit also receives the following transit services within the Link Transit service area:

### Alamance County Transportation Authority

ACTA is a public transportation authority created in 2002 that provides curb to curb service throughout Alamance County with an emphasis in rural areas. The City of Burlington is a founding partner of ACTA but does not contribute funding for its services. ACTA operates Monday-Friday from 5 a.m. to 5 p.m. with limited service on Saturday using a fleet of vans. Services are open to the general public with service restricted within the City of Burlington as long as the trips are not provided within the City limits except for ACTA only provide general purpose trips into or out of the City limits of Burlington. ACTA can provide senior transportation trips within, into and out of the City limits of Burlington as part of its agreement with Piedmont Triad Regional Council. ACTA also provides Medicaid trips throughout Alamance County, including within, into and out of the City of Burlington.

### Piedmont Authority for Regional Transportation

The Piedmont Authority for Regional Transportation (PART) is a regional transportation authority created in 1997 to enhance all forms of transportation in the Piedmont Triad Region. PART receives funding from rental car taxes and the City of Burlington is a member. They provide an express route (Route 4) connecting Greensboro and UNC Hospital at Chapel Hill with stops at Alamance County Regional Medical Center in Burlington, Graham, Alamance Community College, Cone Health in Mebane and Chapel Hill. This route only operates Monday-Friday between 5:40 a.m. and 7:30 p.m. at various times throughout the day. PART also has a vanpool program that is available across a nine county region known as the Piedmont Triad. PART also provides regional transportation planning services related to:

- Congestion management along regionally significant highway corridors
- Highway, freight and transit planning; and
- Impacts of growth and development on mobility and our transportation network



#### ROUTES

<span style="display:inline-block; width:15px; height:10px; background-color:purple; border:1px solid black;"></span> 1 Winston-Salem Express	<span style="display:inline-block; width:15px; height:10px; background-color:lightblue; border:1px solid black;"></span> 6 Surry County Express
<span style="display:inline-block; width:15px; height:10px; background-color:green; border:1px solid black;"></span> 2 Greensboro Express	<span style="display:inline-block; width:15px; height:10px; background-color:yellow; border:1px solid black;"></span> 9 Davidson Greensboro Express
<span style="display:inline-block; width:15px; height:10px; background-color:blue; border:1px solid black;"></span> 3 High Point Express	<span style="display:inline-block; width:15px; height:10px; background-color:orange; border:1px solid black;"></span> 10 Randolph Express
<span style="display:inline-block; width:15px; height:10px; background-color:red; border:1px solid black;"></span> 4 Alamance Burlington Express	<span style="display:inline-block; width:15px; height:10px; background-color:magenta; border:1px solid black;"></span> 17 Kernersville Express
<span style="display:inline-block; width:15px; height:10px; background-color:lightgreen; border:1px solid black;"></span> 5 NC Amtrak Connector	<span style="display:inline-block; width:15px; height:10px; background-color:lightblue; border:1px solid black;"></span> 20, 21, 22, 23, 24 Shuttles

### Elon Express

The Elon Express provides free transportation to all Elon University students, faculty, staff and community members. There are 3 routes, each with live PassioGo tracking, which allows riders to know when a bus will be at their planned stop.

- The Haggard Ave route services Haggard Ave with stops every fifteen minutes at various apartment complexes, and university facilities., Monday-Friday from 7 a.m. to 11 p.m.
- The Danieleley Center Tram services different stops within the Danieleley Neighborhood with stops every ten minutes., Monday-Friday between 7 a.m. and 9 p.m.
- The University Drive Line provides access to shopping centers and restaurants at University Commons and Alamance Crossing, Wednesday – Friday: 4:00 pm – 10:00 pm and Saturday & Sunday: 12:00 pm – 10:00 pm every 35 minutes.

### **NC By Train – Piedmont and Carolinian**

The State of North Carolina, through NCDOT manages intercity rail service within the state and to Virginia, Washington D.C, Maryland, Delaware, New Jersey and New York operated by Amtrak. The Piedmont operates four round trips daily between Raleigh and Charlotte with three of the four trips stopping in Burlington. The Carolinian operates one round trip between New York and Charlotte with a stop in Burlington. Train hours are generally between 6:30 a.m. and 10:30 p.m., seven days a week.

### **CONCLUSION & EMERGING ISSUES**

- Link Transit will continue to monitor its transit services in FY 2024-2025 based on revisions made to the transit service in March of 2024, with expansion to Mebane on the Orange Route in September of 2024.
- Continued marketing initiatives includes presentations to the senior community, schools, participation in events in the Link Transit service area, going to farmers markets, placing advertisements in local mediums and Ride Guide distribution to local businesses and, placement of articles in the Alamance Community College, City of Burlington, Town of Gibsonville and Town of Elon newsletters.
- As we emerge through the COVID-19 pandemic, how does Link Transit serve the City of Burlington, Town of Elon and Town of Gibsonville residents effectively and safely, taking into consideration new protocols for cleaning of assets. A new Transit Development Plan and Transit Facility Study will answer that question.
- Through outreach to residents and visitors, Link Transit has been able to ensure that all transit needs are met for the Burlington-Graham Urbanized Area. In eight years, 840,800 rides have been carried. By 2026, Link Transit will have carried 1 million passenger trips.
- Access to bus stops is a growing concern as access to major destinations is limited due to dangerous conditions. The Burlington Graham Transportation Safety Plan provides recommendations for pilot bus stops and that will be used as a framework for bus stop amenities placement, including sidewalks with NCDOT and City of

Burlington City Engineering support.

- The City of Burlington will need to procure a new transit operations operator by June 30, 2025.
- The City of Burlington will continue to pursue grant funding on an annual basis to cover costs associated with the provision of transit services as they become available.
- There is growing concern of duplication and role identification of transit provision in the Burlington Graham Urbanized Area, particularly there are five transit operators within the urbanized area and fundamentally, Link Transit and ACTA has areas of significant overlap. While the Burlington City Council passed a resolution stating the level of consent ACTA has within the City limits, the duplication continues to occur on a limited basis in Gibsonville, Elon, Alamance Community College and soon Mebane. The BGMPO facilitated a Regional Transit Study which was accepted by the BGMPO Transportation Advisory Committee in May 2024, however there was no direction provided on its implementation. As FTA funding becomes limited and costs continue to increase, the matter of designation of service territories or consolidation of transit services may need to be evaluated.
- The City of Burlington will need to continue to work with ACTA, PART, Orange County and GoTriangle to allocate FTA Section 5307 funds to ensure an equitable distribution split in the Burlington Graham Urbanized Area.
- The City of Burlington has been testing Zero-Emission Buses (ZEBs) on the fixed route fleet with two BYD | RIDE 29 foot buses and will soon test two RAM Promaster vans for paratransit. Should this test be successful, the City of Burlington can look towards transitioning the paratransit vans and ultimately the remaining diesel transit buses to ZEBs in the next 12 years. The challenges to overcome include charger installation at a City of Burlington owned facility and workforce training.
- The City of Burlington will need to address facility ownership to reduce operating costs paid to the contractor. This will be addressed in the Transit Facility Study. Once adopted by Burlington City Council, funding will need to be identified, potentially through FTA's discretionary Section 5339 Bus and Bus Facilities program as the current formula funds will not be enough to cover the projected costs.
- The City of Burlington through the Transit Development Plan will need to address reduced frequencies on the fixed routes to 60 minutes or less through route simplification and the development of transit hubs to facilitate transfers. This may come at an increased cost to add more buses (both operating and capital).

# FIXED ROUTE AND PARATRANSIT SERVICE AREA MAP



RED 1		ORANGE 2		BLUE 3		GREEN 4		PURPLE 5																																												
OUTBOUND	INBOUND	OUTBOUND	INBOUND	OUTBOUND	INBOUND	OUTBOUND	INBOUND	OUTBOUND	INBOUND																																											
6:30	6:38	6:30	7:02	7:14	7:15	7:37	7:35	7:45	7:53	6:30	6:43	6:32	6:56	7:01	7:11	7:19	7:24	7:34	7:45	6:30	6:40	6:48	6:55	7:02	7:13	7:15	7:26	7:34	7:40	7:48	7:56	6:30	6:48	6:55	7:05	7:08	7:11	7:15	7:22	7:29	7:49	6:30	6:45	6:49	6:56	7:04	7:08	7:15	7:26	7:33	7:38	7:51
8:00	8:08	8:20	8:32	8:44	8:45	8:57	9:05	9:15	9:23	8:00	8:13	8:22	8:26	8:31	8:41	8:49	8:54	9:04	9:15	8:00	8:10	8:18	8:25	8:32	8:43	8:45	8:56	9:04	9:10	9:18	9:26	8:00	8:18	8:25	8:35	8:38	8:41	8:45	8:52	8:59	9:19	8:00	8:15	8:19	8:26	8:34	8:38	8:45	8:56	9:03	9:06	9:21
9:30	9:38	9:50	10:02	10:14	10:15	10:27	10:35	10:45	10:53	9:30	9:43	9:52	9:56	10:01	10:11	10:19	10:24	10:34	10:45	9:30	9:40	9:48	9:55	10:02	10:15	10:15	10:26	10:34	10:40	10:48	10:56	9:30	9:48	9:55	10:05	10:08	10:11	10:15	10:22	10:29	10:49	9:30	9:45	9:49	9:56	10:04	10:08	10:15	10:26	10:33	10:36	10:51
11:00	11:08	11:20	11:32	11:44	11:45	11:57	12:05	12:15	12:23	11:00	11:13	11:22	11:26	11:31	11:41	11:49	11:54	12:04	12:15	11:00	11:10	11:18	11:25	11:32	11:45	11:45	11:56	12:04	12:10	12:18	12:26	11:00	11:18	11:25	11:35	11:38	11:41	11:45	11:52	11:59	12:19	11:00	11:15	11:19	11:26	11:34	11:38	11:45	11:56	12:03	12:06	12:21
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5:05	5:13	5:25	5:37	5:49	5:50	6:02	6:10	6:20	6:28	5:05	5:18	5:27	5:31	5:36	5:46	5:54	5:59	6:09	6:20	5:05	5:15	5:23	5:30	5:37	5:50	5:50	6:01	6:09	6:15	6:23	6:31	5:05	5:20	5:24	5:31	5:38	5:45	5:53	6:04	6:11	6:28	5:05	5:20	5:24	5:31	5:39	5:43	5:50	6:01	6:08	6:11	6:28
6:35	6:43	6:55	7:07	7:19	7:20	7:32	7:40	7:50	7:58	6:35	6:48	6:57	7:01	7:06	7:16	7:24	7:29	7:39	7:50	6:35	6:45	6:53	7:00	7:07	7:20	7:20	7:31	7:39	7:45	7:53	8:01	6:35	6:50	6:54	7:01	7:09	7:13	7:20	7:27	7:34	7:54	6:35	6:50	6:54	7:01	7:09	7:13	7:20	7:27	7:34	7:54	
8:05	8:13	8:25	8:37	8:49	8:50	9:02	9:10	9:20	9:28	8:05	8:18	8:27	8:31	8:36	8:46	8:54	8:59	9:09	9:20	8:05	8:15	8:23	8:30	8:37	8:50	9:01	9:09	9:15	9:23	9:31	9:36	8:05	8:23	8:30	8:40	8:43	8:46	8:50	8:57	9:04	9:24	8:05	8:20	8:24	8:31	8:39	8:43	8:50	9:01	9:08	9:11	9:26

