

# Link Transit Annual Transit Report for Fiscal Years 2024-2025



**LINK TRANSIT**  
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December 2025

## 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**

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*Elon*

*Vice Chair Bonita Brown*

*Burlington*

*Secretary Moses Corbett*

*Burlington*

*Roger Meisenbach*

*Burlington*

*John Mathewson*

*Burlington*

*Irene Fanelli*

*Gibsonville*

*Steve Carter*

*Alamance County*

*Brian Doward*

*Alamance Community College (ACC)*

*Sean Ewing*

*Mebane*

*Blake Slaughter*

*Burlington Alternate*

*Melissa McBane*

*Elon Alternate*

*Chief James Armstrong*

*ACC Alternate*

*Montrena Hadley*

*Mebane Alternate*

*City Manager*

*Craig Honeycutt*

*Director of Transportation*

*Mike Nunn, AICP*

*Transit Manager*

*John Andoh*

*Contractor*

*Transdev Services, Inc*

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

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*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 managed within the City of Burlington, Department of Transportation in cooperation with the Towns of Elon and Gibsonville, City of Mebane, Alamance County and Alamance Community College. Transit services are provided within the Burlington-Graham urbanized area from Gibsonville to the west to Mebane to the east. A summary of the service area is below.

**Burlington** is a city in Alamance and Guilford counties. 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, Burlington is characterized as having mostly flat land with a few rolling hills. 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 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 2,995 as of 2025.

**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. 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. The population as of the 2020 census was 11,324. The Town of Elon is home to Elon University. 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 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 are 2,481 households, and 1,895 families residing in the town.

**Mebane** is a city located mostly in Alamance County, North Carolina, United States, and partly in Orange County. The town was named for Alexander Mebane, an American Revolutionary War general and member of the U.S. Congress. It was incorporated as "Mebanesville" in 1881, and in 1883 the name was changed to "Mebane". It was incorporated as a city in 1987. The population as of the 2020 census was 17,797 and is 11.17 square miles.

**Graham** is a city and the county seat of Alamance County. As of the 2020 census the population was 17,153. The city is 17.69 square miles. Graham is centered around a courthouse square. In 1851, the town of Graham was incorporated. Graham was named for the outgoing governor, William Alexander Graham of Hillsborough. *While Graham is served by Link Transit with two (2) bus stops, at the Judge J.B. Allen Criminal Courthouse and Graham Park ad Ride Lot, the City of Graham does not contribute any local match funding to Link Transit and these stops are funded by Alamance County.*

As of June 30, 2025, the Village of Almance and the Towns of Haw River, Green Level, Whitsett and Swepsonville in the urbanized area are not served by Link Transit. The Town of Efland, which is within urbanized area is served by Orange County Public Transit.

## **INTRODUCTION TO LINK TRANSIT**

Link Transit is the City of Burlington's transit system which started on June 6, 2016. The system operates five (5) 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 the Alamance County Courthouse 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, 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. Evening service was added in October 2023. All routes operate every 90 minutes. ADA complementary paratransit operates the same hours as the fixed route.

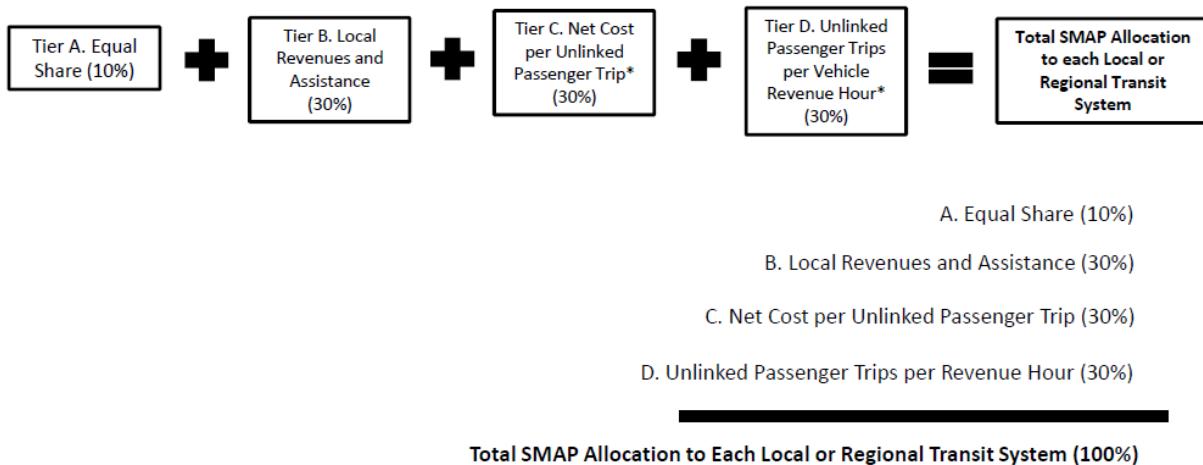
Minor route modifications have been made to increase operational efficiencies to Link Transit since 2016. In May of 2022, the largest enhancement occurred when Link Transit started to serve the Town of Elon with enhanced services on Blue Route 3. In September 2024, another large enhancement occurred with Link Transit being extended to the City of Mebane.

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, City of Burlington General Fund, a vehicle registration fee within the City of Burlington, as authorized by the North Carolina General Assembly, Federal funds, and the State Maintenance Assistance Program (SMAP) funds. Additionally, the City of Mebane, Towns of Gibsonville and Elon, Alamance County and Alamance Community College provide match funding for routes to serve their respective 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 \$10.00 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 Burlington City limits. The fee was increased by \$5.00 in July of 2024 by Burlington City Council. 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 funding split is below.

Total Funds		\$3,322,583		Weight. Pop.	% of Density Alloc.	Density Allocation	TDI Pop	TDI Pop Share	TDI Allocation	Total Allocation	Percent of Total	Current Share	FY25 Proposed Split Percentages
Population	50%	\$1,661,292											
Pop. Density	25%	\$830,646											
TDI Pop	25%	\$830,646											
Agency	UZA Pop Buffer	% of UZA Pop	UZA Allocation										
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

BGMPO and NCDOT has split the Federal funds through September 30, 2025.

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, through Fiscal year 2024: <https://www.transit.dot.gov/ntd/transit-agency-profiles/city-burlington-1>

FY 16	9,377	LINK TRANSIT FIXED ROUTE	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
FY 17	79,498	January		6,643	5,992	8,285	7,027	4,243	6,807	14,896	10,616	8,691
FY 18	85,703	February		6,410	7,067	8,011	6,609	3,449	7,761	13,499	10,177	8,864
FY 19	104,551	March		6,528	6,343	7,809	6,315	4,605	9,792	13,641	10,400	10,513
FY 20	88,052	April		6,065	6,440	10,223	3,273	3,880	9,615	12,268	11,080	11,411
FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153	13,334	11,208	11,391
FY 22	125,437	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924	12,450	10,420	11,207
FY 23	164,846	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587	12,290	11,206	9,738
FY 24	148,600	August	7,779	7,746	8,122	10,831	3,957	7,394	14,439	13,943	11,329	10,264
FY 25	125,920	September	5,961	7,854	7,352	7,678	5,033	7,294	14,269	13,651	10,817	10,024
FY 26	50,420	October	6,743	8,107	9,809	10,178	4,071	8,983	14,868	16,283	10,354	11,479
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394	15,579	11,008	8,915
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201	12,953	9,129	
		<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>127,744</b>	<b>112,497</b>
FY 16	66	LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
FY 17	2,403	January		200	285	485	498	368	400	596	550	773
FY 18	4,366	February		185	393	382	521	384	459	431	808	737
FY 19	4,649	March		246	414	425	439	492	528	692	835	846
FY 20	4,443	April		209	385	423	239	453	471	578	794	811
FY 21	4,741	May		235	464	438	237	414	534	619	775	735
FY 22	5,935	June	66	228	428	394	329	505	547	606	647	787
FY 23	7,077	July	110	255	379	422	277	440	460	584	713	999
FY 24	8,782	August	147	281	432	461	328	467	501	853	828	815
FY 25	9,452	September	183	410	381	440	480	497	625	746	723	865
FY 26	4,572	October	204	483	497	546	461	498	593	745	890	994
		November	229	407	519	496	366	513	640	747	883	899
		December	172	322	336	458	418	450	612	698	726	
		<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>9,172</b>	<b>9,261</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>136,916</b>	<b>121,758</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 2024: <https://www.burlingtonnc.gov/DocumentCenter/View/27137/2024-ACFR?bidId=>

## OPERATIONS AND EQUIPMENT

Transdev as the contractor for the City of Burlington, is responsible for the maintenance of the Link Transit fleet, which as of June 30, 2025 consists of the following vehicles.

- 2 – 2023, 30 foot BYD | RIDE K7M battery electric buses
- 5 – 2024, 29 foot Gillig LF diesel buses; and
- 3 – 2023, 23 foot New England Wheels RAM Promaster buses.

Two (2) additional vehicles will be added in Fiscal Year 2026.

The vehicles have SEON security cameras, GMV intelligent transportation system with voice over IP (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 seven (7) 2015 Arboc Spirit of Mobility vehicles in 2024 and removed the Transdev owned paratransit vehicles from the fleet this past fiscal year.

Transdev previously provided three (3) 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 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
<b>Fixed Route Transit System Service</b> <u>(City provides seven (7) vehicles)</u>	20,540	\$ 50.45	\$ 50.45	\$ 50.45
<b>Maintenance Facility</b>	24,386	\$ 4.71	\$ 4.64	\$ 4.50
<b>Two Additional Spare Vehicles</b>	24,386	\$ -	\$ -	\$ -
<b>Maintenance of City Vehicles</b>	24,386	\$ 16.14	\$ 16.01	\$ 15.73
<b>Paratransit Service</b>	3,846	\$ 99.77	\$ 92.78	\$ 80.64
<b>Total Hourly Rate</b>	24,386	\$ 79.08	\$ 78.29	\$ 76.59

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

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

## 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 current fare structure is below.



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 have 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. As part of regional fare coordination, Link Transit will participate in UMO with PART, Greensboro Transit Agency, Winston-Salem Transit Authority and High Point Transit later in 2025.

**Link Transit Recommendations for Fiscal Year 2025-2026:**

1. Continue to monitor existing service and the operations and maintenance contract.
2. Reprocure the transit operations and maintenance contract.
3. Increase ridership among students, seniors and working families that are transit dependent through aggressive marketing.
4. Increase community outreach throughout the Link Transit service area, including participation in farmers markets.
5. Install more bus shelters, benches and sidewalks at bus stops to improve the passenger experience.

6. Implement the Transit Development Plan to review the transit system performance and offer new creative ways to operate transit.
7. Add service to Green Level and Haw River based on funding agreements.
8. Consider and review potential service to Amazon, Alamance County registrar of Voters, western Mebane and Lidi based on requests of service.
9. Provide free rides on Link Transit's birthday and Election Day.
10. Implement the Transit Facility Study to determine the best approach towards long term facility needs for Link Transit, including seeking grant funding to fund the facility via FTA Section 5339 (b).
11. Update Title VI Program through 2028.
12. Purchase two battery electric paratransit vans using Carbon Reduction Program funds.



## ACCOMPLISHMENTS

The following events occurred during the annual report period:

1. Added evening service in October 2023
2. Expanded to the City of Mebane in September 2024.
3. 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.
4. Added additional bus shelters throughout the City of Burlington.
5. Updated General Transit Feed Specifications (GTFS) and applied to Google, Apple, and Bing Maps, Transit App and Moovit App.
6. Started implementation of UMO in partnership with PART, Greensboro Transit Agency, High Point Transit and Winston-Salem Transit Authority.
7. Completed an exercise for systemwide on time performance improvement.

8. Completed an agreement with McAdams as consultants to the City for bus stop engineering and sought grants for bus stop accessibility.
9. Completed Transit Development Plan and Transit Facility Study.
10. Added bus stops along all routes to increase accessibility to fixed routes.
11. Updated FTA related compliance documentation which includes the Procurement Policy, Disadvantaged Business Enterprise (DBE) Program and Goal, National Transit Database (NTD) reports.
12. Updated marketing materials and website at [www.linktransit.org](http://www.linktransit.org)
13. Updated social media – X, Facebook, Instagram and You Tube.
14. Added new members on the PTAC from Mebane and Alamance Community College.
15. Participated in the BGMPO Metropolitan Transportation Plan process.
16. Submitted two (2) FTA Sections 5307 and 5339 grants and was awarded funds.
17. Submitted Spot 8 applications to NCDOT.
18. Received FTA Section 5310 funding from NCDOT for paratransit services, paratransit software and vehicle expansion.
19. Applied for funding from FTA Sections 5307 and 5339 for operations assistance, preventative maintenance, planning and transit capital needs.
20. Purchased a new paratransit scheduling software and app with Via.
21. Started discussions with NCDOT regarding Greyhound/Flixbus services in Burlington.
22. Started non-emergency medical transportation services with MTM and Modicare.
23. Ordered two (2) battery electric paratransit buses.
24. Submitted an FTA Section 5339(b) Bus and Bus Facilities grant for a future transit operations and maintenance facility.
25. Implemented a transfer agreement with GoTriangle for seamless travel between the Piedmont Triad and Research Triangle areas.

## **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**

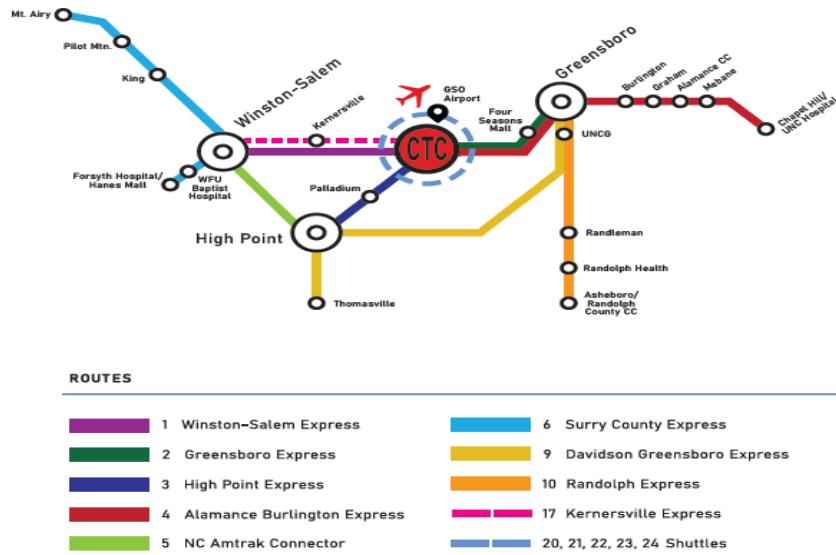
ACTA is a public transportation authority created in 2002 that provides curb to curb service throughout Alamance County with an emphasis in rural areas. The City of Burlington is a founding partner of ACTA but does not contribute funding for its services. ACTA operates Monday-Friday from 5 a.m. to 5 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. ACTA provides fare free transportation and has plans to implement general public microtransit services also in the Link Transit service area (Haw River and Graham) starting in July 2025.

### **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 participating member. They provide an express route (Route 4) connecting Greensboro and UNC Hospital at Chapell Hill with stops at Cone Health Alamance Regional 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 (9) 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



### Elon Express

The Elon Express provides free transportation to all Elon University students, faculty, staff and community members. There are three (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 Danieley Center Tram services different stops within the Danieley 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 (4) round trips daily between Raleigh and Charlotte with three (3) of the four (4) trips stopping in Burlington. The Carolinian operates one (1) 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 (7) days a week.

### **Orange County Public Transit**

Orange County Transportation Services Department provides the Orange-Alamance Connector which serves Hillsborough, Efland, Mebane with hourly service. The route operates Monday-Friday from 10:00 a.m. - 2:00 p.m. Additionally, Orange County Public Transit also provides Mobility On Demand service between 8:00 a.m. and 1:00 p.m. and 2:00 p.m. and 5:00 p.m. via the Transloc app, Monday-Friday as well. Link Transit meets Orange County Public Transit at Cone Health Park and Ride Lot in Mebane.

### **GoTriangle**

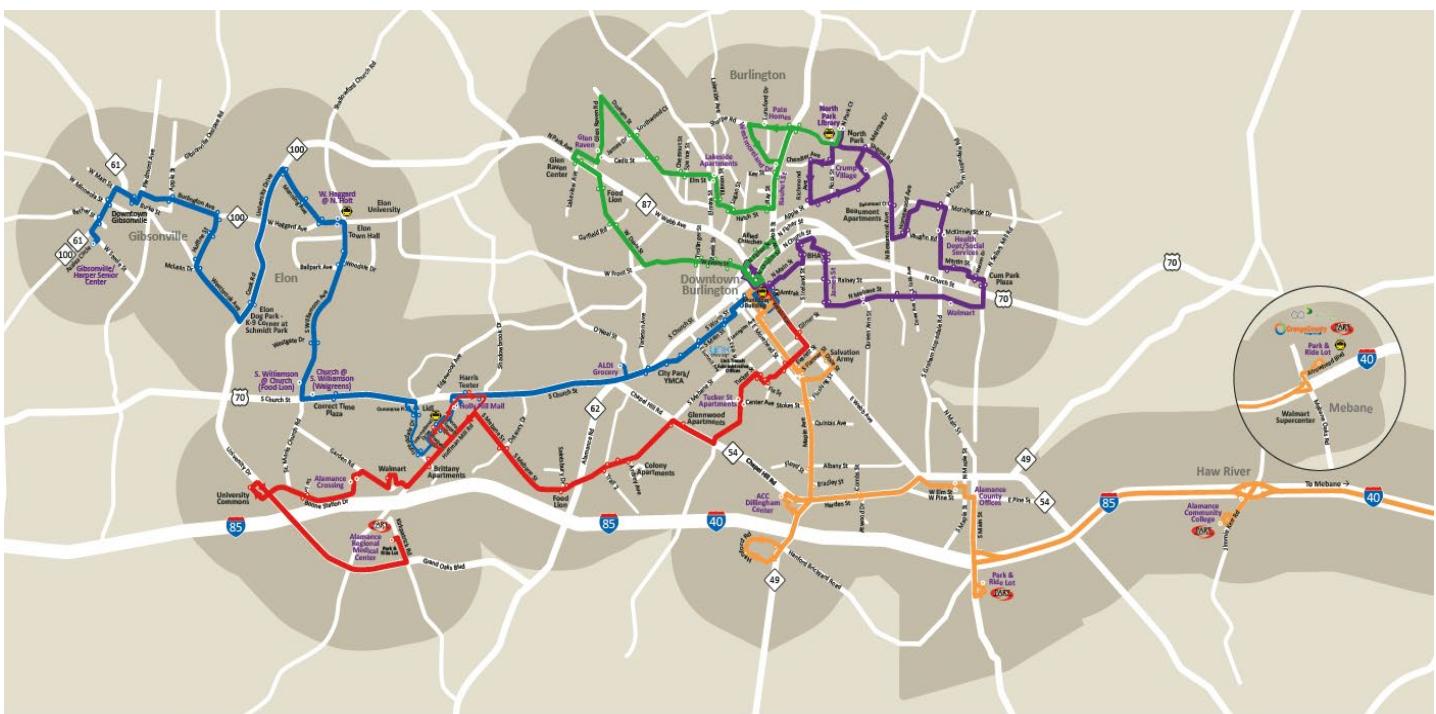
The Triangle Transit Authority which is branded GoTriangle is the regional transit provider serving Raleigh, Durham, Chapel Hill and surrounding areas. GoTriangle has one route that serves Mebane, which is the ODX (Orange-Durham Express). This route serves Efland, Mebane, Hillsborough, and Durham in mornings and evenings, Monday-Friday. Link Transit has a transfer agreement in place with GoTriangle.

## **CONCLUSION & EMERGING ISSUES**

- Link Transit will continue to monitor its transit services in FY 2025-2026 based on expansion to Mebane on the Orange Route in September of 2024 and seek partnerships to extend service to Haw River and Green Level in 2025.
- 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, City of Mebane and Town of Elon newsletters and on their social media.
- As we emerge through the COVID-19 pandemic, how does Link Transit serve the Burlington-Graham Urbanized Area 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 nine years, 935,600 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. Link Transit has hired an engineering firm to help with bus stop improvements including designing pedestrian improvements.

- 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. ACTA has this past fiscal year launched a deviated fixed route to southern Alamance County, and has plans using a NCDOT funded grant to create general public microtransit zones in Graham and Haw River. 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 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 (2) 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 (b) 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).

## 2025 FIXED ROUTE AND PARATRANSIT SERVICE AREA MAP



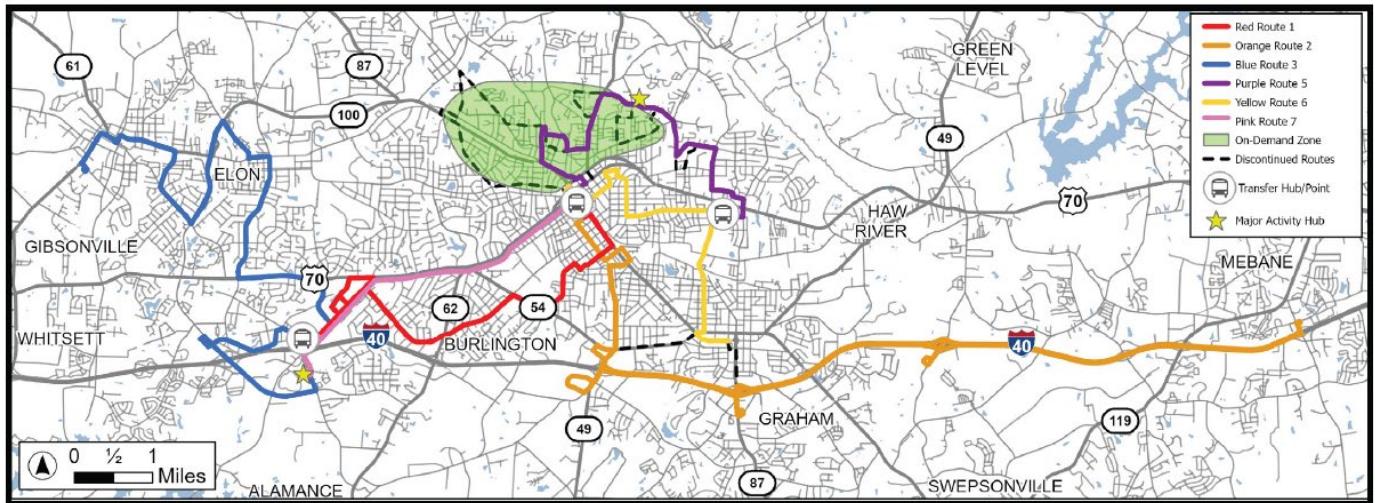
## EXECUTIVE SUMMARY FOR THE TRANSIT DEVELOPMENT PLAN AND TRANSIT FACILITY STUDY

### Transit Development Plan:

[https://linktransit.org/Portals/0/Website%20Files/Planning/Link%20Transit%20Development%20Plan\\_Executive%20Summary.pdf?ver=dwCn60vMo3vWofUyLdmjIA%3d%3d](https://linktransit.org/Portals/0/Website%20Files/Planning/Link%20Transit%20Development%20Plan_Executive%20Summary.pdf?ver=dwCn60vMo3vWofUyLdmjIA%3d%3d)

### Conceptual Proposed Service Changes for implementation in Fiscal Year 2026 and Beyond.

Recommended Link System Map



\*Purple Route 5 would continue to serve Haw River and Green Level with funding from those towns.

### Transit Facility Study:

[https://linktransit.org/Portals/0/Website%20Files/Planning/Link%20Transit%20Facility%20Feasibility%20Study\\_Executive%20Summary.pdf?ver=dwCn60vMo3vWofUyLdmjIA%3d%3d](https://linktransit.org/Portals/0/Website%20Files/Planning/Link%20Transit%20Facility%20Feasibility%20Study_Executive%20Summary.pdf?ver=dwCn60vMo3vWofUyLdmjIA%3d%3d)