

**Link Transit System
Public Transit Advisory Commission (PTAC)
Monday, October 16, 2023 @ 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/2010625189> or Call (669) 444-9171

Meeting ID: 201 062 5189

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 June 19, 2023 Meeting Minutes** **Pages 2-4** **Chairman**
- 3) **Discuss Meeting Time for PTAC** **John Andoh**
- 4) **Link Transit System Update** **John Andoh**
 - Update on Bus Procurement **Pages 5-8**
 - Update on Transit Fare Implementation **Page 9**
 - Update on Bus Shelter Project **Page 10**
 - Update on Transit Development Plan and Transit Facility Study **Page 11**
 - Update on Regional Transit Study by MPO **Page 12**
 - Update on Transit Operations from Transdev
- 4) **Link Transit Operations Report** **John Andoh**
 - Fixed Route & Paratransit Ridership Update **Pages 13-15**
- 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: **November 2023**

**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, June 19, 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
Steve Harrison, Gibsonville
Peter Murphy, Alamance County
Bonita Brown, Burlington
John Mathewson, Burlington
Roger Meisenbach, Burlington

OTHERS PRESENT

John Andoh, Transit Manager
Mia Holshouser, Marketing Consultant

Francis Tran, MPO Transportation Planner
Dana Bullock, Transdev
Jerod Brown, Marketing Consultant

MEMBERS ABSENT

Joyce Harris, Gibsonville
Steve Carter, Alamance County

Call to Order

Chairman Mills called the meeting to order at 5:02 PM and welcomed all members and guests.

Chairman 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 March 13, 2023, Meeting Minutes

The March 13, 2023, meeting minutes were reviewed. Mr. Harrison made a motion to approve the meeting minutes. Mr. Murphy seconded the motion. All PTAC members voted in approval of the March 13, 2023, meeting minutes.

Approval of the Clarification on Meeting Time for PTAC

Mr. Andoh presented a summary of this item and mentioned that a request was made to clarify the meeting time as it was not clearly defined in the previous meeting. Mr. Andoh mentioned that the third Monday @ 5 p.m. seem to be the best time and presented this time. The Commission discussed this matter briefly Mr. Meisenbach made a motion, seconded by Mr. Harrison. All PTAC members voted in approval of the third Monday of the month at 5:00 p.m. as the meeting time, generally every other month (January, March, May, July, September, November).

Link Transit/System Update

Mr. Andoh provided the following to the PTAC regarding Link Transit services. Ms. Holshouser and Mr. Brown did a presentation of marketing strategies to increase awareness of Link Transit.

Mr. Harrison asked about how to better promote the fare free for Link Transit. Ms. Holshouser discussed what has been done and what the City could do to increase awareness. Mr. Andoh discusses the upcoming bus procurements and that electric buses will be here in the summer. He further mentioned the replacement fixed route buses and paratransit buses are delayed due to chassis delays as reported by Creative Bus Sales and ARBOC. He further discussed the AVL transition to GMV which resulted in better tracking of the transit buses. He mentioned additional details on the ACTA/Link Transit Coordination and mentioned that Link Paratransit has increased as well as fixed route based on former ACTA riders having to use Link Transit within the City of Burlington. Mr. Murphy mentioned that some challenges have occurred. Mr. Andoh mentioned that they are being worked on. Mr. Andoh mentioned that additional bus shelters are being planned and will be installed later this summer. Mr. Andoh summarized that the contract for the Transit Development Plan and Transit Facility Study will be awarded to Kimley-Horn and be presented to the City Council in July. Mr. Harrison asked about the timeline. Mr. Andoh mentioned that the project will take about a year to complete. Mr. Andoh mentioned that service to Elon began on May 22 and that so far, the service is working out okay. Mr. Andoh concluded with the proposal to reinstate fares on Link Transit. He discussed the proposed fare structure. Mr. Harrison and Mr. Meisenbach mentioned that they liked the fare free system and that if this has to be implemented that a program for low income and those with social economic impacts have a program to mitigate the cost of transportation to jobs, schools, etc. Mr. Andoh mentioned that he can look into that and see if grant funds are available. Mr. Murphy suggested that the paratransit fare be \$1.00 to match the fixed route fare. Mr. Andoh mentioned he can present that suggestion to City Council during the public hearing. Mr. Murphy further suggested that discounts could potential be given to those who are using SNAP, EBT and Medicaid benefits. Mr. Murphy asked what is driving the fare reimplement. Mr. Andoh mentioned that there are City Council members wanting staff to study the return of a fare structure on Link Transit. Mr. Harrison and Mr. Meisenbach mentioned the need to improve sidewalk connectivity to bus stops and that there are many bus stops that are lacking sidewalks. Mr. Andoh mentioned as part of the project to install bus shelters, sidewalks will be included, and City engineering is working with NCDOT on right of way access on their right of way.

Link Transit Operations Report

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

Other Business

Mr. Andoh stated there was a public hearing scheduled for July on the proposed fares – July 18th. He further mentioned that Elon is looking for a primary and an alternate member to join the Commission.

Mr. Andoh mentioned that the proposed next meeting would be in July.

Chairman Mills and Mr. Meisenbach requested that Mr. Andoh also place details on Channel 1 or 14 in regard to the public hearing. Mr. Andoh mentioned he would work with the City Clerk's office to do so.

Adjournment

Mr. Mathewson made a motion to adjourn the meeting and Mr. Meisenbach seconded the

motion. All PTAC members voted in approval. Chairman Mills adjourned the PTAC meeting at 6:11 P.M.

DRAFT

Current Link Transit Buses

- 10 buses total
 - 7 fixed route (city owned)
 - 2015 - 28' Arboc Sprit of Mobility gasoline powered, low floor, 220,000 + miles
 - 3 paratransit (Transdev owned)
 - 2016 - 25' Ameritrans, gasoline powered, high floor, 175,000 + miles
- Transit Fleet Plan approved to replace all 10 (all would be city-owned)



Initial Fleet Replacement Plan

- 10 buses total
 - 7 fixed route (city owned)
 - 2 Electric Buses (delivery August 2023)
 - 5 Gas Powered 28' Arboc Spirit of Mobility
 - 3 paratransit (city owned)
 - 3 Gas Powered 23' Arboc Sprit of Independence
- Arboc Spirit of Mobility Production issue requires an adjustment in the plan



Revised Fleet Replacement Plan

- 10 buses total
 - 7 fixed route (city owned)
 - 2 Electric Buses
 - 5 - 29' Gillig LF clean diesel
 - 3 paratransit (city owned)
 - 2023 - 23' Arboc Sprit of Independence
- Would allow for delivery in Summer 2024
- Requires a budget amendment





Budget Amendment

- 80% from Federal Reimbursement \$953,702
- 10% from State Reimbursement \$110,726
- 10% local match from City General Fund \$110,726
- Total of \$1,175,155 additional to existing budget

Link Transit Fare Schedule					
Effective 2023		One Way Pass	One Day Pass	10-Ride Pass	31-Day Pass
General Fare	All passengers not eligible for a discount	\$1.00	\$4.00		\$20.00
Discount Fare	Seniors: Age 60+ with proper identification (driver's license, transit senior identification) Disabled: With disabled identification issued from Triad transit agency or ADA paratransit certified Veterans Discount: With U.S. Department of Defense and Veterans Affairs retired identification card, county Issued Veteran identification card, or NC Driver License with "Veteran" label Medicare: With valid Medicare identification or transit Issued Medicare identification Students: Ages 6 through 18 years old, and students with an ID card from any accredited institution	50 cents	\$2.00		\$10.00
Paratransit Fare	Based on eligibility	\$1.00		\$10.00	
Free	NC By Train Transfer, children 5 and under, Link Transit employees, transfer to another route within 30 minutes				

SORTED BY EXPECTED COMPLETION

	DIRECTION	STOP_NAME	NCDOT	EASEME.	SITE ISSUE	Min. Slab (130"X90")
1	OUTBOUND	NORTH PARK LIBRARY GREEN	NO	NO	NO	YES
5	OUTBOUND	HANFORD ROAD MAPLE AVE	NO	NO	NO	YES
21	INBOUND	W. DAVIS STREET FOOD LION	NO	NO	NO	YES
22	INBOUND	BURLINGTON CITY PARK / YMCA	NO	NO	NO	YES
2	OUTBOUND	SELLERS MILLS CHURCH ST. PLA	YES	NO	NO	YES
8	INBOUND	SELLERS MILLS CHURCH ST. PLA	YES	NO	NO	YES
3	OUTBOUND	HOLLY HILL MALL BLUE/RED	NO	YES	NO	YES
13	OUTBOUND	TUCKER STREET CENTER COURT /	YES	NO	NO	YES
10	OUTBOUND	HATCH STREET LOGAN STREET	YES	NO	NO	YES
4	OUTBOUND	HARPER SENIOR CENTER / Gibsonville	NO	NO	NO	YES
20	INBOUND	S. MAIN STREET EAST 6TH STRE	NO	YES	YES	YES
24	OUTBOUND	N. MAIN ST. AMTRAK STATION	NO	YES	YES	YES
25	INBOUND	SHARP RD @ RAUHUT ST (added)	NO	YES	YES	YES
26	INBOUND	RAUHUT ST @ SHARP RD (added)	YES	NO	YES	YES
7	OUTBOUND	WESTBROOK SHOPPING CENTER FO	YES	YES	YES	YES
11	OUTBOUND	N. FISHER STREET TRADE STREET	YES	YES	YES	YES
16	INBOUND	CHURCH STREET HUFFMAN MILL R	YES	YES	NO	YES

5		NO NCDOT OR EASEMENT
5		EITHER NCDOT OR EASEMENT REQUIRED.. (NOT BOTH) ; NO SITE ISSUE
4		EITHER NCDOT OR EASEMENT REQUIRED. (NOT BOTH); WITH SITE ISSUE
3		BOTH NCDOT & EASEMENT REQUIRED; WITH/OUT SITE ISSUE
17		



What's next for transit in the Burlington-Graham region?

Join us for an upcoming meeting to share your feedback on ideas for how transit service in our area could be governed, funded, and expanded to better serve local and regional transit riders.



REVIEW DRAFT SCENARIOS



VIRTUAL MEETING

Tuesday, October 24
6 - 7 pm | Zoom



IN-PERSON OPEN HOUSE

Thursday, October 26
Stop by 4 - 7 pm
Paramount Theater
128 E Front Street,
Burlington, NC



Project Schedule		2023				2024									
Last Updated: 09/26/2023		Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Task 1: Project Management															
Project Schedule		✓													
Monthly Coordination Meetings															
Progress Reports and Invoicing		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Data Needs Request and Collection		✓													
Task 2: Prepare Transit Development Plan (TDP)															
2.1 Prepare Overview of Transit System						✓									
2.2 Review and Update Goals, Objectives, and Standards					✓										
2.3 Service and System Evaluation						✓									
2.4 Operations Plan, Marketing Plan, and Financial Plan										✓					
2.5 Capital Improvement Program												✓			
2.6 Community Outreach Plan															
Task 3: Publish TDP															
3.1 Publish TDP															
Develop Draft TDP															
PTAC and City Council Involvement															
Publish Final Transit Development Plan															
Task 4: Transit Facility Study															
4.2 Develop Work Plan, Schedule, and Outreach Program			✓												
4.3 Collect Data and Assess Needs															
4.4 Validation of Space Needs					✓										
4.5 Identification of Sites									✓						
4.6 Title VI Equity Analysis														✓	
4.7 Public Involvement															
4.8 Site Selection Criteria								✓							
4.9 Implementation Plan															
Task 5: Publish Transit Facility Study															
5.1 Publish Transit Facility Study															

Conditional Formatting

0 None

1 Duration

2 Deliverable Draft

✓ P Deliverable Final

3 Meeting/Outreach

4 Separation

Legend

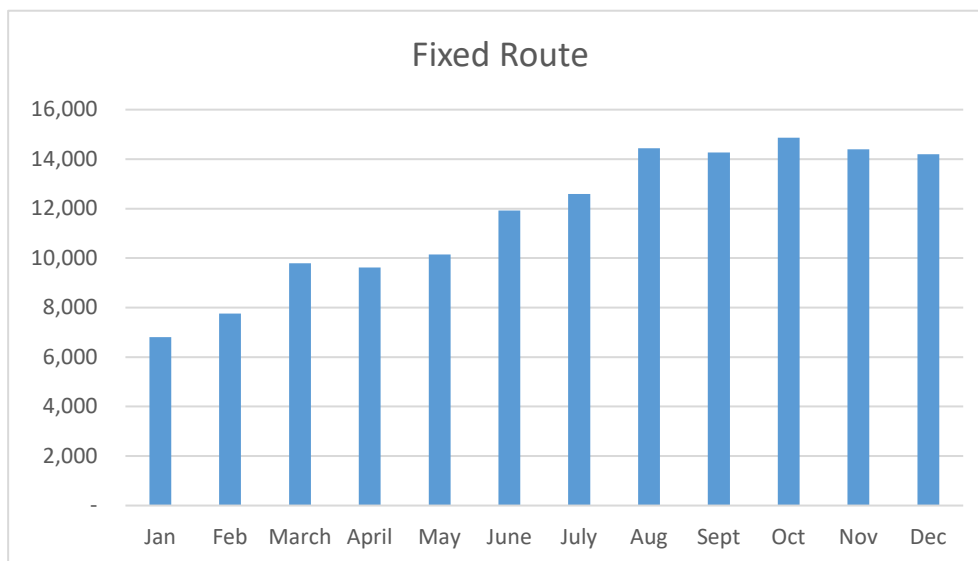
Duration

Deliverable Draft

✓ Deliverable Final

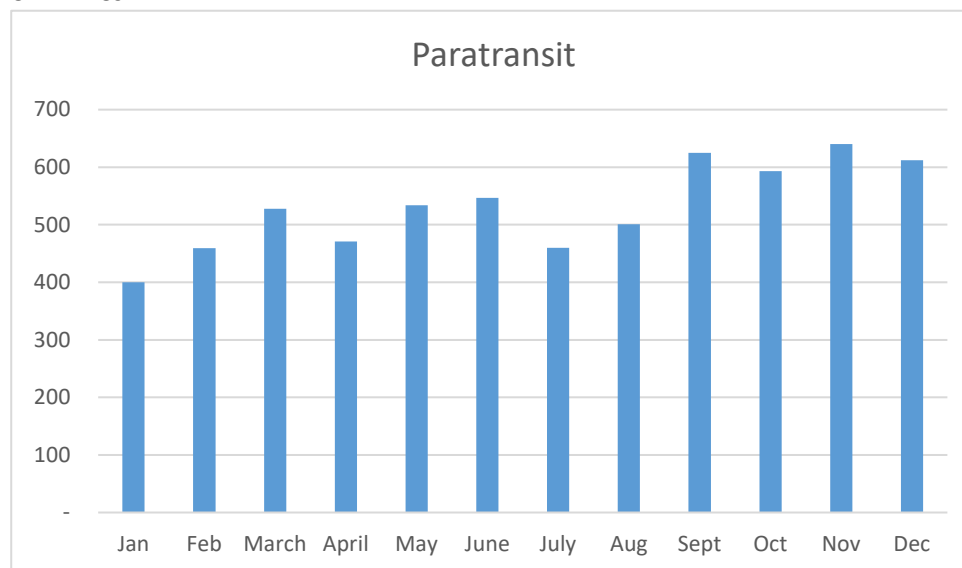
Meeting/Outreach

FR 2022	TOTAL
Jan	6,807
Feb	7,761
March	9,792
April	9,615
May	10,153
June	11,924
July	12,587
Aug	14,439
Sept	14,269
Oct	14,865
Nov	14,394
Dec	14,201
TOTAL	140,807



*April is estimated from UTA APCs

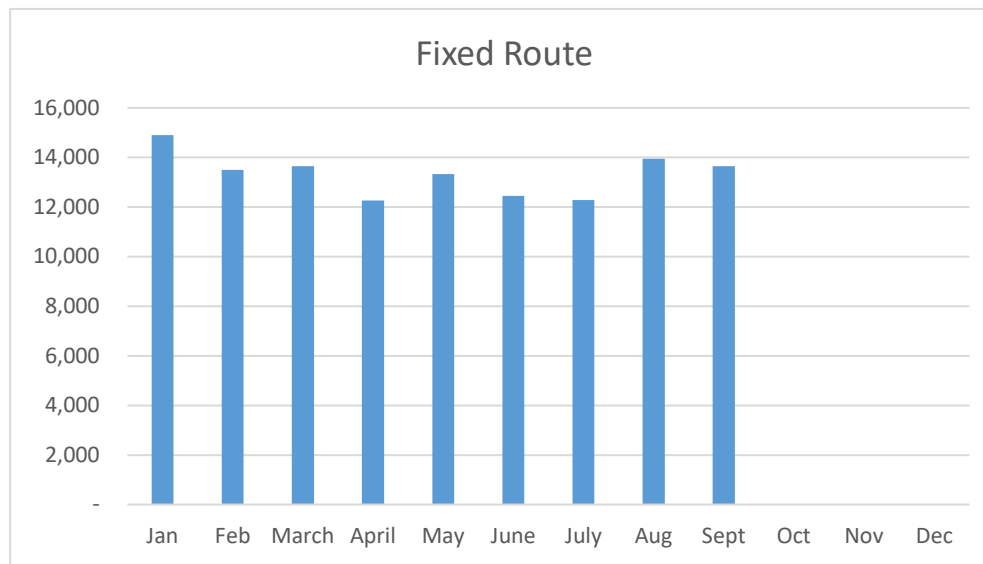
PARA 2022	TOTAL
Jan	400
Feb	459
March	528
April	471
May	534
June	547
July	460
Aug	501
Sept	625
Oct	593
Nov	640
Dec	612
TOTAL	6,370



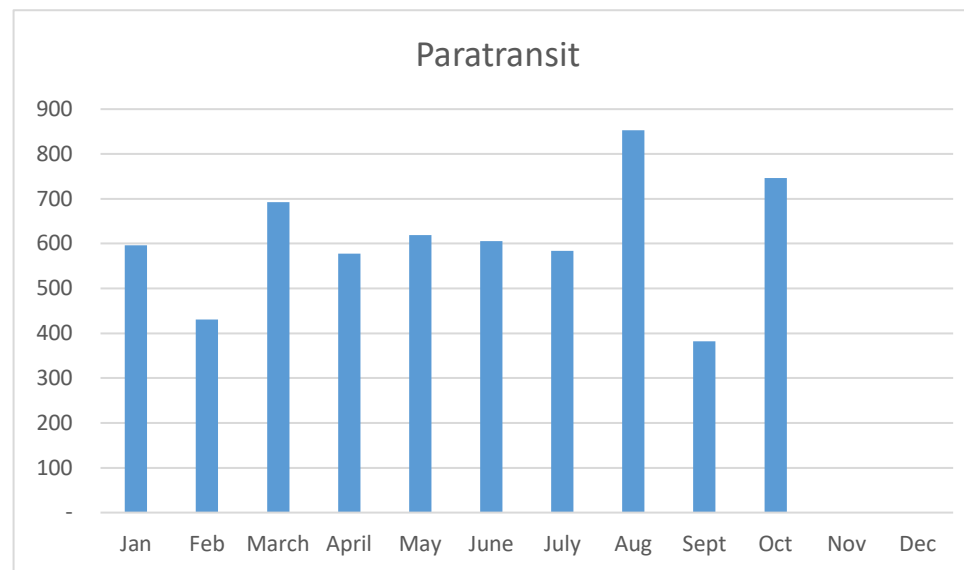
FY 16	9,377	LINK TRANSIT FIXED ROUTE	2016	2017	2018	2019	2020	2021	2022
FY 17	79,498	January		6,643	5,992	8,285	7,027	4,243	6,807
FY 18	85,703	February		6,410	7,067	8,011	6,609	3,449	7,761
FY 19	104,551	March		6,528	6,343	7,809	6,315	4,605	9,792
FY 20	88,052	April		6,065	6,440	10,223	3,273	3,880	9,615
FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153
FY 22	101,401	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924
FY 23	84,755	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587
		August	7,779	7,746	8,122	10,831	3,957	7,394	14,439
		September	5,961	7,854	7,352	7,678	5,033	7,294	14,269
		October	6,743	8,107	9,809	10,178	4,071	8,983	14,865
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201
		TOTAL	48,034	85,807	88,520	112,479	57,770	70,013	140,807

FY 16	66	LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2022
FY 17	1,303	January		200	285	485	498	368	400
FY 18	4,527	February		185	393	382	521	384	459
FY 19	5,091	March		246	414	425	439	492	528
FY 20	5,086	April		209	385	423	239	453	471
FY 21	4,946	May		235	464	438	237	414	534
FY 22	5,804	June	66	228	428	394	329	505	547
FY 23	3,431	July	110	255	379	422	277	440	460
		August	147	281	432	461	328	467	501
		September	183	410	381	440	480	497	625
		October	204	483	497	546	461	498	593
		November	229	407	519	496	366	513	640
		December	172	322	336	458	418	450	612
		TOTAL	1,111	3,461	4,913	5,370	4,593	5,481	6,370

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	
Nov	
Dec	
TOTAL	119,972



PARA 2023	TOTAL
Jan	596
Feb	431
March	692
April	578
May	619
June	606
July	584
Aug	853
Sept	382
Oct	746
Nov	-
Dec	-
TOTAL	6,087



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
		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	
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394	
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201	
		TOTAL	48,034	85,807	88,520	112,479	57,770	70,013	140,810	119,972

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
		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	
		November	229	407	519	496	366	513	640	
		December	172	322	336	458	418	450	612	
		TOTAL	1,111	3,461	4,913	5,370	4,593	5,481	6,370	5,705