

City of Burlington
Annual Review of the
Public Transportation Agency Safety Plan

October 1, 2025



The Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

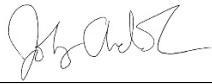
Link Transit/City of Burlington System Safety Program Plan Revisions		
Section	Revisions	Reason for Revision

Link Transit/City of Burlington Public Transportation Agency Safety Plan Review 2025

1. Agency Information

Transit Agency Name	Link Transit/City of Burlington Department of Transportation		
Transit Agency Address	234 West Summit Drive, Burlington, NC 27215		
Name and Title of Accountable Executive	John Andoh, Transit Manager, City of Burlington		
Name of Chief Safety Officer or SMS Executive	Denise Cox, General Manager, WeDriveU		
Mode(s) of Service Covered by This Plan	Bus and Paratransit	List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307, 5310 and 5339
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Contracted service for bus and paratransit		
Does the agency provide transit services on behalf of another transit agency or entity?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Description of Arrangement(s) N/A

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Link Transit/City of Burlington Department of Transportation		
Signature by the Accountable Executive	Signature of Accountable Executive 		Date of Signature 10/31/2025
Approval by the Board of Directors	Name of Individual/Entity That Approved This Plan City of Burlington City Council		Date of Approval 7/21/2020
	Relevant Documentation (title and location) Governing Body Adopting Resolution, Burlington NC		
Certification of Compliance	Name of Individual/Entity That Certified This Plan John Andoh, Transit Manager, City of Burlington		Date of Certification 6/5/2021
	Relevant Documentation (title and location)		

Version Number and Updates			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	All	New Document	July 21, 2020

Annual Review and Update of the Public Transportation Agency Safety Plan
<p>The Link Transit AE/CSO and Service Provider's General Manager will jointly review, update and implement changes annually no later than July 1st. The AE/CSO will approve any changes, sign the new ASP, then forward to the Burlington City Council for review and approval. Any necessary updates outside the annual update window will be handled as a PTASP addendum and be incorporated in the body of the document. The PTASP updates will be shared with the MPO, NCDOT and FTA during Triennial Reviews.</p>

3. Safety Performance Targets

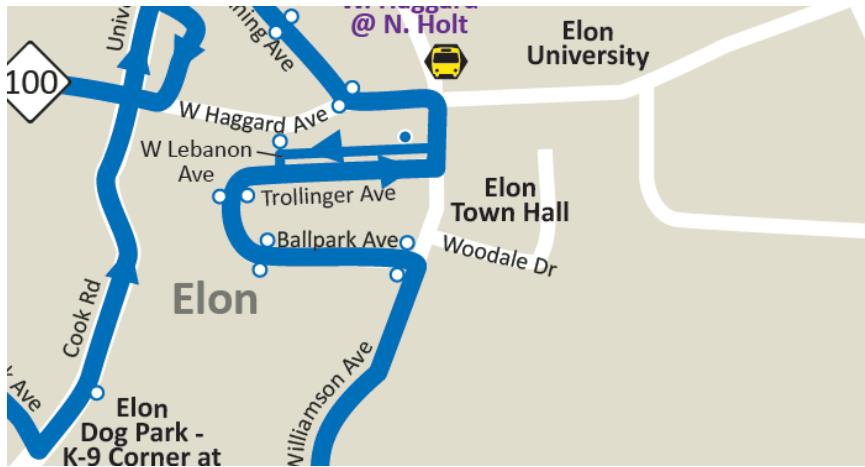
Safety Performance Targets (July 2024 – June 2025) – As reported by Transdev							
Mode of Transit Service	Fatalities (total)	Fatalities (per million VRM)	Serious Injuries (total)	Serious Injuries (per 10K VRM)	Safety Events (total)	Safety Events (per 10K VRM)	System Reliability (VRM/failures)
Bus	0	0	2	5,000	8	1,250	42,172
Paratransit	0	0	0	0	0	0	0

Safety Performance Target Coordination			
<p>The Accountable Executive and Board of Directors shares the Link Transit ASP, including safety performance targets with the North Carolina Department of Transportation (NCDOT), Burlington/Graham MPO each year after the board have adopted the plan and City of Burlington staff have assured that its content has met the requirements of CFR 49, part 673; <i>Public Transportation Agency Safety Plan</i>.</p>			
Targets Transmitted to the State	State Entity Name		Date Targets Transmitted
	Integrated Mobility Division NCDOT		March 23, 2021
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name		Date Targets Transmitted
	Burlington/Graham Urban Area MPO		March 23, 2021

On Wednesday, October 1, 2025, the Accountable Executive met with WeDriveU front line personnel, provide them a copy of the Safety Plan and ask for any feedback on the Safety Plan or Link Transit safety. The following feedback was provided:

- Wheelchair hook-ups – WeDriveU drivers expressed concern about missing tie-downs and the need for the blue Q-Straint hook-up extenders. WeDriveU stated they will order more to help ensure scooters are able to be tied-down properly.

- Backing in driveways – WeDriveU drivers expressed concern about backing in driveways. The City stated that buses should not back up unless absolutely necessary with a spotter if possible and that the vans, which are smaller should be able to, when in a safe position.
- Passengers being overweight – over 500 pounds and how to address – WeDriveU drivers should do the best that they can. If the City is made aware of the overweight issue, the City could discuss the concern with the passenger and request a personal care attendant to assist, however, the passenger must be served, under the requirements of the Americans with Disabilities Act.
- Electric buses are leaking behind drivers – WeDriveU management stated they will evaluate 8008 and 8009 to see where the leaks are and address.
- Carrying bags and wheelchairs by drivers – WeDriveU drivers expressed concerns about carrying bags and wheelchairs. The policy for Link Transit when it comes to carrying bags up to 25 pounds.
- Blue Route 3 Williamson and Trollinger railroad tracks – WeDriveU road supervisor expressed concerns about the bus turning from Trollinger to Williamson and the bus cannot safely stop to cross railroad tracks. The City agreed to meet with WeDriveU to address this concern, which may include having the bus when traveling inbound turn onto Lebanon Avenue instead of Trollenger Avenue and when traveling outbound, that the bus should consider its railroad stop at the traffic light on Trollinger since the railroad lights are connected to the traffic lights.



- Haggard and Williamson route concerns and traffic congestion – The City will monitor the traffic particularly in regard to the left turn from Williamson to Ball Park and from Haggard to Williamson. If changes need to be made to the schedule, they will be made then.
- Orange Route 2 – the route is long - The City is rescheduling the Orange Route 2, removing The Salvation Army, making Hanford Road by request to help with the on-time performance of the route. The route will also be interlined with the Green Route 4 to help add more time to the route.

- How will Hanford Road be served? – Hanford Road will be served on request by passengers asking the bus operator while on the bus prior to departing the courthouse in Graham when going inbound or ACC-Dillingham campus when traveling outbound. Or they need to call at least before the bus departs the same points explained previously.

ORANGE 2													
OUTBOUND							INBOUND						
Downtown Burlington Transit Hub - Worth St @ Webb Ave	Plaza Drive @ ACC Dillingham Center*	West Elm Street @ Judge J.B. Allen Criminal Courthouse	Graham PART Park & Ride Lot	Alamance Community College	Arrive PART Mebane Park and Ride Lot (Cone Health)	Depart PART Mebane Park and Ride Lot (Cone Health)	Graham PART Park & Ride Lot	West Elm Street @ Across from Judge J.B. Allen Criminal Courthouse*	Plaza Drive @ ACC Dillingham Center	Downtown Burlington Transit Hub - Worth St @ Webb Ave			
112	248	250	141	377	409	409	377	141	255	248	112		
6:30	6:39	6:49	6:54	6:59	7:10	7:10	7:20	7:28	7:34	7:45	7:59		
8:00	8:09	8:19	8:24	8:29	8:40	8:40	8:50	8:58	9:04	9:15	9:29		
9:30	9:39	9:49	9:54	9:59	10:10	10:10	10:20	10:28	10:34	10:45	10:59		
11:00	11:09	11:19	11:24	11:29	11:40	11:40	11:50	11:58	12:04	12:15	12:29		
12:30	12:39	12:49	12:54	12:59	01:10	01:10	01:20	01:28	01:34	01:45	01:59		
02:00	02:09	02:19	02:24	02:29	02:40	02:40	02:50	02:58	03:04	03:15	03:29		
03:30	03:39	03:49	03:54	03:59	04:10	04:10	04:20	04:28	04:34	04:45	04:59		
05:05	05:14	05:24	05:29	05:34	05:45	05:45	05:55	06:03	06:09	06:20	06:34		
06:35	06:44	06:54	06:59	07:04	07:15	07:15	07:25	07:33	07:39	07:50	08:04		
08:05	08:14	08:24	08:29	08:34	08:45	08:45	08:55	09:03	09:09	09:20	09:34		

*For service to Hanford Road, please ask bus operator if on the bus or call (336) 222-5465 by the times shown below.

- Schedule times tests on Blue Route 3 – The City will go out with WeDriveU to test Blue Route 3 and ensure that the route is operating as planned.
- Green Route 4 changes – The City explained that there are no changes to this route at this time.
- Interline trips question to help with On Time Performance – The City explained how the interline would work. All Red Route 1 trips will become Blue Route 3. All Orange Route 2 trips will become Green Route 4. No interline for Purple Route 5.
- Medicaid trips and paratransit trip integration – The WeDriveU drivers requested more paratransit drivers to ensure that all trips are covered and that the trips are included in the Via software as it causes paratransit drivers to run late and feel pressured. WeDriveU management

is working on addressing this.

- Additional drivers needed for paratransit – WeDriveU management is addressing this concern to ensure all paratransit trips are covered.
- Aldi Parking Lot – The City is removing Blue Route 3 service from the Aldi parking lot. The bus will stop on the street at the intersection of Church Street @ O’Neil Street in both directions.
- Red Route wheelchair loading concerns – WeDriveU management will conduct additional training to ensure that drivers are able to deploy wheelchair ramps at bus stops along the route.
- Service to Graham and ACTA using bus stops – Link Transit service will continue to only stop at the Courthouse and Graham Park and Ride Lot. ACTA has started a new microtransit service in Graham and passengers can call them for service. There is no plans for expanded Link Transit service in Graham at this time. ACTA is welcomed to use Link Transit bus stops if someone makes a reservation for their service. ACTA is not allowed to perform Burlington to Burlington trips.
- Need for restroom break between runs on Orange Route 2 – The City asked WeDriveU to address this concern as they develop the driver schedules.
- Rude passenger, including one that has been hostile towards drivers and dispatchers – Per the Respect the Ride brochure, those passengers can be suspended. The City will need reports and additional information before addressing the suspensions of service to the passenger.
- Respect The Ride – The City will work with WeDriveU management to add more Respect the Ride flyers and signage inside the buses to ensure that the passengers understand the rules to ride the bus.
- Need for incident reports – The City expressed for the City to take action related to any incidents or suspensions, WeDriveU drivers need to provide management with reports so that they can be forwarded to the City.
- Drunk passengers – The Respect the Ride rules does not tolerate this behavior and that the police should be called to remove the passenger off the bus and the driver reserve the right to not let them board.

LINK TRANSIT CODE OF CONDUCT

Help keep Link Transit safe and Respect The Ride! We have a code of conduct that are intended to make the ride enjoyable for all. We ask that our riders stick to a few simple guidelines:

- Basic civility to one another is expected. Spitting, littering, using profanity, indecent exposure, stealing/damaging Link Transit property and disorderly conduct are not allowed.
- Bringing animals (any pets besides a guide dogs or service dog) on board is against the code of conduct. However, small pets in pet carriers are permitted.
- Smoking tobacco — even electronic cigarettes — is prohibited.
- Selling goods or services isn't allowed on Link Transit. This includes giving out commercial handbills and flyers to passengers on buses or at bus stops.
- It's also illegal to bring firearms or other potentially dangerous objects on Link Transit buses or bus stops unless you have proper documentation.
- Playing music is permitted only if you have earbuds or headphones that prevent your music from being heard by others inside Link Transit buses or at its bus stops.
- You can only bring food and drinks if they're stored in resealable plastic containers. Consumption of alcoholic beverages is not allowed on the bus.
- You must exit buses once they have completed their routes — no joy riding.

At our discretion, the City of Burlington on behalf of Link Transit has the authority to remove riders from Link Transit and even suspend them for up to a year. Being respectful of the people around you and being considerate to Link Transit employees doesn't take more than common courtesy. And common courtesy is all we ask from our riders.

RESPECT
THE
RIDE!

- Service animals – the City explained the Service animal requirements as the ADA states only two questions can be asked: Is this a service animal and what service does the animal provide for you? There is no other questions or documentation that needs to be provided. A flyer was given to WeDriveU management to give to the drivers on this subject.

On November 1, 2025, the Accountable Executive reviewed the PTASP and determined that no updates were needed at this time based on the meeting with front-line personnel. In addition, the Accountable Executive reviewed WeDriveU's documentation related to safety that is required under the terms of the Agreement with the City. These plans are set to demonstrate its commitment to safety. One element of the plan is for the development of Safety Committee by WeDriveU and their first meeting is anticipated to be in December 2025.