

# Link Transit Five-Year Transit Development Plan and Transit Facility Study

## City Council Update



# AGENDA



Project Overview



Facility Site Search



Transit Study



Public Outreach

# PROJECT TIMELINE



Intend to request Council Action on Staff service and facility recommendations at April Work Session

# FACILITY SITE SEARCH



*Update and Next Steps*

# FACILITY PROJECT EXAMPLES

## Triangle Mobility Hub— Research Triangle, NC

- \$58.2M total cost
- Proposed opening date 2027

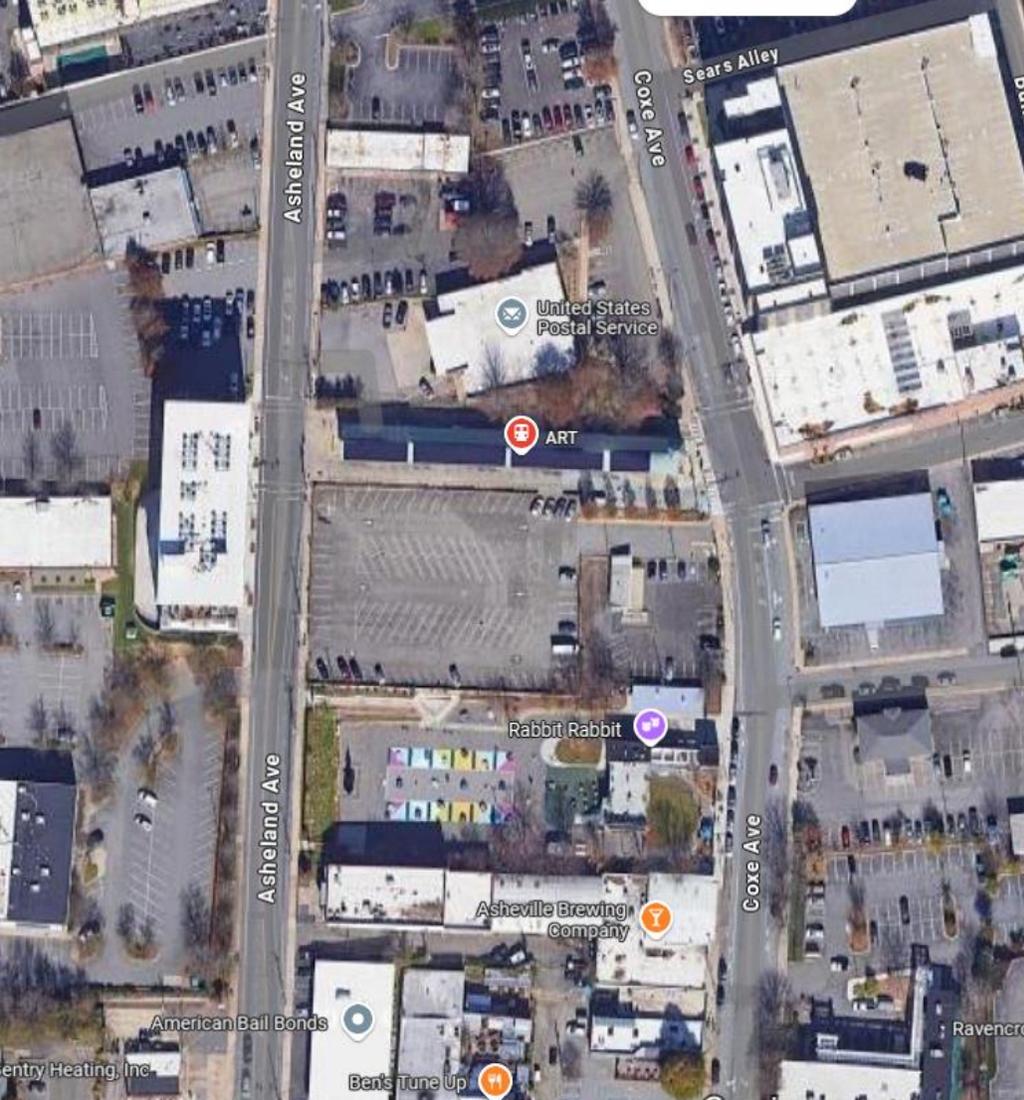


## Howard Coble Intermodal Transportation Center and Maintenance Facility – Greensboro, NC

- \$11M in local match dollars
- Opened in 2017



High Point Transit Center



Asheville Transit Center

# FACILITY PROJECT EXAMPLES



- \$8 million
- Transfer center only
- Opened in 2018

**Butterfield  
Transportation Center –  
Greenville, NC**



# FACILITY PROJECT EXAMPLES

**GoRaleigh  
Operations &  
Maintenance  
Facility,  
Raleigh NC**

- Operations and maintenance only
- \$24.5M
- Opened in 2012

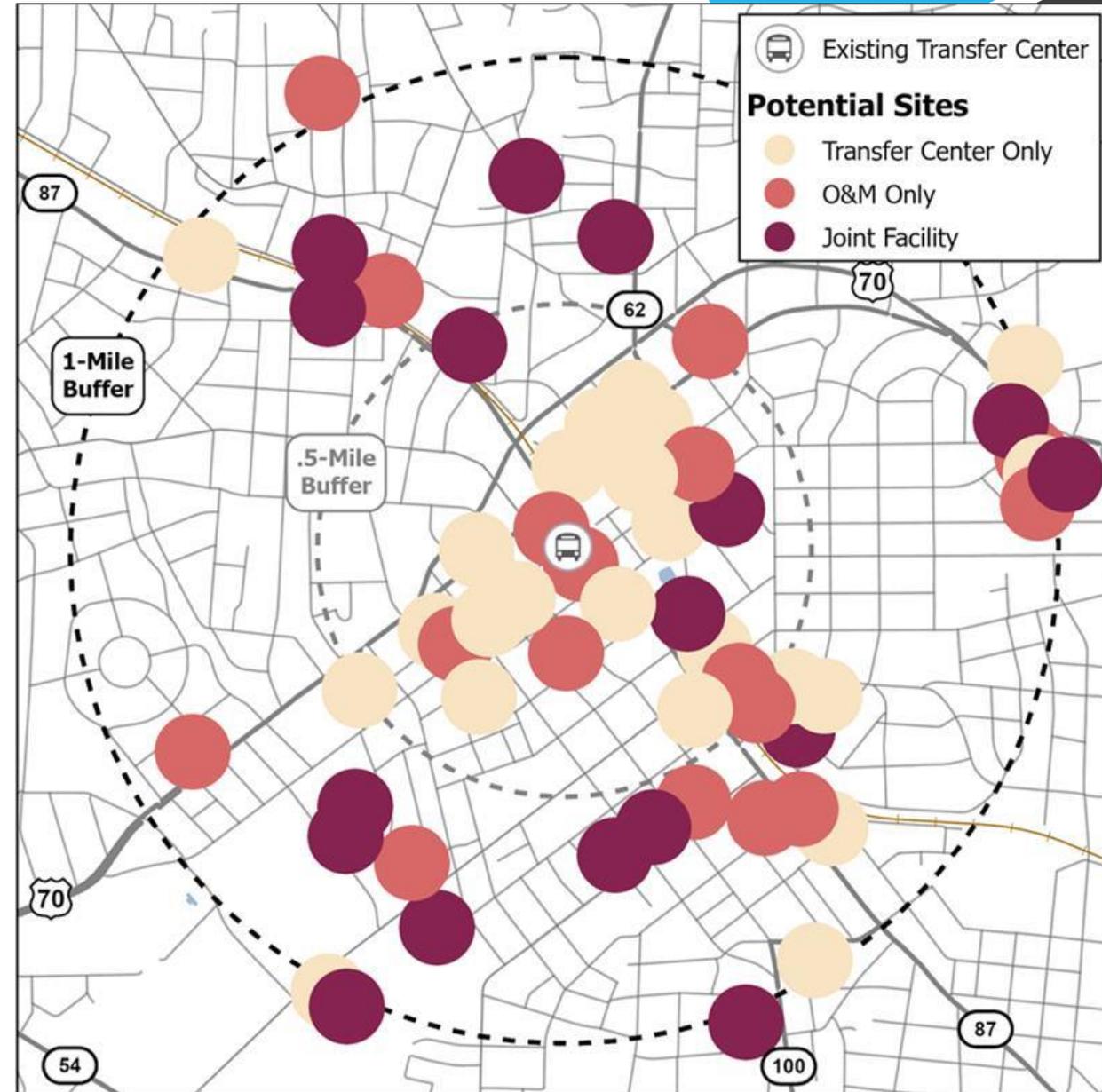




# FACILITY SITE SEARCH

## Search Criteria

- Compatible zoning
- Minimum Acreage
  - **Joint** : 3.5-acre
  - **Transfer Center only**: 1.2-acre
  - **Operations & Maintenance Facility (O&M) only**: 3-acre
- Distance from existing transfer hub
  - **Joint or Transfer Center**: within  $\frac{1}{2}$  mile of existing transfer hub
  - **O&M only**: within 1 mile of existing transfer hub

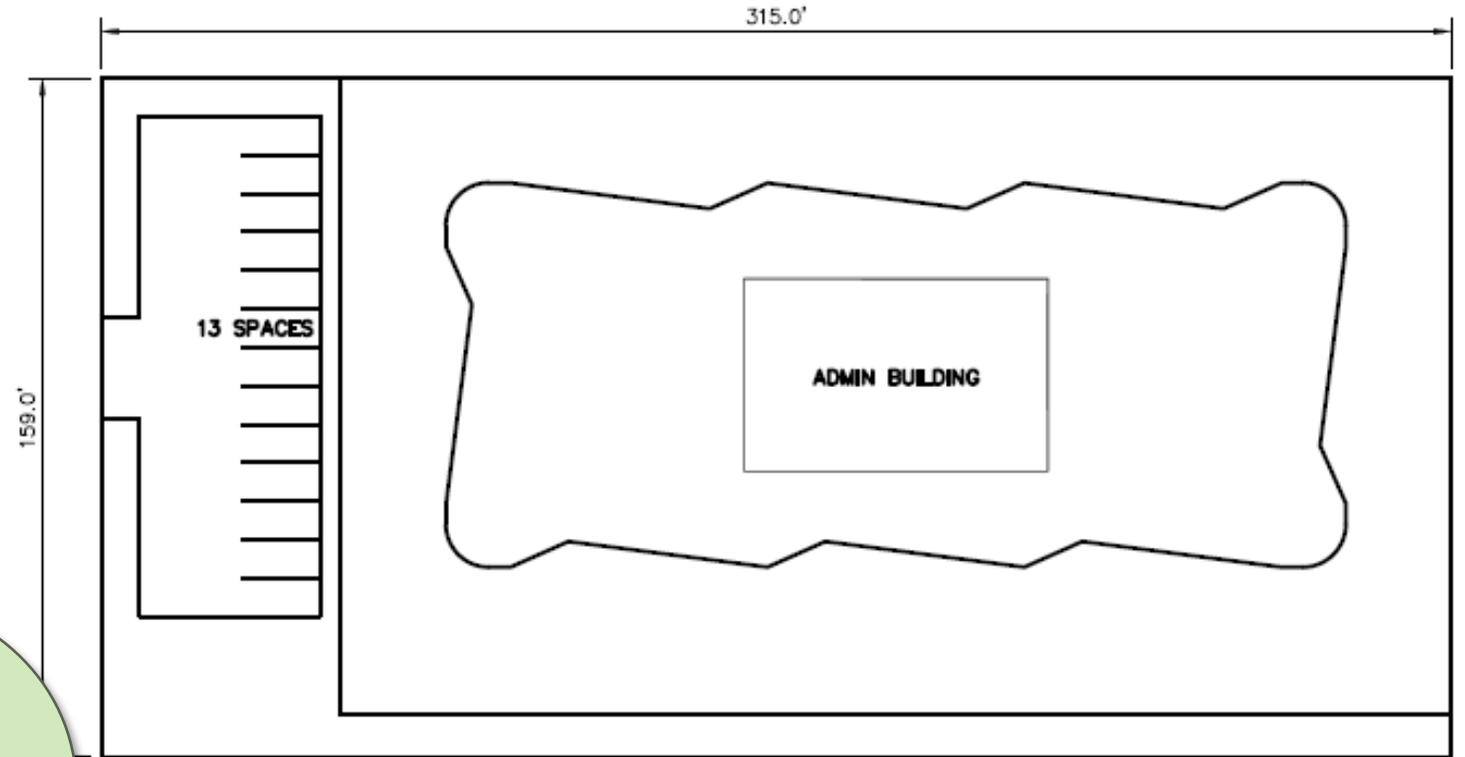


# SPACE ASSUMPTIONS: TRANSFER HUB

## Transfer Hub Programming

- **Boarding area**
  - *Up-to 7 bus bays*
  - *Space paratransit*
  - *Space for multiple transit providers*
- **Parking**
  - *Minimum of 10 spaces*
  - *Guest and staff*
- **Admin**
  - *Customer service*
    - **Waiting room**
    - **Restrooms**
  - *Office space*

1.2 -acre  
minimum

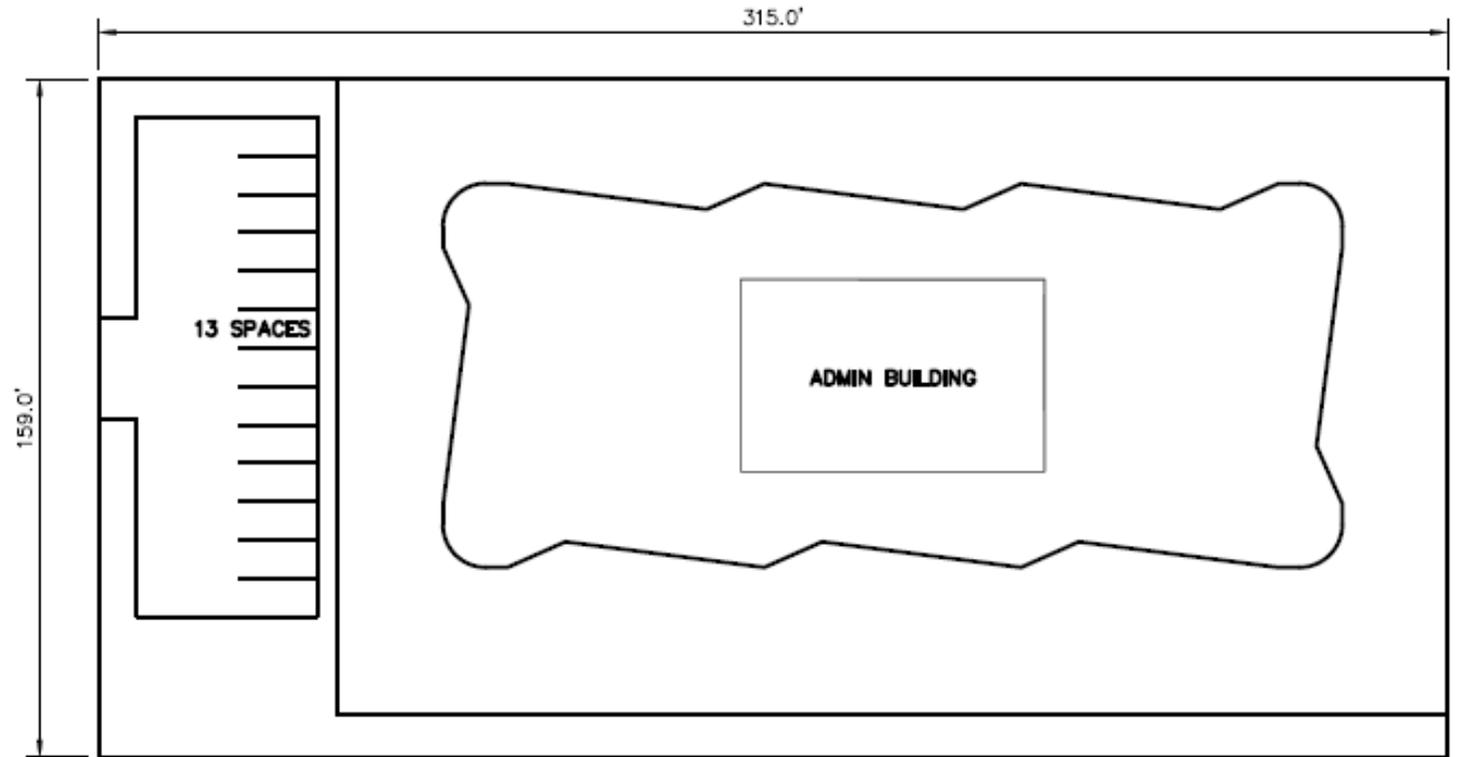


*Test Fit Concept. Layout subject to change based on site shape*

# TRANSFER HUB

## Preferred Option

- 1.45-acres
  - Additional capacity on site to offer public parking
- ~0.5-miles from current transfer hub to minimize operational disruption
- Space for on street boarding if necessary



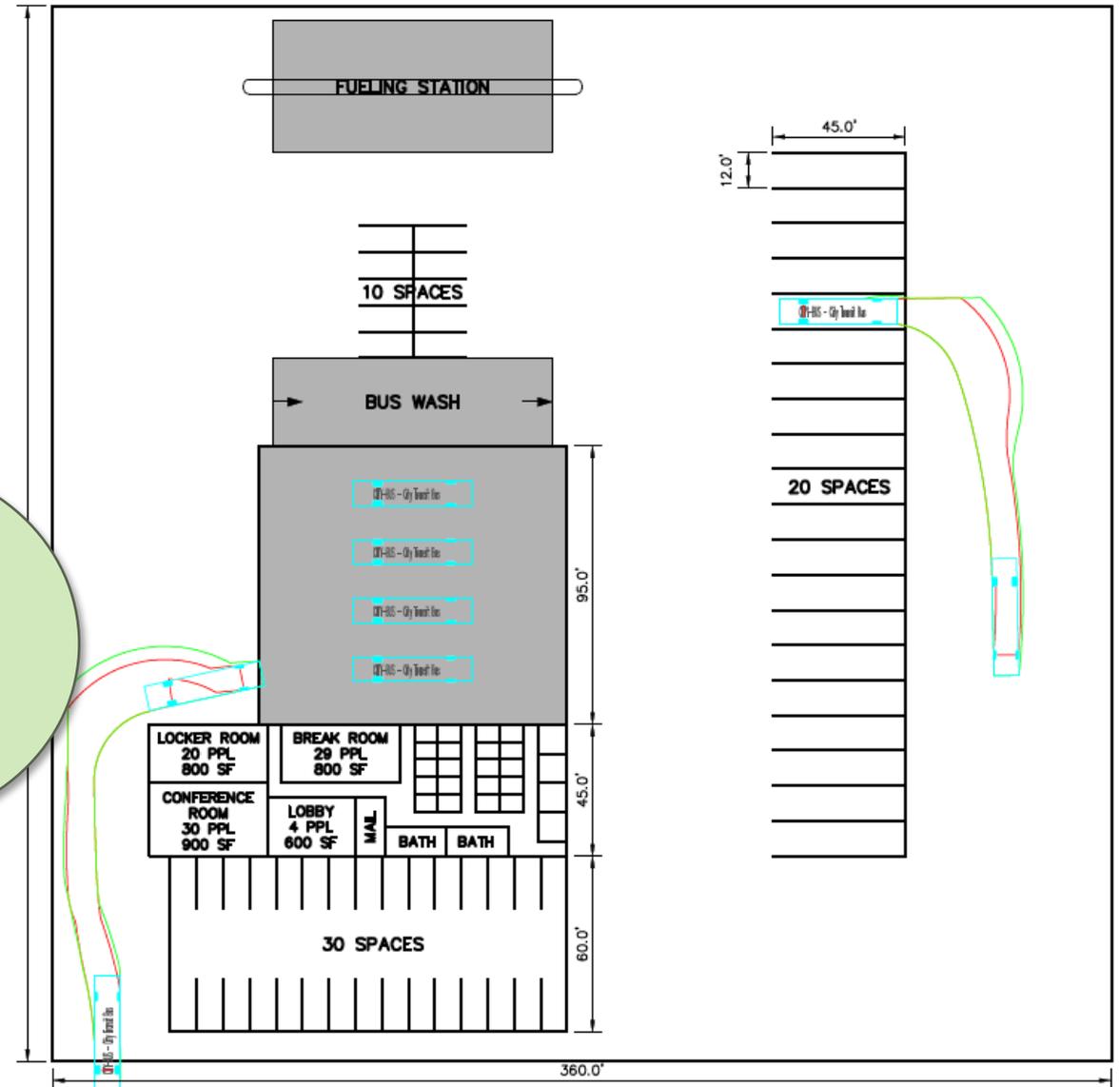
*Test Fit Concept. Layout subject to change based on site shape*

# SPACE ASSUMPTIONS: O&M FACILITY

## O&M Programming

- Garage
  - 4-5 maintenance bays
  - 3 bus lifts, interior cleaning station, electric charging station, vault station for fare box
- Parking
  - Up-to 20 transit vehicles
  - 10 support vehicles
- Bus Wash for one vehicle
- Fueling Station
- Admin Space
  - Conference room, locker room, breakroom, bathrooms, offices
- 30 parking spaces (25 employee, 5 visitor)

3-acre minimum

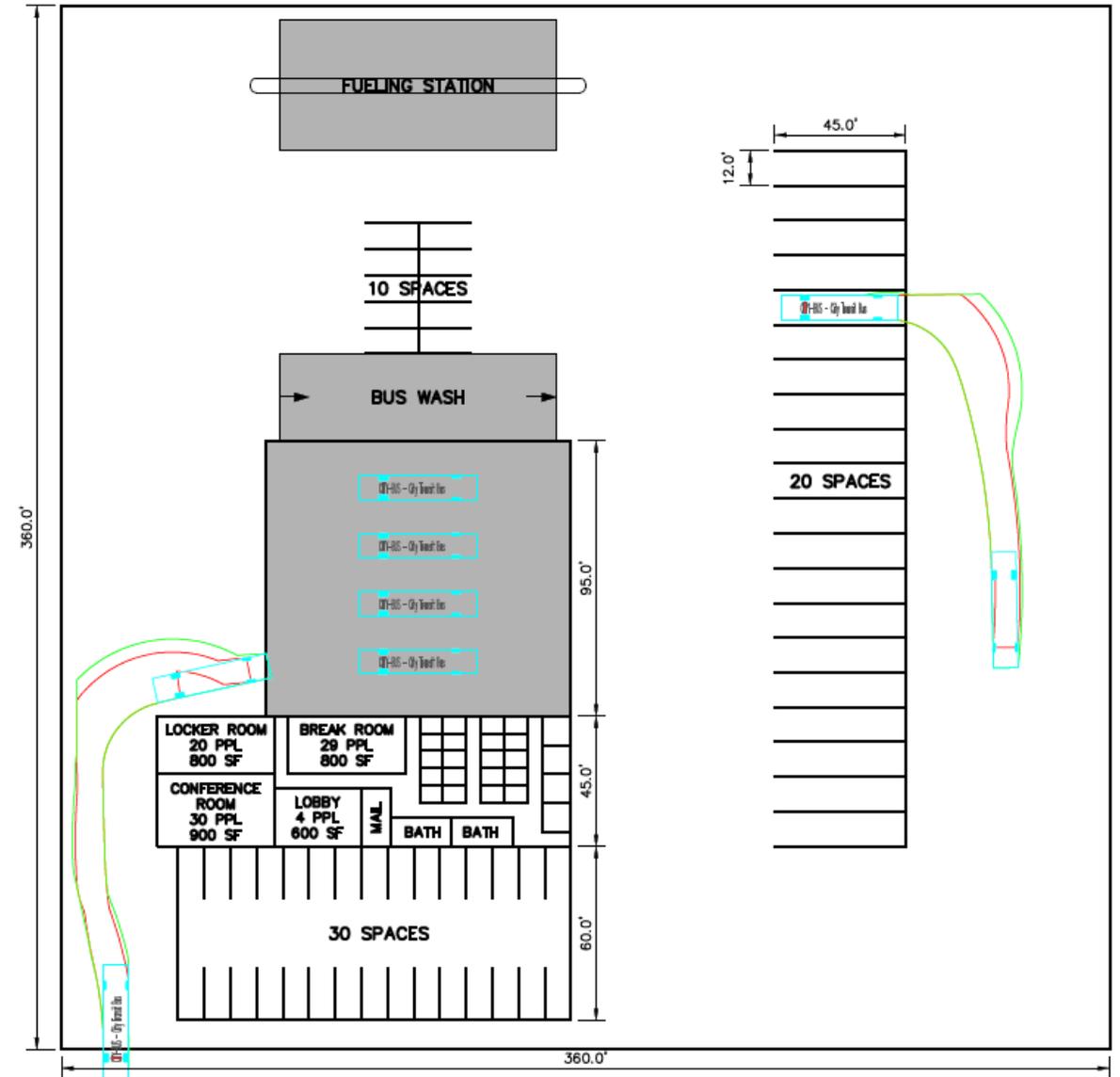


Test Fit Concept. Layout subject to change based on site shape

# O&M FACILITY

## Preferred Option

- 3.4-acres
- ~1 mile from current transfer hub
- Provides opportunity for bus-only entrance
- Potential brownfield candidate



*Test Fit Concept. Layout subject to change based on site shape*

# SITE EVALUATION

		Facility Evaluation Matrix			
		Transfer		O&M	
Goals	Indicator	Property No. 2 *	Property No. 4	Property No. 9 *	Property No. 14
Operational Efficiency	Proximity to existing transfer hub	.5 miles	.3 miles	1.3 miles	.7 miles
Ease of Acquisition and Constructability	Listed for Sale or Publicly owned	Publicly owned	No	No	No
	Planned for Redevelopment	Not planned	Not planned	Not planned	Not planned
	Currently Developed/Existing Structures	No	Yes	No	Yes
	Estimated Market Cost per Acre	\$211,000	\$283,000-\$383,000	\$145,000-\$160,000	\$1,865,500 - \$1,980,900*
Accessibility	Number of Jobs within 1/2 mile	1,898	1,842	NA	NA
	Population within 1/2 mile	4,453	3,488	NA	NA
	Access to Sidewalks	High	High	NA	NA
	Access to Public Facilities/Key Destinations	High	High	NA	NA
Community	Land Use within 1 mile	Mixed Use	Mixed Use	Mixed Use	Mixed Use
	Proximity to planned/potential future development	Potential	Planned	NA	NA
	Minority Population within 1/4 mile	299	145	354	123
	Hispanic/Latino Population within 1/4 mile	100	51	146	257
	Low-Income Households within 1/4 mile	61	40	70	68
	Zero Vehicle Households within 1/4 mile	35	23	30	32
		<b>65</b>	<b>50</b>	<b>29</b>	<b>25</b>

*\*Top scoring sites are preferred, but there are other options that meet site requirements*

# FACILITY FUNDING OPTIONS

- **FTA –Bus and Bus Facilities**
  - 5339 (b)—**Competitive grant funds** for construction of bus-related facilities, equipment, and buses
  - Federal share of bus and bus facilities funds is up-to 80% of project cost. State share 10% (NCDOT competitive grant funds) and 10% Local
- **FTA Low or No Emission Grant Program**
  - **Competitive grant funds:** Federal share for facilities is 90% of project cost

# TRANSIT PLAN



*Route Recommendations and Discussion*

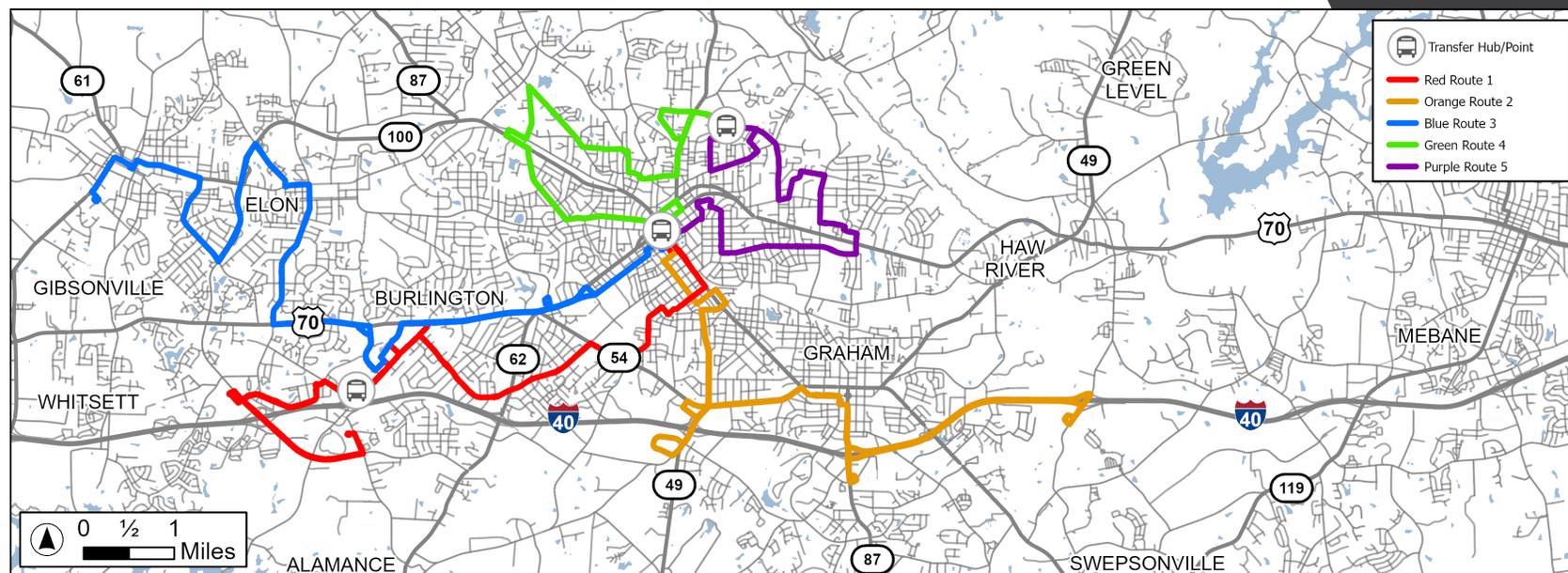
# TRANSIT PLAN UPDATE

- **Evaluate Current System**

- 5:30am-9:30pm
- 90-minute frequency
- Operating since 2016
- Ridership grown rapidly
  - ~165k passenger trips in FY23
  - ~7k paratransit trips in FY23

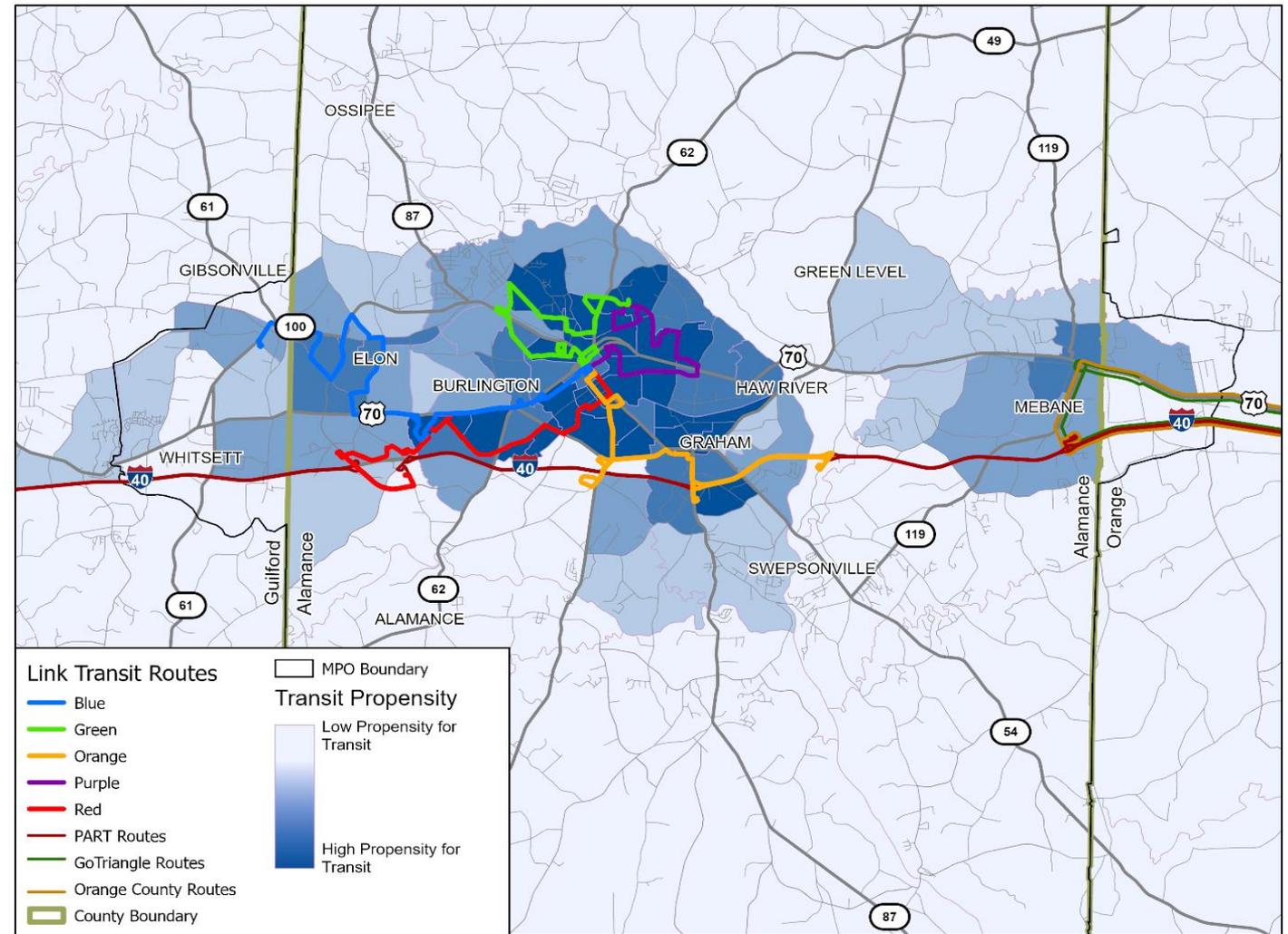
- **Develop 5-Year Plan**

- Identify service and capital needs
- Cost neutral goal



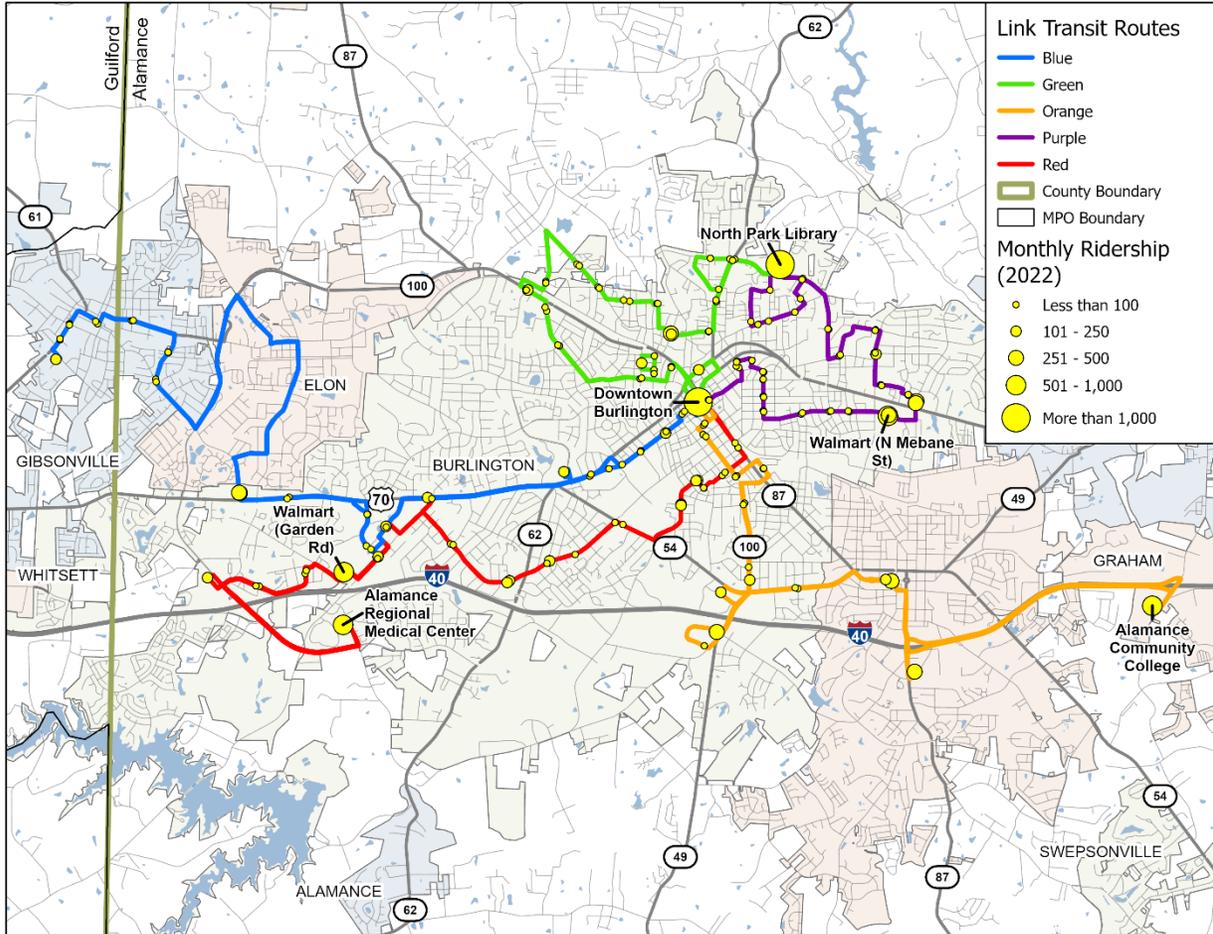
# TRANSIT PLAN UPDATE

- Evaluate current operating environment
- Identify potential needs and gaps
  - Key demographics identify need for transit or likelihood a population would use transit
    - Population density
    - Employment density
    - Elderly
    - Disabled
    - Low Income
    - Zero car households
    - Racial and ethnic minorities

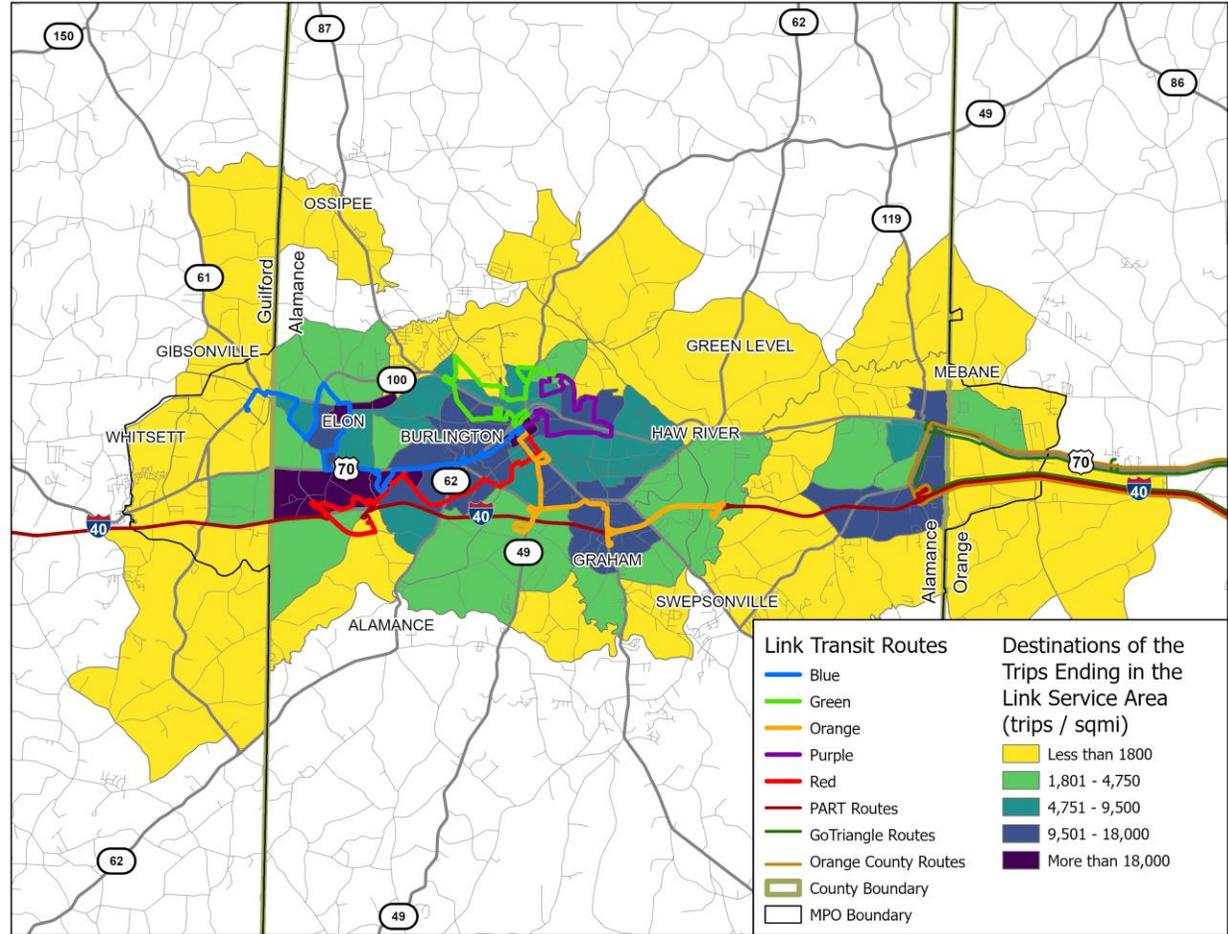


Transit Propensity Map

# TRANSIT PLAN UPDATE



Link Transit Ridership by Stop



Travel Demand (all modes)

# PHASE I KEY SURVEY RESULTS

Survey respondents were asked to share their priorities for service improvements.

What would get you to use Link Transit or use it more frequently?

Top Results:

- 1: 30-minute frequency or better
- 2: Weekday service after 9:30pm
- 3: More direct bus service to my destination
- 4: Later service overall
- 5: New/improved stop amenities (benches, shelters, etc.)

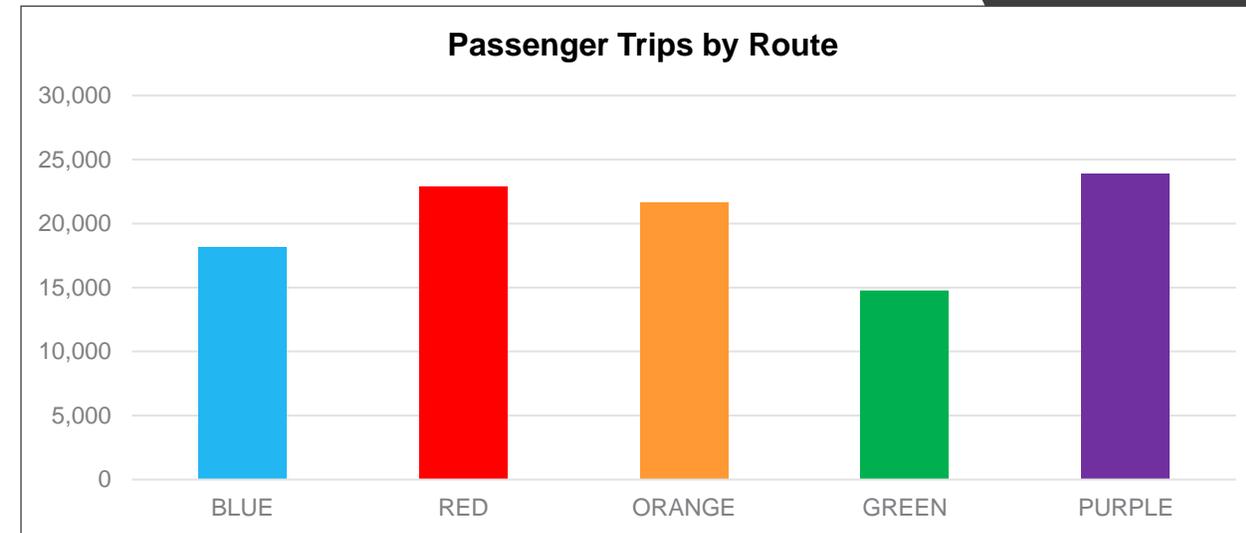
What would improve the experience at the Transfer Hub? Top Results:

- 1: More benches / More shelters
- 2: Cell phone charging stations
- 3: Vending machines
- 4: More maps or directional signage
- 5: Public restrooms and WIFI access

# TRANSIT PLAN UPDATE

## Key Takeaways

- Link Transit has good coverage in most areas with transit need but there are some service gaps
- Opportunity to offer new service type with pilot Link+ program
  - Operate where Green Route 4 currently operates
  - Fixed route bus demand can be absorbed by paratransit vehicles
    - Link has capacity in their current schedule and vehicles to operate this service
- All bus service adjustments focused on high demand routes and stops



# TDP GOALS

## Maximize System Efficiency

- Adjust routes where possible to make service more direct and reduce trip times
- Make improvements to existing system without increasing system hours or contract costs

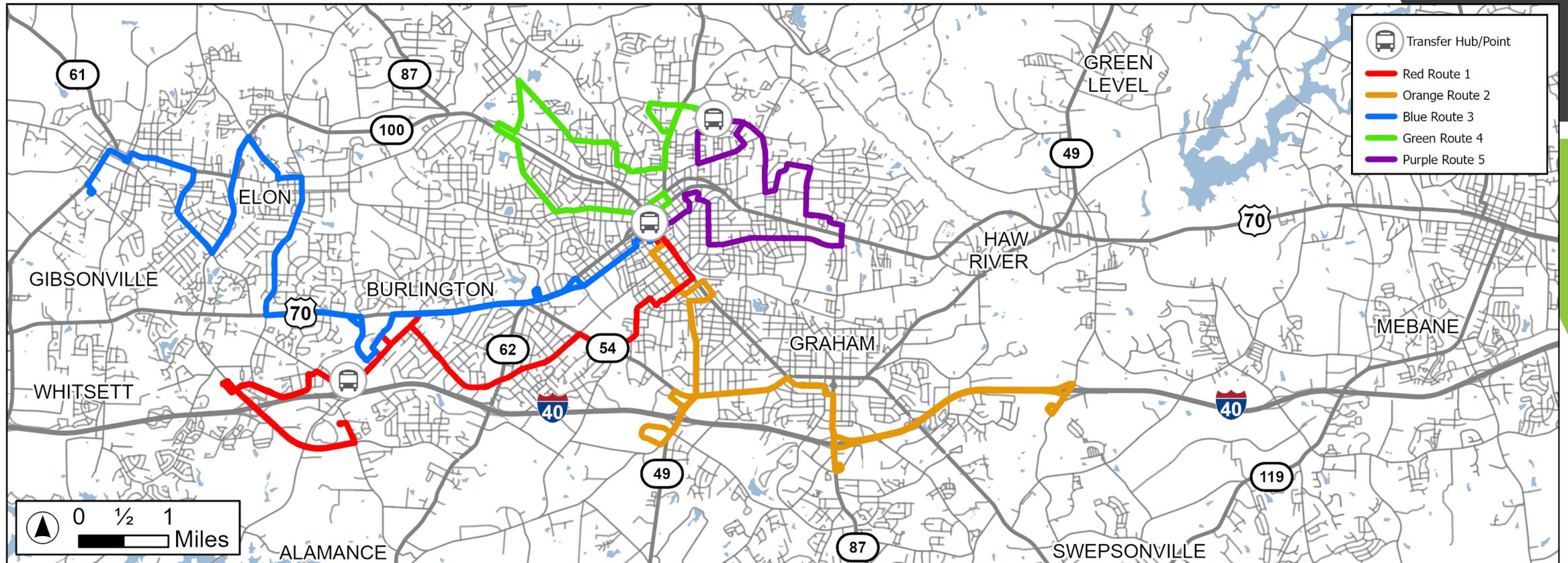
## Increase Route Frequency

- Achieve 60-minute service frequencies where possible

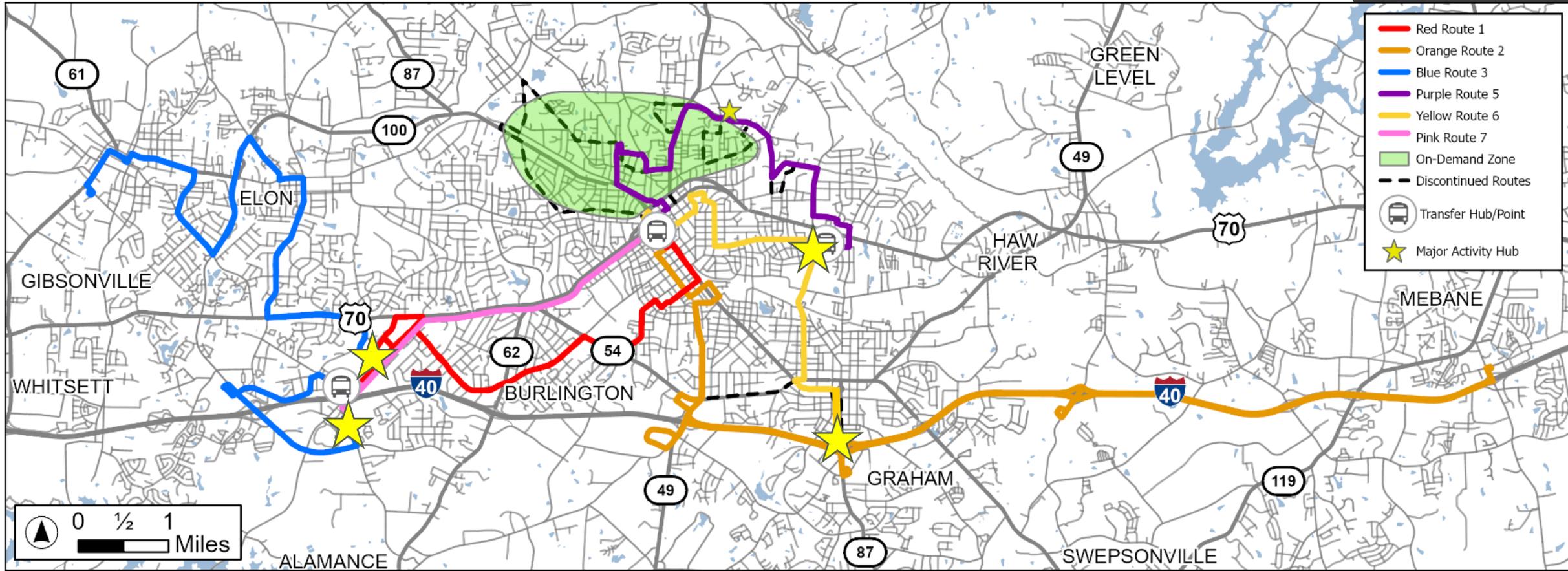
## Improve Service Connections

- Maximize connectivity of the system and increase opportunities to transfer between routes and other services

# EXISTING SYSTEM



# PROPOSED FUTURE LINK SYSTEM MAP

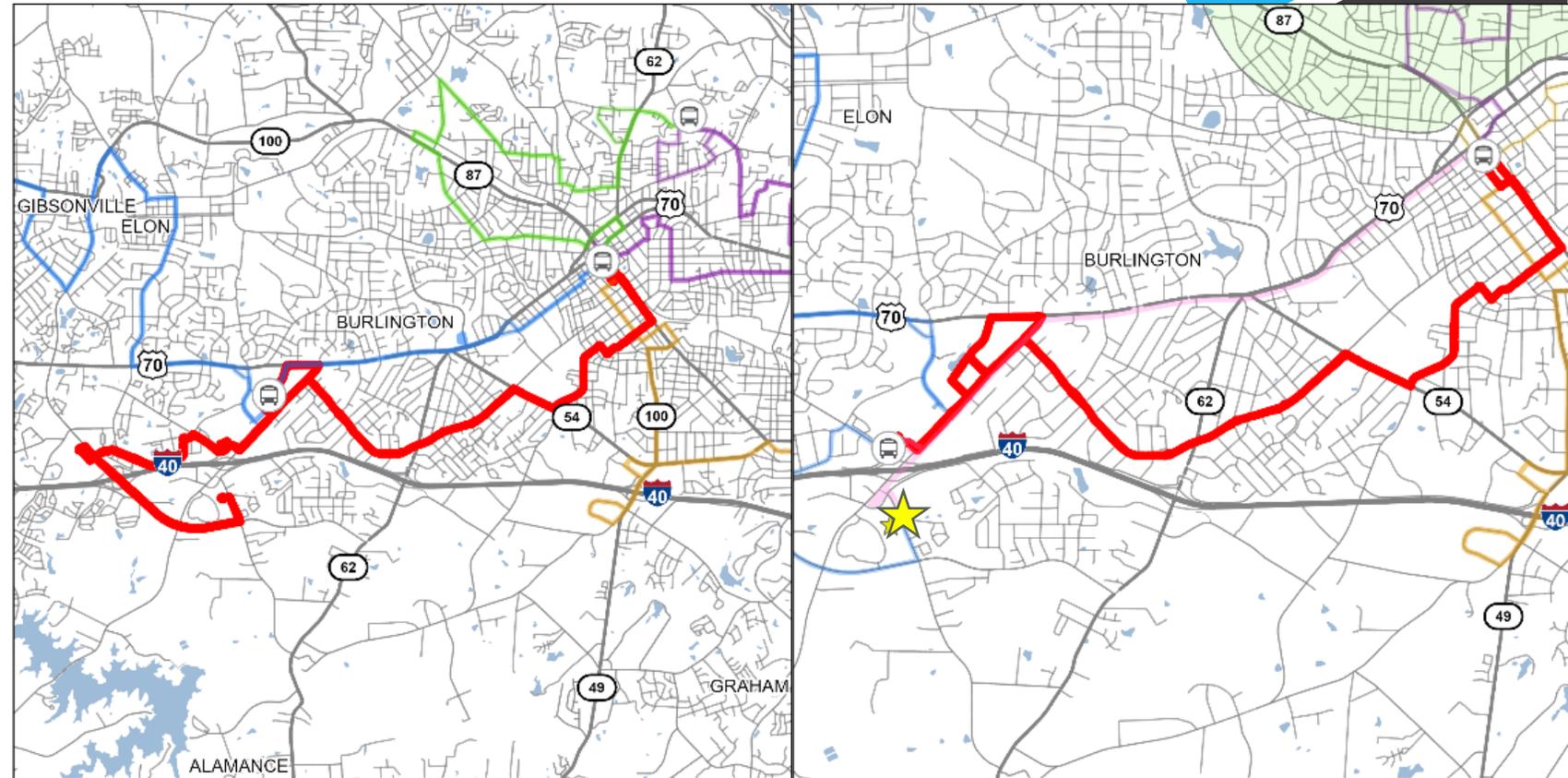


*\*Potential Yellow Route 6 could include an alternative option with service to Haw River, depending on available funding.*

★ Connection point

# RED ROUTE 1

- Red Route 1 would connect at downtown Burlington Transfer Center and end at Garden Road Walmart
- Riders could transfer to the proposed Pink Route 7 or Blue Route 3 to continue to Cone Health Alamance Regional
- The proposed Pink Route 7 would provide a one-seat ride to Cone Health from the downtown transfer center
- The route will operate **every 60-minutes** instead of 90-minutes.



Existing

Recommended



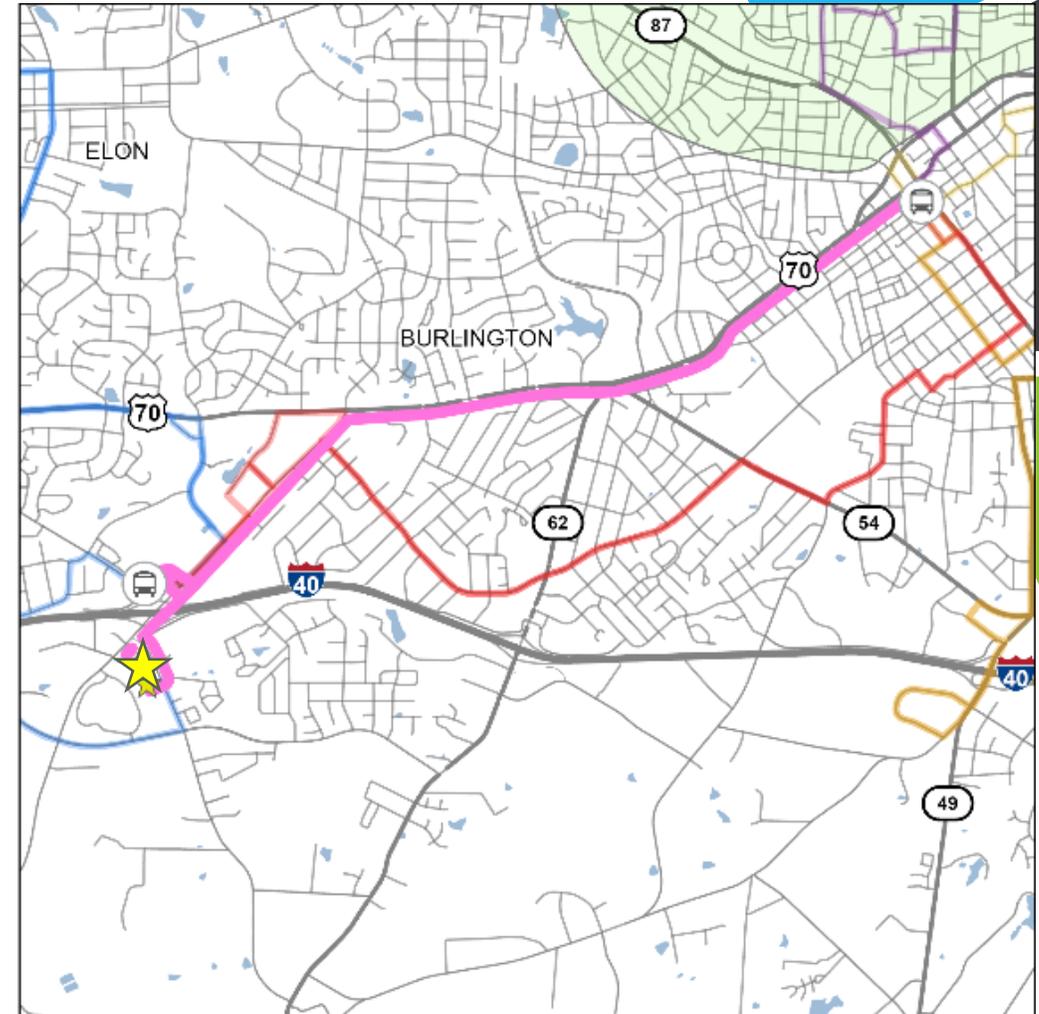
Connection Point

# PINK ROUTE 7

- This route would replace service along Church Street and Sellers Mills Road between Downtown Burlington and Garden Road Walmart with timed connections to the Red Route 1 and Blue Route 3.
- Replaces Blue Route 3 alignment between Holly Hill Mall and downtown Burlington.
- Preserve one-seat ride to Cone Health Alamance Regional Medical Center and corridor previously served by Blue Route 3.
- The route would operate **every 60 minutes**.



*Connection Point*



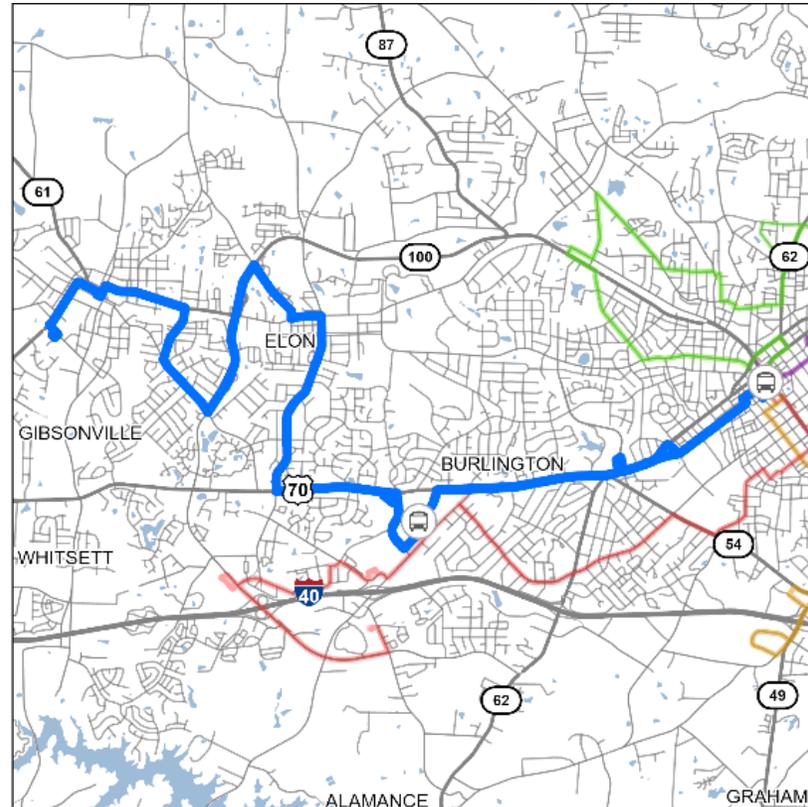
Recommended

# BLUE ROUTE 3

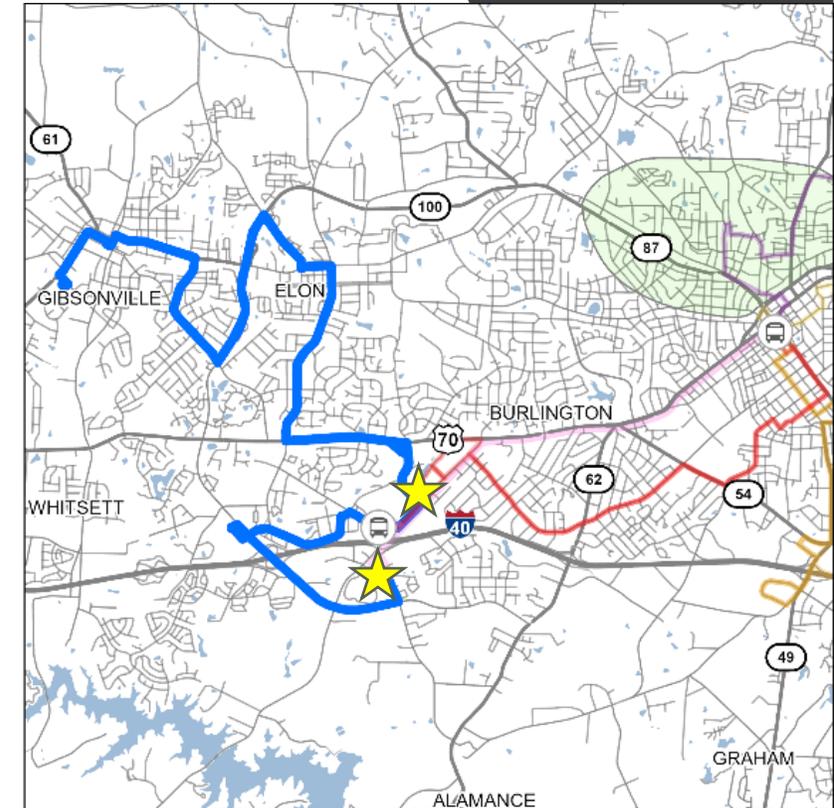
- The route would operate between Cone Health Alamance Regional and Gibsonville via Elon with connections to Elon University and the Garden Road Walmart
- Timed transfers to Red Route 1 and Pink Route 7 at Garden Rd Walmart for travel to Downtown Burlington.
- The route will operate **every 60 minutes** instead of 90 minutes.



*Connection Point*



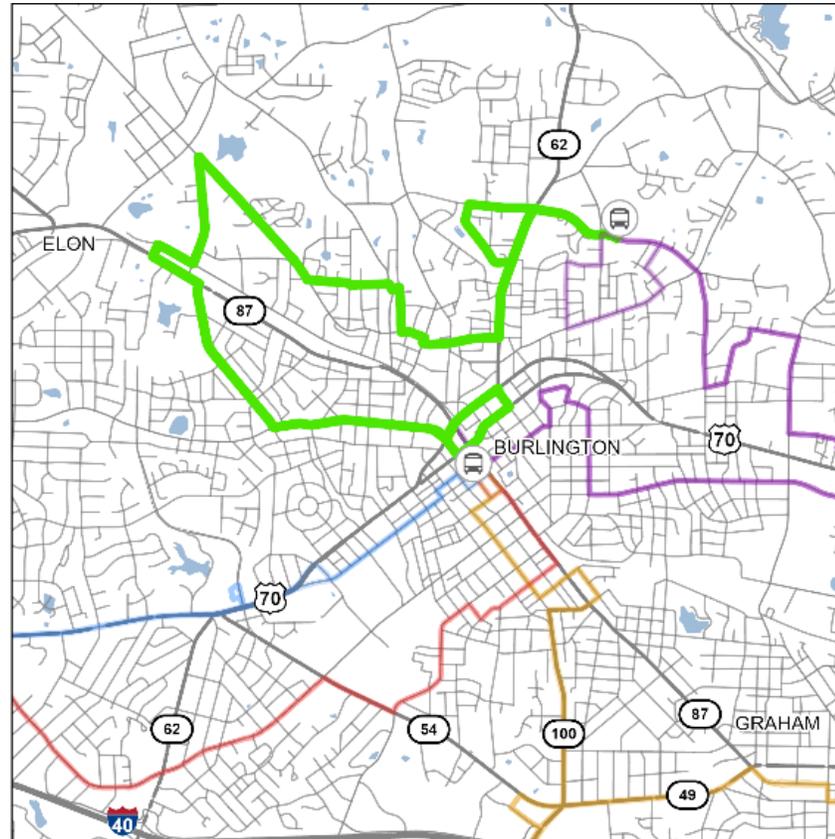
Existing



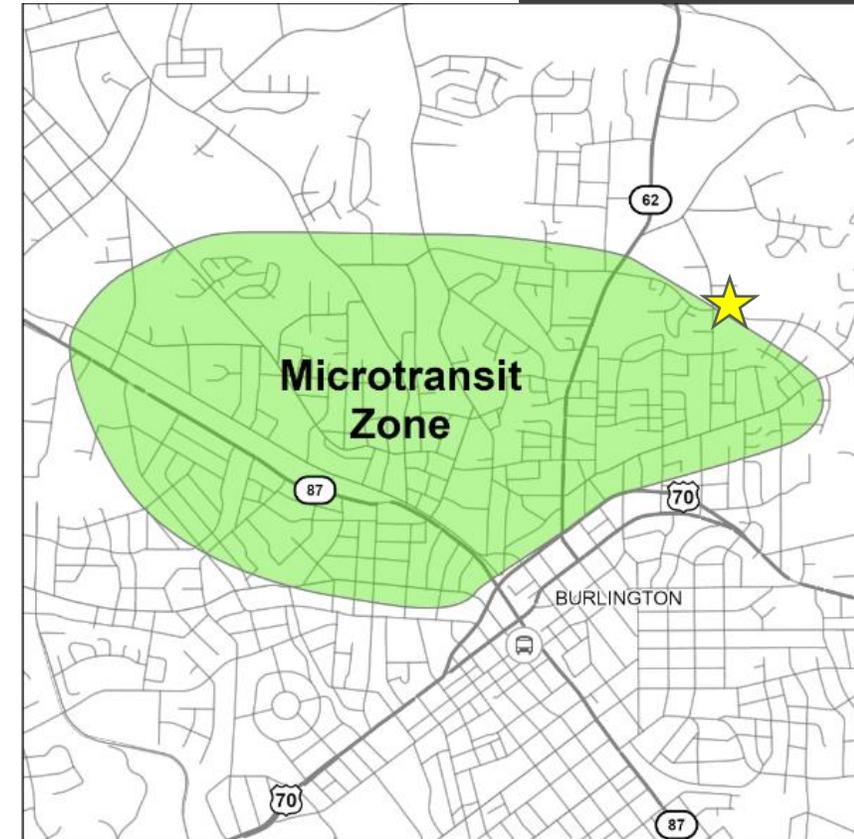
Recommended

# GREEN ROUTE 4

- Introduce 1-Year Pilot Program called Link +
- Link + would operate in northwest Burlington where the Green Route 4 currently operates
- Cover additional areas with high transit need, north of current Green Route
- Passengers book rides when needed on an app or by phone
- Would not require additional funds dollars to operate



Existing



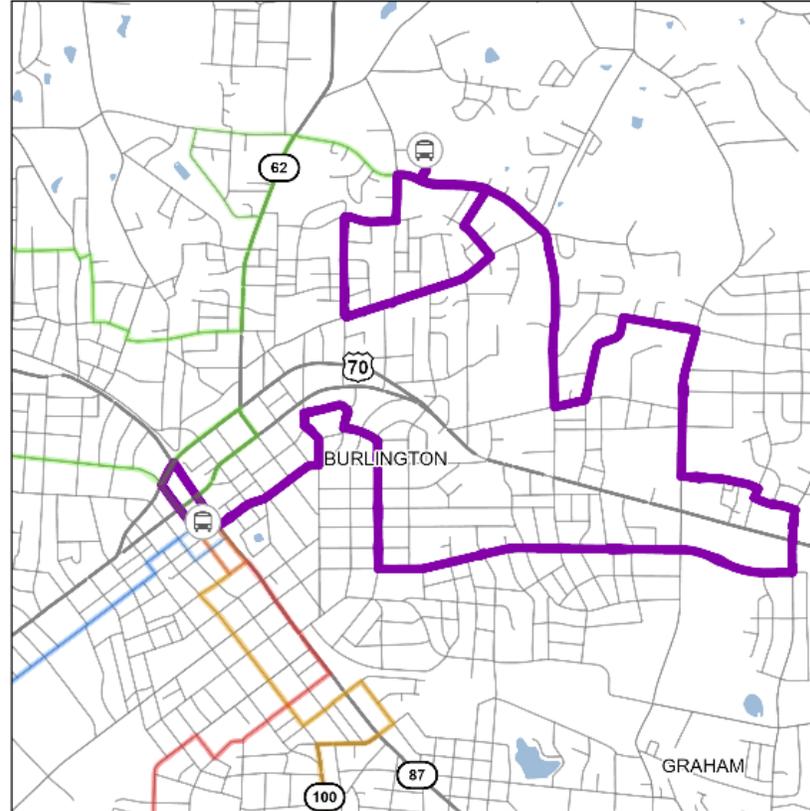
Recommended



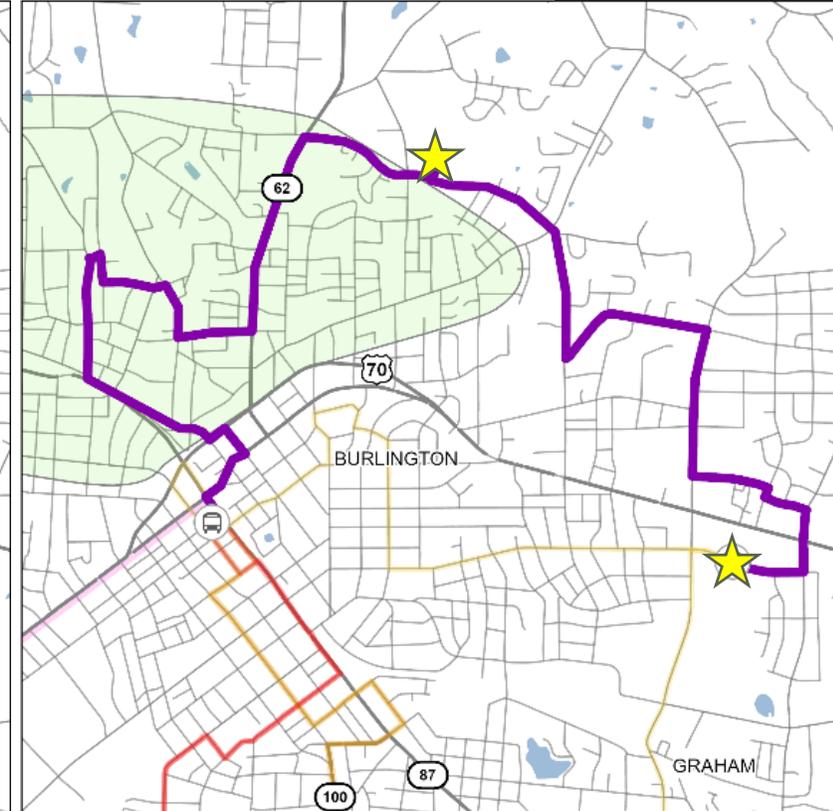
Connection Point

# PURPLE ROUTE 5

- The route would operate between Downtown Burlington and the Mebane Street Walmart, with service to the Lakeside Apartments and North Park Library.
- The route will operate **every 60 minutes** instead of 90 minutes.



Existing



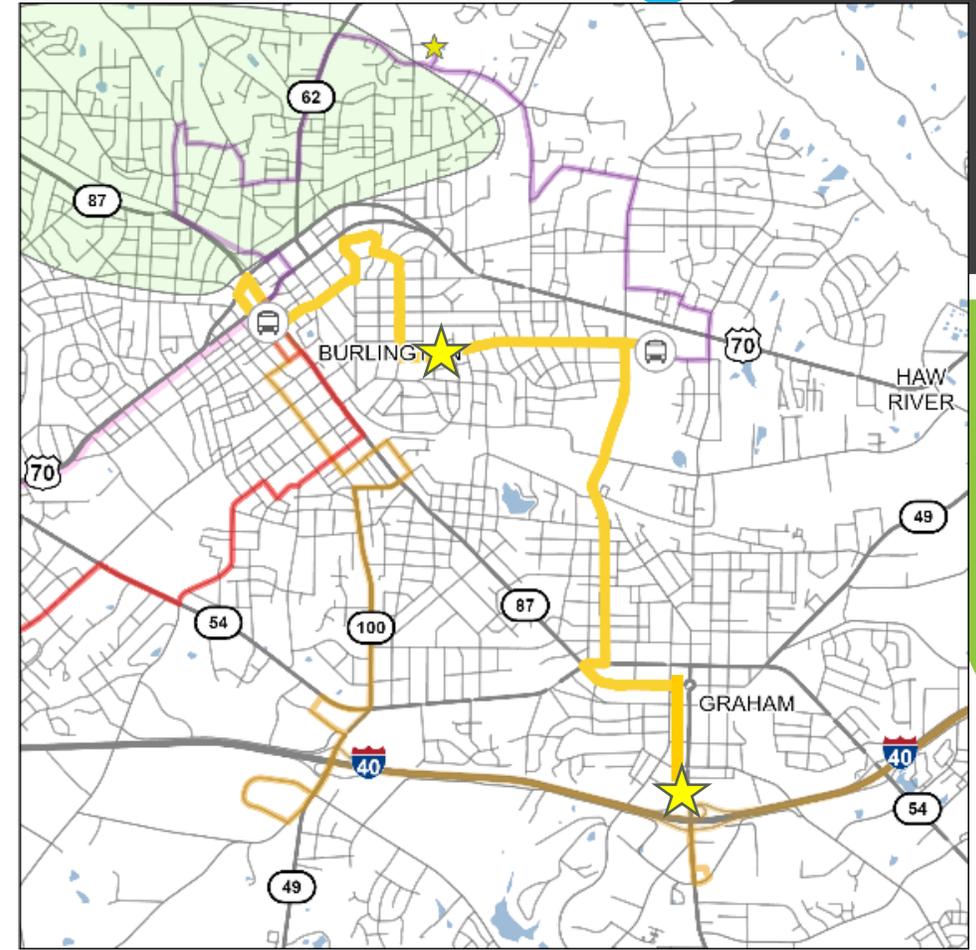
Recommended



*Connection Point*

# YELLOW ROUTE 6

- Replaces portions of Purple and Orange Routes to improve on time performance and reduce trip times
- **Option 1:** The route would operate to Alamance County Office Building and Courthouse. Connects to PART Park and Ride lot.
  - This option would allow the Orange Route 2 to more directly serve Alamance Community College with fewer deviations
- **Option 2** (not pictured): If funding becomes available, a new route could provide service between Downtown Burlington and Haw River with connections to the Purple Route 5 at the Mebane Street Walmart.
- This route would operate **every 60 minutes.**

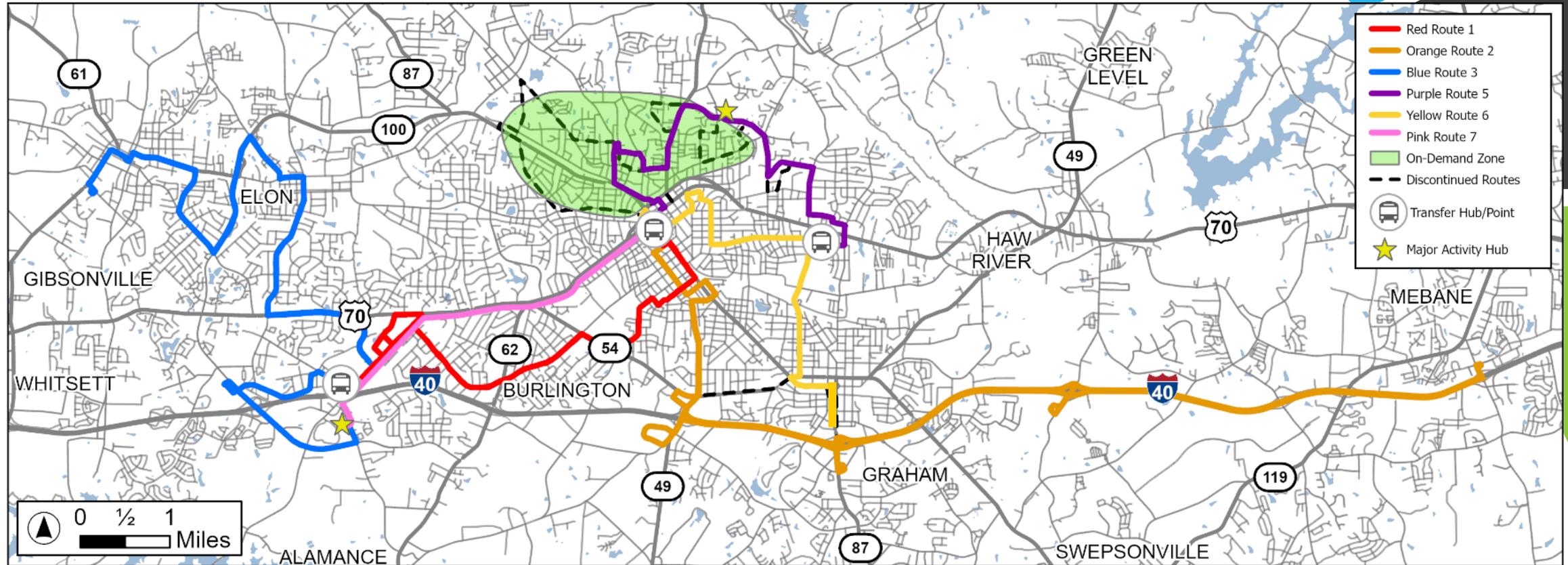


Recommended



Connection Point

# ORANGE ROUTE 2



- There is potential to add Alamance County stops to proposed Yellow Route 6 and allow more direct service on the Orange Route 2 to ACC main campus from downtown Burlington
- Orange Route 2 buses would continue to run every 90 minutes.

# RECOMMENDATIONS SUMMARY

- 5-Year Transit Development Plan adoption to begin incremental changes to Link service
- All routes would operate at 60-minute frequency, except Orange Route 2
- New on demand service providing expanded mobility with temporary pilot service (Link+)
- Expand rider options for travel (direct connections & reduced travel time)
- Goal is to make improvements within current service hours and operating budget

# PUBLIC OUTREACH

*Next Steps*



# PHASE 2 ENGAGEMENT: STATUS UPDATE

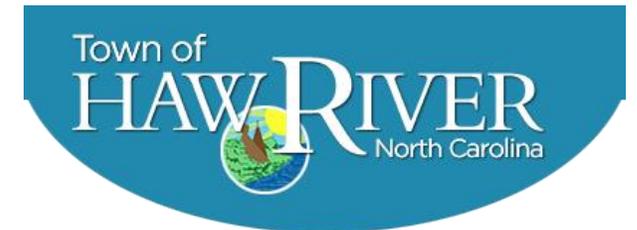
- Engagement is live – March 3rd
- Pop-up Events
  - Downtown Transfer Center (Dec 2024)
  - North Park Library (Dec 2024)
  - Walmart Garden Rd or Walmart Mebane Rd (Feb 2025)
- Focus Groups Conversations (held in early Jan)
  - Neighboring Communities
  - Community Organizations
  - Educational Institutions and Non-profits
- Operations Coordination (March 2025)
- Website Update
- Flyers Posted On Board Buses (w/link to survey)
- Social Media Push



# PHASE 2 ENGAGEMENT: STATUS UPDATE



**PIEDMONT TRIAD**  
AREA AGENCY ON AGING



# PUBLIC SURVEY

Please take and share the following survey:  
<https://www.surveymonkey.com/r/LinkTransit-Survey2>

A background image showing several Link Transit buses, including a white and green one with the number 8009, parked outdoors under a blue sky with clouds.

DO YOU TAKE PUBLIC TRANSIT?  
TAKE THE SURVEY TODAY

## WE WANT TO HEAR YOUR FEEDBACK!

**HELP IMPROVE PUBLIC TRANSPORTATION**  
We're investing in Link Transit to make your transit experience better. We have some new ideas and want your feedback!  
**Take the survey and tell us what you think!**

**WHAT ARE THE CHANGES?**  
These changes involve better frequency, route adjustments, new on demand microtransit service, and better connections.

**TELL US HOW YOU FEEL ABOUT THE CHANGES**  
Take the survey to share your thoughts on the changes to Link Transit.

**SCAN THE QR CODE TO TAKE THE SURVEY**  
Or visit the URL below:  
<https://www.surveymonkey.com/r/LinkTransit-Survey2>

The Link Transit logo, consisting of the words "LINK" and "TRANSIT" in a sans-serif font, with a blue dot between them.

# NEXT STEPS

Winter 2025

Spring 2025

Spring/Summer 2025

Public and stakeholder outreach soliciting input on site search process and desired amenities

Present Transit Development Plan and recommended facility sites at April Council meeting for approval and confirmation of locally preferred alternative

Complete Title VI analysis and begin NEPA process

Apply for federal grant funding for property acquisition and facility construction

# THANK YOU!



Kimley»Horn