

# Connecting People to Life's Opportunities Throughout the Region

GoTriangle Update





# GoTriangle Overview

- Regional transit authority established in 1989 to serve Wake, Durham, and Orange counties
- Governed by a 13-member board of trustees with 10 voting members appointed by the counties and principal municipalities, and three non-voting members appointed by the North Carolina Secretary of Transportation
- Around 280 employees across operations and administrative functions

 **GOTRIANGLE AWARDED \$1.6 MILLION FTA GRANT TO SUPPORT ELECTRIC CHARGING OF BUSES**



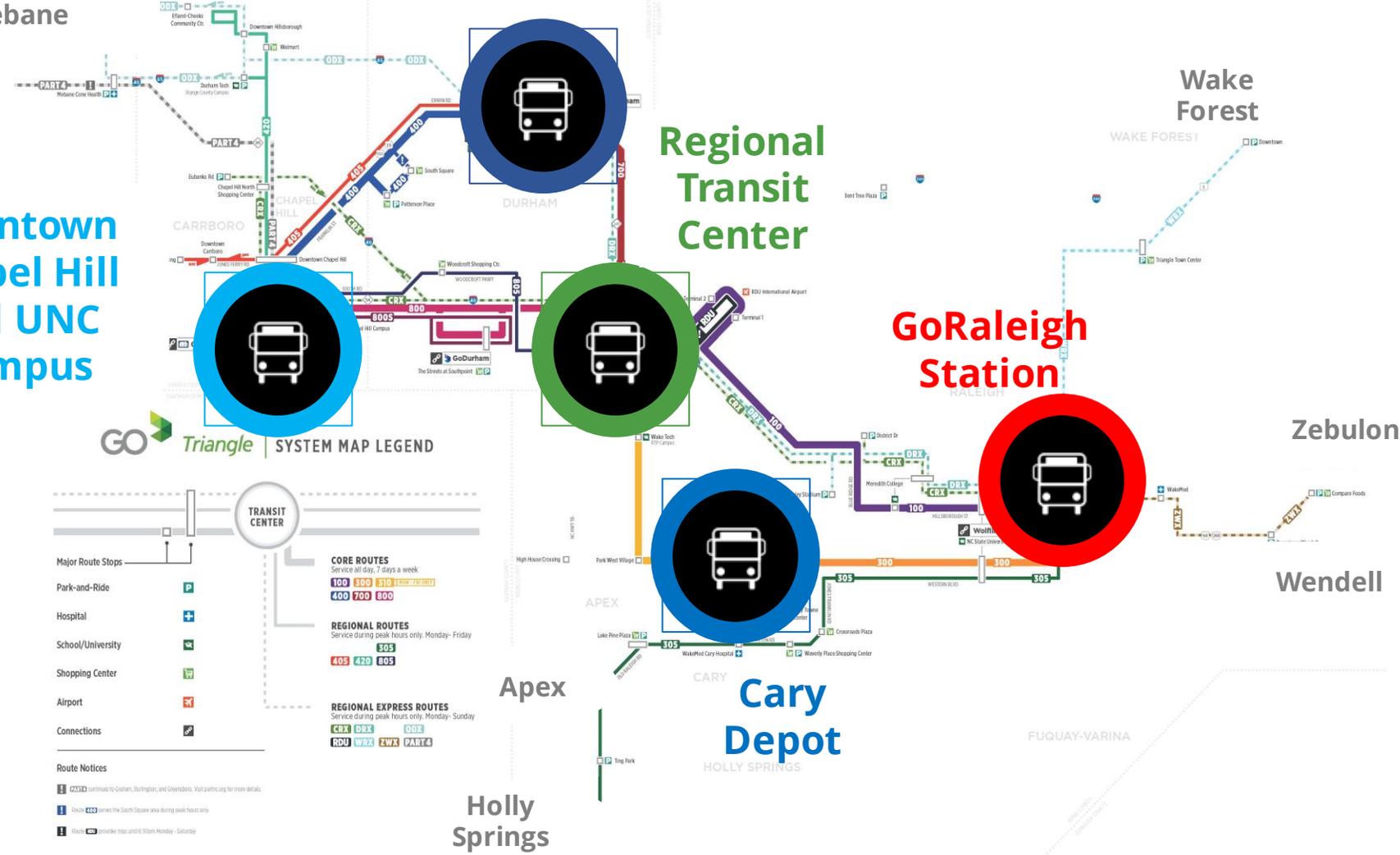
Downtown Chapel Hill and UNC Campus

Hillsborough Durham Station

Regional Transit Center

GoRaleigh Station

Cary Depot



GoTriangle operates core fixed routes between key regional destinations every half hour all day Monday through Saturday from 6:30am to 6:30pm, with service every hour until 10:30pm and on Sundays

GoTriangle also operates peak-only and express routes extending out from the core to smaller towns in Wake, Orange, and Alamance counties

Connecting all points of the Triangle



# Transit Services

- GoTriangle's bus services provide more than 1.5M passenger trips per year.
- As of our most recent reports, overall GoTriangle fixed-route ridership is approaching 2019 levels.
- GoTriangle also provides:
  - Regional Americans with Disabilities Act demand-response paratransit service
  - Regional vanpool service open to employers and employees commuting to or from the Triangle
  - On-demand microtransit service in partnership with Research Triangle Park



# Transit Funding Sources

Sales Tax

Vehicle Rental  
Tax

Vehicle  
Registration  
Fees

State Grants

Federal Grants

Fares and  
Partnerships

# GoTriangle Return to Fares

- GoTriangle will begin return to fares on July 1, 2024.
- Through return to fares, GoTriangle will implement mobile ticketing and cashless payment methods.
- Cash will still be accepted at the fare box for single rides and day passes. Like many other agencies, including the Piedmont Authority for Regional Transportation, exact change will be required for onboard cash purchases.
- Fares will be based on fare policy set by the GoTriangle Board of Trustees prior to the pandemic.
- We are working with our partners to create a community-based benefit program that can keep transit free for those with less ability to pay.
- GoTriangle and other agencies in the region have partnered with Umo to provide simple, flexible, and seamless trip planning, mobile ticketing, and pass programming for our riders.

## Fare Policy Highlights (2019)

- ❖ Single Ride: \$2.50
- ❖ Per Day: \$5.00
- ❖ Per 7-Days: \$20.00
- ❖ Per 31-Days: \$80.00

# GoTriangle Financial Overview

## Scope of Work: Focus Areas

- **Financial Process and Systems (MS Dynamics)** – Review existing system workflow, control, and process documentation; identify enhancement opportunities.
- **Operational Analysis, Processes & Procedures** – Review existing SOPs, desktop procedures, job aids, workflows, and controls – review for unnecessary duplication, needed redundancy/controls; provide recommended enhancements, templates, and best practices.
- **Organizational Structure and Budget Coordination** – Review existing organizational structure within all Budgeting & Finance areas and communication/coordination between Budget & Finance and other functional areas; develop high-level materials to aid in increasing communication/coordination.
- **Board Finance / Budget Reporting & Communications** – Review existing financial reporting communications, presentations, and Board reporting; provide best practices, templates, and recommended improvements to inputs.
- **Financial Forecasting and Projection Methods** – Review existing methods, frameworks, and processes

## Scope of Work: Functional Areas

- ❖ Accounting Systems
- ❖ Accounts Receivable and Payable
- ❖ Payroll
- ❖ Budget Administration

# Transit Projects



- GoTriangle builds safe, comfortable, ADA-compliant bus stops for all providers in Durham county and for GoTriangle stops in Orange and Wake counties
- GoTriangle's capital plan also includes:
  - Regional park-and-ride facilities
  - Regional transit centers co-located with mixed-use development
  - More electric buses and high quality, future-ready bus operations and maintenance facilities
  - Planning for future regional passenger rail

# Durham Bus Stop Program

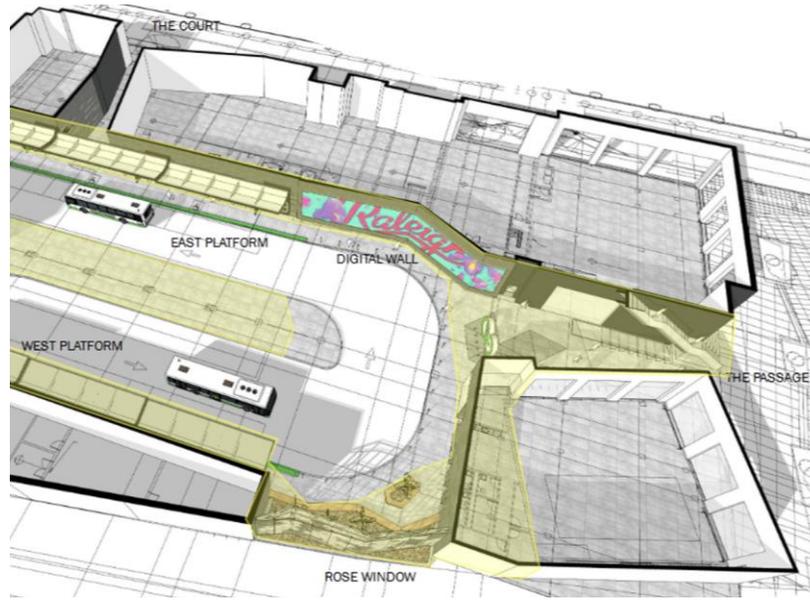
- Planning – 73
  - Design – 81
  - On-Hold – 76
  - Permitting – 8
  - Real Estate – 19
  - Bid Ready – 16
  - Construction – 15
  - Constructed – 93
- Total = 381



# RUSBUS Project:

*A multimodal hub & mixed-use high-rise in downtown Raleigh*

- ❖ Ground Floor Transit Center
- ❖ Wayfinding and Accessibility Enhancements
- ❖ Street Improvements
- ❖ BRT Infrastructure
- ❖ Traffic Signal Upgrades
- ❖ Low/No Emission Rolling Stock
- ❖ Approx. \$40M
  - ❖ Local funds
  - ❖ \$20M federal grant
  - ❖ \$8.86M state grant
- ❖ Bus Facility Scheduled to open in Summer 2025



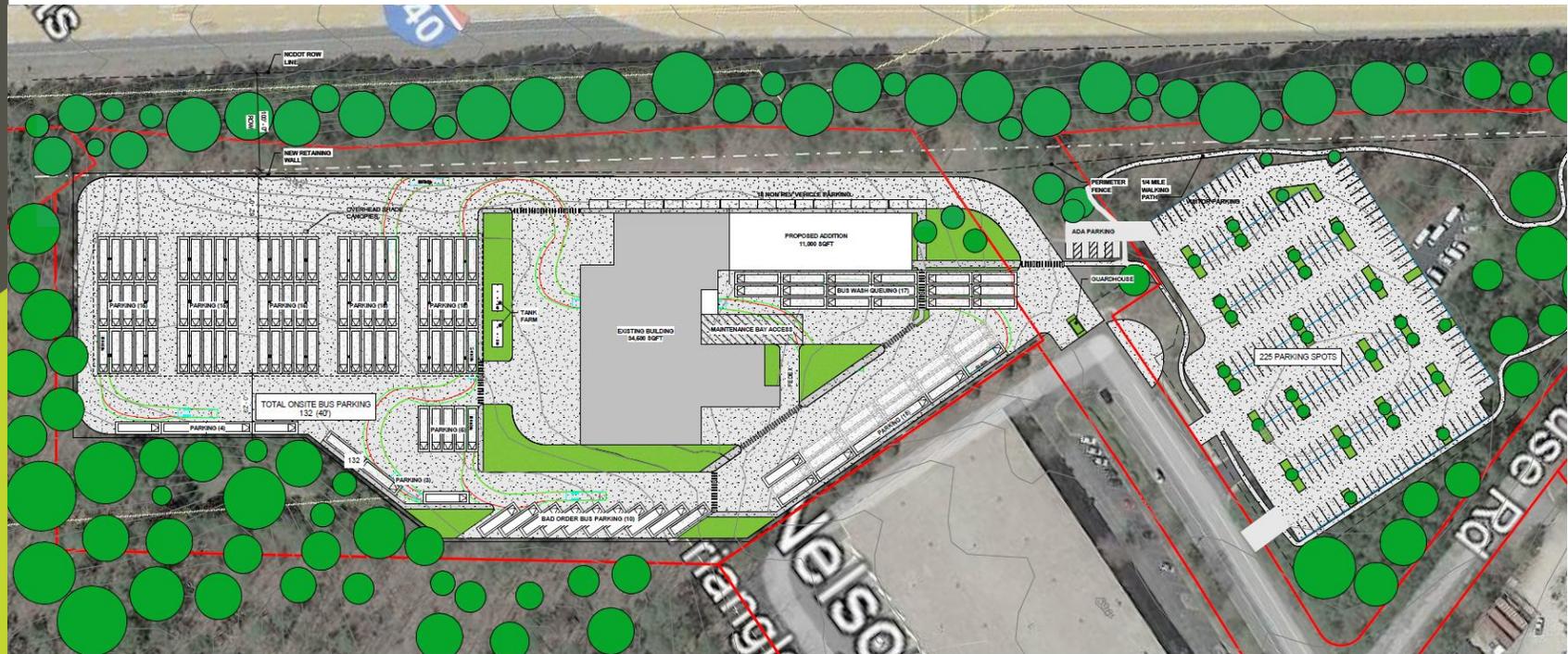
# Triangle Mobility Hub Regional Transit Center Relocation

- ❖ GoTriangle is seeking federal grants to support a roughly \$50M facility to be delivered in the next five years.
- ❖ Relocating the Regional Transit Center closer to I-40 will allow us to reestablish a direct regional transit connection to **North Carolina Central University, Durham Tech's Main Campus, and the Durham Housing Authority's largest community.**
- ❖ GoTriangle is working with our partners to develop transit center concepts that support transit-oriented development.



# Maintenance Facility Expansion and Modernization

- ❖ Service plans include significant regional expansion, doubling service on core routes and expanding peak-only routes to run all day.
- ❖ GoTriangle will expand and modernize its existing operations and maintenance facility to accommodate the expansion and prepare for more electric buses in its fleet.
- ❖ Fixed route facility expansion estimated at \$40M. Preliminary design is scheduled to begin this fiscal year (FY24).



270

EMPLOYEES

1,583,586

PASSENGER TRIPS (FY23)

13,210,286

PASSENGER MILES TRAVELED

7 DAYS

PER WEEK

77

BUSES

29

PARATRANSIT VEHICLES

11

REGIONAL ROUTES

5

WEEKDAY EXPRESS ROUTES

## ABOUT US

Since the North Carolina General Assembly established our agency as Research Triangle Regional Public Transportation Authority in 1989 to serve Durham, Orange and Wake counties, we have worked to connect the region. We embrace our role as the regional transportation agency by leading the effort for bus and rail improvements. GoTriangle is governed by a 13-member Board of Trustees, which by law is authorized to make decisions and enact policy for the agency.

Our mission— improve our region’s quality of life by connecting people and places through safe, reliable and easy-to-use travel choices—continues to guide the agency to:

- Improve mobility in the region.
- Assure high-quality customer service.
- Encourage sound growth patterns.

As the tax district administrator for Durham, Wake and Orange counties, GoTriangle oversees the administration of funds in the county transit plans and works with county partners to implement the region’s transit priorities. Large capital projects funded by the county transit plans include building a new state-of-the-art bus transfer facility in downtown Raleigh, developing bus rapid transit corridors and studying the feasibility of a commuter rail service.

In addition to planning, design and construction, GoTriangle provides bus and paratransit services, ridematching, vanpools, commuter resources, trip planning and an emergency ride home program for the region.

## Fixed Route Service

- Apex
- Cary
- Chapel Hill
- Durham
- Efland
- Fuquay-Varina
- Hillsborough
- Holly Springs
- Mebane
- RDU Airport
- Raleigh
- RTP
- Wendell
- Wake Forest
- Zebulon



# DURHAM COUNTY



## BUILDING A REGIONAL NETWORK

The Triangle's population is rising at a fast clip and expected to continue its rapid growth, bringing many more vehicles on the roads. To ease congestion, promote clean air and advance equity and opportunity, GoTriangle and our partners are working to connect the region through a variety of transit projects.

In **FY2023**, GoTriangle and GoDurham continued to use funding from the Durham County Transit Plan to provide bus and demand-response transit trips to employment, education, health care and recreational destinations for residents and visitors to the county.

In **FY2023**, the City of Durham with support from GoTriangle continued work on transit emphasis corridors, bus speed and reliability projects, access to transit improvements and the development of the Village Transit Center. The design for improvements to Durham Station to enhance the passenger experience advanced.

**GoTriangle continued** to manage the improvement of all bus stops in Durham County with the goal of all stops meeting the Americans with Disabilities Act accessibility requirements and featuring amenities when warranted. To support this effort, GoTriangle initiated a Bus Stop Optimization Study to assess the placement of all unimproved bus stops to ensure a balance among access to bus stops, proximity to destinations and safe street crossings, constructability and efficient bus stop spacing to support reliable bus travel times.

**Funding from the Durham County Transit Plan in FY2023** continued to provide for previously implemented service improvements throughout the GoTriangle and GoDurham systems.

**For GoTriangle, FY2023 funding** helped sustain weekday and weekend span and frequency improvements to Routes 400, 700 and 800. Funding supported the provision of the ODX service connecting Orange and Durham counties and supported additional service on Routes 405 and DRX. Due to local operator shortages, some of these services were reduced during the course of FY2023, but as the operator capacity is increased, services will be restored.

638,063

PASSENGERS

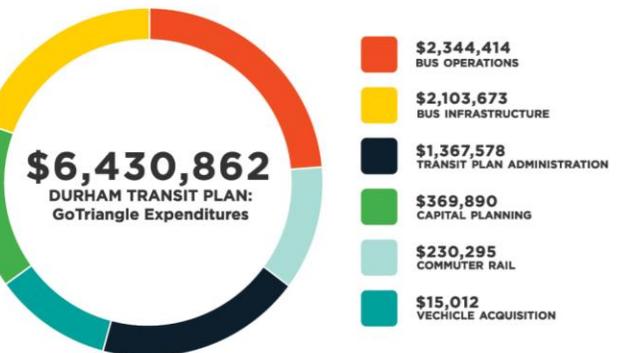
778,951

MILES

\$46,323,807

DURHAM TRANSIT PLAN  
TAX REVENUE

FY23



# ORANGE COUNTY



In FY2023, the governing boards of Orange County, the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization and GoTriangle adopted a new Orange County Transit Plan that identifies priorities for transit plan investments through the year 2040. The plan was developed in coordination with GoTriangle, Chapel Hill Transit, municipalities within Orange County, the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization and the Triangle J Council of Governments, and included stakeholder coordination and public engagement.

FY2023 funding from the Orange County Transit Plan maintained existing service improvements on multiple GoTriangle routes. Routes 400 and 800 weekend span and frequency improvements were maintained. Funding supported the provision of the ODX service connecting Orange and Durham counties and supported additional service on Routes 405 and CRX. Due to local operator shortages, some of these services were reduced during the course of FY2023.

## 295,299

PASSENGERS

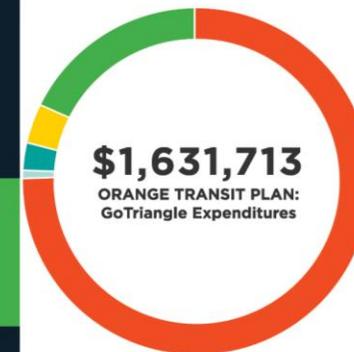
## 386,149

MILES



### \$13,084,581

ORANGE TRANSIT PLAN  
TAX REVENUE



### \$1,631,713

ORANGE TRANSIT PLAN:  
GoTriangle Expenditures



FY23

# WAKE COUNTY



Progress continued during FY2023 toward achieving the goals outlined in the Wake County Transit Plan. This planning document is collaboratively developed and provides a vision for improving the overall mobility of Wake County residents by improving and expanding the county's public transportation network. The vision includes increasing and diversifying travel choices so as to improve access to jobs, education, community services, shopping, entertainment and other activities. The goals of the Wake Transit Plan – known as the Four Big Moves – are to connect the region; create frequent, reliable urban mobility; connect all Wake County communities; and enhance access to transit.

### GoTriangle Service Improvements

- Increased annual ridership by 8% from FY2022.
- Reinstated the CRX and DRX routes after a short suspension of service due to the driver shortage.
- Realigned Route 310 to be more efficient route and to improve safety.

### GoTriangle Capital Improvements

- Completed the technical work for Phase II of the Greater Triangle Commuter Rail Feasibility Study. Completed public engagement regarding the feasibility study results, which included surveying thousands of participants from across the region.
- Began construction on the 1.76-acre site for Raleigh Union Station Bus Facility with remediation and demolition of three former warehouse buildings.
- Purchased six electric buses.
- Executed contract for design for 56 existing bus stops in Wake County, including Americans with Disabilities Act improvements and amenities to enhance passenger safety and comfort.

### GoTriangle Planning Projects

- Completed the Regional Transit Center Relocation Study to better serve the needs of transit riders by improving transit speed and reliability; addressing passenger amenity and operational needs; and providing more multimodal connections.
- Continued to advance the Fleet and Facilities study to identify fleet maintenance facility needs, to establish low- or no-emissions fleet composition goals – including charging or fueling infrastructure – and to evaluate opportunities for regional cooperation.

642,703

PASSENGERS

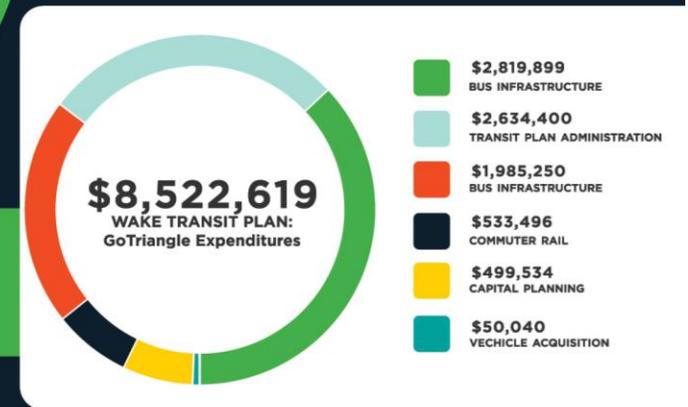
852,230

MILES



WAKE TRANSIT PLAN  
TAX REVENUE

FY23



# Questions & Discussion

