

## FY 2025, Quarter 4, Requested Durham Transit Work Plan Amendment

### REQUESTED MAJOR/MINOR AMENDMENTS

Project ID	Agency	Project Title	FY 25 Original Funding Allocation	FY 25 Requested Funding Allocation	FY 25 Funding Impact	Justification for Amendment
<b>Operating Budget Amendment Requests</b>						
25GOT0014	GoTriangle	Low Income Fare Pass (TAP - Transit Assistance Program)	\$ 78,697	\$ 224,697	\$ 146,000	<b>Major Amendment:</b> The TAP program was received enthusiastically by riders; over 12,000 individuals have benefited from the program on GoTriangle or GoRaleigh since July 2024. The TAP benefit accounts for about 40% of GoTriangle's ridership. This level of adoption is in line with 2023 rider survey data which found that 51% of GoTriangle riders reported their income at or below \$35,000. Due to the robust adoption of the TAP program, GoTriangle is seeking increased funding for the program in all three counties based on TAP ridership across each county.
21GOT0001		Youth GoPass	\$ 27,212	\$ 13,212	\$ (14,000)	
21GOT0002		Fare Collection Improvements	\$ 24,900	\$ 10,900	\$ (14,000)	
19GOTTS8	GoTriangle	Paratransit Expansion	\$ 43,812	\$ 83,812	\$ 40,000	<b>Major Amendment:</b> GoTriangle requests additional funding to cover year-to-date and anticipated usage of paratransit services. The growth in Paratransit utilization is consistent with the increase in Sunday and Saturday ridership on fixed route services -more than double what we saw in FY19, when the budget for Paratransit expansion services was last adjusted.
<b>Total Operating Funding Impact</b>					<b>\$ 158,000</b>	
Project ID	Agency	Project Title	FY 25 Original Funding Allocation	FY 25 Requested Funding Allocation	FY 25 Funding Impact	Justification for Amendment
<b>Capital Budget Amendment Requests</b>						
<b>Total Capital Funding Impact</b>					<b>\$ -</b>	
<b>Total Overall Impact</b>					<b>\$ 158,000</b>	

Public Comment Period will Open on 03/20/2025

Public Comments will be Accepted Through 04/10/2025

Submit all comments to Brandi Minor, Senior Administrative Officer, TransitPlan@dconc.gov

February 20, 2025

To: Durham - SWG  
From: GoTriangle  
Subject: Durham County FY25 Q4 Workplan Amendment

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## 1. Background

In Spring of 2023, GoTriangle's board of trustees directed staff to return to fare collection in July 2024 and launch a new low-income fare program. The low-income program was later branded the Transit Assistance Program, or TAP.

Based on research of other low-income programs across the county, GoTriangle and GoRaleigh collaborated on the development of the TAP program with the goal of reducing barriers to access for low-income riders, and reducing staff resources needed for administration of the program. The Transit Assistance Program was launched in July 2024 coinciding with GoTriangle's return to fares.

The TAP program was received enthusiastically by riders; over 12,000 individuals have benefited from the program on GoTriangle or GoRaleigh since July 2024. The TAP benefit accounts for about 40% of GoTriangle's ridership. This level of adoption is in line with 2023 rider survey data which found that 51% of GoTriangle riders reported their income at or below \$35,000.

Due to the robust adoption of the TAP program, GoTriangle is seeking increased funding for the program in all three counties based on TAP ridership across each county. To accommodate this need for support, GoTriangle is proposing to transfer \$14,000 from Youth GoPass and \$14,000 from Fare Collection Technology (\$28,000 Total) to the TAP program in FY 25 in Durham.

Beyond these transfers GoTriangle anticipates requiring an additional \$118,000 to cover the TAP program in Durham County for the remainder of FY25. This estimate is based on actual program use data from Q1 and Q2.

## Summary of Project Requests

Project ID: 25GOT0014 Low Income Fare Pass - Increase original FY25 budget by \$146,000

Project ID: 21GOT0001 Youth GoPass - Decrease original FY25 budget by \$14,000.

Project ID: 21GOT0002 Fare Collection Technology - Decrease original FY25 budget by \$14,000.

**Durham County FY25 Workplan budget impact = \$118,000**

REQUEST #

25GOT0014 Low Income Fare Pass

FY 2025

Durham Transit Work Plan

Project Amendment Request Form

Operating and/or Capital

FY START DATE

Jul2024

Type of Amendment

Minor☒

Major☐

Minor Amendments:

a. An amendment that requires a transfer between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or less than \$250,000;

b. Changes to any adopted financial assumptions supporting the applicable Work Program that does not have a significant impact on the overall revenue or expenditure forecast, which is defined to be no more than a one percent (1%) over the life of the plan;

c. Changes in reporting requirements for performance on implementation elements authorized in the applicable Work Program;

d. Changes in funding amounts less than \$250,000 for implementation elements programmed in future fiscal years;

e. Any other change that does not meet any of the criteria of a Minor Amendment is a Major Amendment.

Major Amendments are required when:

a. A project requested to be added to the Work Plan

b. A project requested to be removed from the Work Plan

c. Changes to any adopted financial assumptions supporting the applicable Work Program that does have a significant impact on the overall revenue or expenditure forecast, which is defined to be over one percent (1%) over the life of the plan;

d. Changes in scope for implementation elements programmed in current and future fiscal years;

e. Any amendment that requires a transfer of funds between capital or operating funding categories

f. Any change that requires a change in budgeted reserves or fund balance.

These definitions are based on the Durham County Transit Work Plan Amendment Policy Update, which gives more clarity to the definitions without changing their meaning.

New/Amended Project Name	Requesting Agency	Project Contact	Durham Transit Estimated Operating Cost	
25GOT0014 Low Income Fare Pass	GoTriangle	Austin Stanion astanion@gotriangle.org	Base Year	
			FY 2025	\$118,000.00
			Cumulative	
Estimated Start Date	Estimated Completion	Notes	Durham Transit Estimated Capital Cost	
In Progress			Base Year	
			Cumulative	\$ -
Project Description/Scope	Enter below a summary of the project amendment and impact on approved plan.			
In Spring of 2023, GoTriangle's board of trustees directed staff to return to fare collection in July 2024 and launch a new low-income fare program. The low-income program was later branded the Transit Assistance Program, or TAP.				
Based on research of other low-income programs across the county, GoTriangle and GoRaleigh collaborated on the development of the TAP program with the goal of reducing barriers to access for low-income riders, and reducing staff resources needed for administration of the program. The Transit Assistance Program was launched in July 2024 coinciding with GoTriangle's return to fares.				
The TAP program was received enthusiastically by riders; over 12,000 individuals have benefited from the program on GoTriangle or GoRaleigh since July 2024. The TAP benefit accounts for about 40% of GoTriangle's ridership. This level of adoption is in line with 2023 rider survey data which found that 51% of GoTriangle riders reported their income at or below \$35,000.				
Due to the robust adoption of the TAP program, GoTriangle is seeking increased funding for the program in all three counties based on TAP ridership across each county. To accommodate this need for support, GoTriangle is proposing to transfer \$14,000 from Youth GoPass and \$14,000 from Fare Collection Technology (\$28,000 Total) to the TAP program in FY 25 in Durham.				
Beyond these transfers GoTriangle anticipates requiring an additional \$118,000 to cover the TAP program in Durham County for the remainder of FY25. This estimate is based on actual program use data from Q1 and Q2.				
1. Enter Durham Transit Project ID(s) to Increase				

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
25GOT0014	Low Income Fare Pass		\$ 146,000.00	\$ -	Adding \$146,000 to existing project
TOTAL			\$ 146,000	\$ -	

2. Durham Transit Project ID(s) to Reduce					
Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes

21GOTO001	Youth GoPass		-\$14,000		Subtracting \$28,000 from existing projects.
21GOTO002	Fare Collection Technology		-\$14,000		
			\$ (28,000)	\$ -	

3. Impact on Transit Plan Project Costs			
From above, indicate whether amounts impact operating or capital budgets in Durham Transit Plan.	Estimated Operating Cost	Current Year Recurring	\$ (118,000)
			\$ -
	Estimated Capital Cost	Base Year Cumulative	
			\$ -

4. Is this New/Amended project Operating, Capital or Both? ☐ Operating ☒ Capital ☐ Both ☐
5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

FY25

6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?

If funded, GoTriangle will have sufficient funds to provide the TAP benefit for riders in Durham County.

7. List any other relevant information not addressed.

N/A

8. Please enter estimated appropriations to support expenses. Enter FY 2024 and the estimated annualized cost in FY 2025 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2026 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2026 and/or beyond, delete the calculation(s) in columns E-H.

Cost Break Down of Project Request							
OPERATING COSTS (If Applicable)	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Administration			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Maintenance			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Operating: Low Income Pass	146,000						
Operating Fare Collection Technology	(14,000)						
Operating Youth GoPass	(14,000)		-	-	-	-	-
TOTAL OPERATING COSTS	118,000	-	-	-	-	-	-

9. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects.

CAPITAL COSTS	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Planning							
Design							
Construction							
Equipment							
Land - Right of Way							
Other							
TOTAL CAPITAL COSTS	-	-	-	-	-	-	-

Assumptions for Costs and Revenues Above:

10. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above. (include details)

Q3 and Q4 TAP expenses projected based on Q1 and Q2 actuals. This amendment does not impact previously submitted FY26 budget proposal.

# Low Income Fare Pass

25GOT\_0014 | Transit Operations | Bus Service

Due to the onset of the COVID pandemic in 2020, GoTriangle has remained fare free. As GoTriangle prepares to return to fares in FY25, a Title VI equity analysis was completed to evaluate the effects of the fare change on minority and low-income populations and to identify mitigation strategies if necessary.

GoTriangle is requesting funding allocation to provide zero fare passes for low-income qualifying individuals beginning in FY25. GoTriangle will work with the Durham County Staff Working Group to identify qualifying measures and ensure necessary policies and procedures are in place prior to July 1, 2024. GoTriangle is currently completing a study that will provide a framework for a low-income fare program. This framework will be presented to the Durham County Staff Working Group and can be used to assist in further developing policies and procedures for the low-income fare program. The total amount funded from the Durham Tax Revenues, will offset fares that would have been collected by GoTriangle, in addition to purchasing the supplies needed for this program. The funding allocation will be monitored and evaluated as other providers make decisions regarding fares. This allocation should be available to all Durham County transit providers who return to fares in the future. The financial information included in this sheet is an estimate to be used for budget purposes. GoTriangle and the Durham County Staff Working Group will work on developing administrative needs for the project and adjust financials as needed.

Costs are allocated 70% to Wake County, 20% to Durham County and 10% to Orange County.

## PROJECT AT A GLANCE

**Agency:** GoTriangle  
**Parties to Project:** Durham County  
**Budgeted FY25 Costs (Current Year):** \$78,697  
**Programmed FY26 Costs (Subsequent Year):** \$80,664  
**Planned Start Date:** July 1, 2024



## PROJECT IMPLEMENTATION METRICS

Metric	Goals
Low Income GoPass Enrollment	20% of Low-Income Riders based on most recent customer service survey

## TRANSIT PLAN PERFORMANCE METRICS



Improved customer  
satisfaction survey  
results

# Youth GoPass

## 21GOT\_001 | Transit Operations | Other Bus Service

For youth ages 13-18, transit agencies across Durham, Wake and Orange County will continue to offer a “Youth GoPass” program. These fare passes are issued by GoTriangle, GoDurham, GoRaleigh, or GoCary with valid K-12 School ID Cards, or with transit agency issued identification cards.

GoTriangle, GoDurham GoRaleigh, and GoCary in partnership with the respective County, will continue to work with schools along the County’s triangle bus network to issue the passes. Passes will also continue to be available to those with a valid ID at GoDurham Station, GoRaleigh Station, the Town of Cary Finance Department, the GoTriangle Regional Transportation Center, public libraries, and regional centers.

This project covers the cost of offsetting fares that would have been collected by GoTriangle in the county share of routes, in addition to purchasing the supplies needed for this program. The estimated cost is an allocation of the GoTriangle - Durham share of Youth GoPass boardings in Durham County.

### PROJECT AT A GLANCE

**Agency:** GoTriangle

**Parties to Project:** Durham County

**Budgeted FY25 Costs (Current Year):** \$27,212

**Programmed FY26 Costs (Subsequent Year):** \$27,892

**Planned Start Date:** July 1, 2020



### PROJECT IMPLEMENTATION METRICS

#### Metric

Number of Youth GoPasses Issued

Number of Youth GoPass Trips taken

#### Goals

2% increase over FY19

2% increase over FY19

### TRANSIT PLAN PERFORMANCE METRICS



Improved customer  
satisfaction survey  
results



# Fare Collection Improvements

## 21GOT\_002 | Transit Operations | Other Bus Service

This project will cover the annual costs associated with updated mobile ticketing technology for GoTriangle buses.

This project request also allocates a portion of hold harmless against any reduction of fare revenue due to the implementation of this uniform fare strategy.

The regional fare-working groups priorities include:

1. Improving Pass Distribution and Sales
2. Balance Revenue and Ridership Goals
3. Improve the Passenger Experience
4. Improve Regional Coordination
5. Make Transit an Affordable Option
6. Explore New Fare Technologies

These earmarked funds will be estimated and are dependent on the final methodology developed by a Fare Working Group.

### PROJECT AT A GLANCE

**Agency:** GoTriangle

**Parties to Project:** Durham County

**Budgeted FY25 Costs (Current Year):** \$24,900

**Programmed FY26 Costs (Subsequent Year):** \$25,523

**Planned Start Date:** July 1, 2020



### PROJECT IMPLEMENTATION METRICS

#### Metric

Total trips using contactless payment forms

#### Goals

60% of trips in Year 1

### TRANSIT PLAN PERFORMANCE METRICS



Improved customer  
satisfaction survey  
results

February 28, 2025

To: Durham - SWG  
From: GoTriangle  
Subject: Durham County FY25 Q4 Workplan Amendment

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The requested change is to project 19GOTTS8 “Paratransit Services”, which funds GoTriangle Paratransit all-day on Sundays and 2 hours on Saturdays, consistent with transit plan-funded span on fixed route services. The FY25 Amendment request will be for \$40,000 additional budget to cover year-to-date and anticipated usage of paratransit services. The growth in Paratransit utilization is consistent with the increase in Sunday and Saturday ridership on fixed route services - more than double what we saw in FY19, when the budget for Paratransit expansion services was last adjusted.

## Summary of Project Requests

Project ID: 19GOTTS8 Paratransit Expansion - Increase original FY25 budget by \$40,000

**Durham County FY25 Workplan budget impact = \$40,000**



			\$ -	\$ -	

3. Impact on Transit Plan Project Costs			
From above, indicate whether amounts impact operating or capital budgets in Durham Transit Plan.	Estimated Operating Cost	Current Year Recurring	\$ (40,000)
			\$ (41,000)
	Estimated Capital Cost	Base Year Cumulative	
			\$ -

4. Is this New/Amended project Operating, Capital or Both? ☐ Operating ☒ Capital ☐ Both ☐

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

FY25

6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?

If funded, GoTriangle will have sufficient funds to provide Paratransit Services that match expanded Sunday (all day), and Saturday (2 hours) span for fixed route services.

7. List any other relevant information not addressed.

N/A

8. Please enter estimated appropriations to support expenses. Enter FY 2024 and the estimated annualized cost in FY 2025 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2026 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2026 and/or beyond, delete the calculation(s) in columns E-H.

Cost Break Down of Project Request							
OPERATING COSTS (If Applicable)	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Administration			-	-	-	-	-
Bus Operations:							
Estimated Hours	551	551	551	551	551	551	551
Cost per Hour	152	155	159	163	167	171	175
Estimated Operating Cost	83,812	85,466	87,672	89,877	92,083	94,289	96,494
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Maintenance			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	83,812	85,466	87,672	89,877	92,083	94,289	96,494
Operating: Low Income Pass							
Operating Fare Collection Technology							
Operating Youth GoPass			-	-	-	-	-
TOTAL OPERATING COSTS	-	85,466	87,672	89,877	92,083	94,289	96,494

9. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects.

CAPITAL COSTS	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Planning							
Design							
Construction							
Equipment							
Land - Right of Way							
Other							
TOTAL CAPITAL COSTS	-	-	-	-	-	-	-

Assumptions for Costs and Revenues Above:

10. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above. (include details)

# Paratransit Expansion

## 19GOT\_TS8 | Transit Operations | Bus Service

Due to span increases on Saturday, Sundays, and holidays for Routes 400, 700, and 800, there are additional ADA paratransit costs incurred. These costs are split 64% to Durham County and 36% to Orange County.

### PROJECT AT A GLANCE

**Agency:** GoTriangle

**Parties to Project:** Durham County

**Budgeted FY25 Costs (Current Year):** \$43,812

**Programmed FY26 Costs (Subsequent Year):** \$44,908

**Planned Start Date:** Ongoing



### PROJECT IMPLEMENTATION METRICS

#### Metric

Extended Span of Service - Sundays

#### Goals

Operate Sunday Trips on Paratransit

### TRANSIT PLAN PERFORMANCE METRICS



Improved  
paratransit customer  
satisfaction survey  
results



Increase in on-time  
performance of  
paratransit services