

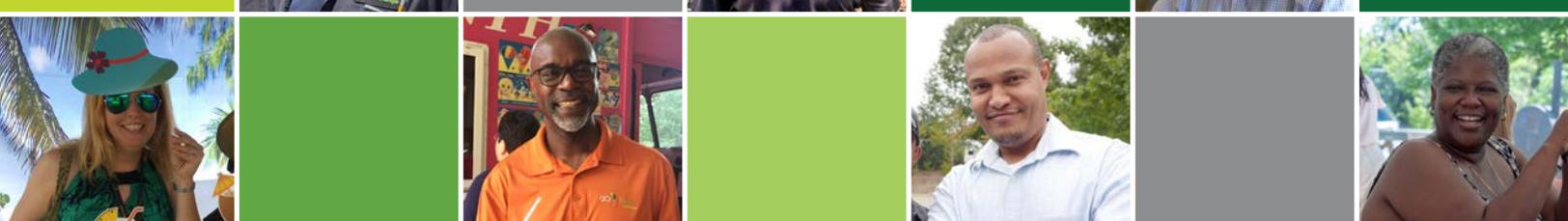


GOTRIANGLE

**ANNUAL REPORT**  
FY 2018



**GO**  *Triangle*



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**Dear friends,**

We've had a lot of transit wins in our region over the past few years. With those wins come big endeavors, big responsibilities and big challenges.

As GoTriangle plays a critical role in developing long-range plans for major fixed guideway transit projects such as light-rail and commuter rail and implementing regional bus network improvements, we continually face new challenges. Just as we get over one hurdle, a new one presents itself. So as we come off the high of winning referenda, we soberly acknowledge that creating a transit network that will seamlessly connect the Triangle is not the result of one or two big wins. Building a robust transit system is the accumulation of many wins: referenda, citizen engagement, FTA approvals, legislative support, alignment decisions, public and private investments and donations. I applaud the staff members of GoTriangle for their work in steering our region through the challenges of implementing a transit system that will help residents move more easily, bolster the economy and protect the environment.

And just as building 21st century transit requires many wins, it also requires the contributions of many. We all have a role to play. For our region to develop a viable, dependable and valuable transit network, we must all come to the table. Whether you are a state legislator, a citizen, a rider, a landowner or an affiliate of one of our many local governments, universities, corporations, small businesses or advocacy groups, you have a role in bringing transit options to the Triangle. Like the fabled "stone soup," we all have something to put in, and, consequently, we will all get something out of it.

I hope that we will be able to look back on this effort and say, "We did it. All of us, together, met every challenge, and we got the job done."

**Regards,**

**Jennifer Robinson**  
GoTriangle Chair



**Dear friends,**

Fiscal year 2018 was a great year for GoTriangle, and the future is even brighter. Over the next 10 years, the Durham, Orange and Wake transit plans represent a projected investment of almost \$5 billion. In addition to helping pay for Durham and Orange counties' 17.7-mile light-rail line, this funding will bring a tripling of existing bus service in Wake County, new multimodal centers, almost 30 miles of new bus rapid transit corridors and a 37-mile Wake-Durham commuter rail line.

These new transit projects will work together to serve the Triangle's burgeoning population – forecast to grow from 1.7 million people to more than 2.3 million by 2040. By reducing the number of cars on the road, these projects will result in less congestion and carbon dioxide emissions, ultimately protecting the quality of air we breathe.

Once these investments are in place, the Triangle for the first time will benefit from a robust, frequent transit network that is essential to keeping the area competitive regionally, nationally and internationally.

Transit options will flourish, providing Triangle-area residents and visitors attractive alternatives to single-occupancy vehicles to get to work, medical appointments, schools, recreational activities and other destinations. We're excited about taking transit to this next level and know that these investments will benefit the Triangle region and state for years to come.

**Thank you for your support.**

**Jeff Mann**

GoTriangle President & CEO

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ABOUT **US**

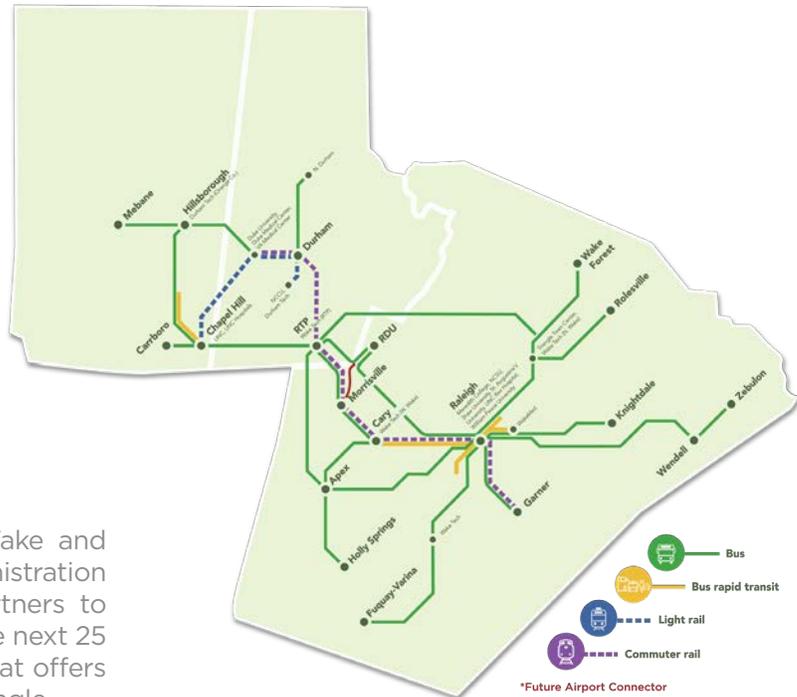
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# FROM OUR ROOTS 25 YEARS AGO AS A SMALL, FIXED-ROUTE BUS AGENCY,

we have expanded our services to accommodate the rapidly growing Triangle-area population. GoTriangle now offers regional bus and shuttle service, paratransit service, vanpooling for employees (through contract with Enterprise Rideshare) as well as commuter resources. Our incentives reward people who choose sustainable travel by bike or on foot, too.

Even as our responsibilities grow, we remain committed to improving our region's quality of life by connecting people and places through safe, reliable transit that promotes travel together.

As the transit taxing authority for Durham, Wake and Orange counties, GoTriangle oversees the administration of these funds and works with its county partners to implement projects in their transit plans. Over the next 25 years, together we will build a transit network that offers riders convenient, seamless travel across the Triangle.



FISCAL YEAR 2018

**44,163 PARATRANSIT PASSENGER TRIPS**

**1,636,072 BUS PASSENGER TRIPS**

**45 VANPOOLS**

**8 WEEKDAY EXPRESS ROUTES**

**69 WI-FI ENABLED BUSES**

**3 ON-DEMAND SHUTTLES**

**14 REGIONAL ROUTES**

**25 PARATRANSIT VEHICLES**

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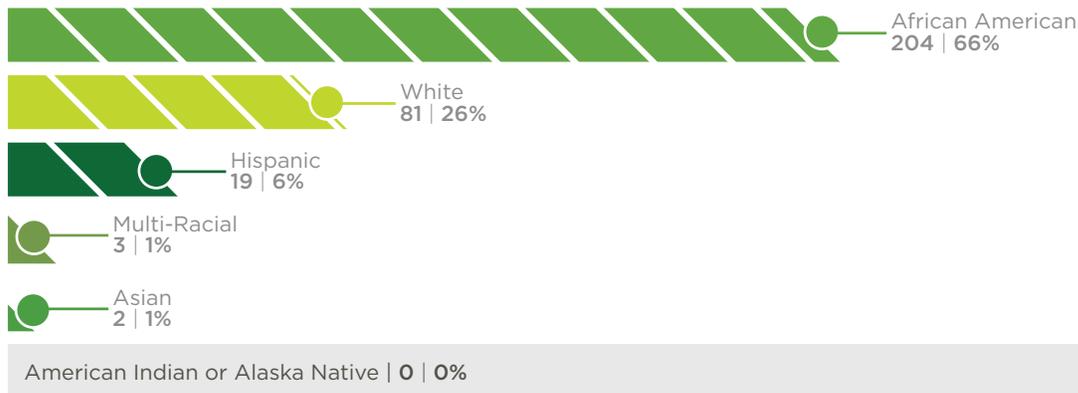
OUR **FAMILY**

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The GoTriangle family of employees is as diverse as the people we serve through our bus, paratransit and on-demand shuttle services. As a transit authority for the Triangle region, GoTriangle listens and acts on decisions made by our governing Board of Trustees. Board members chosen from city, town and county governments in Durham, Orange and Wake counties and the North Carolina Department of Transportation meet monthly in public sessions to ensure that the best transit options for the counties they represent and the region as a whole come to fruition. The public can sign up to speak on issues of interest at meetings.

**As an agency, our family of about 300 employees has grown as our services expand. We are an equal opportunity employer, offering opportunities for all.**

COMPOSITION OF WORKFORCE *APRIL-JUNE 2018*



TOTAL  
**309**

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OUR **TRANSIT PARTNERS**

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We plan the future of transit together with our city and town government partners and the governments of Durham, Orange and Wake counties, the Metropolitan Planning Organizations, the Research Triangle Foundation, the universities and Raleigh-Durham International Airport.

We also contract with GoRaleigh, GoCary, GoDurham and Chapel Hill Transit bus agencies to operate routes on our behalf. Through an agreement with the City of Durham, GoTriangle manages GoDurham's fixed-route and ACCESS services as well as its route-planning, marketing and transit amenities.

In fiscal year 2018, the North Carolina Public Transportation Association recognized GoDurham as the Transit System of the Year for demonstrating exceptional achievement in serving the community by promoting mobility, removing barriers that cause isolation, promoting economic growth and providing safe, efficient and reliable services.

## GOTRIANGLE EMPLOYEES STEP UP TO OFFER NEW, EXCITING OPPORTUNITIES TO ALL



In July 2017, GoTriangle's marketing team launched a GoTriangle and GoDurham "Books on Bus" campaign to put new and gently used books into the hands of Durham children of all ages. A book drive at GoTriangle and GoDurham transit centers and at a Durham Bulls' ballgame led to GoDurham's collecting more than 1,000 books to hand out to Durham children in need. GoDurham distributed the books at the Boys and Girls Club of Durham and Orange Counties and at the Museum of Life and Science in Durham, where children were invited to choose books to take home, enjoy story time and explore the bus.

"Books on Bus began as an idea to simply gather books from the community to give to those who may not have books of their own because reading is so critical in a child's life," GoDurham Marketing Manager Wendy Mallon says. "Making small steps to improve the lives of those in our community is everyone's responsibility. This was our way to give back to the Durham community members who have been so instrumental to our success."

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OUR UNIVERSITY &  
**BUSINESS ALLIANCES**

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GoTriangle offers free consultations, programs and incentives to help businesses and universities ease the commutes of employees and students. Our work is funded through grants and carried out by a partnership of municipalities, universities and public transportation agencies so we have strong community roots. We develop commuter options — including telework programming — for employers participating in the regional Employer Services Transportation Demand Management program. This service helps to improve air quality and personal health in the region while easing traffic congestion.

## ONE GRADUATE STUDENT DISCOVERS THE GOPASS SOLUTION



A Wake County public school teacher, Billy Lane knew getting a master's degree in school counseling from the University of North Carolina at Chapel Hill would require hard work and dedication. But when he started classes in summer 2018, he didn't realize how much the 30-mile commute on Interstate 40 from his Raleigh home would cost him emotionally, physically and financially.

"It was intermittently awful," he said after trying the trip for a few days. "There were parts that were textbook stop and go and parts that flowed freely. But, to boil it down to a word, it was stressful. And eating 7 or 8 dollars a day for parking was not sustainable, either. After half a week of commuting on 40, I was done with it."

Lane found a better commute. He now drives to a free park-and-ride lot near his home and takes GoTriangle's CRX express bus to Chapel Hill using a free GoPass. UNC-Chapel Hill offers students the GoPass through GoTriangle's Employer Services Transportation Demand Program if they commute to campus from outside the Chapel Hill Transit service area. Lane saves on parking fees and gas money and reduces wear and tear on his car. Plus, he uses his bus ride to study or relax. In every way, his commute is a win for him!

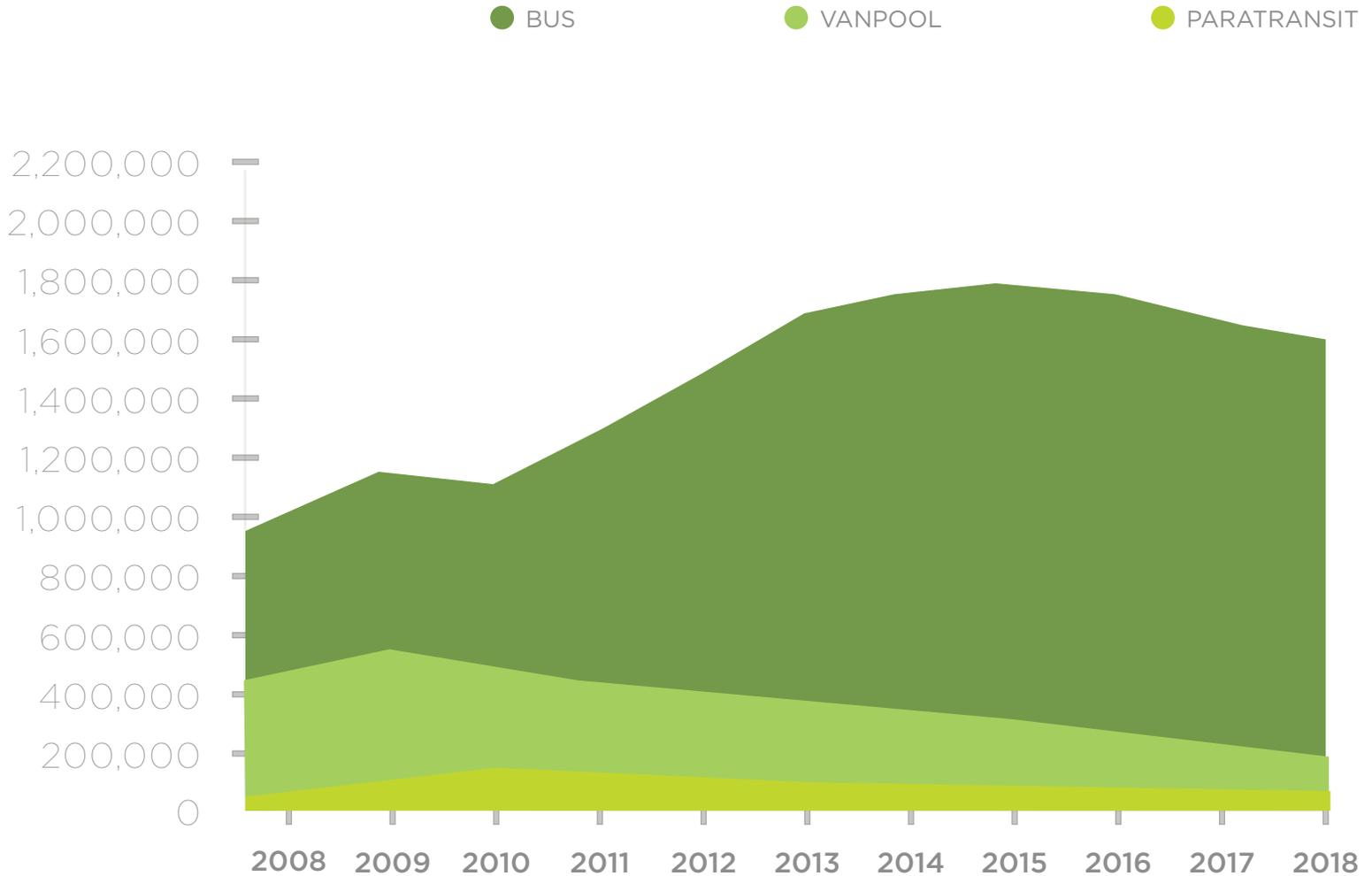
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TRACKING **BUS RIDERSHIP**

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Despite continued high employment and lower gas prices that have led to lower transit ridership across the country, GoTriangle's ridership in fiscal year 2018 remained about the same as the previous fiscal year. Thanks to investments made through transit plans in Durham, Orange and Wake counties, ridership grew for services provided outside of traditional commute times, offsetting a small loss in ridership when congestion was highest.

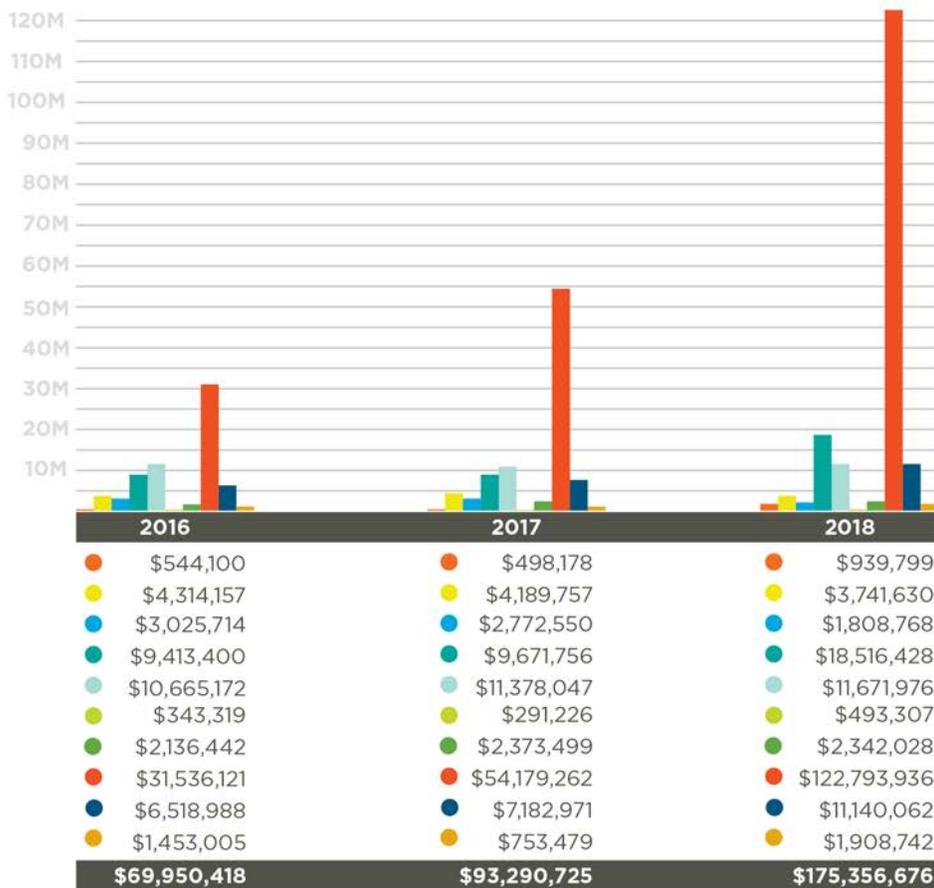
Across the country, regions such as the Triangle that are investing in better transit are starting to reap the benefits. GoTriangle will continue to make services more frequent, reliable and direct with funding from voters' continued investment in transit across the three counties.



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GOTRIANGLE  
**SYSTEMWIDE TOTALS**

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## REVENUES

- Local Grants
- FTA Grants
- NC DOT Grants and Subsidies
- Vehicle Registration Tax (\$3, \$5 & \$7)
- 5% Vehicle Rental Tax
- Vanpool Fares
- Bus Fares & Consignment
- Half-Cent Sales Tax
- Other
- Investment Income

Note: Other includes Transit Services, Robertson Scholars, transit subsidies and indirect costs credits

Note: Durham County tax revenues\* \$33,455,607

Note: Orange County tax revenues\* \$9,059,645

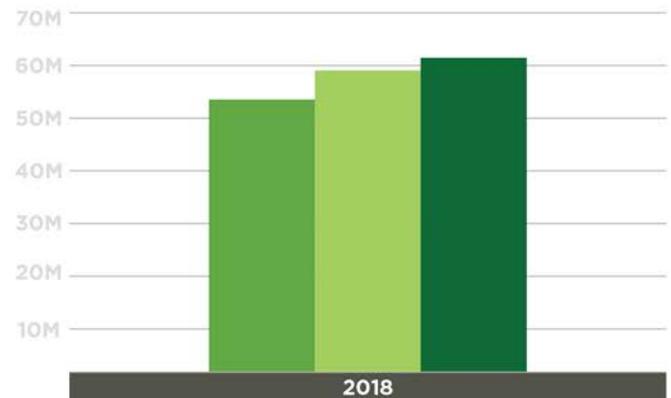
Note: Wake County tax revenues\* \$98,362,685

\*The tax revenues are made up of half-cent sales tax, vehicle registration tax and vehicle rental tax collected by county. \$12,104,403 of the tax revenue is retained by GoTriangle.

## TOTAL

## EXPENDITURES

- Operating \$53,429,397
- Capital \$59,994,392
- Operating Reserves \$61,932,887



## TOTAL

\$175,356,676

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**GO FORWARD**  
A COMMUNITY INVESTMENT

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# GO FORWARD

## A COMMUNITY INVESTMENT IN TRANSIT

Voter-approved community investments in transit in Durham, Orange and Wake counties are funding a regional transit network that provides alternatives to driving on increasingly congested roads and opens up access to more jobs, education and health care opportunities for everyone. These improvements are laid out each year in each county's transit plan.

As we go forward together with our county partners over the next 10 years, regional transit improvements will include:



EXPANDING  
BUS SERVICE



IMPROVING BUS  
STOPS AND SHELTERS



IMPLEMENTING BUS  
RAPID TRANSIT



BUILDING A 17.7 -MILE  
LIGHT-RAIL LINE



BUILDING A 37-MILE  
COMMUTER RAIL SYSTEM



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# DURHAM COUNTY PROGRESS REPORT

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*July 1, 2017-June 30, 2018*



In November 2011, Durham County voters approved a transit-dedicated half-cent sales tax to expand and better connect the public transit network in Durham County and throughout the Triangle, one of the fastest-growing regions in the nation. In fiscal year 2018, this revenue stream added \$36,534,566 in funds to the Durham County Transit Plan. Additionally, \$17,139,881 in cash balance reserves were used to support FY18 expenditures.

In fiscal year 2018, transit plan funds were used to implement new GoDurham and GoTriangle services throughout the county as well as new demand-response and rural trips on Durham County ACCESS. New buses were purchased, and more will be delivered throughout fiscal year 2019. Capital projects such as Durham and Orange counties' light-rail line and park-and-ride and bus stop improvements also are underway. In addition, staff from the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization, Durham County, GoTriangle and the municipalities are implementing procedures to help ensure that the transit funds are spent wisely. View the Durham County Transit Plan at [goforwardnc.org/county/durham-county/the-plan/](http://goforwardnc.org/county/durham-county/the-plan/).

## LONG-RANGE GOALS

- **Connect more residents with jobs, post-secondary and vocational educational opportunities.**
- **Expand bus capacity on corridors with high current bus ridership.**
- **Provide better regional connections to other cities and the Raleigh-Durham International Airport.**

## FISCAL YEAR 2018 ACCOMPLISHMENTS

### OPERATING

#### OPERATING SERVICE IMPROVEMENTS IMPLEMENTED

- Added half-hour service Monday to Saturday until 7 p.m. on GoTriangle Routes 700 (Durham Station-Regional Transit Center) and 800 (Regional Transit Center-The Streets at Southpoint-Chapel Hill).
- Added service on Route DRX (Durham-Raleigh Express) to improve reliability.
- Continued service improvements begun in prior years, including:

## GOTRIANGLE

- More frequent service on GoTriangle Route 400 (Durham-Patterson Place-Chapel Hill), with half-hour service Monday to Saturday until 7 p.m.
- Peak-hour service between The Streets at Southpoint and Chapel Hill on GoTriangle Route 800S.
- Sunday service and extended Saturday service on GoTriangle core Routes 400, 700 and 800.
- Additional peak-period trips on Route DRX (Durham-Raleigh Express).
- Peak-hour service from Carrboro to Durham on GoTriangle Route 405 (Durham-Chapel Hill/Carrboro).
- Peak-hour service from Mebane to Hillsborough and Durham on new GoTriangle Route ODX.

## GODURHAM

- Extended Sunday evening service for all routes by two hours to 9 p.m.
- Added peak-hour service from southern Durham to Duke University Medical Center and Durham VA Medical Center on Route 20.
- Extended service until 12:30 a.m. on New Year's Day (service previously ended at 7:30 p.m. on New Year's Eve).
- Expanded "Frequent Service Network" with 15-minute all-day service on popular routes including Route 10B (Durham Station-South Square) and Route 5K (Durham Station-Fayetteville St/MLK Jr. Parkway).
- Added all-day hourly service on Route 15 (Durham Station-Brier Creek) and new Sunday service.

## DURHAM COUNTY ACCESS

- Durham County ACCESS continued to use transit plan revenues to expand demand-response and rural trips to people who lacked transportation and those traveling to mental health facilities. In addition, Durham County ACCESS used transit plan revenues to match a federal grant providing more than 2,000 new trips for elderly and disabled residents.

## PLANNING PROJECTS IMPLEMENTED

- Durham County Transit Plan funds were used to hire consultants for short-range planning efforts for GoDurham and GoTriangle. During fiscal year 2018, each agency prepared drafts of its short-range plans.

*Note: Transit plan funds are also used to pay a portion of the increased cost of transit services provided by GoDurham that existed before the Durham County Transit Plan was implemented.*

## CAPITAL

### VEHICLE ACQUISITIONS

- Acquired six GoDurham buses in FY18 using transit plan funds.
- Acquired two GoTriangle buses in FY18 with a 10 percent contribution from transit plan funds.

### BUS INFRASTRUCTURE

- Implemented park-and-ride study in Durham County.

# FISCAL YEAR 2019 NEXT STEPS

## OPERATING

### OPERATING SERVICE IMPROVEMENTS

- Added peak-period trips on Route DRX (Durham-Raleigh Express) to bring the frequency of Route DRX to once every 15 to 20 minutes during the highest-use portions of the day.
- Extended Sunday service on GoTriangle core Routes 700 and 800 until 9 p.m.
- Launched a holiday calendar with service on five additional holidays. With the change, GoTriangle will provide service on all holidays except Christmas Day and Thanksgiving Day.

### PLANNING PROJECTS

- In fiscal year 2019, GoDurham and GoTriangle will present the drafts of the short-range transit plans to the public. After receiving public input, both agencies plan to finalize those plans. Beginning in fiscal year 2020, the agencies will start implementing the service modifications proposed in the plans.
- The DCHC MPO and Durham city and county staff are collaborating with GoTriangle and local and regional bodies in Wake County on a major investment study for the Commuter Rail Transit project connecting Wake and Durham counties.

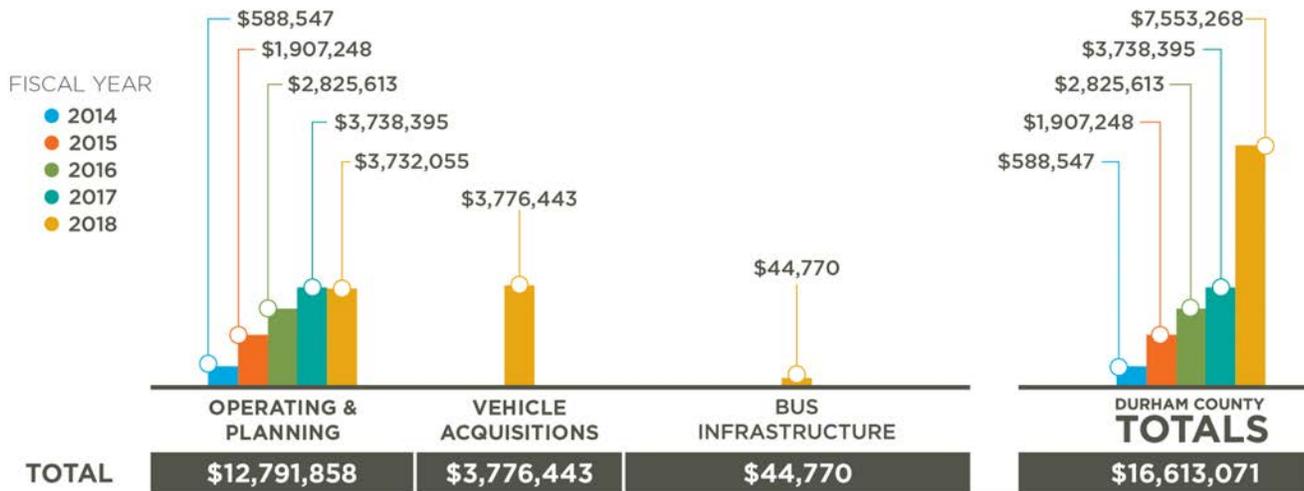
## CAPITAL

### CAPITAL PROJECTS

- Complete and obtain approvals for 31 bus stop designs and construction permits by January 2019 and hire general contractors to start construction of bus stop improvements.
- Select 50 additional locations for GoDurham bus stop improvements.
- Install 15 benches at bus stop locations where site plans for improvements are being designed but ridership numbers warrant immediate installation of temporary seating.

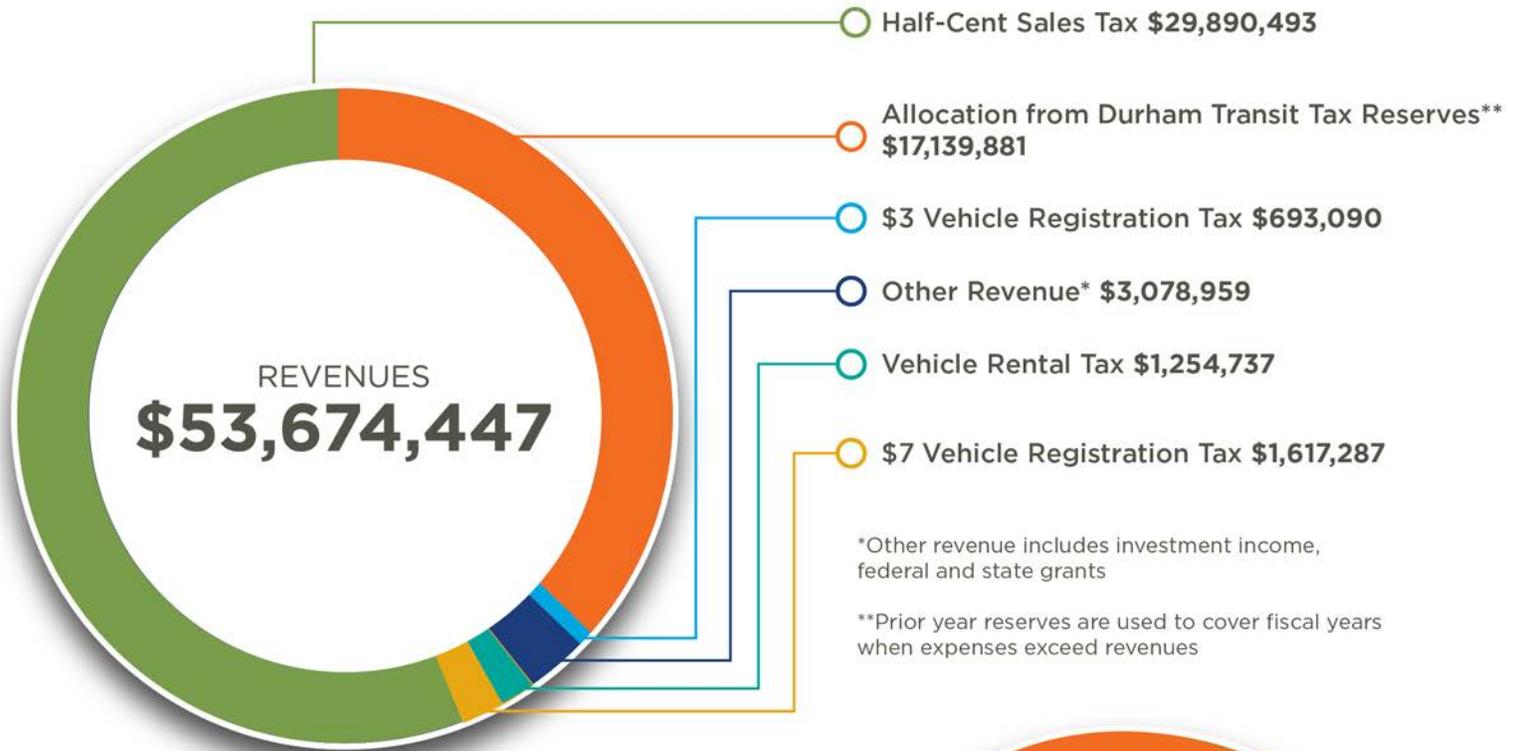
### OPERATING, PLANNING & CAPITAL EXPENSES SINCE INCEPTION

*\*as of 6.30.18 (EXCLUDES LIGHT RAIL)*



TRANSIT PLAN EXPENDITURES BEGAN IN FY2014 (JULY 1, 2013)

# FY18 DURHAM COUNTY REVENUES & EXPENDITURES



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# ORANGE COUNTY PROGRESS REPORT

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*July 1, 2017-June 30, 2018*



In 2012, Orange County voters approved a half-cent sales tax to support increased transit investments in the county. In fiscal year 2018, \$10,934,294, including sales-tax revenues and new vehicle registration fees, was raised to support the Orange County Transit Plan. Additionally, \$6,582,585 in cash balance reserves were used to support FY18 expenditures.

In fiscal year 2018, transit plan funds were used to implement new services throughout the county on each of the three major transit providers: Chapel Hill Transit, Orange County Public Transportation and GoTriangle. New buses were purchased, and more will be delivered throughout fiscal year 2019.

Capital projects such as the North-South BRT Project, Durham and Orange counties' light-rail line and park-and-ride lot and stop improvements are underway. In addition, staff from the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization, Orange County, GoTriangle and the municipalities are implementing procedures to help ensure that the transit funds are spent wisely. View the Orange County Transit Plan at [goforwardnc.org/county/orange-county/about/](http://goforwardnc.org/county/orange-county/about/).

## LONG-RANGE GOALS

- **Improve overall mobility and transportation options in the region.**
- **Provide geographic equity.**
- **Support improved capital facilities.**
- **Support transit-oriented land use.**
- **Provide positive impact on air quality.**

## FISCAL YEAR 2018 ACCOMPLISHMENTS

### OPERATING

#### OPERATING SERVICE IMPROVEMENTS IMPLEMENTED

- Orange County Public Transportation inaugurated its Orange-Alamance connector, providing midday service throughout Hillsborough to the Cone Health facility in Mebane.

- GoTriangle added half-hour service Monday to Saturday until 7 p.m. on Route 800 (Regional Transit Center-The Streets at SouthPoint-Chapel Hill).
- GoTriangle added service on Route CRX (Chapel Hill-Raleigh Express) to improve reliability.
- Continued service improvements begun in prior years, including:

### **GOTRIANGLE**

- More frequent service on GoTriangle Route 400 (Durham-Patterson Place-Chapel Hill), with half-hour service Monday to Saturday until 7 p.m.
- Peak-hour service between The Streets at Southpoint and Chapel Hill on GoTriangle Route 800S.
- Sunday service and extended Saturday service on GoTriangle core Routes 400 and 800.
- Additional peak-period trips on Route CRX (Chapel Hill-Raleigh Express).
- Peak-hour service from Carrboro to Durham on GoTriangle Route 405 (Durham-Chapel Hill/Carrboro).
- Peak-hour service from Mebane to Hillsborough and Durham on new GoTriangle Route ODX.

### **CHAPEL HILL TRANSIT**

- Year-round evening service (including during University of North Carolina holidays) on Routes CM, CW, D and J.
- Enhanced peak-hour service on Routes A, D, F, J, CW and JN.
- Restructuring of Route HS and addition of new trips.
- Improved midday service on Route NS and new evening service to Southern Village.
- New Saturday service on Route V.
- Additional Saturday service on Routes CM and CW.
- Extended Saturday service on Routes D and FG.

### **ORANGE COUNTY PUBLIC TRANSPORTATION**

- Hillsborough circulator
- Hillsborough-Chapel Hill connector

### **PLANNING PROJECTS IMPLEMENTED**

- Orange County Transit Plan funds were used to hire consultants for short-range planning efforts for Orange County Public Transportation, Chapel Hill Transit and GoTriangle. During fiscal year 2018, each agency prepared drafts of its short-range plans.

*Note: Transit plan funds are also used to pay a portion of the increased cost of transit services provided by Chapel Hill Transit that existed before the Orange County Transit Plan was implemented.*

## CAPITAL

### VEHICLE ACQUISITIONS

- Acquired five buses for Chapel Hill Transit in fiscal year 2018.
- Acquired two GoTriangle buses in fiscal year 2018 with a 10 percent contribution from transit funds.

### BUS INFRASTRUCTURE

- Obtained environmental clearance from the Federal Transit Administration for the Hillsborough park-and-ride lot at Miller Road and US 70 and purchased the property.
- Executed a contract for professional services to include a feasibility study and design for the Hillsborough park-and-ride lot.

## FISCAL YEAR 2019 NEXT STEPS

## OPERATING

### OPERATING SERVICE IMPROVEMENTS

- Extend Sunday service on GoTriangle core Routes 400 and 800 until 9 p.m.
- Launch a holiday calendar with service on five additional holidays. With the change, GoTriangle will provide service on all holidays except Christmas Day and Thanksgiving Day.
- Enhance service on Chapel Hill Transit Routes CW and D.
- Extend Saturday service on various Chapel Hill Transit routes for a total of 16 additional trips.

### PLANNING PROJECTS

- Orange County Public Transportation, Chapel Hill Transit and GoTriangle present proposed plans to the public, prepare final short-range transit plans and plan to implement service changes beginning in fiscal year 2020.

## CAPITAL

### CAPITAL PROJECTS

- GoTriangle and Orange County to partner on the design for the Hillsborough park-and-ride lot.
- GoTriangle and Orange County to partner to complete site plan designs at four bus stops.
- The Hillsborough Transfer Center is expected to move forward in fiscal year 2020.
- Chapel Hill Transit plans to acquire two buses in fiscal year 2019.
- Town of Carrboro will move forward on the South Greensboro sidewalk project.
- Orange County Public Transportation will acquire light-transit vehicles in fiscal year 2020.

## CHAPEL HILL NORTH-SOUTH BUS RAPID TRANSIT PROJECT UPDATE

The North-South Bus Rapid Transit project is an 8.2-mile transit, bicycle and pedestrian project along Martin Luther King Jr. Boulevard, South Columbia Street and US 15-501 South. The goals are to improve access, capacity, convenience and travel time for riders from the Eubanks Road park-and-ride lot to the Southern Village park-and-ride lot. The proposed bus rapid transit line will operate in a combination of dedicated lanes and mixed traffic providing frequent, reliable and convenient transit service. The program was accepted into the development phase of the Federal Transit Administration's competitive Small Starts program, which provides a federal match for major transit projects that cost less than \$300 million.

In spring 2018, after selecting consultant teams to lead the detailed design and environmental work, Chapel Hill Transit kicked off the process to develop 30 percent design of the project. The next steps are to complete 30 percent design and the environmental study required for federally funded projects under the National Environmental Policy Act. The 30 percent and NEPA efforts are anticipated to be completed by November 2019. When these milestones have been met, Chapel Hill Transit plans to apply for a Full Funding Grant Agreement for the federal share of the project.

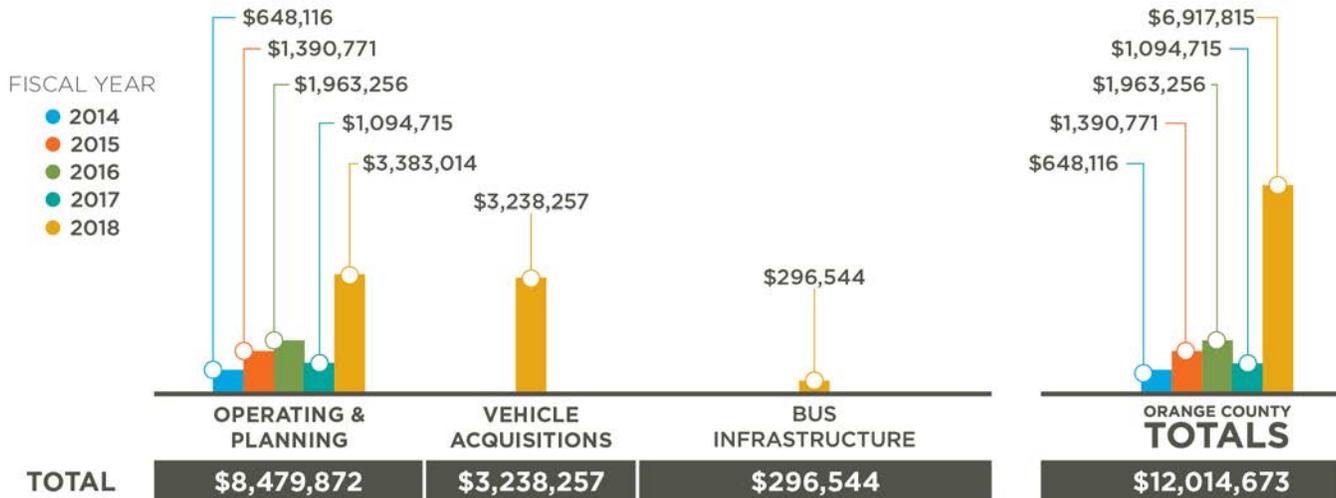
## HILLSBOROUGH TRAIN STATION UPDATE

The NC Department of Transportation, the Town of Hillsborough and the Orange County Transit Plan have contributed \$8.1 million for design and construction for the Hillsborough Amtrak station. The station will be served by two Amtrak passenger routes that together will provide eight daily departures: the Carolinian, which travels between Charlotte and New York twice daily (once in each direction), and the Piedmont, which travels between Charlotte and Raleigh six times daily (three times in each direction).

Environmental documentation is complete. Station design is expected to begin in fiscal year 2019, as coordination with North Carolina Railroad (owner of the rail tracks) and Norfolk Southern (freight railroad operator) continues.

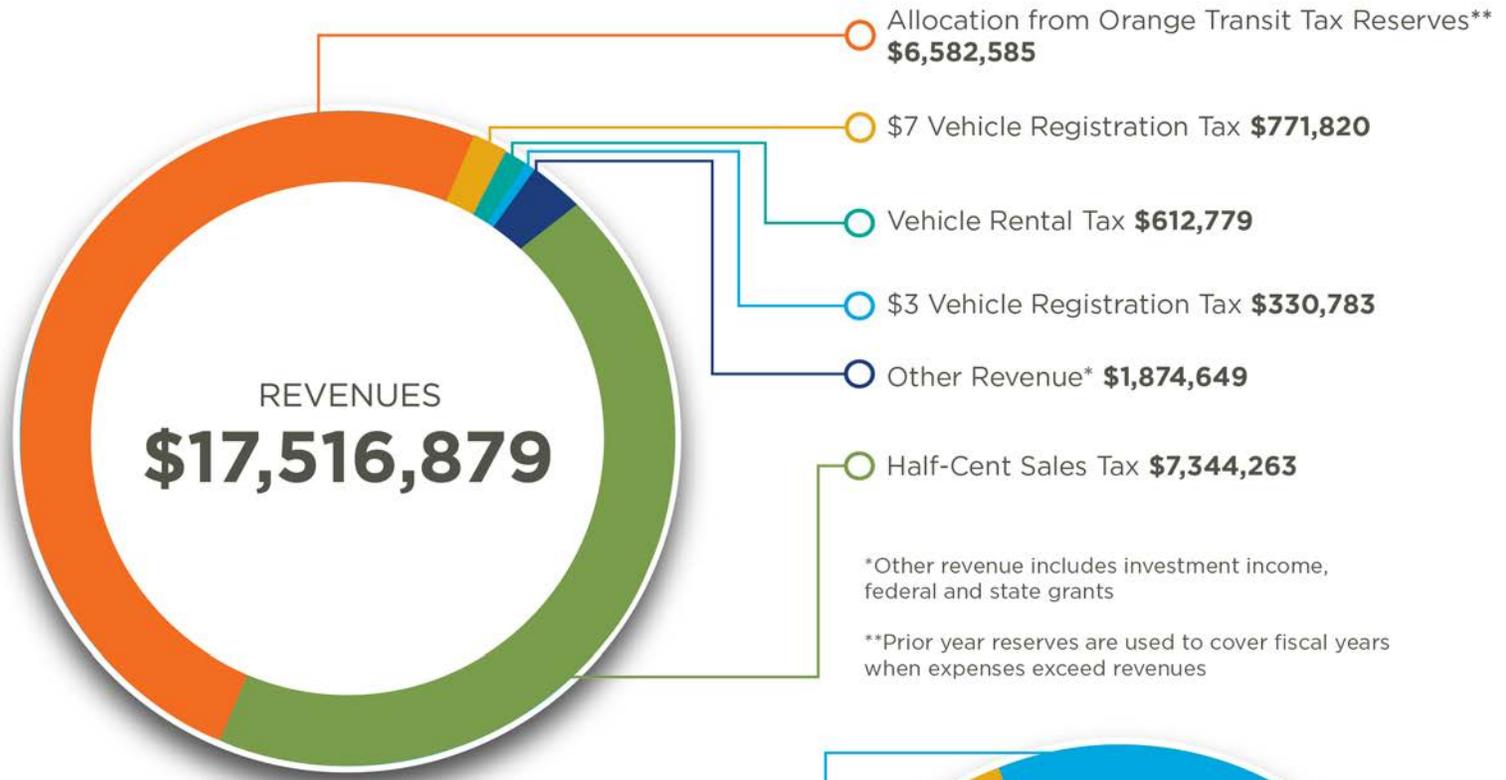
## ORANGE COUNTY TRANSIT PLAN OPERATING, PLANNING & CAPITAL EXPENSES SINCE INCEPTION

*\*as of 6.30.18 (EXCLUDES LIGHT RAIL)*

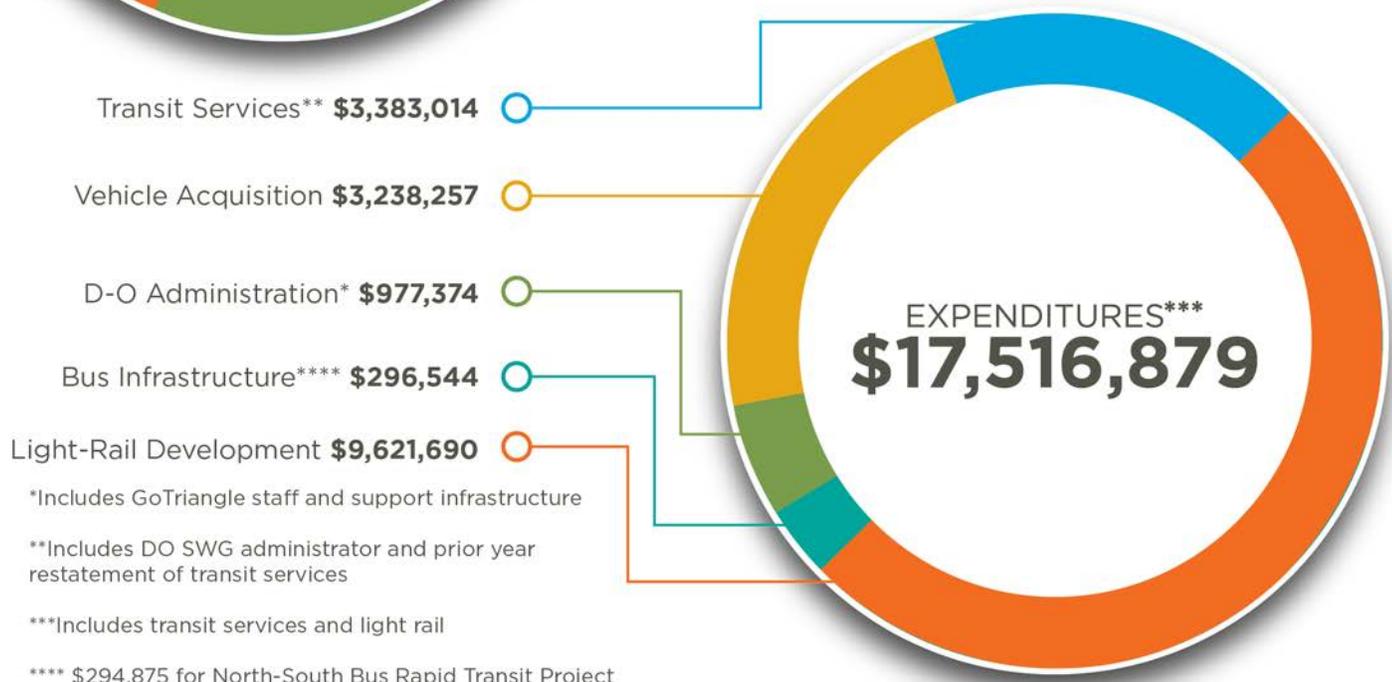


TRANSIT PLAN EXPENDITURES BEGAN IN FY2014 (JULY 1, 2013)

# FY18 ORANGE COUNTY REVENUES & EXPENDITURES



\*Other revenue includes investment income, federal and state grants  
 \*\*Prior year reserves are used to cover fiscal years when expenses exceed revenues



\*Includes GoTriangle staff and support infrastructure  
 \*\*Includes DO SWG administrator and prior year restatement of transit services  
 \*\*\*Includes transit services and light rail  
 \*\*\*\* \$294,875 for North-South Bus Rapid Transit Project

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**DURHAM - ORANGE**  
LIGHT-RAIL PROJECT

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Durham and Orange counties' 17.7-mile light-rail project — anticipated to begin revenue operations in 2028 — will offer a congestion-free alternative for riders commuting to jobs, education and health care in Durham and Chapel Hill.

Part of the Durham and Orange County Transit Plans, the light-rail line will be the spine for a network of expanded bus service throughout both counties and ultimately will connect with Wake County's planned 37-mile commuter rail project that will run from Durham through Raleigh to Garner. In addition, the network will link with the future bus rapid project in Chapel Hill, which will feature dedicated bus lanes on local roads to keep traffic rolling. The light-rail line is projected to provide more than 26,000 trips a day and to promote walkable communities where residents can live, work and play.

In fiscal year 2018, the light-rail project continued its progress toward a federal investment of over \$1.2 billion in our region. That investment is anticipated to come from a grant agreement with the Federal Transit Administration made possible by the Capital Investment Grants program. During fiscal year 2018, GoTriangle continued working closely with the FTA to prepare for the project's upcoming grant application. GoTriangle anticipates that it will execute a grant agreement with the FTA in September 2019.

The light-rail project is currently in the grant program's New Starts Engineering phase, during which GoTriangle has been ironing out the details of the light-rail's design. As part of this work in fiscal year 2018, GoTriangle has progressed the project's design beyond the important 50 percent design milestone. Over the next year, GoTriangle will continue advancing toward the 90 percent design milestone.

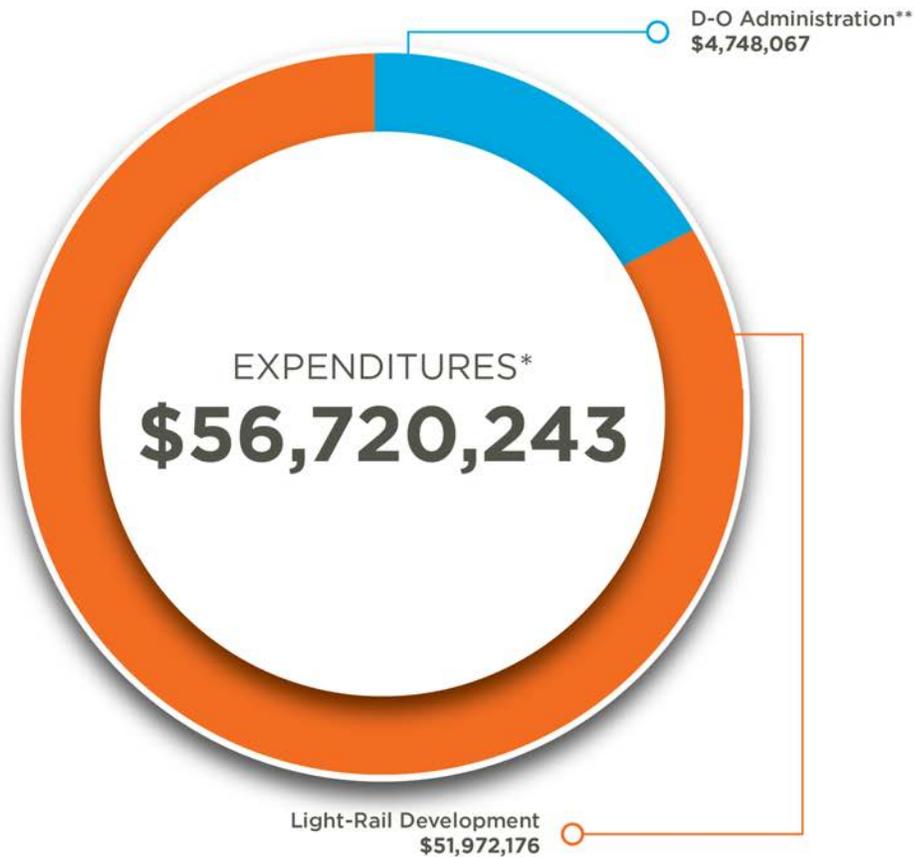
Deciding the details of the light rail's design has brought with it many important accomplishments. GoTriangle worked with its partners in fiscal year 2018 to propose several refinements to the project, including adding a 19th station between Blackwell and Mangum streets in downtown Durham. The Blackwell/Mangum station will provide immediate access to Durham's city center, which includes such important destinations as the Durham Performing Arts Center, Durham Bulls Athletic Park and American Tobacco Campus. Another proposed project refinement would move the Gateway Station closer to Orange County, increasing opportunities for economic development in the area.

In addition to other accomplishments in fiscal year 2018, GoTriangle added a construction management consultant, Gannett Fleming/WSP Joint Venture, to its consultant team. Gannett Fleming/WSP will advise and assist the project team as GoTriangle prepares the light-rail project for construction.

GoTriangle also continued the project's robust program of public involvement, which included public meetings, targeted outreach to key stakeholder groups, regular third-party coordination meetings and timely response to inquiries from property owners, residents and community members. Public meetings and online public input in February and April helped shape the look and feel of the light-rail stations so that their design is anticipated to reflect the Triangle's strengths in cultural diversity, science and innovation and natural resources.

# FY18 TOTAL

## DURHAM & ORANGE LIGHT-RAIL EXPENDITURES



\*Includes combined Durham and Orange expenditure contributions to the light-rail project

\*\*Includes GoTriangle staff and support infrastructure

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# WAKE COUNTY PROGRESS REPORT

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*July 1, 2017-June 30, 2018*



Wake County has more than a million residents, and that number grows by more than 60 people a day. In 2016, Wake County voters approved a half-cent transit-designated sales tax to invest in the Wake Transit Plan. By 2027, the plan will triple countywide bus service, increase the number of routes running every 15 minutes or less and add bus rapid transit and commuter rail systems. In fiscal year 2018, the revenue stream, which includes the half-cent sales tax and new vehicle registration fees, provided \$98,841,063 to the Wake Transit Plan.

In fiscal year 2018, local transit service improvements occurred in the urban cores of Raleigh and Cary. Rural portions of Wake County received increased service opportunities through provisions with GoWake Access. Regional transit service improvements were made throughout Wake County to lay the foundation for connecting all communities with regional public transportation in the next couple of years.

A major planning study was begun to address short- and long-term plans for fixed-route bus services, as well as coordinated human service transportation throughout Wake County. Partner agencies and stakeholders began initial planning to study specific corridor details related to the bus rapid transit and commuter rail transit components of the Wake Transit Plan. Other Wake County municipalities or jurisdictions outside Raleigh and Cary also convened to develop a program-management plan that would allow Wake Transit Tax District funds to be used for localized public transportation solutions in and around each area. To implement the operating and capital projects that these major studies will recommend, Wake Transit partner agencies have hired adequate personnel to manage the work. An important part of the Wake Transit Plan is communicating updates and soliciting feedback from the public. In FY18, the transit agencies engaged more than 2,800 people at more than 60 events and assessed more than 3,200 survey responses and nearly 1,300 comments. To view the Wake Transit Plan, visit [goforwardnc.org/county/wake-county/about/](http://goforwardnc.org/county/wake-county/about/).

## LONG-RANGE GOALS

- **Connect the region.**
- **Connect all Wake County communities.**
- **Create frequent, reliable urban mobility.**
- **Enhance access to transit.**

# FISCAL YEAR 2018 ACCOMPLISHMENTS

## SERVICE IMPROVEMENTS IMPLEMENTED

### GOCARY

- Expanded weekday and Saturday service on four routes (Routes 3, 4, 5 and 6) from every 60 minutes to every 30 minutes.
- Added Sunday service on all six GoCary routes, resulting in 10,672 trips.

### GORALEIGH

- Added Sunday service to all routes, increasing service from 6 a.m. to 10 p.m. Since the change, Sunday ridership has grown by 78 percent, from 169,339 in fiscal year 2017 to 301,587 in fiscal year 2018.
- Increased frequency to the system's Route 7 that serves southern Raleigh to every 15 minutes all day. This service change resulted in a 9 percent ridership increase from 338,435 in fiscal year 2017 to 369,617 in fiscal year 2018.

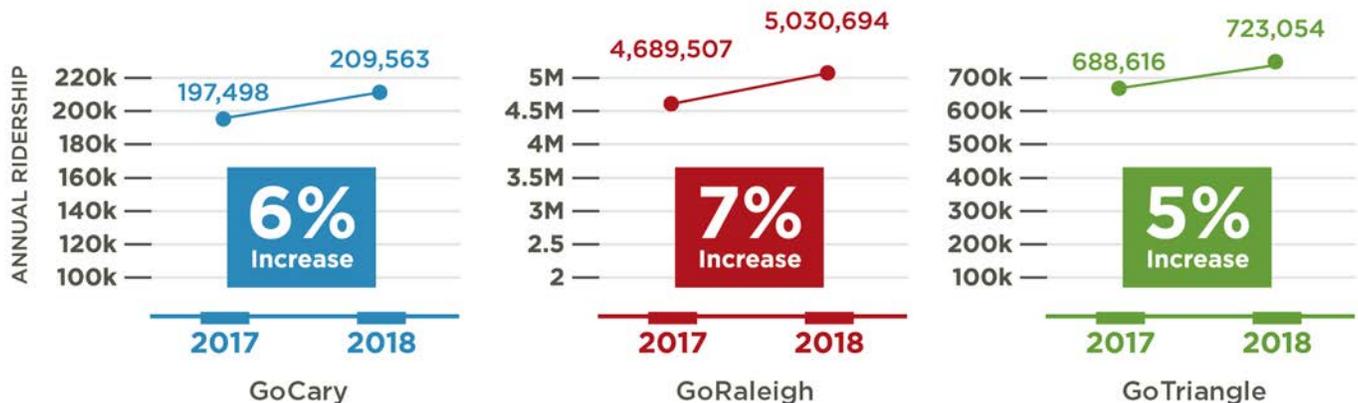
### GOTRIANGLE

- Added half-hour service Monday to Saturday until 7 p.m. on Route 100 (GoRaleigh Station-RDU International Airport-Regional Transit Center). This service change resulted in an 8 percent ridership increase from 155,201 in fiscal year 2017 to 167,381 in fiscal year 2018.
- Added half-hour service Monday to Saturday until 7 p.m. and added hourly night and Sunday service on Route 300 (GoRaleigh Station-Cary Depot). This service change resulted in a 26 percent ridership increase from 105,839 in fiscal year 2017 to 133,419 in fiscal year 2018.
- Continued Fuquay-Varina Express (FRX) service to GoRaleigh Station previously funded by NCDOT. Serving two park-and-ride lots in Fuquay-Varina, the FRX provides weekday commuters the option of three trips to Raleigh in the morning and three trips to Fuquay-Varina in the afternoon.

### GOWAKE ACCESS

- Provided an additional 6,010 revenue hours of service, which added 6,964 trips for rural residents of Wake County.

## FISCAL YEAR 2018 RIDERSHIP IMPROVEMENTS





## CAPITAL PROJECTS IMPLEMENTED

### GO CARY

- Partnered with the towns of Apex and Morrisville to conduct the Western Wake Comprehensive Operations Analysis, which included a full market and service analysis of western Wake County and the GoCary system, with recommendations for short- and mid-term service improvements to be implemented in fiscal year 2019.

### GO RALEIGH

- Procured 17 compressed natural gas buses that were put into service in September 2018.
- Completed planning and development for the Poole Road park-and-ride project, which is slated to begin construction in spring 2019.
- Completed planning and development for the CNG fueling station at the GoRaleigh maintenance facility, which will be completed in January 2019.
- Started process of planning and designing 60-plus bus stop locations in preparation for new service changes.
- Identified 60-plus more bus stop locations for inclusion in current street projects under development such as sidewalk projects and major arterial projects.

## PLANNING PROJECTS INITIATED

### GO RALEIGH

- To support and guide projects fueled by the Wake Transit Plan, Raleigh hired a senior planner to work on the Major Investment Study and bus rapid transit project.
- Raleigh Downtown Transportation Plan (in partnership with CAMPO, GoTriangle and NCDOT) completed a draft of existing and system inventory report.

### SERVICE IMPROVEMENTS

#### GOCARY

- Begin operating Route 7, which will serve Weston Parkway, Park West Village and downtown Cary.
- Implement systemwide service improvements identified by the Western Wake Comprehensive Operations Analysis.

#### GORALEIGH

- Add service in northwest and southeast Raleigh in winter 2019 and assess route performance.

#### GOTRIANGLE

- Add peak-period trips on Route DRX (Durham-Raleigh Express) to bring frequency to every 15 to 20 minutes during the highest-use portions of the day.
- Add service on Route CRX (Chapel Hill-Raleigh Express) to improve reliability.
- Extend Sunday service on GoTriangle core Routes 100 and 300 until 9 p.m.
- Launch a holiday calendar with service on five additional holidays. GoTriangle will provide service on all holidays except Christmas Day and Thanksgiving Day.

#### GOWAKE ACCESS

- Provide additional demand-response rural trips in areas of the county not served by existing fixed-route transit service and for Wake County residents eligible based on age or disability. These trips will build on initial service expansion implemented in fiscal year 2018.
- Add four full-time customer service representatives to help reduce the call wait time and increase service levels for customers. The Wake County Human Services Department, which implements the GoWake Access across the county, requested additional resources to meet the demand of the Wake County/GoWake Access call center. The center receives more than 37,500 calls monthly from residents trying to schedule transportation, make transportation inquiries or file formal commendations or complaints.

### CAPITAL PROJECTS

#### GOCARY

- Build bus stops for new, expanded and modified routes.
- Begin work on the downtown Cary Multimodal Center Feasibility Study.
- Procure professional design services for the GoCary Bus Operations and Maintenance Facility.

#### GORALEIGH

- Issue purchase orders for 21 expansion or replacement CNG buses to continue integration of alternatively fueled vehicles into the fleet.
- Start building Poole Road park-and-ride lot, which is anticipated to be complete in spring 2019.

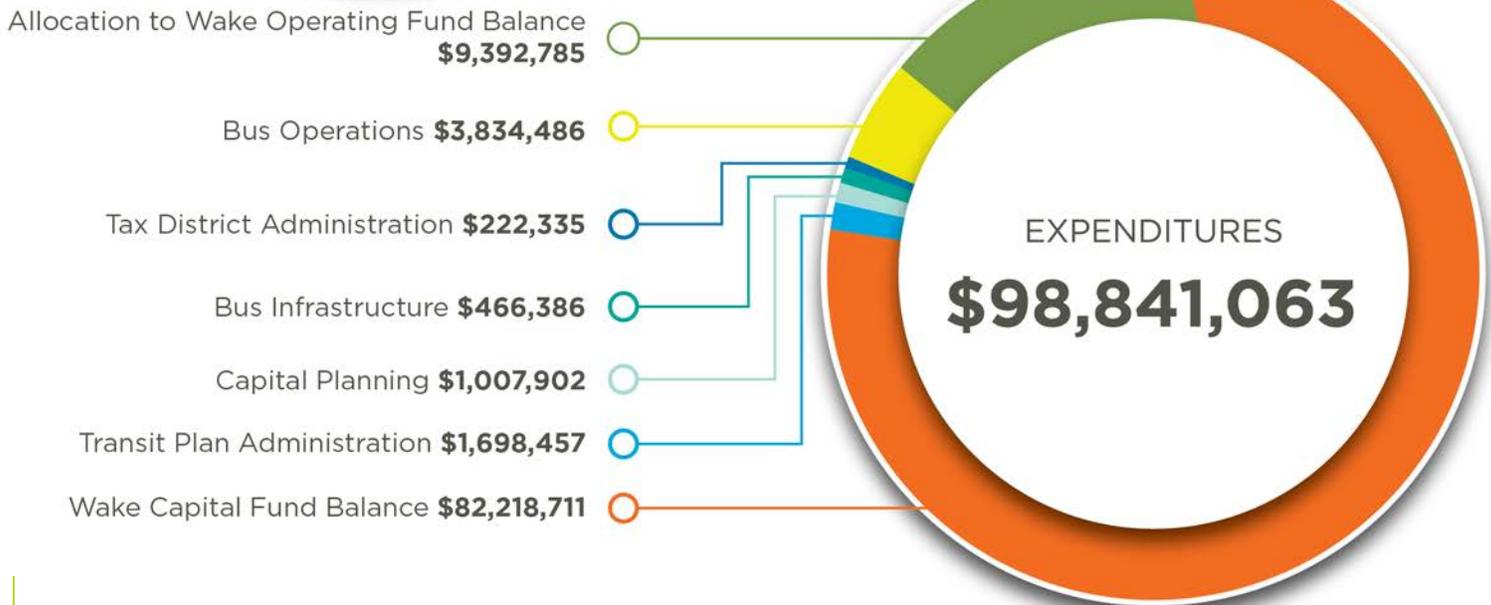
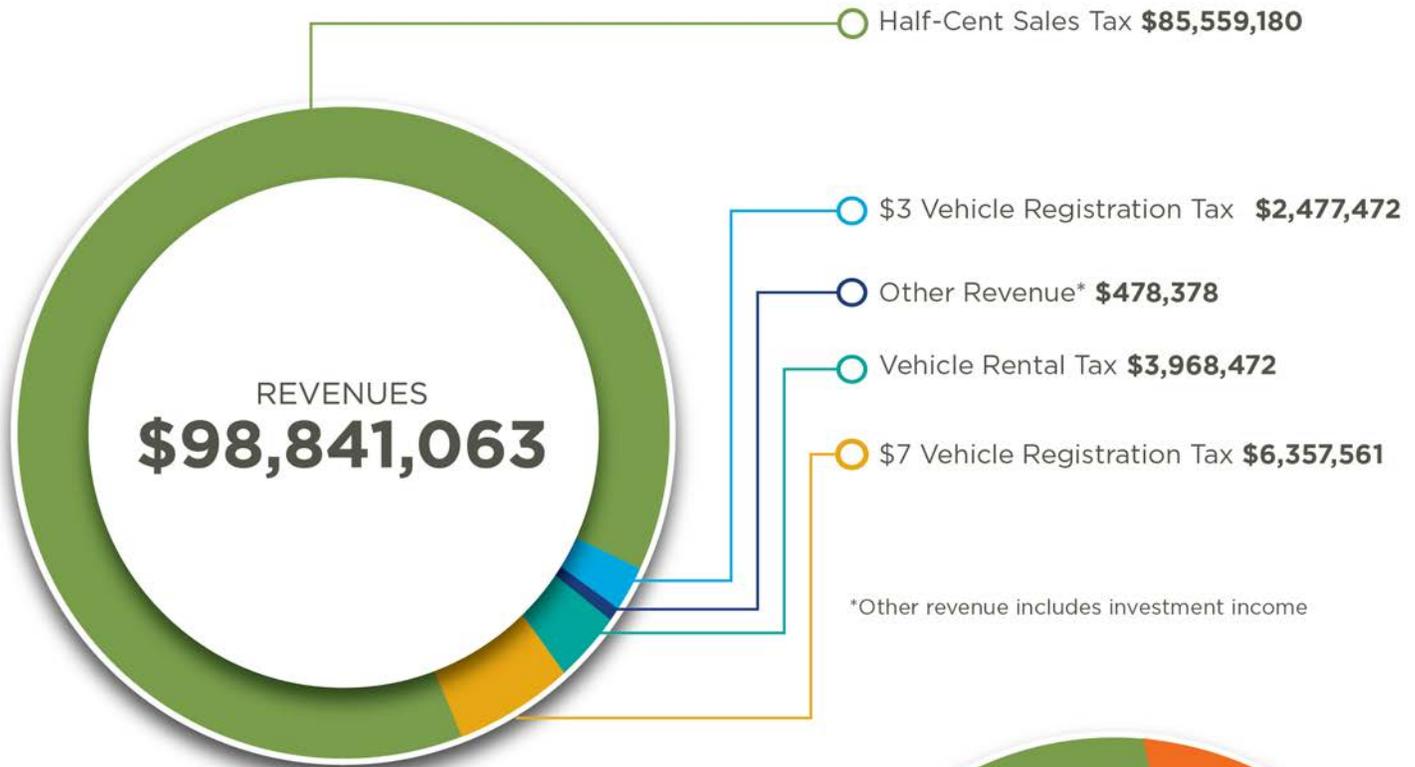
- Finish building the CNG fueling station at the GoRaleigh Maintenance Facility.
- Begin construction on about 20 ADA bus stops with shelters and benches.
- Plan and develop East Raleigh Transit Center.
- Plan and develop shared GoRaleigh Access and GoWake Access operations and maintenance facility.
- Lead the BRT project, with project development of multiple corridors to be submitted in winter 2019.
- Continue developing the Raleigh Downtown Transportation Plan (in partnership with CAMPO, GoTriangle and NCDOT).

## GOTRIANGLE

- Plan and coordinate feasibility studies for park-and-ride locations in Wake County.
- Perform Regional Transit Center feasibility study.
- Perform viability study for suggested Bus Operations and Maintenance Facility improvements.
- Begin designs for selected bus stops.



# FY18 WAKE COUNTY REVENUES & EXPENDITURES



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**A GROWING**  
TRANSIT NETWORK

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## GROWING TRANSIT NETWORK MEANS LIFESTYLE IMPROVEMENTS

When transit enthusiasts Brenton and Erin Leanhardt moved into their home near Raleigh's Crabtree Valley Mall in 2014, they were pleased they could routinely take their children, ages 10, 7 and 3, on a bus to museums and entertainment in downtown Raleigh. Thanks to voter-approved Wake Transit investments in 2017, they learned they could start taking the bus to their downtown church on Sundays, too.



"We feel like we can do about everything we need in life in Raleigh by bus or biking," Brenton Leanhardt said in an interview in 2017. "We have a friend whose car just died in Rolesville, and we were actually thinking of letting them use our car for a month. Two years ago, we wouldn't have thought of that because we wouldn't have had a way to get to church."

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HONORING  
**VETERANS**

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In May 2018, GoTriangle donated buses and the time of six bus and paratransit operators who willingly ventured away from their usual routes to provide transportation for the Valor Games. The three-day event annually draws veterans and wounded service members to compete in adaptive sports in Chapel Hill, Durham and Raleigh.



“IT REALLY WAS AN  
**HONOR**”



“It really was an honor to be able to escort the athletes,” says GoTriangle Paratransit Operator Cheryl Bass. “This was some of our operators’ first time attending, and as we loaded and secured each contestant, you could see the excitement in their eyes. I was just as excited as they were!”

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