

**Link Transit System  
Public Transit Advisory Commission (PTAC)  
Tuesday, May 14, 2024 @ 5:00 P.M.**

**Meeting to be Held In Person or Virtually on Zoom Platform  
425 S. Lexington Avenue, Burlington, NC 27215 in the Municipal Conference Room  
(Lower Level)**

**OR**

**<https://us02web.zoom.us/j/2010625189> or Call (309) 205-3325**

**Meeting ID: 201 062 5189**

## **AGENDA**

- 1) **Call to Order & Quorum** \_\_\_\_\_ **Chairman**
  - Changes to Agenda / Add On Items
  - Speakers from the Floor – three (3) minutes per speaker
- 2) **Approval of the March 2024 Meeting Minutes** \_\_\_\_\_ **Pages 2-3** \_\_\_\_\_ **Chairman**
- 3) **Review Proposed FY 2024-2025 Budget** \_\_\_\_\_ **Page 4** \_\_\_\_\_ **John Andoh**
- 4) **Link Transit System Update** \_\_\_\_\_ **Pages 5-64** \_\_\_\_\_ **John Andoh**
  - Update on Transit Development Plan and Transit Facility Study
  - Update on Regional Transit Study
  - Update on Status of Transit System Activities
    - Bus Replacements
    - Service Planning
    - Grant Funding & Compliance
  - Update on Transit Operations from Transdev
- 4) **Link Transit Operations Report** \_\_\_\_\_ **John Andoh**
  - Fixed Route & Paratransit Ridership Update \_\_\_\_\_ **Pages 65-66**
- 6) **Other Business** \_\_\_\_\_ **Chairman**
  - Other Items of Interest and Upcoming Events
  - Reports & Questions from PTAC Members
  - Agenda Topics for Next Meeting

**Next Meeting Scheduled for: Tuesday, July 9, 2024 unless PTAC wishes to skip to September 2024.**

**ACCESS TO INFORMATION: ALL DOCUMENTS AND DATA CAN BE PROVIDED IN  
ALTERNATIVE FORMAT UPON REQUEST**

*It is the policy of the Link Transit System to ensure that no person shall, on the ground of race, color, sex, age, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and any other related non-discrimination Civil Rights laws and authorities.*

## MINUTES

### LINK TRANSIT PUBLIC TRANSIT ADVISORY COMMISSION

Tuesday, March 12, 2024

5:00 P.M.

Meeting held via Zoom and at 425 S. Lexington Avenue, Burlington, NC 27215 in the  
Municipal Conference Room (Lower Level)

#### MEMBERS PRESENT

Mike Mills, Burlington (Chair)  
Moses Corbett, Burlington (Secretary)  
Ralph Harwood, Elon  
Roger Meisenbach, Burlington  
John Mathewson, Burlington  
Brian Doward, ACC  
Steve Carter, Alamance County

#### OTHERS PRESENT

John Andoh, Transit Manager  
Dana Bullock, Transdev  
Richard Ticehurst, Transdev  
Wannetta Mallette, BGMPO  
Peter Murphy, ACTA  
Mary Kate Morookian, Kimley-Horn

#### MEMBERS ABSENT

Joyce Harris, Gibsonville  
Melissa McBane, Elon  
Blake Slaughter, Burlington  
Chief Armstrong, ACC  
Bonita Brown, Burlington (Vice Chair)

#### Call to Order

Chair Mills called the meeting to order at 5:10 PM and welcomed all members and guests.

Chair Mills solicited public comments from the floor and requested comments to be limited to three (3) minutes per speaker. No public comments. The meeting agenda was reviewed. No changes were made to the agenda.

#### Approval of the November 2023 Meeting Minutes

The November 2023 meeting minutes were reviewed. Mr. Corbett made a motion to approve the meeting minutes. Mr. Meisenbach seconded the motion. All PTAC members voted in approval of the November 2023 meeting minutes.

#### Election of the Chair, Vice Chair and Secretary

Mr. Andoh facilitated this action. Mr. Andoh asked for nominations for Chair. Mr. Corbett nominated Mr. Mills as Chair and Mr. Carter seconded the nomination. All PTAC members voted in approval of Mr. Mills continuing as Chair. Mr. Andoh asked for nominations of Vice Chair. Mr. Carter nominated Ms. Brown as Vice Chair and Mr. Mathewson seconded the nomination. All PTAC members voted in approval of Ms. Brown continuing as Vice Chair. Mr. Andoh asked for nominations of Secretary. Mr. Meisenbach nominated Mr. Corbett as Secretary.

Mr. Mathewson seconded the motion. All PTAC members voted in approval of Mr. Corbett continuing as Secretary.

#### **Link Transit/System Update**

Mr. Andoh provided the following to the PTAC regarding Link Transit services. Mr. Andoh introduced Ms. Morookian who gave an update on the Transit Development Plan and Transit Facility Study. The Commissioners asked a series of questions in regard to the project, including the proposed facilities, size of the buildings and next steps. Mr. Andoh summarized the efforts of the Regional Transit Study and Ms. Mallette talked further about the Study and the next steps. Chairman Mills asked about sidewalks being programmed in the TIP and what funding sources exist for sidewalks. Ms. Mallette explained the TIP process and suggested the SS4A grant that could fund sidewalk expansion. Mr. Andoh further updated the commission about fleet developments, bus route and bus stop changes and the FTA triennial review. Mr. Andoh introduced Mr. Ticehurst as Transdev's new General Manager and Mr. Ticehurst gave an update on Transdev's activities.

#### **Link Transit Operations Report**

Mr. Andoh presented the ridership update through January 2024 and discussed the performance of each route. Mr. Harwood asked about an Elon ridership update. Mr. Andoh stated he can provide details at the next meeting. Mr. Harwood mentioned challenge of getting University students to get to and from Elon. Mr. Mathewson discussed students wanting to go to Brew Works. Mr. Andoh mentioned that Red and Blue meet at Holly Hill Mall, which allows for a connection between Elon and Alamance Crossing.

#### **Other Business**

There was none. Chairman Mills asked about the TIP process. Mr. Murphy asked about the review of the Link Transit Budget. Mr. Andoh mentioned that would be held at a future PTAC meeting. Mr. Mathewson asked about service to Mebane. Mr. Andoh mentioned a request has been made to the City of Mebane. Mr. Murphy asked about contribution increase to Alamance County. Mr. Andoh mentioned this is due to contract increases with Transdev.

#### **Adjournment**

Chairman Mills asked for a motion for adjournment. Mr. Mathewson made a motion to adjourn the meeting and Mr. Meisenbach seconded the motion. All PTAC members voted in approval. Chairman Mills adjourned the PTAC meeting at 6:05 P.M.

ORG	OBJ	DESCRIPTION	24 ORIG BUD	24 REVD BUD	24 ADJ BUD	24 ACTUAL	24 AVAIL BUD	25 DEPT RQEST
02104491	30132	Donations/Reimb of Costs	-	-	-	(12,156.00)	-	-
02104491	32005	Sect 5307 Transit PlanningFnds	-	-	-	-	-	-
02104491	32014	Alamance Co Contribution	(28,750.00)	(28,750.00)	(28,750.00)	(25,000.00)	(3,750.00)	(28,750.00)
02104491	32015	ACC Contribution	(28,750.00)	(28,750.00)	(28,750.00)	(28,750.00)	-	(28,750.00)
02104491	32024	Transit Vehicle Tax	(270,790.00)	(270,790.00)	(270,790.00)	(153,480.00)	(117,310.00)	(485,000.00)
02104491	32025	State Development Grant	-	(110,726.00)	(110,726.00)	-	(110,726.00)	-
02104491	32026	Federal Reimbursement	(2,326,847.00)	(3,280,549.00)	(3,280,549.00)	(1,052,309.00)	(2,228,240.00)	(2,228,844.00)
02104491	32027	Gibsonville Reimbursement	(40,250.00)	(40,250.00)	(40,250.00)	(14,035.62)	(26,214.38)	(40,250.00)
02104491	32028	PART Card Sales	-	-	-	(6,530.00)	-	-
02104491	32029	Burlington's Contribution	(443,344.00)	(554,071.00)	(554,071.00)	(110,727.00)	(443,344.00)	(229,898.00)
02104491	32030	State SMAP Funds	(161,832.00)	(161,832.00)	(161,832.00)	(161,832.00)	-	(161,832.00)
02104491	32031	Fare Box Revenue	-	-	-	(18,805.53)	-	(100,000.00)
02104491	32034	Elon Reimbursement	(36,000.00)	(36,000.00)	(36,000.00)	(13,958.59)	(22,041.41)	(30,000.00)
02104491	32035	State Urban Match	(71,244.00)	(71,244.00)	(71,244.00)	-	(71,244.00)	(30,000.00)
02104491	32037	Mebane Reimbursement	-	-	-	-	-	(15,000.00)
02107000	30500	Interest On Investments	-	-	-	(90.22)	-	-
02117000	39999	Appropriated Fund Balance	-	(70,180.00)	(70,180.00)	-	(70,180.00)	-
<b>Fund 021 Revenues</b>			<b>(3,407,807.00)</b>	<b>(4,653,142.00)</b>	<b>(4,653,142.00)</b>	<b>(1,597,673.96)</b>	<b>(3,093,049.79)</b>	<b>(3,378,324.00)</b>
02146000	40200	Personnel Services	198,861.00	198,861.00	198,861.00	51,129.76	147,731.24	193,110.00
02146000	40300	Personnel Services O/T	-	-	-	-	-	-
02146000	40400	Personnel Services P/T	65,800.00	65,800.00	65,800.00	12,811.20	52,988.80	113,931.00
02146000	40402	Pers Svcs Part Time-Retire	-	-	-	58,696.61	-	11,118.00
02146000	40500	Fica Taxes	20,246.00	20,246.00	20,246.00	9,326.88	10,919.12	24,339.00
02146000	40600	Group Insurance	17,937.00	17,937.00	17,937.00	3,407.65	14,529.35	15,280.00
02146000	40700	Retirement Expense	25,654.00	25,654.00	25,654.00	14,167.58	11,486.42	27,877.00
02146000	40800	401K	9,943.00	9,943.00	9,943.00	2,556.48	7,386.52	9,656.00
02146000	41100	Telephone	3,000.00	3,000.00	3,000.00	3,419.55	-	6,000.00
02146000	41200	Printing	8,000.00	8,000.00	8,000.00	3,034.00	4,966.00	10,000.00
02146000	41400	Travel Meetings Etc	3,000.00	3,000.00	3,000.00	954.84	2,045.16	3,000.00
02146000	41900	Professional Services	250,000.00	250,000.00	250,000.00	89,912.58	-	195,431.00
02146000	42600	Advertising	25,000.00	25,000.00	25,000.00	9,042.20	15,957.80	25,000.00
02146000	43100	Automotive Expense	-	-	-	1,354.79	-	-
02146000	43101	Automotive Expense-Fuel	-	-	-	191.43	-	-
02146000	43102	Bus Expense - Fuel	200,000.00	200,000.00	200,000.00	93,840.78	106,159.22	230,000.00
02146000	43300	Departmental Supplies	3,000.00	3,000.00	3,000.00	9,886.54	-	10,000.00
02146000	43320	Pcard Encumbrance	-	-	-	-	-	-
02146000	43324	Public Relations Supplies	5,000.00	5,000.00	5,000.00	-	5,000.00	5,000.00
02146000	43390	Equip/Constr Not Capitalized	5,482.00	5,482.00	5,482.00	-	5,482.00	1,500.00
02146000	44500	Maint & Service Contracts	1,832,444.00	1,832,444.00	1,832,444.00	1,297,137.77	-	2,112,082.00
02146000	45300	Dues & Subscriptions	22,000.00	22,000.00	22,000.00	12,117.87	9,882.13	30,000.00
02146000	47400	Equipment	100,000.00	70,180.00	70,180.00	40,282.00	-	50,000.00
02146000	47410	Vehicles	612,440.00	-	-	2,140.40	-	305,000.00
02146000	49100	Operating Transfers Out	-	1,887,595.00	1,887,595.00	1,887,595.00	-	-
<b>Fund 021 Expenses</b>			<b>3,407,807.00</b>	<b>4,653,142.00</b>	<b>4,653,142.00</b>	<b>3,603,005.91</b>	<b>394,533.76</b>	<b>3,378,324.00</b>

# EXISTING CONDITIONS ASSESSMENT

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

PREPARED FOR:

*City of Burlington, North Carolina*

PREPARED BY:

**Kimley»Horn**

*Raleigh, North Carolina*

APRIL 2024





# EXISTING CONDITIONS ASSESSMENT

The Existing Conditions Assessment provides an overview of the City of Burlington's administered public transit system, Link Transit, including history, governance, organizational structure, financials, relevant planning documents, existing services (fixed-route and paratransit) and facilities, and public involvement efforts.

The assessment will be integrated into Link's Transit Development Plan (TDP) which will evaluate the current transit system's performance and provide recommendations for the future, including potential system expansions.

## Background

### SYSTEM OVERVIEW

Link Transit is a public transit provider operating in Alamance County and portions of Guilford County. Link serves areas including Burlington, Elon, Gibsonville, Alamance County Offices, Alamance Community College and destinations in between. Riders can also connect directly to the Piedmont Authority for Regional Transportation (PART) Route 4 and the Elon Express.

Link Transit currently operates five fixed-routes and paratransit service Monday through Friday, from 5:30 a.m. to 9:30 p.m., and Saturdays from 9:30 a.m. to 6:30 p.m., excluding major Holidays. Although Link Transit operated fare-free from June 2021 through 2023 to mitigate pandemic related ridership declines, the system reintroduced fares on December 18, 2023. The updated fare structure includes a 1-Day unlimited ride pass and a 31-Day pass for fixed-route passengers at both general and discounted rates, as well as a flat-fare for paratransit trips.

### HISTORY

Starting in 2006, the Burlington Graham Metropolitan Planning Organization (BGMPO) conducted a Public Transit Feasibility Study to evaluate the feasibility of operating a fixed-route transit system within the Burlington-Graham urban area. As a result of these planning efforts, a design for the new fixed-route transit system was proposed in 2014.<sup>1</sup> In 2016, the Burlington City Council voted to support the new transit system and Link Transit began operation with the goal of improving the quality of life for residents and visitors by providing a safe, reliable, and cost-effective mobility solution. Link Transit and the City of Burlington continue to participate with the BGMPO in transportation planning activities.

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<sup>1</sup> Burlington-Graham Metropolitan Planning Organization. "2040 Metropolitan Transportation Plan Update." August 18, 2015.

## GOVERNANCE

Burlington City Council is the governing body responsible for decisions regarding Link Transit including services, routes, and fares with the Public Transit Advisory Commission (PTAC) advising the Council on those decisions. In addition, the Department of Transportation is responsible for transportation planning and management and Transdev is responsible for the day-to-day operations, maintenance, and customer service of the transit system.

The Public Transit Advisory Commission, established by ordinance, consists of seven members – five appointed by the Burlington City Council, one by the Gibsonville Town Council, and one by the Alamance County Board of Commissioners, with alternates from each governing body. The terms of PTAC membership dictate that all members of the Commission must reside within the jurisdiction of the participating governmental entity by which they were appointed and may not serve dual appointments with other appointed City board or commission. Following the Commission's initial appointments, terms will be for a period of three years with a maximum of three consecutive terms.

### *City of Burlington Organizational Structure*

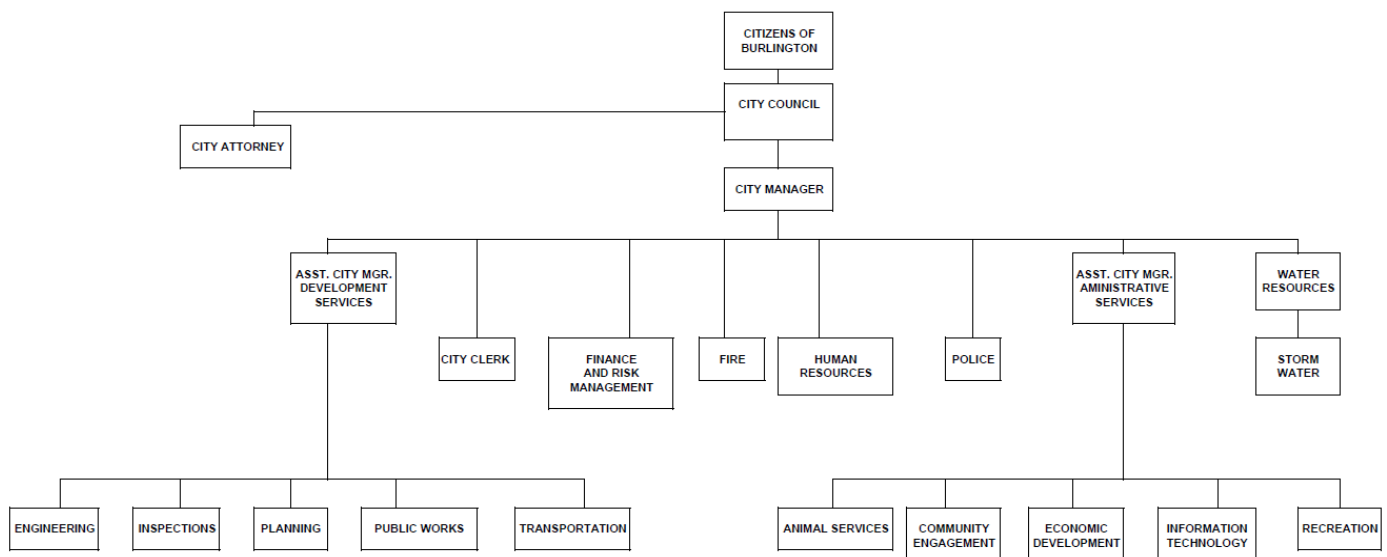


Figure 1: City of Burlington Organizational Structure

## FINANCIALS

The City of Burlington receives funding for Link Transit through federal reimbursement, the North Carolina Department of Transportation State Maintenance Assistance Program, interlocal agreements with the Town of Gibsonville, the Town of Elon, and contributions from Alamance County and Alamance Community College. **Table 1**

summarizes Link Transit's revenue for FY 2023 as listed in the City of Burlington Annual Comprehensive Financial Report.<sup>2</sup>

*Table 1: Link Transit FY 2023 Revenue*

Operating Revenues	Budget	Actual
<b>Alamance County Contribution</b>	\$25,000	-
<b>Alamance Community College Contribution</b>	\$25,000	\$25,000
<b>Transit Vehicle Tax</b>	\$203,975	\$237,455
<b>Federal Reimbursement</b>	\$2,444,247	\$3,500,904
<b>Gibsonville Reimbursement</b>	\$35,000	\$35,103
<b>State SMAP Funds</b>	\$159,705	\$161,832
<b>Total Operating Revenues</b>	<b>\$2,892,927</b>	<b>\$3,960,294</b>

Total public transportation expenditures for FY 2023 were \$1,768,047 with revenues totaling \$2,192,247 over expenditures.

### *Interlocal Agreements*

The City of Burlington and the Burlington-Graham Metropolitan Planning Organization (BGMPO) conducted a Fixed-Route Feasibility and Implementation Study in 2013 that determined a fixed-route public transit system, Link Transit, was in the best interest of the City and its residents. To best service the area, the City decided to partner with neighboring jurisdictions to provide connected transit service and has adopted interlocal agreements with the Town of Elon and the Town of Gibsonville in 2023 and 2015 respectively. Although provided the opportunity, the City of Graham has opted not to partner with Link Transit for transit services.

In short, these interlocal agreements identify the City of Burlington as a provider of transit service to both Elon and Gibsonville residents as an extension of the preexisting Link Transit service. The Town of Elon and the Town of Gibsonville are responsible for acquiring easements needed within the Town for bus stops and for the local share of costs incurred for improvements. Both towns are also responsible for reimbursing the City of Burlington for their share of the operating costs associated with their local routes.

### *North Carolina State Maintenance Assistance Program*

The City of Burlington receives a portion of Link Transit funding through the North Carolina State Maintenance Assistance Program (SMAP). The intent of the program is to provide operating assistance to urban, small-urban, and urban regional fixed route

<sup>2</sup> City of Burlington Finance Department. "Annual comprehensive Financial Report" City of Burlington. June 30, 2023.



and commuter bus systems with low overhead and paperwork. Eligible expenses include:

- Operating expenses as defined in the FTA C. 9030.1E circular for the Federal Section 5307 program
- Preventative maintenance and ADA (Americans with Disabilities Act) service costs – although defined for federal grants as capital expenses, both are still considered operating expense for the SMAP funds

**Table 2** displays the City of Burlington SMAP claims from FY 2018 to FY 2023.

*Table 2: City of Burlington SMAP Claims FY 2018 – FY 2022*

Fiscal Year	SMAP Allocation
FY2018	\$133,899
FY2019	\$133,899
FY2020	\$158,128
FY2021*	N/A
FY2022	\$161,832
FY2023	\$161,832

\* Note that the North Carolina General Assembly suspended SMAP funds in 2021.

## DOCUMENT REVIEW

The following plans and reports guide the City of Burlington's transportation planning:

### *Link Transit*

#### TITLE VI PROGRAM

The Link Transit Title VI Program<sup>3</sup> was adopted to establish compliance with Title VI of the Civil Rights Act of 1964 as a condition of receiving Federal financial assistance. In short, the Title VI Policy states that “no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity for which Link Transit receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration.” The policy also requires that any service and fare adjustments must be evaluated and documented under Title VI and the public must be provided advance notice and the opportunity to engage in a public hearing.

<sup>3</sup> Link Transit. “Title VI Program Update 2023-2025.” City of Burlington Transportation Department. October, 2022.

## *Burlington-Graham Metropolitan Planning Organization*

### **BGMPO 2045 METROPOLITAN TRANSPORTATION PLAN**

The 2045 Metropolitan Transportation Plan<sup>4</sup> (MTP), adopted in 2020, is BGMPO's long-range transportation plan that outlines transportation goals, objectives, issues and impacts for the region as it continues to grow over the next 25 years. Five overarching goals, related to all modes of transportation including public transit, guide the plan:

- Goal 1: Provide a safe, secure, comprehensive, and effective transportation system to move people and goods within and through the area
- Goal 2: Provide a transportation system that enables mobility choices
- Goal 3: Seek to optimize the existing transportation system
- Goal 4: Promote equity and accessibility in transportation options for transportation-disadvantaged populations
- Integrate land use and transportation planning

Perhaps most relevant to Link Transit are Objectives 2B – develop an integrated public transportation system that supports multimodal transportation options – and 2E – support better coordination of integration of existing transit services in Alamance County. In addition, BGMPO established four recommended strategies to improve regional transit service:

- Fund and undertake a regional transit feasibility study
- Establish a task force to define transit needs within the BGMPO area and a sustainable, phased funding plan to support the need
- Implement steps to make available additional public transportation funding sources in BGMPO Region/Alamance County
- Plan for Additional Park and Ride Lots Across the Region

### **2024 – 2033 TRANSPORTATION IMPROVEMENT PROGRAM**

The State Transportation Improvement Program (STIP), adopted in June of 2023, is a state and federally mandated plan that identifies regional transportation projects that will receive funding over the next 10 years. The Metropolitan Transportation Improvement Program (MTIP) is a subset of the STIP that identifies projects within BGMPO and is the “short range” component of the BGMPO Metropolitan Transportation Plan discussed above. It identifies regional transportation projects that will receive funding over the next five years.

Per the 2024-2033 STIP, Link Transit is identified to receive the following:

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<sup>4</sup> Burlington-Graham Metropolitan Planning Organization. “2045 Metropolitan Transportation Plan.” June 16, 2020.

- \$1,081,000 for public transit improvements including for bus shelters, construction, engineering and design
- \$865,000 for planning a transit feasibility study and short-range transit plan
- \$1,550,000 for capital improvements to transit vehicles
- \$3,072,000 for preventative maintenance
- \$9,840,000 for operating assistance to maintain current level of service in addition to service expansion for weekend service
- \$1,356,000 for ADA service
- \$1,345,000 for planning for transit system management

## PUBLIC INVOLVEMENT PLAN

BGMPO's Public Involvement Plan<sup>5</sup>, adopted in 2015 and amended in 2020, outlines public engagement processes and procedures for the area's transportation plans and programs including the Metropolitan Transportation Plan, Transportation Improvement Program, Major Investment Studies, Program of Projects and the Unified Planning Work Program. The plan, in accordance with federal, state and local requirements, is meant to ensure transportation plans are accessible to the public and meaningfully influenced by community input and priorities. The plan is guided by five main objectives:

- Engage a broad cross-section of the public in the transportation planning decision making processes of the BGMPO
- Enhance the public's knowledge of the BGMPO multimodal transportation system, costs and funding
- Evaluate the BGMPO's public involvement procedures and its effectiveness for increasing public engagement and access to relevant information
- Coordinate with the statewide transportation planning public involvement and consultation processes
- Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process

## TITLE VI PLAN

As part of federal-aid requirements, BGMPO's works to ensure that its plans or programs do not exclude participation or discriminate against anyone on the basis of race, color, national origin, limited English proficiency, sex, age, disability, or low-income. The Title VI Plan<sup>6</sup>, adopted in 2019, outlines BGMPO's commitment to non-discrimination as well as compliance and enforcement procedures.

<sup>5</sup> Burlington-Graham Metropolitan Planning Organization. "Public Involvement Plan." August 28, 2015 (amended May 19, 2020).

<sup>6</sup> Burlington-Graham Metropolitan Planning Organization. "Title VI Program Plan." August 20, 2019.

## ALAMANCE COUNTY TRANSPORTATION AUTHORITY CONNECTIVITY PLAN

The Alamance County Transportation Authority (ACTA) is the Alamance County public transportation authority that provides general public transportation services as well as operates demand response transportation throughout the county, including some areas also served by Link Transit. The ACTA Community Connectivity Plan<sup>7</sup>, adopted in 2018, outlines ACTA services over the next five years, organizational recommendations, and additional plans including an asset management plan, five-year financial plan, and implementation plan (in coordination with BGMPO).

## BGMPO REGIONAL TRANSIT FEASIBILITY STUDY

The Burlington-Graham Metropolitan Planning Organization (BGMPO) is studying opportunities to better coordinate and expand transit service through the Regional Transit Feasibility Study (RTFS). This study will also look at ways to improve regional transit access to nearby destinations like Greensboro, Durham, and Chapel Hill. It will consider equitable and innovative approaches to providing transit service, assess multimodal connections, reduce service duplication, determine cost-effective ways to enhance service, evaluate safety performance targets and measures, and develop funding recommendations. With limited available transit funding, understanding tradeoffs and priorities for service improvements will be central to the project.

This study is being developed by the BGMPO with support from partners at GoTriangle, Alamance County Transportation Authority (ACTA), Orange County Public Transportation, Link Transit, and Piedmont Authority for Regional Transportation (PART). It is supported by funding from the North Carolina Department of Transportation (NCDOT) Integrated Mobility Division. As of February 2024, the draft study has been released for public comment.

### *Existing Conditions Assessment<sup>8</sup>*

An Existing Conditions Assessment analyzing commuting trends, transit ridership trends, and other existing conditions of the regional transit system was created to support the development of the RTFS. The report arrived at the following conclusions:

- Most of the Link Transit service area can support 60-minute local fixed route bus service, with some areas near Elon, the I-40 corridor, and central Burlington that could support 30-minute service

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<sup>7</sup> Alamance County Transportation Authority. "Alamance County Transportation Authority (ACTA) Community Connectivity Plan." July 2018.

<sup>8</sup> Burlington – Graham Metropolitan Planning Organization. "BGMPO Regional Transit Feasibility Study – Existing Conditions Assessment." September 2023.

- Most points of interest in the Link Transit service area are served by fixed route bus service except some high schools in rural areas of Alamance County and a Food Lion and Pleasant Grove Community Center to the northwest of Mebane
- Most trips overall remain within the BGMPO study area while 58% of work trips travel outside of the area, especially to Greensboro, Durham, and Chapel Hill
- Link Transit ridership has surpassed pre-pandemic levels

### October Public Meeting Update<sup>9</sup>

Common desired improvements from the public survey include:

- Increasing the frequency of fixed route bus service
- Improving coordination between transit providers to make transfers from one service to the other easier
- Make information about current available transit service more accessible
- Provide an option to schedule on-demand service via mobile app

Stakeholders expressed interest in:

- Improving local access to destinations by way of adding stops and coverage
- Improving information about and awareness of services
- Longer spans and higher frequency of service and addition of Sunday service
- Improving connections and transfers and incorporating multimodal facilities
- Adding capital improvements such as facilities and shelters

## SOCIOECONOMIC AND DEMOGRAPHIC OVERVIEW

This TDP focuses on the existing and anticipated mobility needs of specific populations and the general public within the Link Transit service area. The estimated population of the Burlington Urban Area in 2022 was 145,967, living in 57,049 households, according to the 2022 American Community Survey 5-year Estimate. The average population density of the Burlington Urban Area is approximately 1,586 people per square mile.

Certain socioeconomic and demographic characteristics can indicate where there may be a need for public transit service and/or where populations most likely to utilize transit are located—Black, Indigenous, and People of Color (BIPOC), Hispanic people, seniors, individuals with household incomes below the poverty line, people with disabilities, and zero vehicle households.

**Table 3** summarizes the socioeconomic and demographic characteristics of Burlington as well as North Carolina as a whole.

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<sup>9</sup> Burlington – Graham Metropolitan Planning Organization. “Regional Transit Feasibility Study – Public Meetings Round 2.” October 2023.

Table 3: Demographic Overview of Alamance County compared to North Carolina

Demographic	Burlington City	Burlington Urban Area	North Carolina
<b>Total Population</b>	56,951	145,957	10,470,214
<b>Population Density</b>	1,790 (per square mile)	1,586 (per square mile)	196 (per square mile)
<b>BIPOC Population</b>	26,557 (46.6%)	58,878 (40.3%)	3,669,756 (35.0%)
<b>Hispanic Population</b>	9,989 (17.5%)	20,922 (14.3%)	1,051,008 (10.0%)
<b>People 65 Years and Older</b>	10,188 (17.9%)	23,048 (15.8%)	1,747,845 (16.7%)
<b>Total Households</b>	23,883	57,049	4,105,232
<b>Households Living in Poverty</b>	3,972 (16.6%)	8,431 (14.8%)	538,305 (13.1%)
<b>Households With at Least One Person with a Disability</b>	6,070 (25.4%)	13,316 (23.3%)	1,065,089 (25.9%)
<b>Zero-Vehicle Households</b>	1,742 (7.3%)	2,919 (5.1%)	220,103 (5.4%)

The demographic makeup of Alamance County has a consistently higher rate of demographics expected to be more reliant on public transit. **Figure 2** through **Figure 9** illustrate the spatial distribution of various populations with socioeconomic and demographic characteristics which are associated with a higher propensity for transit.



Areas with higher population densities tend to have higher rates of transit use. Burlington is the population center of Alamance County and has some of the most densely populated block groups in the area. Population densities are highest in downtown Burlington and along US-70.

Most of the areas with high population density are currently served by the existing bus system. However, there are some areas with medium to high population density in Graham south of I-40, west of Elon, and to the north of Elon and Burlington that are not served by public transit. **Figure 2** illustrates the areas with higher population densities.

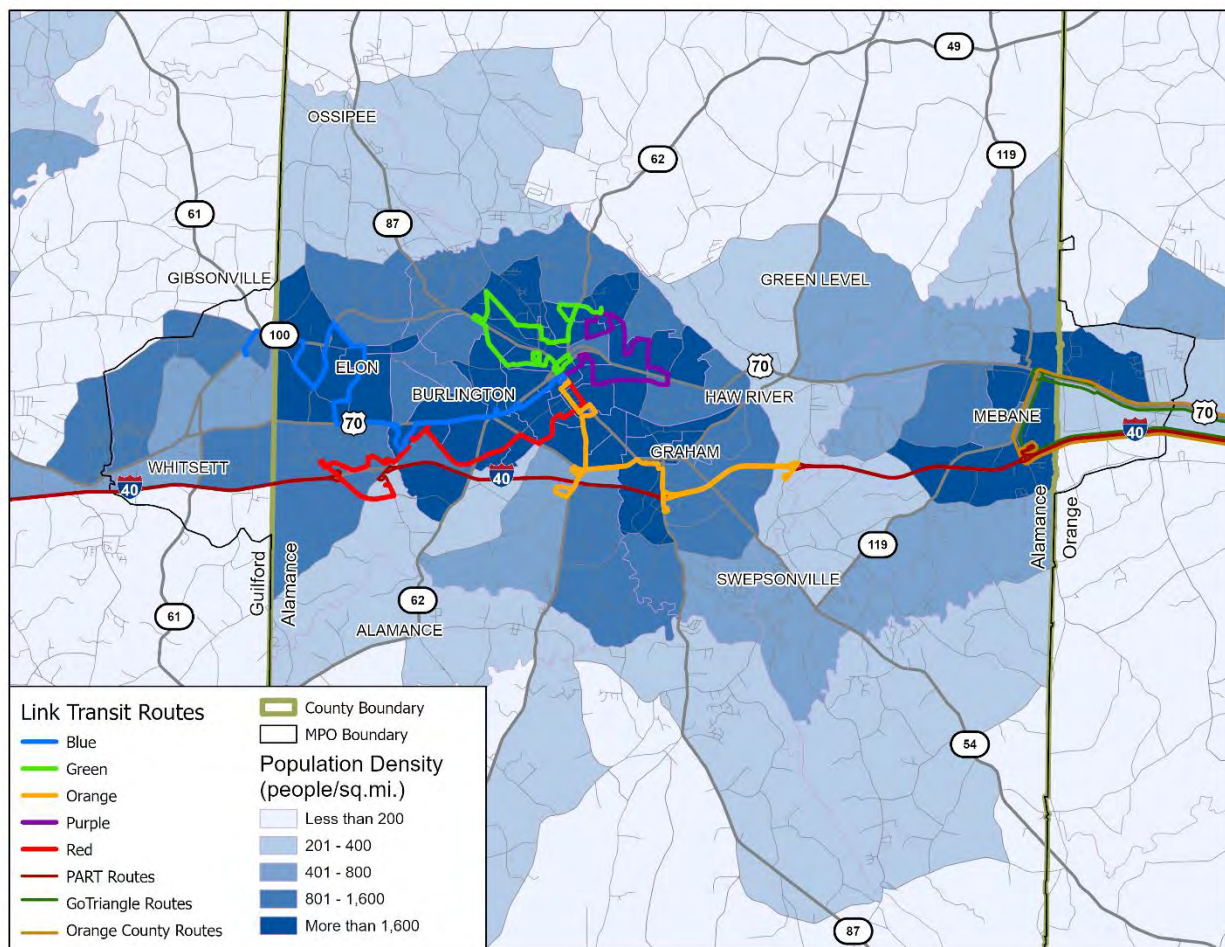


Figure 2: Population Density

BIPOC make up 46.6% of the total population of Burlington with the highest concentrations of these communities located in the central core and north of Burlington as well as in the central core of Graham. Most of the areas of high BIPOC density are currently well-served by the existing bus system, as shown in **Figure 3**.

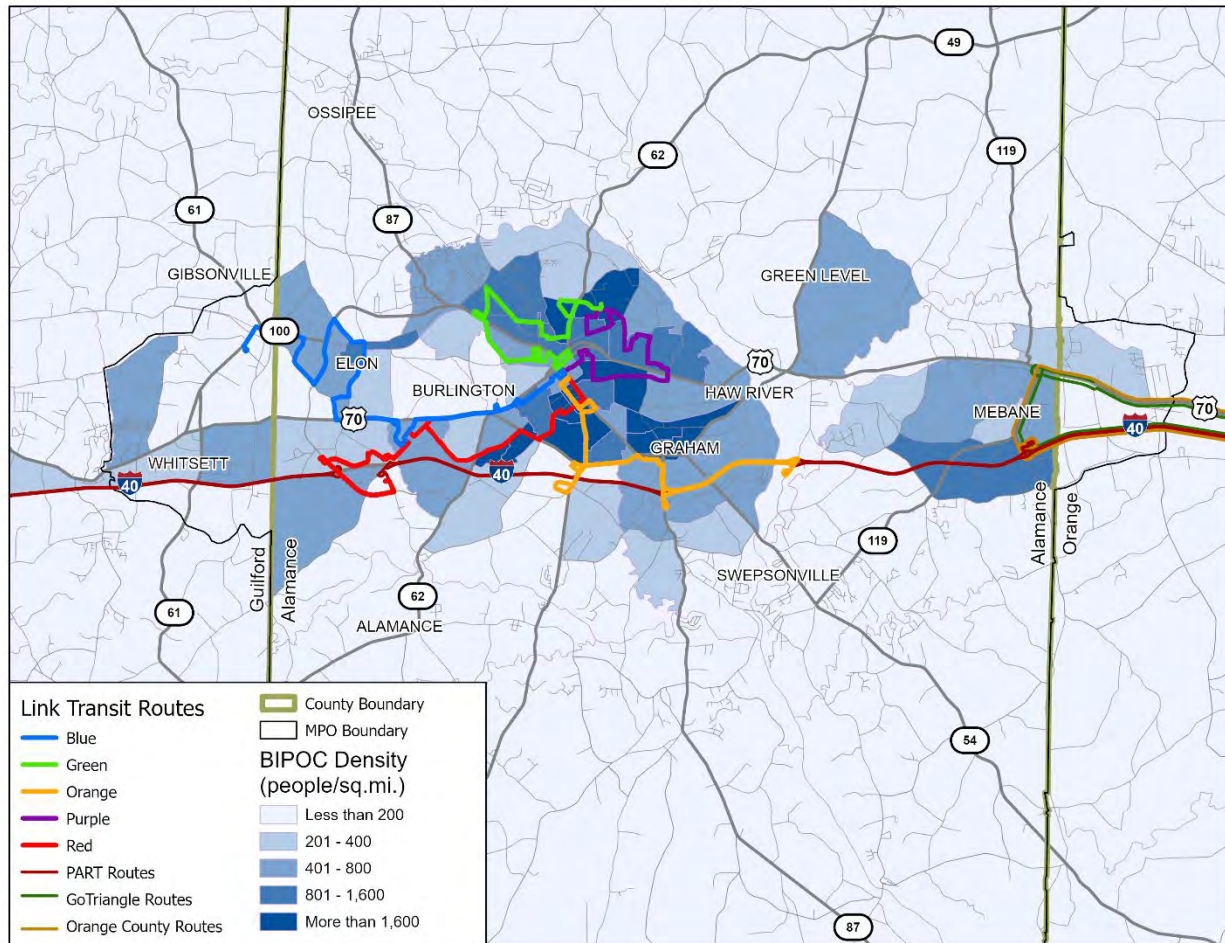


Figure 3: Density of Black, Indigenous, and People of Color Population



In Burlington, Hispanic people make up 17.5% of the population. Population density of Hispanic people is concentrated in the south and east of Burlington and the north of Graham, as shown in **Figure 4**. There are very low concentrations of Hispanic people elsewhere in the county. An area of high Hispanic density in Graham is not currently served by an existing bus route.

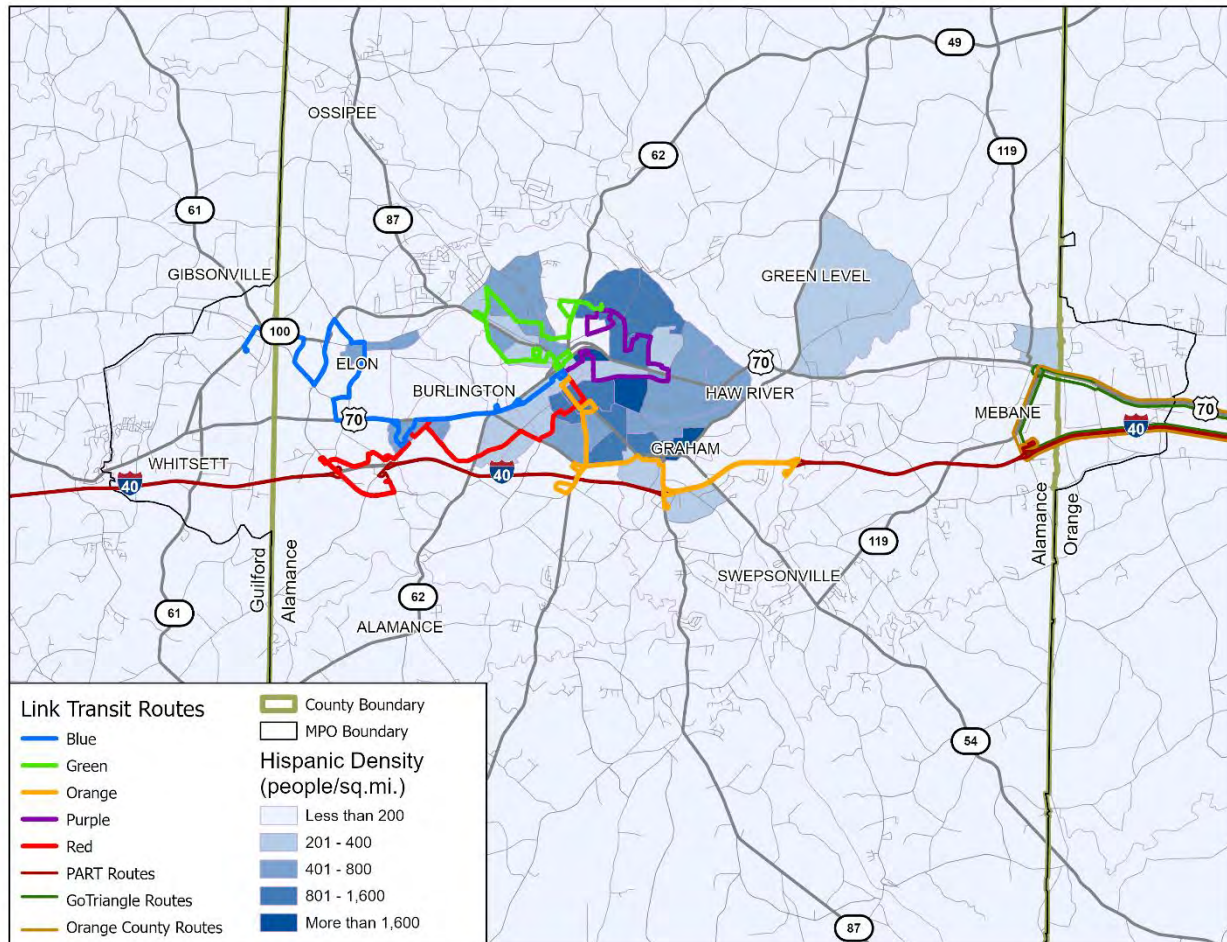


Figure 4: Density of Hispanic Population

People over 65 years of age make up 17.9% of the total population of Burlington. **Figure 5** shows areas of high senior population density spread across the Urban Area, though there appear to be relatively few seniors living close to the downtown cores. All areas with high senior population density are served by the existing bus system.

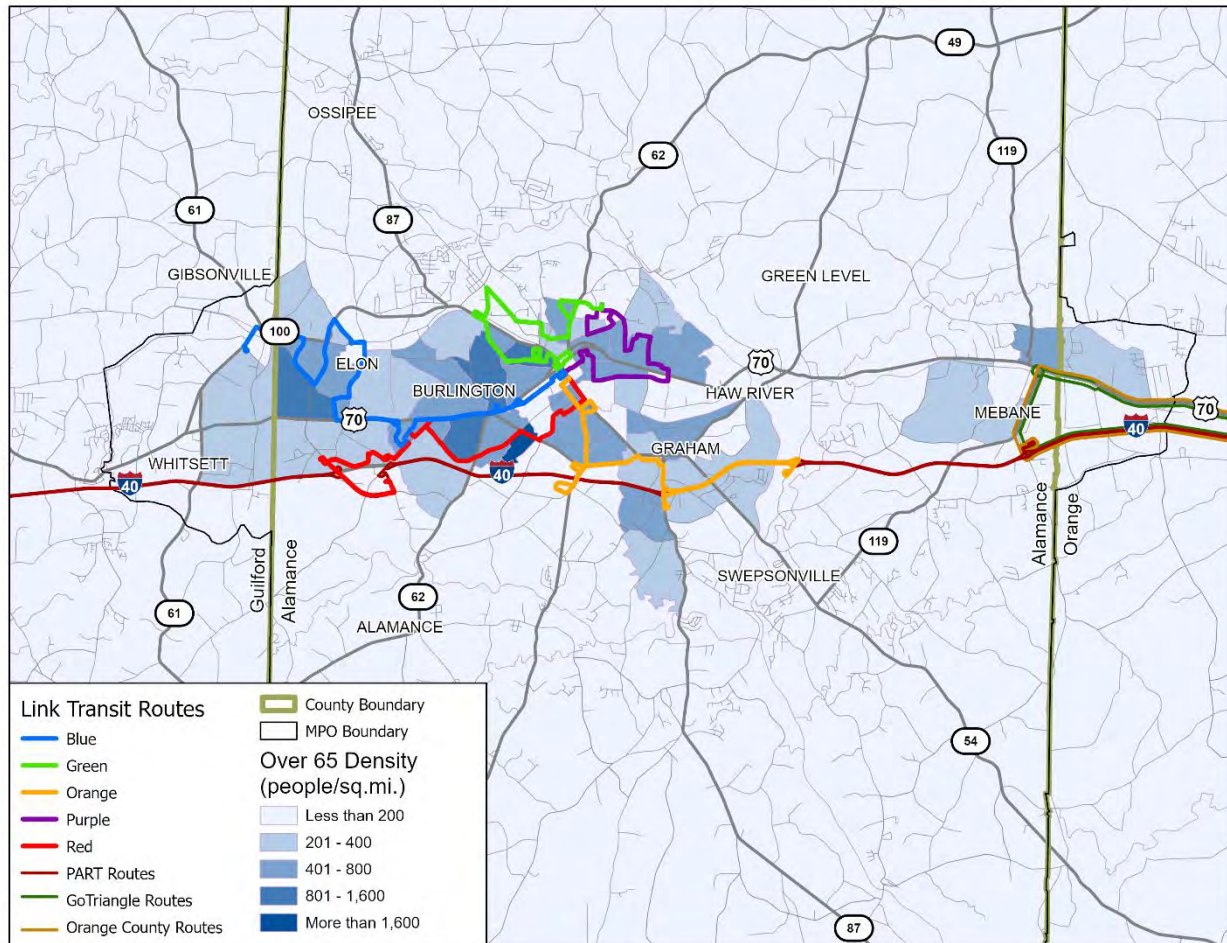


Figure 5: Density of People aged 65 and older



People below the poverty line are less likely to be able to afford personal transportation and are more likely to rely on public transit. In Burlington, 16.6% of households earn less than the poverty level. In **Figure 6**, concentrations of people living in poverty can be seen in the city centers of the Urban Area. All areas of high poverty density are served by existing bus routes.

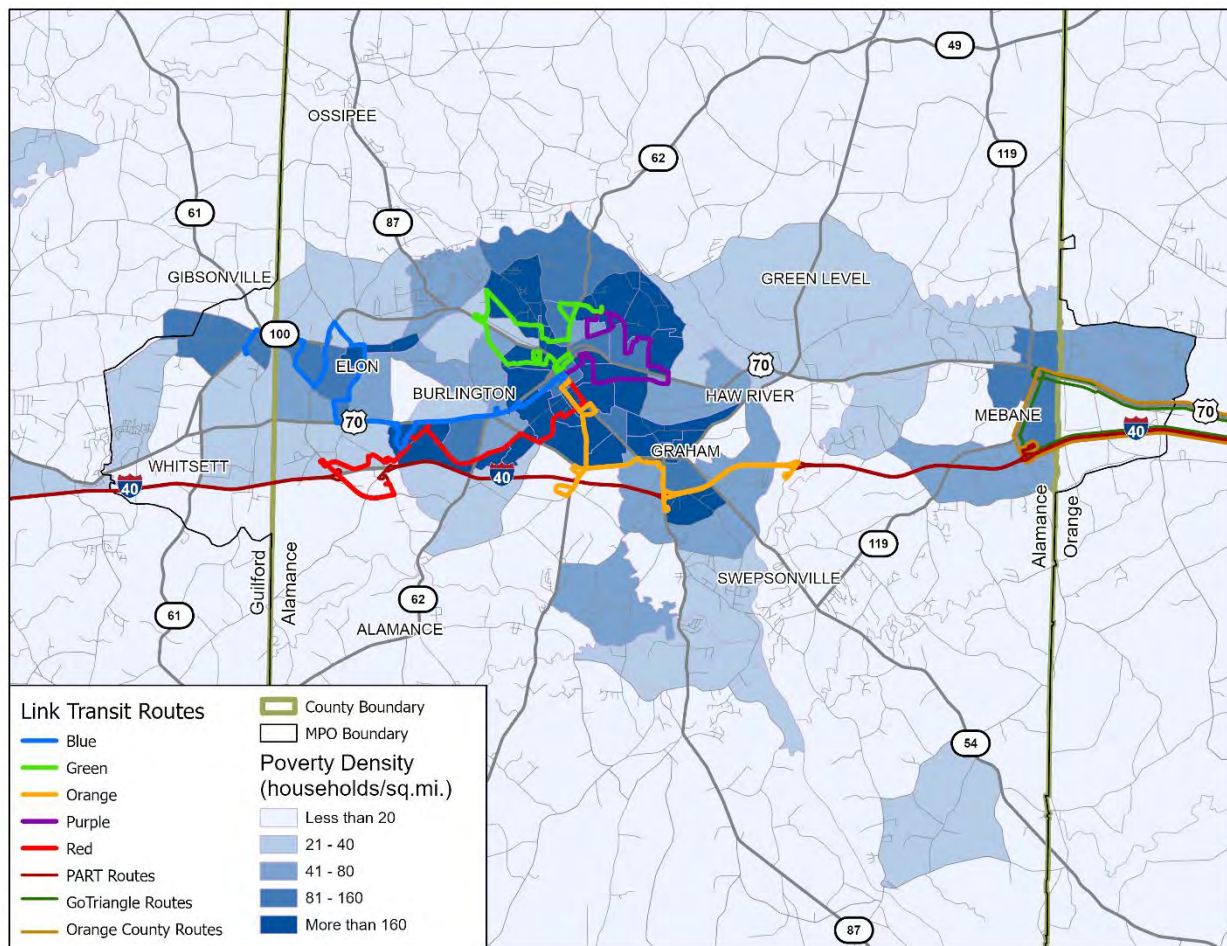
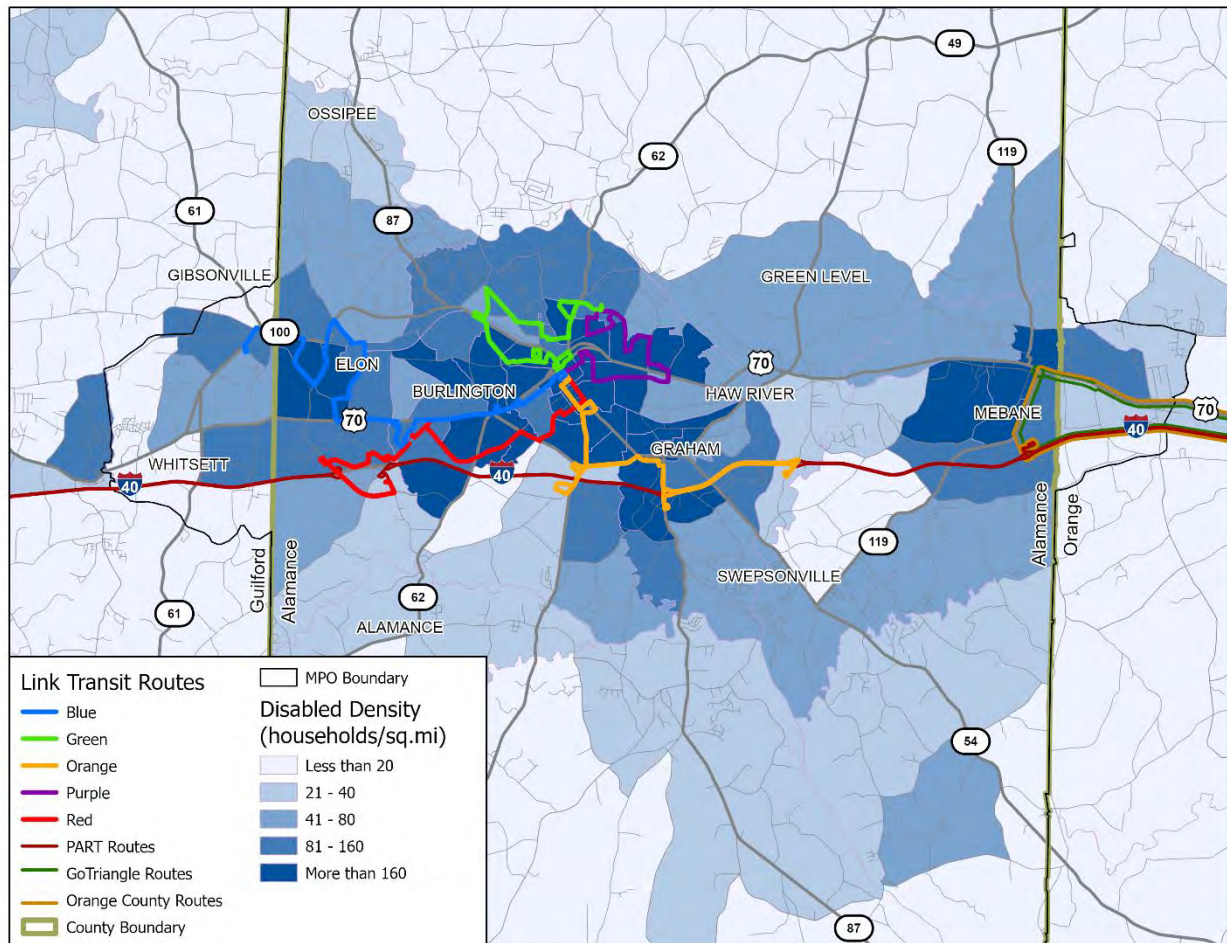


Figure 6: Density of Households Earning Below the Poverty Line

In Burlington, 25.4% of all households have at least one person with a disability. **Figure 7** shows the density of disabled people to reflect total population density. Most areas with significant disabled population densities are currently served by the bus system except for the area to the southwest of the junction of I-40 and NC-62 and the area to the east of the center of Burlington and areas surrounding Whitsett.



*Figure 7: Density of Households with at Least One Person with a Disability*



People living in households without access to a personal vehicle are more likely to use public transit. In Burlington, 7.3% of households do not have access to a personal vehicle. As shown in **Figure 8**, the centers of Burlington and Graham have areas of high concentrations of zero-vehicle households. There are some areas of medium to high zero-vehicle household density south of I-40 and to the west of Elon that are not served by existing bus routes.

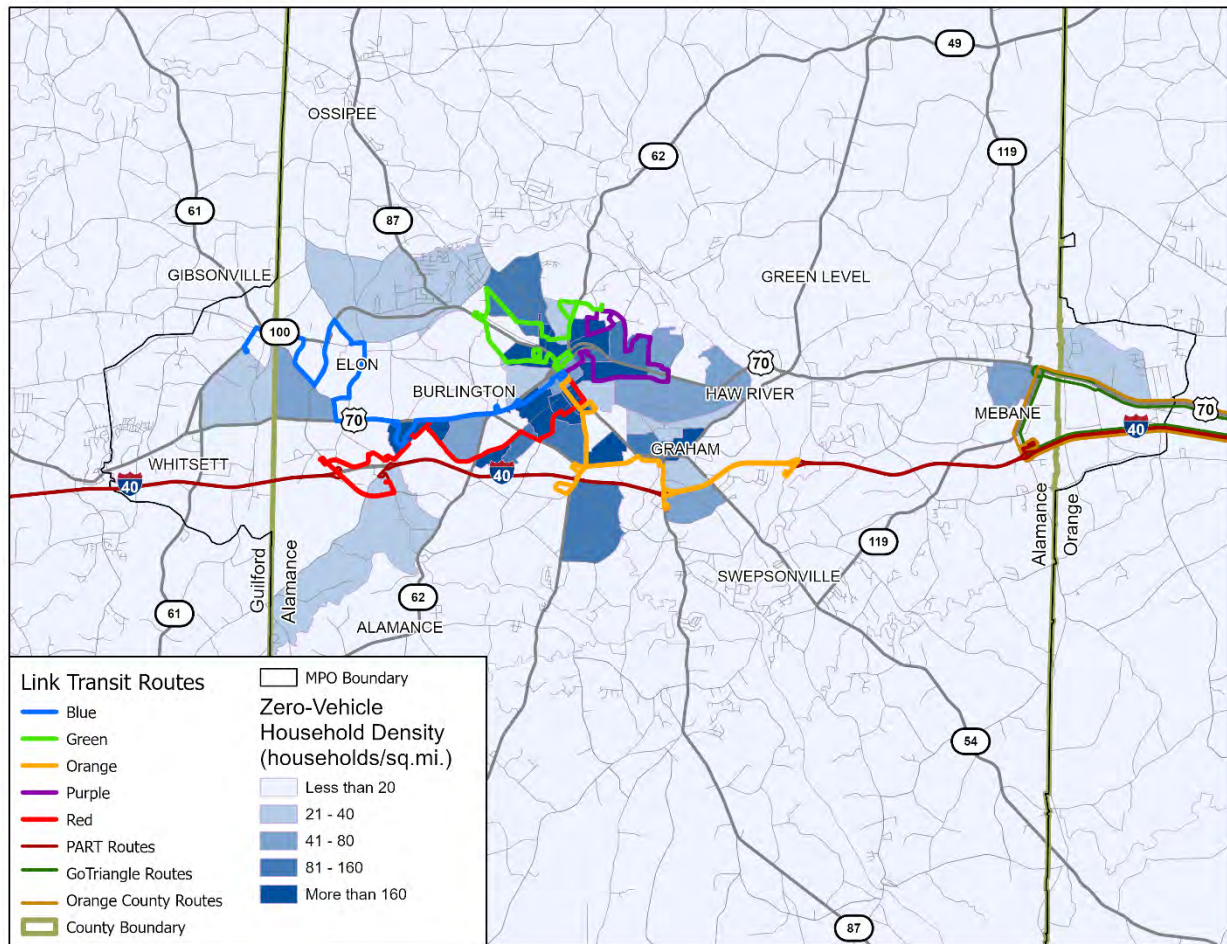


Figure 8: Density of Households without Access to a Personal Vehicle

The transit propensity map shown in **Figure 9** represents the density of the total combined demographic and socioeconomic groups shown above, assigning a transit propensity score for each census block group. The various demographic groups were not weighted, meaning a census block with a total population density of 100 people per square mile, a BIPOC density of 20 people per square mile, and a senior density of 10 people per square mile would score the same as a block group with 70 people per square mile, 40 BIPOC per square mile, and 20 seniors per square mile.

This method results in a map that correlates to population density more closely than the density of any of the other demographics, but this is desirable if the goal of a transit system is to benefit the most people. Including the demographics with higher transit reliance adjusts the map to show where demand for transit might be higher per person.

The areas close to the downtown cores of the Urban Area, especially along the US-70 corridor, show the highest transit propensity. There is also an area of high transit propensity to the northwest of Burlington. This reflects what was shown previously in the demographic maps. Most areas with high transit propensity are currently served by transit except for a gap to the north of the center of Graham.

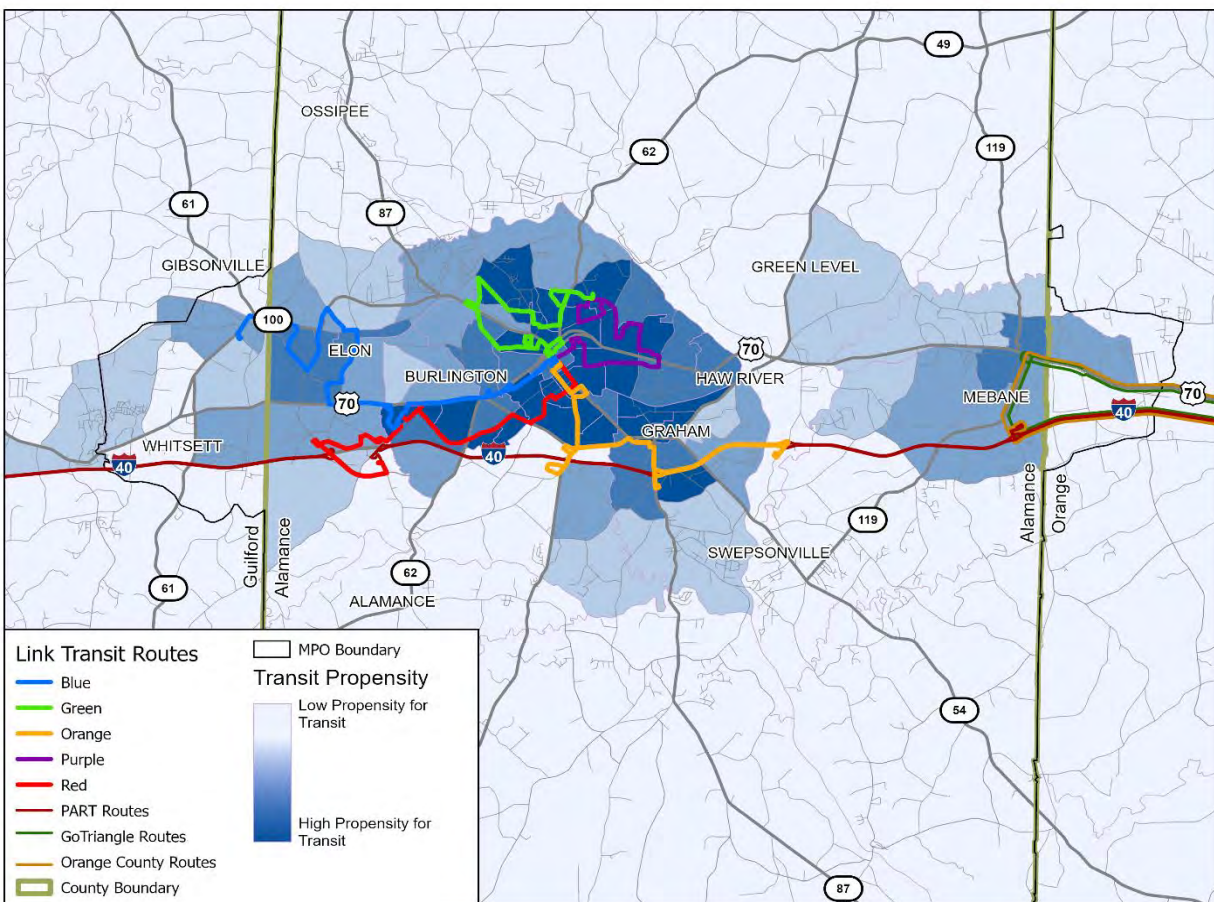


Figure 9: Transit Propensity

## DEMOGRAPHIC PROJECTIONS

The population of the BGMPO Planning Area – Alamance County and portions of Guilford and Orange Counties – is expected to grow by almost 37 percent from 2017 (176,711) to 2045 (241,734) according to the BGMPO 2045 Metropolitan Transportation Plan. Much of this growth is expected to occur in existing municipalities and along key travel corridors.<sup>10</sup>

Looking to demographics of the state as a whole, North Carolina Department of Transportation (NCDOT) estimates that 37 percent of growth in the state from 2019 to 2038 will be attributed to the non-Hispanic White population, 35 percent to the non-Hispanic non-White population, and 27 percent to the Hispanic population. During this same time period, there is expected to be a proportionally larger aging (age 65 and older) population.<sup>11</sup>

The NCDOT concluded the following relevant demographic challenges for transportation as the population continues to grow and change:

- Challenges related to population growth: more drivers, increased vehicle miles traveled (VMT), and more demand on all modes of transportation
- Challenges related to an aging population: increased demand for alternative transportation modes

## Existing Services Overview

The following sections provide an overview of Link Transit's existing services and operations, including transit services, fare structure, revenue/support fleet, and facilities.

## TRANSIT SERVICES

Link Transit's current transit system, displayed in **Figure 10**, includes fixed-route bus service and paratransit services including demand response and subscription service for the City of Burlington and surrounding areas. As of 2022 Link Transit serves a population of over 66,000 people over 35 square miles.

<sup>10</sup> Burlington-Graham Metropolitan Planning Organization. "2045 Metropolitan Transportation Plan." June 16, 2020.

<sup>11</sup> Cline, Mike. "Population Trends in North Carolina & Implications for Transportation." North Carolina Department of Transportation, July 12, 2019



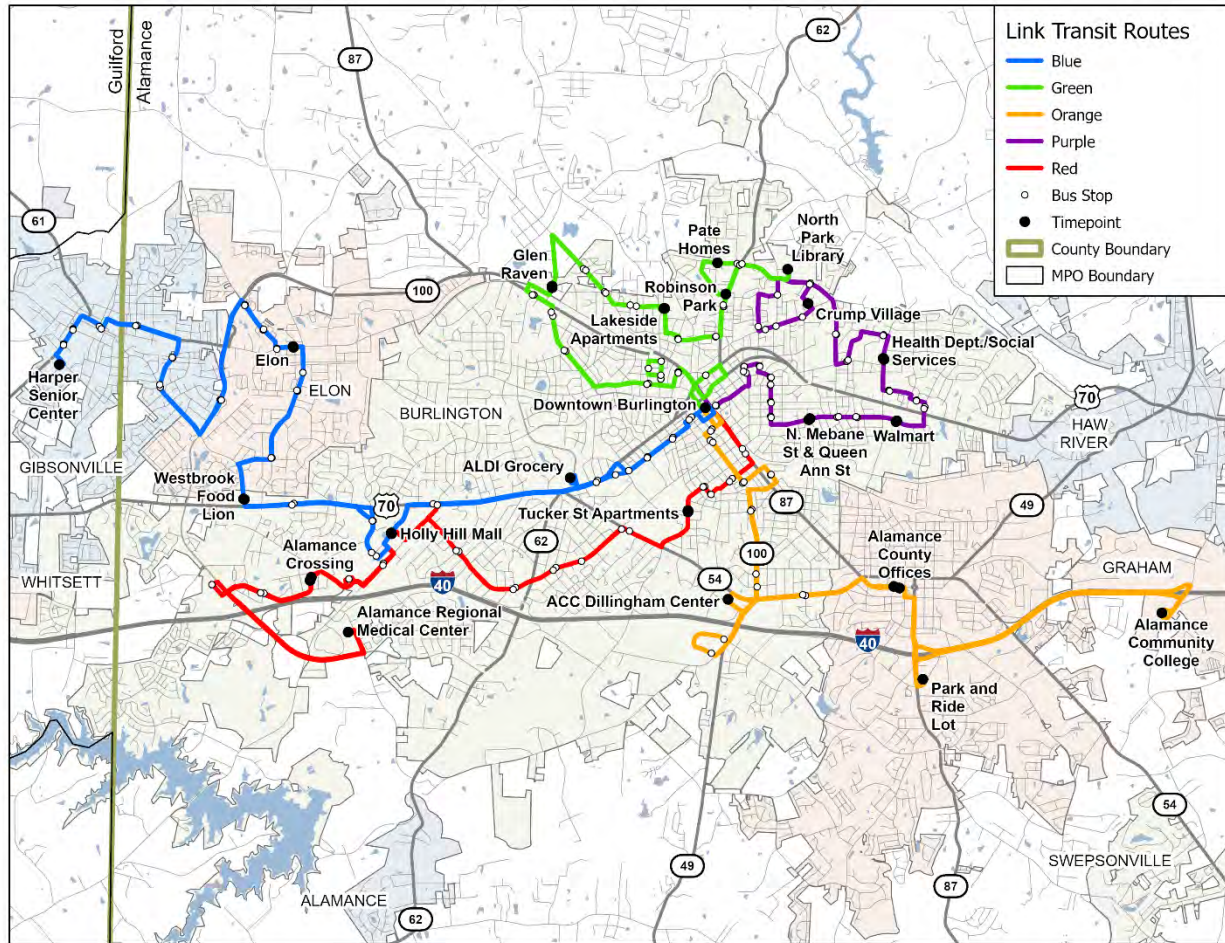


Figure 10: Link Transit System Map

## Fixed-Route

Link Transit's fixed-route service includes five routes with a total of 185 stops including the main transfer point in Downtown Burlington. Routes operate in the City of Burlington with connections to Elon and Gibsonville as well as Alamance County Offices and Community College. Specific route destinations include:

- **Blue Route 3:** ALDI Grocery, Holy Hill Mall, Westbrook Food Lion, Elon, Gibsonville, Gibsonville/Harper Senior Center
- **Red Route 1:** Tucker Street Apartments, Holy Hill Mall, Alamance Crossing, Alamance Regional Medical Center (ARMC)
- **Orange Route 2:** Salvation Army, ACC – Dillingham Center, Alamance County Offices, Graham Park and Ride Lot, Alamance Community College (ACC)
- **Green Route 4:** Glen Raven, Lakeside Apartments, Pate Homes, Rauhut Street & Westmoreland Drive, North Park Library
- **Purple Route 5:** N Mebane Street & Queen Ann Street, Walmart, Health Department/Social Services, Crump Village, North Park Library

**Figure 11** shows Link Transit’s fixed-route passenger trips from 2017 to 2022 according to Federal Transit Administration’s National Transit Database. Transit ridership dropped in 2020 and 2021 due to the pandemic but rebounded in 2022 to exceed pre-pandemic levels. Overall, Link Transit has seen ridership increase by almost 27 percent since 2017.

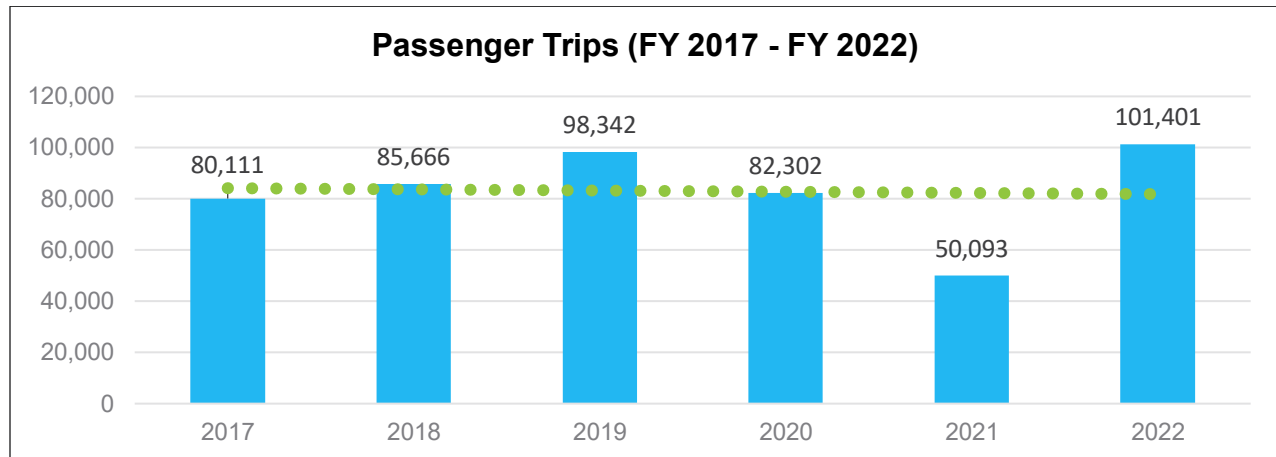


Figure 11: Link Transit Fixed-Route Passenger Trips FY 2017 to FY 2022

**Figure 12** shows average monthly ridership by stop for Link Transit routes in 2022. This data predates the Elon extension of the Blue Route in May of 2023, so stops that were added as part of this extension are not included on this map. The stops with the highest ridership include:

- Transfer hubs such as the Worth Street Transfer Hub in Downtown Burlington and the North Park Library
- Shopping destinations such as the two Walmart locations on North Mebane Street and Garden Road
- Institutions such as Alamance Regional Medical Center and Alamance Community College



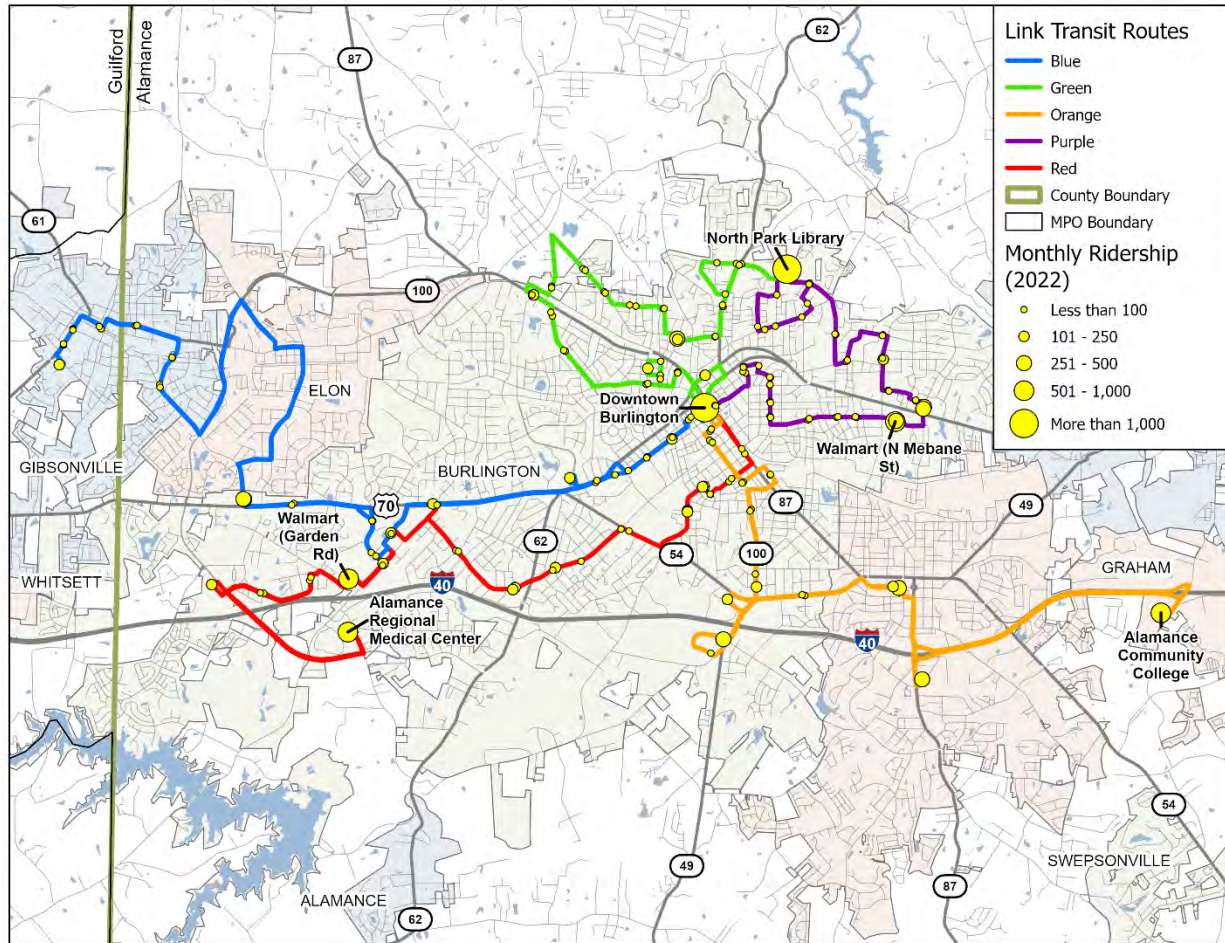


Figure 12: Monthly Ridership by Stop in 2022

## Demand Response

Link Paratransit is a curb-to-curb demand response paratransit service that provides service in Burlington, Elon, Gibsonville and unincorporated Alamance County within  $\frac{3}{4}$  mile radius of Link Transit routes. Paratransit service is available to persons that meet the requirements of the Americans with Disabilities Act (ADA) that cannot navigate the fixed-route system. All Link Paratransit vehicles are fully equipped with a wheelchair lift or ramp and a wheelchair securement area with space for two mobility devices. Reservations for next day service can be made up to seven days in advance by phone or by using the My Transit Manager app. Customers that have a regular travel pattern can also take advantage of subscription service on a limited basis.

**Figure 13** shows Link Transit's paratransit passenger trips from 2017 to 2022 according to Federal Transit Administration's National Transit Database. Outside of a slight drop in ridership in 2020 and 2021 during the pandemic, paratransit service has been increasing over time with a 157 percent increase from 2017 to 2022.



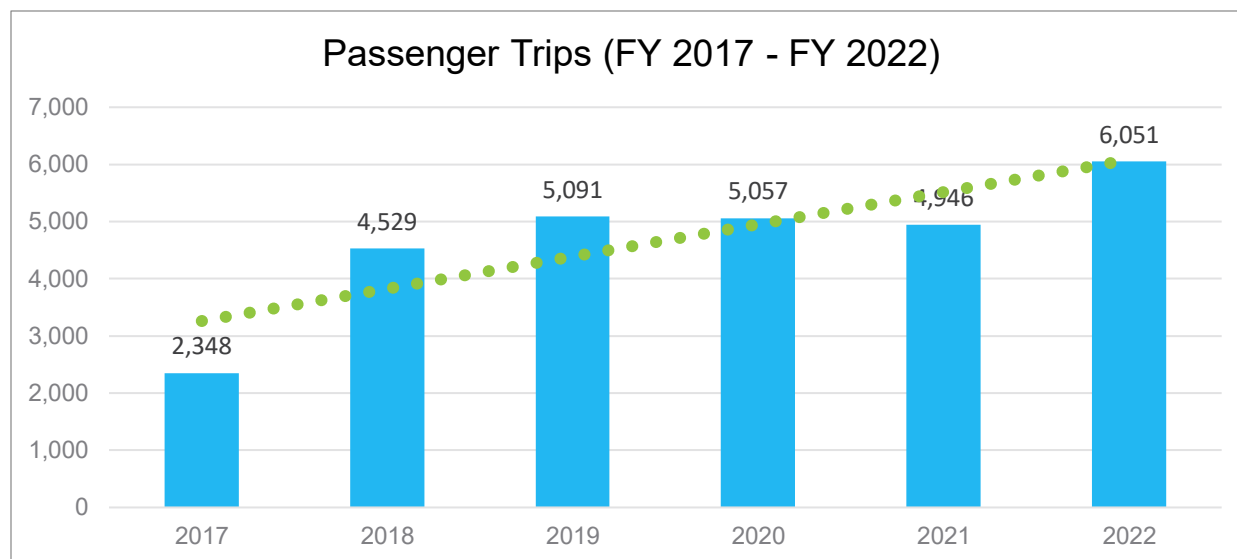


Figure 13: Link Transit Paratransit Passenger Trips from FY 17 to FY 22

## Connecting Services

Link Transit connects with three other transit systems – Piedmont Authority for Regional Transportation (PART), Elon Express, and Alamance County Transportation Authority (ACTA). See **Figure 14** for a system map.

The Link Transit Orange Route connects with PART Route 4 at the Alamance Regional Medical Center, Graham Park and Ride Lot, and Alamance Community College's main campus. PART Route 4, Alamance Burlington Express, operates Monday through Friday from 5:40 a.m. to 7:30 p.m. and provides service to Alamance Regional Park & Ride, Graham Park and Ride, Alamance Community College, Mebane Cone Health Park and Ride, UNC Hospitals, and Ambulatory Care Center. In addition to connections with Link Transit, the PART Route 4 also connects to additional PART routes, Go Triangle, Chapel Hill Transit, and Piedmont Triad International Airport shuttles.

Elon Express is a university operated and funded transit system that provides free service for Elon University students, faculty, staff and community members. The Link Transit Blue Route 3 connects with Elon Express's Haggard Ave route at the West Haggard Avenue @ Holt Street stop. The Haggard Ave route operates Monday through Friday from 7:00 a.m. to 9:00 p.m. and serves various university facilities and apartment complexes.

ACTA provides door to door transportation service within Alamance County for general purpose trips, medical trips, and almost any non-emergency trip destinations. ACTA operates Monday through Friday from 5:00 a.m. to 5:30 p.m.

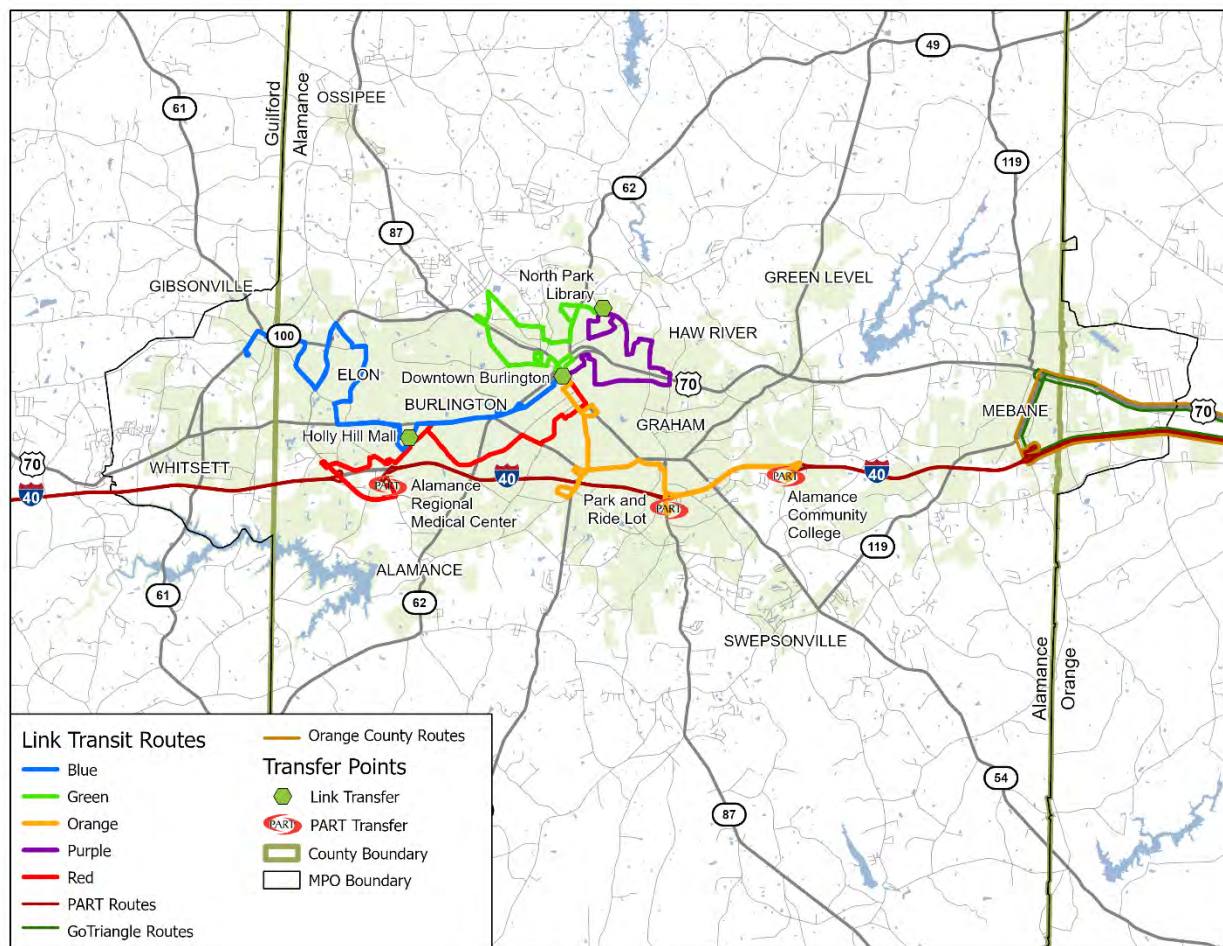


Figure 14: Map of all transit systems in Alamance County

## FARE STRUCTURE

Although fare-free from June 2021 through 2023 to mitigate pandemic related ridership declines, Link Transit reintroduced fares as of December 18, 2024. **Table 4** displays Link Transit's approved fare structure.

Table 4: Link Transit Fare Structure as of December 18, 2023

Fare Category	Single-ride Ticket	31-Day Pass
<b>General</b>	\$1.00	\$20.00
<b>Discount</b>	\$0.50	\$10.00
<b>Paratransit</b>	\$4.00	N/A

The discounted fare is available to seniors (age 65 and older), persons with disabilities, and Medicare card holders for fixed-route service only.

## FLEET AND FACILITIES

The following section provides a current inventory of the Link Transit's fleet and facilities.

### Service Fleet

Link operates a fleet of 12 vehicles including five Light Transit Vehicles (LTV) and two standard size electric buses for fixed-route service as well as four shuttles for paratransit service. All of Link Transit vehicles are ADA accessible and equipped to accommodate bicycles on the front of the vehicle. Vehicles are stored and serviced at a Transdev Facility. **Table 5** provides a full fleet inventory including vehicle type, age, ownership, and capacity.

*Table 5: Link Transit Fixed-Route and Paratransit Fleet Inventory*

Vehicle ID	Vehicle Type	Make/Model	Vehicle Year	Owner	Passenger Capacity
<b>Fixed-Route Bus Fleet</b>					
<b>8001</b>	LTV	Arboc Spirit of Mobility	2015	City of Burlington	25
<b>8002</b>	LTV	Arboc Spirit of Mobility	2015	City of Burlington	25
<b>8003</b>	LTV	Arboc Spirit of Mobility	2015	City of Burlington	25
<b>8004</b>	LTV	Arboc Spirit of Mobility	2015	City of Burlington	25
<b>8005</b>	LTV	Arboc Spirit of Mobility	2015	City of Burlington	25
<b>8008</b>	Electric Bus	RIDE K7M	2023	City of Burlington	29
<b>8009</b>	Electric Bus	RIDE K7M	2023	City of Burlington	29
<b>Paratransit Fleet</b>					
<b>7002</b>	Shuttle Bus	Ameritrans	2016	Transdev	14
<b>7003</b>	Shuttle Bus	Ameritrans	2016	Transdev	14
<b>2101</b>	Shuttle Bus	Goshen Impulse	2017	Transdev	25
<b>2103</b>	Shuttle Bus	Starcraft Allstar	2016	Transdev	16

## *Transfer Hubs*

Burlington's Temporary Transfer Hub is located on S. Worth Street near the Historic Depot in downtown Burlington. All five fixed-routes start/terminate at this transfer hub. The transfer hub is an outside space that contains two small bus shelters with benches as well as bicycle racks. Other stops for transfers are the Holly Mill Mall and North Park Library.



*Figure 15: Link Transit's Downtown Transfer Hub*

## *Bus Stops*

Link Transit serves 185 bus stops across the system. Bus stop signs are either mounted individually, on existing sign poles or on light posts.

## *Park-and-Ride Lots*

Link Transit connects with two park-and-ride lots, including:

- Orange Route 2 at Graham Park & Ride (with connection to PART Route 4)
- Red Route 1 at Alamance Regional Medical Center Park & Ride (with connection to PART Route 4)

## APPENDIX A. TREND ANALYSIS

Data from the Federal Transit Administration (FTA) National Transit Database (NTD) for FY 2017 to 2022 was used to evaluate trends in service performance and cost efficiency. Evaluation measures include:

- **Passenger Trips** – the total number of riders. Although there was a decrease in ridership in 2021 due to the pandemic, ridership has increased by 27 percent from 2017 to 2022.
- **Revenue Hours** – the total number of service hours provided.
- **Operating Expenses** – total dollar amount required to operate transit services.
- **Fare Revenues** – total dollar amount collected from passenger fares.
- **Trips per Hour** – ratio of total passenger trips per revenue hour.
- **Cost per Trip** – ratio of total operating expenses per passenger trip.
- **Cost per Hour** – ratio of total operating expenses per revenue hour.
- **Farebox Recovery** – ratio of total operating expenses covered by fare revenue.

### Fixed-Route Trend Analysis

Fixed-route evaluation measures for the system as a whole are summarized in **Table 6** and displayed in **Figure 16** through **Figure 25** below.

*Table 6: KRT Fixed-Route Service Performance and Cost Efficiency Measures*

Service Measure	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<b>Passenger Trips</b>	80,111	85,666	98,342	82,302	50,093	101,401
<b>Revenue Hours</b>	15,942	15,615	17,589	15,363	16,613	16,892
<b>Operating Expenses (\$)</b>	886,877	793,646	906,910	746,946	1,883,028	1,909,857
<b>Fare Revenues (\$)</b>	38,121	41,073	43,161	40,415	26,556	-
<b>Trips per Hour</b>	5.0	5.5	5.6	5.4	3.0	6.0
<b>Cost per Trip (\$)</b>	11.07	9.26	9.22	9.08	37.59	18.83
<b>Cost per Hour (\$)</b>	55.63	50.83	51.56	48.62	113.35	113.06
<b>Farebox Recovery (%)</b>	4.3	5.2	4.8	5.4	1.4	-

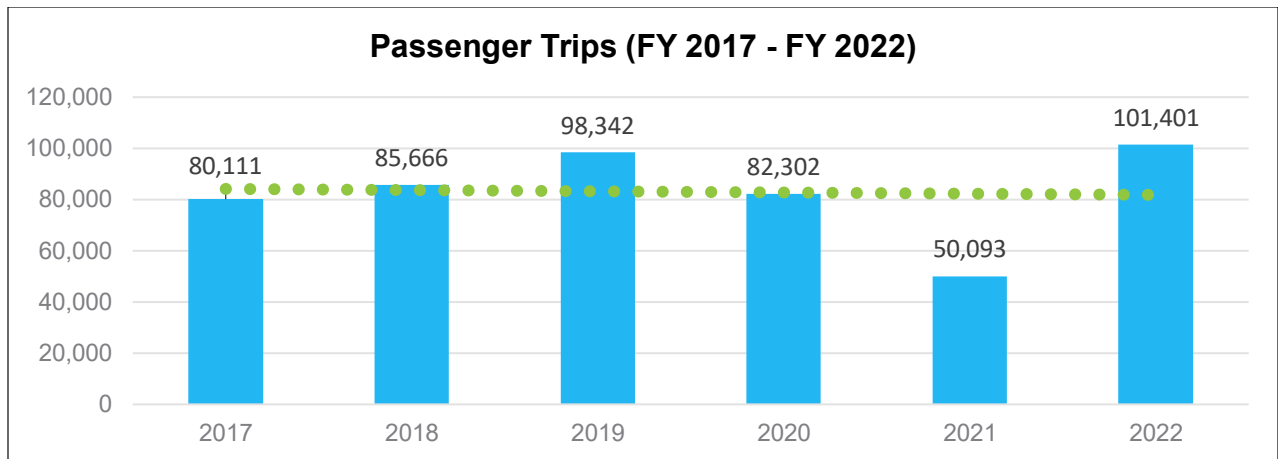


Figure 16: Link Transit Fixed-Route Passenger Trips FY 2017 to FY 2022

Although there was a decrease in ridership in 2020 and 2021 due to the pandemic, Link Transit has seen ridership increase by 27 percent from 2017 to 2022

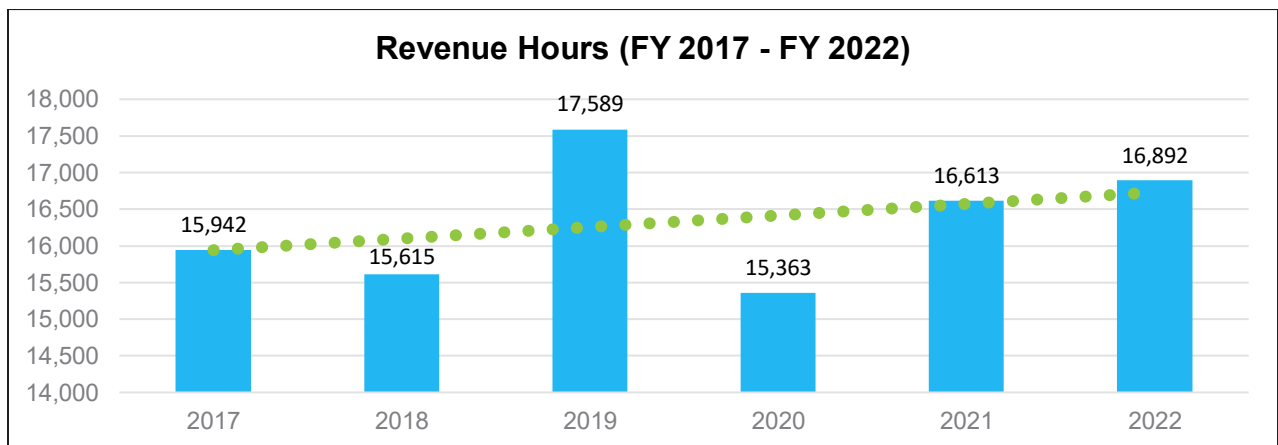


Figure 17: Link Transit Fixed-Route Revenue Hours FY 2017 to FY 2022

Despite seeing a brief spike in revenue hours in 2019, revenue hours have generally remained steady over time, seeing an increase of only 6 percent from 2017 to 2022.



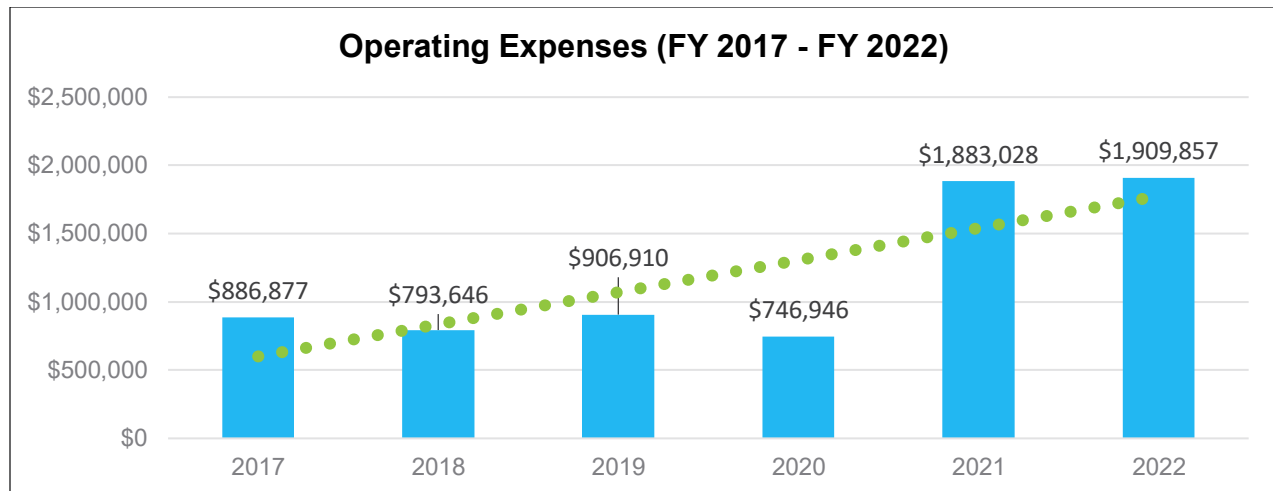


Figure 18: Link Transit Fixed-Route Operating Expenses FY 2017 to FY 2022

Operating expenses have significantly increased in recent years with a 115 percent increase from 2017 to 2022. However, the significant jump from 2020 to 2021 can largely be attributed to the fact that administrative costs were added to the calculation of operating expenses starting in 2021.

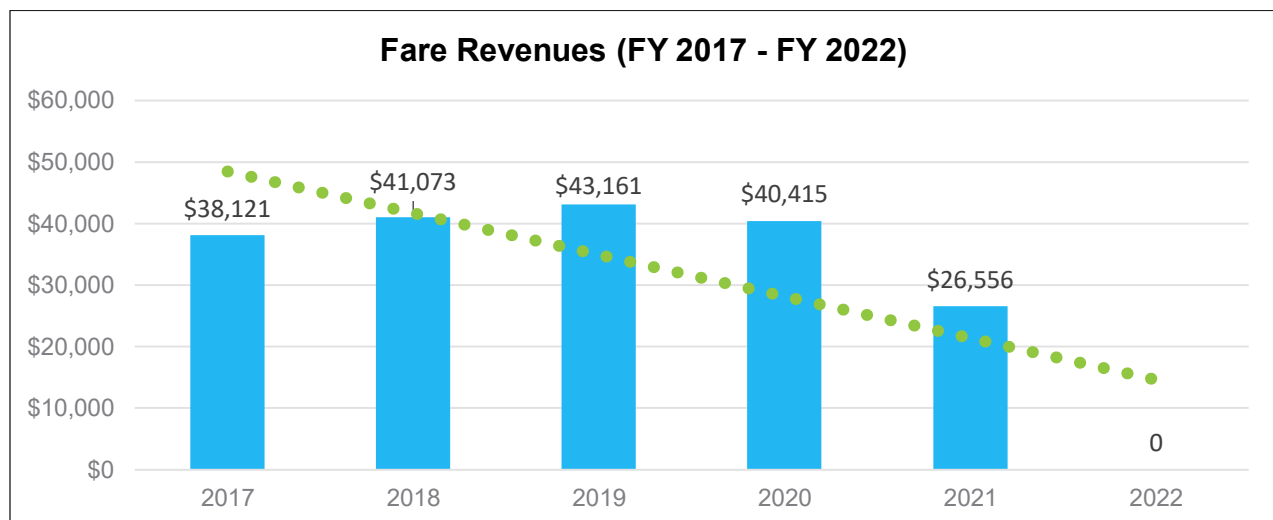


Figure 19: Link Transit Fixed-Route Fare Revenue FY 2017 to FY 2022

Fare revenues remained steady from 2017 to 2020 but saw a significant drop in 2021 due to the covid pandemic and the introduction of free fares in June 2021.

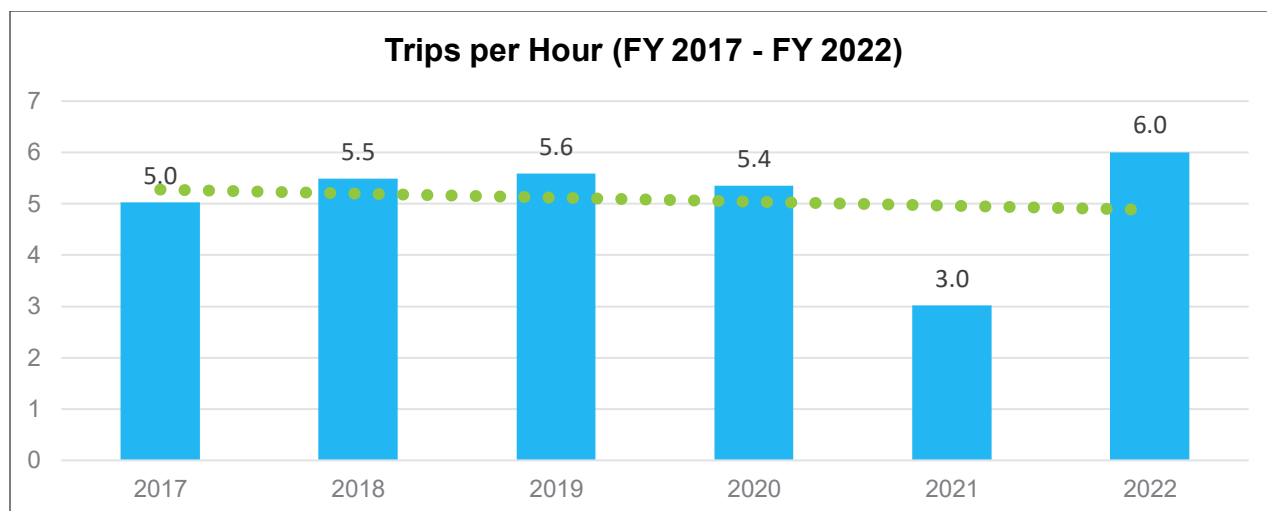


Figure 20: Link Transit Fixed-Route Passenger Trips per Revenue Hour FY 2017 to FY 2022

Passenger trips per revenue hour increased by 19 percent from 2017 to 2022. The decrease in 2021 corresponds with the decrease in ridership due to the pandemic.

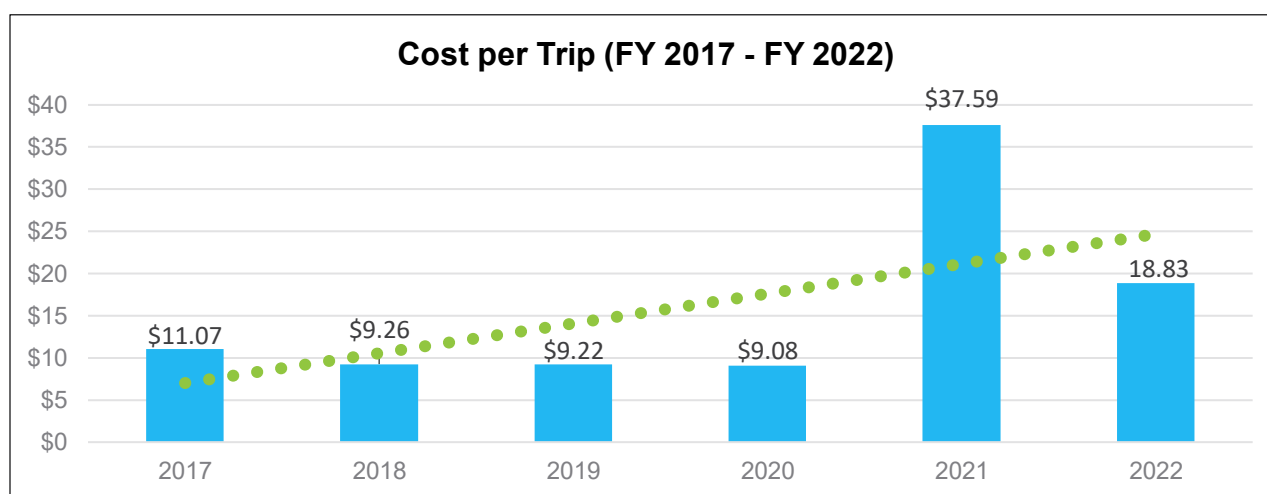


Figure 21: Link Transit Fixed-Route Operating Expenses per Passenger Trip FY 2017 to FY 2022

Operating expenses per passenger trips increased significantly in 2021; however, this can largely be attributed to the fact that fares were suspended, administrative costs were introduced to the calculation of operating expenses, and passenger trips decreased due to the pandemic.

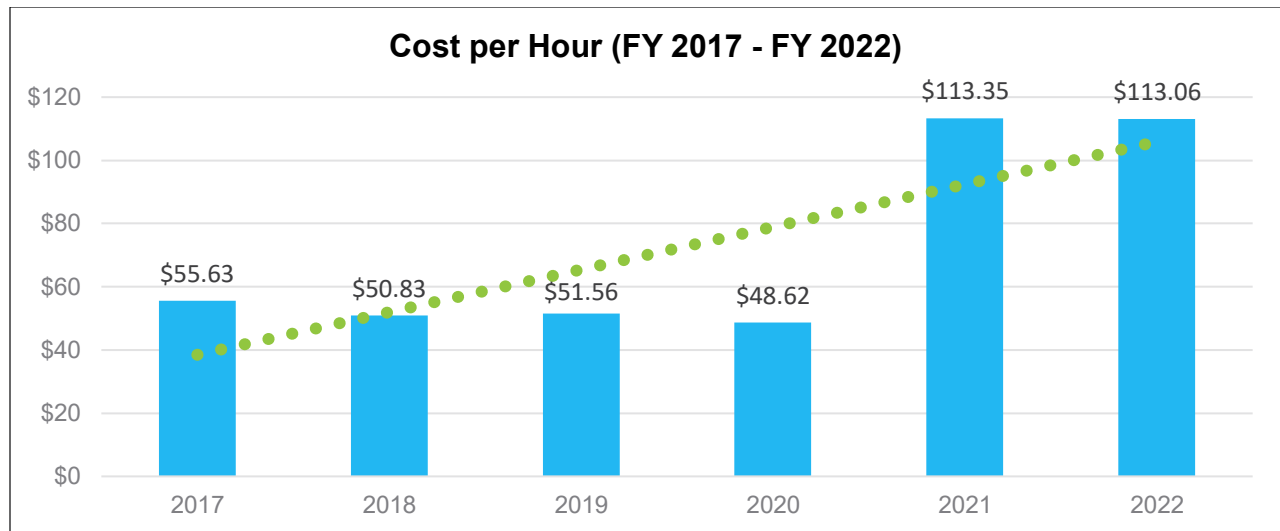


Figure 22: Link Transit Fixed-Route Operating Expenses per Revenue Hour FY 2017 to FY 2022

Operating expenses per revenue hour increased significantly in 2021; however, just like with cost per trip, this can largely be attributed the decrease in ridership due to the pandemic, suspended fares, and the introduction of administrative costs to the calculation of operating expenses.

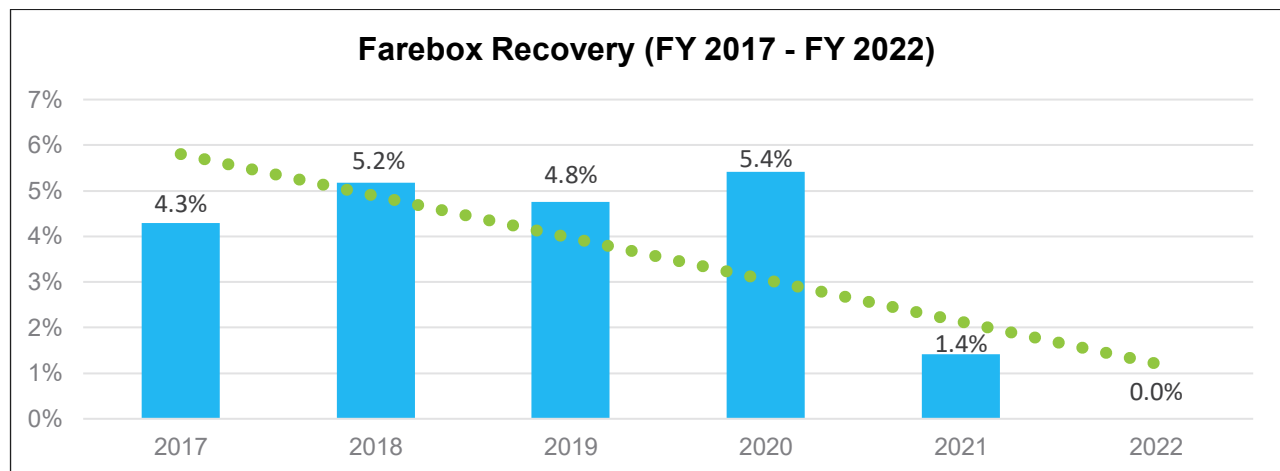


Figure 23: Link Transit Fixed-Route Farebox Recovery FY 2017 to FY 2022

Farebox recovery remained steady from 2017 to 2020 with a significant drop in 2021 due to the pandemic and free fares starting June 2021.

**Figure 24** and **Figure 25** break down Passenger Trips and Operating Expenses per trip by route for FY 2022. The purple route has the highest ridership and therefore also has the lowest cost per trip. Conversely the Green Route has the lowest ridership and therefore has the highest cost per trip.

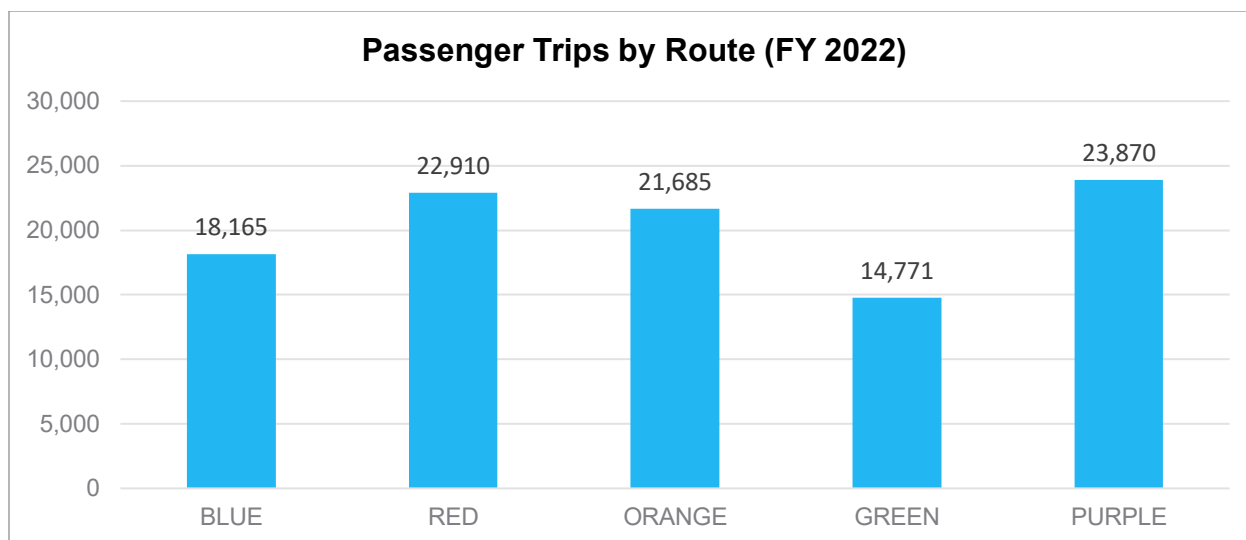


Figure 24: Link Transit Fixed-Route Passenger Trips by Route FY 2022

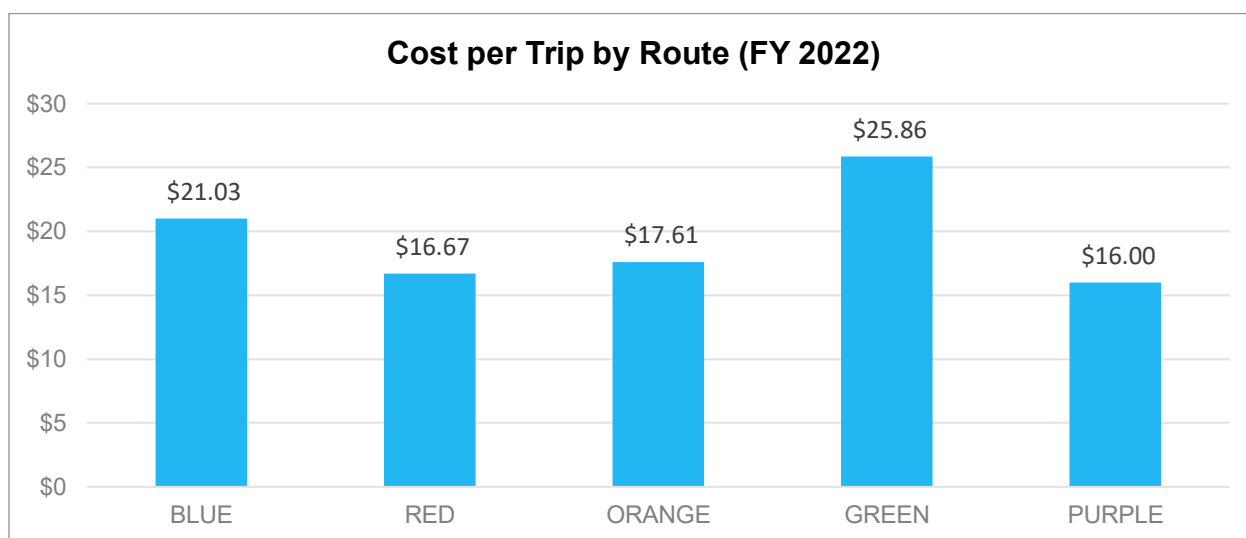


Figure 25: Link Transit Fixed-Route Operating Expenses per Trip by Route FY 2022

## Paratransit Trend Analysis

Paratransit service was evaluated using the same measures as discussed above for fixed-route service. Paratransit evaluation measures are summarized in **Table 7**. In general, paratransit passenger trips increased steadily from FY 2017 to FY 2022 outside of a minimal drop during the pandemic.

*Table 7: KRT Paratransit Service Performance and Cost Efficiency Measures*

Service Measure	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<b>Passenger Trips</b>	2,348	4,529	5,091	5,057	4,946	6,051
<b>Revenue Hours</b>	1,761	3,397	3,603	3,493	1,204	4,279
<b>Operating Expenses (\$)</b>	75,869	224,946	284,647	228,848	155,004	323,790
<b>Fare Revenues (\$)</b>	4,696	9,378	9,790	9,963	9,058	-
<b>Trips per Hour</b>	1.3	1.3	1.4	1.4	4.1	1.4
<b>Cost per Trip (\$)</b>	32.3	49.7	55.9	45.3	31.3	53.5
<b>Cost per Hour (\$)</b>	43.08	66.22	79.00	65.52	128.74	75.67
<b>Farebox Recovery (%)</b>	6.2	4.2	3.4	4.4	5.8	-

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U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION IV  
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Kentucky, Mississippi,  
North Carolina, Puerto  
Rico, South Carolina,  
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230 Peachtree St., N.W.,  
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April 25, 2024

Mr. Craig Honeycutt  
City Manager  
City of Burlington (COB)  
234 East Summit Avenue  
Burlington, NC 27215

**Re: Fiscal Year 2023 City of Burlington Triennial Review – Final Report**

Dear Mr. Honeycutt:

I am pleased to provide you with a copy of this Federal Transit Administration (FTA) report as required by 49 U.S.C. Chapter 53 and other Federal requirements. The enclosed final report documents the FTA's Fiscal Year (FY) 2023 Triennial Review of City of Burlington (COB) in Burlington, NC. Although not an audit, the Triennial Review is the FTA's assessment of COB's compliance with Federal requirements, determined by examining a sample of award management and program implementation practices. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with award requirements.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, a virtual site visit was conducted for this Triennial Review. In addition, the review was expanded to address COB's compliance with the administrative relief and flexibilities FTA granted and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021.

The Triennial Review focused on COB's compliance in 23 areas. Deficiencies were found in one area: Disadvantaged Business Enterprise. COB had no repeat deficiencies from the FY 2019 Triennial Review.



Mr. Honeycutt  
Fiscal Year 2023 City of Burlington Triennial Review – Final Report  
Page 2

Thank you for your cooperation and assistance during this Triennial Review. If you need any technical assistance or have any questions, please do not hesitate to contact Mr. David Powell, Transportation program Specialist, at 404-865-5628 or by email at David.powell@dot.gov or Alan Stapler, your reviewer, at 917-887-1255 or by email at astapler1@gmail.com.

Sincerely,

A handwritten signature in cursive script that reads "Yvette G. Taylor".

Yvette G. Taylor, Ph.D.  
Regional Administrator

Enclosure

cc: Mike Nunn, Director of Transportation, City of Burlington  
John Andoh, Transit Manager, City of Burlington  
David Powell, General Engineer, FTA Region IV  
Tameka Wimberly, Transportation Program Specialist, FTA Region IV  
Alan Stapler, Lead Reviewer, CDI/DCI Joint Venture  
John Caruolo, Associate Reviewer, CDI/DCI Joint Venture  
Kathleen Beck, Program Manager, CDI/DCI Joint Venture

**FINAL REPORT  
FISCAL YEAR 2023  
TRIENNIAL REVIEW**

**of**

**City of Burlington  
COB  
Burlington, NC  
ID: 7289**

Performed for:

**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL TRANSIT ADMINISTRATION  
REGION 4**

Prepared By:

**CDI/DCI Joint Venture**

**Desk Review/Scoping Meeting Date: March 6-9, 2023  
Virtual Site Visit Entrance Conference Date: October 30, 2023  
Virtual Site Visit Exit Conference Date: February 22, 2024  
Final Report Date: April 25, 2024**

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## I. Executive Summary

This report documents the Federal Transit Administration's (FTA) Triennial Review of the City of Burlington (COB) of Burlington, NC. The FTA wants to ensure that awards are administered in accordance with the requirements of Federal public transportation law 49 U.S.C. Chapter 53. The review was performed by CDI/DCI Joint Venture. During the virtual site visit, the Reviewer discussed the administrative and statutory requirements and reviewed Recipient documents.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, the FTA conducted a virtual site visit for this Triennial Review. In addition, the FTA expanded the review to address COB's compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021. The FTA also requested that COB share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The Fiscal Year (FY) 2023 Triennial Review focused on COB's compliance in 23 areas. Deficiencies related to the COVID-19 Relief funds have been clearly identified as part of the deficiency description in the respective review area. There were no repeat deficiencies from the FY 2019 Triennial Review.

Deficiencies were found in the area listed below.

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)
		Code	Description	
10. Disadvantaged Business Enterprise	D	DBE3-1	DBE Goal submitted late.	COB must implement a procedure and revise its DBE program to ensure that future goal submissions will be submitted by August 1 of the applicable year (or by some other date designated by FTA).  COB must upload the revised program to TrAMS and notify the FTA Civil Rights Support email box (FTACivilRightsSupport@dot.gov) when completed.
		DBE5-1	DBE uniform reports contain inaccuracies and/or are missing required information	COB must submit corrected reports to the F, along with implemented procedures for correctly completing Uniform Reports of DBE Awards or Commitments and Payments.  COB must submit a revised DBE Program to correctly describe how it will implement accurate reporting.

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)
		Code	Description	
		DBE6-1	DBE goal achievement analysis and corrective action plan not completed	COB must submit to the FTA RCRO the required FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) analyses for the missing year(s), along with a written process to ensure future shortfall analyses are completed.
		DBE8-2	No implementation of small business element	COB must submit to the FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) evidence of implementing its small business participation strategies, which includes coordination with the recipient's procurement office.
		DBE9-1	Inadequate timeframe for DBE responsibility determination	COB must submit to the FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) revised procurement procedures to limit the amount of time that the bidder is allowed to demonstrate DBE responsibility to five days.

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)



## II. Review Background and Process

### 1. Background

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f)(2)) requires that “At least once every 3 years, the Secretary shall review and evaluate completely the performance of a recipient in carrying out the recipient’s program, specifically referring to compliance with statutory and administrative requirements...” The FTA performs this Triennial Review in accordance with its procedures (published in FTA Order 9010.1B, April 5, 1993).

The Triennial Review includes a review of the recipient’s compliance in 23 areas. The basic requirements for each of these areas are summarized in Section IV. The FTA contracts with experienced Reviewers to lead and conduct the Triennial Reviews, in partnership with the staff of the regional office.

This report presents the findings from the Triennial Review of the recipient. The review concentrated on procedures and practices employed since the recipient’s previous Triennial Review in 2019; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of award funds. The specific documents reviewed and referenced in this report are available at the FTA’s region IV office or the recipient’s office.

### 2. Process

The Triennial Review includes a pre-review assessment, a desk review and scoping meeting with the FTA regional office, and a site visit to the recipient’s location. Due to the [COVID-19 relief funds](#) received through the Coronavirus Aid, Relief, and Economic Security Act of 2020 (CARES), Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA), and American Rescue Plan Act of 2021(ARP). The FTA also requested that the recipient share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The FY 2023 process began with the regional office transmitting, a notification of the review and a Recipient Information Request (RIR) to the recipient on November 30, 2022 indicating a review would be conducted. While the recipient prepared its response to the RIR, the regional office and review team conducted a desk review and scoping meeting on March 6-9, 2023. Regional office staff provided electronic files as necessary to the Reviewers who also accessed recipient information in the FTA electronic award management (TrAMS) and oversight (OTrak) systems. Following the desk review and scoping meeting, the reviewers and the recipient corresponded, and exchanged information and documentation in preparation for the virtual site visit. Prior to the virtual site visit, the Reviewer sent to the recipient on October 24, 2023 an agenda package indicating the issues that would be discussed, records to be reviewed, and interviews to be conducted. The virtual site visit to COB occurred from October 30, 2023 (entrance conference) to February 22, 2024 (exit conference).

The virtual site visit portion of the review began with an entrance conference, at which the

Reviewers and regional staff discussed the purpose of the Triennial Review and the review process. The Reviewers conducted additional interviews and reviewed documentation to evidence the recipient's compliance with FTA requirements.

Upon completion of the virtual site visit, the Reviewers and the FTA regional office staff provided a summary of preliminary findings to the recipient at the exit conference on February 22, 2024. Section VI of this report lists the individuals participating in the site visit.

### 3. Metrics

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are:

- Not Deficient (ND): An area is considered not deficient if, during the review, nothing came to light that would indicate the requirements within the area reviewed were not met.
- Deficient (D): An area is considered deficient if any of the requirements within the area reviewed were not met.
- Not Applicable (NA): An area can be deemed not applicable if, after an initial assessment, the recipient does not conduct activities for which the requirements of the respective area would be applicable.

### III. Recipient Description

#### 1. Organization

COB is the recipient of FTA funds to operate a transit system within the Burlington city limits areas as well as within the Burlington-Graham Urbanized Area. COB operates a bus system, known as Link Transit (established in 2016). The system has five routes serving the cities of Burlington, and Graham, the Towns of Elon and Gibsonville, and Alamance Community College. While the City of Burlington Transportation Department is the administrator of Link Transit, intergovernmental agreements are in place with the Towns of Elon and Gibsonville, Alamance County and Alamance Community College to fund the transit system in partnership with the City.

The city operates under the council-manager form of government. The Public Transit Advisory Commission (PTAC) was established by ordinance on October 7, 2014, amended December 1, 2015. The PTAC is the policy-making organization for the transit operation and provides the City Council with recommendations. The PTAC consists of eight members: five (5) appointed by the City Council, one (1) appointed by the Gibsonville Town Council, one (1) appointed by the Elon Town Council and one (1) appointed by the Alamance County Board of Commissioners. An alternate from each governing body is also selected. All members of the PTAC must reside within the jurisdiction of the participating governmental entity by which they were appointed. Members may not serve dual appointments with any other appointed City board or commission.

Link Transit instituted a fare free system, effective June 21, 2021. Link Transit (has reinstated fare collection as of December 18, 2023) is currently planning to reinstate fare collection that took effect on December 18, 2023. The fixed route fare is \$1.00 for a one-way trip and \$0.50 for senior citizens 60 years and older, students, disabled persons, and Medicare cardholders. Paratransit fares are \$2.00. Day passes, 31-day passes for fixed route and 10-ride punch passes for paratransit will be available. Service is operated from 5:30 a.m. to 9:30 p.m. Monday through Friday, and 9:30 a.m. to 6:00 p.m. on Saturdays. Americans with Disabilities Act (ADA) complementary paratransit service is provided for persons whose disability prevents them from using the fixed route system within a ¾ mile radius of the fixed routes in operation. ADA complementary paratransit service operates at the same times as fixed routes. The City contracts with Transdev to operate fixed-route and ADA complementary paratransit service.

#### 2. Award and Project Activity

Below is a list of COB's open awards at the time of the review.

Award Number	Award Amount	Year Executed	Description
NC-2023-001-00	\$1,722,564	2023	FFY 2022 Link Transit Operations and Capital Projects

NC-2022-056-00	\$3,026,024	2022	FY17-19 Section 5307 Operations, Capital, and Planning
NC-2022-047-00	\$1,535,121	2022	COB FY21 Section 5307
NC-2019-024-00	\$1,187,200	2019	5307 Operating, Capital & Planning, Link Transit; Burlington, NC
NC-2022-017-00	\$1,348,221	2022	FY20 Sec. 5307 Funds; City of Burlington, NC
NC-2017-024-00	\$2,155,500	2017	Link Transit Operating, Amenities & Transit Planning Assistance
NC-2020-020-00	\$3,115,653	2020	CARES Act 5307 Funds; Link Transit FY2020; Burlington, NC

COB received Supplemental Funds for operating assistance in award numbers NC-2020-020-00. This is not COB's first time receiving operating assistance from the FTA.

### **Projects Completed**

- COB has not identified projects completed since the last Review.

### **Ongoing Projects**

COB is currently implementing the following noteworthy projects:

- Transit Development Plan and Transit Facility Study
- Purchase replacement transit fleet
  - Two (2) electric fixed route buses
  - Five (5) gasoline fixed route buses
  - Three (3) gasoline paratransit buses.

### **Future Projects**

COB plans to pursue the following noteworthy projects in the next three to five years:

- Implement actions of the Transit Development Plan and Transit Facility Study



## IV. Results of the Review

### 1. Legal

Basic Requirement: The recipient must promptly notify the FTA of legal matters and additionally notify the USDOT Office of Inspector General (OIG) of any instances relating to false claims under the False Claims Act or fraud. Recipients must comply with restrictions on lobbying requirements.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Legal.

### 2. Financial Management and Capacity

Basic Requirement: The recipient must have financial policies and procedures; an organizational structure that defines, assigns and delegates fiduciary authority; and financial management systems in place to manage, match, and charge only allowable costs to the award. The recipient must conduct required Single Audits, as required by 2 CFR part 200, and provide financial oversight of subrecipients.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Financial Management and Capacity.

### 3. Technical Capacity – Award Management

Basic Requirement: The recipient must report progress of projects in awards to the Federal Transit Administration (FTA) and close awards timely.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Technical Capacity – Award Management.

### 4. Technical Capacity – Program Management & Subrecipient Oversight

Basic Requirement: States must document and follow a public involvement process for the development of the long-range statewide transportation plan and State Transportation Improvement Program (STIP). Designated recipients of Sections 5310, 5311, and 5339 funds must develop and submit a State Management/Program Management Plan to the FTA for approval. Recipients must enter into an agreement with each subrecipient, obtain required certifications from subrecipients, report in the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) on subawards, and ensure subrecipients comply with the terms of the award.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Technical Capacity – Program Management & Subrecipient Oversight.

## 5. Technical Capacity – Project Management

Basic Requirement: The recipient must implement the FTA-funded projects in accordance with the award application, the FTA Master Agreement, and applicable laws and regulations using sound management practices.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Technical Capacity – Project Management.

## 6. Transit Asset Management

Basic Requirement: Recipients must comply with 49 CFR part 625 to ensure public transportation providers develop and implement transit asset management (TAM) plans.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Transit Asset Management.

## 7. Satisfactory Continuing Control

Basic Requirement: The recipient must ensure that FTA-funded property will remain available and used for its originally authorized purpose throughout its useful life until disposition.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Satisfactory and Continuing Control.

## 8. Maintenance

Basic Requirement: Recipients must keep federally-funded vehicles, equipment, and facilities in good operating condition. Recipients must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment, and facilities in good operating order.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Maintenance.

## 9. Procurement

Basic Requirement: The non-Federal entity must use its own documented procurement procedures which reflect applicable State, local, and tribal laws and regulations, and conform to applicable Federal law and the standards identified in 2 CFR Part 200. State recipients can use the state's overall policies and procedures. When applied to Federal procurements, those policies and procedures must still be compliant with all Federal requirements as applied to non-state recipients. The flexibility afforded by 2 CFR Part 200 should not be misconstrued as absolving a state from Federal requirements. For example, the FTA does not require each State DOT to have policies and procedures separate from the state education department.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Procurement.

## 10. Disadvantaged Business Enterprise (DBE)

Basic Requirement: Recipients must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of USDOT-assisted contracts. Recipients also must create a level playing field on which DBEs can compete fairly for USDOT-assisted contracts.

Finding: During this Triennial Review of COB, deficiencies were found with the USDOT requirements for DBE.

### Deficiency Description:

#### ***DBE Goal submitted late (DBE3-1)***

COB's latest DBE goal was due to be submitted to FTA by 8/1/2020. The DBE goal document was submitted to TrAMS on 9/29/2021.

Corrective Action(s) and Schedule: For the deficiency *DBE Goal submitted late (DBE3-1)*, by July 25, 2024:

- COB must implement a procedure and revise its DBE program to ensure that future goal submissions will be submitted by August 1 of the applicable year (or by some other date designated by FTA).
- COB must upload the revised program to TrAMS and notify the FTA Civil Rights Support email box (FTACivilRightsSupport@dot.gov) when completed.

### Deficiency Description:

#### ***DBE uniform reports contain inaccuracies and/or are missing required information (DBE5-1)***

During the Review COB was found to have inaccuracies in the semi-annual reports. The award for the service and maintenance contractor (Transdev, Inc. - \$2,000,000 per year) was not reflected in the Reports.

Corrective Action(s) and Schedule: For the deficiency *DBE uniform reports contain inaccuracies and/or are missing required information (DBE5-1)*, by July 25, 2024:

- COB must submit corrected reports to the FTA Civil Rights Support email box (FTACivilRightsSupport@dot.gov) along with implemented procedures for correctly completing Uniform Reports of DBE Awards or Commitments and Payments.
- COB must submit a revised DBE Program to correctly describe how it will implement accurate reporting.

### Deficiency Description:

***DBE goal achievement analysis and corrective action plan not completed (DBE6-1)***

COB submitted a goal achievement analysis and corrective action plan for FY2022. However, COB did not submit an analysis and plan for FY2021. The semi-annual reports in TrAMS for FY 2021 show no DBE activity (in fact, no awards) during this period.

Corrective Action(s) and Schedule: For the deficiency *DBE goal achievement analysis and corrective action plan not completed (DBE6-1)*, by July 25, 2024:

- COB must submit to the Civil Rights Support email box ([FTACivilRightsSupport@dot.gov](mailto:FTACivilRightsSupport@dot.gov)) the required analyses for the missing year(s), along with a written process to ensure future shortfall analyses are completed.

Deficiency Description:***No implementation of small business element (DBE8-2)***

COB's DBE program in TrAMS includes a basic small business element. However, COB does not have any evidence of steps taken during the Review period of implementation of the small business element.

Corrective Action(s) and Schedule: For the deficiency, *No implementation of small business element (DBE8-2)*, by July 25, 2024:

- COB must submit to the FTA Civil Rights Support email box ([FTACivilRightsSupport@dot.gov](mailto:FTACivilRightsSupport@dot.gov)) evidence of implementing its small business participation strategies, which includes coordination with the recipient's procurement office.

Deficiency Description:***Inadequate timeframe for DBE responsibility determination (DBE9-1)***

COB's solicitation documents for solicitations with contract goals do not include the requirements for submitting DBE documentation, either on the basis of responsiveness (to be submitted with bids or proposals on the bid/proposal due date) or responsibility (within 5 days). The current language is limited to the requirement to submit documentation.

Corrective Action(s) and Schedule: For the deficiency *Inadequate timeframe for DBE responsibility determination (DBE9-1)*, by July 25, 2024:

- COB must submit to the FTA Civil Rights Support email box ([FTACivilRightsSupport@dot.gov](mailto:FTACivilRightsSupport@dot.gov)) revised procurement procedures to limit the amount of time that the bidder is allowed to demonstrate DBE responsibility to five days.



## 11. Title VI

Basic Requirement: The recipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The recipient must ensure that all transit services and related benefits are distributed in an equitable manner.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Title VI.

## 12. Americans with Disabilities Act (ADA) – General

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Finding: During this Triennial Review of COB, no deficiencies were found with the USDOT requirements for ADA – General.

## 13. ADA – Complementary Paratransit

Basic Requirement: Under 49 CFR 37.121(a), each public entity operating a fixed-route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed-route system. “Comparability” is determined by 49 CFR 37.123-37.133. Requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

Finding: During this Triennial Review of COB, no deficiencies were found with USDOT requirements for ADA – Complementary Paratransit.

## 14. Equal Employment Opportunity

Basic Requirement: The recipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program or activity receiving Federal financial assistance under the Federal transit laws.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Equal Employment Opportunity.

## 15. School Bus

Basic Requirement: Recipients are prohibited from providing school bus service in competition with private school bus operators unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally funded equipment or facilities cannot be used to provide exclusive school bus service.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for School Bus.

## 16. Charter Bus

Basic Requirement: Recipients are prohibited from using the FTA-funded equipment and facilities to provide charter service that unfairly competes with private charter operators. Recipients may operate charter only when the service meets a specified exception defined in rule.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Charter Bus.

## 17. Drug Free Workplace Act

Basic Requirement: Recipients are required to maintain a drug free workplace for all award-related employees; report any convictions occurring in the workplace timely; and have an ongoing drug free awareness program.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Drug-Free Workplace Act.

## 18. Drug and Alcohol Program

Basic Requirement: Recipients receiving Section 5307, 5309, 5311, or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Drug and Alcohol Program.

## 19. Section 5307 Program Requirements

Basic Requirement: Recipients must participate in the transportation planning process in accordance with FTA requirements and the metropolitan and statewide planning regulations.

Recipients shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a program of projects (POP).

Recipients are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

For fixed-route service supported with Section 5307 assistance, fares charged to seniors, persons with disabilities or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for Section 5307 Program Requirements.

## 20. Section 5310 Program Requirements

Basic Requirement: Recipients must expend Section 5310 funds on eligible projects that meet the specific needs of seniors and individuals with disabilities. Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. Recipients must approve all subrecipient leases of Section 5310-funded vehicles. Leases of Section 5310-funded vehicles must include required terms and conditions. Either the recipient or subrecipient must hold the title to the leased vehicles.

This section only applies to recipients that receive Section 5310 funds directly from the FTA; therefore, the related requirements are not applicable to the review of COB.

## 21. Section 5311 Program Requirements

Basic Requirement: States must expend Section 5311 funds on eligible projects to support rural public transportation services and intercity bus transportation.

This section only applies to recipients that receive Section 5311 funds directly from FTA; therefore, the related requirements are not applicable to the review of COB.

## 22. Public Transportation Agency Safety Plan (PTASP)

Basic Requirement: Recipients must comply with the Public Transportation Agency Safety Plan (PTASP) regulation (49 CFR Part 673) to ensure public transportation providers develop and implement an Agency Safety Plan (ASP).

Finding: During this Triennial Review of COB, no deficiencies were found with the FTA requirements for PTASP Requirements.

## 23. Cybersecurity

Basic Requirement: Recipients that operate rail fixed guideway public transportation systems must certify compliance with the requirements for establishing a cybersecurity process under 49 U.S.C. § 5323(v), a new subsection added by the National Defense Authorization Act for Fiscal Year 2020, Pub. L. 116-92, § 7613 (Dec. 20, 2019).

This section only applies to recipients that operate rail fixed guideway public transportation systems; therefore, the related requirements are not applicable to the review of COB.



## V. Summary of Findings

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
1. Legal	ND					
2. Financial Management and Capacity	ND					
3. Technical Capacity – Award Management	ND					
4. Technical Capacity – Program Management and Subrecipient Oversight	ND					
5. Technical Capacity – Project Management	ND					
6. Transit Asset Management	ND					
7. Satisfactory Continuing Control	ND					
8. Maintenance	ND					
9. Procurement	ND					
10. Disadvantaged Business Enterprise	D	DBE3-1:	DBE Goal submitted late	COB must implement a procedure and revise its DBE program to ensure that future goal submissions will be submitted by August 1 of the applicable year (or by some other date designated by FTA). The recipient must upload the revised program to TrAMS and notify the FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) when completed.	07/25/2024	
		DBE5-1	DBE uniform reports contain inaccuracies and/or are missing required information	COB must submit corrected reports to the , FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) along with implemented procedures for correctly completing Uniform Reports of DBE Awards or Commitments and Payments. COB must submit a revised DBE Program to correctly describe how it will implement accurate reporting.	07/25/2024	

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
		DBE6-1	DBE goal achievement analysis and corrective action plan not completed	COB must submit to the FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) the required analyses for the missing year(s), along with a written process to ensure future shortfall analyses are completed.	07/25/2024	
		DBE8-2	No implementation of small business element	COB must submit to the FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) evidence of implementing its small business participation strategies, which includes coordination with the recipient's procurement office.	07/25/2024	
		DBE9-1	Inadequate timeframe for DBE responsibility determination	COB must submit to the FTA Civil Rights Support email box ( <a href="mailto:FTACivilRightsSupport@dot.gov">FTACivilRightsSupport@dot.gov</a> ) revised procurement procedures to limit the amount of time that the bidder is allowed to demonstrate DBE responsibility to five days.	07/25/2024	
11. Title VI	ND					
12. Americans with Disabilities Act (ADA) – General	ND					
13. ADA – Complementary Paratransit	ND					
14. Equal Employment Opportunity	ND					
15. School Bus	ND					
16. Charter Bus	ND					
17. Drug-Free Workplace	ND					
18. Drug and Alcohol Program	ND					
19. Section 5307 Program Requirements	ND					
20. Section 5310 Program Requirements	NA					

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
21. Section 5311 Program Requirements	NA					
22. Public Transportation Agency Safety Plan	ND					
23. Cybersecurity	NA					

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)

## VI. Attendees

Name	Title	Phone Number	E-mail Address
<b><i>City of Burlington</i></b>			
John Andoh	Transit Manager	336-222-7351	jandoh@burlingtonnc.gov
Mike Nunn	Director of Transportation	336-222-7350	Mnunn@burlingtonnc.gov
Sonjia Cross	Purchasing Manager	336-222-5006	scross@burlingtonnc.gov
Wendy Swank	Accounting Manager	336-222-5061	wswank@burlingtonnc.gov
Peggy Reece	Chief Financial Officer	336-222-5026	preece@burlingtonnc.gov
<b><i>Transdev Services, Inc.</i></b>			
Anthony Johnson (former)	General Manager	336-222-5465	Anthonyv.johnson@transdev.com
Andrew Reichl	Maintenance Manager	336-222-5465	Andrew.reichl@transdev.com
Dana Bullock	Operations Manager	336-222-5465	Dana.bullock@transdev.com
Justin Augustine	Regional Vice President	504-782-8339	Justine.augustine@transdev.com
Stacy Van Sickle	General Manager	504-599-9498	stacy.vansickle@transdev.com
<b><i>FTA</i></b>			
David Powell, P.E.	Transportation Program Specialist	404-865-5628	david.powell@dot.gov
Tameka Wimberly	Transportation Program Specialist		Tameka.wimberly@dot.gov
Cathy Hamilton	Region IV Procurement Specialist	817-300-2405	Cathy.hamilton.ctr@dot.gov
<b><i>CDI/DCI Joint Venture</i></b>			
Alan Stapler	Lead Reviewer	917-887-1255	astapler1@gmail.com
John Caruolo	Reviewer	610-716-2673	jcaruolo@aol.com
Kathleen Beck	Program Manager	540-429-0585	Beck_KM@outlook.com

## VII. Appendices

### Disadvantaged Business Enterprise

#### 49 CFR 26.45(f)(1)(i)

If you set your overall goal on a fiscal year basis, you must submit it to the applicable DOT operating administration by August 1 at three-year intervals, based on a schedule established by the FHWA, FTA, or FAA, as applicable.

#### 49 CFR 26.37(c)

This mechanism must provide for a running tally of actual DBE attainments (e.g., payments actually made to DBE firms), including a means of comparing these attainments to commitments. In your reports of DBE participation to the Department, you must display both commitments and attainments.

#### 49 CFR Part 26 Appendix B “INSTRUCTIONS FOR COMPLETING THE UNIFORM REPORT OF DBE AWARDS/COMMITMENTS AND PAYMENTS”

Recipients of Department of Transportation (DOT) funds are expected to keep accurate data regarding the contracting opportunities available to firms paid with DOT dollars. Failure to submit contracting data relative to the DBE program will result in noncompliance with Part 26. All dollar values listed on this form should represent the DOT share attributable to the Operating Administration (OA): Federal Highway Administration (FHWA), Federal Aviation Administration (FAA) or Federal Transit Administration (FTA) to which this report will be submitted.

1. Indicate the DOT (OA) that provides your Federal financial assistance. If assistance comes from more than one OA, use separate reporting forms for each OA. If you are an FTA recipient, indicate your Vendor Number in the space provided.
2. If you are an FAA recipient, indicate the relevant AIP Numbers covered by this report. If you are an FTA recipient, indicate the Grant/Project numbers covered by this report. If more than, ten vendors attach a separate sheet.
3. Specify the Federal fiscal year (i.e., October 1 - September 30) in which the covered reporting period falls.
4. State the date of submission of this report.
5. Check the appropriate box that indicates the reporting period that the data provided in this report covers. For FHWA and FTA recipients, if this report is due June 1, data should cover October 1 - March 31. If this report is due December 1, data should cover April 1 - September 30. If the report is due to the FAA, data should cover the entire year.



6. Provide the name and address of the recipient.
7. State your overall DBE goal(s) established for the Federal fiscal year of the report being submitted to and approved by the relevant OA. Your overall goal is to be reported as well as the breakdown for specific race-conscious and race-neutral projections (both of which include gender-conscious/neutral projections). The race-conscious projection should be based on measures that focus on and provide benefits only for DBEs. The use of contract goals is a primary example of a race-conscious measure. The race-neutral projection should include measures that, while benefiting DBEs, are not solely focused on DBE firms. For example, a small business outreach program, technical assistance, and prompt payment clauses can assist a wide variety of businesses in addition to helping DBE firms.

#### Section A: Awards and Commitments Made During This Period

The amounts in items 8(A)-10(I) should include all types of prime contracts awarded and all types of subcontracts awarded or committed, including: professional or consultant services, construction, purchase of materials or supplies, lease or purchase of equipment and any other types of services. All dollar amounts are to reflect only the Federal share of such contracts and should be rounded to the nearest dollar.

Line 8: Prime contracts awarded during this period: The items on this line should correspond to the contracts directly between the recipient and a supply or service contractor, with no intermediaries between the two.

- 8(A). Provide the total dollar amount for all prime contracts assisted with DOT funds and awarded during this reporting period. This value should include the entire Federal share of the contracts without removing any amounts associated with resulting subcontracts.
- 8(B). Provide the total number of all prime contracts assisted with DOT funds and awarded during this reporting period.
- 8(C). From the total dollar amount awarded in item 8(A), provide the dollar amount awarded in prime contracts to certified DBE firms during this reporting period. This amount should not include the amounts sub contracted to other firms.
- 8(D). From the total number of prime contracts awarded in item 8(B), specify the number of prime contracts awarded to certified DBE firms during this reporting period.
- 8(E&F). This field is closed for data entry. Except for the very rare case of DBE-set asides permitted under 49 CFR Part 26, all prime contracts awarded to DBEs are regarded as race-neutral.
- 8(G). From the total dollar amount awarded in item 8(C), provide the dollar amount awarded to certified DBEs through the use of race-neutral methods. See the

definition of race-neutral in item 7 and the EXPLANATION FOR THE RECIPIENT in item 8 of project types to include.

- 8(H). From the total number of prime contracts awarded in 8(D), specify the number awarded to DBEs through race-neutral methods.
- 8(I). Of all prime contracts awarded this reporting period, calculate the percentage going to DBEs. Divide the dollar amount in item 8(C) by the dollar amount in item 8(A) to derive this percentage. Round percentage to the nearest tenth.

Line 9: Subcontracts awarded/committed this period: Items 9(A)-9(I) are derived in the same way as items 8(A)-8(I), except that these calculations should be based on subcontracts rather than prime contracts. Unlike prime contracts, which may only be awarded, subcontracts may be either awarded or committed.

- 9(A). If filling out the form for general reporting, provide the total dollar amount of subcontracts assisted with DOT funds awarded or committed during this period. This value should be a subset of the total dollars awarded in prime contracts in 8(A), and therefore should never be greater than the amount awarded in prime contracts. If filling out the form for project reporting, provide the total dollar amount of subcontracts assisted with DOT funds awarded or committed during this period. This value should be a subset of the total dollars awarded or previously in prime contracts in 8(A). The sum of all subcontract amounts in consecutive periods should never exceed the sum of all prime contract amounts awarded in those periods.
- 9(B). Provide the total number of all subcontracts assisted with DOT funds that were awarded or committed during this reporting period.
- 9(C). From the total dollar amount of subcontracts awarded/committed this period in item 9(A), provide the total dollar amount awarded in subcontracts to DBEs.
- 9(D). From the total number of subcontracts awarded or committed in item 9(B), specify the number of subcontracts awarded or committed to DBEs.
- 9(E). From the total dollar amount of subcontracts awarded or committed to DBEs this period, provide the amount in dollars to DBEs using race-conscious measures.
- 9(F). From the total number of subcontracts awarded or committed to DBEs this period, provide the number of subcontracts awarded or committed to DBEs using race-conscious measures.
- 9(G). From the total dollar amount of subcontracts awarded/committed to DBEs this period, provide the amount in dollars to DBEs using race-neutral measures.
- 9(H). From the total number of subcontracts awarded/committed to DBEs this period, provide the number of subcontracts awarded to DBEs using race-neutral measures.

9(I). Of all subcontracts awarded this reporting period, calculate the percentage going to DBEs.

Divide the dollar amount in item 9(C) by the dollar amount in item 9(A) to derive this percentage. Round percentage to the nearest tenth.

Line 10: Total contracts awarded or committed this period. These fields should be used to show the total dollar value and number of contracts awarded to DBEs and to calculate the overall percentage of dollars awarded to DBEs.

10(A)-10(B). These fields are unavailable for data entry.

10(C-H). Combine the total values listed on the prime contracts line (Line 8) with the corresponding values on the subcontracts line (Line 9).

10(I). Of all contracts awarded this reporting period, calculate the percentage going to DBEs. Divide the total dollars awarded to DBEs in item 10(C) by the dollar amount in item 8(A) to derive this percentage. Round percentage to the nearest tenth.

49 CFR 26.47(c)

If the awards and commitments shown on your Uniform Report of Awards or Commitments and Payments at the end of any fiscal year are less than the overall goal applicable to that fiscal year, you must do the following in order to be regarded by the Department as implementing your DBE program in good faith: (1) Analyze in detail the reasons for the difference between the overall goal and your awards and commitments in that fiscal year; (2) Establish specific steps and milestones to correct the problems you have identified in your analysis and to enable you to meet fully your goal for the new fiscal year.

49 CFR 26.39(c)

You must actively implement your program elements to foster small business participation. Doing so is a requirement of good faith implementation of your DBE program.

49 CFR 26.53(b)(3)(i)

At your discretion, the bidder/offeror must present the information required by paragraph (b)(2) of this section (A) Under sealed bid procedures, as a matter of responsiveness, or with initial proposals, under contract negotiation procedures; or (B) No later than 7 days after bid opening as a matter of responsibility. The 7 days shall be reduced to 5 days beginning January 1, 2017.

## **Transdev Summary of Activities**

Check list of call outs for Operators, Supervisors, Maintenance.

Check emails for quick items to respond to.

Count and prepare Money to be taken to bank and make sure deposits are correct.

Safety Messages are going over every week with Operators, Supervisors.

Speaking with current staff, operators, supervisors, maintenance on daily activities for them.

Also trying to improve positive attitude with certain staff.

When short on phone coverage for office answer phones to help passengers with route schedules and help scheduling paratransit passengers.

Going down to hub to speak with operators and passengers on any issues.

Checking on routing issues when needed.

Going out to buses when passengers and operators have disagreements. Speaking with both and sometimes moving client myself.

Interview new hires for open operator positions. Hired 3, 2 in revenue 1 still in training.

Interviewed 12 more. 2 start this week and 2 more the following weeks to come. All have CDL.

Classroom training for new hires. This includes the Human Traffic training.

Prepare monthly report for Client.

Prepare monthly reports for Transdev.

By weekly payroll audits.

Weekly calls with Client and Transdev.

Working with Nick Fischer on UTA Certification.

Customer Complaints and outcomes.

Riding routes to check on time performance.

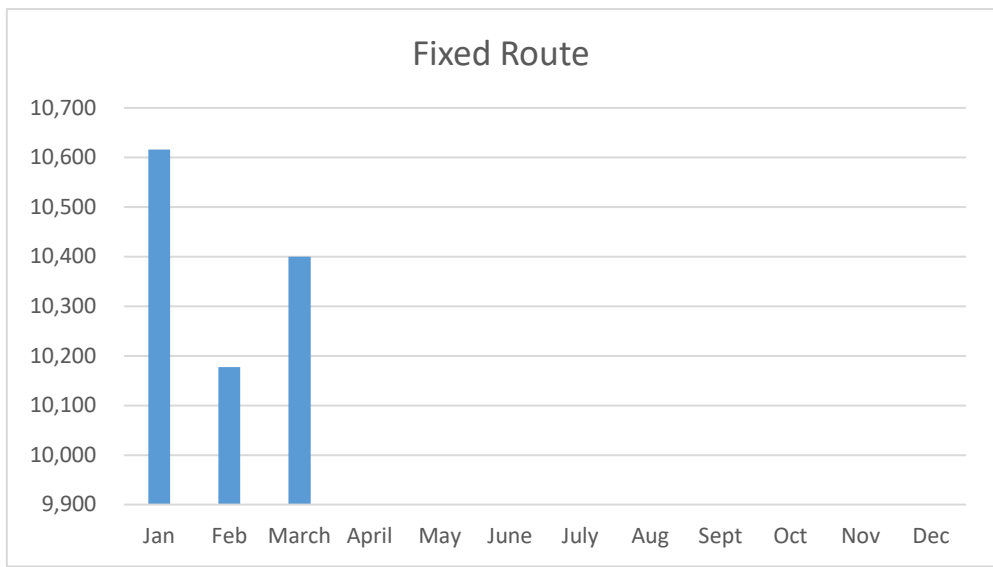
Riding routes to check tablet connection for Comms.

Coming in to work on Saturdays to catch up and speak with weekend operators and supervisors.

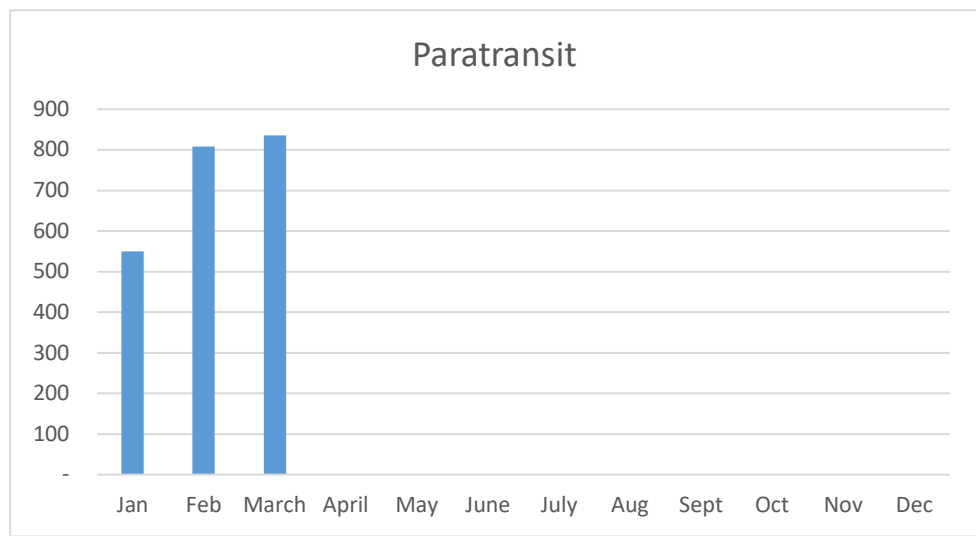
Help in maintenance when needed drive the bus to location or extra set of hands in shop.

Work with Operations manager to improve their performance on items.

FR 2024	TOTAL
Jan	10,616
Feb	10,177
March	10,400
April	
May	
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
<b>TOTAL</b>	<b>31,193</b>



PARA 2024	TOTAL
Jan	550
Feb	808
March	835
April	
May	
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
<b>TOTAL</b>	<b>2,193</b>



FY 16		LINK TRANSIT FIXED ROUTE	2016	2017	2018	2019	2020	2021	2022	2023	2024
FY 16	9,377										
FY 17	79,498	January		6,643	5,992	8,285	7,027	4,243	6,807	14,896	10,616
FY 18	85,703	February		6,410	7,067	8,011	6,609	3,449	7,761	13,499	10,177
FY 19	104,551	March		6,528	6,343	7,809	6,315	4,605	9,792	13,641	10,400
FY 20	88,052	April		6,065	6,440	10,223	3,273	3,880	9,615	12,268	
FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153	13,334	
FY 22	125,437	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924	12,450	
FY 23	164,846	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587	12,290	
FY 24	115,892	August	7,779	7,746	8,122	10,831	3,957	7,394	14,439	13,943	
		September	5,961	7,854	7,352	7,678	5,033	7,294	14,269	13,651	
		October	6,743	8,107	9,809	10,178	4,071	8,983	14,868	16,283	
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394	15,579	
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201	12,953	
		<b>TOTAL</b>	<b>48,034</b>	<b>85,807</b>	<b>88,520</b>	<b>112,479</b>	<b>57,770</b>	<b>70,013</b>	<b>140,810</b>	<b>164,787</b>	<b>31,193</b>

FY 16		LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2022	2023	2024
FY 16	66										
FY 17	2,403	January		200	285	485	498	368	400	596	550
FY 18	4,366	February		185	393	382	521	384	459	431	808
FY 19	4,649	March		246	414	425	439	492	528	692	835
FY 20	4,443	April		209	385	423	239	453	471	578	
FY 21	4,741	May		235	464	438	237	414	534	619	
FY 22	5,935	June	66	228	428	394	329	505	547	606	
FY 23	7,077	July	110	255	379	422	277	440	460	584	
FY 24	6,566	August	147	281	432	461	328	467	501	853	
		September	183	410	381	440	480	497	625	746	
		October	204	483	497	546	461	498	593	745	
		November	229	407	519	496	366	513	640	747	
		December	172	322	336	458	418	450	612	698	
		<b>TOTAL</b>	<b>1,111</b>	<b>3,461</b>	<b>4,913</b>	<b>5,370</b>	<b>4,593</b>	<b>5,481</b>	<b>6,370</b>	<b>7,895</b>	<b>2,193</b>



Stop Number	Stop	May		June		July		August		September		October		November		December		Jan-24		February		Mar-24	
		On	Off	On	Off	On	Off	On	Off	On	Off	On	Off	On	Off	On	Off	On	Off	On	Off	On	Off
00303	WILLIAMSON EASTGATE	0	10	0	10	0	2	5	2	6	13	0	2	7	9	2	0	0	0	0	0	0	0
00304	WILLIAMSON WOODALE	0	0	0	0	1	3	0	14	0	0	0	0	0	1	0	0	0	0	0	0	0	0
00305	MANNING AVE POPULAR	0	0	0	0	0	0	0	0	5	9	0	3	0	0	0	0	0	0	0	0	0	0
00306	W. HAGGARD AVE N. HOLT AVE	8	13	7	12	1	12	7	27	21	35	8	33	3	11	18	20	17	29	24	25	23	25
00307	W. HAGGARD AVE MANNING AVE	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	2	0	2	0	2	0
00308	BLAKELY HALL LN MANNING AVE	0	0	0	0	0	0	0	2	4	4	0	0	0	0	1	3	0	0	0	0	0	0
00309	ELON PARK DR COOK RD	0	0	0	0	4	2	2	0	20	27	1	3	7	11	0	15	0	12	1	13	0	13
00310	ELON PARK DR COOK RD	0	0	0	0	0	3	0	2	6	1	1	1	1	1	8	13	22	1	16	0	19	0
00311	BLAKELY HALL LN MANNING AVE	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0
00312	W. HAGGARD AVE MANNING AVE	0	0	0	0	3	0	0	0	19	17	0	0	0	0	0	0	6	1	1	0	0	0
00313	W. HAGGARD AVE N. HOLT AVE	12	11	11	11	27	8	22	15	11	5	0	0	3	2	0	0	0	0	1	0	0	0
00314	S. WILLAMSON AVENUE ELON TOW	0	0	0	0	0	0	4	0	2	5	1	0	0	1	0	0	0	1	3	0	2	0
00315	WILLIAMSON BALL PARK	0	0	0	0	0	0	2	0	4	0	9	0	7	0	1	1	0	0	1	0	0	0
00316	WILLIAMSON WESTGATE	7	0	6	0	0	0	0	0	2	3	2	1	2	0	1	1	1	0	58	38	25	38
00394	Williamson @ City Hall																			0	6	0	0
00396	MANNING AVE POPULAR									2	1	0	0	0	0	6	3	2	5	1	6	0	3
	PARATRANSIT	0		0		2		18		21		17		9		13		8		20		12	