

**Link Transit System  
Public Transit Advisory Commission (PTAC)**

**Tuesday, January 13, 2026 @ 5:00 P.M.**

**Meeting to be Held in Person or Virtually on Zoom Platform**

**425 S. Lexington Ave, Burlington, NC 27215 @ Municipal Conference Room (Lower Level)  
OR <https://us02web.zoom.us/j/86181284617> - Meeting ID: 861 8128 4617 or Call 1-719-359-4580  
and enter 86181284617#**

**Join instructions:**

[https://us02web.zoom.us/join/86181284617?signature=\\_Qfz86rTTUtrOkPvvJpPfzOp\\_mW97C8JURnxWGRnivUo](https://us02web.zoom.us/join/86181284617?signature=_Qfz86rTTUtrOkPvvJpPfzOp_mW97C8JURnxWGRnivUo)

## **AGENDA**

- |                                                                                                                                                                                                |                            |                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-------------------|
| <b>1) <u>Call to Order &amp; Quorum</u></b>                                                                                                                                                    |                            | <b>Chairman</b>   |
| <ul style="list-style-type: none"> <li>• Changes to Agenda / Add On Items</li> <li>• Speakers from the Floor – three (3) minutes per speaker</li> </ul>                                        | Provided on Seperate Cover |                   |
| <b>2) <u>Approval of the September 2025 Meeting Minutes</u></b>                                                                                                                                |                            | <b>John Andoh</b> |
| <b>3) <u>Review Title VI Program</u></b>                                                                                                                                                       | Pages 5-43                 | <b>John Andoh</b> |
| <b>4) <u>Review Annual Report</u></b>                                                                                                                                                          | Pages 44-59                | <b>John Andoh</b> |
| <b>5) <u>Review NCDOT Grant for FY 2027</u></b>                                                                                                                                                | Page 4                     | <b>John Andoh</b> |
| <b>6) <u>Link Transit System Update</u></b>                                                                                                                                                    |                            | <b>John Andoh</b> |
| <ul style="list-style-type: none"> <li>• Update on Transit System Activities</li> <li>• Transit Operations Report</li> <li>• Transit Development Plan and Facility Study Update</li> </ul>     | Page 61                    |                   |
| <b>8) <u>Link Transit Operations Report</u></b>                                                                                                                                                |                            | <b>John Andoh</b> |
| <ul style="list-style-type: none"> <li>• Fixed Route &amp; Paratransit Ridership Update Through November 2025</li> </ul>                                                                       | Page 60                    |                   |
| <b>9) <u>Other Business</u></b>                                                                                                                                                                |                            | <b>Chairman</b>   |
| <ul style="list-style-type: none"> <li>• Other Items of Interest and Upcoming Events</li> <li>• Reports &amp; Questions from PTAC Members</li> <li>• Agenda Topics for Next Meeting</li> </ul> |                            |                   |

**Next Meeting Scheduled for: Tuesday, March 17, 2026.**

**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.*

**FINAL AMENDED MINUTES**

LINK TRANSIT  
PUBLIC TRANSIT ADVISORY COMMISSION

Tuesday, April 8, 2025

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**

Steve Carter, Alamance County  
Moses Corbett, Burlington (Secretary)  
Ralph Harwood, Elon (Chair)  
Sean Ewing, Mebane  
Irene Fanelli, Gibsonville  
Bonita Brown, Burlington (Vice Chair)  
Montrena Hadley, Mebane Alternate  
Roger Meisenbach, Burlington

**OTHERS PRESENT**

John Andoh, Transit Manager  
Mary Kate Morookian, Kimley-Horn  
Jacob Campbell, Transdev  
Peter Murphy, ACTA

**MEMBERS ABSENT**

Melissa McBane, Elon Alternate  
Blake Slaughter, Burlington Alternate  
Chief Armstrong, ACC  
Brian Doward, ACC Alternate  
Austin Dorval, Burlington

**Call to Order**

Chair Harwood called the meeting to order at 5:02 PM and welcomed all members and guests.

Chair Harwood 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 January 2025 Meeting Minutes**

The January 2025 meeting minutes were reviewed. Mr. Meisenbach made a motion to approve the meeting minutes. Mr. Meisenbach seconded the motion. All PTAC members voted in approval of the January 2025 meeting minutes.

**Link Transit System Update**

Ms. Morookian of Kimley-Horn did an update about the Transit Development Plan and Transit Facility Study. The Commissioners asked questions about the routes, the facility, the funding and the timeline. Ms. Morookian and Mr. Andoh answered questions.

Mr. Andoh provided the following updates and explanations regarding Link Transit on the topics below:

- Passenger Amenities Update – new bus shelters being installed at Tucker as well as Seller Mill on both sides of the street.
- Schedule Adjustments and Route Modifications – Transdev completed its test and the schedule adjustments will occur in the summer time.
- Purple Route 5 to Haw River and Green Level – Link Transit has provided a proposal to Haw River and Green Level transit services and intended funding.
- Transit System Request For Proposals – The City Council awarded a contract to WeDriveU, which operates the PART system. It is envisioned that services will begin on July 1, 2025.
- Draft FY 2026 Operating and Capital Budget – Expenses and revenues are up, particularly in the costs being paid to WeDriveU.
- Program of Projects – FFY 2026 – This is based on the grants that the City is applying for.
- Upcoming Link Transit Plans – This relates to the implementation of the transit development plan route recommendation in FY 2026.
- Update on Transit Operations from Transdev – Jacob Campbell gave an update and thanked the commission for allowing his company to serve.

The Commissioners had a discussion about the topics presented above and asked questions. Mr. Andoh provided responses to the questions.

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

Mr. Andoh presented the ridership update through March 2025 and discussed the performance of each route.

#### **Other Business**

There was none.

#### **Adjournment**

Chair Harwood asked for a motion for adjournment. Secretary Corbett made a motion to adjourn the meeting and Mr. Ewing seconded the motion. All PTAC members voted in approval. Chairman Harwood adjourned the PTAC meeting at 6:00 P.M.

**Section 5311 (ADTAP), 5310, 5339, 5307 and applicable State funding, or combination thereof.**

This is to inform the public that a public hearing will be held on the proposed FY 2027 Program Application to be submitted to the North Carolina Department of Transportation no later than October 3, 2025. The public hearing will be held during the Tuesday, September 16, 2025, Burlington City Council Meeting beginning at 7:00 p.m.

Those interested in attending the public hearing and needing either auxiliary aids and services under the Americans with Disabilities Act (ADA) or a language translator should contact John Andoh on or before Friday, September 12, 2025 at 5:00 p.m. Eastern Daylight Time, at telephone number (336) 222-7351 or via email at [jandoh@burlingtonnc.gov](mailto:jandoh@burlingtonnc.gov)

The requested funding provides assistance to coordinate existing transportation programs operating in the Burlington-Graham Urbanized Area as well as provides transportation options and services for the communities within this service area. These services are currently provided using transit buses and light transit vehicles (LTVs). Services are rendered by a contracted transit service provider.

The total estimated amount requested for the period July 1, 2026 to June 30, 2027.

<u>Project</u>	<u>Total Amount</u>	<u>Local Share</u>
Administrative	\$ 0.00	\$ 0.00 (0%)
Operating (5311)	\$ 0.00	\$ 0.00 (0%)
Capital (Vehicles & Other)	\$ 0.00	\$ 0.00 (10%)
5310 Operating	\$ 594,182	\$297,091 (50%)
Other State Urban Match	\$ 15,423,000	\$857,000 (10%)
<b>TOTAL PROJECT</b>	<b>\$16,017,182</b>	<b>\$1,154,091</b>

**Total Funding Request \$16,017,182**

**Total Local Share \$1,154,091**

**NOTE: Local share amount is subject to State funding availability.**

This application may be inspected at [www.linktransit.org](http://www.linktransit.org) 24 hours a day. Written comments should be directed to John Andoh, Transit Manager @ [jandoh@burlingtonnc.gov](mailto:jandoh@burlingtonnc.gov) or by calling (336) 222-7351 before Friday, September 12, 2024 at 5:00 p.m., Eastern Daylight Time.

*Publication Date: August 13, 2025*

*Beverly D. Smith, NCCMC  
City Clerk*



# Title VI Program Update October 1, 2025 to September 3, 2028



October 2025

**RECIPIENT INFORMATION**

**RECIPIENT:** City of Burlington on behalf of Link Transit (Link Transit)

**SUBMITTAL DATE:** February 1, 2026

**PROGRAM UPDATE:** October 1, 2025, for the incorporation of Federal Transit Administration policy and Governing Board adoption on a minimum three-year period.

**EXPIRATION YEAR:** 2028

**CONTACT INFORMATION:** John C. Andoh, III Transit Manager  
234 East Summit Avenue  
Burlington, NC 27215  
Phone: 336.222.7351  
[jandoh@burlingtonnc.gov](mailto:jandoh@burlingtonnc.gov)

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**CITY OF BURLINGTON/LINK TRANSIT  
ADOPTION OF UPDATED TITLE VI PROGRAM**

**WHEREAS**, The City of Burlington on behalf of Link Transit (Link Transit) hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- a. Link Transit shall submit on an annual basis, its Title VI Assurance, as part of its annual Certifications and Assurances submission to the Federal Transit Administration (FTA).
- b. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- c. Link Transit will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI Regulation, 49 CFR, Part 21.7, and as amended.
- d. Link Transit will make it known to the public that those persons or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation (USDOT); and

**WHEREAS**, Link Transit will update and amend the Title VI Policy and applicable Program as needed to incorporate required FTA and USDOT policies to adhere to the compliances expected for maintaining an FTA approved program policy; and

**WHEREAS**, the City Council of the City of Burlington recognize the action taken to update the Link Transit Title VI Program is to incorporate the FTA program policies regarding operational service and fare equity analysis requirements for the public transportation services provided to the general public.

**NOW THEREFORE BE IT RESOLVED**, the City Council of the City of Burlington hereby adopt the Link Transit Title VI Program to incorporate the provisions established by the Federal Transit Administration.

**BE IT FURTHER RESOLVED**, the City Council of the City of Burlington authorizes the Link Transit Manager to sign the amended Title VI Program.

.....  
A motion was made by \_\_\_\_\_ and seconded by \_\_\_\_\_ for adoption of the above resolution, and upon being put to a vote was duly adopted on this 3<sup>rd</sup> day of February, 2026.  
.....

I, ,Beverly Smith, City Clerk for the City of Burlington do hereby certify that the above is a true and correct copy of an excerpt for the minutes of a meeting of the City of Burlington on behalf of Link Transit duly held on the 3<sup>rd</sup> day of February, 2026.

Approved: \_\_\_\_\_  
Beth Kennett  
Mayor

Attest: \_\_\_\_\_  
Beverly Smith  
City Clerk

Seal:



## PROVISION OF TITLE VI ASSURANCES

The City of Burlington on behalf of Link Transit (Link Transit) hereby certifies that, in accordance with 49 CFR Section 21.7(a), it will ensure that:

1. Link Transit shall submit, on an annual basis, its Title VI Assurances, as part of its annual Certification and Assurances submission to the FTA
2. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits
3. Link Transit will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B
4. Link Transit will make it known to the public that persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the FTA and/or the U.S. Department of Transportation (USDOT).

### I. TITLE VI COMPLIANCE HISTORY

1. There are no outstanding lawsuits or complaints naming Link Transit which allege discrimination on the basis of race, color or national origin with respect to service or other transit benefits.
2. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to Link Transit and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to Link Transit.
3. There are currently no pending construction projects which would negatively impact minority communities being performed by Link Transit.

### II. INCORPORATION OF THE PROGRAM

The City of Burlington on behalf of Link Transit (hereinafter referred to as “Link Transit” or “Recipient”) hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”), and other pertinent directives. No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the 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, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically, and without limiting the above general assurance, Link Transit hereby gives the following specific assurances with respect to its Federal Transit Administration program:

1. That Link Transit agrees that each “program” and each “facility”, as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a “program”) conducted or will be (with regard to a “facility”) operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.

2. That Link Transit shall insert the following notification in solicitations for sealed bids and request for proposals for large procurements related to work or material subject to the Regulations and made in connection with all Federal Transit Administration programs and, in adapted form in all proposals or negotiated agreements:

*The City of Burlington on behalf of Link Transit, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders/proposers that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.*

3. That Link Transit shall insert the applicable clauses as per the most recent version of the FTA's Best Practices Procurement Manual in every contract subject to this Act and the Regulations.
4. That Link Transit shall include the appropriate clauses as per the most recent version of the FTA's Best Practices Procurement Manual as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures, or improvements thereon, or interest herein.
5. That where Link Transit receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where Link Transit receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
7. That Link Transit shall include the appropriate clauses as per the most recent version of the FTA's Best Practices Procurement Manual as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by Link Transit with other parties: (a) for the subsequent transfer of real property acquired or improved under Federal Transit Administration programs; and (b) for the construction or use of, or access to, space on, over, or under real property acquired, or improved under Federal Transit Administration programs.
8. That this assurance obligates Link Transit for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates Link Transit or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which Link Transit retains ownership or possession of the property.
9. Link Transit shall provide for such methods of administration for the programs as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other interest, and other participants of Federal financial

assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.

10. Link Transit agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.
11. Link Transit assures that the level and quality of transit service and related benefits are provided in a manner consistent with the Title VI of the Civil Rights Act of 1964.
12. Link Transit assures that the public will be given notice and engaged in a public hearing for service and fare adjustments in accordance with the adopted Link Transit policy.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the City of Burlington on behalf of Link Transit by the United States Department of Transportation under the Federal Administration and is binding on it, other recipients, subgrantees, contractors, transferees, successors in interest and other participants in the Federal Transit Administration programs.

The person whose signature appears below is authorized to sign these assurances on behalf of Link Transit.



John C. Andoh III  
Transit Manager

October 1, 2025  
Date

## GENERAL GUIDELINES/REQUIREMENTS

### I. Annual Certification and Assurance

As stated in Section I, Link Transit shall submit annually, its Title VI assurance, as part of its annual Certification and Assurance submission to the FTA. The most recent submission for Link Transit was executed and submitted to the FTA on May 1, 2025.

### II. Complaint Procedures

In compliance with 49 CFR Section 21.9(b), Link Transit has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. Link Transit's complaint procedures and complaint form are contained herein as [APPENDIX A](#).

### III. Record Title VI Activities

In compliance with 49 CFR Section 21.9(b), Link Transit shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming Link Transit that allege discrimination on the basis of race, color, or nation origin. contained herein as [APPENDIX B](#). Such list shall include:

1. Date the investigation, lawsuit, or complaint was filed
2. Summary of the allegation(s)
3. The status of the investigation, lawsuit, or complaint
4. Actions taken by Link Transit in response to the investigation, lawsuit or complaint

### IV. Access for LEP Persons

Link Transit shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). Link Transit will assist persons with limited English proficiency to participate in the transportation planning process. Link Transit Staff will make every effort to provide translators and document translation, where feasible, upon request. Link Transit's LEP Plan is contained herein as [APPENDIX D](#).

### V. Public Notification

In compliance with 49 CFR Section 21.9(d), Link Transit shall provide information to the public regarding its Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI by the following notice:

#### NOTICE of RIGHTS UNDER TITLE VI

**The City of Burlington on behalf of Link Transit (Link Transit) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Link Transit. It is Link Transit's objective to:**

- **Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin**

- Promote the full and fair participation of all affected populations in transportation decision-making
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with limited English proficiency

For more information Link Transit's civil rights program and the procedures to file a complaint, call 336.222.7351; email [info@linktransit.org](mailto:info@linktransit.org); visit our website, [www.linktransit.org](http://www.linktransit.org); or visit our administrative office at 234 East Summit Avenue, Burlington, NC 27215. Any complaint must be in writing and submitted to the Link Transit Manager (as the Title VI Coordinator) within one hundred eighty (180) days following the date of the alleged unlawful discriminatory practice.

A complainant may file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 336.222.7351.  
Si necesita información en otro idioma, contacto 336.222.7351.

The Link Transit Notice of Rights under Title VI to the public, shown above, is posted in the Link Transit Administrative Offices and on buses, shown online at [www.linktransit.org](http://www.linktransit.org), and within the Link Transit Rider's Guide.

## **VI. Additional Information**

Link Transit acknowledges that, at the discretion of the FTA, information other than that which is required by FTA C 4702.1B, may be requested in writing of Link Transit, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

## **VII. Timely Submission**

Link Transit acknowledges that its Title VI submissions and/or updates thereto, shall be supplied to its FTA Office of Civil Rights once every three (3) years. The submission shall include but is not limited to:

1. A summary of public outreach and involvement activities undertaken since the last submission and a description of any steps taken to ensure that minority and low-income people had meaningful access to these activities (note: during the period of 2019 and 2022 Covid greatly affected the amount and subject matter of our outreach efforts) [APPENDIX C](#)
2. Link Transit's process for persons with Limited English Proficiency (LEP)
3. Title VI complaint and Tracking procedures
4. A list of any Title VI investigations, complaints or lawsuits filed since the latest submission.
5. A copy of Link Transit's public notice regarding Title VI compliance and public access and instructions to Link Transit Title VI complaint procedures.

## **VIII. Environmental Analysis of Construction Projects**

Link Transit shall integrate an environmental justice analysis into its National Environmental Policy Act (NEPA) documentation of construction projects of which require NEPA. If a Categorical Exclusion (CE) is performed, Link Transit shall complete the FTA's standard CE checklist which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA)

or Environmental Impact Statement (EIS), Link Transit shall integrate into its documents, the following:

1. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population
2. A discussion of all adverse effects that would affect the identified minority and low-income population
3. A discussion of all positive effects that would affect the identified minority and low-income population
4. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project

And if applicable:

5. A discussion of the remaining effects, if any, and why further mitigation is not proposed
6. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, Link Transit shall describe why this is the case.

## **IX. Public Participation**

Link Transit shall seek out and consider viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities in regard to proposed transportation decisions. Link Transit shall make every effort to include the following practices, consistent with the Burlington-Graham Metropolitan Planning Organization adopted Public Involvement Plan (available <https://bgmpo.org/Projects-Plans/MPO-Plans/Public-Involvement-Plan>); not withholding the public participation plan adopted by the Burlington City Council:

1. Coordination with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities
2. Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments
3. Utilization of locations, facilities and meeting times that are convenient and accessible to low-income and minority communities
4. Utilization of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities
5. Implementation of USDOT's policy guidance regarding Link Transit's responsibilities to LEP persons

The following public outreach activities occurred during the last Title VI Program period:

- Celebrate Link Transit Birthday on June 6<sup>th</sup>
- Elon Farmers Market
- Burlington Homes Presentation
- Woodridge Apartments Presentation
- Disadvantaged Business Enterprise Consultation
- Alamance County Chamber of Commerce Presentation

- Alamance Community College Community Fair
- Link Transit Development Plan Community Workshops
- Burlington-Graham Metropolitan Planning Organization Regional Transit Study Workshops
- Public Hearing for Re Institution of Fares
- Public Hearing for North Carolina Department of Transportation Grants.

Each time Link Transit implemented changes to its operations, public outreach activities were designed and accomplished to ensure the public was aware of such changes. For fare and route adjustments, changes to service announcements were made 30 days prior to the adjustment to encourage feedback from passengers and a draft of the route schedule was posted to the website. A survey or communication channel was established for passengers to provide their feedback and then those comments were analyzed and taken into consideration. The public was made aware of changes through various channels including public notice on website, notice in newspaper (as necessary), social media announcements, email announcements, text messages, signage at bus stops, and flyers on buses. Final adjustments were then prepared and, if necessary and required, presented to the Link Transit Public Transit Advisory Commission for information and feedback and ultimately the Burlington City Council to have a vote and establish the date the adjustments to become effective.

We encourage the public to attend any Link Transit Public Transit Advisory Commission and Burlington City Council meeting. A two (2) to three (3) week period of time was provided for passengers to see the final adjustments, ask questions, and understand the adjustments prior to it becoming effective. Announcements of final adjustments were made through similar channels as the initial announcement to encourage passengers to review the adjustments.

See [APPENDIX C](#) for a summary list of dates over the past three (3) years that Link Transit has adjusted routes or fares.

## **X. Public Hearing Process for Service and Fare Changes**

Link Transit will advertise in accordance with the Link Transit Policy regarding public participation to conduct any public hearing when considering proposed fare and major service changes. Public hearings are a key element of the decision-making process used by the Burlington City Council to assess the potential impact proposals that may have on Link Transit riders and residents of Burlington, Gibsonville and Alamance County.

### Policy

Public Hearings will be scheduled by the Burlington City Council for fare and major service change proposals except as otherwise provided below.

### Definitions

A major service or fare change is any change or series of changes that directly affect:

1. 25 percent or more reduction of transit route revenue hours of Link Transit system-wide service.
2. 50 percent or more reduction of transit route revenue hours of a single Link Transit route computed on an annual basis.
3. The implementation of a new transit route.
4. 25 percent or more on the implementation of a passenger fare adjustment on an annual basis.



## Procedure

Proposed major service changes and fare and fare media pricing shall be evaluated for compliance with the FTA Office of Civil Rights guidance regarding potential discriminatory impacts on minority and low-income populations. The evaluation will include proposed actions the Link Transit may apply to minimize, mitigate, or offset the adverse effects the changes could have on these populations, as described in FTA Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines."

Prior to the institution of a fare change or major service change, a notice of intent to hold a public hearing will be published following the Burlington City Council adopted public participation plan. The notice will also be published in newspapers oriented to specific groups or neighborhoods that may be affected.

The notice will be published at least 30 days prior to the hearing.

The notice will contain descriptions of the changes and the time and place of the hearing.

Link Transit shall ensure that all programs, services, activities, and benefits are implemented without discrimination. Any person who believes that he or she, individually, or as a member of any specific class or persons, has been subjected to discrimination on the basis of race, color, national origin, or other protected class interests, may file a signed written complaint with Link Transit or FTA at the addresses listed below:

- Link Transit Manager  
City of Burlington on behalf of Link Transit  
234 East Summit Avenue  
Burlington, NC 27215  
Email: [info@linktransit.org](mailto:info@linktransit.org)
- Federal Transit Administration Office of Civil Rights  
Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

If you are unable or incapable of providing a written statement and desire Link Transit or the FTA to investigate alleged discrimination, a verbal complaint of discrimination may be made. You may call Link Transit at 336.222.7351. The complainant will be interviewed by the Link Transit Manager to receive complaints. If necessary, the official will assist the complainant in converting verbal complaints in writing. All Complaints must be signed by the complainant or his/her representative.

## Exceptions

1. Changes in fares and fare media pricing are subject to public hearing requirements with the exception of the following:
  - Reduced fare for less than 180 days
  - Free-fare promotions
2. Service changes are subject to public hearing requirements with the exception of the following:
  - Standard seasonal variations.



- Changes instituted in response to an emergency situation in effect for 90 days or less.
- Experimental service changes are instituted for 180 days or less.

Nothing in this section precludes the Burlington City Council from setting a public hearing on any matter associated with fares and service that it chooses.

Furthermore, all changes contemplated by Link Transit will be reviewed by the Link Transit Public Transit Advisory Commission prior to submission to the Burlington City Council.

## **XI. Plan Monitoring and Evaluation**

Evaluation of the success of any involvement efforts must be result-oriented. It is never safe to assume that just because people don't come to an event that they are uninterested in the project. The goal is to educate and include the public at all levels of planning, not just to invite them. Evaluation, then, must be two-fold. The first part is to track what efforts are being made, and the results of those efforts, and the second part is to make regular assessments of the success of a technique within a given program, and to strategize for future successes.

### Tracking Efforts and Success

In order to track our public participation efforts, it is necessary that the individuals involved record their efforts.

1. Link Transit will keep records of outreach activities. See a summary in [APPENDIX C](#).
2. Copies should be kept of any print ads, and transcripts of any public service announcements.
3. Notes should be made after meetings regarding the overall tone of the meetings and any ideas or observations made regarding the process.

### Efforts of Monitoring and Evaluation of the LEP Plan

1. Provide day-to-day administration of Link Transit's LEP Plan, ensuring compliance and correct implementation.
2. Seek feedback from LEP communities, including customers and community-based organizations, about the effectiveness of Link Transit's LEP Plan.
3. Translate Link Transit's Title VI complaint procedure and form in multiple languages.
4. Establish a Link Transit procedure that requires all written translation requests be routed through and managed by the Title VI coordinator to ensure consistency.
5. Create one-stop LEP information center for Link Transit riders.
6. Conduct an evaluation every three (3) years of Link Transit's LEP Plan to gauge its effectiveness and determine if updates are needed. Link Transit staff will lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP Plan. The evaluation may include the following:
  - Determine the number of LEP individuals in Link Transit's service area.
  - Assess whether existing language assistance services are meeting the needs of LEP persons.
  - Assess whether staff members understand Link Transit's LEP Plan, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible.

## XI. Monitoring Subrecipients

Link Transit does not have any sub-recipients. So, no oversight is needed in this area.

## XII. Minority Representation on Planning and Advisory Bodies

### Public Transit Advisory Commission (PTAC) Membership as of October 2025

Seat	Last Appointment	Expiration	Terms	Name	Role
Burlington 1	7/7/2020 7/16/2024	6/30/2027	2	Moses Corbett	Secretary
Burlington 2	8/19/2025	6/30/2028	1	Wannetta Mallette	Member
Burlington 3	7/26/2024	6/30/2027	1		Member
Burlington 4	7/18/2023	6/30/2026	2	Roger Meisenbach	Member
Burlington 5	6/15/2021 7/16/2024	6/30/2027	2	Bonita Brown	Vice Chair
Burlington Alternate	8/15/2023	6/30/2026	1	Blake Slaughter	Member
Gibsonville 1	2/3/2025	6/30/2026	1	Irene Fanelli	Member
Gibsonville Alternate	6/15/2020	TBD	1		Alternate
Alamance County 1	12/21/2020	12/31/2025	4 Appointed annually	Steve Carter	Member
Alamance County Alternate	9/19/2022	8/31/2025	1		Alternate
Elon 1	6/27/2023	6/30/2026	1	Ralph Harwood	Member
Elon Alternate	10/7/2024	12/31/2026	1	Melissa McBane	Alternate
Mebane 1	10/7/2024	12/31/2025	1 Appointed annually	Sean Ewing	Member
Mebane Alternate	10/7/2024	12/31/2025	1 Appointed annually	Montrena Hadley	Alternate
Green Level 1	9/11/2025	9/10/2026	1	Stephanie Enoch	Participant
Green Level Alternate	9/11/2025	9/10/2026	1	Patricia Jones	Alternate
Haw River 1	6/2/2025	6/1/2026	1	Steve Lineberry	Participant
Haw River Alternate	6/2/2025	6/1/2026	1	Sean Tencer	Alternate
Alamance Community College 1	Funding Partners	N/A	N/A	Brian Doward	Participant
Alamance Community College Alternate	Funding Partners	N/A	N/A	Charles Eviitt	Alternate

<b>Race</b>	<b>Quantity</b>
White	10
African American	6
Asian/Pacific Islander	0
American Indian or Alaskan Native	0
Native Hawaiian or Other Pacific Islander	0
Multi Race	0
Hispanic	0

### **XIII. Title VI Equity Analysis**

Link Transit has not constructed a facility such as a vehicle storage facility, maintenance facility, or operations center. Should this be constructed, an equity analysis will be prepared.

### **XIV. Service Standards**

#### Vehicle Load Standard

Link Transit operates local bus transportation services throughout the urbanized area of Alamance County. The average of all loads during the peak and off-peak operating periods should not exceed the load factor of 1.4. Refer to chart below for current standards:

<b>Vehicle Type</b>	<b>Average Passenger Capacities</b>			
	Seated	Standing	Total	Load Factor
30' low floor bus	26	18	44	1.4

#### Vehicle Headways

Link Transit service operates to and from the temporary transit hub located in downtown Burlington on Worth Street.

<b>Weekdays &amp; Saturday</b>	<b>AM Peak</b>	<b>Midday</b>	<b>PM Peak</b>	<b>Evening</b>
Local Routes	90 min	90 min	90 min	90 min
Service to Mebane	120 min	120 min	120 min	120 min

*Peak 6 am – 9 am, 3 pm – 6 pm, Off-Peak 9 am – 3 pm, Evening 6 pm – 9:15 pm;*

*“—” = no service.*

#### On-Time Performance Standard

Link Transit routes are to be considered on time if they are no more than “0” minute early and no more than “5.5” minutes late leaving a time-point on a scheduled trip. The on-time performance goal is set at 90% or greater. Link Transit will continuously monitor the various routes throughout the system to maintain this standard.

#### Service Availability Standard

Link Transit routes are designed to serve the urbanized area of Alamance County. Link Transit provides access to major employment centers, central business districts, schools, universities and hospitals throughout those abovementioned jurisdictions. Access is made available through the use of designated stops with connections to PART Express and GoTriangle bus service, as well as Alamance

County Transportation Authority and Orange County Public Transit demand response service. Stops are generally spaced every  $\frac{1}{4}$  to  $\frac{1}{2}$  mile along the routes.

## **XV. Service Policies**

### Link Transit Amenities Policy

**Policy:** In accordance with Title VI of the Civil Rights Act, as amended it shall be the policy of the City of Burlington on behalf of Link Transit to assign amenities without regard to race, color, ethnicity and national origin. Amenity assignment refers to the process of placing amenities along various routes within the Link Transit system.

**Procedures:** The installation of transit amenities shall be primarily based on the number of passenger boarding's at bus stops and Park & Ride Lots along the route. These amenities include but are not limited to the following: seating, benches, shelters, informational signs, maps and schedules, digital and electronic signs, solar lighting and waste receptacles. Additional requirements for placement include safety, proper zoning approval if necessary and meeting all applicable building and construction laws. Request for transit amenities can be submitted through our Call Center or at [info@linktransit.org](mailto:info@linktransit.org). Each request will be reviewed in a timely manner.

### Link Transit Vehicle Assignment Policy

**Policy:** In accordance with Title VI of the Civil Rights Act, as amended it shall be the policy of the City of Burlington on behalf of Link Transit to assign vehicles without regard to race, color, ethnicity and national origin.

**Procedures:** All bus routes are ADA accessible and are equipped with a voice announcement stop announcement system, wheelchair ramps, bus kneeling feature, bicycle racks, air conditioning, heating and destination signage.

Bus assignments consider the operating characteristics such as length, width, height and the turning radius of the bus. The physical route requirements are taken into consideration when assigning buses.

#### Related Documents:

- FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients

The person whose signature appears below is authorized to sign on behalf of Link Transit.



John C. Andoh III  
Transit Manager

October 1, 2025  
Date

## **APPENDIX A : TITLE VI COMPLAINT PROCEDURES**

### **Title VI Information, Limited English Proficient (LEP) information and Complaint Process**

*(Printed materials, website, and other mediums upon request)*

The City of Burlington on behalf of Link Transit grants all citizens equal access to all its transportation services. It is further the intent of Link Transit that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefits of Link Transit's programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI? Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP? As part of Title VI requirements, Link Transit has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Link Transit services as required by the Federal Transit Administration "Improving Access to Services for Persons with Limited English Proficiency." A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

Link Transit's Complaint and Investigation Procedures These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by Link Transit. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Link Transit may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

#### **Title VI Complaint Procedure**

Title VI complaint forms may download from [www.linktransit.org](http://www.linktransit.org) or requested from (Link Transit).

The complainant may also submit a written statement that contains all the following information:

1. Name, address, and telephone number of the complainant.
2. The basis of the complaint (race, color, national origin).
3. The date or dates on which the alleged discriminatory event or events occurred.
4. The nature of the incident that led the complainant to feel discrimination was a factor.

5. Names, addresses and telephone numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.
7. Complainant's signature and date.

If the complainant is unable to write a complaint, Link Transit staff will assist the complainant. If requested by complainant, Link Transit will provide a language or sign interpreter.

Complainants have the right to complain directly to the appropriate federal agency. Complaints must be filed within one-hundred eighty (180) calendar days of the alleged incident.

Link Transit will begin an investigation within fifteen (15) working days of receipt of a complaint.

Link Transit will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, Link Transit may administratively close the complaint.

Link Transit will complete the investigation within ninety (90) days of receipt of the complaint. If additional time is need for investigation, complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

A closing letter will be provided to the complainant and the respondent or respondent department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed.

If required, the investigation report will be forwarded to the appropriate federal agency.

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

FTA complaint procedures can also be found on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov). These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.

A Title VI complaint must be submitted in writing. Link Transit strongly encourages the use of the **Link Transit Title VI Complaint Form** or sending an email when filing official complaints. Upon completion of a Link Transit Title VI Complaint Form, send it to: email [info@linktransit.org](mailto:info@linktransit.org) or by mail to: **234 East Summit Avenue, Burlington, NC 27215, Attn: Link Transit Manager.**



### **TITLE VI COMPLAINT FORM**

The City of Burlington on behalf of Link Transit operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to any of the following by mail, in person, fax and/or email as explained at the end of the form.

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin <input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____		
_____		
_____		
<b>Section VI:</b>		
Have you previously filed a discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.	
<hr/>	
<hr/>	
<b>Section V:</b>	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court: _____	<input type="checkbox"/> State Agency: _____
<input type="checkbox"/> State Court : _____	<input type="checkbox"/> Local Agency: _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
<b>Section VI:</b>	
Name of agency complaint is against: _____	
Name of person complaint is against: _____	
Title: _____	
Location: _____	
Telephone Number (if available): _____	

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Mail, fax, email or deliver completed form to:

- City of Burlington, Attn: Transit Manager, 234 East Summit Avenue, Burlington, NC 27215 or email to: [info@linktransit.org](mailto:info@linktransit.org).
- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

If any transit related information is needed in an alternative language, contact the Link Transit Manager at 234 East Summit Avenue, Burlington, NC 27215, call to: 336.222.7351 or email to: [info@linktransit.org](mailto:info@linktransit.org).





### CIUDAD DE BURLINGTON (LINK TRANSIT) TÍTULO VI FORMULARIO DE QUEJA

La Ciudad de Burlington opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI debe presentar una queja dentro de los 180 días de la supuesta ocurrencia a cualquiera de los siguientes por correo, en persona, fax y / o correo electrónico como se explica al final del formulario.

<b>Sección I:</b>		
Nombre:		
Teléfono (Casa):		
Telephone (Home):	Teléfono (Trabajo):	
Dirección de correo electrónico:		
Requisitos de formato accesible?	<input type="checkbox"/> Impresión grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
<b>Sección II:</b>		
¿Está presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí *	<input type="checkbox"/> No
* Si respondió "sí" a esta pregunta, vaya a la Sección III.		
De lo contrario, proporcione el nombre y la relación de la persona por la que se queja.		
Explique por qué ha solicitado un tercero:		
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una demanda en nombre de un tercero	<input type="checkbox"/> Sí	<input type="checkbox"/> No
<b>Sección III:</b>		
Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional <input type="checkbox"/> Discapacidad		
Fecha de presunta discriminación (mes, día, año): _____		
Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte de atrás de este formulario.		
<hr/> <hr/> <hr/>		
<b>Sección VI:</b>		
¿Ha presentado anteriormente una queja por discriminación con esta agencia?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
En caso afirmativo, proporcione cualquier información de referencia con respecto a su queja anterior.		
<hr/> <hr/>		

<b>Sección V:</b>	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Sí <input type="checkbox"/> No	
En caso afirmativo, marque todo lo que corresponda: <input type="checkbox"/> Tribunal Federal:	
<input type="checkbox"/> Tribunal Federal: _____	<input type="checkbox"/> Agencia Estatal: _____
<input type="checkbox"/> Tribunal estatal: _____	<input type="checkbox"/> Agencia local: _____
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.	
Nombre: _____	
Título: _____	
Agencia: _____	
Dirección: _____	
Teléfono: _____	
<b>Sección VI:</b>	
El nombre de la queja de la agencia está en contra: _____	
La queja del nombre de la persona es contra: _____	
Título: _____	
Ubicación: _____	
Número de teléfono (si está disponible): _____	

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo. Su firma y fecha son requeridas a continuación

Firma \_\_\_\_\_

Fecha \_\_\_\_\_

Envíe por correo, fax, correo electrónico o entregue el formulario completo a:

- City of Burlington, Attn: Transit Manager, 234 East Summit Avenue, Burlington, NC 27215, or email to: [info@linktransit.org](mailto:info@linktransit.org).
- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

If any transit related information is needed in an alternative language, contact the Link Transit Manager at 234 East Summit Avenue, Burlington, NC 27215, call to: 336.222.7351, or email to: [info@linktransit.org](mailto:info@linktransit.org).

**APPENDIX B: LIST OF INVESTIGATIONS, LAWSUITS AND COMPLAINTS**

	<b><u>Date</u> <u>(Month,</u> <u>Day, Year)</u></b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b><u>Status</u></b>	<b><u>Action(s)</u> <u>Taken</u></b>
<b><u>Investigations</u></b>	None	None	None	None
<b><u>Lawsuits</u></b>	None	None	None	None
<b><u>Complaints</u></b>	None	None	None	None

## **APPENDIX C: SERVICE CHANGES AND OUTREACH SUMMARY**

### **Fare and Service Changes:**

- Extend service to Elon – May 2023
- Public Hearing for Re Institution of Fares – July 2023
- Implemented Weekday Evening Service – October 2023
- Extend service to Mebane – September 2024
- Extend service to Haw River and Green Level – November 2025

### **Public Outreach:**

Throughout Federal Fiscal Year (FFY) 23-25, Link Transit depended on the Link Transit website, social media outlets, direct emails and communication with passengers at the temporary transit hub and onboard buses.

1. Public outreach for all service adjustments throughout FFY 23-25 were made a month in advance when planning was possible and included direct email to customers on e-mailing lists for effected routes, Link Transit website, social media and passenger apps.
2. Occasionally driver shortages did not allow for 30 days' notice that a certain trip or trips on one or more routes would be cancelled for a particular period. Nonetheless outreach to notify the public included direct email to customers on e-mailing lists for effected routes, Link Transit website, social media and passenger app announcements
3. Announcements for inclement weather were announced via the Link Transit website, passenger apps, social media and emails when the weather affected service delivery.
4. Periodic announcements on the federal mask mandate for transit passengers and staff were made throughout the pandemic via social media and email. The mandate was posted on buses and at all Link Transit facilities and the Link Transit website.
5. Outreach was made ahead of the for free rides via email, rider alerts, flyers, brochures, website and social media.
6. Holiday service levels were announced via the Link Transit website, passenger apps, social media and emails. A calendar of holiday service levels is posted on Link Transit fixed route vehicles, on the website and in public areas of Link Transit facilities.
7. Customer surveys took place during in the latter part of FFY 2025 as part of the Transit Development Plan. The survey in October 2024 were offered electronically and in paper format. All surveys were announced through social media, direct email and the Link Transit website. The surveys included a paper option made available to passengers on bus and at passenger facilities. Another survey took place in May 2025 for determining the need for Link Transit service within the Town of Green Level.
8. Changes in passenger apps were announced via electronic means and printed signs on Link Transit vehicles and facilities.

## **APPENDIX D: LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

### **Introduction**

The Link Transit system, operated by the City of Burlington, understands that transportation is critically important to the daily lives of our community members. The purpose of this limited English proficiency plan is to comply with Link Transit's responsibilities to limited English proficient (LEP) persons consistent with Title VI of the Civil Rights Act of 1964 and its implementing regulations. Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, provides that no person shall be subjected to discrimination on the basis of race, color or national origin under any program or activity that receives federal financial assistance.

In cooperation with the Cities of Burlington and Mebane, Towns of Gibsonville, Elon, Green Level, Haw River, Alamance County and Alamance Community College, Link Transit provides services to connect residents and visitors to quality-of-life opportunities. Link Transit is a direct recipient of Sections 5307 and 5339 funds to urbanized areas and fully implements the provisions of federal and state guidance to meet the requirements to provide public transit services. Link Transit may also apply for discretionary funds via North Carolina Department of Transportation (NCDOT) processes for Sections 5310 and 5339 funds.

### **Purpose**

The purpose of this policy plan is to ensure compliance with Title VI of the Civil Rights Act of 1964. "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

### **Applicability**

All federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the City of Burlington on behalf of Link Transit, private and non-profit entities, and sub recipients.

### **Plan Summary**

Link Transit has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Link Transit services as required by the Federal Transit Administration. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

### **Definitions**

Limited English Proficiency (LEP) individual – Any prospective, potential, or actual recipient of services from Link Transit who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with Link Transit staff.

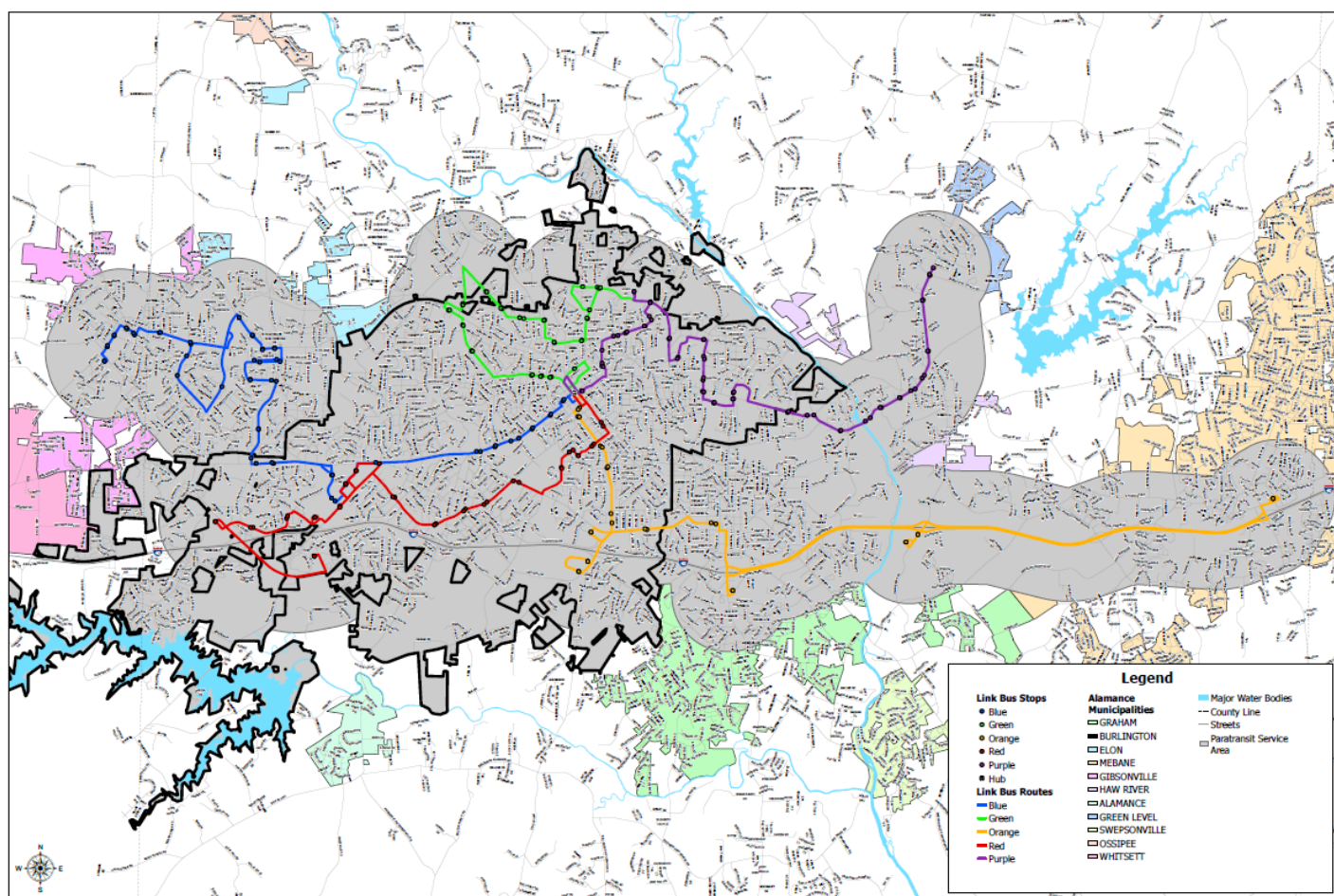
Vital Documents – Forms that include, but are not limited to; applications consent forms, letters containing important information regarding participation in a program, notices pertaining to the reduction, denial, or termination of services, the right to appeal such actions, or that require a response from notices advising LEP persons of the availability of free language assistance, and other outreach materials.

Title VI Compliance Officer – The Link Transit point of contact concerning Title VI related items, who is the Transit Manager.

Substantial number of LEP (Safe Harbor Threshold) – 5% or 1,000 people, whichever is smaller, are prospective, potential or actual recipients of service and speak a primary language other than English and have Limited English Proficiency or who cannot read, write or understand the English language at a level that permits them to interact effectively with English-only speaking members of Link Transit staff.

## Demography

The City of Burlington on behalf of Link Transit operates transit services within the urbanized area of Alamance County as part of the Burlington-Graham Urbanized Area. The following information is based on 2020 US Census information. See below for the service area including the routes and paratransit service area of Link Transit. The overall square miles are 73.26 of the 90.4 square miles in the Burlington-Graham Urbanized Area. The data presented below relates to the Burlington-Graham Urbanized Area as Link Transit services primarily operate within the UZA.





The Link Transit service area (or ride-shed) has a population of 117,952 of the 179,165 individuals based on the U.S. Census Bureau, 2023 American Community Survey.

Racial Breakdown – 20.6% service area's population is African American. 58.5% is White/Caucasian. 15.4% is Hispanic. The next largest racial group is Two or more races at 8.2%.

Spoken Language – The following data includes the Link Transit service area, those persons 5 years of age or older and both Native- and Foreign-born persons (U.S. Census Bureau, 2023 American Community Survey). 90.4% of the population speaks only English, leaving 9.6% that can speak a language other than English. 5.7% of that number is Spanish speakers. Of that population 5.4% indicate that they speak English less than "very well."

Looking only at all persons who speak English less than "very well", Spanish speakers make up the largest group at 4.1%

Household Language by Linguistic Isolation – A "limited English-speaking household" is a household in which no household member 14 years old and older (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulties speaking English. These residents have a particular challenge navigating American transit, and transit systems have a challenge providing a simple, no-hassle rider experience to members of these households.

Additional details on the demographics of the Link Transit service area are shown below at the end of the LEP.

## Action Steps

The following pages lists the details of implementing, maintaining, and monitoring Link Transit's LEP program plan to ensure federal compliance and meaningful service available to all non-English speakers using Link Transit services.

Link Transit will use the USDOT four factor LEP analysis to determine the LEP language groups present in the area and specific language services that are needed. The four factor analysis considers the following: 1) The number or proportion of LEP persons eligible in the Link Transit service area who may be served or likely to encounter a Link Transit program, activity, or service; 2) the frequency with which LEP individuals come in contact with a Link Transit service; 3) the nature and importance of the program, activity or service provided by Link Transit to the LEP population; and 4) the resources available to Link Transit and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

## Four Factor Analysis

- 1. The number or proportion of LEP persons eligible in Link Transit service territory who may be served or likely to encounter a Link Transit program, activity, or service.**

Link Transit has examined American Community Survey data table C16001 from US Census to determine the demographic makeup of the community. To get specific data related to prospective, potential, or actual recipient of services from Link Transit who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with agency staff, Link Transit has utilized the geographic area that constitutes its service area and 0.75-mile buffer on all other Link Transit stops. The total area covered is 73.26 square miles with a total population of 117,952.

Based on review of the data and calculating the Safe Harbor Threshold, Link Transit has identified the LEP population languages in the area as Spanish. There are over 1,000 individuals in the Link Transit service area who speak English less than very well and are fluent in Spanish.

**2. The frequency with which LEP individuals come in contact with a Link Transit program, activity, or service.**

While we understand anecdotally that LEP persons use Link Transit services, the frequency is low. This is based on the low numbers of complaints, requests, and failed communication efforts experienced by the Link Transit staff.

**Language Spoken at Home for Those Who Speak English Less Than 'Very Well'.**

<b>Language</b>	<b># Of Individuals</b>
Spanish	8,228
French, Haitian, Cajun	17
German, West Germanic	69
Russian, Polish, Slavic	75
Other Indo-European	415
Korean	111
Chinese	130
Vietnamese	76
Tagalog, Filipino	77
Other Asian Pacific	313
Arabic	55
Other	10

U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates (Table C16001)

Link Transit will assess the frequency at which staff, Link Transit drivers, and customer service employees have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying Link Transit drivers. Link Transit had no requests for interpreters, and no requests for translated documents in FFY 2022-2025.

Survey Results – Link Transit completed an Onboard Passenger survey in 2024 and 2025. 116 persons completed the survey. While Link Transit's ridership has consistently been predominantly white and black the percentages vary. Link Transit could infer a low percentage of LEP persons currently using the system. When compared to the entire service area, ridership does not closely match the demographics of the service area.



Due to the low impact from the Hispanic community, this presents a great opportunity for outreach to the LEP population. As our communities grow and interactions with LEP persons increases Link Transit wishes to ensure appropriate measures are taken to communicate effectively with persons needing language assistance.

**3. The nature and importance of the program, activity, or service provided by Link Transit to the LEP community.**

Link Transit understands that transportation is critically important to the daily lives of our community members. Certain aspects of our services are of critical importance and this plan will be used to meet the needs of the LEP community. Link Transit provides important transportation services to the public throughout its service area. Link Transit connects the major cities and towns of the Burlington-Graham Urbanized Area to quality-of-life opportunities. Link Transit also provides services to connect to Amtrak station in Burlington. Link Transit riders utilize services to commute to work, going to school/universities, occasionally for special events and also in lieu of reliance on a personal automobile.

**4. The resources available to Link Transit and costs.**

Link Transit has identified in-house staff with language abilities apart from English, and this staff has some availability to assist with requests related to Link Transit services, including transit. This is the case with the City of Burlington and the Link Transit contractor staff. Link Transit has also identified some businesses and technological solutions that provide translation and interpretative services, these services would be utilized on as needed basis. To make public meetings available to LEP persons, volunteer translators are available through University of North Carolina - Greensboro (UNCG). This resource could also be used to provide translation for written materials in Spanish or other languages. Details on this program is here: <https://cnnc.uncg.edu/interpreter-access-project/>

Link Transit website has the capability to translate all the information to multiple languages including Spanish through Google Translate.

Link Transit used Language Line as an opportunity to provide additional verbal translation assistance to Link Transit staff with the ability to translate over 135 different languages.

Based on the Four Factor Analysis, Link Transit determined to have a Language Assistance Plan for the Spanish Population.

**(Input Census Data from UZA Here)**







## LANGUAGE ASSISTANCE PLAN

### Implementation Methods

How to Identify an LEP Person who Needs Language Assistance – These methods may be used to help identify persons who may need language assistance:

1. Communicate and coordinate with the Burlington-Graham Metropolitan Planning Organization.
2. Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
3. When public meetings are held, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply.

Language Assistance Measures - Link Transit may implement the following LEP procedures as appropriate:

1. Link Transit has identified in-house staff with other language abilities and this staff has some availability to assist with requests related to Link Transit services, including transit.
2. Public notice, publications, and other material, including webpage content, may be made available in other languages.
3. Utilize translators at select public meetings; and
4. Use a telephone translation service such as Language Line, and web translation applications such as Google Translate.

Training – Link Transit implements training for Link Transit front-line contracted employees on Title VI and LEP considerations through the contractor. These training opportunities occur on planned schedules and include opportunities for virtual training seminars provided from the video session from LEP.gov. Front-line employees or contractors who come in contact with LEP individuals are Bus Operators, Customer Service Representatives and Road Supervisors. LEP training include understanding Title VI responsibilities, what procedures to follow when encountering an LEP person and how to potentially handle a Title VI complaint.

Outreach – Specific outreach efforts will be evaluated on a case-by-case basis. Some or all the following methods may be used:

1. Posters and brochures will be made available through local Universities and Community Colleges, City and Town offices, and other locations.
2. Link Transit website will indicate ways in which LEP persons can access information about our services.
3. The Link Transit Notice of Rights under Title VI to the public is available at the Link Transit office, on buses, online at [www.linktransit.org](http://www.linktransit.org), and within the Ride Guide.
4. If staff knows that they will be presenting a topic that could be of importance to an LEP individual or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be available in an alternative language, based on known LEP population in the area.

### Monitoring, Evaluating and Updating the LEP & LAP Plans

This plan is designed to be flexible and is one that can be easily updated. At a minimum, Link Transit

will follow the Title VI Program update schedule for the LEP plan. Future plan updates will include the most current data available. The results may change based on the timing of the plan update.

Each update will examine all plan components such as:

1. How many LEP persons were encountered?
2. Were their needs met?
3. What is the current LEP population in Link Transit service area?
4. Has there been a change in the types of languages where translation services are needed?
5. Is there still a need for continued language assistance for any previously identified Link Transit programs? Are there other programs that should be included?
6. Have Link Transit's available resources, such as technology, staff, and financial costs changed?
7. Has Link Transit fulfilled the goals of the LEP Plan?
8. Were any complaints received?

### **Dissemination of the LEP & LAP Plans**

Copies of the LEP plan will be on file at the Link Transit office. The LEP plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. The plan will also be available on the Link Transit website.

Any questions or comments regarding this plan should be directed to the City of Burlington, Attn: Transit Manager, 234 East Summit Avenue, Burlington, NC 27215 or email to: [info@linktransit.org](mailto:info@linktransit.org).

# Burlington, NC Urban Area

Urban Area in: [United States](#)

154,504

Population

92 square miles

1,679.1 people per square mile

Census data: ACS 2023 1-year unless noted

Find data for this place

Search by table or column name...

Hover for margins of error and contextual data.

## Demographics

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

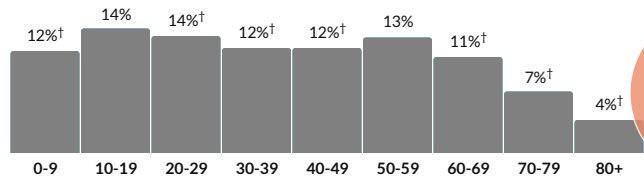
### Age

38.2

Median age

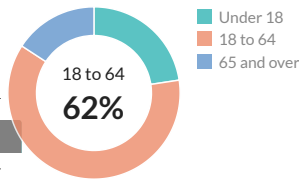
a little less than the figure in United States: 39.2

Population by age range



Show data / Embed

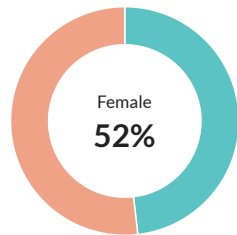
Population by age category



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† Margin of error is at least 10 percent of the total value. Take care with this statistic.

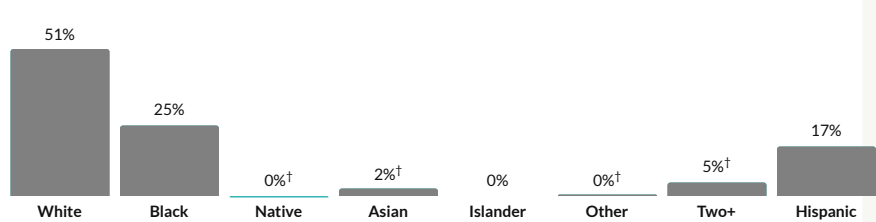
### Sex



Male  
Female

Show data / Embed

### Race & Ethnicity



\* Hispanic includes respondents of any race. Other categories are non-Hispanic.

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## Economics

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

### Income

\$33,411

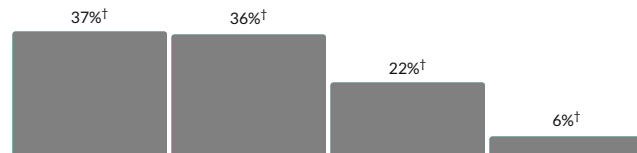
Per capita income

about three-quarters of the amount in United States: \$43,313

\$64,198

Median household income

Household income





† Margin of error is at least  
10 percent of the total value.  
Take care with this statistic.

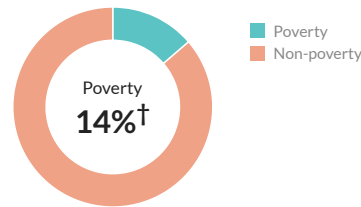
## Poverty

**10.8%**

Persons below poverty line

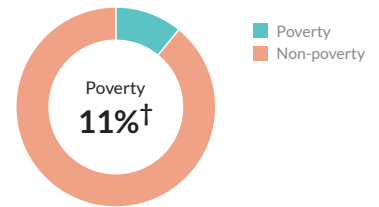
about 90 percent of the rate in United States:  
12.5%

### Children (Under 18)



[Show data](#) / [Embed](#)

### Seniors (65 and over)



[Show data](#) / [Embed](#)

† Margin of error is at least  
10 percent of the total value.  
Take care with this statistic.

## Transportation to work

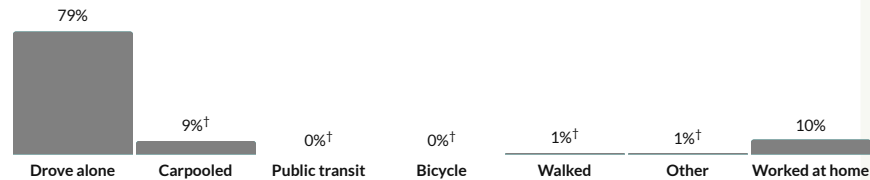
**25.1 minutes**

Mean travel time to work

\* ACS 2023 5-year data

a little less than the figure in United States:  
26.6

### Means of transportation to work



\* Universe: Workers 16 years and over

[Show data](#) / [Embed](#)

## Families

### Households

**60,757**

Number of households

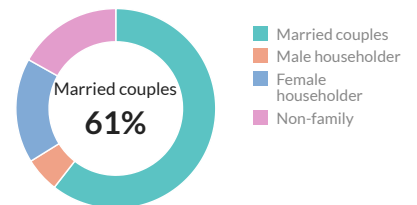
United States: 131,332,360

**2.4**

Persons per household

about the same as the figure in United States:  
2.5

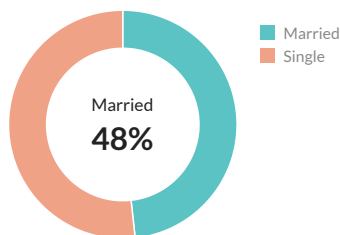
### Population by household type



[Show data](#) / [Embed](#)

† Margin of error is at least  
10 percent of the total value.  
Take care with this statistic.

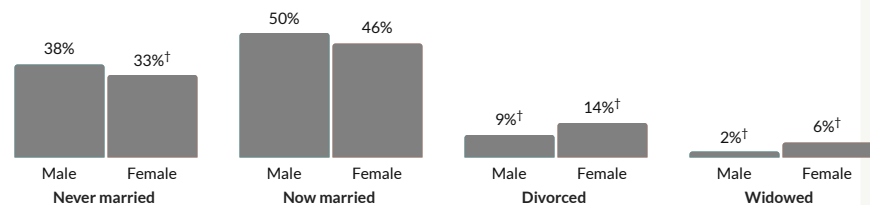
## Marital status



\* Universe: Population 15 years and over

[Show data](#) / [Embed](#)

### Marital status, by sex



[Show data](#) / [Embed](#)

† Margin of error is at least  
10 percent of the total value.  
Take care with this statistic.

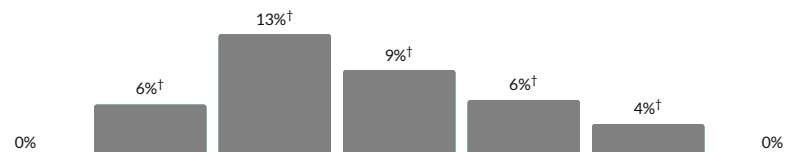
## Fertility

**4.8%**

Women 15-50 who gave birth  
during past year

about 90 percent of the rate in United States:  
5.2%

### Women who gave birth during past year, by age group



Housing

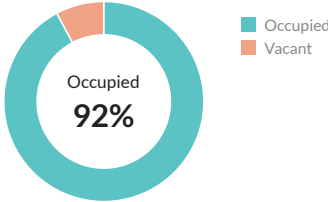
Units & Occupancy

65,886

Number of housing units

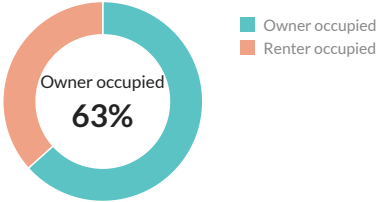
United States: 145,333,460

Occupied vs. Vacant



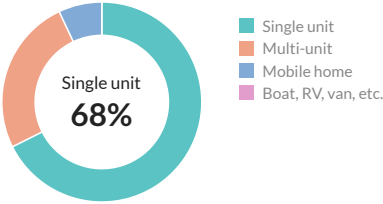
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Ownership of occupied units



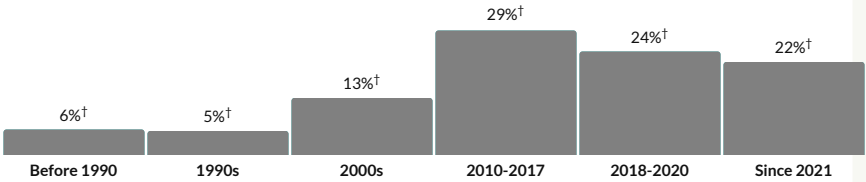
[Show data](#) / [Embed](#)

Types of structure



[Show data](#) / [Embed](#)

Year moved in, by percentage of population



[Show data](#) / [Embed](#)

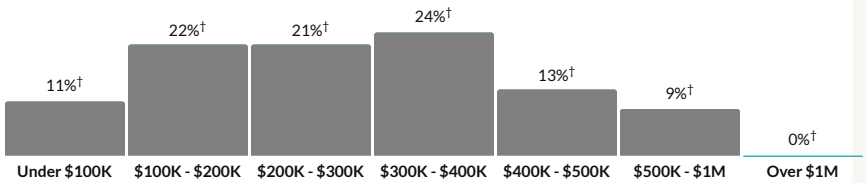
Value

\$282,400

Median value of owner-occupied housing units

about 80 percent of the amount in United States: \$340,200

Value of owner-occupied housing units



[Show data](#) / [Embed](#)

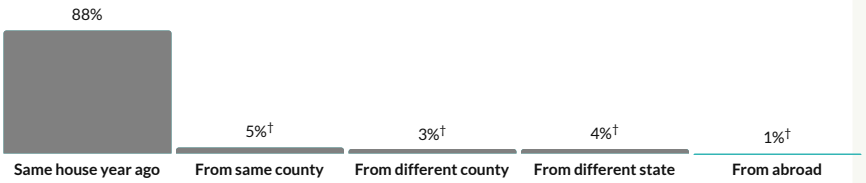
Geographical mobility

12%

Moved since previous year

about the same as the rate in United States: 12.1%

Population migration since previous year



[Show data](#) / [Embed](#)

Social

Educational attainment

91%

High school grad or higher

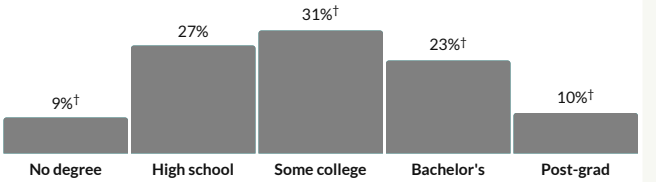
about the same as the rate in United States: 89.8%

33.4%

Bachelor's degree or higher

about 90 percent of the rate in United States: 36.2%

Population by highest level of education



\* Universe: Population 25 years and over

[Show data](#) / [Embed](#)

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† Margin of error is at least 10 percent of the total value. Take care with this statistic.

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

## Language

N/A

Persons with language other than English spoken at home

Language at home, children 5-17

No data available

Language at home, adults 18+

No data available

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

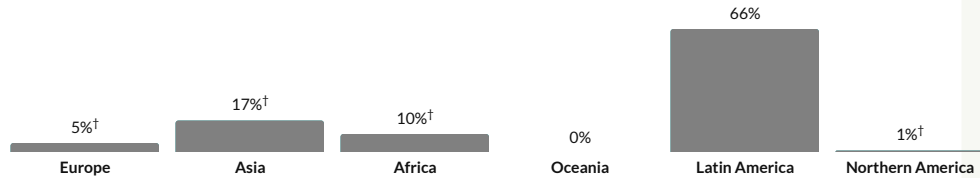
## Place of birth

11.1%

Foreign-born population

about three-quarters of the rate in United States: 14.3%

### Place of birth for foreign-born population



\* ACS 2023 5-year data

[Show data](#) / [Embed](#)

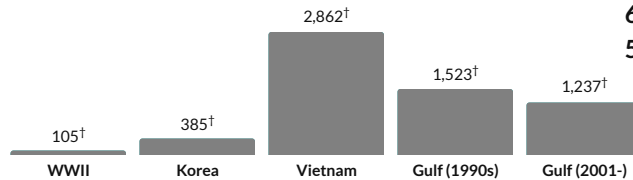
## Veteran status

6.2%

Population with veteran status

about the same as the rate in United States: 6.1%

### Veterans by wartime service



\* Civilian veterans who served during wartime only; ACS 2023 5-year data

[Show data](#) / [Embed](#)

7,370 Total veterans  
6,796 Male  
574 Female

Hover for margins of error and contextual data.

This profile displays data from more than one ACS release. Charts not derived from ACS 2023 1-year data are noted with an \*.

**Citation:** U.S. Census Bureau (2023). *American Community Survey 1-year estimates*. Retrieved from *Census Reporter Profile page for Burlington, NC Urban Area* <<http://censusreporter.org/profiles/40000US11728-burlington-nc-urban-area/>>

**Citation:** U.S. Census Bureau (2023). *American Community Survey 5-year estimates*. Retrieved from *Census Reporter Profile page for Burlington, NC Urban Area* <<http://censusreporter.org/profiles/40000US11728-burlington-nc-urban-area/>>

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# Link Transit Annual Transit Report for Fiscal Years 2024-2025



**Link** TRANSIT  
ride • enjoy • connect  
December 2025

**ACKNOWLEDGEMENTS*****Burlington City Council****Mayor Jim Butler**Mayor Pro Tem Harold Owen**Councilmember Bob Ward**Councilmember Dejuana Bigelow**Councilmember Ronnie Wall****Public Transit Advisory Commission****Chair Ralph Harwood**Vice Chair Bonita Brown**Secretary Moses Corbett**Roger Meisenbach**John Mathewson**Irene Fanelli**Steve Carter**Brian Doward**Sean Ewing**Blake Slaughter**Melissa McBane**Chief James Armstrong**Montrena Hadley**Elon**Burlington**Burlington**Burlington**Burlington**Gibsonville**Alamance County**Alamance Community College (ACC)**Mebane**Burlington Alternate**Elon Alternate**ACC Alternate**Mebane Alternate**City Manager**Director of Transportation**Transit Manager**Contractor**Craig Honeycutt**Mike Nunn, AICP**John Andoh**Transdev Services, Inc****City of Burlington, Department of Transportation****234 East Summit Avenue**Burlington, NC 27215**Telephone: (336) 222-7351**Email: [info@linktransit.org](mailto:info@linktransit.org)**Project Manager**John Andoh, Transit Manager*

The contents of this annual report reflect the views of the City of Burlington and are not necessarily those of United States Department of Transportation, the Federal Transit Administration (FTA), or Burlington-Graham Metropolitan Planning Organization (BGMPO). The City of Burlington is solely responsible for the accuracy of information presented in this annual report.

**Civil Rights Compliance:** In compliance with Title VI regulations of the Civil Rights Act of 1964, no person in the United States of America shall, on grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. City of Burlington must ensure that federally supported transit service and related benefits are distributed in an equitable manner. City of Burlington has certified that it complies with Title VI regulations.

## ABOUT THE LINK TRANSIT SERVICE AREA WITHIN THE BURLINGTON-GRAHAM URBANIZED AREA

Link Transit is managed within the City of Burlington, Department of Transportation in cooperation with the Towns of Elon and Gibsonville, City of Mebane, Alamance County and Alamance Community College. Transit services are provided within the Burlington-Graham urbanized area from Gibsonville to the west to Mebane to the east. A summary of the service area is below.

**Burlington** is a city in Alamance and Guilford counties. The population was 57,303 at the 2020 census, which makes Burlington the 18th-most populous city in North Carolina. Located in the Piedmont region, Burlington is characterized as having mostly flat land with a few rolling hills. The city has a total area of 31.82 square miles. As of the 2020 census, there were 22,009 households, and 12,978 families residing in the city.

**Alamance Community College** is a public community college in Graham with a secondary campus in Burlington. It serves the area of Alamance County and was established in 1958 as part of a statewide system known as industrial education centers. Total enrollment of 2,995 as of 2025.

**Alamance County** is a county in North Carolina. As of the 2020 census, the population was 171,415. Its county seat is Graham. Formed in 1849 from Orange County to the east, Alamance County has been the site of significant historical events, textile manufacturing, and agriculture. The county has a total area of 434.24 square miles. As of the 2020 census, there were 64,316 households, and 41,793 families residing in the county.

**Elon** is a town in Alamance County. The population as of the 2020 census was 11,324. The Town of Elon is home to Elon University. The town has a total area of 3.9 square miles and there were 3,465 households, and 1,888 families residing in the town.

**Gibsonville ("City of Roses")** is a town in both Alamance and Guilford counties. According to the 2020 census, the population was 8,971 and the town has a total area of 3.5 square miles. Gibsonville was named for Joseph Gibson, a prominent Guilford County planter of the antebellum period. There are 2,481 households, and 1,895 families residing in the town.

**Mebane** is a city located mostly in Alamance County, North Carolina, United States, and partly in Orange County. The town was named for Alexander Mebane, an American Revolutionary War general and member of the U.S. Congress. It was incorporated as "Mebanesville" in 1881, and in 1883 the name was changed to "Mebane". It was incorporated as a city in 1987. The population as of the 2020 census was 17,797 and is 11.17 square miles.

**Graham** is a city and the county seat of Alamance County. As of the 2020 census the population was 17,153. The city is 17.69 square miles. Graham is centered around a courthouse square. In 1851, the town of Graham was incorporated. Graham was named for the outgoing governor, William Alexander Graham of Hillsborough. *While Graham is served by Link Transit with two (2) bus stops, at the Judge J.B. Allen Criminal Courthouse and Graham Park ad Ride Lot, the City of Graham does not contribute any local match funding to Link Transit and these stops are funded by Alamance County.*



As of June 30, 2025, the Village of Alamance and the Towns of Haw River, Green Level, Whitsett and Swepsonville in the urbanized area are not served by Link Transit. The Town of Efland, which is within urbanized area is served by Orange County Public Transit.

## **INTRODUCTION TO LINK TRANSIT**

Link Transit is the City of Burlington's transit system which started on June 6, 2016. The system operates five (5) fixed routes and an Americans with Disabilities Act (ADA) complementary paratransit service within a  $\frac{3}{4}$  mile radius around the fixed routes. Service originally started serving Gibsonville, Alamance Community College, Burlington and the Alamance County Courthouse with funding from Alamance County. Since 2016, Transdev has been the contractor for Link Transit with a new contract being implemented in 2022 continuing through June 30, 2025 with two one year options. Transdev is responsible for hiring the bus operators, supervisors and mechanics, as well as operating and maintaining the vehicles. The City of Burlington pays for the intelligent transportation system (ITS) with GMV, fuel, and the transit operations contractor to directly operate and maintain Link Transit.

Link Transit operates from 5:30 a.m. to 9:30 p.m., Monday-Friday and 9:30 a.m. to 6:30 p.m. on Saturday. Service previously operated until 6:30 p.m. and expanded to 8:00 p.m. in June of 2018 and to 9:30 p.m. in May of 2022. Saturday service was added in October 2021. Evening service was added in October 2023. All routes operate every 90 minutes. ADA complementary paratransit operates the same hours as the fixed route.

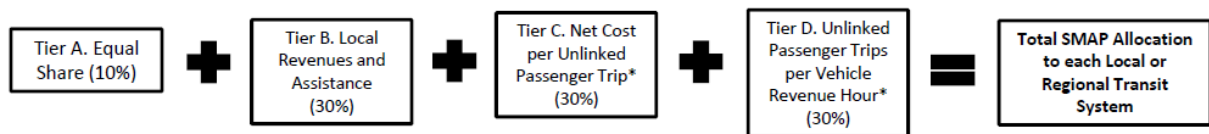
Minor route modifications have been made to increase operational efficiencies to Link Transit since 2016. In May of 2022, the largest enhancement occurred when Link Transit started to serve the Town of Elon with enhanced services on Blue Route 3. In September 2024, another large enhancement occurred with Link Transit being extended to the City of Mebane.

Link Transit is used primarily by people who must rely on public transportation. Many of these "transit dependent" riders have no other means of transportation, due to age, income, or disability.

## **SOURCE OF TRANSIT FUNDING**

The funding to operate Link Transit is a combination of passenger fare revenues, City of Burlington General Fund, a vehicle registration fee within the City of Burlington, as authorized by the North Carolina General Assembly, Federal funds, and the State Maintenance Assistance Program (SMAP) funds. Additionally, the City of Mebane, Towns of Gibsonville and Elon, Alamance County and Alamance Community College provide match funding for routes to serve their respective areas.

SMAP started in October 1994 and the funding comes from four allocation tiers: – Tier A: Equal Share – Tier B: Local Revenues and Assistance – Tier C: Net Cost per Unlinked Passenger Trip – Tier D: Unlinked Passenger Trips per Revenue Hour. These funds are applied annually to North Carolina Department of Transportation (NCDOT). Details are explained below:



A. Equal Share (10%)

B. Local Revenues and Assistance (30%)

C. Net Cost per Unlinked Passenger Trip (30%)

D. Unlinked Passenger Trips per Revenue Hour (30%)

---

**Total SMAP Allocation to Each Local or Regional Transit System (100%)**

\*Performance Tier

The \$10.00 Vehicle Registration Fee, as authorized by North Carolina General Statutes Section 20-97 is based on vehicles registered within the City limits of Burlington. This fee solely supports public transportation within the Burlington City limits. The fee was increased by \$5.00 in July of 2024 by Burlington City Council. Other jurisdictions provide funding for Link Transit through their General Fund.

Link Transit uses Federal funds from the Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula Grants and FTA Section 5339 Bus and Bus Facilities Grants which both are from the Infrastructure Investment and Jobs Act (IIJA). The City of Burlington directly claims these funds directly from the FTA and NCDOT as the designated recipient approves the split in funding which is done by Burlington-Graham Metropolitan Planning Organization (BGMPO) based on a Memorandum of Understanding. Over the years, the share for Link Transit has increased as Link Transit is the predominant transit provider in the Burlington Graham Urbanized Area (UZA). The UZA also has transit services from the Piedmont Authority for Regional Transportation (PART), Triangle Transit Authority (GoTriangle), Orange County Public Transportation and Alamance County Transportation Authority (ACTA). A summary of the funding split is below.

<b>Total Funds</b>															
Population	50%		\$1,661,292												
Pop. Density	25%		\$830,646												
TDI Pop	25%		\$830,646												

Agency	UZA Pop Buffer	% of UZA Pop	UZA Allocation	Weight. Pop. Density Alloc.	% of Density	Density Allocation	TDI Pop	TDI Pop Share	TDI Allocation	Total Allocation	Percent of Total	Current Share	FY25 Proposed Split Percentages
Link Transit	53,360	40%	\$661,981	1632.61	87%	\$725,727	41,213	73%	\$604,499	\$1,992,207	59.96%	\$2,004,627	60.33%
PART	46,924	35%	\$582,140	0.00	0%	\$0	0	0%	\$0	\$582,140	17.52%	\$504,296	15.18%
ACTA	27,211	20%	\$337,578	41.47	2%	\$18,436	11,432	20%	\$167,681	\$523,695	15.76%	\$538,908	16.22%
GoTriangle	3,208	2%	\$39,796	97.28	5%	\$43,242	1,993	4%	\$29,233	\$112,271	3.38%	\$137,376	4.13%
OCPT	3,208	2%	\$39,796	97.28	5%	\$43,242	1,993	4%	\$29,233	\$112,271	3.38%	\$137,376	4.13%
<b>Totals</b>	<b>133,911</b>	<b>100%</b>	<b>\$1,661,292</b>	<b>1868.63</b>	<b>100%</b>	<b>\$830,646</b>	<b>56,631.00</b>	<b>100%</b>	<b>\$830,646</b>	<b>\$3,322,583</b>	<b>100%</b>	<b>\$3,322,583</b>	<b>100%</b>

\*As recommended by Nelson/Nygaard, September 2023

BGMPO and NCDOT has split the Federal funds through September 30, 2025.

Currently, passenger fare revenues contribute approximately 3 percent, SMAP revenue contribute to approximately 5 percent, FTA revenue contributes approximately 66 percent,



Burlington General Fund revenues provide 7 percent, local governments contributions provide 4 percent, miscellaneous revenues provide 1 percent and vehicle registration fee funds provide the remaining 14 percent of the revenues required to operate Link Transit.

## PERFORMANCE MEASURES FOR LINK TRANSIT

A summary of Link Transit's performance by ridership is shown on the next page.

Further details on operational statistics as reported to the National Transit Database is available here, through Fiscal year 2024: <https://www.transit.dot.gov/ntd/transit-agency-profiles/city-burlington-1>

FY 16	9,377	LINK TRANSIT FIXED ROUTE	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
FY 17	79,498	January		6,643	5,992	8,285	7,027	4,243	6,807	14,896	10,616	8,691
FY 18	85,703	February		6,410	7,067	8,011	6,609	3,449	7,761	13,499	10,177	8,864
FY 19	104,551	March		6,528	6,343	7,809	6,315	4,605	9,792	13,641	10,400	10,513
FY 20	88,052	April		6,065	6,440	10,223	3,273	3,880	9,615	12,268	11,080	11,411
FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153	13,334	11,208	11,391
FY 22	125,437	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924	12,450	10,420	11,207
FY 23	164,846	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587	12,290	11,206	9,738
FY 24	148,600	August	7,779	7,746	8,122	10,831	3,957	7,394	14,439	13,943	11,329	10,264
FY 25	125,920	September	5,961	7,854	7,352	7,678	5,033	7,294	14,269	13,651	10,817	10,024
FY 26	50,420	October	6,743	8,107	9,809	10,178	4,071	8,983	14,868	16,283	10,354	11,479
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394	15,579	11,008	8,915
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201	12,953	9,129	
		<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>127,744</b>	<b>112,497</b>
FY 16	66	LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
FY 17	2,403	January		200	285	485	498	368	400	596	550	773
FY 18	4,366	February		185	393	382	521	384	459	431	808	737
FY 19	4,649	March		246	414	425	439	492	528	692	835	846
FY 20	4,443	April		209	385	423	239	453	471	578	794	811
FY 21	4,741	May		235	464	438	237	414	534	619	775	735
FY 22	5,935	June	66	228	428	394	329	505	547	606	647	787
FY 23	7,077	July	110	255	379	422	277	440	460	584	713	999
FY 24	8,782	August	147	281	432	461	328	467	501	853	828	815
FY 25	9,452	September	183	410	381	440	480	497	625	746	723	865
FY 26	4,572	October	204	483	497	546	461	498	593	745	890	994
		November	229	407	519	496	366	513	640	747	883	899
		December	172	322	336	458	418	450	612	698	726	
		<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>9,172</b>	<b>9,261</b>
		<b>Systemwide Total</b>	<b>49,145</b>	<b>89,268</b>	<b>93,433</b>	<b>117,849</b>	<b>62,363</b>	<b>75,494</b>	<b>147,180</b>	<b>172,682</b>	<b>136,916</b>	<b>121,758</b>

## FINANCIAL PERFORMANCE OF LINK TRANSIT

Link Transit's fiscal performance is audited annually and a part of the City of Burlington's Annual Comprehensive Financial Report (ACFR) under the Public Transportation Fund and Transit Capital Fund. Visit the following links for audited financials of Link Transit:

- FY 2024: <https://www.burlingtonnc.gov/DocumentCenter/View/27137/2024-ACFR?bidId=>

## OPERATIONS AND EQUIPMENT

Transdev as the contractor for the City of Burlington, is responsible for the maintenance of the Link Transit fleet, which as of June 30, 2025 consists of the following vehicles.

- 2 – 2023, 30 foot BYD | RIDE K7M battery electric buses
- 5 – 2024, 29 foot Gillig LF diesel buses; and
- 3 – 2023, 23 foot New England Wheels RAM Promaster buses.

Two (2) additional vehicles will be added in Fiscal Year 2026.

The vehicles have SEON security cameras, GMV intelligent transportation system with voice over IP (VOiP), tracking devices with stop request annunciator, a Diamond manual farebox, bicycle rack that can accommodate two bicycles and electronic destination sign on front, rear and side of the bus. The vehicle is marked with the Link Transit logo, phone number, website, and the City of Burlington seal. The vehicles used for this service meet all of the ADA requirements.

The City of Burlington surplused seven (7) 2015 Arboc Spirit of Mobility vehicles in 2024 and removed the Transdev owned paratransit vehicles from the fleet this past fiscal year.

Transdev previously provided three (3) paratransit vehicles and two spare fixed route vehicles which have been removed from service as of May 2024.



As mentioned previously, Transdev through June 30, 2025, provides the bus operators, dispatchers, supervisors and mechanics and any other staff needed to operate and maintain Link Transit within a variable rate cost model. The vehicles are stored and maintained in a leased facility by Transdev at 2801 Troxler Road in Burlington.

The costs paid to Transdev is below based on FY 2022-2023 to FY 2024-2025:

Year 1		3846 Hrs	4200 Hrs	5000 Hrs
Service	Annual Vehicle Revenue Hours	Proposed Rate	Proposed Rate	Proposed Rate
Fixed Route Transit System Service (City provides seven (7) vehicles)	20,540	\$ 50.45	\$ 50.45	\$ 50.45
Maintenance Facility	24,386	\$ 4.71	\$ 4.64	\$ 4.50
Two Additional Spare Vehicles	24,386	\$ -	\$ -	\$ -
Maintenance of City Vehicles	24,386	\$ 16.14	\$ 16.01	\$ 15.73
Paratransit Service	3,846	\$ 99.77	\$ 92.78	\$ 80.64
Total Hourly Rate	24,386	\$ 79.08	\$ 78.29	\$ 76.59

Year 2				
Service	Annual Vehicle Revenue Hours	Proposed Rate	Proposed Rate	Proposed Rate
Fixed Route Transit System Service (City provides seven (7) vehicles)	20,540	\$ 51.72	\$ 51.72	\$ 51.72
Maintenance Facility	24,386	\$ 4.92	\$ 4.85	\$ 4.70
Two Additional Spare Vehicles	24,386	\$ -	\$ -	\$ -
Maintenance of City Vehicles	24,386	\$ 14.91	\$ 14.78	\$ 14.51
Paratransit Service	3,846	\$ 97.70	\$ 90.93	\$ 79.17
Total Hourly Rate	24,386	\$ 78.80	\$ 78.01	\$ 76.31

Year 3				
Service	Annual Vehicle Revenue Hours	Proposed Rate	Proposed Rate	Proposed Rate
Fixed Route Transit System Service (City provides seven (7) vehicles)	20,540	\$ 53.35	\$ 53.35	\$ 53.35
Maintenance Facility	24,386	\$ 5.23	\$ 5.15	\$ 4.99
Two Additional Spare Vehicles	24,386	\$ -	\$ -	\$ -
Maintenance of City Vehicles	24,386	\$ 13.42	\$ 13.28	\$ 12.98
Paratransit Service	3,846	\$ 100.84	\$ 93.86	\$ 81.71
Total Hourly Rate	24,386	\$ 79.49	\$ 78.66	\$ 76.88

## FARES

Link Transit charged fares until June 6, 2021 and then was fare free for fixed route and paratransit through December 17, 2023. Fares resumed on December 18, 2023 based off a public hearing in July 2023 at the Burlington City Council meeting. The current fare structure is below.

Link Fares		
Effective December 18, 2023		
General Fare		
ONE WAY	DAY PASS	31-DAY
\$1.00	\$4.00	\$20.00
All passengers not eligible for a discount.		
Discount Fare		
ONE WAY	DAY PASS	31-DAY
\$ .50	\$2.00	\$10.00
<b>Seniors:</b> 60+ with proper ID. <b>Persons with Disability:</b> with Link Transit Reduced Fare Card, an a reduced fare ID card issued from another transit agency or ADA certified. <b>Veterans:</b> with US Dept. of Defense and Veterans Affairs retired ID card, county issued Veteran ID card, or NCDL with "Veteran" label. <b>Medicare:</b> with valid Medicare Card. <b>Student:</b> Ages 6 - 18 with Student ID, or college/ university ID.		
Free		
NC By Train transfer, Children 5 & under, Link employees, transfer to another route within 60 minutes.		
Paratransit		
<b>ADA Certified:</b> Passenger eligible to ride Paratransit.		
ONE WAY	10-RIDE PASS	
\$1.00	\$10.00	

Pass outlets have been established at City of Burlington Municipal Annex, Town of Gibsonville Town Hall, through the mail, online at [www.tokentransit.org](http://www.tokentransit.org) or through the Token Transit, Transit and Moovit app for one day, 31-day fixed route passes and 10-ride paratransit passes. As part of regional fare coordination, Link Transit will participate in UMO with PART, Greensboro Transit Agency, Winston-Salem Transit Authority and High Point Transit later in 2025.

#### Link Transit Recommendations for Fiscal Year 2025-2026:

1. Continue to monitor existing service and the operations and maintenance contract.
2. Reprocure the transit operations and maintenance contract.
3. Increase ridership among students, seniors and working families that are transit dependent through aggressive marketing.
4. Increase community outreach throughout the Link Transit service area, including participation in farmers markets.
5. Install more bus shelters, benches and sidewalks at bus stops to improve the passenger experience.



6. Implement the Transit Development Plan to review the transit system performance and offer new creative ways to operate transit.
7. Add service to Green Level and Haw River based on funding agreements.
8. Consider and review potential service to Amazon, Alamance County registrar of Voters, western Mebane and Lidi based on requests of service.
9. Provide free rides on Link Transit's birthday and Election Day.
10. Implement the Transit Facility Study to determine the best approach towards long term facility needs for Link Transit, including seeking grant funding to fund the facility via FTA Section 5339 (b).
11. Update Title VI Program through 2028.
12. Purchase two battery electric paratransit vans using Carbon Reduction Program funds.



## ACCOMPLISHMENTS

The following events occurred during the annual report period:

1. Added evening service in October 2023
2. Expanded to the City of Mebane in September 2024.
3. Increased the level of funding for Link Transit to cover the increasing costs of providing public transit services through the use of FTA Sections 5307 and 5339 funding from BGMPO and NCDOT.
4. Added additional bus shelters throughout the City of Burlington.
5. Updated General Transit Feed Specifications (GTFS) and applied to Google, Apple, and Bing Maps, Transit App and Moovit App.
6. Started implementation of UMO in partnership with PART, Greensboro Transit Agency, High Point Transit and Winston-Salem Transit Authority.
7. Completed an exercise for systemwide on time performance improvement.

8. Completed an agreement with McAdams as consultants to the City for bus stop engineering and sought grants for bus stop accessibility.
9. Completed Transit Development Plan and Transit Facility Study.
10. Added bus stops along all routes to increase accessibility to fixed routes.
11. Updated FTA related compliance documentation which includes the Procurement Policy, Disadvantaged Business Enterprise (DBE) Program and Goal, National Transit Database (NTD) reports.
12. Updated marketing materials and website at [www.linktransit.org](http://www.linktransit.org)
13. Updated social media – X, Facebook, Instagram and You Tube.
14. Added new members on the PTAC from Mebane and Alamance Community College.
15. Participated in the BGMPO Metropolitan Transportation Plan process.
16. Submitted two (2) FTA Sections 5307 and 5339 grants and was awarded funds.
17. Submitted Spot 8 applications to NCDOT.
18. Received FTA Section 5310 funding from NCDOT for paratransit services, paratransit software and vehicle expansion.
19. Applied for funding from FTA Sections 5307 and 5339 for operations assistance, preventative maintenance, planning and transit capital needs.
20. Purchased a new paratransit scheduling software and app with Via.
21. Started discussions with NCDOT regarding Greyhound/Flixbus services in Burlington.
22. Started non-emergency medical transportation services with MTM and Modicare.
23. Ordered two (2) battery electric paratransit buses.
24. Submitted an FTA Section 5339(b) Bus and Bus Facilities grant for a future transit operations and maintenance facility.
25. Implemented a transfer agreement with GoTriangle for seamless travel between the Piedmont Triad and Research Triangle areas.

### **ADDITIONAL TRANSIT SERVICES THAT CONNECT WITH LINK TRANSIT**

Link Transit also receives the following transit services within the Link Transit service area:

#### **Alamance County Transportation Authority**

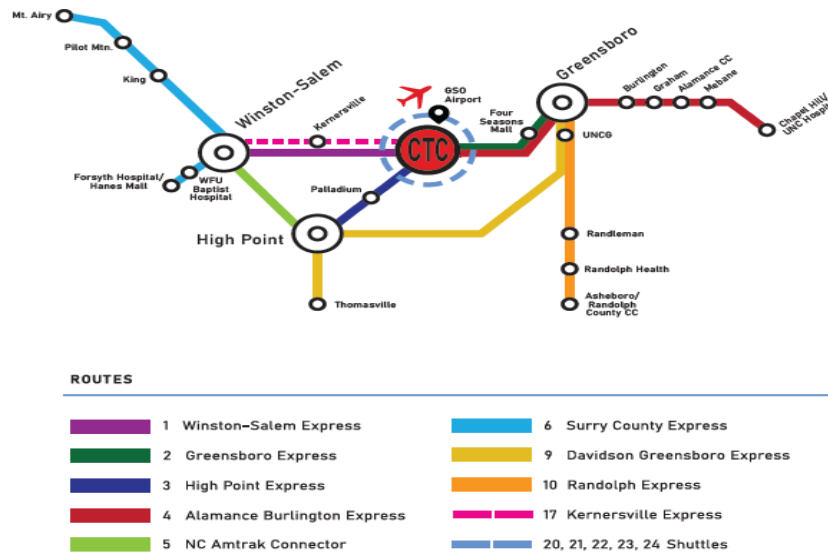
ACTA is a public transportation authority created in 2002 that provides curb to curb service throughout Alamance County with an emphasis in rural areas. The City of Burlington is a founding partner of ACTA but does not contribute funding for its services. ACTA operates Monday-Friday from 5 a.m. to 5 p.m. with limited service on Saturday using a fleet of vans. Services are open to the general public with service restricted within the City of Burlington as long as the trips are not provided within the City limits except for ACTA only provide general purpose trips into or out of the City limits of Burlington. ACTA can provide senior transportation trips within, into and out of the City limits of Burlington as part of its agreement with Piedmont Triad Regional Council. ACTA also provides Medicaid trips throughout Alamance County, including within, into and out of the City of Burlington. ACTA provides fare free transportation and has plans to implement general public microtransit services also in the Link Transit service area (Haw River and Graham) starting in July 2025.

#### **Piedmont Authority for Regional Transportation**

The Piedmont Authority for Regional Transportation (PART) is a regional transportation authority created in 1997 to enhance all forms of transportation in the Piedmont Triad

Region. PART receives funding from rental car taxes and the City of Burlington is a participating member. They provide an express route (Route 4) connecting Greensboro and UNC Hospital at Chapel Hill with stops at Cone Health Alamance Regional in Burlington, Graham, Alamance Community College, Cone Health in Mebane and Chapel Hill. This route only operates Monday-Friday between 5:40 a.m. and 7:30 p.m. at various times throughout the day. PART also has a vanpool program that is available across a nine (9) county region known as the Piedmont Triad. PART also provides regional transportation planning services related to:

- Congestion management along regionally significant highway corridors
- Highway, freight and transit planning; and
- Impacts of growth and development on mobility and our transportation network



### Elon Express

The Elon Express provides free transportation to all Elon University students, faculty, staff and community members. There are three (3) routes, each with live PassioGo tracking, which allows riders to know when a bus will be at their planned stop.

- The Haggard Ave route services Haggard Ave with stops every fifteen minutes at various apartment complexes, and university facilities., Monday-Friday from 7 a.m. to 11 p.m.
- The Danieleley Center Tram services different stops within the Danieleley Neighborhood with stops every ten minutes., Monday-Friday between 7 a.m. and 9 p.m.
- The University Drive Line provides access to shopping centers and restaurants at University Commons and Alamance Crossing, Wednesday – Friday: 4:00 pm – 10:00 pm and Saturday & Sunday: 12:00 pm – 10:00 pm every 35 minutes.

### NC By Train – Piedmont and Carolinian

The State of North Carolina, through NCDOT manages intercity rail service within the state and to Virginia, Washington D.C, Maryland, Delaware, New Jersey and New York operated by Amtrak. The Piedmont operates four (4) round trips daily between Raleigh and Charlotte with three (3) of the four (4) trips stopping in Burlington. The Carolinian operates one (1) round trip between New York and Charlotte with a stop in Burlington.

Train hours are generally between 6:30 a.m. and 10:30 p.m., seven (7) days a week.

### **Orange County Public Transit**

Orange County Transportation Services Department provides the Orange-Alamance Connector which serves Hillsborough, Efland, Mebane with hourly service. The route operates Monday-Friday from 10:00 a.m. - 2:00 p.m. Additionally, Orange County Public Transit also provides Mobility On Demand service between 8:00 a.m. and 1:00 p.m. and 2:00 p.m. and 5:00 p.m. via the Transloc app, Monday-Friday as well. Link Transit meets Orange County Public Transit at Cone Health Park and Ride Lot in Mebane.

### **GoTriangle**

The Triangle Transit Authority which is branded GoTriangle is the regional transit provider serving Raleigh, Durham, Chapel Hill and surrounding areas. GoTriangle has one route that serves Mebane, which is the ODX (Orange-Durham Express). This route serves Efland, Mebane, Hillsborough, and Durham in mornings and evenings, Monday-Friday. Link Transit has a transfer agreement in place with GoTriangle.

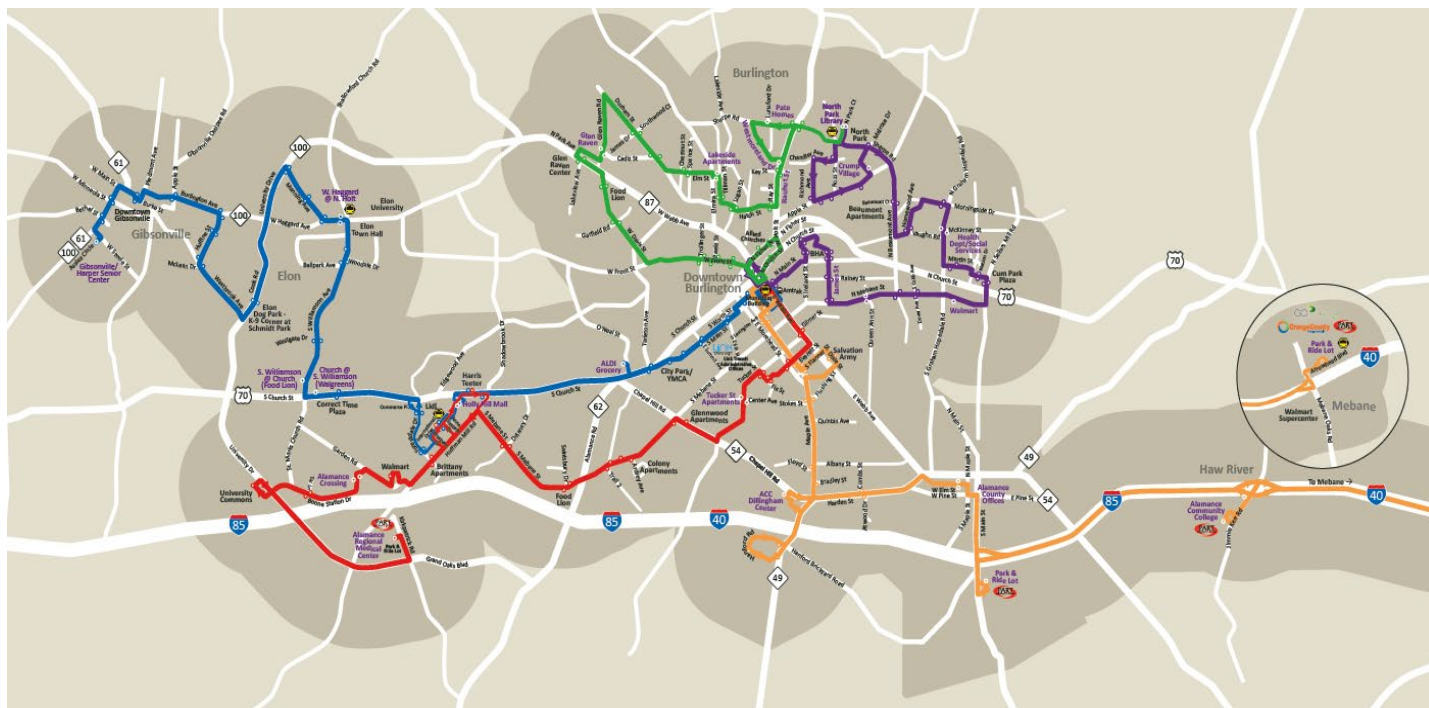
## **CONCLUSION & EMERGING ISSUES**

- Link Transit will continue to monitor its transit services in FY 2025-2026 based on expansion to Mebane on the Orange Route in September of 2024 and seek partnerships to extend service to Haw River and Green Level in 2025.
- Continued marketing initiatives includes presentations to the senior community, schools, participation in events in the Link Transit service area, going to farmers markets, placing advertisements in local mediums and Ride Guide distribution to local businesses and, placement of articles in the Alamance Community College, City of Burlington, Town of Gibsonville, City of Mebane and Town of Elon newsletters and on their social media.
- As we emerge through the COVID-19 pandemic, how does Link Transit serve the Burlington-Graham Urbanized Area residents effectively and safely, taking into consideration new protocols for cleaning of assets. A new Transit Development Plan and Transit Facility Study will answer that question.
- Through outreach to residents and visitors, Link Transit has been able to ensure that all transit needs are met for the Burlington-Graham Urbanized Area. In nine years, 935,600 rides have been carried. By 2026, Link Transit will have carried 1 million passenger trips.
- Access to bus stops is a growing concern as access to major destinations is limited due to dangerous conditions. The Burlington Graham Transportation Safety Plan provides recommendations for pilot bus stops and that will be used as a framework for bus stop amenities placement, including sidewalks with NCDOT and City of Burlington City Engineering support. Link Transit has hired an engineering firm to help with bus stop improvements including designing pedestrian improvements.



- The City of Burlington will need to procure a new transit operations operator by June 30, 2025.
- The City of Burlington will continue to pursue grant funding on an annual basis to cover costs associated with the provision of transit services as they become available.
- There is growing concern of duplication and role identification of transit provision in the Burlington Graham Urbanized Area, particularly there are five transit operators within the urbanized area and fundamentally, Link Transit and ACTA has areas of significant overlap. ACTA has this past fiscal year launched a deviated fixed route to southern Alamance County, and has plans using a NCDOT funded grant to create general public microtransit zones in Graham and Haw River. While the Burlington City Council passed a resolution stating the level of consent ACTA has within the City limits, the duplication continues to occur on a limited basis in Gibsonville, Elon, Alamance Community College and Mebane. The BGMPO facilitated a Regional Transit Study which was accepted by the BGMPO Transportation Advisory Committee in May 2024, however there was no direction provided on its implementation. As FTA funding becomes limited and costs continue to increase, the matter of designation of service territories or consolidation of transit services may need to be evaluated.
- The City of Burlington will need to continue to work with ACTA, PART, Orange County and GoTriangle to allocate FTA Section 5307 funds to ensure an equitable distribution split in the Burlington Graham Urbanized Area.
- The City of Burlington has been testing Zero-Emission Buses (ZEBs) on the fixed route fleet with two BYD | RIDE 29 foot buses and will soon test two (2) RAM Promaster vans for paratransit. Should this test be successful, the City of Burlington can look towards transitioning the paratransit vans and ultimately the remaining diesel transit buses to ZEBs in the next 12 years. The challenges to overcome include charger installation at a City of Burlington owned facility and workforce training.
- The City of Burlington will need to address facility ownership to reduce operating costs paid to the contractor. This will be addressed in the Transit Facility Study. Once adopted by Burlington City Council, funding will need to be identified, potentially through FTA's discretionary Section 5339 (b) Bus and Bus Facilities program as the current formula funds will not be enough to cover the projected costs.
- The City of Burlington through the Transit Development Plan will need to address reduced frequencies on the fixed routes to 60 minutes or less through route simplification and the development of transit hubs to facilitate transfers. This may come at an increased cost to add more buses (both operating and capital).

## 2025 FIXED ROUTE AND PARATRANSIT SERVICE AREA MAP



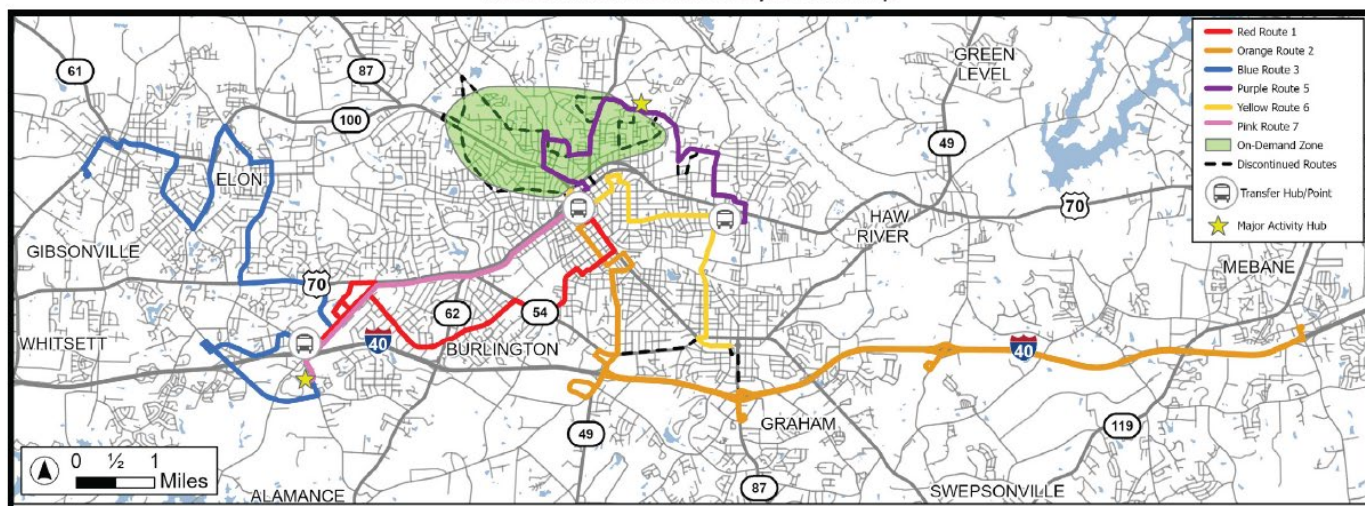
## EXECUTIVE SUMMARY FOR THE TRANSIT DEVELOPMENT PLAN AND TRANSIT FACILITY STUDY

### Transit Development Plan:

[https://linktransit.org/Portals/0/Website%20Files/Planning/Link%20Transit%20Development%20Plan Executive%20Summary.pdf?ver=dwCn60vMo3vWofUyLdmjIA%3d%3d](https://linktransit.org/Portals/0/Website%20Files/Planning/Link%20Transit%20Development%20Plan%20Executive%20Summary.pdf?ver=dwCn60vMo3vWofUyLdmjIA%3d%3d)

### Conceptual Proposed Service Changes for implementation in Fiscal Year 2026 and Beyond.

Recommended Link System Map

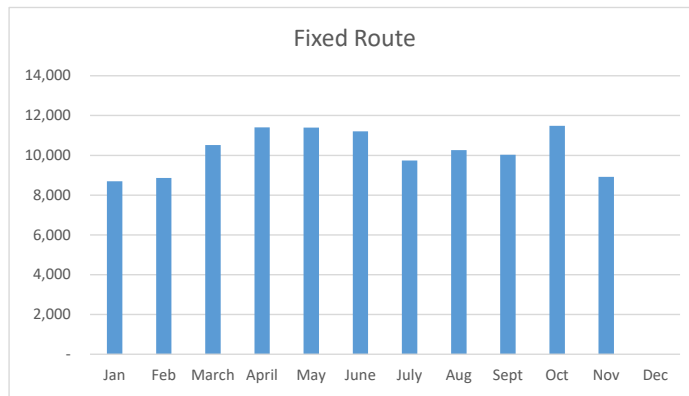


\*Purple Route 5 would continue to serve Haw River and Green Level with funding from those towns.

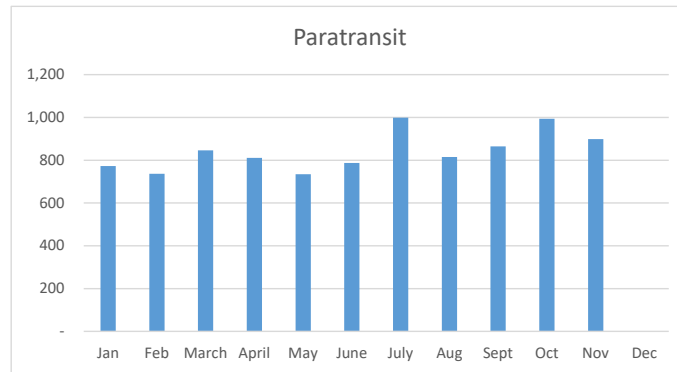
### Transit Facility Study:

<https://linktransit.org/Portals/0/Website%20Files/Planning/Link%20Transit%20Facility%20Feasibility%20Study Executive%20Summary.pdf?ver=dwCn60vMo3vWofUyLdmjIA%3d%3d>

FR 2025	TOTAL
Jan	8,691
Feb	8,864
March	10,513
April	11,411
May	11,391
June	11,207
July	9,738
Aug	10,264
Sept	10,024
Oct	11,479
Nov	8,915
Dec	
<b>TOTAL</b>	<b>112,497</b>



PARA 2025	TOTAL
Jan	773
Feb	737
March	846
April	811
May	735
June	787
July	999
Aug	815
Sept	865
Oct	994
Nov	899
Dec	
<b>TOTAL</b>	<b>9,261</b>



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FY 21	50,093	May		6,734	7,105	12,476	5,150	4,669	10,153	13,334	11,208	11,391
FY 22	125,437	June	9,377	8,461	7,790	9,964	3,967	3,818	11,924	12,450	10,420	11,207
FY 23	164,846	July	5,145	6,833	7,869	9,484	3,958	4,660	12,587	12,290	11,206	9,738
FY 24	148,600	August	7,779	7,746	8,122	10,831	3,957	7,394	14,439	13,943	11,329	10,264
FY 25	125,920	September	5,961	7,854	7,352	7,678	5,033	7,294	14,269	13,651	10,817	10,024
FY 26	50,420	October	6,743	8,107	9,809	10,178	4,071	8,983	14,868	16,283	10,354	11,479
		November	6,479	7,661	8,523	8,891	4,021	8,563	14,394	15,579	11,008	8,915
		December	6,550	6,765	6,108	8,649	4,389	8,455	14,201	12,953	9,129	
		<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>127,744</b>	<b>112,497</b>

FY 16	66	LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
FY 17	2,403	January		200	285	485	498	368	400	596	550	773
FY 18	4,366	February		185	393	382	521	384	459	431	808	737
FY 19	4,649	March		246	414	425	439	492	528	692	835	846
FY 20	4,443	April		209	385	423	239	453	471	578	794	811
FY 21	4,741	May		235	464	438	237	414	534	619	775	735
FY 22	5,935	June	66	228	428	394	329	505	547	606	647	787
FY 23	7,077	July	110	255	379	422	277	440	460	584	713	999
FY 24	8,782	August	147	281	432	461	328	467	501	853	828	815
FY 25	9,452	September	183	410	381	440	480	497	625	746	723	865
FY 26	4,572	October	204	483	497	546	461	498	593	745	890	994
		November	229	407	519	496	366	513	640	747	883	899
		December	172	322	336	458	418	450	612	698	726	
		<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>9,172</b>	<b>9,261</b>

<b>Systemwide</b>												
<b>Total</b>	<b>49,145</b>	<b>89,268</b>	<b>93,433</b>	<b>117,849</b>	<b>62,363</b>	<b>75,494</b>	<b>147,180</b>	<b>172,682</b>	<b>136,916</b>	<b>121,758</b>		

## Summary Operational Activities

(October 2025- December 2025)

- **Staffing and Leadership Changes:**
  - Hired a new General Manager (GM) in October to lead local operations.
  - Welcomed a new Operations Manager in November to strengthen day-to-day management and Operations
- **Community Engagement and Partnerships:**
  - Partnered with the City to run a shuttle service during the annual parade, ensuring seamless transportation for participants.
  - Collaborated with Burlington Homes to provide transportation services for residents attending various events.
  - Participated in the Health Fair @ Burlington Homes.
- **Community Service Initiatives:**
  - Conducted a Food Drive during Christmas for the Caring Kitchen, supporting local hunger relief efforts.
- **Vehicle Readiness Checks:** Daily pre- and post-trip inspections are performed on all vehicles to ensure mechanical integrity, cleanliness, and compliance with safety standards.
- **Driver Scheduling and Dispatch:** Real-time management of driver assignments and route adjustments is conducted to maintain on-time performance and adequate coverage.
- **Customer Service and Communication:** Continuous monitoring and sending messages to passengers, route changes, special requests, and operational issues, and addressing passenger complaints.
- **Route Monitoring and Performance Tracking:** Utilizing GMV, VIA to monitor route adherence, and collect data necessary for service.
- **Operations Reporting:** Daily logging of operational metrics, incident reports (if any), passenger counts, and shift summaries for dispatch and road supervisors for review and compliance.
- **Safety and Compliance Audits:** Ongoing random checks and scheduled audits to ensure all operations, drivers, and vehicles meet federal, state, and local requirements, including driver certification and vehicle registration.
- **Staff Training and Briefings:** Regular communication with drivers and operational staff regarding route changes, weather conditions, safety reminders, and customer service feedback.
  - **Operation Lifesaver** conducted a safety meeting about Railway safety during our December safety meeting.