

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

City Council Update



AGENDA



Project Overview



Facility Site Search



Transit Study



Public Outreach

PROJECT TIMELINE



Intend to request Council Action on Staff service and facility recommendations at April Work Session

FACILITY SITE SEARCH



Update and Next Steps

FACILITY PROJECT EXAMPLES

Triangle Mobility Hub— Research Triangle, NC

- \$58.2M total cost
- Proposed opening date 2027

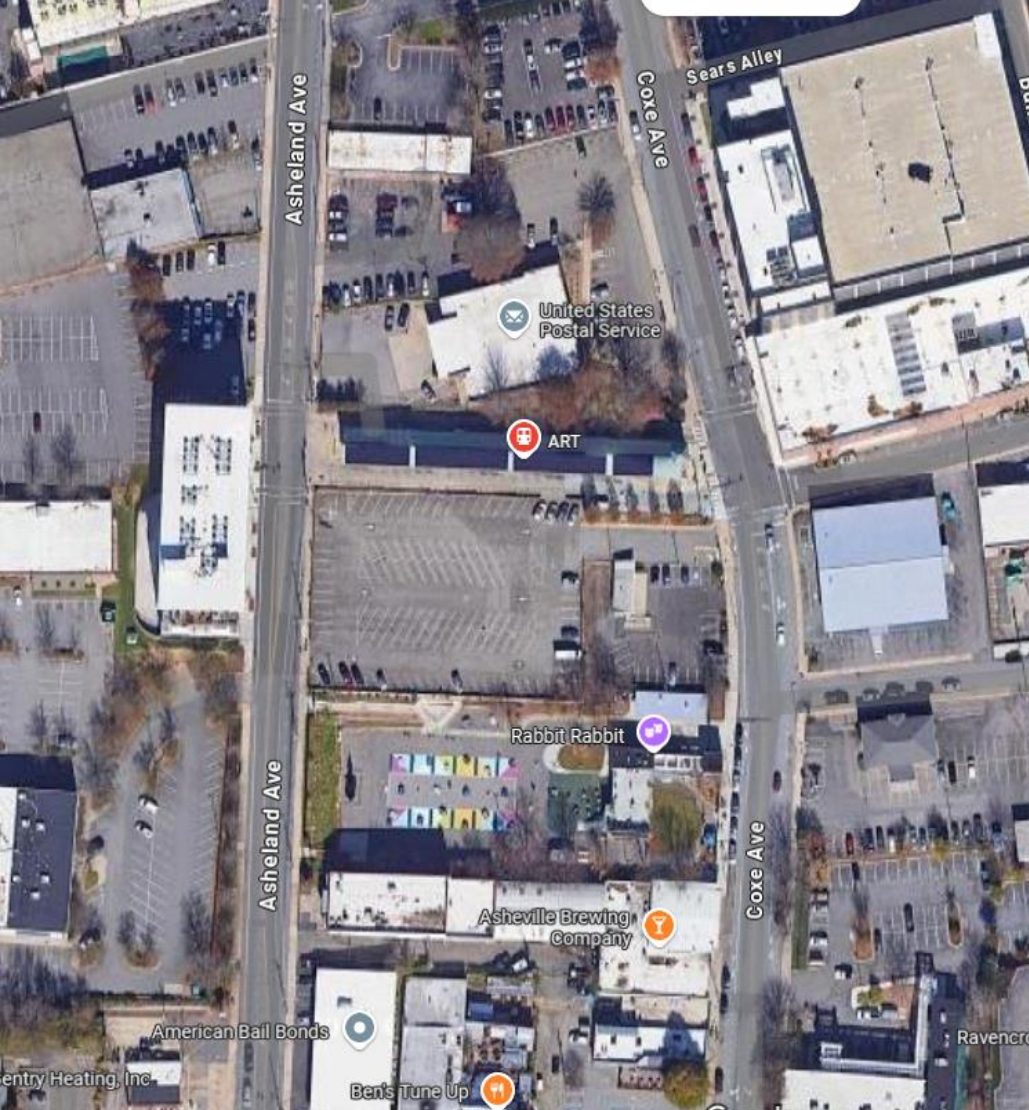


Howard Coble Intermodal Transportation Center and Maintenance Facility – Greensboro, NC

- \$11M in local match dollars
- Opened in 2017



High Point Transit Center



Asheville Transit Center

FACILITY PROJECT EXAMPLES



- \$8 million
- Transfer center only
- Opened in 2018

Butterfield
Transportation Center –
Greenville, NC



FACILITY PROJECT EXAMPLES

GoRaleigh Operations & Maintenance Facility, Raleigh NC

- Operations and maintenance only
- \$24.5M
- Opened in 2012

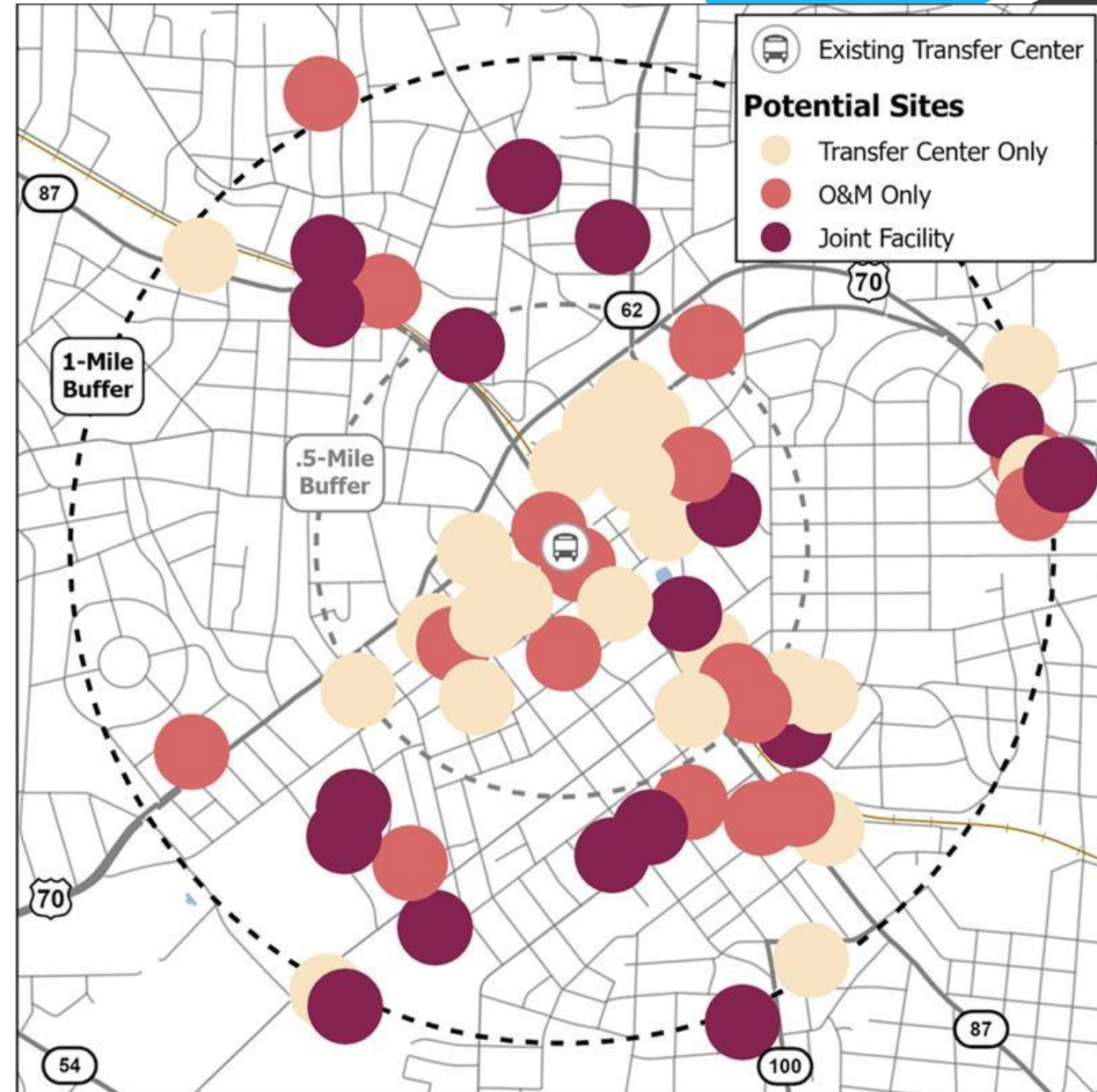




FACILITY SITE SEARCH

Search Criteria

- Compatible zoning
- Minimum Acreage
 - **Joint** : 3.5-acre
 - **Transfer Center only**: 1.2-acre
 - **Operations & Maintenance Facility (O&M) only**: 3-acre
- Distance from existing transfer hub
 - **Joint or Transfer Center**: within $\frac{1}{2}$ mile of existing transfer hub
 - **O&M only**: within 1 mile of existing transfer hub

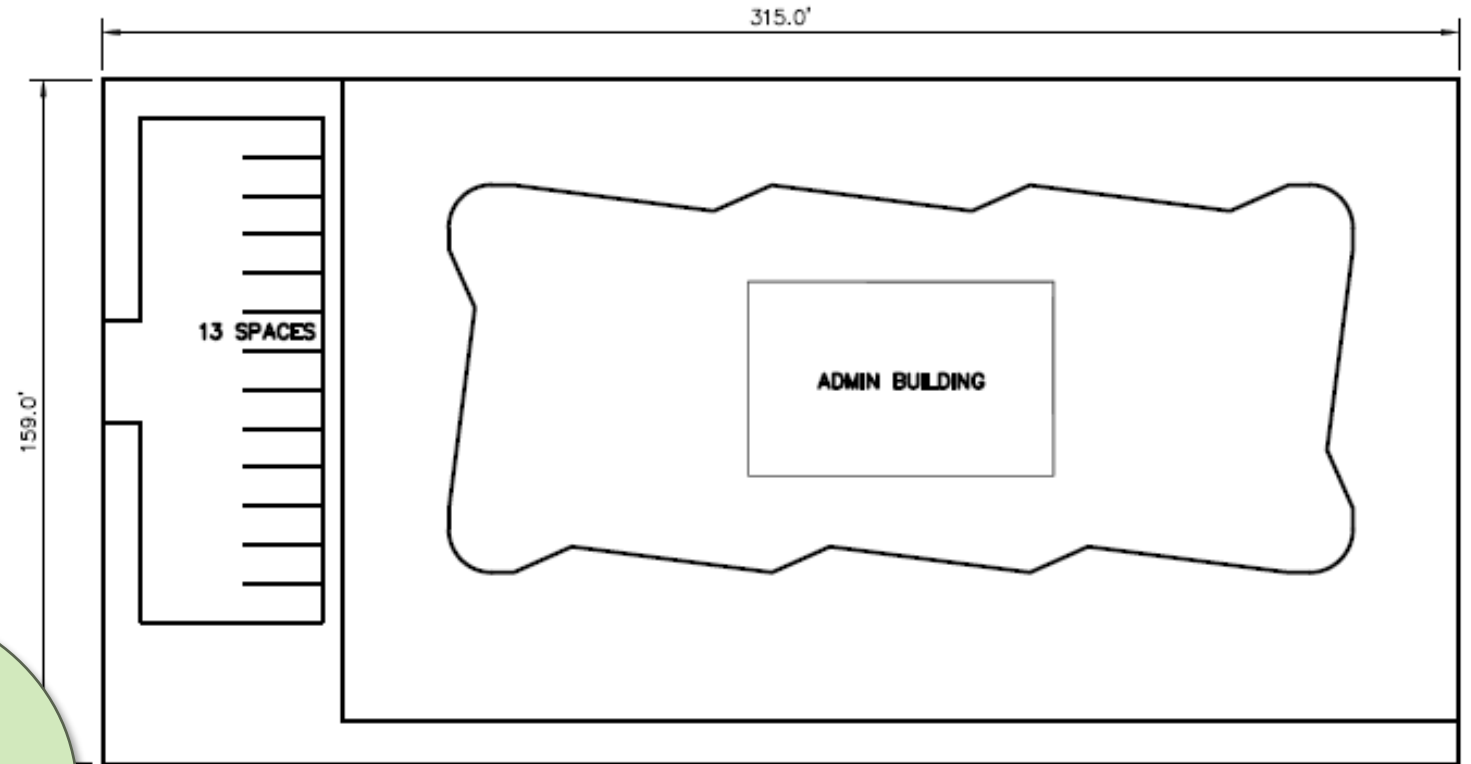


SPACE ASSUMPTIONS: TRANSFER HUB

Transfer Hub Programming

- Boarding area
 - Up-to 7 bus bays
 - Space paratransit
 - Space for multiple transit providers
- Parking
 - Minimum of 10 spaces
 - Guest and staff
- Admin
 - Customer service
 - Waiting room
 - Restrooms
 - Office space

1.2 -acre
minimum

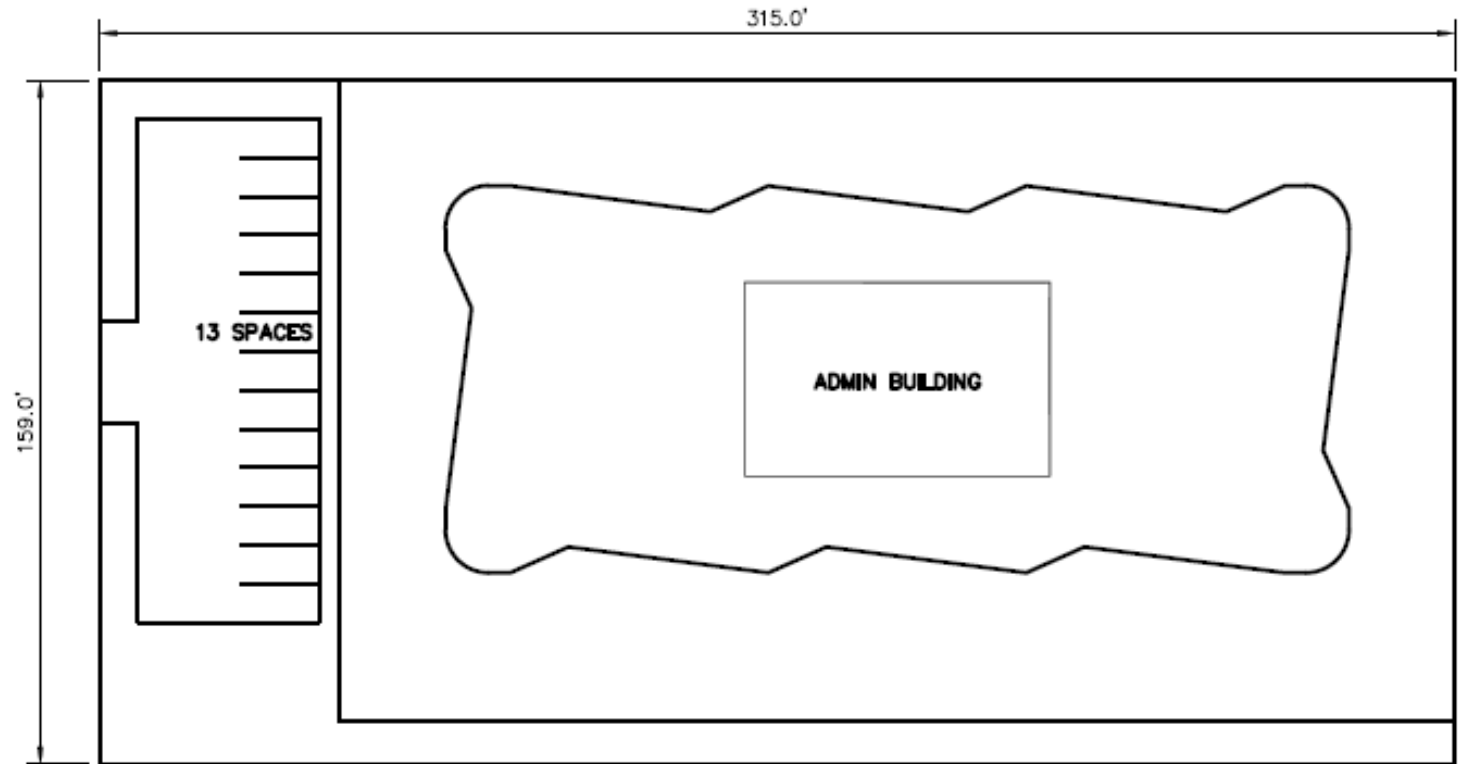


Test Fit Concept. Layout subject to change based on site shape

TRANSFER HUB

Preferred Option

- 1.45-acres
 - Additional capacity on site to offer public parking
- ~0.5-miles from current transfer hub to minimize operational disruption
- Space for on street boarding if necessary



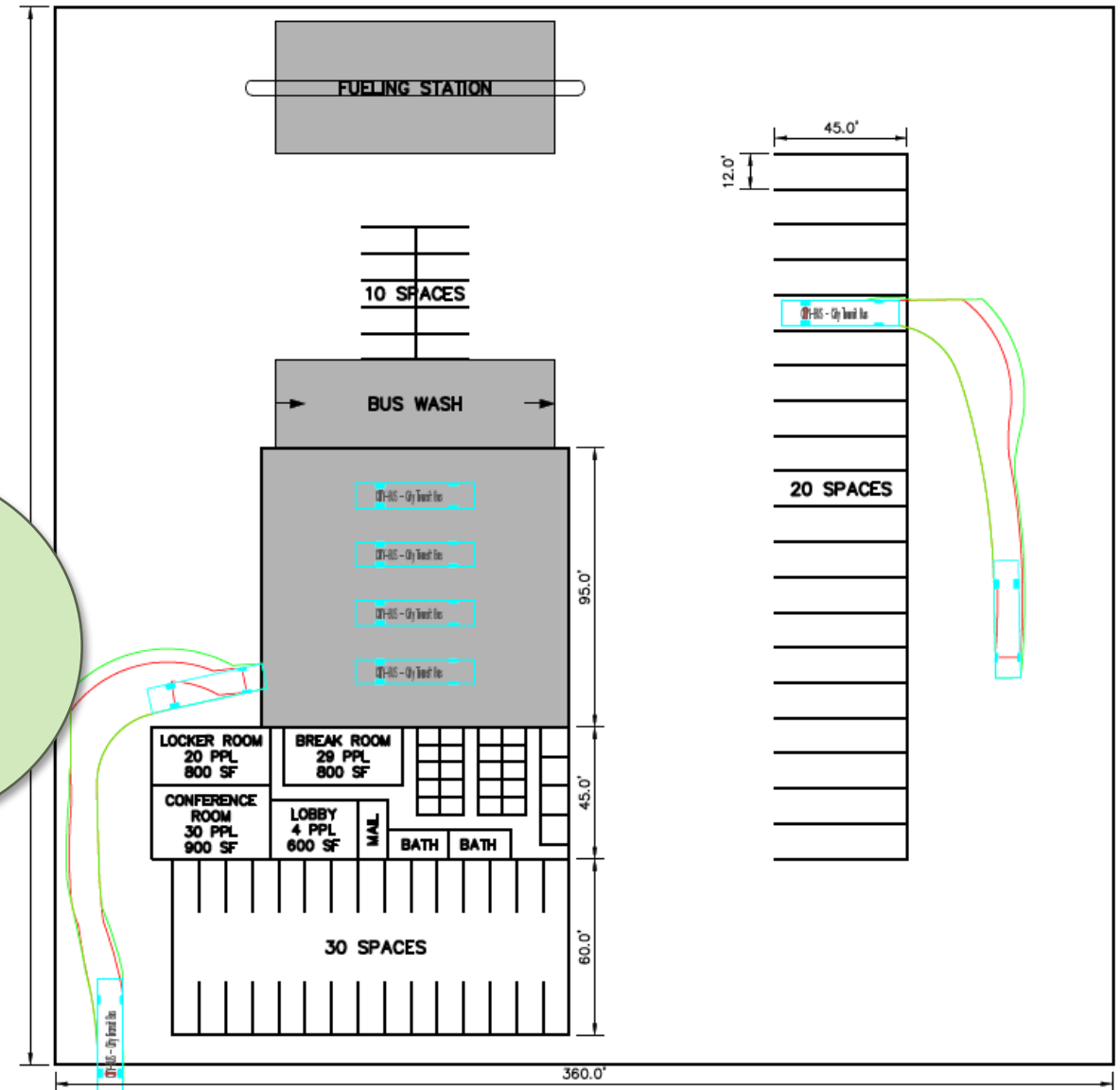
Test Fit Concept. Layout subject to change based on site shape

SPACE ASSUMPTIONS: O&M FACILITY

O&M Programming

- Garage
 - 4-5 maintenance bays
 - 3 bus lifts, interior cleaning station, electric charging station, vault station for fare box
- Parking
 - Up-to 20 transit vehicles
 - 10 support vehicles
- Bus Wash for one vehicle
- Fueling Station
- Admin Space
 - Conference room, locker room, breakroom, bathrooms, offices
- 30 parking spaces (25 employee, 5 visitor)

3-acre
minimum

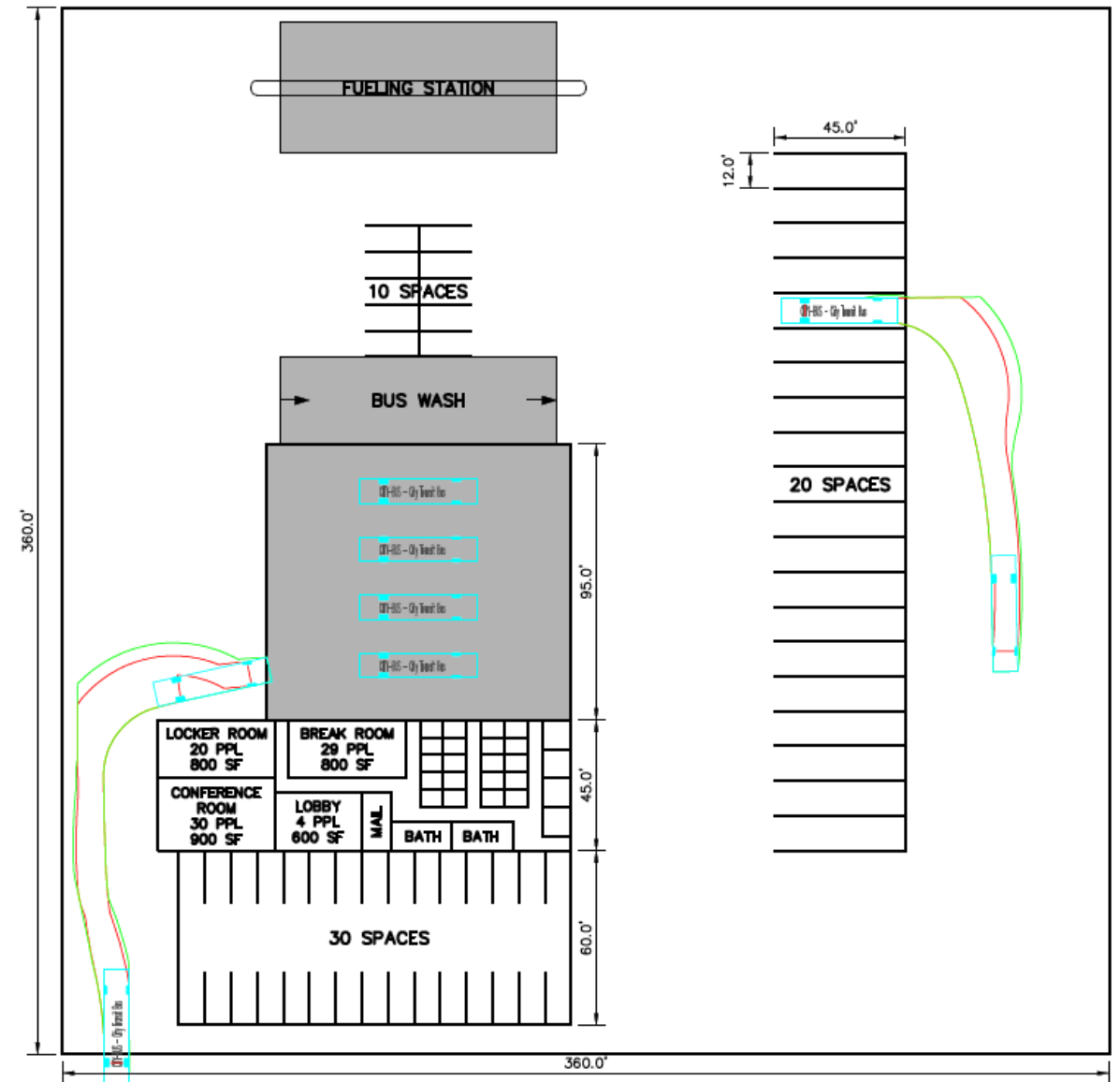


Test Fit Concept. Layout subject to change based on site shape

O&M FACILITY

Preferred Option

- 3.4-acres
- ~1 mile from current transfer hub
- Provides opportunity for bus-only entrance
- Potential brownfield candidate



Test Fit Concept. Layout subject to change based on site shape

SITE EVALUATION

Facility Evaluation Matrix									
Goals		Indicator		Transfer			O&M		
				Property No. 2 *	Property No. 4		Property No. 9 *	Property No. 14	
Operational Efficiency		Proximity to existing transfer hub		.5 miles	.3 miles		1.3 miles	.7 miles	
Ease of Acquisition and Constructability		Listed for Sale or Publicly owned		Publicly owned	No		No	No	
		Planned for Redevelopment		Not planned	Not planned		Not planned	Not planned	
		Currently Developed/Existing Structures		No	Yes		No	Yes	
		Estimated Market Cost per Acre		\$211,000	\$283,000-\$383,000		\$145,000-\$160,000	\$1,865,500 - \$1,980,900*	
Accessibility		Number of Jobs within 1/2 mile		1,898	1,842		NA	NA	
		Population within 1/2 mile		4,453	3,488		NA	NA	
		Access to Sidewalks		High	High		NA	NA	
		Access to Public Facilities/Key Destinations		High	High		NA	NA	
Community		Land Use within 1 mile		Mixed Use	Mixed Use		Mixed Use	Mixed Use	
		Proximity to planned/potential future development		Potential	Planned		NA	NA	
		Minority Population within 1/4 mile		299	145		354	123	
		Hispanic/Latino Population within 1/4 mile		100	51		146	257	
		Low-Income Households within 1/4 mile		61	40		70	68	
		Zero Vehicle Households within 1/4 mile		35	23		30	32	
				65	50		29	25	

**Top scoring sites are preferred, but there are other options that meet site requirements*

FACILITY FUNDING OPTIONS

- FTA –Bus and Bus Facilities
 - 5339 (b)—**Competitive grant funds** for construction of bus-related facilities, equipment, and buses
 - Federal share of bus and bus facilities funds is up-to 80% of project cost. State share 10% (NCDOT competitive grant funds) and 10% Local
- FTA Low or No Emission Grant Program
 - **Competitive grant funds:** Federal share for facilities is 90% of project cost

TRANSIT PLAN



Route Recommendations and Discussion

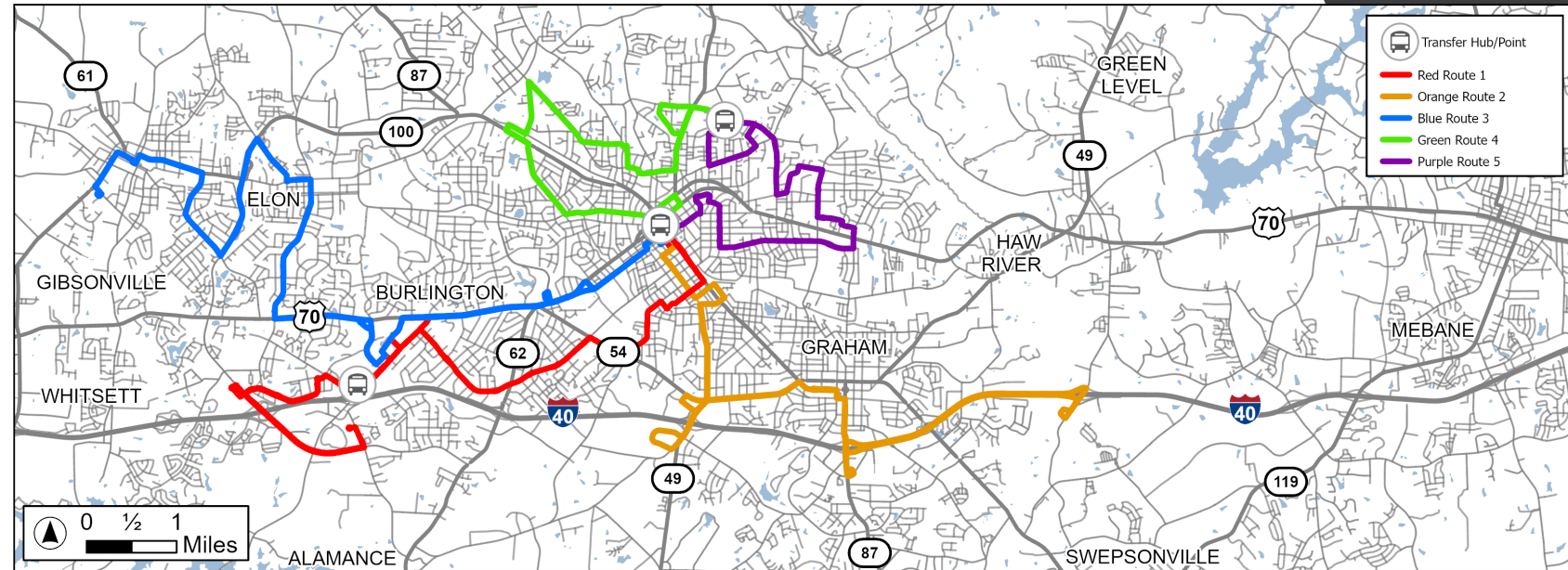
TRANSIT PLAN UPDATE

- **Evaluate Current System**

- 5:30am-9:30pm
- 90-minute frequency
- Operating since 2016
- Ridership grown rapidly
 - ~165k passenger trips in FY23
 - ~7k paratransit trips in FY23

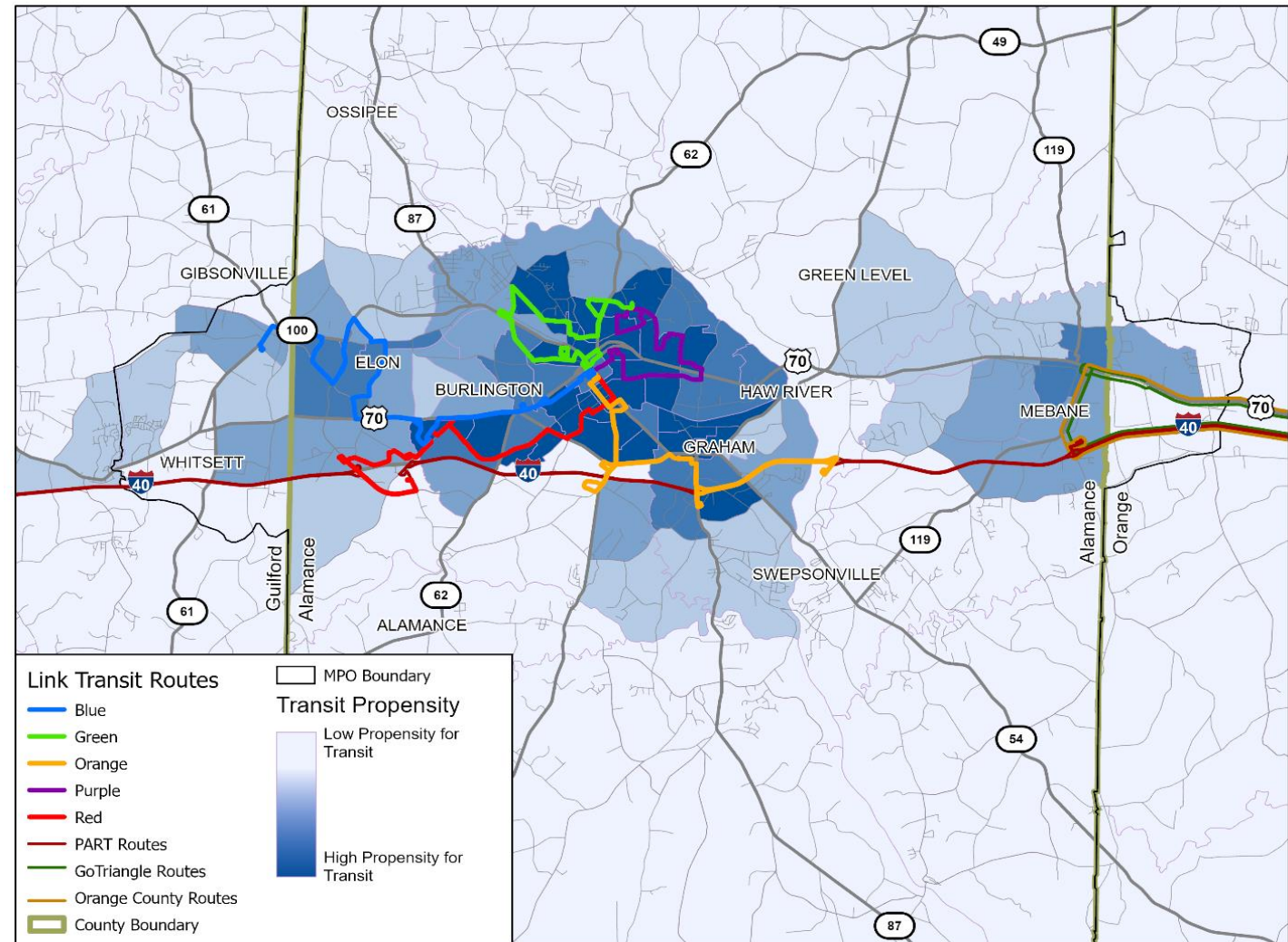
- **Develop 5-Year Plan**

- Identify service and capital needs
- Cost neutral goal



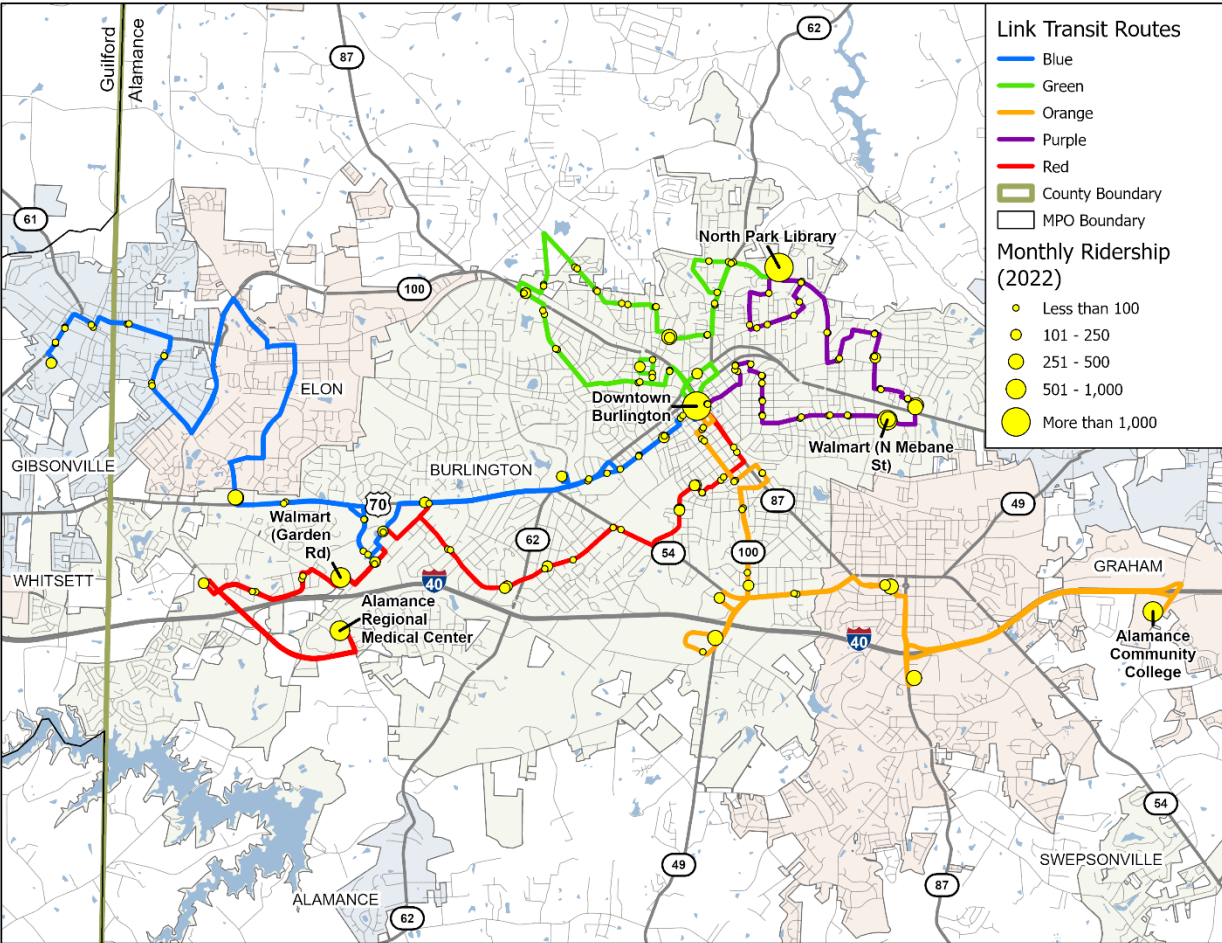
TRANSIT PLAN UPDATE

- Evaluate current operating environment
- Identify potential needs and gaps
 - Key demographics identify need for transit or likelihood a population would use transit
 - Population density
 - Employment density
 - Elderly
 - Disabled
 - Low Income
 - Zero car households
 - Racial and ethnic minorities

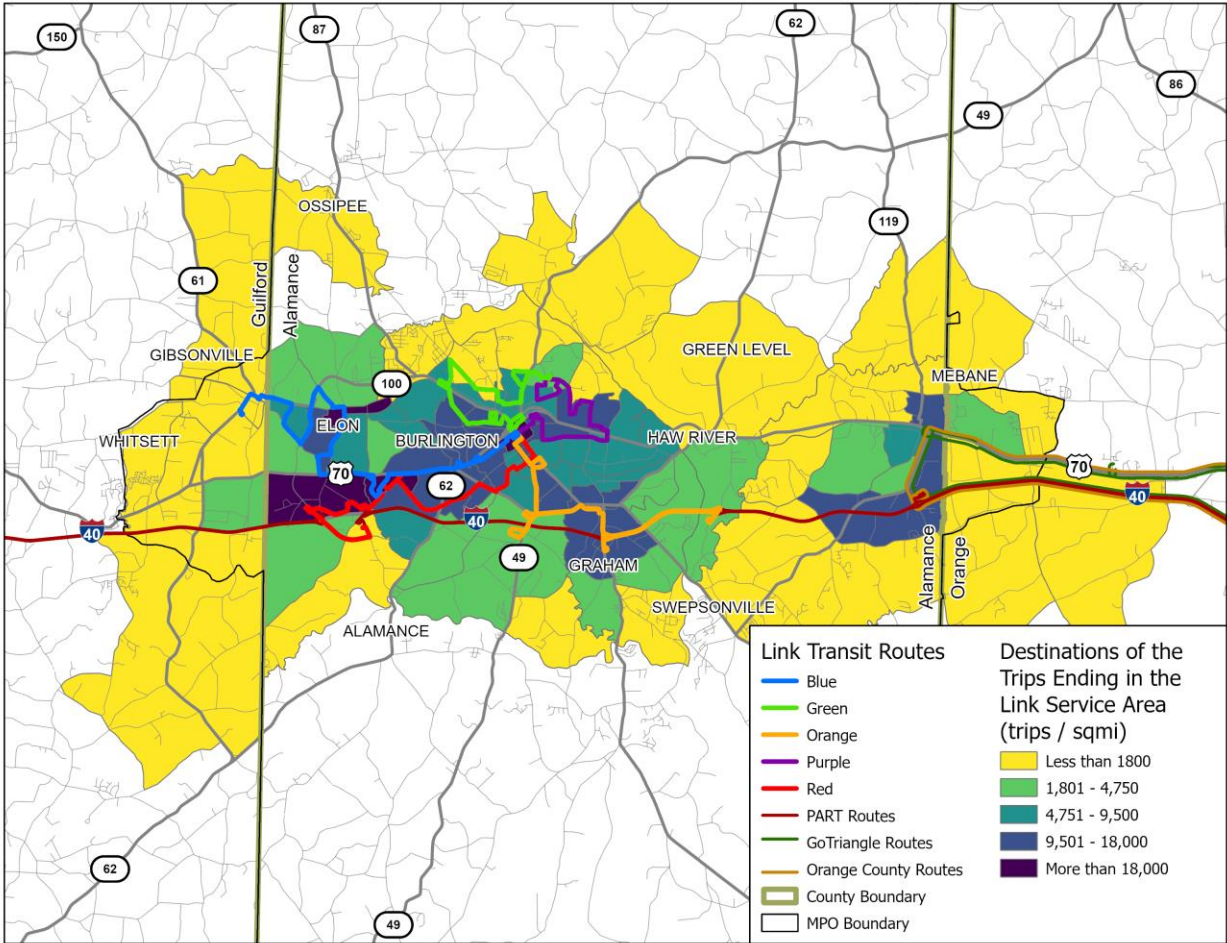


Transit Propensity Map

TRANSIT PLAN UPDATE



Link Transit Ridership by Stop



Travel Demand (all modes)

PHASE I

KEY SURVEY RESULTS

Survey respondents were asked to share their priorities for service improvements.

What would get you to use Link Transit or use it more frequently?

Top Results:

- 1: 30-minute frequency or better
- 2: Weekday service after 9:30pm
- 3: More direct bus service to my destination
- 4: Later service overall
- 5: New/improved stop amenities (benches, shelters, etc.)

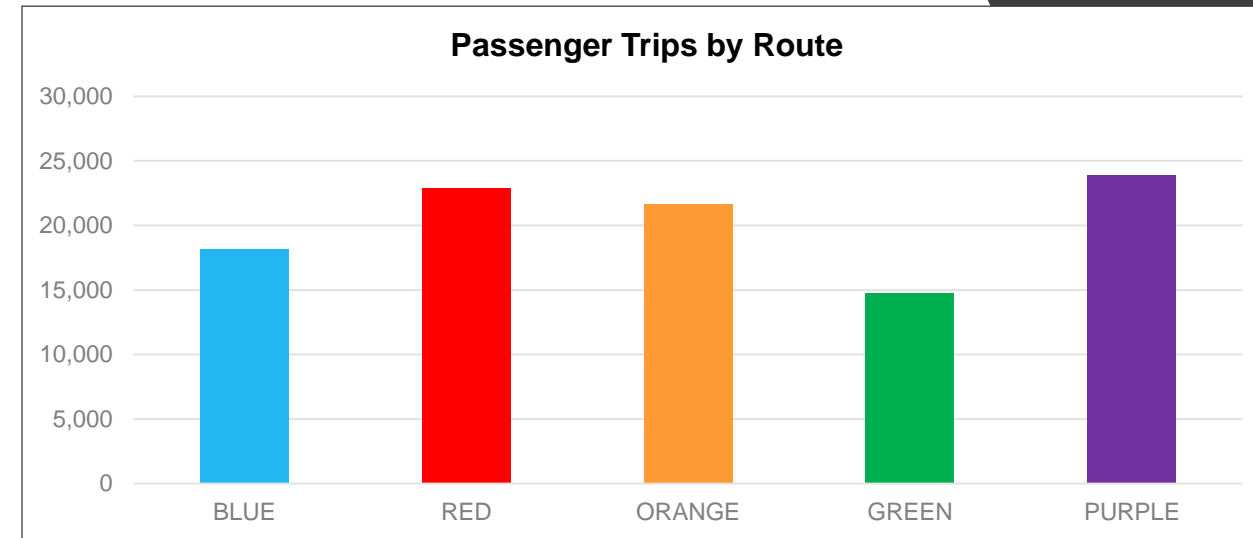
What would improve the experience at the Transfer Hub? Top Results:

- 1: More benches / More shelters
- 2: Cell phone charging stations
- 3: Vending machines
- 4: More maps or directional signage
- 5: Public restrooms and WIFI access

TRANSIT PLAN UPDATE

Key Takeaways

- Link Transit has good coverage in most areas with transit need but there are some service gaps
- Opportunity to offer new service type with pilot Link+ program
 - Operate where Green Route 4 currently operates
 - Fixed route bus demand can be absorbed by paratransit vehicles
 - Link has capacity in their current schedule and vehicles to operate this service
- All bus service adjustments focused on high demand routes and stops



TDP GOALS

Maximize System Efficiency

- Adjust routes where possible to make service more direct and reduce trip times
- Make improvements to existing system without increasing system hours or contract costs

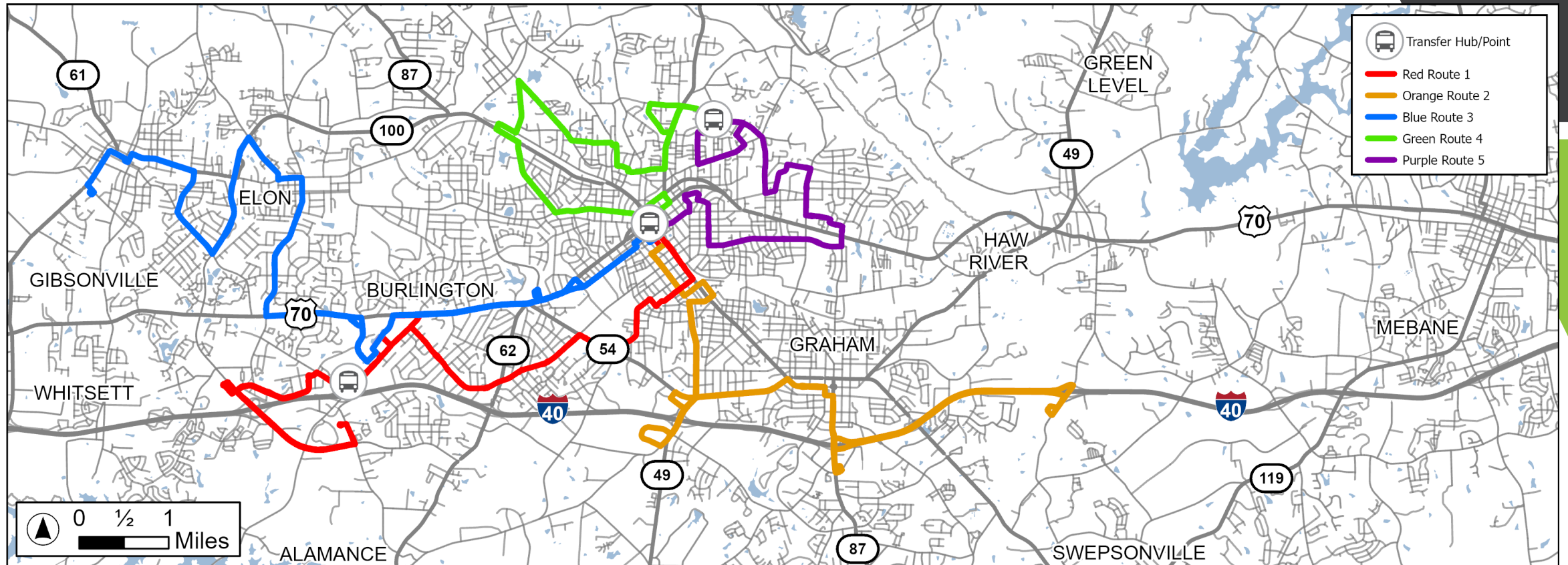
Increase Route Frequency

- Achieve 60-minute service frequencies where possible

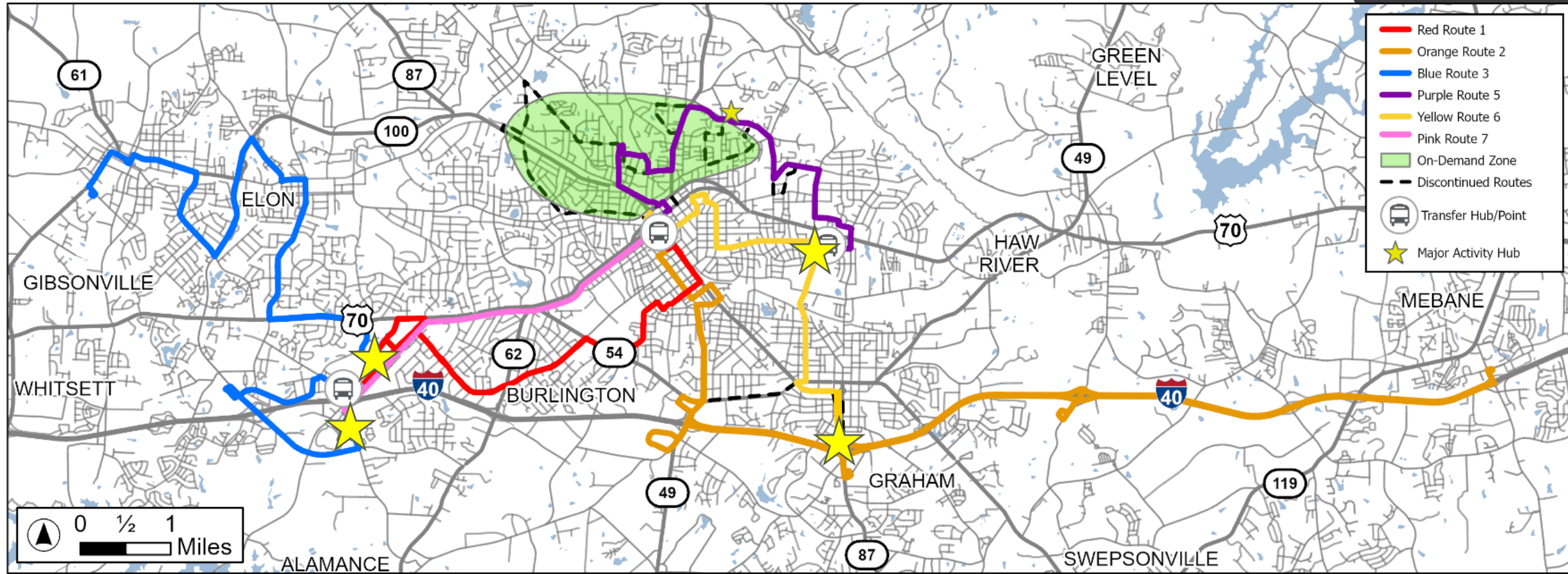
Improve Service Connections

- Maximize connectivity of the system and increase opportunities to transfer between routes and other services

EXISTING SYSTEM



PROPOSED FUTURE LINK SYSTEM MAP

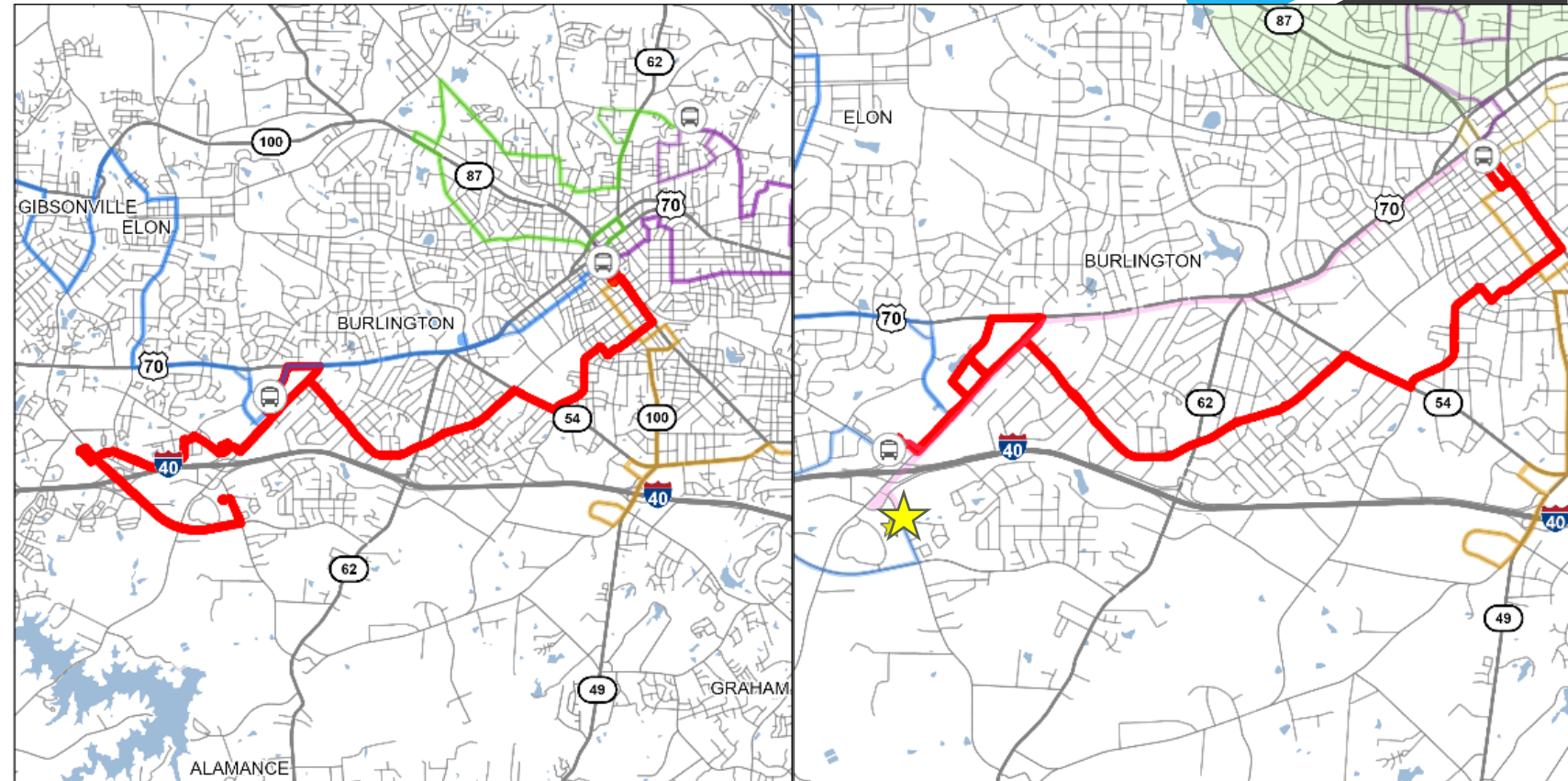


**Potential Yellow Route 6 could include an alternative option with service to Haw River, depending on available funding.*

★ Connection point

RED ROUTE 1

- Red Route 1 would connect at downtown Burlington Transfer Center and end at Garden Road Walmart
- Riders could transfer to the proposed Pink Route 7 or Blue Route 3 to continue to Cone Health Alamance Regional
- The proposed Pink Route 7 would provide a one-seat ride to Cone Health from the downtown transfer center
- The route will operate **every 60-minutes** instead of 90-minutes.



Existing

Recommended



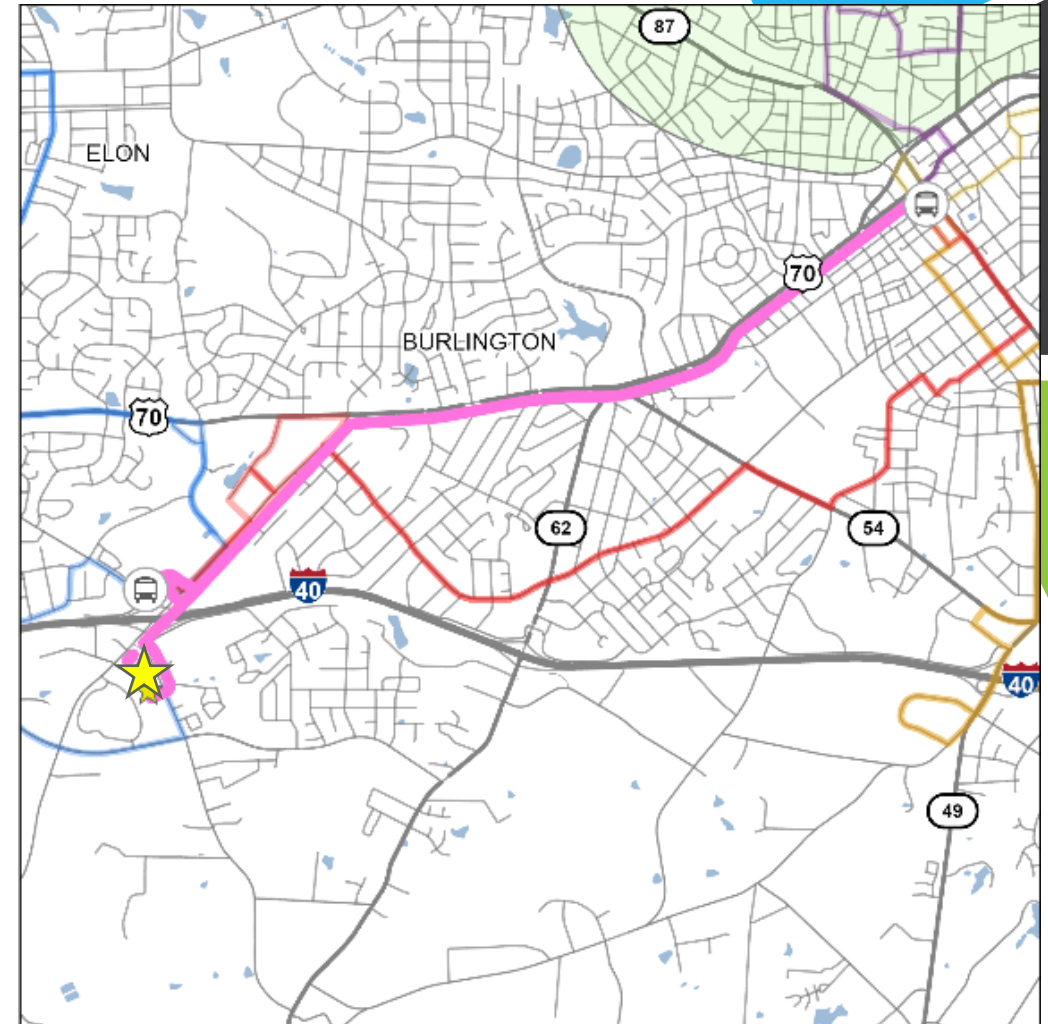
Connection Point

PINK ROUTE 7

- This route would replace service along Church Street and Sellers Mills Road between Downtown Burlington and Garden Road Walmart with timed connections to the Red Route 1 and Blue Route 3.
- Replaces Blue Route 3 alignment between Holly Hill Mall and downtown Burlington.
- Preserve one-seat ride to Cone Health Alamance Regional Medical Center and corridor previously served by Blue Route 3.
- The route would operate **every 60 minutes**.



Connection Point



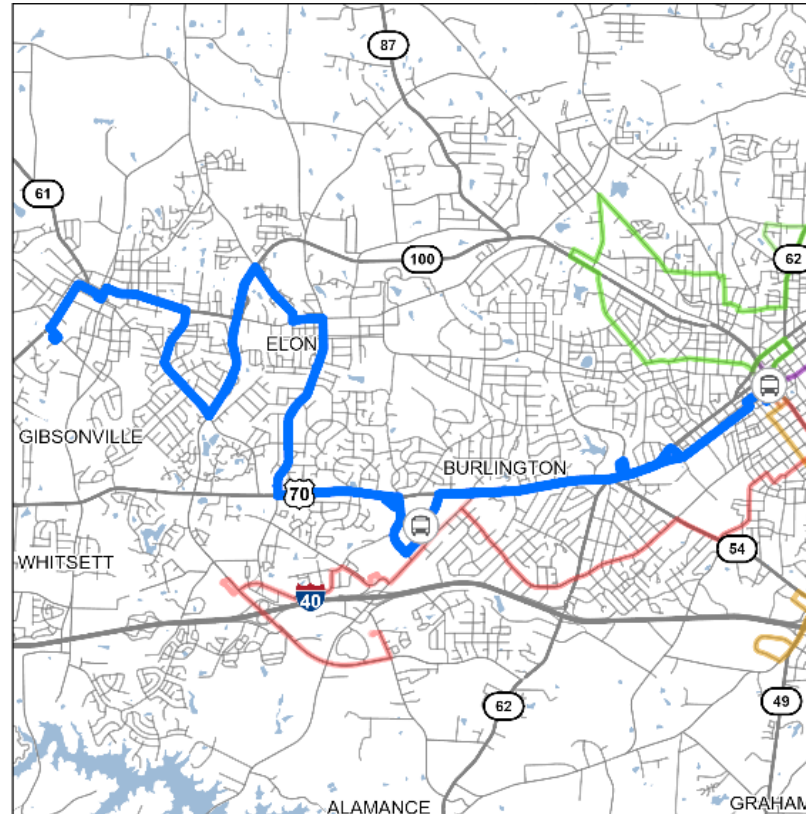
Recommended

BLUE ROUTE 3

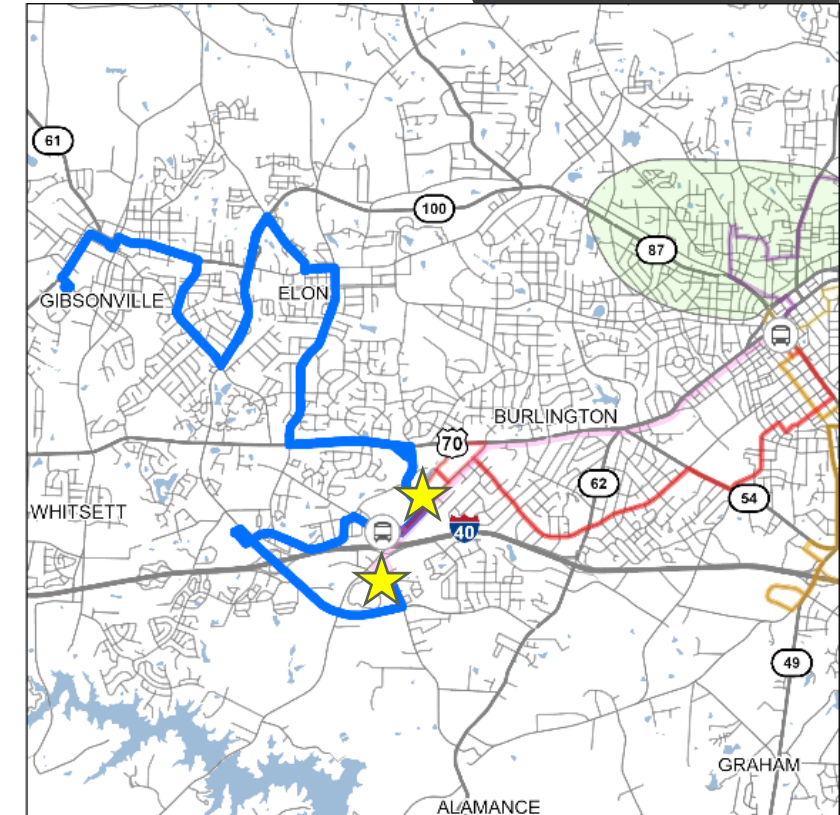
- The route would operate between Cone Health Alamance Regional and Gibsonville via Elon with connections to Elon University and the Garden Road Walmart
- Timed transfers to Red Route 1 and Pink Route 7 at Garden Rd Walmart for travel to Downtown Burlington.
- The route will operate **every 60 minutes** instead of 90 minutes.



Connection Point



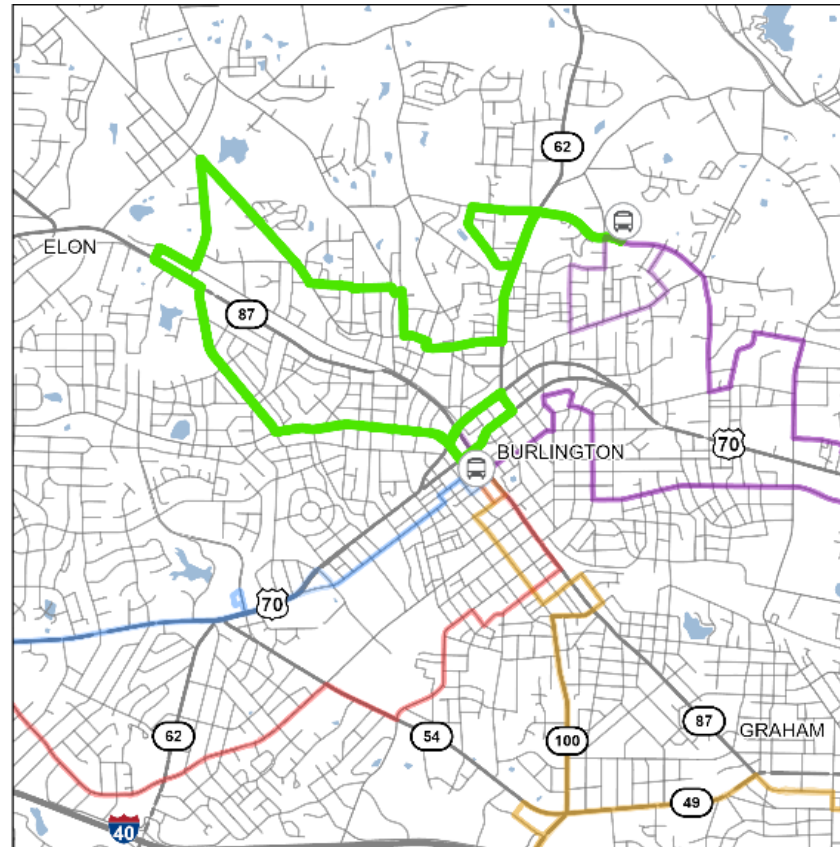
Existing



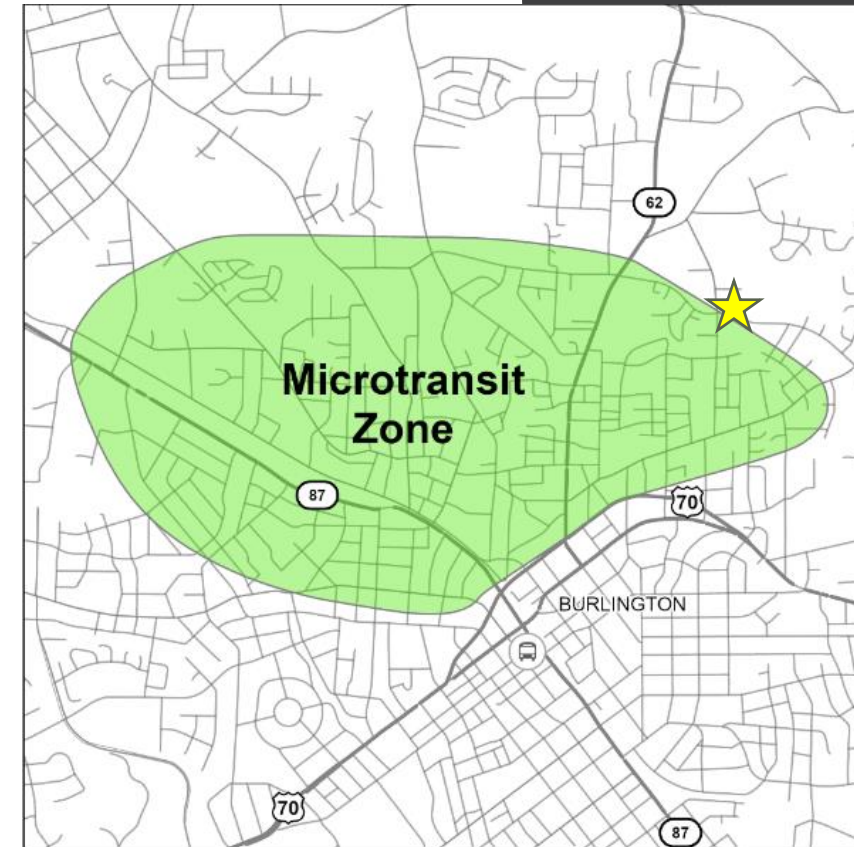
Recommended

GREEN ROUTE 4

- Introduce 1-Year Pilot Program called Link +
- Link + would operate in northwest Burlington where the Green Route 4 currently operates
- Cover additional areas with high transit need, north of current Green Route
- Passengers book rides when needed on an app or by phone
- Would not require additional funds dollars to operate



Existing



Recommended



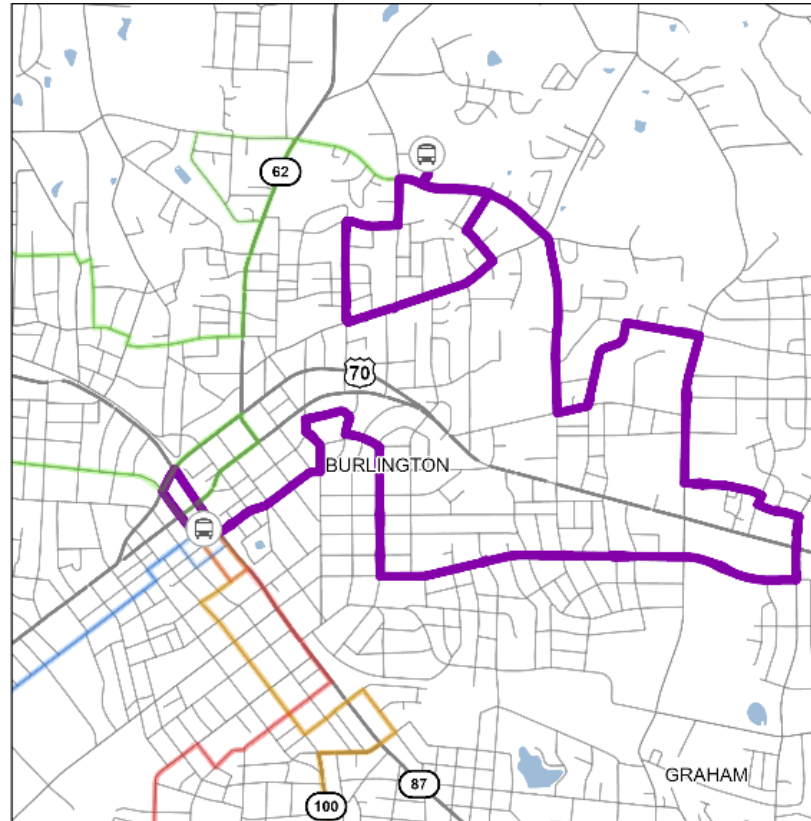
Connection Point

PURPLE ROUTE 5

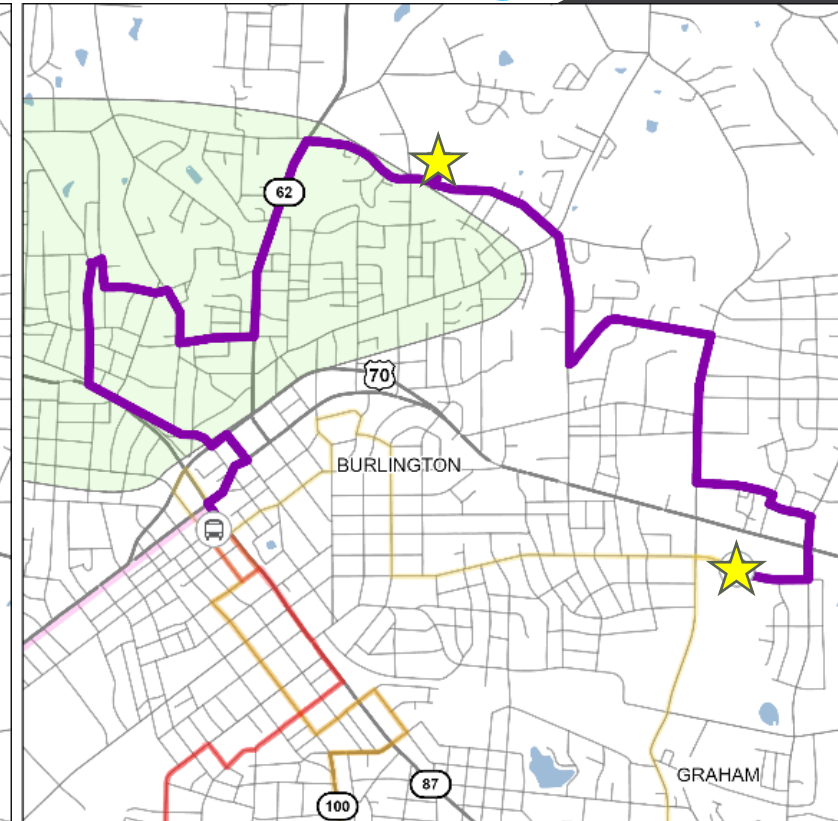
- The route would operate between Downtown Burlington and the Mebane Street Walmart, with service to the Lakeside Apartments and North Park Library.
- The route will operate **every 60 minutes** instead of 90 minutes.



Connection Point



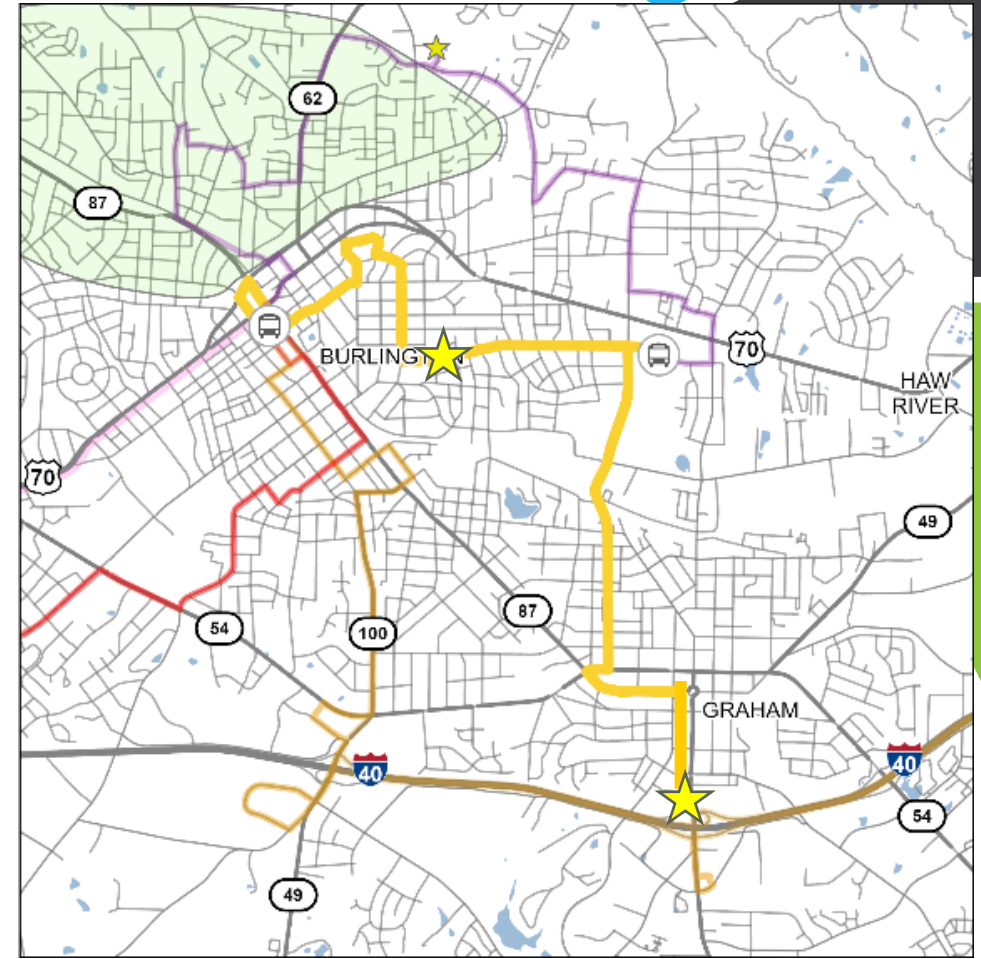
Existing



Recommended

YELLOW ROUTE 6

- Replaces portions of Purple and Orange Routes to improve on time performance and reduce trip times
- **Option 1:** The route would operate to Alamance County Office Building and Courthouse. Connects to PART Park and Ride lot.
 - This option would allow the Orange Route 2 to more directly serve Alamance Community College with fewer deviations
- **Option 2** (not pictured): If funding becomes available, a new route could provide service between Downtown Burlington and Haw River with connections to the Purple Route 5 at the Mebane Street Walmart.
- This route would operate **every 60 minutes**.

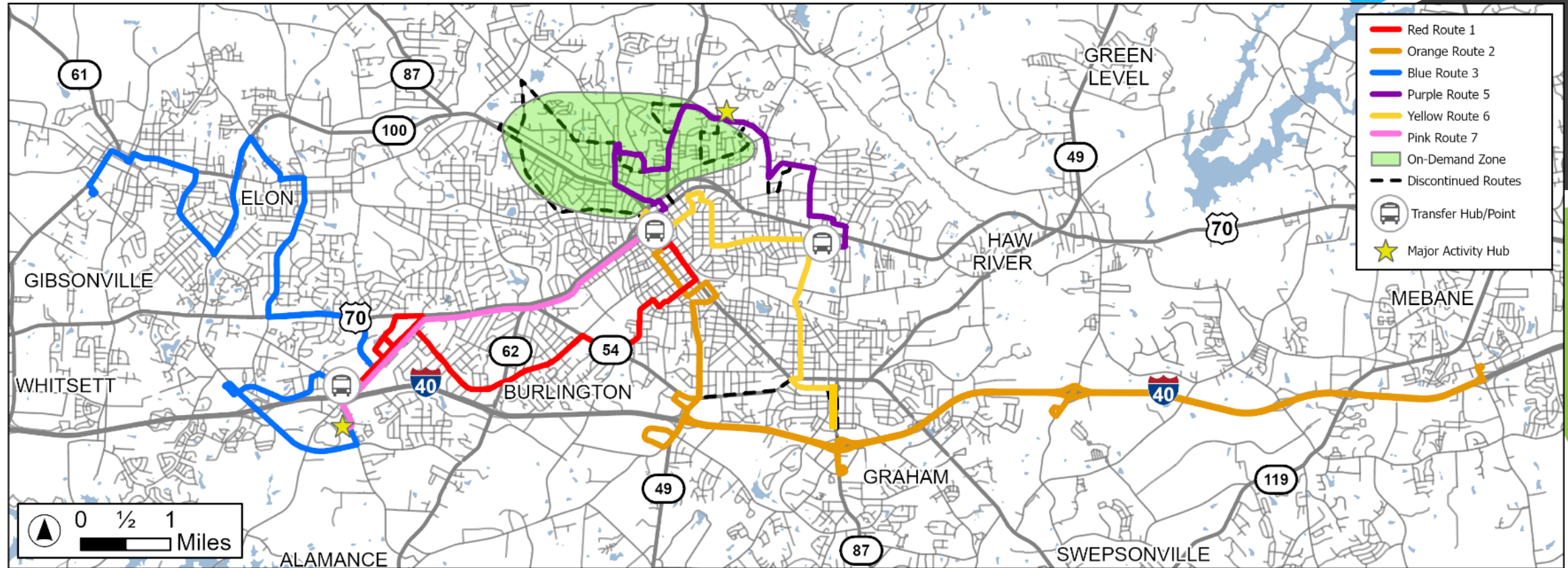


Recommended



Connection Point

ORANGE ROUTE 2



- There is potential to add Alamance County stops to proposed Yellow Route 6 and allow more direct service on the Orange Route 2 to ACC main campus from downtown Burlington
- Orange Route 2 buses would continue to run every 90 minutes.

RECOMMENDATIONS SUMMARY

- 5-Year Transit Development Plan adoption to begin incremental changes to Link service
- All routes would operate at 60-minute frequency, except Orange Route 2
- New on demand service providing expanded mobility with temporary pilot service (Link+)
- Expand rider options for travel (direct connections & reduced travel time)
- Goal is to make improvements within current service hours and operating budget

PUBLIC OUTREACH

Next Steps



PHASE 2 ENGAGEMENT: STATUS UPDATE

- Engagement is live – March 3rd
- Pop-up Events
 - Downtown Transfer Center (Dec 2024)
 - North Park Library (Dec 2024)
 - Walmart Garden Rd or Walmart Mebane Rd (Feb 2025)
- Focus Groups Conversations (held in early Jan)
 - Neighboring Communities
 - Community Organizations
 - Educational Institutions and Non-profits
- Operations Coordination (March 2025)
- Website Update
- Flyers Posted On Board Buses (w/link to survey)
- Social Media Push



PHASE 2 ENGAGEMENT: STATUS UPDATE



PUBLIC SURVEY

Please take and share the following survey:
<https://www.surveymonkey.com/r/LinkTransit-Survey2>

The background of the right-hand page features a photograph of two Link Transit buses, one white and one green, parked outdoors. The buses have 'LINK TRANSIT' and the number '8009' visible on them.

DO YOU TAKE
PUBLIC TRANSIT?
TAKE THE SURVEY TODAY

WE WANT TO HEAR YOUR FEEDBACK!

HELP IMPROVE PUBLIC TRANSPORTATION
We're investing in Link Transit to make your transit experience better.
We have some new ideas and want your feedback!
Take the survey and tell us what you think!

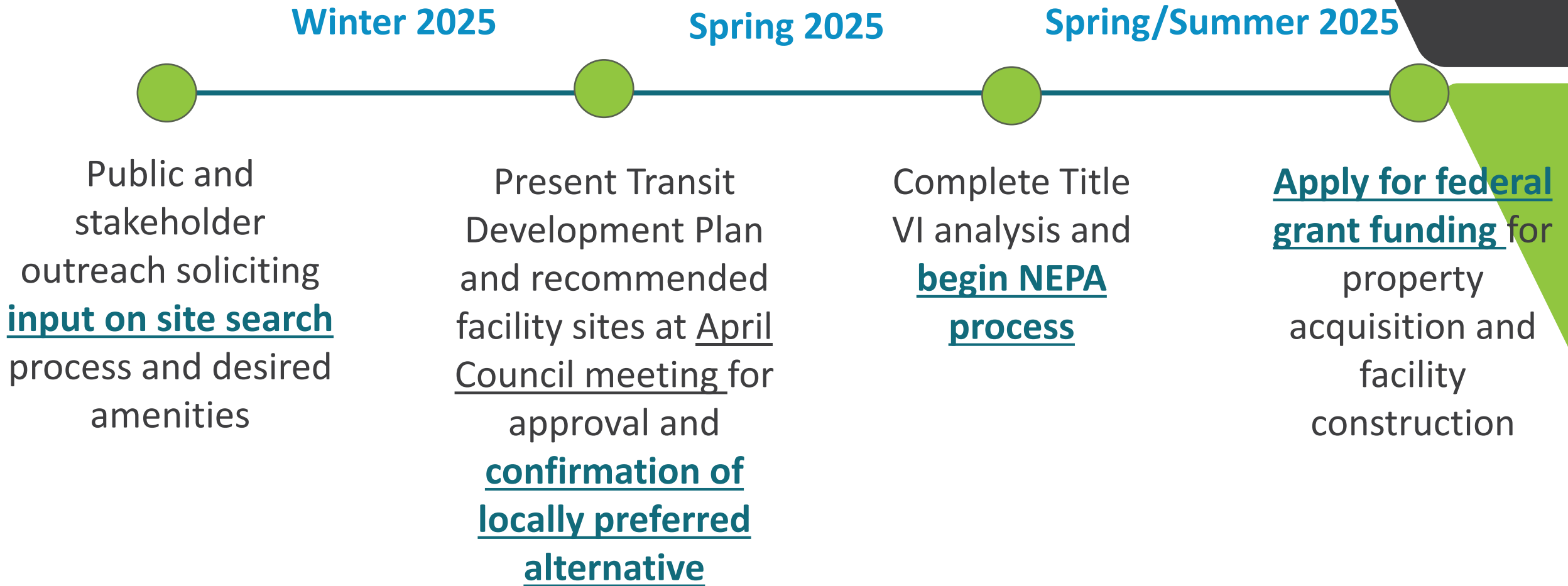
 **WHAT ARE THE CHANGES?**
These changes involve better frequency, route adjustments, new on demand microtransit service, and better connections.

 **TELL US HOW YOU FEEL ABOUT THE CHANGES**
Take the survey to share your thoughts on the changes to Link Transit.

 **SCAN THE QR CODE TO TAKE THE SURVEY**
Or visit the URL below:
<https://www.surveymonkey.com/r/LinkTransit-Survey2>

Link TRANSIT

NEXT STEPS



THANK YOU!



Kimley»Horn