

Link TRANSIT

Link Transit System
Public Transit Advisory Commission (PTAC)

Tuesday March 12, 2019

5:30PM

Municipal Conference Room

425 South Lexington Avenue
Burlington, NC

AGENDA

- 1) Call to Order & Quorum Chairman Bromilow
 - Welcome and Introductions
 - Introduction of new Transit Manager Mr. Rob Killebrew
 - Changes to Agenda / Add On Items
 - Speakers from the Floor – 3 minutes per speaker
- 2) Approval of the October 9, 2018 meeting minutes Chairman Bromilow
- 3) Year in Review 2018 Update Rob Killebrew

INFORMATION: Link Transit operating and ridership statistics for January to December 2018 will be presented.

RECOMMENDATION/ACTION: Review and discuss

- 4) Link Transit Operations Report Rob Killebrew
 - Fixed Route & Paratransit Report (January/February 2019)
 - Bus Stop data
 - Upcoming Events / Other Items

30-
14/
Event Fair 2019

5) Other Business

Chairman Bromilow

- Reports & Questions from PTAC Members
- Other Items / Agenda topics for next meeting
- Next Meeting Scheduled for April 9, 2019

ACCESS TO INFORMATION:

ALL DOCUMENTS AND DATA CAN BE PROVIDED IN ALTERNATIVE FORMAT UPON REQUEST

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

MINUTES

LINK TRANSIT
PUBLIC TRANSIT ADVISORY COMMISSION
Tuesday October 9, 2018
5:30PM

MEMBERS PRESENT

Neil Bromilow, Gibsonville
Celo Faucette, Burlington
Moses Corbett, Burlington
Howie Norwick, Burlington
Melissa McBane, Burlington
Roger Meisenbach, Burlington Alt

OTHERS PRESENT

Mike Nunn, Link Transit Manager
Carley Maynard, Link Transit
Rob Killebrew, TransDev General Manager

MEMBERS ABSENT

Bob Byrd, Alamance County
Mike Mills, Burlington
Veronica Revels, Gibsonville Alt

Call to Order

Chairman Bromilow called the meeting to order and welcomed all members and guests. Chair Bromilow solicited public comments from the floor and requested comments to be limited to 3 minutes per speaker. No public comments

Approval of August 14, 2018 meeting minutes/ Changes to agenda

The October 9, 2018 agenda was reviewed. No changes were made to the Agenda. Celo Faucette made a motion to approve and Melissa McBane seconded the motion. All PTAC members voted in approval for the October 9, 2018 Agenda.

The August 14, 2018 minutes were reviewed. Howie Norwick made a motion to approve the minutes and Moses Corbett seconded the motion. All PTAC members voted in approval of the August 14, 2018 meeting minutes.

Bus Shelter Install Update

Mr. Nunn gave a brief introduction on Link Transit's two newest bus shelters. The Link Transit System has installed two bus shelters in the last two months. One is located at the Garden Road Walmart and one is the result of a \$10,000 donation made by Cone

Steve
Carley
Co. Comm
Rob Killebrew

Health at the Alamance County Health & Human Services complex on Graham Hopedale Road.

The Walmart on Garden Road bus shelter installation was done via an easement process with the property owner. Although there was no cost for the property; an approval of the easement was required. The Walmart stop on Garden Road is high volume stop and offers many opportunities to the bus riders such as fast food, employment and other retail businesses within the shopping center; making this an ideal location for a bus shelter. Another benefit of having a bus shelter at this location was to provide shelter and seating area for riders who are waiting at the bus stop. The particular bus stop is not directly in front of Walmart; riders would walk shopping carts to the bus stop and flip them over to create seats. With the new install of the shelter and bench this has given the bus riders a more comfortable seat and creates a more attractive space that represents our bus system more appropriately.

The DSS bus stop is another high volume stop. Cone Health generously donated \$10,000 to the City of Burlington to fund the new bus shelter install in front of Alamance County Health & Human Services. Link Transit has received positive comments and feedback on the new bus shelter; particularly its design with the word "Link" on the side of the shelter. Some of the PTAC members showed concern for traffic and pedestrian safety in that area along Graham-Hopedale Road. Mr. Nunn responded we are seeing lots of improvements in that area especially with the new sidewalks installed near Martin Street. Mr. Nunn further explained the sidewalks will help eliminate much of the pedestrian safety concerns and more sidewalks are being added further down Vaughn Road also.

Chairman Bromilow questioned if any of the shelters have had vandalism issues. Mr. Nunn responded so far very minimal issues with vandalism between all of the shelters; the new ones especially have had no issues. The bus shelter at DSS has a streetlight overhead so people aren't loitering in the evenings. Mr. Nunn did say in the past there had been an issue with juveniles cracking the map casing at the Pate Homes and Chandler Court shelters but no graffiti or major damages.

Mr. Nunn shared that Link staff is reviewing potential bus stops for bus shelters with locations such as Alamance Crossing and the YMCA / City Park in Burlington. Mr. Faucette questioned if the Walmart Graham-Hopedale stop could be a potential location for a bus shelter. Mr. Nunn replied that it is a potential location, similar to the Walmart Garden Road bus stop; it would have to be completed through an easement process. This bus stop is also in the Walmart parking lot, but is much closer to the main building entrance. Chairman Bromilow said to sum it all up that roughly over the next nine months Link Staff will be looking at a potential of three new bus shelter installs.

Link Transit Operations Report

Mr. Nunn briefly discussed the Link Transit Operations Report. Mr. Nunn shared that Link Transit exceeded 200,000 riders in September. Chairman Bromilow questioned if the bus system was impacted by the recent storms and Hurricane Florence. Mr. Nunn replied that Link Transit remained fully operational during Hurricane Florence and Tropical Storm Michael with slight changes to the Orange route due to ACC main campus being closed. Ridership was impacted overall due to weather but has recovered in recent weeks.

July 2017 to September 2017 – Fixed Route:

- Total riders 22,433
- Monthly average of 7,477 riders

July 2018 to September 2018 – Fixed Route:

- Total riders 23,343
- Monthly average of 7,781 riders

Fixed Route: A 4% increase in quarterly ridership as compared to the same period in 2017.

PTAC members discussed their concerns with the City of Graham still not wanting to participate financially in the Link Transit bus system. Mr. Faucette expressed that Graham's ridership numbers are there; the proof is in the ridership numbers. Mr. Norwick stated Graham shows no concern for the low income or those that need access to jobs outside Graham. Chairman Bromilow said the new call center in Burlington chose the Holly Hill Mall location solely based on the transit route. Chairman Bromilow said the transit bus provides job opportunities. Mr. Nunn responded that he provides the information and ridership numbers to Graham staff and they are provided any Link data upon request. Mr. Nunn told PTAC members to keep in mind that we do not want to eliminate these stops along Graham because they are some of our highest ridership stops and they are also a partnership with Alamance County.

Paratransit: (continued increase in trips)

- Jan – Sept 3,561 trips
- Typically 400 trips a month average
- 946 trips in 2017 vs. 1,192 trips in 2018

Transloc App/Web Hits Data

- July 8,814
- August 12,463
- September 13,347

Ms. McBane questioned if the glitches in the arrival times on with TransLoc had been corrected. Mr. Nunn responded that Link Staff is meeting with TransLoc and working to get these issues resolved. Mr. Nunn said it is possible Link Transit may have to move to a different platform if TransLoc can't figure this out. Mr. Nunn explained the timing issue occurred after Link Transit extended their hours to 8pm. When Link Transit added another lap, TransLoc had to update the application and it hasn't been as accurate since the expansion. Staff will work with TransLoc to correct the issue.

Other Business

- On Friday, October 5, 2018 Link Transit had temporary inbound and outbound bus stops along the Blue route near Trinity Worship Center (Church St @ Coachlight Trail) for the Mobile Free Pharmacy event 9:00am to 2:00pm provided by Cone Health.
- Link Staff continues to promote the extended hours until 8pm
- The Link Transit Manager interviews are now complete
- The Leadership of Alamance & Alamance Chambers Retreat- Link Staff plans to attend this event in November
- Link Transit staff and a Link Bus will attend the Burlington Christmas Parade Saturday, November 17th
- Tuesday, November 6th Fare Free Day for general elections- City Council approved this date and for all future November general elections to provide fare free day of Link service.

Mr. Faucette questioned the ridership on the general election days in the past. Mr. Killebrew responded we have only offered fare free this past year during general elections which included rain most of the day; Link staff only noticed about 50 to 60 overall rider increase. Mr. Killebrew stated about the same ridership increase for the Cone Health Free Pharmacy event.

Mr. Meisenbach asked how many buses did the Link Transit bus system have and what were the plans for replacement in the near future. Mr. Nunn responded that there are 7 Link buses total; 5 that are operating at a time during normal hours. Mr. Nunn explained that the state and federal funding typically provides 2 to 3 replacement buses

per year; 10 to 20% of this being City Capital expense. Mr. Nunn said Link Staff is working on the 2020-2021 planning process-fleet replacement.

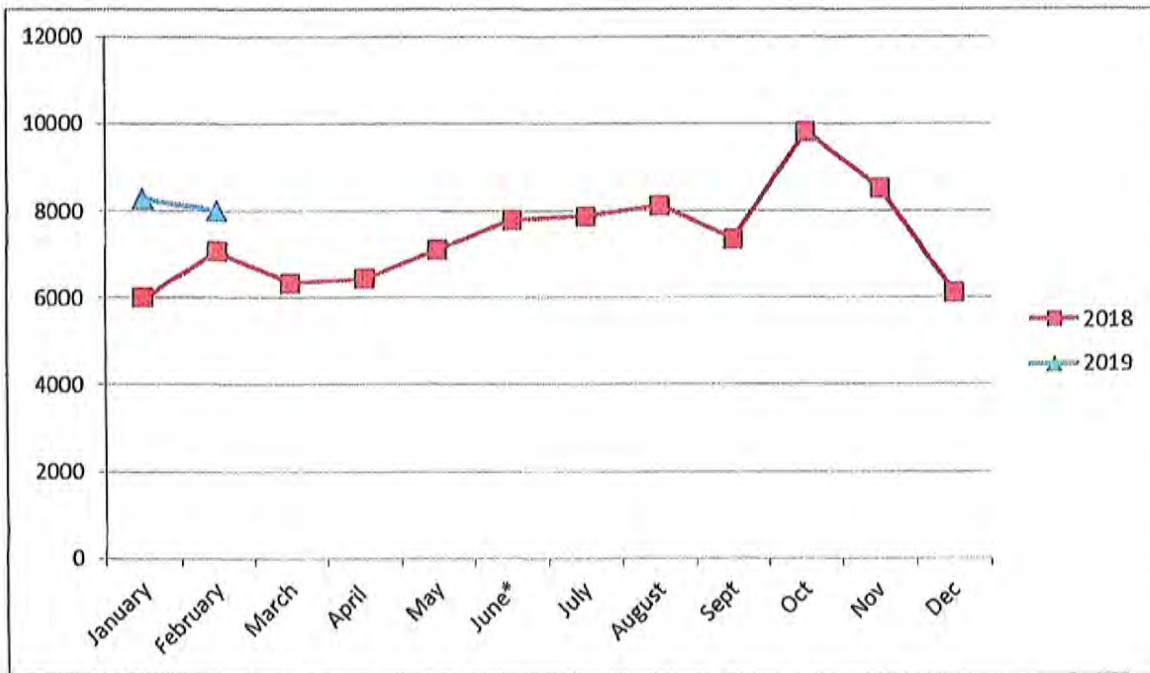
Mr. Norwick questioned the turnover rate for the bus drivers and the starting pay. Mr. Killebrew responded that TransDev does experience turnover with their drivers but it was a common industry standard in transit to have drivers come and go. Mr. Killebrew said TransDev starting pay for drivers is \$12.32 per hour. Mr. Meisenbach asked how ACTA relates to Link Transit. Mr. Nunn replied that ACTA is an Authority and has their own policy board. Mr. Nunn said ACTA is a reservation service and does not have any bus stops along their routes; similar to Paratransit. Mr. Meisenbach questioned in the two systems shared any stops or connections. Mr. Nunn replied that Link Transit has offered to share their fixed route stops with ACTA.

Ms. McBane asked if High School students in Burlington had access to bus stop to get to ACC to take college credit courses. Mr. Nunn said there are no direct stops to the High Schools but parents are quickly realizing that students can qualify for reduced fare and ride round trip on Link Transit for \$1. Ms. McBane suggested that Link Staff continuing pushing reduced fare for high school and college students on Link Transit's social media.

Adjournment

With no further questions, Chairman Bromilow said the next scheduled meeting is November 13, 2018. Chairman Bromilow adjourned the PTAC meeting at approximately 6:19 pm. Howie Norwick made a motion to adjourn the meeting and Celo Faucette seconded the motion. All PTAC members voted in approval.

FIXED	2017	2018	2019
January	6643	5992	8285
February	6410	7067	8011
March	6528	6343	
April	6065	6440	
May	6734	7105	
June*	8461	7790	
July	6833	7869	
August	7746	8122	
Sept	7854	7352	
Oct	8107	9809	
Nov	7661	8523	
Dec	6765	6108	
TOTAL	85807	88520	16296



PARA 2019	TOTAL			
January	485			
February	382			
March				
April				
May				
June				
July				
August				
Sept				
Oct				
Nov				
Dec				
TOTAL	867			

BUS STOP DATA / 2ND QRT					
2018				Qrt Total	24,440
EDUCATION/EMPLOYMENT/HEALTHCARE/SERVICES	OCT	NOV	DEC	TOTAL	% of QRT RIDERSHIP
ALAMANCE COMMUNITY COLLEGE	692	635	271	1598	7%
ACC DILLINGHAM CENTER PLAZA	254	150	78	482	2%
ALAMANCE REGIONAL MEDICAL	442	381	303	1126	5%
GRAHAM HOPEDALE RD MCKINNEY /DSS	267	182	158	607	2%
N. FISHER STREET TRADE STREET / ALLIED CHURCH	73	56	17	146	1%
					16%
RETAIL / GROCERY					
N. MEBANE ST / WALMART	573	619	590	1782	7%
HOLLY HILL MALL BLUE/RED LINE	762	834	676	2272	9%
SELLERS MILL CHURCH ST. CUM PARK PLAZA	345	302	256	903	4%
O NEAL STREET ALDI GROCERY	169	131	170	470	2%
WESTBROOK SHOPPING CENTER FOOD LION	224	144	88	456	2%
GARDEN ROAD / WALMART	471	421	410	1302	5%
W. DAVIS STREET FOOD LION	104	136	N/A	257	1%
					30%
PARK & RIDE / GIBSONVILLE / GRAHAM					
W. PINE STREET / MAPLE ST / FIRE DEPT	396	419	334	1149	5%
GRAHAM PARK & RIDE	171	197	155	523	2%
HARPER SENIOR CENTER GVILLE	99	77	51	227	1%
BURKE STREET RED CABOOSE / DTOWN GVILLE	191	211	135	537	2%
					10%
OTHER HIGH USE LOCATIONS					
MAPLE AVENUE / FLOYD STREET	326	354	255	935	4%
CHANDLER COURT HOUSING	75	101	57	233	1%
MORNINGSIDE DRIVE APARTMENTS	223	205	135	563	2%
TUCKER STREET CENTER COURT APTS	216	175	85	476	2%
FAIRFAX ST. /N. IRELAND STREET (BHA)	101	86	53	240	1%
HUFFMAN MILL ROAD / FORESTDALE	148	118	56	322	1%
					11%