

# TRANSPORTATION

## **PURPOSE**

The Transportation Cost Center is used to account for expenditures associated with the partnership with the Town of Chapel Hill and the University of North Carolina for the provision of public transportation services throughout the Chapel Hill, Carrboro, and UNC community.

## **GOALS**

- Improve quality of public transportation service.
- Improve level of public transportation service.
- Improve access to public transportation.
- Improve communication and feedback opportunities for Carrboro residents using and/or needing public transportation services.

## **SERVICES PROVIDED & ACTIVITIES**

- Fixed route transit encompasses all regular bus service to Carrboro residents.
- EZ Rider is a special demand-response service using lift-equipped vehicles to transport individuals with mobility limitations that prevent them from using regular fixed route buses.
- Tar Heel Express is a special service for UNC home basketball and football games.
- Bike-on-bus allows transit riders to put their bicycle on the front of any bus.

## **PREVIOUS YEAR ACCOMPLISHMENTS**

Update of Orange County Transit Plan with funding allocations for local service and expansion, including Bus-Rapid Transit

Chapel Hill Transit overall:

- Service area of approximately 62 square miles.
- Statistics for calendar year 2021 are provided in the table below.

<b>Service Consumption FY2021</b>	<b>Fixed Route</b>	<b>Demand Response</b>
Annual Passenger Miles	3,267,778	—
Annual Unlinked Trips	1,597,066	—
Average Weekday Unlinked Trips*	6,248	
Average Saturday Unlinked Trips*	377	
Average Sunday Unlinked Trips*	418	
<b>Service Supplied</b>	<b>Fixed Route</b>	<b>Demand Response</b>
Annual Vehicle Revenue Miles	1,683,271	—

Annual Vehicle Revenue Hours	129,722	—
Vehicles Operated in Maximum Service	65	—
Vehicles Available for Maximum Service	112	—

Source: National Transit Database, FY2021

\*Fixed Route and Demand Response combined for average daily unlinked trips

- In FY2020, the total system ridership was 4,751,977 million, ridership was greatly decreased from the previous year due to the impacts of the COVID-19 pandemic.
- Most recent surveying, completed in 2018, found that 89% of riders surveyed rate the overall quality of Chapel Hill Transit as either excellent or good.

#### PERFORMANCE MEASURES

	<b>FY 2019-20 ACTUAL</b>	<b>FY 2020-2021 ACTUAL</b>	<b>FY 2021-2022 ACTUAL</b>	<b>FY2022-2023 PROJECTED*</b>	<b>FY2023-2024 PROJECTED</b>
Average Daily Ridership (Boarding)	3,650	937	1600	3000	4000
Average Daily Ridership (Alighting)	3,390	861	1600	3000	4000
Cost Per Hour Fixed Route Service					New Measure for FY 24
Households within ½ mile of transit per Carrboro Connects					New Measure for FY 24
GHG Per Hour of Fixed Route Service					New Measure for FY 24
Transit service options per neighborhood					New Measure for FY 24

**UPCOMING FISCAL YEAR OBJECTIVES**

- Work with Chapel Hill Transit to more effectively manage current level of public transportation service.
- Continue to upgrade and replace, as needed, existing transit shelters, especially shelters in Carrboro (significant delays related to ordering/supply chain matters).
- Work with Chapel Hill Transit to extend service into areas of Carrboro that are currently not served by fixed route service or to provide expanded service on weekends as described in the Chapel Hill Transit Short Range Transit Plan; work on expanding language access to ensure clear communication with all users.
- Management /structure improvements that will result in clear communication, roles/expectations, and effective decision making to ensure transit service assists communities in meeting and exceeding needs and expectations of users for transportation choices, mobility, access and environmental sustainability.

**Budget Summary-Transportation**

**Department**

<b>TRANSPORTATION</b>	<b>FY 2023 Adopted</b>	<b>FY 2024 Adopted</b>
Operating Exp	\$2,024,580	\$2,085,317
Capital Outlay	\$83,600	\$83,600
<b>TOTAL</b>	<b>\$2,108,180</b>	<b>\$2,168,917</b>