

TOWN OF CARY TRANSIT FUND SUMMARY

The Town of Cary began a demand responsive transit service for Cary's Senior Citizens and those with disabilities on July 1, 2001 (the beginning of Fiscal Year 2002). The Town Council approved expansion of the transit service to the general public on July 1, 2002 (the beginning of Fiscal Year 2003). Because of the program's expansion and its eligibility for restricted funding, this Transit Fund has been created to capture all related revenues and expenditures. Prior to Fiscal Year 2003, costs and ticket sale revenues were included in the General Fund. On February 24, 2005 Council approved a new service design for C-Tran in Cary in which the general public portion of the service was approved to become a fixed-route system effective in November, 2005. The demand responsive portion of the service continues as originally designed for Cary's Senior Citizens and those with disabilities.

The new fixed route transit service began December 16, 2005. Staff began tracking ridership through March 2006, and also solicited customer feedback through a survey conducted in February 2006. The Transit Planning Coordinator also received verbal feedback directly from speaking with customers on the buses and as a result, an additional Maynard Loop route was approved by Town Council in May 2006 and was implemented July 2006.

| | Actual 2005 | Actual 2006 | Actual 2007 | Estimated 2008 | Budget 2009 |
|--|------------------|------------------|------------------|-------------------|------------------|
| REVENUES | | | | | |
| Vehicle License Fees | 413,168 | 427,592 | 444,596 | 455,520 | 469,186 |
| Federal Transit Grant | 856,573 | 165,614 | 668,139 | 857,700 | 1,100,000 |
| State Grant (Allocation) | 290,909 | 236,296 | 253,480 | 177,000 | 240,000 |
| Transportation C-Tran Tickets | 111,682 | 94,536 | 124,020 | 151,304 | 247,639 |
| Transfer from General Fund | 599,717 | 804,361 | 935,596 | 1,587,903 | 1,466,490 |
| Appropriation from Fund Balance | --- | 125,000 | --- | --- | 300,000 |
| TOTAL REVENUES | 2,272,049 | 1,853,399 | 2,425,831 | 3,229,427 | 3,823,315 |
| OPERATING EXPENDITURES | 1,776,190 | 1,965,757 | 2,642,446 | 3,105,042 | 3,823,315 |
| Revenues and Other Sources Over (Under) Expenses and Other Uses | 495,859 | (112,358) | (216,615) | 124,385 | --- |
| Fund Balance - Start of Year | 340,149 | 836,008 | 598,650 | 382,035 | 506,420 |
| Fund Balance - End of Year | 836,008 | 598,650 | 382,035 | 506,420 | 206,420 |

TRANSIT PROGRAM

Additional information about the Transit Program may be obtained by calling Ray Boylston, Transit Services Administrator, at (919) 462-2080, through e-mail at ray.boylston@townofcary.org or by visiting the Town's Web site www.townofcary.org.

MISSION STATEMENT

To provide clean, safe, reliable, and efficient transit service to the community by being responsive to changing needs and focusing on customer service as our highest priority.

PROGRAM DESCRIPTION

- Administers the C-Tran program (a demand-responsive transit service for seniors, persons with disabilities, and a fixed route service for the general public) to ensure safe, efficient, and effective transit services for citizens and visitors of Cary through oversight of a contract for the management and operation of the system.
- Prepares reports and plans to address Cary's transit needs.
- Oversight of contractor's responsibilities for system operations.
- Reviews and approves all applications for Door-to-Door specialized transit services to ensure client eligibility.
- Serve as a liaison to the Triangle Transit Authority, Federal Transit Administration, North Carolina Department of Transportation (NCDOT) Public Transportation Division, regional transit committees and study groups, Capital Area Metropolitan Planning Organization (CAMPO) and the North Carolina Public Transportation Association.

TOWN OF CARY GOALS AND INITIATIVES

| Town Focus Areas | Focus Area I: Community Planning | | | | | Focus Area II: Infrastructure | | | | Focus Area III: Financial Condition | | | Focus Area IV: Municipal Services | | | |
|---|--|----------------------------|-----------------|------------------------|---------------|--|---|-------------|--|---|--------------------------|-------------------------|--|-------------------|--|--------------------|
| Town Goals | Achieve a well-planned community using innovative and proactive planning approaches and techniques. | | | | | Ensure that roads, water and wastewater facilities, parks, and other infrastructure exists for the existing citizens and for the future needs identified in the comprehensive plan. | | | | Achieve a stable and strong financial position by accurately estimating, prudently allocating, and managing financial resources. | | | Achieve a high level of service to the citizens in a prompt, reliable, responsive, and cost-effective manner. | | | |
| Town Initiatives (pages 2 and 3 of this document contain full descriptions of each Town Initiative) | Growth Management | Long Range Water Resources | Housing Program | Comprehensive Planning | Land Use Plan | Environmental Concerns | Infrastructure and Level of Service Standards | Fiscal Plan | Water, Wastewater, Transportation Infrastructure | Broad Band Technology Services | Long Term Financial Plan | Performance Measurement | Short Term Financial Planning | Review Operations | Cost Consciousness and Sustained Service Provision | Public Involvement |
| Departmental Goals and Initiatives | | | | 1, 3 | 1, 3 | 3 | 1, 2,3,4, 5 | 1, 2, 3 | | | 1, 2, 3 | 4, 5 | 2, 3 | 1, 2, 3 | 2, 3 | 1, 3 |

DEPARTMENT GOALS AND INITIATIVES

1. Maintain affordable door-to-door transit services for seniors and persons with disabilities throughout the town limits for medical, employment, shopping and social activities and out-of-town services for medical and employment trips on a space available basis.

2. Develop, provide, and maintain highly efficient, effective and convenient transit services for the general public with the Town limits through a fixed route system.
3. Design and maintain transit services in a manner that promotes increased system productivity and excellent customer service.
4. Ensure that the system provides local bus service connections with regional bus service and a baseline of transit feeder services to the future regional transit services.
5. Ensure that all available federal, state, regional, and other transit grant funding sources are sought and utilized to the maximum extent possible to offset expenses to the Town and its citizens.
6. Ensure that the Town continues to cooperate and participate in regional transit coordination initiatives to enhance the mobility of our citizens and visitors throughout the region.

FY 2008 ACCOMPLISHMENTS

- Operated four fixed routes for the general public. Assisted in the development, coordination, and implementation of a new TTA Route 303 that began providing mid-day express transit service from the Cary Train Station to NCSU to Downtown Raleigh in July 2007 at no cost to the Town.
- Operated door-to-door system for senior citizens and persons with disabilities.
- Average weekday ridership on fixed routes increased by approximately 75% over FY 2007.
- Requested and received Federal Transit Administration (FTA) “capital cost of contracting” funds totaling \$857,257.
- Requested and received State Maintenance Assistance Program (SMAP) operating funds totaling \$177,000.
- Completed the design, ordering and receipt of new fixed route map and schedule brochures that were distributed to numerous businesses, apartment complexes, and schools in the service area.
- Additional fixed route buses equipped with bike racks.
- Additional bus stop signs purchased and installed at strategic locations in addition to the design and development of shared bus stop signage with the Triangle Transit Authority (TTA).
- Planned and implemented the move of the transfer point at the Cary Towne Center Mall with no disruption to customers.
- Developed an inventory of proposed locations for benches and shelters and began installation on some sites.
- Significant updates to C-Tran web site completed to reflect changes in system (examples: new fixed route passenger guide, fixed route maps, new ticket ordering form, etc.).
- Completed the Transit Element of the Comprehensive Transportation Plan that provides recommendations for the future of fixed route and Door-to-Door transit services in the Town.

KEY PERFORMANCE OBJECTIVES

- Maintain 95% on-time performance of C-Tran.
- Increase registration for C-Tran by 20%.
- Increase general public ridership on C-Tran by over 20%.

KEY PERFORMANCE MEASURES

| <u>Performance Measure</u> | <u>Actual FY 2007</u> | <u>Estimated FY 2008</u> | <u>Projected FY 2009</u> |
|---|---------------------------|------------------------------|------------------------------|
| % of on-time transit trips (fixed route and door-to-door) | 97% | 97% | 97% |
| % increase in registered riders for door-to-door service | 10% | 10% | 10% |
| % increase in door-to-door transit trips | 3% | 5% | 5% |
| % increase in fixed route transit trips | 30% | 20% | 20% |
| % decrease in Town subsidy for fixed route service | 5% | 5% | 5% |

KEY WORKLOAD INDICATORS

| <u>Workload Indicators</u> | <u>Actual FY 2007</u> | <u>Estimated FY 2008</u> | <u>Projected FY 2009</u> |
|---|---------------------------|------------------------------|------------------------------|
| Number of registered door-to-door riders | 2,000 | 2,400 | 2,800 |
| Number of transit trips (door-to-door & fixed routes for FY07 – door-to-door for FY05 and FY06) | 100,800 | 114,000 | 120,000 |
| Average annual net transit cost per trip (door-to-door) | \$35.90 | \$39.10 | \$39.10 |
| Average annual net transit cost per trip (fixed routes) | \$19.27 | \$19.49 | \$19.49 |

ACTIVITY HISTORY

| Fund Number: 025-5700 | | | | | |
|----------------------------|---------------------------|---------------------------|---------------------------|------------------------------|---------------------------|
| <u>Activity</u> | <u>Actual FY 2005</u> | <u>Actual FY 2006</u> | <u>Actual FY 2007</u> | <u>Estimated FY 2008</u> | <u>Budget FY 2009</u> |
| Personnel Services | \$80,179 | \$86,086 | \$90,106 | \$138,803 | \$146,259 |
| Operations and Maintenance | \$1,696,009 | \$1,879,671 | \$2,552,341 | \$2,966,239 | \$3,677,056 |
| Capital Outlay | 0 | 0 | 0 | 0 | 0 |
| Total | \$1,776,188 | \$1,965,757 | \$2,642,447 | \$3,105,042 | \$3,823,315 |
| Authorized FTEs | 1 | 1 | 1 | 2 | 2 |

SIGNIFICANT BUDGET AND SERVICE LEVEL CHANGES BEYOND CURRENT LEVELS

- The splitting of the East-West Route into two separate routes is being proposed for FY09. The new East Route would provide the C-Tran's first direct connection with the CAT system.