

## **MEMORANDUM**

TO: Roger L. Stancil, Town Manager

FROM: K. Stephen Spade, Transit Director  
Kenneth C. Pennoyer, Director of Business Management

SUBJECT: Resolution to Enter Into an Agreement with Triangle Transit and a Project Ordinance Amendment to Establish a New Freedom Grant

DATE: September 14, 2009

### **PURPOSE**

The purpose of this memorandum is to recommend that the Council authorize the Town Manager to enter into an agreement with Triangle Transit to join the GoTriangle Regional Transit Information Center (regional call center). This memorandum also recommends that the Council enact a project ordinance amendment to accept a New Freedom grant and establish a project budget for Chapel Hill Transit to participate in the regional call center.

### **BACKGROUND**

Chapel Hill Transit operates services seven days per week, from 5:30am until as late as 1:00am. However, customer service representatives are only available Monday to Friday from 8:30am to 5:00pm. Over the past couple of years CHT has made significant improvements to its website and now provides an online trip planner, but many customers, especially persons without computers and internet access, have difficulties accessing information about CHT services due to its limited hours of customer service. A common Chapel Hill Transit customer complaint is that there is no access to customer service information, especially during weekends and evenings.

The regional call center, managed by Triangle Transit, provides a single source of information about public transportation, ridesharing, and paratransit services in the Triangle region. The GoTriangle Regional Transit Information Center is staffed between the hours of 7:00am and 10:00pm, Monday through Friday, and 8:00am through 8:00pm on Saturdays and 8:00am through 5:00pm on Sundays, 364 days a year. Through an interlocal agreement, Triangle Transit, Raleigh, Durham and Cary already participate in the Regional Call Center.

The Center also provides comprehensive transit information of a consistently high quality for longer hours and less cost than CHT can provide independently assisting current customers, potential customers, and customers with special needs who may have been confused before by multiple information sources.

## **DISCUSSION**

The interlocal agreement governing the regional call center partnership has a cost-sharing formula based on the number of hours that each agency is open and providing service. Under this formula, Chapel Hill Transit would be responsible for 8% (\$50,614) of the costs in FY2010. Total call center costs for FY2010 is estimated to be \$632,675. Chapel Hill Transit submitted an application to the DCHC for New Freedom funds. On June 19, 2009 the Town was awarded \$40,491 in Section 5317 New Freedom program funds to participate in the GoTriangle Regional Transit Information Center until June 30, 2010. These funds are 80% federal and will require a 20% local match. The local matching share for this grant of \$10,123 is available in the Transit Capital Reserve Fund.

Chapel Hill Transit recommends that the Town Manager enter into an agreement with Triangle Transit to participate in the GoTriangle Regional Transit Information Center. The initial term of the agreement will extend from September 15, 2009 to June 30, 2010 and will automatically renew on July 1, 2010 for a subsequent term of one year. Chapel Hill Transit will apply annually for grant funds to continue participation in the call center. However, if additional funding is not received the Town may choose to withdraw from participation.

## **RECOMMENDATION**

That the Council enact the attached project ordinance amendment and adopt the attached resolution to support Chapel Hill Transit's participation in the GoTriangle Regional Transit Information Center.