



Overview of the GoTransit Regional Information Center

The GoTransit Regional Transit Information Center provides a single source of information about public transportation services, ridesharing and paratransit services throughout the Triangle by allowing customers to make one call via 919-485-RIDE (7433). It is a cooperative function between GoTriangle, GoDurham, GoRaleigh, GoCary and the Town of Chapel Hill (Chapel Hill Transit). Through this multi-agency partnership, the GoTransit Regional Information Center provides comprehensive transit information of a consistently high quality that is relied upon by our current and future customers.

The Regional Team

Manager – Katina Kinder

Supervisor – Aaren Landrum

Customer Information Coordinator – Tierany Griffin

Customer Information Associates II (Team Peers) – Juan Alencastro and Bernadette Parrish

Customer Information Associates I – LaShay Beulah, Adrienne Coles, Alicia Garcia, Eulinda Gooden, Scarlett Guerrero, Sylvia Exum, Steven Forbes, Reginald Hinton, Wankisha Jenkins, Kerisha Pettiford, Terri Robinson, Maria Sanchez, Rebeca Sanchez, Amber Warren

Hours of Operation

The GoTransit Regional Information Center is staffed between the hours of 7:00am – 10:00pm Monday through Friday, 8:00am – 8:00pm on Saturdays and 8:00am – 5:00pm on Sundays including all national holidays with exception of December 25th. We are closed on Christmas Day. Our hours of operation on Christmas Eve and New Year's Eve are 7:00am-7:00pm. Our center is also fully functional during adverse weather as staff is available to answer inbound calls remotely during unsafe conditions. Additionally, during the periods outside of operational hours, our customer calls are forwarded via the IVR selection to the local transit partner agencies of choice Dispatch Offices.

Contact Information

Phone: 919/485-7433

Email: info@gotriangle.org and/or customerservice@gotriangle.org

Website: <https://gotransitnc.org/>

Mobile Access

There are several ways to get access to the real-time information while on the go:

<http://triangle.transloc.com/info/mobile>

- [Apps](#) for Apple and Android devices
- [Mobile Web](#) for mobile or less capable devices
- [SMS Text Messaging](#) for all phones

Key Performance Indicators

- 1) Answer 95% of all incoming customer calls within 30 seconds
- 2) Provide courteous and accurate information to all calls presented.
- 3) Maintain an average handle time of 100 seconds (or 1 minute and 40 seconds).
- 4) Record and forward all customer feedback to the designated staff of the appropriate agency within 24 hours.
- 5) Mail brochures (schedules) to customers within 48 hours of receiving a request.

Initiatives & Challenges

- Wages
- GoLive (Real-Time Information) Public Outreach
- Staffing
- Reporting, Updated Phone System, Customer Relationship Management and Resources
- Space (Associates share workstations)
- Other options for customers to communicate with us (example: virtual chat)
- Communication/Teamwork among the various internal GoTriangle departments (i.e. Marketing, Operations)

Things We Do Well

The GoTransit Regional Information Center sustains a focus of always offering the best customer experience as the first point of contact. Our favorite part of our role is assisting our passengers with reliable transit information for their tentative commute. Our mutual goal is offering an exceptional level of customer service to both our external and internal customers.

Got questions about using Transit? We have the Resources!

- Trip planning assistance
- Fare and schedule information
- Real-time bus locations
- Customer feedback
- Lost & found/Pass Sales/Parking Decals (**RTC Pass Sales Office**)
- Paratransit inquiries
- Rideshare (carpool and vanpool) information and matching
- Emergency Ride Home information
- Route brochure requests

Get real-time route info with

THE GOSMART



GoLive APP

powered by TransLoc



Scan the QR code or go to translocrider.com

You can also use the NC 511 Travel Information Line to get real-time bus arrival information. Just dial 511 from any phone or press Zero when calling 485-Ride and follow the prompts!

