GoTriangle's Board of Trustees has resumed in-person meetings. The public is encouraged to use the remote option.

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I. Call to Order and Adoption of Agenda
   (1 minute Vivian Jones)
   ACTION REQUESTED: Adopt agenda.

II. Draft Minutes | February 22, 2023
   (1 minute Michelle Dawson)

III. Regional Transportation Alliance FAST Transit 2.0
    (15 minutes Katharine Eggleston)
    FAST Study Overview
    (Joe Milazzo, PE - RTA Executive Director)

IV. Recommended FY 2025-2030 Wake Bus Plan
    (15 minutes Michelle Peele)
    ACTION REQUESTED: Recommend board adoption of the FY 2025-2030 Wake Bus Plan.
    Recommended FY25-30 Wake Bus Plan
    Phase 2 Outreach Summary
    Phase 3 Outreach Summary

V. Short Range Transit Plan Update
   (20 minutes Jay Heikes)

VI. Adjournment
    (Vivian Jones)
Committee members present | Sally Greene, Vivian Jones, Elaine O’Neal

Committee members absent | Mary-Ann Baldwin [excused], Michael Fox

Committee Chair Vivian Jones officially called the meeting to order at 10:38 a.m. A quorum was present.

I. Adoption of Agenda
   Action: A motion was made by O’Neal and seconded by Greene to adopt the agenda. The motion was carried unanimously.

II. Approval of Minutes
   Action: A motion was made by O’Neal and seconded by Greene to approve the minutes of December 21, 2022. The motion was carried unanimously.

III. Regional Fleet and Facilities Study Update
   Jay Heikes’ presentation is attached and hereby made a part of these minutes, which focused on a component of the fleet and facilities study, expansion of GoTriangle’s bus operations and maintenance facility [BOMF] on Nelson Road. He shared the concept design for the site and building floor plan.

   **Study goals**
   
   - Creating additional operations and maintenance capacity for fixed-route and demand response service
   - Maintaining or reducing non-revenue miles
   - Improving physical environment for operations and maintenance staff
   - Adopting an achievable plan

   **Major scope elements**
   
   - Maintenance, servicing and storage capacity for 120 fixed route vehicles [11 maintenance bays and second service lane]
   - Flexibility to service 60-foot articulated buses
   - Expanded parking and spaces for employees [break areas, locker rooms, training facilities and fitness area]
   - Cost allowances for a solar canopy over the bus parking area
   - Flexibly to connect to future related uses on adjacent NCDOT-owned parcel
The current construction cost estimate is $21 million plus project development, project and construction management costs and contingency for a total of $35.2 million [year of estimate]. Funding was approved for FY2023 in the county transit plans for project development and additional funds have been requested for FY2024.

Staff will be submitting federal grant applications for funding.

Heikes added that the regional fleet and facilities study also includes:
- Fleet composition/battery electric transition plan for the GoTriangle fleet
- Assessment of regional electric charging infrastructure
- Paratransit facility needs
- Coordination with NCDOT and RDU to evaluate the adjacent parcel

The committee took a five minute break at 11:02 for staff to resolve technical issues.

IV. Durham Bus Stop Optimization Study
Paul Black’s presentation is attached and hereby made a part of these minutes.

Black stated that the Durham Bus Stop Optimization Study [Balancing] is funded by the Durham Transit Plan for all GoDurham and GoTriangle bus stops in Durham County. Staff is beginning the first phase of public outreach. The purpose of the study is to improve bus operations but also for efficient delivery of stop improvements. “Balancing” will help buses run faster by making sure that stops are the right distance apart. It could mean stops that are too close together or not used very often are removed so the bus can travel faster to its destination. Stops could be added if the current stops are too far apart or at a popular destination. Stops with access and safety concerns or construction concerns and those in transit emphasis zones and corridors also will be a focus.

Black said people can find information on the website and the ambassador program will be used to reach the community. Staff also will be on-site at various events and locations to share information about the study.

V. Recommended FY2025-2030 Wake Bus Plan Update
Jennifer Green’s presentation is attached and hereby made a part of these minutes. She provided an overview of the Wake Transit Plan and explained two components:
- Draft work plan – all Wake Transit Plan projects scheduled for investment in the upcoming fiscal year, divided into operating and capital costs
- Wake Bus Plan – projects related to bus service and capital improvements in future fiscal years

Development of the draft Wake Bus Plan combines data and community/stakeholder input. Data includes an analysis of transit markets and needs, assessment of gaps between existing services and needs and evaluation of existing bus services. Engagement efforts collect feedback on locations and types of accessibility improvements and proposed service improvement ideas.
The FY2025-2030 Wake Bus Plan process started in July 2021 and is in its third round of public engagement. The final plan is expected to be adopted later this year.

**Recommendations**

- Increase frequency of service to better serve people and attract more riders
- Expand service to all-day and on weekends
- Offer new service models such as microtransit in lower density areas
- Improve service performance by adjusting alignments or eliminating underperforming routes

**Outcomes**

- Approximately 29% more bus service by 2030 [mostly in Raleigh]
- $292 million allocated to capital projects such as maintenance facilities, transit centers, park-and-rides, enhanced transfer points, improvements to existing bus stops and new bus stops
- Expanded access to all-day bus service accessible to 55% of Wake County residents and 81% of jobs by 2027 [three years ahead of the goal]
- Expanded access to frequent bus service, increasing the percent of residents [22%] and jobs [43%] in proximity [¾ miles walk] to high frequency transit

Green added that this is a coordinated effort looking at GoTriangle service in Orange and Durham counties as well and staff will be providing updates on those efforts in the future.

**VI. Legislative Update**

President/CEO Lattuca provided an update on his conversations with Chatham County and Representative Reives and his staff regarding the county’s transportation needs and GoTriangle’s limitations to operate outside the three county area. He said he was not looking for action in this legislative session; however, he would like the board to begin a conversation about how GoTriangle might expand, what would be required of counties coming in and the implications to board composition.

**VII. Adjournment**

**Action:** Chair Jones adjourned the meeting at 11:52 a.m.

Prepared by:

Michelle C. Dawson, CMC
Clerk to the Board of Trustees
MEMORANDUM

TO: GoTriangle Board of Trustees Planning & Legislative Committee
FROM: Planning and Development
DATE: June 20, 2023
SUBJECT: FAST Study

Strategic Objective or Initiative Supported
3.2 Strengthen Community and Institutional Partnerships

Action Requested
None

Background and Purpose
Joe Milazzo, Executive Director of the Regional Transportation Alliance, will present information about a proposed study for Freeway, Arterial, Street, and Tactical (FAST) transit, following up on an earlier FAST Study completed by RTA with support from GoTriangle and NCDOT.

According to RTA, this updated study will focus on ways to quickly leverage, expand, and link major transit investments – in particular new BRT corridors and extensions – in a meaningful, actionable, and scalable manner. The centerpiece of this effort is accelerating the implementation of Freeway, Arterial, Street, and Tactical (FAST) transit priority infrastructure on freeways and other major roadways across our region. In addition, this study focuses on advancing the complementary activation of SMART (Systematic Management of Adaptable Roadways through Technology) freeway corridors in our area to improve travel for all users in a cost-effective, impact-minimizing fashion.

RTA is requesting $50k to $100k each from a range of partners including: RTA, NCDOT, Raleigh, Durham, Cary, Chapel Hill, Wake Co, Durham Co, Orange Co, Johnston Co, Chatham Co, DCHC MPO, CAMPO, and GoTriangle.

Financial Impact
None

Attachments
- None

Staff Contact
- Katharine Eggleston, 919-485-7564, keggleston@gotriangle.org
Overview of Freeway, Arterial, Street, and Tactical (FAST) transit priority infrastructure study

GoTriangle Planning and Legislative Committee
Wednesday, June 28, 2023
About the RTA

Voice of the **regional business community** on transportation since 2002

- 150+ member companies/organizations
- Including 25+ chambers of commerce across 13 counties

**RTA is a private-public partnership that drives consensus and action through focus and cooperation between the regional business community and our elected and transportation leaders.**
original FAST study 2020-21

An initial FAST vision study was coordinated by the regional business community and funded by a 50:50 private-public partnership by:

- Regional Transportation Alliance
- NCDOT / NC Turnpike Authority
- GoTriangle
original FAST study 2020-21

https://www.ncdot.gov/divisions/integrated-mobility/multimodal-planning/Pages/fast-study-documents.aspx

GoTriangle P&L Committee – June 28, 2023
“The Department believes the FAST approach could serve as a template for many areas across the state to advance regional transit. We greatly appreciate RTA for initiating the study effort.”
– Julie White, Deputy Secretary for Multimodal Transportation, NC Department of Transportation

“We look forward to using this study as a cooperative approach for building transit solutions that will better serve the community, strengthen our transportation network and maintain the region’s reputation as a great place to live and work.”
– Charles Lattuca, president and CEO, GoTriangle

“The regional business community and our study partners are committed to the transformation of our highway network into true multimodal freeways and streets that provide significant and sustainable advantages for public transit, along with enhanced accessibility and mobility for all modes of travel.”
– Joe Milazzo II, PE, executive director, RTA
Accelerated Metropolitan Mobility strategy

1. Identify sustainable funding for RDU Airport
2. Advance enhanced regional transit system
3. Promote rapid relief freeway improvements
4. Support mobility innovations and pilots
5. Modernize revenues for highways and streets
Accelerated Metropolitan Mobility strategy

1. Identify sustainable funding for RDU Airport
2. Advance enhanced regional transit system
3. Promote rapid relief freeway improvements
4. Support mobility innovations and pilots
5. Modernize revenues for highways and streets
The partners recognize that the most time- and cost-effective method of quickly creating an interconnected, enhanced regional transit network that can broadly serve the metropolitan Triangle will be to leverage the existing and proposed freeway and regional boulevard network.
FAST transit 2.0 - overview

1. Make our freeways and regional boulevards “transit ready.”
2. Develop one or more BRT corridors to connect to RDU Airport
3. Advance SMART freeway corridors
4. Formulate a regional vision, goals and brand for transit and mobility
FAST transit 2.0 - focuses

RTA, NCDOT and partners will launch FAST study 2.0 this summer

• Broader geographic area
• Primary focus on freeways and regional boulevards
• Selected targeted emphasis corridors including I-40, I-885
• Dynamic transit priority shoulders; possible express lanes, transit priority lanes
• Direct FAST and BRT linkages to RDU Airport
• Improved Bus On Shoulder System (BOSS)
• Implement SMART freeways to prioritize transit and benefit all users
• Rapid implementation and institutionalization of transit advantages
FAST transit 2.0 - deliverables

- Action plan – specific funding, project recommendations
- Improvements that will benefit all users, not just transit
- Create, reinforce regional plan, perspective and vision
GoTriangle P&L Committee – June 28, 2023
I am writing in support of a Freeway and Street-based Transit (FAST) implementation framework for the Research Triangle region, including the introduction of Bus Rapid Transit (BRT) corridors that connect to Raleigh-Durham International Airport (RDU).

The Authority’s Vision 2040 master plan includes capital improvements that support BRT implementation and improved transit access at the airport. As I mentioned at RTA’s Regional Transit Awareness Day event on Sept. 29, Vision 2040 includes significant improvements to our roadway system and a Ground Transportation Center to provide easier BRT access to the terminal curbs.

Sincerely,

Michael J. Landgraf
President & CEO
## Current FAST 2.0 Partners

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NCDOT will manage and help coordinate the study.
Overview of Freeway, Arterial, Street, and Tactical (FAST) transit priority infrastructure study

GoTriangle P&L Committee
Wednesday, June 28, 2023
MEMORANDUM

TO: GoTriangle Board of Trustees Planning & Legislative Committee
FROM: Planning and Development
DATE: June 20, 2023
SUBJECT: Recommended FY 2025-2030 Wake Bus Plan

Strategic Objective or Initiative Supported
Wake Transit Plan Implementation

Action Requested
Staff requests that the Planning and Legislative Committee recommend the FY 2025-2030 Wake Bus Plan for adoption by the GoTriangle Board of Trustees.

Background and Purpose
The Wake Bus Plan update is a document that recommends bus service improvements in Wake County for fiscal years 2025 through 2030. It specifically addresses new bus services funded by the Wake Transit Plan, but also proposes changes to existing routes that make bus service more useful and are responsive to changing travel patterns. The plan has been in development since July 2021 with consultant support and guidance from staff from transit agencies, municipalities, CAMPO, and other key institutions in Wake County. The plan includes bus service improvements and associated capital improvements in fiscal years 2025-2030 and has been recommended by the Wake Transit Plan Advisory Committee (TPAC) for approval by the GoTriangle Board and CAMPO Board.

The Bus Plan provides an overview of the recommended service and capital investments from FY2025 to FY2030, with snapshots of Wake County’s proposed transit network in FY2025, FY2027, and FY2030 and analysis of how these networks advance the county towards meeting the Wake Transit Plan goals. The FY2025-2030 Wake Bus Plan also lays out the implementation schedule for service, infrastructure, and fleet projects by year for each agency, and culminates in a financial plan that estimates the cost of these projects by year. Further implementation details are documented in each agency’s Short-Range Transit Plan (SRTP), which includes details on the service and capital projects scheduled for implementation between FY2025 and FY2027. Short Range Transit Plans are developed for GoRaleigh, GoCary, and GoTriangle service in Wake County as part of the Wake Bus Plan planning process. The concepts identified for the GoTriangle Short Range Transit Plan in the Wake County Bus Plan will be further refined as the
development of the GoTriangle Short Range Transit Plan in Durham and Orange County progresses during FY24. Work on the GoTriangle Short Range Transit Plan was delayed in Orange and Durham counties until after the transit plans in each county were finalized and approved.

The benefits of the investments identified in the Plan are significant. One of the fundamental goals of the Wake Transit Plan is to increase the accessibility of the system, specifically the number of residents and jobs with access to the transit network (as measured by a ¾-mile distance from a bus route). In FY2021, all day transit service was accessible to 50% of Wake County residents and the frequent transit network was accessible to 8%. By FY2030, 64% of residents will be within ¾ of a mile to all-day transit service and 22% of residents will have access to the frequent network. Transit access to jobs also increases. In FY2021, 78% of Wake County jobs are accessible from all-day transit service; by FY2030, this increases to 87%. Jobs accessible to frequent transit also increases from 21% to 43%.

Financial Impact
None

Attachments
• Recommended FY2025-2030 Wake Bus Plan with appendices

Staff Contacts
• Michelle Peele, 919.485.7434, mpeele@gotriangle.org
• Austin Stanion, 919.485.7451, astanion@gotriangle.org
• Meg Scully, 919.485.7455, mscully@gotriangle.org
• Katharine Eggleston, 919.485.7564, keggleston@gotriangle.org
Recommended FY2025-2030

Wake Bus Plan

May 2023
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1 Introduction

THE WAKE TRANSIT PLAN

In 2016, voters in Wake County approved a tax package to invest $2.3 billion in public transit services over a 10-year period between 2017 and 2027. The combined investment strategy, branded as the Wake Transit Plan, reflects a vision for transit service development articulated through “Four Big Moves” which include:

- **Connect Regionally**: Create cross-county connections by developing a combination of regional rail and bus investments. The investment plan reflects a Durham-Wake commuter rail project as well as a series of regional express routes.

- **Connect All Wake County Communities**: Connect all 12 municipalities in Wake County plus the Research Triangle Park (RTP) and Raleigh-Durham International Airport (RDU). This investment will include a combination of regional and express bus routes.

- **Frequent, Reliable Urban Mobility**: Develop a frequent transit network in Wake County’s urban core. The frequent transit network will include development of bus rapid transit services, plus high frequency bus services along major corridors in the County’s most developed communities.

- **Enhanced Access to Transit**: Directs investment to existing fixed-route services to make service more convenient. The investments include expanding transit operating hours, such as providing more service on weekend days or increasing services on weeknights. Enhancing access to transit also increases the frequency of service on many routes and develops demand-response services in lower density areas.

In addition to the Four Big Moves, the Wake Transit Plan identifies a series of investment goals to guide transit network development:

- Prioritize investment in ridership-justified routes but continue investment in coverage routes.

- Build a transit network that ensures both residents and jobs in Wake County are accessible by public transportation.

- Balance investments in transit infrastructure and new services to create a network that will be robust and viable in the long term. The Wake Transit Plan emphasizes infrastructure investments that improve the speed and reliability of transit operations.

- Focus investment on projects that will enhance customer service and the user experience. The Wake Transit Plan will prioritize accessibility, comfort, security, reliability, cleanliness, courtesy, and communication.

The Governing Boards directing the implementation of the Wake Transit Plan (hereinafter Wake Transit Governing Boards) are accountable for governing and overseeing implementation of the Wake Transit Plan. The Wake Transit Governing Boards include the Governance Interlocal Agreement (ILA) parties, which consists of the Capital Area Metropolitan Planning Organization (CAMPO) Executive Board and the GoTriangle Board of Trustees.
The Governance ILA parties established the Wake County Transit Planning Advisory Committee (TPAC), a staff-level advisory committee to coordinate planning and implementation of the Wake Transit Plan. The TPAC is comprised of regional and local governments, as well as the region’s transit providers (GoTriangle, City of Raleigh, Town of Cary, and GoWake ACCESS) and major institutions. The TPAC is overseeing development of the Wake Transit Multi-Year Bus Service Implementation Plan (MYBSIP), also referred to as the Wake Bus Plan. Hands-on management and direction are provided through the Core Technical Team (CTT), Engagement Team (ET), and Stakeholder Team (ST), which are staff workgroups created by the TPAC.

THE WAKE BUS PLAN UPDATE

The Wake Transit Plan requires transit stakeholders to prepare and update a multi-year service plan, referenced as the Wake Bus Plan, every four years—the first of which was adopted in early 2019. The Wake Bus Plan must identify, define, and prioritize Wake County transit investments in alignment with funding available through the Wake Transit Plan. This Wake Bus Plan Update is a collaborative effort developed with Wake County transit operators, municipalities, community stakeholders, and members of the public. The key outcome of the planning process is a financial implementation plan that programs and schedules bus-related service and capital projects until Fiscal Year (FY) 2030. The Wake Bus Plan service and capital programs serve as a guide for the TPAC during the development of the annual Work Plan.

The Wake Bus Plan Update focuses on bus service and capital projects sponsored by the Town of Cary (GoCary), City of Raleigh (GoRaleigh), and GoTriangle. It represents a shared—and growing—investment in the Wake County transit network with investments in both bus operations and capital projects. In FY2024 individual transit agencies collectively will invest $27.8 million in bus and ADA services; the Wake Bus Plan is adding another $25.4 million to the system, for a combined investment of $53.2 million. By FY2030, investments in bus and ADA service will grow to $85.2 million, with $31.7 million contributed from individual transit agencies and $53.5 million from the Wake Transit Plan. Wake Transit Plan funds are also helping the region leverage capital funding from federal and state programs, which help to expand and strengthen the region’s transit network.

The benefits of the combined investment are significant. One of the fundamental goals of the Wake Transit Plan is to increase the accessibility of the system, specifically the number of residents and jobs with access to the transit network (as measured by a ¾-mile distance from a bus route). In FY2021, all-day transit service was accessible to 50% of Wake County residents and the frequent transit network was accessible to 8%. By FY2030, 64% of residents will be within ¾ of a mile to all-day transit service and 22% of residents will have access to the frequent network. Transit access to jobs also increases. In FY2021, 78% of Wake County jobs are accessible from all-day transit service; by FY2030, this increases to 87%. Jobs accessible to frequent transit also increases from 21% to 43%.

The three transit agencies collectively served over 7 million trips in FY2019 and about 5.7 million trips in FY2022 on their fixed-route bus networks, the difference due to recovery from the COVID-19 pandemic. Preliminary ridership data for FY2023 shows that transit ridership is continuing to bounce back from the pandemic and has started to exceed pre-pandemic levels.

As shown in Figure 1, GoRaleigh provides the most transit trips in the county, followed by GoTriangle (whose ridership includes trips in Durham and Orange Counties as well), then by GoCary. The investments recommended in the FY2025-2030 Wake Bus Plan work to improve transit service for today’s existing riders, as well as for new riders to the system.
This document provides an overview of the recommended service and capital investments from FY2025 to FY2030, with snapshots of Wake County’s proposed transit network in FY2025, FY2027, and FY2030 and analysis of how these networks advance the county towards meeting the Wake Transit Plan goals. The FY2025-2030 Wake Bus Plan also lays out the implementation schedule for service, infrastructure, and fleet projects by year for each agency, and culminates in a financial plan that estimates the cost of these projects by year. Further implementation details are documented in each agency’s Short-Range Transit Plan (SRTP), which includes details on the service and capital projects scheduled for implementation between FY2025 and FY2027. Short Range Transit Plans are developed for GoRaleigh, GoCary, and GoTriangle as part of the Wake Bus Plan planning process.

This FY2025-2030 Wake Bus Plan planning process included the following phases:

- Regional Service Assessment – analyzing the market for transit, existing service performance, and gaps in transit service for Wake, Durham, and Orange Counties (see Appendix A).
- Project Development – developing new and updated service and capital project concepts through workshops with partners and stakeholders and through public engagement.
- Project Prioritization and Programming – prioritizing service and capital projects using the Wake Bus Plan Project Prioritization Policy and programming the projects year-by-year based on available funding estimated by the Wake Financial Model (see Appendix B for service project prioritization results and Appendix C for service investments detailed tables).
- Recommended FY2025-2030 Wake Bus Plan and Short-Range Transit Plans – draft and final plans are shared with stakeholders and the public for review and comment (see Appendix D, E, and F for the Short Range Transit Plans by agency).
- Public Outreach – two phases of public outreach to collect feedback on project concepts and the draft plan (see Appendix G for the Phase 2 outreach summary and Appendix H for the Phase 3 outreach summary. Phase 1 outreach focused on a related analysis not directly a part of the Bus Plan planning process).

Agencies and stakeholders around Wake County, as well as consultant team staff, participated in the Wake Bus Plan Update planning process as a part of the project management team, the core technical team, the engagement team, and/or the stakeholder team (Figure 2).
### Figure 2  Wake Bus Plan Update Participating Agencies and Stakeholders

<table>
<thead>
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<th>Project Management Team</th>
<th>Core Technical Team</th>
<th>Engagement Team</th>
<th>Stakeholder Team</th>
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2 Service Program

OVERVIEW

The FY2025-2030 Wake Bus Plan recommends a steady investment of bus operations funding from FY2025 to FY2030 that expands the transit network in Wake County, building upon projects implemented through the first Wake Bus Plan from FY2019 to FY2023. As shown in Figure 3, the FY2025-2030 Wake Bus Plan service program grows the transit network from approximately 490,000 revenue hours in FY2023 to 630,000 revenue hours in FY2030. The costs to operate this network also grows from $55.6 million in FY2023 to $86.3 million in FY2030 (Figure 4). These figures are inclusive of all fixed route bus and microtransit services in Wake County operated by GoRaleigh, GoTriangle, and GoCary regardless of funding source, but do not include Bus Rapid Transit projects, which are not planned through the Wake Bus Plan Update effort. Of these totals, $22.9 million in FY2023 and $46.6 million in FY2030 are funded through the Wake Transit Plan's bus service expansion funds.

This investment schedule consists of a series of bus service projects sponsored by the Town of Cary (GoCary), the City of Raleigh (GoRaleigh), and GoTriangle. Projects funded through the Community Funding Area (CFA) program, such as the Morrisville Smart Shuttle and GoApex Route 1, were not reviewed as part of the Wake Bus Plan. The Wake Bus Plan Update includes changes in bus route alignments, frequency of service, operating hours, and/or days of service of individual bus routes. Service projects were characterized by the type of bus service:

- **Frequent Network Routes** – Investments in bus services that currently have or will operate with frequencies of 15 minutes or less for most of the day. These routes form the backbone of the urban transit network.
- **Intra-County and Regional Express Routes** – Investments in limited stop and/or peak-only bus routes. These routes are designed to facilitate regional and intercity mobility.
- **Investments in Local Services** – Changes to bus routes that improve local transit access. These routes typically operate every 30 or 60 minutes.

The following maps depict the full network of transit services available in Wake County by fiscal year. Projects not funded through the Wake Bus Plan, such as CFA services, are included to provide the full picture of transit service in the county. Figure 5 shows a map of the current transit network in Wake County, as of FY2023. The first major year of new projects is FY2025 (Figure 6). Figure 7 shows the FY2027 network, at the end of the Short Range Transit Plans timespan. Lastly, Figure 8 shows the transit network by FY2030, the horizon year of this Wake Bus Plan Update.

The service program steadily increases the coverage and service levels of the Wake County transit network year-to-year. Since the Wake Bus Plan Update focuses on projects funded by the Wake Transit Plan’s bus service expansion funds, there may be services funded through other sources that are not included in these maps. Additionally, while the following sections include descriptions of projects slated for FY2024, these projects are being defined in the FY2024 Wake Transit Work Plan. The first year of Wake Bus Plan recommendations is FY2025.
Figure 3: Wake County Transit Network Annual Revenue Hours

Source: Nelson\Nygaard Consulting Associates

Figure 4: Wake County Transit Network Annual Operating Costs

Source: Nelson\Nygaard Consulting Associates
As of February 2023, the following GoTriangle routes are temporarily suspended: 105, 301, 311, and NRX.
Figure 6  FY2025 Network Map

*Durham and Orange County portions of route alignments will be finalized through the GoDurham and GoTriangle Short Range Transit Plans project, based on the implementation of the Durham County Transit Plan.
*Durham and Orange County portions of route alignments will be finalized through the GoDurham and GoTriangle Short Range Transit Plans project, based on the implementation of the Durham County Transit Plan.
*Durham and Orange County portions of route alignments will be finalized through the GoDurham and GoTriangle Short Range Transit Plans project, based on the implementation of the Durham County Transit Plan.
This chapter covers the service program for fixed-route and microtransit projects. For more details about specific projects slated for FY2025 to FY2027, please refer to the relevant agency’s Short Range Transit Plan. Lastly, as agencies expand their fixed route networks, ADA paratransit service typically increases in ridership and costs. Costing assumptions for transit operations and investments in ADA paratransit are covered in Chapter 4 Financial Plan.

WAKE TRANSIT PLAN GOALS

The Wake Transit Plan sets a series of network development goals to guide system investment. Of the four overarching goals, two concern bus service expansion:

- Prioritize investment for ridership-justified routes but continue investment in coverage routes. The Wake Transit Plan sets a system-wide goal of 70% ridership routes and 30% coverage routes.
- Expand the number of Wake County residents and jobs that have access to a reliable transit network. Specifically, the Wake Transit Plan identifies a network goal of ensuring that all-day transit service is within three-quarters of a mile (roughly walking distance) from 55% of all Wake County residents and 81% of jobs in Wake County.

Ridership and Coverage

Ridership-based routes are focused on providing direct service to key corridors, at relatively higher frequencies through areas with high expected transit usage. Coverage-based services operate less directly on more streets, with lower frequencies that expand geographic access to transit. The Wake Transit Plan set an overall goal of providing 70% ridership-oriented routes and 30% coverage-oriented routes.

As shown in Figure 9, the service program of the Wake Bus Plan Update moves the Wake County transit network towards meeting the goal of 70% ridership and 30% coverage routes. By FY2027, 68% of the network will be ridership-based, and 32% will be coverage-based. The balance of ridership and coverage-oriented routes shifts by FY2030, with 75% of the routes defined as ridership-based.

The Wake Transit Plan updated in 2021 defined ridership and coverage-oriented routes based on route type. The Recommended FY2025-2030 Wake Bus Plan used these general definitions to estimate the portion of the network that is ridership or coverage. Specifically, ridership-based routes were defined as local services that operate every 30 minutes or better in the peak and midday periods, or regional routes that operate every 30 minutes or better in the peak period. All other services are categorized as coverage based. This designation accounts only for the frequency of the routes and does not capture the directness of the service or the accessibility of the network overall.

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1 Ridership-justified routes include commuter rail, key regional express bus routes, BRT services, and the frequent local bus network in Raleigh and Cary. These types of routes serve areas with higher population or employment density and often are designed to bypass congestion and other motorist delays. Coverage routes are generally lower frequency routes that extend across the County, serving lower-density places where high transit ridership is not a realistic outcome. These services include links to outer towns, coverage of low-density areas, paratransit services, and more community-centric local services. It is understood that coverage services will not have high ridership as that is not their purpose. Instead, their purpose is to provide basic access across the County, even in areas of low demand.
As the Wake Transit Plan invests in transit service and strengthens the bus network overall, service levels are increasing, and more bus routes are meeting the frequency standard for ridership-oriented routes. This does not necessarily mean that the coverage-oriented goals of the network—providing access to more parts of Wake County—are being compromised. Instead, by increasing the number of bus routes that operate every 30 minutes or better, the Wake Bus Plan is strengthening the bus network in places where ridership is strong, including areas outside of the urban core, like Garner, Cary and North Raleigh (see also Figure 10 and Figure 11).

Figure 9 Ridership and Coverage Distribution

Source: Nelson\Nygaard Consulting Associates
Assumes combined funding sources (contributions from individual transit agencies and Wake Transit Plan)

Proximity to the Transit Network

The Wake Transit Plan adopted in 2021 set a goal that 55% of residents and 81% of jobs in Wake County are within ¾ miles of all day transit service. This metric includes bus, bus rapid transit, and microtransit services (within ¼ mile of a Smart Shuttle node or within the boundaries of an on-demand microtransit zone). As shown in Figure 10, the FY2025-2030 Wake Bus Plan meets this goal by FY2027, when 60% of residents and 83% of jobs will be within ¾ miles of the proposed all-day transit network. The program further exceeds this goal in FY2030, with 64% of residents and 87% of jobs within ¾ miles of the all-day network.

While the Wake Transit Plan does not set specific goals for access to frequent service, the percent of residents and jobs within ¾ miles of transit with 15-minute or better headways is an additional metric with which to understand the impact of the Wake Bus Plan. Providing frequent and reliable urban mobility is one of the four Big Moves, and the Wake Bus Plan significantly increases the percentage of residents and jobs in proximity to high frequency transit. By FY2030, 22% of the county’s residents and 43% of jobs will be within ¾ miles of frequent services (Figure 11).
Figure 10  Residents and Jobs within ¾ Miles of All-day Transit

Source: Nelson\Nygaard Consulting Associates
Assumes combined funding sources (contributions from individual transit agencies and Wake Transit Plan)

Figure 11  Residents and Jobs within ¾ Miles of Frequent Transit

Source: Nelson\Nygaard Consulting Associates
Assumes combined funding sources (contributions from individual transit agencies and Wake Transit Plan)
IMPLEMENTATION SCHEDULE BY OPERATOR

Delivery of the Wake Bus Plan is carried out by four transit providers: Town of Cary (GoCary), City of Raleigh (GoRaleigh), GoTriangle, and Wake County (GoWake Access). This section summarizes the year-by-year service implementation plans for each of the individual agencies. The implementation plans show service expansion through net changes in estimated costs by route by year. Appendix C shows the net revenue hours and peak bus requirements for each project. Changes in bus revenue hours and costs shown are estimates and may vary slightly from other Wake Transit documents, due to a variety of factors such as cost estimation methods and assumptions about the implementation schedule. Projects designated for FY2024 are included in the implementation plan for reference, even though they are defined in the FY2024 Wake Transit Work Plan process. Projects in FY2025 through FY2030 are recommended by this Wake Bus Plan Update.

GoCary

In 2022, GoCary operated eight fixed-route bus lines, six of them as all-day local bus routes. GoCary also operates one midday-only limited-service local bus route and one peak-only express bus route to Apex. In all cases but the midday-only route, services begin and end at Cary Depot. In FY2022, GoCary served 248,381 trips on its fixed route network.

GoCary also provides eligibility-based paratransit service in accordance with the Americans with Disabilities Act (ADA) and service for older adults through their Door to Door program.

Themes and Goals

Collaboration with GoCary staff, discussions with municipal stakeholders, and input from the public informed the goals of the project proposals. GoCary staff expressed the following focus areas for expanding transit service:

- West and South Cary have low density, suburban style land use patterns, but are growing. As a result, they are potential areas for alternative service models or new fixed-route service.
- Improve connections to Apex and Morrisville as those areas are growing.
- Provide opportunities to connect directly to the Research Triangle Park (RTP) and Downtown Raleigh without transferring at Cary Depot or the Regional Transit Center (RTC). Currently, most services to RTP are provided by GoTriangle via connections made at RTC and Cary Depot. However, Cary recognizes that connections to RTP from West Cary would be more efficient without the need to travel to Cary Depot first.

Stakeholders from municipalities served by GoCary, including Apex and Morrisville, expressed their desire for a focus on local service to support their increasing density.

Input from public engagement indicated interest in connections designed beyond typical commuting and job travel, including:

- Improving connections to multiple downtowns, such as Apex
- Service to shopping centers, medical facilities, and schools

Service Investments

The FY2025-2030 Wake Bus Plan recommends three service improvements for GoCary (see Figure 12), all of which are scheduled for implementation in FY2025. These investments strengthen the existing
GoCary network with improved connections to Raleigh and Apex that expand and/or adjust Wake Transit funded projects that were implemented in previous years. Two projects that were developed to expand coverage within Cary are not funded in this Wake Bus Plan Update due to limited funding and lower prioritization scores. Additional implementation details for GoCary projects proposed for FY2025 to FY2027 can be found in Appendix D.

**Figure 12 GoCary Year-By-Year Service Changes**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 1 Crossroads</td>
<td>Local</td>
<td>Two-phased realignment adapting to changes in road network and development patterns—first phase is in FY2025, and second phase is to be determined.</td>
<td>$0</td>
</tr>
<tr>
<td>Route 11 East Cary</td>
<td>Local</td>
<td>New route providing service between Cary Depot, North Carolina State University, and North Carolina State Fairgrounds.</td>
<td>$970,000</td>
</tr>
<tr>
<td>Route 12 Apex-Cary</td>
<td>Local</td>
<td>The ACX is converted from an express to a local route, operating along the same alignment and serving newly introduced bus stops. The route is renamed to Route 12 Apex-Cary. Will operate every 30 minutes on weekdays and hourly on weekends.</td>
<td>$832,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Beyond Fiscal Year 2030/Not Funded in FY2025-2030 Wake Bus Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 9 West Cary</td>
</tr>
<tr>
<td>Route 10 South Cary</td>
</tr>
</tbody>
</table>

Source: Nelson\Nygaard Consulting Associates

**GoRaleigh**

GoRaleigh operates the greatest number of routes of the Wake County transit agencies. Most of the GoRaleigh network is within Raleigh city limits, though some routes run to nearby municipalities. Most routes run every 30 to 60 minutes all day; currently four routes (Routes 1 Capital, 7 South Saunders, 15 WakeMed, and 19 MLK/Sunnybrook) provide frequent service and three (Routes 55X Poole Road Express, 70X Brier Creek Express, and 401X Rolesville Express) operate during weekday peak hours only. GoRaleigh also provides eligibility-based door-to-door paratransit service in accordance with the Americans with Disabilities Act (ADA). In FY2022, GoRaleigh served over four million trips on its fixed route network.

**Themes and Goals**

The Wake Bus Plan identified investments in GoRaleigh’s transit service through collaboration with GoRaleigh staff, discussions with municipal stakeholders, and input from the public. GoRaleigh staff looked to grow and improve transit services by building on Wake Transit funded projects that were implemented in previous years. Areas of focus for proposal development included:

- Re-evaluating previous Wake Transit Plan service proposals based on changing demographics and shifting travel patterns from the COVID-19 pandemic and ensuring that the Plan serves the highest need areas.
- Exploring new service models for unproductive routes.
- Transitioning away from peak only services toward high frequency service that is available all day.
- Moving away from implementing service changes as route groups or “packages” to allow for faster and lower-cost implementation of service changes.
- Taking the operator shortage into consideration for the implementation schedule.

In addition to bus services within Raleigh city limits, GoRaleigh operates a few peak-oriented commuter bus routes that connect communities outside of Raleigh into the city, such as Knightdale, Rolesville, and Fuquay-Varina. These bus routes are an important part of the Wake Transit Plans’ “Connect All Communities” goals. Stakeholders outside of the City of Raleigh had varying levels of interest in continuing the current service model. Some stakeholders wanted to continue with the Raleigh-oriented fixed-route services and expand routes to operate all day and on the weekends. Other stakeholders preferred transit services oriented towards local connections within their communities and/or to neighboring communities. Access to medical facilities is especially important to these municipalities.

Members of the public had a wide variety of thoughts on the future of GoRaleigh service, but notable themes included:

- Improving service frequency and on-time performance were two of the most important issues for GoRaleigh riders.
- Despite changes from COVID-19, commuting to work is still the most common trip purpose.
- Initial interest in microtransit was low among members of the public, but many participants were also not familiar with the service model. After the project team explained the concept, people were generally open to the idea.
- There is a desire for access to rapidly developing areas of the city, such as North Raleigh.

### Service Investments

GoRaleigh has service investment projects planned for each year from FY2024 to FY2029 (see Figure 13). These investments consist of frequency and span improvements, alignment changes, implementation of new routes, and elimination of some existing routes. This service program strengthens the GoRaleigh network with more frequent routes, longer spans, and better coverage in areas of the city that rely on transit the most. Several packages are phased to allow for parts of the improvements to be implemented earlier in the program. In addition, some projects expand and/or adjust Wake Transit funded projects implemented in previous years. Additional implementation details for GoRaleigh projects proposed for FY2025 to FY2027 can be found in Appendix E.

**Figure 13  GoRaleigh Year-by-Year Service Changes**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fiscal Year 2024</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biltmore Hills Package: Route 5 Biltmore Hills</td>
<td>Frequent</td>
<td>Weekday daytime frequency increased to 15 minutes, and weekend service increased to 30 minutes during the day. Weekday span extended in the evening. Realigned to run on State Street instead of Rock Quarry Road.</td>
<td>$1,354,000</td>
</tr>
<tr>
<td>Route</td>
<td>Route Type</td>
<td>Service Change Description</td>
<td>Net Annual Operating Cost (FY23$)</td>
</tr>
<tr>
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</tr>
<tr>
<td>Biltmore Hills Package: Route 20A Garner Loop A</td>
<td>Local</td>
<td>Weekend service introduced.</td>
<td>$324,000</td>
</tr>
<tr>
<td>Biltmore Hills Package: Route 20B Garner Loop B</td>
<td>Local</td>
<td>Weekend service introduced, service span reduced to match evening demand.</td>
<td>$228,000</td>
</tr>
<tr>
<td>Biltmore Hills Package: Route 13 Chavis Heights</td>
<td>Elimination</td>
<td>Route discontinued with new weekend service on Routes 20A and 20B.</td>
<td>-$519,000</td>
</tr>
<tr>
<td>Biltmore Hills Package: Route 22 State Street</td>
<td>Elimination</td>
<td>Route discontinued with Route 5 alignment change.</td>
<td>-$587,000</td>
</tr>
<tr>
<td><strong>Fiscal Year 2025</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 11 Avent Ferry</td>
<td>Frequent</td>
<td>Frequency increased to 15-minute weekday daytime service. Extended nighttime service span.</td>
<td>$1,444,000</td>
</tr>
<tr>
<td>Poole Package: Route 18 Poole</td>
<td>Local</td>
<td>Route realigned to operate between Downtown Raleigh and the Poole Road Park and Ride only. Frequency increase to 30-minute all-day service Monday – Sunday. Extended nighttime service span on weekdays.</td>
<td>$110,000</td>
</tr>
<tr>
<td>Poole Package: Route 18L Poole-Barwell</td>
<td>Local</td>
<td>New route operating between Poole Road Park and Ride and shopping center at Battle Hill Road and Rock Quarry Road. 60-minute all-day frequency and shorter service span than current Route 18.</td>
<td>$690,000</td>
</tr>
<tr>
<td>Poole Package: Route 18S Poole</td>
<td>Elimination</td>
<td>Route discontinued with introduction of new Route 18L.</td>
<td>-$167,000</td>
</tr>
<tr>
<td>Route 3 Glascock</td>
<td>Local</td>
<td>Route realigned to be more direct, less duplicative with other routes, and serve the 2728 Capital building. Frequency increased to 30-minutes all-day on weekdays and during the day on weekends. Extend weekday and Saturday nighttime service span.</td>
<td>$535,000</td>
</tr>
<tr>
<td>Route 12 Method</td>
<td>Local</td>
<td>Extended nighttime service span on weekdays and reduced nighttime service span on weekends to better fit demand.</td>
<td>$116,000</td>
</tr>
<tr>
<td>Northwest 2.0 Package: Route 27L Blue Ridge-Trinity</td>
<td>Local</td>
<td>Route realigned to cover service previously covered by discontinued Route 26.</td>
<td>$279,000</td>
</tr>
<tr>
<td>Northwest 2.0 Package: Route 4 Rex Hospital</td>
<td>Local</td>
<td>Route realigned to cover service previously covered by discontinued Route 26, extending to Crabtree Valley Mall via Edwards Mill Road.</td>
<td>$735,000</td>
</tr>
<tr>
<td>Northwest 2.0 Package: Route 26 Edwards Mill</td>
<td>Elimination</td>
<td>Route discontinued due to low ridership.</td>
<td>-$918,000</td>
</tr>
<tr>
<td>Route 7L Carolina Pines</td>
<td>Local</td>
<td>Route realigned to be more direct, with new terminus at Seabrook Road. Frequency increased to 30-minutes during the day. Extended weekday and Saturday service span, in early AM and nighttime.</td>
<td>$48,000</td>
</tr>
<tr>
<td>Route</td>
<td>Route Type</td>
<td>Service Change Description</td>
<td>Net Annual Operating Cost (FY23$)</td>
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<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Route 11L Southwest</td>
<td>Local</td>
<td>Realigned route to be more streamlined, with eastern terminus at Gorman Street and western terminus at Hillsborough/Jones Franklin ETP. Frequency increased to 45 minutes throughout the day Monday-Sunday.</td>
<td>$0</td>
</tr>
<tr>
<td>Route 15 WakeMed</td>
<td>Elimination</td>
<td>Route discontinued in conjunction with introduction of New Bern Avenue BRT service in second half of fiscal year.</td>
<td>-$1,722,000 (full year)</td>
</tr>
<tr>
<td>Route 33 Knightdale</td>
<td>Local</td>
<td>Route extended further east to future Wake Tech Eastern Wake campus. New weekend service introduced.</td>
<td>$483,000</td>
</tr>
<tr>
<td>North Wake Microtrans</td>
<td>Microtrans</td>
<td>New microtrans on demand service zone covering Rolesville and Wake Forest. This project may be implemented earlier through a Work Plan amendment if GoRaleigh is able.</td>
<td>$296,000</td>
</tr>
<tr>
<td>Route 401X Rolesville</td>
<td>Regional</td>
<td>Route discontinued due to low ridership.</td>
<td>-$167,000</td>
</tr>
</tbody>
</table>

**Fiscal Year 2026**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 14 Atlantic</td>
<td>Local</td>
<td>New route to provide service between Downtown Raleigh and Triangle Town Center.</td>
<td>$1,575,000</td>
</tr>
<tr>
<td>Route 2 Falls of Neuse</td>
<td>Frequent</td>
<td>Frequency increased to 15-minutes during daytime on weekdays, and 30 minutes during daytime on weekends. Extended nighttime service span Monday – Sunday.</td>
<td>$1,229,000</td>
</tr>
<tr>
<td>Route 21 Caraleigh</td>
<td>Frequent</td>
<td>Frequency increased to 15-minutes during daytime and 30 minutes in the evening Monday – Sunday.</td>
<td>$632,000</td>
</tr>
</tbody>
</table>

**Fiscal Year 2027**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 10 Longview</td>
<td>Frequent</td>
<td>Route realigned to be more direct and less duplicative, with new terminus at Wake Med Raleigh. Frequency increased to 15 minutes during daytime on weekdays and 30-minutes during daytime on weekends. Extended weekday and weekend service span, in early AM and nighttime.</td>
<td>$819,000</td>
</tr>
<tr>
<td>Old Wake Forest Package: Route 25L Durant</td>
<td>Local</td>
<td>Alignment changes to Route 25L Triangle Town Link, truncating in the west at Triangle Town Center and deviating to serve Wake Tech campus. Changed route name. Spans extended later at night.</td>
<td>-$31,000</td>
</tr>
<tr>
<td>Old Wake Forest Package: Route 32L Lynn Spring Forest</td>
<td>Local</td>
<td>New route to replace western portion of former Route 25L Triangle Town Link, extending west on Spring Forest Road and Lynn Road to Pleasant Valley Mall.</td>
<td>$1,240,000</td>
</tr>
<tr>
<td>Route 7 South Saunders (half year through FY2027)</td>
<td>Local</td>
<td>Service frequency reduced to 30 minutes with introduction of Southern BRT.</td>
<td>-$866,000 (full year)</td>
</tr>
</tbody>
</table>

**Fiscal Year 2028**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oberlin/Six Forks Package Phase 1: Route 8 Six Forks</td>
<td>Frequent</td>
<td>Realigned service to Capital Blvd and Six Forks Road and terminate at North Hills. Increase daytime frequency to 15 minutes and extend service span. This package may be designed and coordinated with future Northern BRT.</td>
<td>$926,000</td>
</tr>
<tr>
<td>Route</td>
<td>Route Type</td>
<td>Service Change Description</td>
<td>Net Annual Operating Cost (FY23$)</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>Oberlin/Six Forks Package Phase 1: Route 8L Six Forks North</td>
<td>Local</td>
<td>New route that provides service on the former Route 8 alignment north of North Hills, with 30-minute frequency during peak weekday hours and 60-minute off-peak.</td>
<td>$812,000</td>
</tr>
<tr>
<td>Oberlin/Six Forks Package Phase 1: Route 16L Oberlin</td>
<td>Local</td>
<td>Route 16 Oberlin realignment to begin at North Carolina State University, follow former routing of Route 8 north of Fairview and terminate at North Hills. Service span expanded earlier in the morning and later in the evening.</td>
<td>-$119,000</td>
</tr>
</tbody>
</table>

**Fiscal Year 2029**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trawick Package Phase 1: Route 24L New Hope Crabtree</td>
<td>Frequent</td>
<td>Route 24L North Crosstown Connector realigned to connect North Hills with Wilders Grove at New Bern Avenue via St. Albans Drive, Highwoods Blvd., and Brentwood Road. Daytime frequency increased to every 15 minutes and evening service every 30 minutes weekdays and weekends.</td>
<td>$2,340,000</td>
</tr>
<tr>
<td>Trawick Package Phase 1: Route 28L New Hope</td>
<td>Local</td>
<td>New route serving eastern portion of eliminated 15L, connecting Wilders Grove and Triangle Town Center, with 30-minute daytime frequency.</td>
<td>$1,575,000</td>
</tr>
<tr>
<td>Trawick Package Phase 1: Route 15L Trawick Connector</td>
<td>Elimination</td>
<td>Route discontinued with introduction of Route 28L and alignment change of Route 24L.</td>
<td>-$698,000</td>
</tr>
<tr>
<td>Route 2L Falls of Neuse North</td>
<td>Local</td>
<td>New route that connects the northern terminus of Route 2 to Wake Forest via Falls of Neuse Road with 30-minute frequency on weekdays and 60-minute weekend frequencies.</td>
<td>$869,000</td>
</tr>
</tbody>
</table>

**Beyond Fiscal Year 2030/Not Funded in the FY2025-2030 Wake Bus Plan**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oberlin/Six Forks Package Phase 2: Route 8L Six Forks North</td>
<td>Local</td>
<td>Increased frequency to 30 minutes all-day and on weekends.</td>
<td>$180,000</td>
</tr>
<tr>
<td>Oberlin/Six Forks Package Phase 2: Route 16L Oberlin</td>
<td>Frequent</td>
<td>Increased frequency to 15 minutes during the day and 30 minutes in the evening weekdays and weekends.</td>
<td>$1,452,000</td>
</tr>
<tr>
<td>Trawick Package Phase 2: Route 24L New Hope Crabtree</td>
<td>Local</td>
<td>Extended route west to Crabtree Valley Mall.</td>
<td>$1,202,000</td>
</tr>
<tr>
<td>Trawick Package Phase 2: Route 28L New Hope</td>
<td>Local</td>
<td>Extended route south to Poole Park and Ride</td>
<td>$601,000</td>
</tr>
<tr>
<td>Route 23L Millbrook</td>
<td>Local</td>
<td>Alignment changed to terminate in the east at Triangle Town Center and eliminating Mini-City loop.</td>
<td>$284,000</td>
</tr>
<tr>
<td>Route 29L Garner-Wake Tech – New route</td>
<td>Local</td>
<td>New route connecting Garner and Wake Tech.</td>
<td>$112,000</td>
</tr>
</tbody>
</table>

Source: Nelson\Nygaard Consulting Associates
GoTriangle

GoTriangle provides regional transit service connecting Wake, Durham, and Orange Counties, as well as service connecting municipalities within Wake County. Most of GoTriangle’s services are either limited-stop all-day routes or express peak-only routes. GoTriangle also provides paratransit service for individuals unable to use fixed-route bus services, in accordance with the federal Americans with Disabilities Act (ADA). In FY2022, GoTriangle served just under 1.5 million trips on its fixed route network.

Themes and Goals

With disruptions to commutes and ongoing changes in travel patterns due to the COVID-19 pandemic, GoTriangle staff, municipal stakeholders, and the public saw wide-ranging opportunities for changes and improvements to GoTriangle service.

Agency staff aimed to balance their responsibilities as the regional service provider with ridership and commute pattern changes while also navigating service provision during an operator shortage. Themes from GoTriangle included:

- Adjusting service models coming out of the COVID-19 pandemic, and bringing routes back in an improved manner with less emphasis on peak-only service
- Improving low-performance routes where possible
- Taking the operator shortage into consideration for implementation schedule

Municipalities served by GoTriangle, including Holly Springs, Wake Forest, Wendell, and Zebulon, were interested in investments that would provide transit options other than peak-hour trips into downtown Raleigh. All-day and weekend service were major themes, as well as service to other Wake communities.

Themes from public input showed similarities with feedback on GoRaleigh and GoCary routes, as well as GoTriangle-specific desires, including:

- All-day service is a top priority on GoTriangle routes
- Transit would be more appealing if travel times and on-time performance on regional routes were improved

Service Investments

Figure 14 shows the transit improvements planned for GoTriangle, with projects each year from FY2024 to FY2029. These projects consist of improvements to span and frequency, as well as alignment changes. Some routes previously suspended due to the COVID-19 pandemic are reinstated as modified routes. Others are eliminated to allow for investments in other services with greater need and priority. These projects are service expansion and/or adjustments in addition to other Wake Transit funded projects implemented in previous years. Additional implementation details for GoTriangle projects proposed for FY2025 to FY2027 can be found in Appendix F. GoTriangle projects that serve Durham and/or Orange Counties in addition to Wake County should be viewed as preliminary drafts, pending work on the GoDurham and GoTriangle Short Range Transit Plans project and input from Durham County and Orange County stakeholders.
## GoTriangle Year-by-Year Service Changes

<table>
<thead>
<tr>
<th>Fiscal Year 2024</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost, Wake County Portion (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 305 Holly Springs-Apex-Raleigh Phase 1</td>
<td>Regional</td>
<td>Route realigned to travel bi-directionally on Main Street in Holly Springs. All day service to Apex.</td>
<td>$476,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fiscal Year 2025</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost, Wake County Portion (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 305 Holly Springs-Apex-Raleigh Phase 2</td>
<td>Regional</td>
<td>Weekend service to Apex introduced at 60-minute frequencies.</td>
<td>$172,000</td>
</tr>
<tr>
<td>Durham Raleigh Package Phase 1: Route 100X Raleigh-RTC-Durham</td>
<td>Regional</td>
<td>Route extended to serve alignment of existing Route 700. Frequency increased to 15 minutes during peak and 30 minutes midday, early evenings, and Sundays. Renamed 100X.</td>
<td>$1,761,500</td>
</tr>
<tr>
<td>Durham Raleigh Package Phase 1: Route DVX Duke-VA Express</td>
<td>Regional</td>
<td>New express route between NCSU, District Drive Park and Ride, Durham, and Duke, operating every 30 minutes at peak times. Alignment in Durham County pending GoDurham and GoTriangle Short Range Transit Plans.</td>
<td>$638,000</td>
</tr>
<tr>
<td>Durham Raleigh Package Phase 1: Route RDU Airport Shuttle</td>
<td>Regional</td>
<td>Expanded weekday and Saturday service span in nighttime. Introduced Sunday service.</td>
<td>$156,000</td>
</tr>
<tr>
<td>Durham Raleigh Package Phase 1: Routes DRX, 105, 301, 311, and NRX</td>
<td>Elimination</td>
<td>Routes eliminated with the alignment changes and frequency and span improvements of Route 100X and RDU Shuttle, and implementation of Route DVX. Route 700 in Durham County also eliminated.</td>
<td>-$2,574,000</td>
</tr>
<tr>
<td>Route CRX Chapel Hill-Raleigh Express</td>
<td>Regional</td>
<td>Weekday PM peak frequency improved to 30-minutes. Changes to alignment in Orange County pending GoDurham and GoTriangle Short Range Transit Plans.</td>
<td>$0</td>
</tr>
<tr>
<td>Route 300 Cary-Raleigh</td>
<td>Regional</td>
<td>Route realigned in downtown Raleigh. Extended 30-minute service to evenings on weekdays. Extended nighttime span Monday – Sunday.</td>
<td>$92,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fiscal Year 2026</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost, Wake County Portion (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Durham Raleigh Package Phase 2: Route 100X Raleigh-RTC-Durham</td>
<td>Regional</td>
<td>Weekday frequency improved to 15 minutes in daytime.</td>
<td>$494,000</td>
</tr>
<tr>
<td>Durham Raleigh Package Phase 2: Route DVX Duke-VA Express</td>
<td>Regional</td>
<td>Evening frequencies improved to 30 minutes.</td>
<td>$82,500</td>
</tr>
</tbody>
</table>
### Recommended FY2025-2030 Wake Bus Plan

#### GoForward

<table>
<thead>
<tr>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost, Wake County Portion (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional</td>
<td>All trips will serve Holly Springs, with 30-minute peak weekday frequency and 60-minute off-peak and weekend frequency.</td>
<td>$1,194,000</td>
</tr>
<tr>
<td>Route 311 Apex - RTC</td>
<td>Reinstated route between Apex and RTC with hourly peak period service.</td>
<td>$439,000</td>
</tr>
<tr>
<td>Regional</td>
<td>Route realigned to extend to new stops in Zebulon and Wendell. Hourly, all-day service introduced.</td>
<td>$805,000</td>
</tr>
<tr>
<td>Regional</td>
<td>Frequency and span improvements and alignment change.</td>
<td>$1,283,000</td>
</tr>
<tr>
<td>Elimination</td>
<td>Eliminated with beginning of service on Western BRT.</td>
<td>-$1,445,000</td>
</tr>
<tr>
<td>Regional</td>
<td>New regional route from North Hills to Durham Station, operating via Glenwood, US-70, S Miami Blvd, and Durham Pkwy.</td>
<td>Further study needed to determine project costs</td>
</tr>
<tr>
<td>Regional</td>
<td>Reinstated route in North Raleigh.</td>
<td>$293,000</td>
</tr>
</tbody>
</table>

**GoWake Access**

Wake County, through their GoWake Access program, provides demand-response transportation services to rural areas of the county. In 2022, GoWake Access was operating a pilot microtransit service, called GoWake SmartRide NE in northeastern Wake County. This pilot is slated to end in summer of 2023.

**Themes and Goals**

Conversations with Wake County staff and municipal stakeholders indicate an interest in building upon the success of the GoWake SmartRide NE pilot, and continuing to provide microtransit services to Zebulon, Wendell, and Rolesville, with potential expansion into Wake Forest. Municipalities also indicated interest in improved connections to fixed route services, other downtowns, and medical facilities.

Public engagement revealed a slight preference for fixed-route services than microtransit among community members, but that may be due to low awareness of microtransit. People expressed a willingness to try out microtransit, though many had not heard of the GoWake SmartRide NE pilot.
Service Investments

There are currently no projects sponsored by GoWake Access programmed for FY2025 to FY2030, though GoWake Access is a potential sponsor for the unassigned projects, discussed below.

**Unassigned Projects**

During the Wake Bus Plan planning process, the project team identified a potential new microtransit zone in eastern Wake County. However, this project is currently not funded for this Plan due to its low prioritization score. The communities in the area are also currently connected by the GoTriangle ZWX route, which is recommended for expansion in FY2026. Projects that enhance access to transit and provide local travel access can be funded through the Community Funding Area Program. The agency sponsorship has not been determined yet for this project, and estimated costs may change based on the sponsorship.

**Figure 15 Unassigned Year-by-Year Service Changes**

<table>
<thead>
<tr>
<th>Route</th>
<th>Route Type</th>
<th>Service Change Description</th>
<th>Net Annual Operating Cost (FY23$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beyond Fiscal Year 2030/Not Funded in This Wake Bus Plan Update</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Wake Microtransit</td>
<td>Local</td>
<td>New microtransit zone encompassing parts of Zebulon and</td>
<td>$296,010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wendell.</td>
<td></td>
</tr>
</tbody>
</table>

Source: Nelson\Nygaard Consulting Associates
3 Capital Program

OVERVIEW

The FY2025-2030 Wake Bus Plan includes a slate of capital investments designed to support ongoing expansion of the Wake Transit Plan bus network. Capital projects scheduled include the purchase of additional transit vehicles and investments in transit maintenance and passenger facilities, such as transit centers, park and ride lots, enhanced transfer points, and bus stops. This chapter of the Wake Bus Plan Update describes the capital investment program scheduled to support service investments in fixed-route and demand response services.

While the service program reflects a steady stream of investments, the capital program is not linear, and instead, is influenced by large periodic purchases. The FY2025-2030 Wake Bus Plan capital program is shown as two parts: maintenance and passenger facilities (see Figure 16) and vehicle purchases (see Figure 17). In total, there are $279 million worth of capital investments programmed between FY2024 and FY2030.

Figure 16 Wake County Transit Plan Planned Facility Investments

Source: Nelson\Nygaard Consulting Associates
This investment schedule includes capital projects sponsored by the Town of Cary (GoCary), the City of Raleigh (GoRaleigh), and GoTriangle. While capital projects programmed in the Wake Bus Plan occur throughout the seven-year period, funding allocations are largest in the first few years in response to a handful of capital-intensive projects. The three largest capital projects include the GoCary Bus Maintenance Facility (FY2024), Cary Multimodal Center (FY2025), and GoRaleigh/GoWake Access Maintenance Facility (FY2024-FY2025) and account for 48% of all capital spending between FY2024 and FY2030.

**TYPES OF CAPITAL PROJECTS**

Capital projects programmed in the Wake Bus Plan include maintenance and passenger facilities and vehicles plus funds required to maintain the capital investments, such as:

- **Maintenance Facilities** investments support development of larger or updated facilities that result from Wake Transit Plan fixed route and ADA service investments. Funding for maintenance facilities includes expansion of existing facilities, development of new facilities, and/or equipment to support alternative fuel vehicles (fuelling stations, etc.). Maintenance facilities are among the most expensive capital investments in the Wake Bus Plan; however, costs vary according to the size, equipment, and space needs and if the facility is expanded or new.

- **Transit Centers** are designed to connect with the frequent transit network, support transfers between multiple bus routes, and serve large volumes of passengers. These facilities have the highest level of passenger amenities in the network with either indoor waiting areas or large shelters. The Wake Bus Plan includes development of new transit centers as well as upgrades (or relocation) of existing facilities. Transit centers are also capital intensive because they require more space and are located closer to urban centers.

- **Park and Ride Lots** are used by riders who access the transit network by vehicle and either park their car or get dropped off to meet their bus. Park and ride lots typically include places for buses to pull off the road as well as passenger facilities, like shelters, information kiosks, and lighting. The Wake Bus Plan includes funding for upgrades to existing facilities as well as development of
new ones. New park and ride lots are programmed at $7 million, inclusive of planning, design, land acquisition, and development.

- **Enhanced Transfer Points (ETPs)** support passengers transferring between routes, especially in cases where frequent bus routes connect to other bus routes. As compared to bus stops with fewer amenities, ETPs will have shelters, lighting, real-time passenger information, and other amenities. In most cases, locations with an ETP will have two facilities, one on either side of the street. Costs for an ETP are programmed at roughly $260,000 (in FY2023 dollars) per location with improvements provided on both sides of the street, although actual costs will vary based on location and design.

- **Bus Stops** primarily support passengers as they wait for their bus. The Wake Transit Plan includes funding to upgrade existing bus stops and build new ones. Investments are designed to bring existing stops up to ADA standards and build new stops that both meet ADA standards (where practical) and provide amenities in line with passenger volumes. Costs for bus stops vary based on location and passenger volumes.

- **Vehicles** are funded as part of the Wake Bus Plan, including 40’ fixed-route buses, ADA paratransit vehicles, and support vehicles. The capital program funds expansion and replacement vehicles. In FY2024, the cost of a 40’ bus is estimated at $750,000; an accessible vehicle is programmed at $107,120; and a service vehicle at $46,800 (all costs reflect FY23 dollars).

Estimated costs for the capital program vary by project. More capital-intensive projects programmed earlier in the multi-year capital program reflect feasibility studies prepared as part of planning for the projects. In other cases, costs are estimated for FY2024 based on recent experience in Wake County developing similar projects and increased at a rate of 4% per year.

**IMPLEMENTATION SCHEDULE BY OPERATOR**

Like the service program, the Wake Bus Plan capital projects are assigned to the three transit providers serving Wake County. This section summarizes the year-by-year capital investment program for GoCary, GoRaleigh, and GoTriangle. It also includes a handful of identified but unassigned capital projects.

**GoCary**

GoCary operates a combination of fixed-route and demand response services, which are managed by the Town under contract with a private transportation service provider. GoCary is unique among the Wake Transit Plan service providers because their service operator provides buses. As a result, there are no vehicles included in GoCary’s capital program. Instead, the investment program reflects investments in passenger and maintenance facilities.

GoCary’s capital program is oriented around the early years of the multi-year capital plan, with development of a Maintenance Facility funded in FY2024 and the Multimodal Transportation Facility funded in FY2025 (see Figure 18). In the remaining years, GoCary’s capital program includes continued development and improvement of passenger facilities, primarily bus stops. In total, GoCary’s projects are estimated at $93.8 million over the seven-year period.

**Figure 18 GoCary Year-By-Year Capital Program (Rounded)**

<table>
<thead>
<tr>
<th>Capital Investments</th>
<th>Estimated Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2024 Cary Maintenance Facility</td>
<td>$25,966,000</td>
</tr>
</tbody>
</table>
Recommended FY2025-2030 Wake Bus Plan
GoForward

<table>
<thead>
<tr>
<th>Project Description</th>
<th>FY2024 Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$517,000</td>
</tr>
<tr>
<td>Cary Multimodal Transportation Facility</td>
<td>$65,000,000</td>
</tr>
<tr>
<td>Enhanced Transfer Point: Crossroads Plaza</td>
<td>$262,000</td>
</tr>
<tr>
<td>Enhanced Transfer Point: Tryon Road/Kildaire Farm</td>
<td>$262,000</td>
</tr>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$200,000</td>
</tr>
<tr>
<td>New Bus Stop Development</td>
<td>$476,000</td>
</tr>
<tr>
<td><strong>Total Investment FY2024 – FY2030</strong></td>
<td><strong>$93,809,000</strong></td>
</tr>
</tbody>
</table>

Source: Nelson\Nygaard Consulting Associates
Note: All costs are estimates and were rounded up to the nearest 000s.

**GoRaleigh**

As described in the Service Program, GoRaleigh is the largest of the transit providers in Wake County, with a network of frequent routes, local routes, and ADA complementary paratransit services, as well as bus rapid transit in the future. Most of the bus service projects included in the Wake Bus Plan will be implemented by GoRaleigh. As a result, their capital project program is also relatively large. It includes development of a new GoRaleigh ADA/GoWake Access Maintenance facility, a large project scheduled for FY2024 and FY2025. Remaining projects reflect investments in passenger facilities—updating transit centers, park and rides, enhanced transfer points, and bus stop improvements.

GoRaleigh’s capital program includes funding to support the purchase of 51 replacement buses and 12 expansion fixed route buses for a total of 63 vehicles over the seven-year period (estimated at $54 million). GoRaleigh also has funding to purchase 32 ADA and 43 support vehicles over the same period for a cost of $6.1 million.

In total, GoRaleigh’s capital program for the period between FY2024 and FY2030 is $131.0 million, inclusive of roughly $70.8 million in maintenance and passenger facilities and $60.0 million for vehicle purchases (see Figure 19).
### GoRaleigh Year-By-Year Capital Program (Rounded)

<table>
<thead>
<tr>
<th>Capital Investments</th>
<th>Estimated Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FY2024</strong></td>
<td></td>
</tr>
<tr>
<td>GoRaleigh ADA/GoWake Access Maintenance Facility</td>
<td>$20,500,000</td>
</tr>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$1,170,000</td>
</tr>
<tr>
<td>New Bus Stop Development</td>
<td>$58,000</td>
</tr>
<tr>
<td>Fixed Route Vehicle Purchases (3 expansion)</td>
<td>$2,250,000</td>
</tr>
<tr>
<td>ADA Accessible and Service Vehicles (4 ADA and 4 service)</td>
<td>$620,000</td>
</tr>
<tr>
<td><strong>FY2025</strong></td>
<td></td>
</tr>
<tr>
<td>GoRaleigh ADA/GoWake Access Maintenance Facility</td>
<td>$21,320,000</td>
</tr>
<tr>
<td>Midtown Transit Center (Planning and Design)</td>
<td>$569,000</td>
</tr>
<tr>
<td>Enhanced Transfer Point Development (2 sites)</td>
<td>$524,000</td>
</tr>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$1,217,000</td>
</tr>
<tr>
<td>New Bus Stop Development</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>Fixed Route Vehicle Purchases (13 replacement and 4 expansion)</td>
<td>$13,244,000</td>
</tr>
<tr>
<td>ADA Accessible and Service Vehicles (4 ADA and 3 service)</td>
<td>$599,000</td>
</tr>
<tr>
<td><strong>FY2026</strong></td>
<td></td>
</tr>
<tr>
<td>Midtown Transit Center (Construction)</td>
<td>$4,000,000</td>
</tr>
<tr>
<td>Gorman/I-40 Park and Ride Lot Design and Land Acquisition</td>
<td>$1,490,000</td>
</tr>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$1,266,000</td>
</tr>
<tr>
<td>New Bus Stop Development</td>
<td>$1,477,000</td>
</tr>
<tr>
<td>Fixed Route Vehicle Purchases (10 replacement)</td>
<td>$8,212,000</td>
</tr>
<tr>
<td>ADA Accessible and Service Vehicles (4 ADA and 5 service)</td>
<td>$727,000</td>
</tr>
<tr>
<td><strong>FY2027</strong></td>
<td></td>
</tr>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$1,316,000</td>
</tr>
<tr>
<td>New Bus Stop Development</td>
<td>$681,000</td>
</tr>
<tr>
<td>Enhanced Transfer Point Development (2 sites)</td>
<td>$567,000</td>
</tr>
<tr>
<td>Fixed Route Vehicle Purchases (5 expansion)</td>
<td>$4,218,000</td>
</tr>
<tr>
<td>ADA Accessible and Service Vehicles (5 ADA and 6 service)</td>
<td>$939,000</td>
</tr>
<tr>
<td><strong>FY2028</strong></td>
<td></td>
</tr>
<tr>
<td>Gorman/I-40 Park and Ride Lot Construction</td>
<td>$1,678,000</td>
</tr>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$1,369,000</td>
</tr>
<tr>
<td>Fixed Route Vehicle Purchases (10 replacement)</td>
<td>$9,128,000</td>
</tr>
<tr>
<td>ADA Accessible and Service Vehicles (5 ADA and 6 service)</td>
<td>$982,000</td>
</tr>
<tr>
<td><strong>FY2029</strong></td>
<td></td>
</tr>
</tbody>
</table>
GoTriangle provides regional transit service, which requires capital investments in transit centers, park and ride lots, and bus stops. GoTriangle’s capital program also includes the purchase of vehicles. Figure 20 shows the capital projects planned for GoTriangle; it includes projects for each year between FY2024 and FY2030.

There are a handful of characteristics that make GoTriangle’s capital program unique:

- GoTriangle is developing two projects with regional significance – the Regional Transit Center (RTC) and a Bus Operations and Maintenance Facility. The cost of developing both facilities is shared with Durham and Orange counties. It also assumes a portion of the project will be paid for with federal funds.
- GoTriangle’s capital program includes a credit to the Wake Bus Plan for funds “borrowed” by GoTriangle against a federal grant to advance construction on the Raleigh Union Station Bus Facility (RUS Bus). The credits amount to $10,910,000 and will be paid to the Wake Transit Plan in four equal installments between FY2025 and FY2028.
- The cost for GoTriangle to develop a bus stop is higher as compared to the other transit agencies because the longer distance and regional nature of its services means some bus stops will be located along major arterials. These bus stops require bus pull-outs and safe street crossing infrastructure.

GoTriangle’s capital program over the seven-year period amounts to $54.5 million, inclusive of $34.3 million in capital projects\(^2\), plus $20.2m to support the purchase of 24 buses (20 replacement and four expansion).

\(^2\) Costs are net of the capital program credits. Estimated cost of GoTriangle’s capital program without the credit is $40.7m.
### GoTriangle Year-by-Year Capital Program

<table>
<thead>
<tr>
<th>FY</th>
<th>Capital Investments</th>
<th>Estimated Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2024</td>
<td>Expansion of Bus Operations and Maintenance Facility</td>
<td>$1,930,000</td>
</tr>
<tr>
<td></td>
<td>Park and Ride Lot Updates</td>
<td>$355,000</td>
</tr>
<tr>
<td></td>
<td>Existing Bus Stop Improvements</td>
<td>$292,000</td>
</tr>
<tr>
<td></td>
<td>Fixed Route Vehicle Purchases (2 replacement)</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>2025</td>
<td>Regional Transit Center</td>
<td>$560,000</td>
</tr>
<tr>
<td></td>
<td>Expansion of Bus Operations and Maintenance Facility</td>
<td>$13,078,000</td>
</tr>
<tr>
<td></td>
<td>RUS Bus Credit to Wake Transit Plan</td>
<td>($2,215,000)</td>
</tr>
<tr>
<td></td>
<td>Park and Ride Lot Updates</td>
<td>$57,000</td>
</tr>
<tr>
<td></td>
<td>Existing Bus Stop Improvements</td>
<td>$305,000</td>
</tr>
<tr>
<td></td>
<td>New Bus Stop Development</td>
<td>$2,878,000</td>
</tr>
<tr>
<td></td>
<td>Fixed Route Vehicle Purchases (3 replacement, 2 expansion)</td>
<td>$3,900,000</td>
</tr>
<tr>
<td>2026</td>
<td>Regional Transit Center</td>
<td>$1,400,000</td>
</tr>
<tr>
<td></td>
<td>Expansion of Bus Operations and Maintenance Facility</td>
<td>$8,718,000</td>
</tr>
<tr>
<td></td>
<td>RUS Bus Credit to Wake Transit Plan</td>
<td>($2,215,000)</td>
</tr>
<tr>
<td></td>
<td>Existing Bus Stop Improvements</td>
<td>$2,487,000</td>
</tr>
<tr>
<td></td>
<td>New Bus Stop Development</td>
<td>$217,000</td>
</tr>
<tr>
<td></td>
<td>Fixed Route Vehicle Purchases (3 replacement, 2 expansion)</td>
<td>$4,056,000</td>
</tr>
<tr>
<td>2027</td>
<td>Regional Transit Center</td>
<td>$3,920,000</td>
</tr>
<tr>
<td></td>
<td>RUS Bus Credit to Wake Transit Plan</td>
<td>($2,215,000)</td>
</tr>
<tr>
<td></td>
<td>Park and Ride Lot Updates</td>
<td>$62,000</td>
</tr>
<tr>
<td></td>
<td>Existing Bus Stop Improvements</td>
<td>$329,000</td>
</tr>
<tr>
<td></td>
<td>Fixed Route Vehicle Purchases (3 replacement)</td>
<td>$2,531,000</td>
</tr>
<tr>
<td>2028</td>
<td>Regional Transit Center</td>
<td>$1,960,000</td>
</tr>
<tr>
<td></td>
<td>RUS Bus Credit to Wake Transit Plan</td>
<td>($2,215,000)</td>
</tr>
<tr>
<td></td>
<td>Existing Bus Stop Improvements</td>
<td>$342,000</td>
</tr>
<tr>
<td></td>
<td>Fixed Route Vehicle Purchases (3 replacement)</td>
<td>$2,633,000</td>
</tr>
<tr>
<td>2029</td>
<td>Existing Bus Stop Improvements</td>
<td>$356,000</td>
</tr>
</tbody>
</table>
Unassigned Projects

The Wake Bus Plan capital program includes a handful of capital projects (vehicle purchases) that were identified as part of the multi-year service plan but were not assigned to a project sponsor. These investments reflect the purchase of ADA vehicles including eight expansion vehicles and 14 replacement vehicles. The purchase of these vehicles is estimated at $2.5 million (assumes three vehicles per year). Vehicles assignments will vary based on ADA service policies, programs, and agreements.

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route Vehicle Purchases (3 replacement)</td>
<td>$2,738,000</td>
</tr>
<tr>
<td>Existing Bus Stop Improvements</td>
<td>$370,000</td>
</tr>
<tr>
<td>Fixed Route Vehicle Purchases (3 replacement)</td>
<td>$2,847,000</td>
</tr>
<tr>
<td>Wake Forest Park and Ride Lot development</td>
<td>$3,500,000</td>
</tr>
<tr>
<td><strong>Total Investment FY2024 – FY2030</strong></td>
<td><strong>$68,320,000</strong></td>
</tr>
<tr>
<td><strong>Beyond Fiscal Year 2030/Not Funded in the FY2025-2030 Wake Bus Plan</strong></td>
<td></td>
</tr>
<tr>
<td>540 Park and Ride between Falls of Neuse Rd and Creedmoor Rd – Design, Land</td>
<td></td>
</tr>
<tr>
<td>Acquisition, and Construction (funding needed at least three years before</td>
<td></td>
</tr>
<tr>
<td>NRX service begins)</td>
<td></td>
</tr>
</tbody>
</table>

Source: Nelson\Nygaard Consulting Associates
4 Financial Plan

The FY2025-2030 multi-year service and capital recommendations reflect the funding projections estimated in the Wake Transit Plan Financial Model. The project team developed the schedule of projects based on a moderate revenue growth scenario. The recommended slate of investments includes elements beyond fixed route service and capital projects, such as ADA paratransit, facility operations and maintenance, and vehicle acquisition.

BUS OPERATIONS

Bus operations costs consist of three components: expansion bus service, ADA paratransit service expansion, and facility operating and maintenance costs (see Figure 21). Operating costs were estimated based on FY2023 dollars and inflated by 2.5% each year.

Figure 21 Wake Bus Plan Bus Operating Costs by Service Type by Year (in $,000’s)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>FY2024</th>
<th>FY2025</th>
<th>FY2026</th>
<th>FY2027</th>
<th>FY2028</th>
<th>FY2029</th>
<th>FY2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expansion Bus and Microtransit Service</td>
<td>$22,854</td>
<td>$28,889</td>
<td>$33,823</td>
<td>$38,072</td>
<td>$41,621</td>
<td>$46,275</td>
<td>$46,545</td>
</tr>
<tr>
<td>ADA Paratransit Service</td>
<td>$2,543</td>
<td>$4,333</td>
<td>$5,073</td>
<td>$5,711</td>
<td>$6,243</td>
<td>$6,941</td>
<td>$6,982</td>
</tr>
<tr>
<td>Facility Operating and Maintenance (O&amp;M) Costs</td>
<td>$629</td>
<td>$1,332</td>
<td>$1,750</td>
<td>$2,070</td>
<td>$2,391</td>
<td>$3,002</td>
<td>$3,022</td>
</tr>
<tr>
<td>Total Bus Operations Related</td>
<td>$26,026</td>
<td>$34,555</td>
<td>$40,646</td>
<td>$45,852</td>
<td>$50,255</td>
<td>$56,218</td>
<td>$56,549</td>
</tr>
</tbody>
</table>

Source: Nelson\Nygaard Consulting Associates

Expansion Bus and Microtransit Service

The expansion bus and microtransit service category includes the costs of new and modified bus and microtransit services discussed in Chapter 2, plus bus routes implemented with Wake Transit funding between FY2018 and FY2023. It does not include service funded by each transit agency’s own budget, such as those in service prior to the 2016 Wake Transit Plan. Expansion service costs were calculated based on the operating cost per revenue hour by provider in Figure 22. These costs are subject to change, as inflation and labor costs can be highly variable.
Figure 22  Operating Cost per Hour by Provider

<table>
<thead>
<tr>
<th>Provider</th>
<th>Operating Cost per Hour (FY2023$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoCary</td>
<td>$108.28 (includes vehicles)</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>$109.33</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>$143.50</td>
</tr>
<tr>
<td>Microtransit</td>
<td>$60.00</td>
</tr>
</tbody>
</table>

Source: GoCary, City of Raleigh, GoTriangle, GoWake ACCESS

ADA Paratransit Service

Expanding fixed-route service typically requires an expansion of complementary ADA paratransit service, due to the increased geographic coverage, increased spans of service, and the network effects of having a more comprehensive transit network. Not every fixed route project will increase the need for ADA paratransit; for example, frequency increases in downtown Raleigh will likely not increase paratransit ridership as the area is already covered by ADA service. However, the project team has found that the cost of ADA expansion service has totaled about 10% of fixed route expansion costs since the start of the Wake Transit Plan. For the purposes of the Wake Bus Plan Update, the financial model has allocated 15% of expansion service costs to ADA expansion service each year. This is a conservative estimate following the trends of paratransit costs rising faster than fixed route costs, partially due to changing population and demographics.

Facility Operating and Maintenance (O&M) Costs

In addition to funding for passenger and maintenance facilities and vehicles, the Recommended FY2025-2030 Wake Bus Plan also includes resources to maintain these investments. These costs are not assigned to individual operators so that these funds can be allocated to the most appropriate project sponsors during the annual Wake Transit Work Plan process. The costs are based on the number of individual capital projects (bus stops, park and ride lots, etc.) per year.

Funding allocated in the operating and maintenance category is designed to support the ongoing operations and maintenance of the Wake Bus Plan capital projects. For many projects, costs are relatively low and allocated to support cleaning and trash removal efforts. The project team used data provided by transit operators in Wake County to estimate future maintenance costs. Future iterations of the Wake Bus Plan will update these numbers as transit operators and community partners gain experience maintaining a growing number of bus stops and passenger facilities.

Most of the operations and maintenance funding is programmed to support staffing costs at a handful of Transit Centers (Raleigh Union Station Bus Facility, Cary Multimodal Facility, and the Regional Transit Center). Most of these transit centers do not yet exist and staffing levels have not been determined. As a result, the Wake Bus Plan broadly estimated costs, assuming the facilities would be staffed with 15 to 18 hours of coverage, potentially with one staff for a long period of time, or multiple staff for a shorter period. Staff time was calculated with the assumption that facilities are open 365 days per year and using an average hourly rate of $75 per hour per staff person. Wages were inflated at a rate of 2.5% per year. Using these parameters, the Wake Bus Plan estimated O&M costs at $14.2 million over the seven-year period.
NOTE: As the Raleigh Union Station Bus Facility moves from final design to operations, GoTriangle will be developing a Staffing Plan; results from this plan are expected to adjust the estimated O&M costs.

**BUS CAPITAL EXPENSES**

The Recommended FY2025-2030 Wake Bus Plan includes capital investments to support ongoing expansion of the Wake Transit bus network (discussed in Chapter 3). While the service program reflects a steady stream of investments, the capital program is not linear and instead is influenced by large periodic purchases. In total, the Wake Bus Plan programmed $281.7 million worth of capital investments between FY2024 and FY2030.

**Figure 23**  Wake Bus Plan Capital Funding (Infrastructure and Vehicles) by Year (in $,000's)

<table>
<thead>
<tr>
<th></th>
<th>FY24</th>
<th>FY25</th>
<th>FY26</th>
<th>FY27</th>
<th>FY28</th>
<th>FY29</th>
<th>FY30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Infrastructure (excl. Technology)</td>
<td>$50,787</td>
<td>$105,992</td>
<td>$19,046</td>
<td>$4,876</td>
<td>$3,359</td>
<td>$4,126</td>
<td>$10,661</td>
</tr>
<tr>
<td>Fixed-Route Vehicle Acquisition</td>
<td>$3,750</td>
<td>$17,144</td>
<td>$12,268</td>
<td>$6,749</td>
<td>$11,760</td>
<td>$6,322</td>
<td>$16,133</td>
</tr>
<tr>
<td>ADA and Service Vehicle Acquisition</td>
<td>$944</td>
<td>$938</td>
<td>$1,081</td>
<td>$1,308</td>
<td>$1,366</td>
<td>$1,492</td>
<td>$1,561</td>
</tr>
<tr>
<td>Total Bus Capital Related</td>
<td>$55,481</td>
<td>$124,074</td>
<td>$32,395</td>
<td>$12,933</td>
<td>$16,485</td>
<td>$11,940</td>
<td>$28,355</td>
</tr>
</tbody>
</table>

Source: Nelson\Nygaard Consulting Associates
Appendices

The Recommended FY2025-2030 Wake Bus Plan appendices are as follows:

- **Appendix A**: Regional Service Assessment – in four parts
  - Appendix A1: Regional Market Analysis
  - Appendix A2: Route Performance Review
  - Appendix A3: COVID-19 Impact Analysis
  - Appendix A4: Wake County & Regional Gap Analysis
- **Appendix B**: Service Projects Prioritization
- **Appendix C**: Service Investments Detailed Tables
- **Appendix D**: GoCary Short Range Transit Plan
- **Appendix E**: GoRaleigh Short Range Transit Plan
- **Appendix F**: GoTriangle Short Range Transit Plan (Wake County)
- **Appendix G**: Phase 2 Outreach Summary
- **Appendix H**: Phase 3 Outreach Summary
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1 Executive Summary

During May 2022, the team leading the Wake Durham Bus Plan Update conducted its second phase of engagement. While the first phase focused on challenges and opportunities associated with accessing public transit, this phase centered on understanding preferences and priorities for transit service improvements in Wake, Durham, and Orange Counties.

Public engagement for Phase 2 of the Wake Durham Bus Plan Update took place from April 29 through May 29, 2022. The team engaged transit riders, residents, and stakeholders and will use this information to inform the development of the short-range transit plans being prepared for four regional transit operators: GoCary, GoRaleigh, GoTriangle, and GoWake Access.

The engagement process was successful both in terms of the populations reached as well as the breadth and depth of the input received. In particular, the balance of in-person events, online activities, and advertisements was able to attract a diversity of perspectives and experiences. The team also received input and participation from historically disadvantaged communities, including racial minorities, people with low incomes, and people with disabilities. The following technical material summarizes the strategy and tactics used to engage community members and collect input. It also describes the findings and input collected.

ENGAGEMENT PLAN AND METHODOLOGY

North Carolina’s Triangle region covers a large geographic region and is home to a diverse population; it also has a rapidly growing regional economy. To match this diversity, the engagement team designed an engagement strategy that encouraged diverse opinions and experiences, including those of historically disadvantaged and marginalized populations. The team accomplished these goals by designing a consistent set of materials and questions through virtual (online survey and materials) and in-person methods (feedback boards, comment cards). Outreach also included multiple strategies specifically designed to reach traditionally underrepresented populations. Examples of the strategies used to promote the engagement opportunities included:

- Staffing 15 pop-up events at transit centers and community events around the region.
- Digital advertisements displayed on buses
- Paper flyers distributed at staffed pop-up events
- Email campaigns and direct phone calls to non-profit organizations, apartment complexes, religious institutions, and other stakeholders to request their assistance in distributing information
- Social media posts on agency platforms
- Paid social media advertising on Facebook and Instagram
PARTICIPATION

In total, 1,037 individuals provided input. This input included 80 completed comment cards, 272 sticker responses on polling boards and 685 survey responses. The polling boards asked participants about their personal bus service preferences as well as their thoughts about microtransit service. The online survey asked questions about rider travel patterns, microtransit service, and a handful of demographic questions.

The voluntary demographic questions completed by survey and comment card participants provided some insight into who was reached by outreach efforts. The survey data showed that the participants represented a similar demographic makeup as Wake County in terms of disability and some racial/ethnicity categories. However, the majority of participants reported high annual household incomes and were disproportionately White.

The majority of the 80 comment cards were collected from transit riders at transit centers in the region. The comment card demographics were very representative of transit rider demographics; however, a very small number of participants actually responded to the demographic questions on the comment cards (between 19 and 31 respondents).

KEY FINDINGS

Major findings collected across the multiple input platforms included the following:

- Commuting to work is the most frequent type of travel. While the pandemic reduced the frequency of some people traveling for work, participants are most likely to leave their house five times a week or more to commute to work.
- Shopping and recreation are also a major reason for traveling locally. Most people travel once a week for shopping and recreation. This frequency of travel for these purposes remained about the same during the pandemic.
- For survey participants who do not already ride the bus, buses that come more often and get riders to their destination faster were the top two service improvements that would entice them to begin riding the bus.
- Riders desire more bus services that connect the region’s downtown areas like Raleigh, Cary, and Durham, but also Apex, Chapel Hill, and Carrboro. This was consistent across the online survey and polling boards used at pop-up events.
- Riders also desire more service to shopping centers, medical facilities, and schools. This was second most important type of bus service identified.
- Just over half of survey participants indicated that they would use microtransit if available.
- Participants interested in microtransit service said they liked the flexibility of scheduling and its convenience.
- Participants who said they were unsure or would not use it, were concerned about having accurate information about their arrival time and/or thought that the system would be complicated or hard to use.
- There is some desire to bring back some of the discontinued or reduced services and recommendations to expand service to new destinations, like regional hospitals and rapidly developing areas like North Raleigh.
There is a desire for more and better information, especially by providing more information at bus stops. Some riders also requested consistent branding across all buses. Riders also asked for improvements to the bus tracking app.

There is a desire for more amenities, like reliable Wi-Fi and offering phone chargers, USB ports, and/or outlets on buses and more bus shelters. Riders also asked for the flexibility to use mobile phone apps (like Apple Pay) to pay bus fares.

There is a desire for increased language accessibility at both the customer service operators but also information on the bus and printed materials, like maps.

There is concern about the driver shortage and the ongoing impact of this on bus services.

**RECOMMENDATIONS FOR FUTURE ENGAGEMENT**

The Wake Durham Bus Plan engagement was successful in attracting a broad range of opinions and ideas from a diverse audience. Lessons learned through this process include:

- Pop-up events at transit centers and bus stops helped create awareness and collect input from transit riders from all demographic backgrounds. Pop-ups are more effective if questions are short and easy to answer quickly for riders who only have a few minutes.
- Partnering with Spanish-speaking organizations was an effective way to reach Spanish speakers and encourage their input on online and/or paper survey.
- Organic social media posts were effective at reaching a large audience when posted multiple times throughout the duration of the comment period and on multiple social media platforms (i.e. Facebook, Instagram, Twitter, and LinkedIn). Reminders to agencies to post on designated days helps ensure consistent communications between agencies.
- Paid social media campaigns directly implemented through agency social media platforms were also successful at reaching Spanish speaking residents. This strategy was successful in part by targeting zip codes where census data shows there is a high percentage of Spanish speakers.
- Partnering with senior living communities to distribute paper surveys helped increase responses from older adults.
- Advertising survey and outreach activities through agency social media sites instead of through third-party platforms was another effective way to reach existing riders.
2 Engagement Approach

While the outreach for Phase 2 included all of the Triangle region (Durham, Orange, and Wake counties), the focus of the effort was on Wake County. As such, we are using Wake County demographics to measure our outreach success.

Wake County is home to 1.1 million residents. According to US Census ACS 2019 estimates, approximately five percent of residents do not have access to a vehicle, one of the most important characteristics of how likely someone is to use transit. The outreach was designed to engage the community overall, with a particular emphasis on individuals more likely to use transit and individuals who have been traditionally underserved as defined in the Civil Rights Act of 1964 (Title VI), such as low income, minority, disabled, and non-English speaking individuals.

TITLE VI POPULATION PROFILE

Transit riders tend to disproportionately include historically disadvantaged populations, including individuals with low incomes, racial minorities, individuals with disabilities and non-native English peaking individuals. Data shows that these individuals comprise a significant share of Wake County’s population. For example, racial minorities comprise roughly 45% of residents in Wake County (see Figure 1).

Given the importance of these groups to the conversation about public transit improvements, the team developed outreach methods designed to include them. Responses to the online survey, which is the most reliable record of the demographic characteristics of participation suggest that some of these metrics were met (see also Chapter 3). The survey data shows that:

- 37% of survey responses were collected from individuals with incomes of $75,000 or less. Of these nearly 17% had incomes of less than $35,000.
- 26% of the responses were from racial minority groups, with roughly 14% from individuals identifying as Black and 3% as Hispanic.
- 8% of the responses were completed by individuals with a disability.
- Nearly 10% speak a language other than English at home.

The following section describes the tactics and tools used to reach historically disadvantaged populations.
Figure 1 Wake County Title VI Population Compared to Online Survey Participants

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Wake County</th>
<th>Online Survey Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race/Ethnicity</td>
<td>Black/African American: 20.4%</td>
<td>Black/African American: 14%</td>
</tr>
<tr>
<td></td>
<td>Hispanic or Latino: 10.1%</td>
<td>Hispanic or Latino: 3%</td>
</tr>
<tr>
<td></td>
<td>Asian: 6.9%</td>
<td>Asian or Pacific Islander: 7%</td>
</tr>
<tr>
<td></td>
<td>American Indian/Alaska Native: 0.4%</td>
<td>American Indian/Alaska Native: 1%</td>
</tr>
<tr>
<td></td>
<td>Native Hawaiian/Pacific Islander: 0.0%</td>
<td>Other: 1%</td>
</tr>
<tr>
<td></td>
<td>Some Other Race: 3.9%</td>
<td>Prefer not to answer: 6%</td>
</tr>
<tr>
<td></td>
<td>Two or More Races: 2.9%</td>
<td></td>
</tr>
<tr>
<td>Median Annual</td>
<td>$83,567</td>
<td>37% of respondents make less than $75,000 per year</td>
</tr>
<tr>
<td>Household Income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Population Living</td>
<td>9.1%</td>
<td>No data</td>
</tr>
<tr>
<td>Below Poverty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Persons with</td>
<td>8.6%</td>
<td>8%</td>
</tr>
<tr>
<td>Disabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Limited English</td>
<td>6.0%</td>
<td>0%</td>
</tr>
<tr>
<td>Proficiency</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: U.S. Census American community Survey

TACTICS AND TOOLS

Pop-Up Events

Pop-up events were a core part of how the team collected feedback from transit riders. Fifteen pop-up events were held between Thursday, May 5, 2022, and Saturday, May 14, 2022. These pop-up events were held at the region’s largest transit centers and bus stops as well as community events throughout Wake County. Pop-ups were conducted at the following locations:

- GoRaleigh Station
- Wendell Market
- UNC Hospital Health Sciences Library
- Plaza West Shopping Center
- Ritmo Latino
- Knightdale Latin American Festival
- Apex Peak Fest
- Meet in the Street in Wake Forest
- Regional Transit Center at RTP
- Cary Depot
- Durham Station
- Triangle Town Center at Orvis Park and Ride
- Crabtree Valley Mall Bus Stop
- Morrisville Spring Fest
- Zebulon Spring Fest

The pop-up events were staffed by a combination of consulting team members and agency partners from CAMPO, GoCary, GoRaleigh, GoTriangle and GoWake Access, as well as municipality staff. Materials used at each event were tailored to the local service areas. In each case, the team
prepared route maps with information about GoTriangle, GoRaleigh, and GoCary services so that participants could easily see and understand the proposed route changes. Staff used these boards to assist with any questions or concerns. A full list of pop-up events and their dates, locations, and times is available in Appendix A.

Spanish interpretation services were provided at the Ritmo Latino Festival in Cary and Knightdale Latin American Festival. All printed materials including surveys, flyers, and activity boards were also available in English and Spanish.

A total of 86 comment cards, 39 physical surveys, and 272 responses to the polling board stations were collected directly through the pop-up events. Participants were incentivized to take part in these survey methods by being entered into a raffle for one of five $50 Visa Gift cards if they provided their email address, home address, or phone number.

Comment Cards

The project team prepared comment cards with a handful of simple questions to help collect and guide feedback from people at the pop-up events table. Typically, project team members would explain the transit improvements using the map board(s) and then encourage people to either verbally walk them through the comment cards or ask them to complete it on their own.

The comment cards listed four transit-related questions:

1. If you take the bus, which routes do you take most often?
2. Which route and network improvements do you like?
3. Which route and network improvements do you NOT like?
4. Overall, will these changes make your travel by transit… (choose one)
   - Much easier
   - Slightly easier
   - Not much different
   - Slightly more difficult
   - Much more difficult

The back of the comment card contained voluntary demographic questions. Participants were also invited to provide their email address to be entered into a raffle for a $50 gift card.

Polling Stations

In addition to the comment cards, the staffed pop-up events had polling stations, which provided information about proposed transit services and clear questions for people to cast a “vote.” The polling stations offered a convenient, easy, and accessible way to participate in the survey.

Boards were placed on easels with sticker dots available to place under participant preferences. In total, the team collected 272 responses on the polling boards.

Concept Area Transit Maps

The pop-up events also included conceptual transit maps. These maps were used to support questions around specific transit service improvement ideas. The maps and accompanying
information contained proposed new route alignments as well as proposed changes to service span and frequency for GoRaleigh, GoCary, and GoTriangle services. Examples of these maps are included in Appendix D.

**Online Survey**

The team developed an online survey as one of the primary ways to collect feedback and insights from community members and existing bus riders. The team developed the survey with input from the Wake Durham Bus Plan Technical Working Group. It was hosted on PublicInput.com and available from April 29 through May 29, 2022.

The team designed the survey to be simple and easy to complete. It consisted of nine questions about travel behavior and service preferences, plus a handful of voluntary demographic questions. Participants were also invited to enter their email address to be entered in a raffle for one of five $50 gift cards.

The survey webpage also included an interactive map hosted by Remix. Participants were able to use this map to provide specific feedback on proposed service concepts.

**Encouraging Participation and Building Awareness**

The pop-up events were successful at reaching both bus riders and community members; these events helped the team build awareness about the project and collect input on potential service improvements. However, to ensure we reached a broader group of community members, the consulting team also relied on a handful of advertisement and targeted outreach methods. Our goal with these efforts was to create awareness about the ongoing community engagement and encourage people to go to the website to take the survey.

**Media Kit**

The consulting team worked with GoTriangle staff to develop a media kit and distribute it to agency partners and community organizations throughout the Triangle region. The media kit was designed to help promote the Wake Durham Bus Plan generally as well as the specific activities scheduled during this round of engagement. The media kit included a press release, digital flyer, digital banner, and social media copy (including content for emails, social media posting and transit alerts).

**Transit Ads**

The team prepared digital transit ads that were displayed in GoRaleigh, GoCary, GoTriangle, and GoWake Access vehicles and at stations. These ads included a link to the survey.

**Email Campaigns**

To promote the pop-up events and online survey, three MailChimp email campaigns were sent out to apartment complexes, community organizations, local businesses, and religious institutions. These campaigns were sent multiple times during the comment period. The full results of each campaign can be found in Appendix A. Direct emails were sent to organizations that did not open the second MailChimp email.
Social Media

GoTriangle and partner organizations posted social media materials six times during the comment period. The materials were designed to increase awareness about the survey and included posts on Facebook, Instagram, and Twitter. Paid social media advertisements were also conducted through the PublicInput.com platform.

Direct Phone Calls

The team also called community partners directly to let them know about the engagement effort and encourage participation in the study. In total, the team contacted 105 community partners during the comment period.

Flyers

Project flyers were developed in both English and Spanish. These flyers included a brief description of the project and its purpose, a QR code linked to the survey, a list of pop-up events and their locations, and project contact information. The flyers were distributed digitally to community partner organizations including apartment complexes and nonprofits. Paper copies were also distributed at pop-up events.

Business Canvassing

The team also conducted direct outreach to business at the Plaza West Shopping Center. The team canvassed these businesses (including Harris Teeter and Sonic restaurant) to ask for their help posting information, in lieu of a pop-up event. Six businesses agreed to place flyers with the QR code on their community bulletin boards.
3 Insights and Findings: Online Survey

OVERVIEW

In total, 1,037 individuals provided input to the Wake Durham Bus Plan. The largest single category of responses was provided through the online survey, which collected responses from 685 unique individuals. Major findings from the survey include:

- Commuting is an important market for transit. It is the largest market in terms of type of trips and has the largest share of transit riders who completed the survey. At the same time, there are opportunities to increase the share of commuters who use transit.
- Travel for shopping and recreation are also important, including among those who travel frequently and for those whose trips have returned to pre-pandemic levels. As compared with commuters, transit captures a much lower portion of these trips. Destinations that are both places where people work and shop or go to appointments should be key destinations served by transit.
- Travel for school and childcare also represents an opportunity for improved transit services. As compared with other trip types, people use transit for these trips less often.
- The importance of transit service “fundamentals” like offering fast, frequent service that is available for long hours during the day and takes people to key destinations are important attributes for riders.
- People also said they want to use transit to travel into downtown areas such as Raleigh, Cary, and Durham. This was consistent across the online survey and polling boards used pop-up events. The second most important destination was service that connected to shopping centers, medical facilities, and schools.
- The survey suggests that the opportunity for microtransit is mixed. While about half of all responses said they would use microtransit, roughly the same number were not inclined to try it or were unsure. The reasons for and against liking the service were the same; people like the flexibility it offers but were concerned about being able to reliably predict their travel time. While some survey participants thought it would be easy to use, roughly half said it sounded complicated.

SURVEY RESULTS

There were 685 unique participants who answered at least one question on the survey. This resulted in 17,456 total responses and 354 individual comments.
Note: This participant count differs from the Public Input statistics. While the site shows a total of 1,238 respondents, 41,542 responses, and 1,123 comments, these numbers are inflated due to survey spamming, which was identified by the data analyst and verified by PublicInput.com. The study team cleaned this data to ensure responses included in the analysis represented unique individuals. We did this by limiting responses to those who reported a home zip code or with an IP address within North Carolina. Responses associated with suspicious email or IP addresses and nonsensical comments were also excluded. This data-cleansing process cut the sample nearly in half but increased our confidence in the results. All findings reported here are from the cleansed data set.

Travel Patterns

The first section of the survey included a series of questions about the travel patterns of respondents. These questions asked about frequency of travel, comparisons of current travel patterns with pre-pandemic patterns, and how people travel on transit.

Frequency of Travel

The first question in the survey asked participants how often they leave their home for a variety of trip types. Respondents were asked to share how often they travel and the reasons why they travel. This question connects to a subsequent question that asked about changing travel behavior, following the COVID-19 pandemic.

Among the people who travel frequently (5 times or more per week), most commute to work (48%), this was followed by shopping (32%) and recreation (28%). People who traveled weekly but fewer than five times per week, said they primarily travel to go shopping (55%) and recreation (46%), with a much smaller proportion commuting to work (22%). Among those who travel less frequently (a few times a month or year), travel is primarily for appointments.
School- and childcare-related travel were less relevant to many of the survey respondents. However, among those who did not specify the frequency of travel, trip purposes were more likely for school (88%) or childcare (57%).

Relevant findings include:

- People who travel primarily commute to work.
- People who travel less frequently are more likely to leave their homes for appointments and recreation purposes.
- Another important trip purpose is for school and childcare purposes. This data suggests that aligning bus services with employment centers is important. Bus routes that travel to schools, medical facilities, and entertainment destinations, like shopping malls, are also likely to be especially important because they serve workers who travel frequently as well as people going to these destinations.

### Pre-Pandemic Comparisons

The survey included a question about change in travel patterns since the pandemic. This question was the same as the previous one about frequency of travel, including the same list of destinations. For many, changes in travel included reductions in trip frequency compared to pre-pandemic levels. Respondents were more likely to say that they leave the house less often now. For example, 38% of respondents reported commuting less often compared to 13% who commute more often.
For those who leave their home for school or childcare, most report that their travel for these purposes is about the same (51% and 59%, respectively). Decreases in trips were also more likely than increases for shopping (26%) and recreation (24%). Changes in travel frequency for attending appointments were split between 14% reporting leaving less often and 13% more often. Recreation was the most cited reason for increasing travel compared to pre-pandemic levels.

Relevant findings include:

- Roughly half of survey respondents reported traveling in about the same levels as they did before the pandemic. This trend was stronger for appointments, shopping, and recreation and weaker for school and childcare.
- Responses suggest that about a third of people are commuting with similar patterns as pre-pandemic. 38% are commuting less frequently and only 13% more frequently.
- Capturing commuters will continue to be important for public transit in the region, but the demand will be lower than before the pandemic as a portion of Wake County residents commute less often.

### Trips by Bus, Microtransit, and Paratransit

The survey asked people about the portion of trips they make by transit, including bus, microtransit or paratransit. A large portion of the people who answered this question said they never use transit or that transit is not an option for them. This accounts for between 60% and 88% of the responses. The trip types rarely made by transit include school (88%), childcare (88%), shopping 73%) and appointments (76%). This compares with 59% of respondents saying they never commute by transit or it is not an option for them.
The largest group of people who almost always travel by transit commute to work (24%). Smaller portions of people usually (6%) or occasionally (11%) commute to work by bus.

Relevant findings include:

- There are opportunities to encourage transit for all types of trips, including shopping, appointments, and recreation where use of transit is lower.
- In addition to the people who never use transit, a large portion of respondents said transit is not an option for them. This was especially true for people traveling to school and childcare.
- While the proportion of people who usually or almost always commute by transit is high (30%), it is nearly the same as the individuals who reported never commuting by transit (30%).
- Transit improvements can help encourage more commuters to use transit as well as those making less frequent trips associated with shopping, school, and appointments.

**Trips by Bus, Microtransit, and Paratransit**

The survey asked respondents to select two features that would make traveling via bus more attractive to them. Of the features listed, the most frequently selected were:

- Buses that come more often (20%)
- Buses that get the rider to their destination faster (18%)
- Buses that get the rider closer to home or their destination (18%)
- Buses that come more times in the day (17%).

Respondents were less likely to cite comfort walking or biking to the bus stop (7%) or comfort waiting at the bus stop (4%).
A small percentage of respondents listed other factors (4%) as potential influences on their bus riding activity. These other factors included routes that do not go through the GoRaleigh downtown station, increased safety while on the bus, and cleaner buses. These responses underscore the importance of investments in frequency and span as well as serving new and more destinations.

### If you don't usually ride the bus, what would make bus service more attractive to you? (Pick two) (n=1036 responses)

- **Buses that get me to my destination faster**: 18%
- **Buses that come more often**: 20%
- **Buses that are available at more times of day**: 17%
- **Buses that get me closer to my home or destination**: 18%
- **Buses that go to more destinations**: 12%
- **More comfortable walk/bike to and from my bus stop**: 7%
- **More comfortable waiting area at my bus stop**: 4%
- **Other, please specify**: 4%

### Microtransit

The survey included two questions about microtransit. Microtransit is a type of flexible public transportation that allows riders to request a trip and share a ride with other passengers via a small bus or van. Microtransit is usually designed to serve high need communities in areas with lower population and employment density.

Just over half of respondents (51%) indicated they would likely use microtransit if it were available. Twenty percent (20%) reported that they would not use it, and 29% said that they were unsure. For those saying they would likely use microtransit, over one-third indicated that they would do so because:

- They like the idea of scheduling a trip when they want to take it (36%)
- They think it would be more convenient than the current bus routes (35%)
- It is easy to use (23%)
Respondents also commented that this service would be particularly useful for senior citizens and those with disabilities, mid-day trips among park and ride users, and “last mile” convenience to get closer to a destination.

The most frequently cited reason for not using the service or being unsure about using it is that the respondent didn’t think they would be able to accurately predict their arrival time if they relied on microtransit for their trip (35%). Additionally, 25% of respondents were hesitant to use the service because it seems complicated. Riding in a small bus with strangers was a deterrent for 17% of respondents. A few respondents (4%) said that the lack of smartphone access is the reason for not using the service.

Important findings for any future microtransit service include:

- Service design that is simple to explain and easy to use.
- Clear expectations about wait times and travel times. It will also be important to measure and report information to future riders.

**Based on this description of microtransit, do you think you would use it?**

(n=552)

- Yes: 51%
- No: 20%
- Unsure: 29%
Bus Service Preferences: Types of Service

The survey asked respondents how important certain aspects of bus service are to them. It also asked whether they prefer a fixed bus schedule or flexible bus service. Survey respondents indicated that the most important type of service are routes that service downtown areas (85% very important or important). Other important services are those that go to shopping centers, medical...
facilities, and schools (80%) and employment parks, like Research Triangle Park (64%). Respondents also expressed a preference for buses that run every 15 to 30 minutes, even if that means they only run during morning and evening peak hours (64%).

Less important, on average, were buses that

- run early in the morning before 7 am (31% very unimportant or unimportant)
- late at night until midnight (32% very unimportant or unimportant)

Despite ranking lower, these attributes were still important to riders with half identifying these as important to them.

This information demonstrates the importance of transit that connects into downtown areas and other important destinations, operates frequently and offers a broad span of service (starts early and ends late).

### How important to you are the following types of services?

<table>
<thead>
<tr>
<th></th>
<th>Downtowns</th>
<th>Employment Parks</th>
<th>Destinations</th>
<th>Run Late</th>
<th>Run Early</th>
<th>15-30 minutes</th>
<th>Run all day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unimportant</td>
<td>7%</td>
<td>19%</td>
<td>11%</td>
<td>32%</td>
<td>31%</td>
<td>21%</td>
<td>28%</td>
</tr>
<tr>
<td>Neither Important nor Unimportant</td>
<td>8%</td>
<td>17%</td>
<td>9%</td>
<td>18%</td>
<td>19%</td>
<td>15%</td>
<td>25%</td>
</tr>
<tr>
<td>Important</td>
<td>85%</td>
<td>64%</td>
<td>80%</td>
<td>50%</td>
<td>50%</td>
<td>64%</td>
<td>46%</td>
</tr>
</tbody>
</table>

### Bus Service Preferences: Flexible vs. Scheduled Service

Respondents were presented with the choice between:

- a bus service that follows a schedule traveling between stops along a set route
- a flexible service like microtransit that allows riders to request a pick-up near the start of their trip and to be dropped off at a local destination or regional stop

A slight majority of respondents (57%) expressed a preference for the scheduled service.
SURVEY DEMOGRAPHICS

As discussed, the survey also included demographic questions. These questions were asked to make sure the findings represented the underlying population. Not all people who completed the survey filled out these questions, which likely reflects the personal nature of the questions and/or because the questions were at the end of the survey. As a result, for this section, percentages reported below are based on the number who provided demographic information, not the total number of survey participants.

Travel by Bus Route

The survey asked respondents to list the bus routes they typically use. In total, respondents identified 563 different routes that they use. Bus routes with 15 or more mentions are presented in the graph below.
Note: Most respondents listed the route only by number, so there is no way to distinguish between routes across GoTriangle systems sharing a route number (e.g., GoRaleigh 1 and Go Cary 1).

Responses by Zip Code

Most respondents (n=634) offered their residential zip code. The zip codes with at least fifteen participants are displayed in the graph below and show that Raleigh, Apex, Cary, Fuquay-Varina, Morrisville, and Durham had the highest number of representatives in the sample.
Responses by Ability/Disability

Eight percent (8%) of question respondents reported having a disability. Most respondents (86%) said they do not have a disability. Five percent (5%) indicated that they preferred not to answer the question.

### Do you have a disability? (n=419)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>8%</td>
</tr>
<tr>
<td>No</td>
<td>87%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>5%</td>
</tr>
</tbody>
</table>

Responses by Gender

A slight majority of question respondents identified as men (54%). An additional 39% identified as women and 3% as non-binary. Four percent (4%) indicated that they preferred to self-identify.

### What is your gender identity? (n=419)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Man</td>
<td>54%</td>
</tr>
<tr>
<td>Woman</td>
<td>39%</td>
</tr>
<tr>
<td>Non-binary</td>
<td>3%</td>
</tr>
<tr>
<td>Prefer to self-identify</td>
<td>4%</td>
</tr>
</tbody>
</table>
Responses by Age

The largest proportion of respondents (41%) report being between 30 and 44 years old. Twenty-nine percent (29%) are 45-64 years old, and twenty percent (20%) are 18-29 years old. Those aged 65 and older are less represented in the survey (8%). Those younger than 18 years old (0%) are not represented at all.

Responses by Language

Nearly all respondents indicated that they speak English very well (93%) or well (6%). The remaining 1% said they speak English “okay”.

The survey also inquired as to which language respondents speak at home most of the time. The vast majority primarily speak English (n=251), but 27 individuals (10%) reported speaking another language at home, with 12 languages represented:

1. Spanish (n=10)
2. Tamil (n=5)
3. Hindi (n=3)
4. Chinese (n=1)
5. Czech (n=1)
6. Portuguese (n=1)
7. French (n=1)
8. Swahili (n=1)
9. Polish (n=1)
10. Korean (n=1)
11. Japanese (n=1)
12. German (n=1)
Responses by Race/Ethnicity

To measure the racial composition of participants, the survey included a question prompting individuals to define themselves racially and ethnically using as many categories as desired. The two most common identities were white or Caucasian (67%) and Black or African American (14%). Fewer respondents identified as Asian or Pacific Islander (8%), Hispanic or Latino (4%), Native American or Alaskan Native (1%), or some other identity category (1%). Six percent (6%) opted out of providing their racial identity.
Responses by Household Income

Nearly half of the respondents (48%) reported an approximate household income of $75,000 or more per year, with 34% making an annual income of $100,000 or more. Twelve percent (12%) earned between $50,000 and $74,999 in annual income. Fewer make between $35,000 and $49,999 (8%) or between $25,000 and $34,999 (7%). A total of 10% of respondents reported annual incomes of less than $25,000. Fourteen percent (14%) of respondents declined to offer their income information.
4 Insights and Findings: In-Person Activities

OVERVIEW

As mentioned, engagement activities included 15 pop-up events. The team used these events to create awareness and encourage people to take the online survey. They also asked people to provide input to a polling board and/or complete a short comment card. In total, the engagement team collected 80 comment cards and 272 sticker responses on polling boards through these methods. The GoTriangle team also used this engagement period to collect input to the recommended Fiscal Year 2023 (FY23) Annual Wake Transit Work Plan. Participants had the opportunity to provide general, open-ended comments. A final engagement strategy included in this section is the team’s use of interactive maps to share preliminary service improvement ideas online. People were able to comment on service ideas at the route and stop level.

Key themes collected from the pop-ups (including comment cards and polling stations) include the following:

- **Support for proposed service improvement concepts** with most people saying they felt the proposed improvements would make service easier to use.
- **More service to and between the region’s downtowns** (Raleigh, Cary, Apex, Durham, Chapel Hill, and Carrboro).
- **More service to the Raleigh Durham Airport**, including from more locations but also with hours better aligned with work shifts.
- A desire to **bring back some of the discontinued or reduced services** and **recommendations to expand service** to new destinations, like regional hospitals and rapidly developing areas like North Raleigh.
- **Longer hours of service**, by providing service earlier (including Sundays) and later in more places.
- **More and better information**, especially by providing more information at bus stops. Some riders also requested consistent branding across all buses. Riders also asked for improvements to the bus tracking app.
- **More amenities**, like reliable Wi-Fi and offering phone chargers, USB ports, and/or outlets on buses and more bus shelters. Riders also asked for the flexibility to use mobile phone apps (like Apple Pay) to pay bus fares.
- **Increased language accessibility** with customer service operators but also information on the bus and printed materials, like maps.
- **Concern about the driver shortage** and the ongoing impact on bus services.
SUMMARY OF FINDINGS: COMMENT CARDS

A total of 80 comment cards were collected during the pop-up events. The comments have been summarized below based on general themes that emerged from the responses. The full list of comments by question can be found in Appendix C.

During the pop-up events, engagement team members walked people through the service improvement options and recorded their comments. Many people reported liking increased service frequency, longer hours of service and more routes to different cities. Most comment card participants (84%) stated that the proposed changes to routes and services would make their travel by transit at least slightly easier. Only 12% of participants indicated that it would make their travel slightly or much more difficult.

Service Improvement Ideas

Participants gave feedback on improvements that they would like to see. These included:

- **Increased service hours**, by providing service earlier (including Sundays) and later in more places.
- **More and better information**, especially by providing more information at bus stops. Some riders also requested consistent branding across all buses. Riders also asked for improvements to the bus tracking app.
- **More amenities**, like reliable Wi-Fi and offering phone chargers, USB ports, and/or outlets on buses and more bus shelters.
- **Increased language accessibility** with customer service operators but also information on the bus and printed materials, like maps.
- **Alternative types of transit**, like Bus Rapid Transit, Express routes and microtransit.

Comment Card Demographic Responses

Voluntary demographic questions were asked on the back of the comment card. As project team members often completed the comment cards while speaking with participants, so these questions often were not completed. The following is an overview of the responses collected:

- 36% responded that they have a disability (out of 28 responses)
- 47% identified as Black or African American, 16% identified as White, and 5% identified as Hispanic or Latino (out of 19 responses)
- 42% had an annual household income of less than $15,000 and 35% had an annual household income of $50,000 to $74,999 (out of 26 responses)

Route Recommendations

Many participants left requests and recommendations for new routes. They also provided recommendations on existing routes.

- Connections and service between the Raleigh Durham Airport and:
  - Flowers/Archers Lodge
  - Crabtree Valley Mall
  - Morrisville Community Library
  - Durham
  - Longer hours to the airport aligned with work shifts (3AM to 11 AM and noon to 9 PM)
- Between Durham and Carrboro in the morning
- Between Raleigh and Apex
- Other requested destinations and connections
  - the Balaji Temple.
  - Fairgrounds
  - UNC Rex Hospital (early)
  - Duke Hospital and NC 54/Kingswood.
  - Mitchell Mill and Forestville Rd.
  - Service to North Raleigh – Wake County Human Services and Spring Forest Road.

Comments on Existing Routes

Comments on existing routes included a range of topics, the most common of which involved recommendations for increased reliability, more frequency, longer service hours, and bringing back routes that have been discontinued. Recommendations also called for improved route alignments.

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Comment Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Serve Evans Rd Route 1 to government loop with an extra bus.</td>
</tr>
<tr>
<td>2</td>
<td>The Route 2 Raleigh to Fayetteville routes should go later.</td>
</tr>
<tr>
<td>3</td>
<td>One participant had struggled to catch the 3 on its current schedule. Another participant noted that Route 3 should serve West Cary Pkwy to fill a gap. One participant requested that Route 3 come at least every 30 minutes.</td>
</tr>
<tr>
<td>5</td>
<td>Route 5 should come every 30 minutes to improve connections to regional routes. One participant noted that they would like for the Maynard route to come back.</td>
</tr>
<tr>
<td>6</td>
<td>Would like service from Jimmy John’s – Park West to Burger King. Route 6 bus doesn’t come on time. Would like Route 6 to be more frequent.</td>
</tr>
<tr>
<td>7</td>
<td>Route 7 bus doesn’t come on time and is often too crowded. Route 7 should stay at 15-minute frequency in the morning; a 60-minute interval is not good. Route 7 needs to run every 15 minutes all day.</td>
</tr>
<tr>
<td>8</td>
<td>Make Route 8 a straight shot to downtown Durham for people who live there. Currently Route 8 is not working. One participant requested that Route 8 come at least every 30 minutes.</td>
</tr>
<tr>
<td>9</td>
<td>Route 9 idea is supported as the jump off of Western Pkwy to Davis Drive makes sense. Currently, Route 9 takes too long. Run the 9 on the weekends every 30 minutes.</td>
</tr>
<tr>
<td>10</td>
<td>Route 10 idea makes sense but will encounter heavy congestion going from Apex to southeast Cary. One participant did not like the changes to Route 10.</td>
</tr>
<tr>
<td>11</td>
<td>Route 11 on Sundays is inconsistent.</td>
</tr>
<tr>
<td>12</td>
<td>Currently, Route 12 takes too long. GoDurham Route 12 should be split up.</td>
</tr>
<tr>
<td>15</td>
<td>Route 15 in Wake Forest needs more frequency. Route 15 needs to run every 15 minutes all day.</td>
</tr>
<tr>
<td>15L</td>
<td>One participant noted that there is a lot of walking to 15L, and they are concerned about it being taken away.</td>
</tr>
<tr>
<td>16</td>
<td>One participant likes Route 16 coming every 15 minutes.</td>
</tr>
<tr>
<td>17</td>
<td>One participant did not like the proposed changes.</td>
</tr>
<tr>
<td>19</td>
<td>Route 19 is currently reliable.</td>
</tr>
<tr>
<td>21</td>
<td>More frequency. One participant liked the proposed changes.</td>
</tr>
<tr>
<td>22</td>
<td>Route 22 is not reliable in the evenings.</td>
</tr>
<tr>
<td>24L</td>
<td>Route 24L is currently not always reliable and multiple participants noted that it does not run often enough. It should run more often and earlier in the future.</td>
</tr>
</tbody>
</table>
### Wake Bus Plan | Phase 2 Outreach Summary

**GoTriangle**

<table>
<thead>
<tr>
<th>Route</th>
<th>Suggestions</th>
</tr>
</thead>
<tbody>
<tr>
<td>25L</td>
<td>Some customers want bus stops and complain that the bus stops on one side of Walmart and not the other, making it difficult to access for seniors. One participant noted that they had to take an Uber or Lyft home from the 25L.</td>
</tr>
<tr>
<td>27</td>
<td>Bus driver around 3:30pm on 5/12/2022 was being rude.</td>
</tr>
<tr>
<td>100</td>
<td>An operator noted that combining the 100 and 700 makes sense so long as it is streamlined. Another participant also liked the idea of the 100 and 700 being combined to become the 600. A participant noted that on Sundays Route 100 goes from the station to the airport, which makes the trip longer.</td>
</tr>
<tr>
<td>200</td>
<td>An operator noted that when the 200 and 70x overlap, they need 3-4 bays because there is sometimes a lot of buses at once.</td>
</tr>
<tr>
<td>300</td>
<td>One participant had struggled to catch the 300 on its current schedule. Another participant noted that the 300 should turn left on Wilmington, which would make it safer and mean four less turns and 2 minutes off the time point at Dan Allen. An operator noted that they wanted more time on the 300. One participant noted that if the 300 is late, they can’t make their transfer at Cary Depot and have to wait another 30 minutes to an hour.</td>
</tr>
<tr>
<td>305</td>
<td>Route 305 should come hourly.</td>
</tr>
<tr>
<td>311</td>
<td>Many participants would like the 311 to return to service. One participant had to change jobs after the 311 got suspended.</td>
</tr>
<tr>
<td>400</td>
<td>Multiple participants liked the frequency change during peak hours. One participant did not like that the 400 runs early and another participant noted that the 400 is inconsistent. One participant noted that the 400 and 400x need to be more express, more frequent, and not stop at shopping.</td>
</tr>
<tr>
<td>600</td>
<td>Liked the all-day travel and ability to ride from Raleigh directly to Durham. Multiple participants thought the change to route 600 was a great idea. An operator was curious about how the proposed changes would work in practice. Another operator noted that if the 600 is made, the 400 and 700 can’t be interlined. One participant noted that the 600 avoiding the airport is good.</td>
</tr>
<tr>
<td>800</td>
<td>Making route 800 more direct would be nice.</td>
</tr>
<tr>
<td>DRX</td>
<td>Multiple participants would like the DRX to come more often and all day; increase the frequency to every 30 minutes like it used to be. An operator noted that the proposed changes are smart.</td>
</tr>
<tr>
<td>J</td>
<td>Route J ends too early at 7pm. The J schedule does not match the drivers. The J route is very confusing.</td>
</tr>
</tbody>
</table>

### SUMMARY OF FINDINGS: POLLING BOARD STATIONS

Fifteen pop-up events were conducted at transit centers, bus stops, and existing community events. At these events, the team recorded 272 sticker responses on ten polling boards. The polling boards asked participants to rate the following statements regarding bus routes and frequency from very unimportant to very important:

- Buses that run all day but come hourly
- Buses that only run during morning and evening peak periods but come every 15 to 30 minutes
- Buses that start early in the morning before 7 am
- Buses that run late at night until midnight
- Service to shopping centers, medical facilities, and schools
- Service to employment parks like RTP
- Service to downtowns like Durham, Cary, and Raleigh

The results showed that bus riders want service to downtowns, with 85% of participants ranking this service as important or very important. This was followed by service to shopping centers, medical facilities, and schools. Bus service that starts early in the morning (before 7 AM) was the
third most important service consideration. Among this group, service to employment parks like Research Triangle Park was valued as the least important.

A small number of people (13) answered the trade-off question about flexible and fixed schedule service. Consistent with other data, responses were evenly divided with seven people preferring microtransit and six preferring fixed route service.

SUMMARY OF FINDINGS: REMIX INTERACTIVE MAP

The Wake Durham Bus Plan Update also developed draft service improvement maps and posted these maps online for people to review and provide comments. A total of 54 comments on specific routes and suggested improvements were collected using the Remix interactive map. These comments are highly detailed and focus on route alignments, stop spacing and other elements associated with service design. They are summarized below by route with a full list of comments included in Appendix B.
<table>
<thead>
<tr>
<th>Route Number</th>
<th>Comment Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>GC 1</td>
<td>Add bus stop to Holly Springs Rd and Jones Franklin. Reroute Route 1 down Walnut St for quicker ride to DT Cary when BRT is complete. Prefer 15 min one-way trips.</td>
</tr>
<tr>
<td>GC 3</td>
<td>Route 3 is less convenient than the other routes at night and on Sundays due to 60 minutes run time and because passengers on other inbound routes cannot transfer to outbound Route 3. Extend Route 3 via Weston Pkwy to Park West Village, following the current alignment of Route 7. Run Route 7 along the proposed alignment of Route 9 to allow other routes to transfer to Route 3 at night and on Sunday and provide direct service from downtown Cary to west Cary.</td>
</tr>
<tr>
<td>GC 5</td>
<td>Route 5 is less convenient than the other routes at night and on Sundays due to 60 minutes run time and because passengers on inbound Route 5 cannot transfer to any route other than Route 3. Extend Route 5 to downtown Apex, following the proposed alignment of Route 10 to allow Route 5 passengers to transfer to other routes at night and on Sunday, and allow passengers traveling to Wake Tech Cary to have direct service from downtown Cary.</td>
</tr>
<tr>
<td>GR 12</td>
<td>Route 12 usually must wait ten minutes due to the train making trips from downtown or NC State to the area south very inconvenient. Route 12 should use Gorman St and Ligon St to reach Method Rd instead, which might even allow the round-trip time to be reduced to 60 minutes.</td>
</tr>
<tr>
<td>GR 14</td>
<td>Service on Atlantic is critical as this area continues to grow.</td>
</tr>
<tr>
<td>GR 2</td>
<td>Would like 15-minute service on Wake Forest Rd, at least as far north as the Walmart on New Hope Church Rd. Provide 15-minute service by allowing the 14 Atlantic to follow Route 2's alignment. Need coverage on Atlantic between Six Forks and New Hope Church.</td>
</tr>
<tr>
<td>GR 20A</td>
<td>Need a connection between most of Garner and the Garner Walmart on US-70. Make Route 20 bidirectional along Garner Rd from downtown White Oak to and add a route from White Oak to the Garner Walmart via Timber Dr, Aversboro Rd, and Garner Towne Square.</td>
</tr>
<tr>
<td>GR 20B</td>
<td>Change Garner 20b to go to Greenfield Parkway with PnR lot and 30-minute headways from 7am to 7 pm.</td>
</tr>
<tr>
<td>GR 21</td>
<td>Add a route on Lake Wheeler from MLK to Tryon Rd. to provide faster connections from the neighborhoods currently served by Route 7L. Route 2.1 Caraleigh could perhaps turn back using South Saunders St instead of Lake Wheeler.</td>
</tr>
<tr>
<td>GR 2L</td>
<td>Using Routes 2 and 2L to get between Wake Forest and downtown Raleigh would be an extremely long ride. The all-day service to Wake Forest should connect to Triangle Town Center instead, since passengers would have access to the faster Route 1 Capital (and Northern BRT).</td>
</tr>
<tr>
<td>GR 3</td>
<td>Does not like the Route 3 turn around, especially since it stops just short of WakeMed and transfers with Routes 19 and 28. Add an enhanced transfer point at WakeMed or continue Route 3 across to Sunnybrook Rd and use Swinburne St to turn around.</td>
</tr>
<tr>
<td>GR 30</td>
<td>Requiring Route 30 transfers to reach downtown Raleigh or NC State University will not be convenient for most passengers. Provide a branching arrangement where Route 11 becomes Route 11-A and the proposed Route 30 is extended all the way to downtown along the Route 11 alignment, becoming Route 11-B. Each route should operate every 30 minutes during the day and every 60 minutes at night, and the schedules would be offset so that between downtown Raleigh, NC State, and the Avent Ferry Shopping Center, service is provided every 15 minutes during the day and every 30 minutes at night.</td>
</tr>
<tr>
<td>GR 31</td>
<td>Doesn't like Route 31 to continue east of S Saunders St and end at Seabrook Rd. The main residential area it would serve is Schenley Square (NW quadrant Garner Rd &amp; Rush St), but it doesn't appear that there are many useful destinations along the route.</td>
</tr>
<tr>
<td>GR 36</td>
<td>Route 36 should travel onto Ray between Lynn and Howard.</td>
</tr>
<tr>
<td>GR 37</td>
<td>Extend Route 37 to the East Raleigh Transit Center via S New Hope Rd and Rogers Ln</td>
</tr>
<tr>
<td>GR 4</td>
<td>Glad to see GoRaleigh 4 being realigned to hopefully speed up service.</td>
</tr>
<tr>
<td>GR 5</td>
<td>Allow Route 5 to use Rock Quarry Rd instead of State St (like Route 17) to provide frequent service to the Southeast Raleigh YMCA and make the frequent service to Southgate Plaza faster and bidirectional. Provide option for people who live along the Biltmore Hills loop to use Route 5 to ride to and from Southgate Plaza, instead of one way only.</td>
</tr>
<tr>
<td>GR 7L</td>
<td>Consider improved service frequencies on the 7L and 20 to serve new senior developments on the corner of Rush Street.</td>
</tr>
</tbody>
</table>
SUMMARY OF FINDINGS: FY2023 WAKE TRANSIT WORK PLAN

GoTriangle also conducted outreach and gathered input on the recommended Wake Transit Work Plan. Participants had the opportunity to provide general, open-ended comments. Key themes are summarized below, and raw comments are included in Appendix B.

- Bus riders are requesting a service area and route expansion into the West Cary area; specifically in the Carpenter Village area on Morrisville Carpenter Road between Davis Road and Louise Stephenson Road and west of Highway 55.
- Riders are concerned that the bus driver shortage is attributing to bus arrival inconsistency and overall rider experience. There is a suggestion to provide more incentives during the recruitment process for new drivers and for the retainment of current contractors.
- There is concern about traffic congestion within the Brier creek area. Respondents have suggested more frequent service in this area to lessen congestion.
- Transit riders mentioned a desire for the former NRX route to return. Routes 26 and 27 are underutilized and perhaps those routes should be more limited to reinstate the NRX route.
- Commuters heading to RTP have suggested more stops in different sections to decrease the distance that pedestrians must walk once they have arrived at their closest stop within the Research Park.
- Riders have stated that mobile pay is helpful and having touchless pay options such as Apple Pay would be an additional benefit.
- There was a recommendation for routes to consider popular shopping centers, parks, grocery stores, hospitals, and community centers and perhaps have direct routes to those locations.
- A suggestion was made to expand service during the weekends to a limited income senior living community in Garner to participate in social events such as church on Sundays.
- Perhaps suggestions, comments, and concerns made on platforms such as reddit, yelp, and Facebook should be considered whenever possible.
Commenters were divided on whether rail would be feasible or useful in the Triangle region.
Appendix A – Outreach Metrics

EMAIL CAMPAIGN METRICS

The following email campaigns were conducted in May 2022:

- Three (3) MailChimp email blasts:
  - May 2, 2022: 94 Recipients, 13 Opens, 2 Clicks
  - May 11, 2022: 549 Recipients, 134 Opens, 5 Clicks
  - May 26, 2022: 533 Recipients, 114 Opens, 7 Clicks
- Direct email sent on May 18, 2022, to 365 email recipients who did not open the May 11, 2022, MailChimp email

PUBLICINPUT.COM VIEWS

There was a total of 3,224 views of the PublicInput.com site.

SURVEY ADVERTISING METHOD METRICS

Survey Advertising Method Metrics

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press Release</td>
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<tr>
<td>Transit Ads</td>
<td>17</td>
</tr>
<tr>
<td>GoForward Website</td>
<td>121</td>
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<tr>
<td>Email and Social Media</td>
<td>235</td>
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</table>

REFERRAL TRAFFIC SOURCES

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<th>Domain</th>
<th>Count</th>
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<tbody>
<tr>
<td>t.co</td>
<td>562</td>
</tr>
<tr>
<td>l.facebook.com</td>
<td>164</td>
</tr>
<tr>
<td>m.facebook.com</td>
<td>142</td>
</tr>
<tr>
<td>mail01.tinyletterapp.com</td>
<td>131</td>
</tr>
<tr>
<td><a href="http://www.publicinput.com">www.publicinput.com</a></td>
<td>106</td>
</tr>
<tr>
<td>lnks.gd</td>
<td>67</td>
</tr>
<tr>
<td>lm.facebook.com</td>
<td>66</td>
</tr>
<tr>
<td>townofmorrisville.us1.list-manage.com</td>
<td>63</td>
</tr>
<tr>
<td><a href="http://www.google.com">www.google.com</a></td>
<td>39</td>
</tr>
<tr>
<td>bit.ly</td>
<td>36</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,376</strong></td>
</tr>
</tbody>
</table>
SOCIAL MEDIA METRICS

<table>
<thead>
<tr>
<th>Organization</th>
<th>Platform</th>
<th>Posts</th>
<th>Reach/Impressions</th>
<th>Engagement</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wendell</td>
<td>Facebook</td>
<td>2</td>
<td>1856</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Morrisville</td>
<td>Facebook</td>
<td>2</td>
<td>1831</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Morrisville</td>
<td>Twitter</td>
<td>4</td>
<td>648</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Morrisville</td>
<td>LinkedIn</td>
<td>2</td>
<td>96</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>CAMPO</td>
<td>Facebook, Instagram,</td>
<td></td>
<td></td>
<td></td>
<td>Gave information to our board members and alternates with request that they also help spread the word.</td>
</tr>
<tr>
<td></td>
<td>Twitter</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Raleigh</td>
<td>Facebook, Instagram</td>
<td></td>
<td></td>
<td></td>
<td>Reshared (re-tweeted) or posted on FB and Insta stories.</td>
</tr>
<tr>
<td>Raleigh</td>
<td>Newsletter</td>
<td></td>
<td></td>
<td></td>
<td>Shared in weekly newsletter that goes to over 5,000 folks and our weekly RTA Board reports.</td>
</tr>
<tr>
<td>NCSU</td>
<td>Facebook</td>
<td>2</td>
<td>91</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>NCSU</td>
<td>Twitter</td>
<td>3</td>
<td></td>
<td>11 retweets; 10 likes</td>
<td></td>
</tr>
<tr>
<td>NCSU</td>
<td>Newsletter</td>
<td>10</td>
<td></td>
<td></td>
<td>Link clicks</td>
</tr>
<tr>
<td>Fuquay-Varina</td>
<td>Facebook</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

POP-UP EVENTS AND FESTIVALS

The following pop-up events were conducted:

- Thursday, May 5 from 4-6pm at GoRaleigh Station (214 S Blount St, Raleigh, NC 27601)
- Thursday, May 5 from 6-9pm at Wendell Market
- Friday, May 6 from 8-10am at UNC Hospital Health Sciences Library (101 Manning Dr, Chapel Hill, NC 27514)
- Friday, May 6 from 4-6pm at Plaza West Shopping Center (5563 Western Blvd, Raleigh, NC 27606)
- Saturday, May 7 from 9am-5pm at Ritmo Latino (316 N Academy St, Cary, NC)
- Saturday, May 7 from 9am-5pm at the Apex PeakFest (Salem St, Downtown Apex)
- Saturday, May 7 from 10am-4pm at Wake Forest Meet in the Street (Downtown Wake Forest)
- Saturday, May 7 from 1-4pm at the Knightdale Latin American Festival (Knightdale Station Park, 810 N First Ave, Knightdale, NC 27545)
- Thursday, May 12 from 8-10am at the GoTriangle Regional Transit Center (901 Slater Rd, Durham, NC 27703)
- Thursday, May 12 from 4-6pm at Cary Depot (211 N Academy St, Cary, NC 27511)
- Friday, May 13 from 8-10am at Durham Station (515 W Pettigrew St, Durham, NC 27701)
- Friday, May 13 from 4-6pm at Triangle Town Center at Orvis Park and Ride (3701 Sumner Blvd, Raleigh, NC 27616)
- Saturday, May 14 from 2-4pm at Crabtree Valley Mall Bus Stop (4325 Glenwood Ave, Raleigh, NC 27612)
- Saturday, May 14 from 4-8pm at the Morrisville SpringFest (Town Hall Drive (near Fire Station No. 1), Morrisville, NC 27560)
- Saturday May 14 from 4-9pm at the Zebulon Spring Fest (Downtown Zebulon)
## Appendix B – Remix and Work Plan

### Comments by Route

<table>
<thead>
<tr>
<th>Agency</th>
<th>Route</th>
<th>Source</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoCary</td>
<td>1 Crossroads</td>
<td>Remix</td>
<td>Add bus stop to Holly Springs Rd and Jones Franklin When BRT is complete, reroute Route 1 down Walnut St for quicker ride to DT Cary. Preferable if one-way trip takes 15 minutes.</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>11 Ferry</td>
<td>Remix</td>
<td>What’s the approx. timeline for 15-minute service on Route 11?</td>
</tr>
<tr>
<td>GoCary</td>
<td>11 East Cary Fairgrounds</td>
<td>Remix</td>
<td>When is the plan to implement this Route 11?</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>12 Method</td>
<td>Remix</td>
<td>Route 12 usually has to wait ten minutes here, just in case a train comes, which makes it very inconvenient for trips from downtown or NC State to the area south. Could Route 12 use Gorman St and Ligon St to reach Method Rd instead? This might even allow the round-trip time to be reduced to 60 minutes. (These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>12 Method</td>
<td>Remix</td>
<td>This stop also causes a lot of delays for Route 12 - It has to wait for the light to change to approach the stop, then wait for the light to change again to cross Western Blvd. If it was moved farther back, Route 12 would not miss the light as often. (These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>14 Atlantic</td>
<td>Remix</td>
<td>Service on Atlantic is critical as this area continues to grow. Excellent work.</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>17 Quarry</td>
<td>Remix</td>
<td>Would like to see PnR spaces here to ride bus downtown without threat of towing</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>2 Falls of Neuse</td>
<td>Remix</td>
<td>It would be nice to have 15-minute service on Wake Forest Rd, at least as far north as the Walmart on New Hope Church Rd. If the 14 Atlantic followed Route 2’s alignment, then they could combine to provide 15-minute service but that does trade off coverage on Atlantic between Six Forks and New Hope Church. (These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>20 Garner</td>
<td>Work Plan</td>
<td>Thank you for providing service into Garner. My main concern is that there is no service on weekends. I am unable to go to church on Sunday or venture out to shop or visit on weekends because there is no service. Please start operating service in Garner on the weekend. I live in a DHIC property and am on a fixed income and desperately need transportation on the weekend.</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>200 - North Hills - Brier Creek - Durham Station</td>
<td>Remix</td>
<td>Service on US-70 between Durham and Raleigh makes a lot of sense. I’ve been hoping to see something like this for a while.</td>
</tr>
<tr>
<td>Route</td>
<td>Description</td>
<td>Recommendation</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>GoTriangle 200 - North Hills - Brier Creek - Durham Station</td>
<td>Remix</td>
<td>North Hills is a great connection, this would save me hours and hours of waiting time and walking, and from having to go all the way downtown to GoRaleigh Station just to get a transfer go back north to Durham/RTC</td>
<td></td>
</tr>
<tr>
<td>GoTriangle 200 North Hills - Brier Creek</td>
<td>Remix</td>
<td>Is Route 200 expected to run on the weekends? Can we expect at least 30-minute frequencies and bus service until midnight?</td>
<td></td>
</tr>
</tbody>
</table>
| GoRaleigh 20A Garner Counter-clockwise | Remix | As proposed, there is no connection between most of Garner and the Garner Walmart on US-70, which seems like it would be a key destination for Garner residents. I suggest making Route 20 bidirectional along Garner Rd from downtown to White Oak and adding a route from White Oak to the Garner Walmart via Timber Dr, Aversboro Rd, and Garner Towne Square.  
(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |
| GoRaleigh 20B Garner Clockwise | Remix | Would like to see 30-minute headways between 7am and 7 pm |
| GoRaleigh 20B Garner Clockwise | Remix | Would like to see Garner 20b go to Greenfield Parkway with PnR lot and 30-minute headways from 7am to 7 pm. |
| GoRaleigh 21 Caraleigh | Remix | I think a route on Lake Wheeler from MLK to Tryon Rd could make sense. There are of course Dix Park and the Farmers’ Market on the way, but it would also provide faster connections from the neighborhoods currently served by Route 7L. Route 21 Caraleigh could perhaps turn back using South Saunders St instead of Lake Wheeler.  
(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |
| GoRaleigh 26 Edwards Mill, 27 Blue Ridge Work Plan | | I can’t find anywhere is the plan details to replace underutilized bus routes with some kind of on demand service other cities are using. Route 27 buses are completely empty 90 to 95% of the time so is nearby Route 26. |
| GoRaleigh 27 Blue Ridge Work Plan | | Most riders get off the 27 at Rex Hospital to get off at those areas around the hospital or Wade Ave. I have seen 1/2 the bus gets off at Whole foods from the 27 to the 4 Rex Hospital route. Taking into account the popular stores would help. |
| GoRaleigh 27 Blue Ridge Work Plan | | Most riders get off the 27 at Rex Hospital to get off at those areas around the hospital or Wade Ave. I have seen 1/2 the bus gets off at Whole foods from the 27 to the 4 Rex Hospital route. Taking into account the popular stores would help. |
| GoRaleigh  | 2L Falls of Neuse North | Remix | Using Routes 2 and 2L to get between Wake Forest and downtown Raleigh would be an extremely long ride. Route 2 to WakeMed North would already take an hour, and Route 2L would add transfer time plus 20-30 minutes. The all-day service to Wake Forest should connect to Triangle Town Center instead, since passengers would have access to the faster Route 1 Capital (and Northern BRT).

(My preferred scenario - though, there might not be enough funding for it - would be to have Routes 1-AX and 1-BX that run from downtown Raleigh to Triangle Town Center, stopping only at Brentwood and Millbrook, and then on to Wake Forest and Rolesville respectively. Each route would run hourly all day on weekdays. This would alleviate loads on Route 1 Capital and provide more convenient connections to Wake Forest and Rolesville and serve the reverse commute markets better.)

(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |

| GoRaleigh  | 3 Glascock Remix |  | This does not look like a great place for Route 3 to turn around, especially since it stops just short of WakeMed and transfers with Routes 19 and 28. WakeMed would be a good place for an enhanced transfer point. Or it could continue across to Sunnybrook Rd and use Swinburne St to turn around.

(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |

| GoCary  | 3 Harrison Avenue Remix |  | Right now, Route 3 is less convenient than the other routes at night and on Sundays because it has only a 30-minute round trip time but runs every 60 minutes. Passengers on other inbound routes cannot transfer to outbound Route 3. I suggest extending Route 3 via Weston Pkwy to Park West Village, following the current alignment of Route 7. Route 7 could proceed along the proposed alignment of Route 9 instead. This would allow other routes to transfer to Route 3 at night and on Sunday, and it would allow passengers traveling to west Cary to have direct service from downtown Cary.

(If it is not possible for Route 7 to make it to Green Level Church Road and back in 60 minutes, it could use three buses during the day to operate with a 90-minute round trip. At night and on Sunday, it could end sooner - at Stone Creek Village or Morrisville Carpenter Rd, for example.)

(These comments are entirely my recommendations as a Raleigh resident [who lives near the border of Cary] and should not be considered as the position of my employer.) |
| GoRaleigh 30 | Southwest | Remix | Since passengers on the proposed Route 30 must transfer to reach downtown Raleigh or NC State University, service will not be convenient for most passengers. I suggest a branching arrangement where Route 11 becomes Route 11-A and the proposed Route 30 is extended all the way to downtown along the Route 11 alignment, becoming Route 11-B. Each route would operate every 30 minutes during the day and every 60 minutes at night, and the schedules would be offset so that between downtown Raleigh, NC State, and the Avent Ferry Shopping Center, service is provided every 15 minutes during the day and every 30 minutes at night. Both routes would be approximately the same length so the branching arrangement should be feasible. |
| GoRaleigh 31 | Southeast | Remix | I'm not sure that it makes much sense for Route 31 to continue east of S Saunders St but then end at Seabrook Rd. The main residential area it would serve is Schenley Square (NW quadrant Garner Rd & Rush St), but it doesn't appear that there are many useful destinations along the route, other than the Food Lion at the west end. It also doesn't look like there is much benefit provided by taking a 30-minute route east to connect with a 15-minute route, when one could take a 30-minute route north and reach most of the same areas - including downtown - directly. Route 7L provides a direct connection east to Southgate at least. |
| GoTriangle 310 | Cary RTC | Remix | The 310 rarely makes it to the Cary Train Depot on time and many miss their connections. Park West is already serviced by route 7 and the Morrisville Smart Shuttle. Consider just keeping route on Evans Rd instead of turning on Weston. Also rerouting on Miami Blvd is also probably going to further slow this route. A Cary to RTC bus that can't consistently make the route within 30 minutes when most rely on connections is very off-putting. |
| GoRaleigh 36 | Creedmoor | Remix | This area near Lake Lynn really stands out on density maps. It's about a mile from Creedmoor Rd, which is perhaps a bit close for a parallel route, but if Route 36 has time it might be worth deviating onto Ray between Lynn and Howard. |
| GoRaleigh 37 | Poole-Barwell | Remix | Could Route 37 be extended to the East Raleigh Transit Center via S New Hope Rd and Rogers Ln? |
| GoRaleigh 4 | Rex Hospital | Remix | Glad to see GoRaleigh 4 being realigned to hopefully speed up service! |
| GoRaleigh 4 Rex Hospital, 26 Edwards Mill | Remix | Could Route 4 follow the alignment of Route 12 between downtown and Oberlin Rd, with schedules offset to provide 15-minute service from downtown to the Village District? This would require upgrading Route 12 to full 30-minute service, but if the time-saving recommendations on the western part of the route are implemented that should be possible without too much additional cost.

(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |

| GoRaleigh 4 Rex Hospital, 26 Edwards Mill | Remix | Since Route 26 will connect with Routes 6, 9, 11, and 600 at Hillsborough and Blue Ridge, I don't think it necessarily needs to connect to the Western BRT at Plaza West. From Hillsborough and Blue Ridge, it could continue south on Blue Ridge, then head east on Western and end at NC State like Route 11L does today. This would provide NC State with a direct connection to Rex Hospital and Crabtree, which would be lost with the realignment of Route 4.

Alternatively, it could head east on Hillsborough St and south on Gorman St (connecting with Western BRT at Gorman St), and end at Avent Ferry Rd as is proposed for Route 30. (When I lived on Gorman St, I had several neighbors who worked in Northwest Raleigh and could have used this connection.)

(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |

| GoRaleigh 4 Rex Hospital, 9 Hillsborough, 11 Avent Ferry, 27 Blue Ridge | Remix | With Route 27 any trip from the PNC Arena or Nowell Rd area to NC State or downtown is very circuitous, requiring passengers to head north and then back south, even though these areas are very close by car. (Adding Route 11 in the area would help but it would still require a transfer to reach these very close destinations.) Route 27 also passes through a lot of undeveloped area on the way to Duraleigh Rd.

Instead of having Route 27, I suggest splitting Route 9 into two branches: Route 9-B would follow the proposed Route 9 alignment and end at Plaza West, and Route 9-A would follow Blue Ridge Rd and Trinity Rd to Edwards Mill Rd and turn around using the current alignment of Route 27. (And Route 4 would be re-extended to Crabtree Valley Mall via Edwards Mill Rd.)

This would provide 15-minute service along most of Hillsborough St, and 30-minute service to the PNC Arena and Nowell Rd area with direct service to downtown. It would also provide a connection between Hillsborough St and the Western BRT every 30 minutes, which I think will be sufficient since the Western BRT also serves NC State.

(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |

| GoRaleigh 40X Wake Tech Express | Remix | Ten Rd would be a good place for stops on Routes 40X and FRX. (

(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Route</th>
<th>Alignments/Proposed Changes</th>
</tr>
</thead>
</table>
| GoRaleigh    | 40X Wake Tech Express | Could Route 40X and FRX be combined to provide all-day, hourly service to Fuquay-Varina and Wake Tech on weekdays? (Short trips to Wake Tech only could be run to provide higher frequency when class is in session.)  
(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |
| GoRaleigh    | 5 Biltmore Hills via State St | With service available on Garner Rd, could Route 5 use Rock Quarry Rd instead of State St (like Route 17)? This would provide frequent service to the Southeast Raleigh YMCA, and it would make the frequent service to Southgate Plaza faster and bidirectional. (People who live along the Biltmore Hills loop could use Route 5 to ride to and from Southgate Plaza, instead of one way only.)  
(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |
| GoRaleigh    | 5 Biltmore Hills via State St | Here’s a possible route design that builds on some of the comments I’ve made earlier: Route 5 uses the alignment proposed on this map, but every 30 or 60 minutes. Route 17 becomes Route 17-A, which would run every 30 minutes. There would also be a Route 17-B every 30 minutes, which would follow Route 17 between downtown and Cross Link Rd. Then it would either head west on Cross Link Rd, or south on Sanderford Rd then west on Seabrook Rd, depending on which has more ridership. Then Route 17-B would head west via Cross Link Rd and Rush St, and south on S Wilmington St or Illeagnes Rd to the Garner Walmart. The two branches of Route 17 would be of roughly equal length and provide 15-minute service between downtown and Southgate.  
Route 31â€™s east end would be shortened to S Saunders Rd, which would probably allow it to run every 30 minutes with one bus. It would essentially serve as a shuttle between Carolina Pines and Route 7/Southern BRT.  
(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.) |
| GoCary       | 5 Kildaire Farm Road | Right now, Route 5 is less convenient than the other routes at night and on Sundays because it has only a 30-minute round trip time but runs every 60 minutes. Passengers on inbound Route 5 cannot transfer to any route other than Route 3. I suggest extending Route 5 to downtown Apex, following the proposed alignment of Route 10. This would allow Route 5 passengers to transfer to other routes at night and on Sunday, and it would allow passengers traveling to Wake Tech Cary to have direct service from downtown Cary.  
(If it is not possible for Route 5 to make it to downtown Apex and back in 60 minutes, it could use three buses during the day to operate with a 90-minute round trip. At night and on Sunday, it could end sooner - at Ten Rd, for example.)  
(These comments are entirely my recommendations as a Raleigh resident [who lives near the border with Cary] and should not be considered as the position of my employer.) |
<p>| GoRaleigh    | 6 Glenwood | When will 15-minute frequency be introduced for Route 6? |
| GoRaleigh    | 6 Glenwood Work Plan | When can we expect frequent, 15-minute service on Route 6? It was supposed to start in 2021 and it still hasn't happened yet. Can we also get back 30-minute frequencies on Route 310, at least during rush hour? |</p>
<table>
<thead>
<tr>
<th><strong>GoTriangle</strong></th>
<th><strong>600 Raleigh - RTC - Durham</strong></th>
<th><strong>Remix</strong></th>
<th>Is there a reason the 100/600 couldn't be shifted down Trinity and Edwards Mill before getting on Wade Avenue in an effort to better serve the Fairgrounds, Carter Finley, PNC Arena, Cardinal Gibbons, and Wade Park? That could help decrease event traffic in this area and ultimately drive ridership.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GoRaleigh</strong></td>
<td><strong>7L Carolina Pines Connector, 20 Garner</strong></td>
<td><strong>Remix</strong></td>
<td>More than 180 dwelling units for seniors are being developed at this corner of Rush St. Transit dependent population. Consider improved service frequencies on the 7L and 20.</td>
</tr>
<tr>
<td><strong>GoRaleigh</strong></td>
<td><strong>8 Six Forks</strong></td>
<td><strong>Remix</strong></td>
<td>If you're going to separate the 8 &amp; 8L into two different routes in a way that North Six Forks doesn't have a direct route to downtown, you'll absolutely need to make this transfer clearer/smoothen than this, with a shared stop or something so people can transfer to continue in on the other route somewhat seamlessly.</td>
</tr>
<tr>
<td><strong>GoTriangle</strong></td>
<td><strong>800 Chapel Hill - South Point</strong></td>
<td><strong>Remix</strong></td>
<td>Please return bus stops to both sides of Southpoint, so the loop on I-40 when the 800 goes eastbound is no longer necessary. It is a waste of time and gas. Traffic on Raleigh Rd to get to I-40 is bad enough and not all drivers are comfortable or able to make the time up using the shoulders once they get to I-40 which can have just as much traffic. To then have to go one exit further to just get back on one exit back and redo the same section of I-40 traffic again makes no sense. I'm glad they took the Streets at Southpoint stop out of the movie theater parking lot because that could be its own nightmare, especially around the holidays, but they really needed to keep stops on both side of Renaissance Parkway instead of the crazy loop the route does now. Having the stops on the same side also create confusion of which bus to get on if someone is only paying attention to the route number and not the destination. You will have a hard time making public transit appealing when it does things like this that seem to lack any sort of common sense and the bus is just getting stuck in the same traffic as the cars anyways.</td>
</tr>
<tr>
<td><strong>GoRaleigh</strong></td>
<td><strong>8L Six Forks North</strong></td>
<td><strong>Remix</strong></td>
<td>Route 8L should run through with Route 8, and not require a transfer at North Hills to get downtown. (These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</td>
</tr>
<tr>
<td><strong>GoCary</strong></td>
<td><strong>9 West Cary Work Plan</strong></td>
<td></td>
<td>West Cary needs a bus route and bus stops also.</td>
</tr>
<tr>
<td><strong>GoCary</strong></td>
<td><strong>9 West Cary Work Plan</strong></td>
<td></td>
<td>I would like Go Cary to expand to West Cary. First in the Carpenter Village area on Morrisville Carpenter Road between Davis Road and Louise Stephenson Road. Second, west of 55 is rapidly expanding with the YMCA and two parks going up within 2 years. All of these west Cary areas are exploding with new construction and need transportation.</td>
</tr>
<tr>
<td><strong>GoTriangle</strong></td>
<td><strong>CRX Chapel Hill-Raleigh Express</strong></td>
<td><strong>Remix</strong></td>
<td>The CRX buses inbound from Chapel Hill to Raleigh should not have to stop at NC State if nobody makes a request. It used to be a &quot;Request Only&quot; stop. Should still be that way. The operators shouldn't pull over, stop, and wait when nobody is getting off. If anyone gets on this bus, they are getting on the wrong bus. Before COVID when we had to pay to get on the bus, you would have to pay $3.00 to ride from NC State to downtown, but you could get there cheaper on a GoRaleigh bus. Please change the operator's schedule to show this as a &quot;Drop Off Only&quot; stop that requires a passenger to request the stop.</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>CRX Chapel Hill-Raleigh Express</td>
<td>Remix</td>
<td>Allow full-size non-folding bikes on board the bus when the rack is full and there is room on the bus. Getting bumped and having to wait for the next bus is not a solution. In the morning in Chapel Hill, the wait is from 05:55 until 06:55. At GoRaleigh Station, it is from 17:20 to 18:40. Inexcusable.</td>
</tr>
<tr>
<td>------------</td>
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</tr>
<tr>
<td>GoTriangle</td>
<td>CRX Chapel Hill-Raleigh Express</td>
<td>Remix</td>
<td>Please maintain and enhance express service Eubanks-Raleigh.</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>CRX Chapel Hill-Raleigh Express</td>
<td>Remix</td>
<td>Ending the CRX puts Raleigh work commuters at a disadvantage, particularly those in rural Northern Orange and Alamance counties where public transit is limited. The Eubanks P&amp;R is a lifeline to the CRX.</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>CRX Chapel Hill-Raleigh Express</td>
<td>Remix</td>
<td>cutting the Eubanks P&amp;R out of the CRX route is eliminating 75% of its ridership as the majority of its riders board at the P&amp;R when inbound to Raleigh in the AM. Eliminating a centrally located and readily accessible parking lot is showing a priority for Southern Orange County and not providing equitable public transit. A parking lot 20 minutes further east in Durham County is not acceptable.</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>CRX Chapel Hill-Raleigh Express</td>
<td>Remix</td>
<td>Please do not eliminate the Eubanks Park N Ride stop. This is one of the few public transit options for those in northern/western Orange County. Residents near Southpoint already have reasonable access to the DRX line. The CRX has allowed me to work in Raleigh for nearly 10 years and I am very thankful for it.</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>CRX Chapel Hill-Raleigh Express</td>
<td>Remix</td>
<td>It was shared with me this morning that there was consideration being given to remove the CRX serve at Eubanks. I would implore you not to do that. There are many of us that are coming from other counties or from the farthest points in Orange County to catch this bus. It is our only option given that the DRX parking is completely full. The removal of the CRX route will cause undue hardship to the mostly state employees, which are consistent and frequent riders.</td>
</tr>
<tr>
<td>GoTriangle</td>
<td>CRX Chapel Hill-Raleigh Express</td>
<td>Remix</td>
<td>Please continue to make the CRX line a viable option for those of us in the western part of the Triangle who need to commute to downtown Raleigh. The service and the drivers are tremendous.</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>Remix</td>
<td>Lots of development out here. Maybe consider making a microtransit area.</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>Remix</td>
<td>Just a comment on all these projects in general. Buses and microtransit will still be using the same roads as cars and fall prey to the same traffic. If these routes aren’t reliable people aren’t going to want to give up their cars either, just perpetuating the traffic problems. All the news stories talk about how the Triangle Area is becoming the next Atlanta or DC. Just keep in mind that both those areas have public transit options (the metro and marta) that aren’t utilizing the already packed roads and it still isn’t enough. If the Triangle Area is really heading that direction in growth these bus routes and microtransit areas are probably not the solution.</td>
</tr>
<tr>
<td>GoCary</td>
<td>General</td>
<td>Remix</td>
<td>Middle Creek is a Town of Cary Park that is only really accessible by car. Most of the roads aren’t bike friendly either. Consider extending the planned south Cary route or the microtransit area to make this park and library accessible to more than those that just have cars.</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>Work Plan</td>
<td>There is already a shortage of drivers, buses do not come on time, some hours are skipped, and buses do not come at all. You might want to provide some incentive first to attract new drivers so you guys can work on getting it together first before starting new projects. Thank you for your service.</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>Work Plan</td>
<td>Please do not get rid of mobile payment and if Apple Pay was in the works, please do not get rid of that either.</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>Work Plan</td>
<td>Implement incentives to get more drivers - the operator shortage is impacting routes a lot. Another suggestion is to improve technologies that report the real time arrivals for buses- the schedule is off and bc of the shortage of drivers a lot of timings are missed</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>Work Plan</td>
<td>During the pandemic I have seen drivers expected to deal with mental illness from the unhomed. The drives extreme frustrations with mismanagement, drivers sick or quitting because they want a work life balance. Shame on the mayor and governor. They deserve respect not the mistreatment I had to endure as a former State Employee. We need flexibility with the transit options and to see the employees treated better.</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>Work Plan</td>
<td>You're on the right track. Thanks for pursuing the original vision from 2016 appropriately.</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>General</td>
<td>Work Plan</td>
<td>Keep buses free forever. Reasons - you will not need to request additional funding for payment infrastructure, cost spared - it is the only reason why some people take the bus; you can't beat free when fuel costs are high - it makes it more accessible to members of the community - encourages spontaneous ridership - helps businesses by providing their customers easier access to them - No city the size of Raleigh provides free public transportation. Will help fuels Raleigh's growth and image of a city of the future We need more routes that are not planned to shuffle people from suburban areas to the city center. Doing this makes it difficult for people to travel to different parts of the city and makes the bus less attractive. Hire better planners. Someone I quote below said that they requested sidewalks in their neighborhood, but Raleigh said that it was not possible because that is where the bus went. &quot; When I first moved to my current neighborhood, I saw online that you could ask the city to build sidewalks in neighborhoods that don't have them, so I did, because it is not great to walk on the roads in my neighborhood which are used as shortcuts by people who frequently speed. They said my neighborhood couldn't have sidewalks because we have a bus line running through the neighborhood. Amusing, no? Same people want a whole lot of folks to walk on the same sidewalk-less streets to get to the magical BRT, too.&quot; That is not acceptable. Pedestrian access to bus stops and routes is essential. If your planners do not have this understanding, please fire them, and hire people who can actually do their job. This is city planning 101.;</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td>General</td>
<td>Work Plan</td>
<td>Please read all the comments on problems with our city's bus transportation here: <a href="https://www.reddit.com/r/raleigh/comments/tqmvlp/reasons_why_its_nice_to_take_a_bus_instead_of/">https://www.reddit.com/r/raleigh/comments/tqmvlp/reasons_why_its_nice_to_take_a_bus_instead_of/</a> Ask yourself, do any of these comments mention better payment infrastructure? No. They talk about mainly - lack of pedestrian accessibility to bus stops - lack of accessibility to park and rides to use bus for work commute - the fact that it takes hours to go to one location on bus while minutes in a car Please evaluate your plan and see if it fixes the pain points mentioned by the people in this thread. I post comments here for your convenience: &quot;Unfortunately, our spoke-based routing system means it would turn my 15-minute drive into a 2+ hour commute.&quot; &quot;I would love to take the bus downtown. But it takes me 5 minutes to drive there, and it's about an hour by bus.&quot; &quot;I'd love to take the bus, but it takes 3x as long as driving anywhere and if you miss your bus, you need to wait at least 30 minutes for the next one. It's just not worth it!&quot; &quot;I took the bus and/or light rail 5 days a week for years when I lived in Pittsburgh. I am a huge supporter of public transit. But here? I have to jay walk across streets with no sidewalks where people speed just to get to my nearest bus stop. In the dark that could be deadly. Then it would take me 1.5 hours to get</td>
</tr>
</tbody>
</table>
somewhere I could go in 12 minutes by car. Make it easy and sensible to use public transit and ridership will go up. It's not rocket science." "Part of the reason is the bus system here sucks. It'll take you 6 hours to get across town." "I took the bus from the suburbs to Raleigh 2-3 days a week for a few months, several years ago. I enjoyed having time to read a book and not deal with traffic, and I had a bus stop just outside my neighborhood so I could walk to it. Another stop was about 1.5 miles away with plenty of parking. However, a couple things made it unworkable for me (although some of these may have changed): our spoke/hub system sucks, I had to wait to transfer busses downtown rather than find a route directly from my home neighborhood to work neighborhood like I always could in Maryland. The busses to my area only ran during rush hour and I had a school age child. I will say, and did say at the time, that even with rush hour only I would take the bus daily if I worked right downtown. Yes, it would take longer than driving but I would be reading, and I wouldn't have to park etc. Also, less impulse drive-thru snacking on the way home." "We live in Fuquay. My wife doesn't drive, is stay at home and would absolutely love to take our kid into downtown for the day - between Marbles, read with me bookstore, the squares, coffee, and ice cream shops there's plenty to do. We also live under 2 miles from an FRX stop and it's a relatively easy walk. The only problem is a major one - the last bus into downtown is at 7:35am. That's a complete joke. I get that they are trying to attract commuters and my family isn't typical. But shit, that just sucks. Even one bus at lunchtime for people working half days would be amazing. (As a side note, this also shows another huge failure of the bus system - Holly Springs and Fuquay have 100,000 people between them now. There are two bus routes, both go express to downtown Raleigh during rush hour only. What a fucking joke for a major part of the county.)" "The problem is that gas still isn't expensive enough and traffic isn't bad enough. This means people choose to live far away from their jobs or drive across the city for groceries. I used the bus quite a bit before but got frustrated that the #6 15-minute frequency never happened yet. It was supposed to happen last year. Now I bike. I'll still use the bus when it's rainy or cold." "It's really nice if you can afford to spend the time on it. I live in Garner and was doing errands when I realized I needed to get something from Downtown Raleigh. I didn't have much gas and didn't really feel like driving down there any ways. I parked my car in a parking lot, waited like a few minutes for the bus show up (I got lucky, that thing only shows up once an hour), went downtown, quickly got the thing i was after and was able to take the same bus back to Garner. That was a real nice experience, it was free, I didn't have to drive, and didn't have to worry about gas or parking or anything. That's awesome! But I also got really lucky. Lucky that there was a route from where I was to where I needed to go. Lucky that I only had to wait a few minutes for it to pick me up (from Garner and from Moore Square.) Lucky that there was a parking lot for me to park in that no one would care I was in (also, I needed to drive to reach that bus stop, kind of negates the purpose of public transportation.) Most importantly, Lucky I could turn my 40-minute errand into a 100-minute errand without issue."
<table>
<thead>
<tr>
<th>GoRaleigh General Work Plan</th>
<th>I have found that the current bus system setup is not inclusive enough. The changes that I have noted thus far still do not make using the current system an easier journey for the physically challenged and senior citizens. Example, when buses stop to pick up, the buses are not lowered for easier step-up access. I have a challenge with knee flexibility, and getting on the bus is difficult, as well as uncomfortable. There should be some type of shelter/sitting at each bus stop for the physically challenged, or seniors to utilize. If I chose to go somewhere utilizing the current bus system, I have a ten-minute walk to the bus stop, and there is no bus shelter to sit at once I arrive. My trip requires me to transfer to another bus that puts me over by my destination, which still requires me to walk (16 minutes, or more) to the end destination. This makes no sense to me, so I don't go! I keep hearing about all this money that government wants to channel into a rail system. That money would be better used in upgrading the city’s bus system for user-friendly traveling about the city, if one doesn’t desire to drive, or Uber/Lyft it. As a senior individual on a fixed budget, I do not appreciate that my home city would put me in the position of having to come out of my pocket to use a cab service, or an Uber/Lyft to get back home because there is no public transportation available to use due to lack of service to my area, or buses not running after a certain hour. Example, I had scheduled a pickup at the Colonnade Shopping Center via GoWake Access (TRACS). My ride never showed up, and the office was closed. I walked over to the Six Forks Station shopping Center bus stop, and just managed to catch the last bus, which dropped me off on Six Forks/Millbrook Rds. By the time I arrived there, the crosstown bus on Millbrook had stopped running for the evening. This was during the fall, and it was already dark out. I had to call a cab to get me home. It was a good thing I had the money on me that night to pay for the ride! Needless to say, I did not attempt to go to the Colonnade Shopping Center again, since I wasn’t guaranteed to be able to get back home using GoWake Access and the city bus system. That night I didn’t get back to my home until almost 10PM, due to no pickup at 7PM by GoWake Access. I am grateful that my safety wasn’t jeopardized by this experience that evening. The way the bus system is set up, puts people in the position of being home-bound, because of city provided transportation doesn’t afford us the availability to be more mobile! This needs attention!</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoRaleigh General Work Plan</td>
<td>The current bus system in Raleigh ignores the area between 1-440 and 1-540, north of Crabtree Mall If you do not make it easier to ride the bus/transit, people will continue to use their cars as the first choice of transportation.</td>
</tr>
<tr>
<td>GoRaleigh/GoTriangle General Work Plan</td>
<td>There are lots of people that live in Brier Creek and basically only two ways out. Get a frequent bus schedule in and out of Brier Creek to reduce traffic. Have some of this bussing go to RTP. Have shuttles that go to different sections of RTP so people who arrived by bus don’t have to walk long distances in the sun (since you guys cut down all the trees).</td>
</tr>
</tbody>
</table>
After reading this plan, it seems clear that the transit planners of GoTriangle see the service as primarily for commuters, as it appears to double down on that strategy. This is neither forward-thinking nor correct. If public transit is to be seen as a viable alternative to driving, it needs to be convenient and get people where they need to go in a timely manner -- neither of which applies to the bus service in its current form. Sure, it's easy to get anywhere in the Triangle from downtown Raleigh but making a trip anywhere in Raleigh itself is often an all-day proposition when using the bus, especially on the weekends. Service frequency and coverage needs to be improved across the board, not just at State or on special corridors; hourly service anywhere on nights and weekends is a joke in a major city. Further, crosstown connections also need to be improved so that you don't need to connect through downtown (running the circulators both ways would be a good start). BRT and microtransit is all well and good, but the citizens of the Triangle don't need fads, they need a connected public transit system, and so far, GoTriangle has failed to make that a reality in the face of a climate change crisis.

Please work with trip planning and mapping services like google maps and apple maps. Currently there are a number of routes from go triangle and others that don't show even if they are common routes. For example, to map Raleigh to RDU shows 3 routes that require multiple connections and takes over 90 minutes when the 100 bus runs every 30 minutes. This alone would increase ridership just by showing alternatives in systems people use to plan travel.

Please bring back the NRX

Connect SE Raleigh to the East Wake Transit Center/BRT with regular bus service on S. New Hope Road

Heavy rail transit along the existing rail line between Clayton and Durham will not address the commuting patterns in the triangle nor will it take significant cars off the highway, pursing it is a waste of taxpayers money.

Rail would be an option if they connect with Amtrack system throughout the state. Not serving the airport or major cities is a costly mistake.

We would love to have a rapid transit rail option in the Raleigh Durham area. Roads should not be the only way to get around the area. Even Charlotte has a rapid rail. Lots of money has already been spent figuring out the best way to do it. Let's take the bold step of moving forward to help the Raleigh Durham area progress.

Can the RDU Shuttle service start earlier, possibly at 6:00a? It would be beneficial for those early morning flights when using the park-and-ride at RTC.

#2 Route is heavily used. Should be prioritized to 15-minute service

Northern BRT Route is vital in connecting north/northeast Raleigh to downtown. This needs to stay on schedule and be a priority for our transit investment and not be slowed. I agree with the order of the rollout, but this is a vital piece of the puzzle.
<table>
<thead>
<tr>
<th>GoRaleigh</th>
<th>ZWX Zebulon-Wendell-Raleigh Express (operated by GoRaleigh)</th>
<th>Remix</th>
<th>I think the ZWX would see a lot of growth in ridership with a stop in Wendell Falls. It's one of the most walkable suburban neighborhoods in the Triangle, and it needs transit service!</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoRaleigh</td>
<td>ZWX Zebulon-Wendell-Raleigh Express (operated by GoRaleigh)</td>
<td>Work Plan</td>
<td>Can we please add a stop on the Wendell Zebulon express in Wendell Falls? More people would use it from Wendell Falls. There is a bigger commuter base from there and it wouldn’t adds any distance to the route.</td>
</tr>
</tbody>
</table>
Appendix C – Comment Card Comments

IF YOU TAKE THE BUS, WHICH BUS ROUTES DO YOU TAKE MOST OFTEN?

- 6
- 8
- 100
- 252
- 300
- 311
- 400
- 700
- 3, 6, 2007
- 5, 6, 2007
- 1, 19
- 3, 6
- 3, 8
- 1, 2, 4, 7, all
- 1, 25L, 2, 100
- 1, Wake Forest, 15, 2, 4
- 100 and 700
- 100, 700, GoDurham 12
- 15L - a lot of walking. Concerned about taking it away
- 18 Raleigh to 13 Raleigh, 100 to RTL, Airport shuttle
- 2, 12, 20, 16, 4, 8
- 20A, 20B, 22 not reliable in the evenings, and the 8 is not working
- 23L, 24L all connectors
- 25L, 2
- 27, 16
- 3, 300
- 3, 7 - 300 most
- 300, 100, 26, 7, 4, 27
- 300, Cary 7, Garner route, all the buses
- 311 GoCary
- 400 and 405 in Chapel Hill to UNC
- 400, 405
- 400. Want to go to Durham to Carrboro in the morning.
- 5 Cary, 300
- 5, 700
- 6 & 7
- 7, 1
- 700 -> 310
- 700, 100, DRX - should be more frequent
- 700, 400, Raleigh 6
- 8, 21, 18, 15
- ACX
- All routes
- Bus No 2
- Cary 4, GoTriangle 300, 21 GoRaleigh
- Cary, Raleigh
- Chapel Hill Transit
- Do not ride the bus often
- DRX
- Durham 4, 12, 700
- FRX, 100, 211, 305
- J, 800, 100
- JFX
- Morrisville shuttle operator
- N/A
- not yet
- Operator
- Operator (contracted)
- Parkwest
- Route 1
- Route 16-6
- Route 7
- Routes 1 and 24L
- School bus
- VA in Durham bus
- Zebulon / Whiteoak Shopping Center
- ZWX
WHICH ROUTE AND NETWORK IMPROVEMENTS DO YOU LIKE?

- 21
- 300
- #19 is reliable, #15 Wake Forest needs more frequency
- I have a had bad luck catching each of them, as of late.
- 15 min routes would be nice
- 24-hour service
- 25L - Some customers want bus stops and share - seniors complain @ stop on Walmart on one side and no other.
- 25L - Uber or Lyft to go home. Mitchell Mill and Forestville Rd needs service.
- 600 - Like that concept, take Durham to Raleigh
- 600 = great idea, 800 more direct would be nice. Make Raleigh 6 more frequent is great.
- 600 avoiding airport is good. 311 coming back is good too, would take it to school, charter school near RTC, has transfer to 805. love the Wi-Fi on the bus
- 600 sounds great improvements to frequency
- 600 would be helpful. Like later bus to RDU, one at midnight
- All of the polling board options
- "Apex Rt 1, 0, 305, 12
- 311 - serving proposed Abbey Spring"
- BRT
- Buses are good, 30 min frequency is good.
- Cary, Morrisville
- Chargers in the buses
- Clean. Drivers can be nice depending on how you treat them.
- Everything else is fine
- Everything is good
- Frequency C2:C60
- I like that the bus schedule runs every 15 to 30
- I like the 16 coming every 15 min
- I would like a bus in front of my house
- If they can come every 30 mins it will be great!!
- I'm near Flowers/Archers Lodge. Looking for options to go downtown Raleigh and Crabtree and Airport
- Improve all routes I ride. Route 7 is too crowded and needs more buses.
- Interested in micro transit but need to connect to fixed route. Hadn't heard of Wake Access Pilot overall prefer fixed route on weekends.
- It should stay at 15 min frequency in the morning, 60 is not good.
- Like buses running later
- Like idea of 100 and 700 becoming 600
- More frequency on 21 Raleigh
- More frequency. People live in downtown Durham - 8 straight shot
- More frequent service. Service is pretty good in Raleigh overall.
- More routes to different cities
- Morrisville Community Library to Airport
- Offers more flexibility
- "Route 12 - first
- Route 305 - hourly!
- Bring back 311"
- "Route 12
- ACX hourly"
- Route 24L. Run more often.
- Route 6
- Route 9 idea supported. Jump off Western Pkwy to Davis Drive makes sense; route 10 makes sense but heavily congested going from Apex to SE Cary
- Route to Raleigh from Apex
- Routes that go from Jimmy Johns - Park West to Burger King. Route 6
- Rt. 600 - Like one seat ride Raleigh to Durham, like all day travel. Phone chargers on bus would be nice.
- Should change it back
- Stretch on 54 has no sidewalk - difficult when biking to/from Cary Depot - sidewalk all the way. Serve Evans Rd. Route 1 (Raleigh) to govt loop (extra bus).
- The different routes to get on
- The J route is really confusing. But I've had a really great experience with Triangle Transit. The only think that could really be improved is more frequent service, but it's frequent enough as it is.
- There are more pickups
- To Bajaji Temple
- Wake Forest Bus is too limited
- Want buses that are running early and late in more places
- Weekend service to suburbs. Further out to other counties is okay, if not all-day service.

WHICH ROUTE AND NETWORK IMPROVEMENTS DO YOU NOT LIKE?

- 17
- #11 on Sunday's routes are inconsistent. #15
- #12 and #9 - takes too long
- ?
- 15, 7. Needs to run every 15 minutes all day!!
- 25L not always reliable, start much early
- 25L not frequent enough
- 3 left the neighborhood. Used to go around Norwell. If I could catch 7 in the first half hour.
- 400 and 405x more express. More of these. No detours to shopping
- 400 runs early
- A bus far away from my house
- Access to fairgrounds
- Anything that decreases frequency
- Bus driver driving 27 around 3:30pm 5/12/22 being rude.
- Bus riders need to be more decent.
- Bus stops need more shelter, wants squishy seats back on GoTriangle buses.
- DRX used to come every 30 min., express is good. Would like it to come more often and all day.
- GoDurham route 12 should be split up
- Have been riding since 14, things are a lot better already!
- I like all of the changes
- Maynard route should come back but the walk is not bad.
- More frequency needed. Neighborhood offerings.
- More frequency on Sundays before 7am would be good.
- More usb, more Wi-Fi, drivers rude, drivers pass people while sitting
- N/A
- N/A
- N/A
- Need to improve Route 3 - have it serve West Cary Pkwy and fill gap. Route 5 - Reduce to 30 min to possibly improve connection to regional routes.
- None. Maybe 15L
- People work at airport. 3a-11am shift, 12pm-9pm shift. Would be useful to have direct Durham to airport bus. Later buses from RTL at midnight to complement transfer from airport shuttle.
- Rough roads
- Route 10
- Route 2
- Routes (buses) empty, bus doesn't come on time
- Routes can be inconsistent (1:00pm bus didn't come)
- Run it longer into evening, by 6pm no service. Extension of time that they're running and very important to increase connections like to apartments, shopping centers even if they're small. People want to ride the bus rather than driving. Customer service doesn't answer the phone. Improve the app because you can't understand when the bus is coming, etc.
- Sunday 8:40 - no ___
- Sundays - 100 goes station to airport makes trip longer
- That the Wi-Fi doesn't work often
- The 2 Raleigh, Fayetteville routes should go later
- Want 311 back, had to change jobs after that got suspended.
- Want more express opposed to getting rid of the route
Appendix D – Materials Used During Engagement

PAPER SURVEY

HELP IMPROVE BUS SERVICE IN WAKE COUNTY AND THE TRIANGLE!

Introduction
Thank you for filling out the survey. We are asking people about how the pandemic has affected their travel patterns and changing commute patterns. We also have a few questions about how best to improve transit service.

The responses to this survey will inform service plans for the bus systems in the Triangle over the next five to eight years, specifically for GoCary, GoRaleigh, GoTriangle, and GoWake ACCESS. As the region continues to grow, we want to ensure people can continue to travel reliably, safely, and comfortably across the Triangle.

The survey will take about 5 minutes to complete. If you leave your email, we'll enter you into a raffle to win one of five $50 gift cards.

WHERE ARE WE IN THE BUS PLANS PROJECT?

The Bus Plans will recommend how and when the Triangle invests in transit from 2024 through 2030.

1. ANALYZE
   - ANALYZE the state of public transit in the Triangle today.
   - PUBLIC ENGAGEMENT Phase 1 (Fall 2021)
     - We heard from you the importance of safety and comfort when getting to a bus stop, and will prioritize that in our recommendations.

2. DEVELOP
   - DEVELOP ideas to improve transit service from now until 2030.
   - PUBLIC ENGAGEMENT Phase 2 (Spring 2022)
     - We want to hear your thoughts on new transit ideas and how you travel.
     - WE ARE HERE!

3. PRIORITIZE
   - PRIORITIZE and program these transit improvements for implementation based on a budget projected for 2024 to 2030.
   - PUBLIC ENGAGEMENT Phase 3 (Summer 2022)
     - We will get your feedback on our draft recommendations in late Summer 2022.

4. FINALIZE
   - FINALIZE Short Range Transit Plans for transit agencies to implement in 2024 to 2027 and service improvements in the Bus Plan through 2030.
   - PUBLIC ENGAGEMENT

Complete this survey online by visiting: https://www.publicinput.com/WBPA1
# Part 1: Travel Patterns

1. On average, how often are you leaving your home for the following reasons?

<table>
<thead>
<tr>
<th>Reason</th>
<th>5 or more times per week</th>
<th>1-2 times per week</th>
<th>A few times a month</th>
<th>A few times a year</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuting to work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shopping/errands</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Childcare or other family care</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attend school</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Medical or other appointments</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Recreation</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

2. For each type of trip, are you traveling more or less often as compared to before the pandemic?

<table>
<thead>
<tr>
<th>Reason</th>
<th>More Often</th>
<th>About the Same</th>
<th>Less Often</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuting to work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shopping/errands</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Childcare or other family care</td>
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<tr>
<td>Attend school</td>
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<tr>
<td>Medical or other appointments</td>
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</tr>
<tr>
<td>Recreation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. What portion of these trips do you make by bus, microtransit, or paratransit?

<table>
<thead>
<tr>
<th>Reason</th>
<th>I almost always use the bus for this trip</th>
<th>I usually use the bus for this trip</th>
<th>I sometimes use the bus for this trip</th>
<th>I never use the bus for this trip</th>
<th>N/A, The bus isn't an option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuting to work</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Shopping/errands</td>
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<tr>
<td>Recreation</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

4. If you don't usually ride the bus, what would make bus service more attractive to you? (Pick two)

- [ ] Buses that get me to my destination faster.
- [ ] Buses that come more often.
- [ ] Buses that are available at more times of day.
- [ ] Buses that get me closer to my home or destination.
- [ ] Buses that go to more destinations.
- [ ] More comfortable walk/bike to and from my bus stop.
- [ ] More comfortable waiting area at my bus stop.
- [ ] Other, please specify.

---

**Complete this survey online by visiting:** https://www.publicinput.com/WBPA1
Part 2: Microtransit

Microtransit is a new type of flexible public transportation service that is like traditional "door-to-door" service. It allows riders to request a trip by app or phone when they want to travel. Within a specified waiting time (for example, 30 minutes), they will be picked up on small vehicles shared with other passengers.

Typically, microtransit serves less populated areas where people want and need public transportation, but traditional bus service does not carry many riders.

Depending on how the service is designed, riders may travel within a microtransit zone or use microtransit to connect to a bus stop.

Examples of microtransit in the Triangle include the Morrisville Smart Shuttle and GoWake SmartRide NE.

5. Based on this description of microtransit, do you think you would use it?
   - Yes (if yes, answer Q6, then move on to Q8)
   - No (If no, answer Q7, then move on to Q8)
   - Unsure (If unsure, answer Q7, then move on to Q8)

6. If yes, why? (Pick all that apply)
   - I think it will be more convenient than the current bus routes.
   - I like the idea of scheduling a trip when I want it.
   - It seems easy to use.
   - I don’t currently take the bus, but microtransit sounds more appealing.
   - Other, please specify:

7. If not (or unsure), why not? (Pick all that apply)
   - It seems complicated, and I’m not entirely sure how it would work.
   - I don’t want to ride in a small bus with strangers.
   - I don’t think I’d be able to predict my arrival time accurately.
   - I don’t have access to a smart phone.
   - Other, please specify:

Complete this survey online by visiting: https://www.publicinput.com/WBPA1
Part 3: Bus Service

We are considering different types of transit services and would like to hear from you about what you like best.

8. How important to you are the following types of services?

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Very unimportant</th>
<th>Unimportant</th>
<th>Neither important nor unimportant</th>
<th>Important</th>
<th>Very important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buses that run all day but come only hourly.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Buses that only run during morning and evening peak periods but come every 1.5 to 30 minutes.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Buses that start early in the morning before 7AM.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Buses that run late at night until midnight.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Service to shopping centers, medical facilities, and schools.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Service to employment parks, like Research Triangle Park.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Service to downtowns, like Durham, Cary, and Raleigh.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

9. Which type of service would be more useful to you? (Please choose one)

☐ A flexible service (microtransit) that allows riders to request a pick-up near the start of their trip by app or phone and to be dropped off at a local destination or bus stop to get to other destinations in the region.

☐ Bus service that follows a schedule that travels between stops along a set route.

Subscribe for project updates and enter $50 gift card raffle

Would you like to be notified about project updates and opportunities to provide feedback? Please provide your email address below. If you are selected to win one of five $50 gift cards, we will also contact you at this email.

Complete this survey online by visiting: https://www.publicinput.com/WBPA1
Voluntary Demographic Questions

The following questions ask about you and your background. This information helps us work toward our goal of inclusive engagement.

Please note that your responses will be used solely for data collection, will remain CONFIDENTIAL, and are OPTIONAL.

Questions

11. What is your home zip code?

12. What bus route(s) do you use?

13. Do you have a disability?
   - Yes
   - No
   - Prefer not to answer

14. What is your gender identity?
   - Man
   - Woman
   - Non-binary
   - Prefer to self-identify:
   - Prefer not to answer

15. What is your age?
   - Younger than 18
   - 18-29
   - 30-44
   - 45-64
   - 65 and older
   - Prefer not to answer

16. How well do you speak English?
   - Very well
   - Well
   - Okay
   - Very little
   - Not at all
   - Prefer not to answer

17. What language do you speak at home?

18. Which of the following best describes you? (Choose all that apply)
   - Asian or Pacific Islander
   - Black or African American
   - Hispanic or Latino
   - Native American or Alaskan Native
   - White or Caucasian
   - Prefer not to answer
   - Other (please specify)

19. What is your approximate annual household income?
   - Less than $10,000
   - $10,000 to $14,999
   - $15,000 to $24,999
   - $25,000 to $34,999
   - $35,000 to $49,999
   - $50,000 to $74,999
   - $75,000 to $99,999
   - $100,000 and above
   - Prefer not to answer

20. How do you prefer to receive information about Wake Transit Plan efforts?
   - Social Media
   - Email
   - Bus Stop Post
   - Website
   - News Media
   - App
   - Others:

Please return by May 29, 2022 through one of the following ways:

Return at one of the Wake Bus Plan pop-up events.

Email a scanned copy or picture of each page to: info@pppconsulting.net

Mail to:
Public Participation Partners
8302 Six Forks Road, Ste 102
Raleigh, NC 27615

Thank you for your input!
SOCIAL MEDIA

April 30, 2022

Facebook
What changes would improve bus service in the Triangle? We want to hear from you! Provide your input by May 29th on transit improvements and investments for the Wake Bus Plan.

www.publicinput.com/WBPA5
Take the survey for the chance to win one of five $50 gift cards!
Want more information? Attend a pop-up event throughout the month of May. Get the details by visiting https://goforwardnc.org/bus-plans-project/

Twitter
What changes would improve bus service in the Triangle? We want to hear from you! Learn more and provide your input on the Wake Bus Plan by May 29th for a chance to win a $50 gift card. Visit www.publicinput.com/WBPA5

Instagram
What changes would improve bus service in the Triangle? We want to hear from you! Provide your input by May 29th on transit improvements and investments for the Wake Bus Plan.

www.publicinput.com/WBPA5
Take the survey for the chance to win one of five $50 gift cards!
Want more information? Attend a pop-up event throughout the month of May. Get the details by visiting https://goforwardnc.org/bus-plans-project/
May 6, 2022

Facebook/Instagram

Want to learn more about how we’re improving bus service throughout Wake County and the Triangle? Stop by our booth at one of these pop-up events tomorrow, Saturday, May 7:

- **Ritmo Latino** from 9am-5pm (316 N Academy St, Cary, NC 27511)
- **Apex PeakFest** from 9am-5pm (Salem Street, Downtown Apex)
- **Wake Forest Meet in the Street** from 10am-4pm (Downtown Wake Forest)
- **Knightdale Latin American Festival** from 1-4pm (Knightdale Station Park, 810 N First Avenue, Knightdale, NC 27545)

You’ll have the chance to ask questions, provide your feedback, and enter a raffle for a chance to win a prize!

Can’t make it out? Take the online survey by May 29th to give your input and enter the raffle:  
[www.publicinput.com/WBPA5](http://www.publicinput.com/WBPA5)

Twitter

Want to learn more about how we’re improving bus service throughout Wake County and the Triangle? Stop by our booth at the Apex PeakFest, Wake Forest Meet in the Street, and Knightdale Latin American Festival tomorrow, Saturday, May 7. More info:  
[www.publicinput.com/WBPA5](http://www.publicinput.com/WBPA5)
May 12, 2022

Facebook/Instagram

Would you rather have reliable, flexible micro transit service (that operates similar to Uber or Lyft) OR traditional bus service that has a set schedule and route path that it travels and provides more regional trips between towns? Take the survey by May 29th to let us know.

www.publicinput.com/WBPA5

Want to learn more? Catch us at a pop-up event this week:

📅 Thursday, May 12 from 8-10am at the GoTriangle Regional Transit Center (901 Slater Rd, Durham, NC 27703)

📅 Thursday, May 12 from 4-6pm at Cary Depot (211 N Academy St, Cary, NC 27511)

📅 Friday, May 13 from 8-10am at Durham Station (515 W Pettigrew St, Durham, NC 27701)

📅 Friday, May 13 from 4-6pm at Triangle Town Center at Orvis Park and Ride (3701 Sumner Blvd, Raleigh, NC 27616)

📅 Saturday, May 14 from 2-4pm at Crabtree Valley Mall Bus Stop (4325 Glenwood Ave, Raleigh, NC 27612)

📅 Saturday, May 14 from 4-8pm at the Morrisville SpringFest (Town Hall Drive (near Fire Station No. 1), Morrisville, NC 27560)

Twitter

Would you rather have reliable, flexible micro transit service (that operates similar to Uber or Lyft) OR traditional bus service that has a set schedule and route path that it travels and provides more regional trips between towns? Take the survey by May 29th to let us know.

www.publicinput.com/WBPA5
May 19, 2022

Facebook/Instagram/Twitter

Don’t use transit all the time? We get it. Let us know what might help you use transit more often. Take the survey: www.publicinput.com/WBPA5

Survey participants will have the chance to win one of five $50 gift cards!

May 23, 2022

Facebook/Instagram/Twitter

It’s not too late! Take the survey by Sunday, May 29th to share your thoughts on transit service improvements and investments in Wake County and the Triangle. Survey participants will have the chance to win one of five $50 gift cards!

www.publicinput.com/WBPA5

May 29, 2022

Facebook/Instagram/Twitter

Today’s the last day! Share your input on transit service improvements and investments in Wake County and the Triangle. Take the online survey to give feedback on the Wake Bus Plan and enter a raffle for one of five $50 gift cards:

www.publicinput.com/WBPA5
TRANSIT ADVERTISEMENTS

The following digital ads were displayed on GoRaleigh, GoRaleigh Access, GoTriangle, and GoCary buses.

Help improve bus service in Wake County and the Triangle!

TAKE THE SURVEY BY MAY 29TH FOR A CHANCE TO WIN A $50 GIFT CARD!
publicinput.com/WBPA2
EMAIL CAMPAIGN

HELP IMPROVE TRANSIT IN WAKE COUNTY AND THE TRIANGLE!

What changes would improve bus service in the Triangle?
We want to hear from you! GoRaleigh, GoTriangle, GoCary, and GoWake ACCESS are updating service plans for the next five to eight years. Provide your input April 20th through May 29th on transit service improvements and investments.

Take the Online Survey
Take the [online survey](#) any time from April 20th through May 29th to provide your input. Survey participants will be entered into a raffle for one of five $50 gift cards!

Attend a Pop-up Event
The project team will be conducting pop-up events throughout Wake County and the Triangle. These events will provide transit riders and residents with an opportunity to hear about the project and provide quick input. Stop on by to enter a raffle for a chance to win a prize.

- **Thursday, May 12** from 8-10am at the GoTriangle Regional Transit Center (901 Stater Rd, Durham, NC 27703)
- **Thursday, May 12** from 4-6pm at Cary Depot (211 N Academy St, Cary, NC 27511)
- **Friday, May 13** from 8-10am at Durham Station (515 W Pettigrew St, Durham, NC 27701)
- **Friday, May 13** from 4-6pm at Triangle Town Center at Chesterfields Parking Lot (3701 Summer Blvd, Raleigh, NC 27616)
- **Saturday, May 14** from 2-4pm at Crabtree Valley Mall Bus Stop (4325 Glenwood Ave, Raleigh, NC 27612)
- **Saturday, May 14** from 4-6pm at the (Montevideo SpringFest) (Town Hall Drive (near Fire Station No. 1), Montevideo, NC 27560)
DIGITAL FLYER

Flyers were distributed digitally through email campaigns and paper copies were passed out to residents during pop-up events. The flyers were available in English on one side and Spanish on the other side.

HELP IMPROVE BUS SERVICE IN WAKE COUNTY AND THE TRANGLE!

How do you travel throughout the Triangle? What changes would improve the Triangle bus systems? GoRaleigh, GoTriangle, GoCary, and GoWake ACCESS are updating service plans for the next five to eight years. We need your input!

TAKE THE SURVEY BY MAY 29TH
for the chance to win one of five $50 gift cards!
www.publicinput.com/WBPA1

ATTEND A POP-UP EVENT

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>EVENT/LOCATION NAME</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, May 5</td>
<td>4 – 6pm</td>
<td>GoTriangle Station</td>
<td>214 S Blount St, Raleigh, NC 27601</td>
</tr>
<tr>
<td>Friday, May 6</td>
<td>8 – 10am</td>
<td>UNC Hospital Health Sciences Library</td>
<td>101 Manning Dr, Chapel Hill, NC 27514</td>
</tr>
<tr>
<td>Friday, May 6</td>
<td>4 – 6pm</td>
<td>Plaza West Shopping Center</td>
<td>5563 Western Blvd, Raleigh, NC 27606</td>
</tr>
<tr>
<td>Saturday, May 7</td>
<td>9am – 5pm</td>
<td>Apex PeakFest</td>
<td>Salem St, Apex, NC</td>
</tr>
<tr>
<td>Saturday, May 7</td>
<td>10am – 4pm</td>
<td>Wake Forest Meet in the Street</td>
<td>Downtown Wake Forest</td>
</tr>
<tr>
<td>Saturday, May 7</td>
<td>1 – 4pm</td>
<td>Knightdale Latin American Festival</td>
<td>Knightdale Station Park, 810 N First Ave, Knightdale, NC 27545</td>
</tr>
<tr>
<td>Thursday, May 12</td>
<td>8 – 10am</td>
<td>GoTriangle Regional Transit Center</td>
<td>901 Slater Rd, Durham, NC 27703</td>
</tr>
<tr>
<td>Thursday, May 12</td>
<td>4 – 6pm</td>
<td>Cary Depot</td>
<td>211 N Academy St, Cary, NC 27511</td>
</tr>
<tr>
<td>Friday, May 13</td>
<td>8 – 10am</td>
<td>Durham Station</td>
<td>515 W Pettigrew St, Durham, NC 27701</td>
</tr>
<tr>
<td>Friday, May 13</td>
<td>4 – 6pm</td>
<td>Triangle Town Center at Orvis Park and Ride</td>
<td>3701 Sumner Blvd, Raleigh, NC 27616</td>
</tr>
<tr>
<td>Saturday, May 14</td>
<td>2 – 4pm</td>
<td>Crabtree Valley Mall Bus Stop</td>
<td>4325 Glenwood Ave, Raleigh, NC 27612</td>
</tr>
<tr>
<td>Saturday, May 14</td>
<td>4 – 8pm</td>
<td>Morrisville SpringFest</td>
<td>Town Hall Drive (near Fire Station No. 1), Morrisville, NC 27560</td>
</tr>
</tbody>
</table>

CONTACT INFO:
publicengagement@gotriangle.org
(512) 580-8850 | Project Code: 3743
¡AYÚDENOS A MEJORAR EL SERVICIO DE AUTOBÚS EN EL CONDADO WAKE Y EN EL TRIÁNGULO!

¿Cómo se traslada por el Triángulo? ¿Qué cambios mejorarían los sistemas de autobuses del Triángulo? GoRaleigh, GoTriangle, GoCary y GoWake ACCESS están actualizando los planes de servicio para los próximos cinco a ocho años. ¡Necesitamos sus comentarios!

**RESPONDA LA ENCUESTA ANTES DEL 29 DE MAYO:**
PARA TENER LA OPORTUNIDAD DE GANAR UNA DE CINCO TARJETAS DE REGALO POR $50!

www.publicinput.com/WBPA1

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### ASISTA A UNO DE LOS SIGUIENTES EVENTOS

<table>
<thead>
<tr>
<th>FECHA</th>
<th>HORA</th>
<th>NOMBRE DEL EVENTO/SEDE</th>
<th>UBICACIÓN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jueves, 2 de mayo</td>
<td>4 - 6 pm</td>
<td>Reunión de Chatham Station</td>
<td>114 E Executive Blvd, Raleigh, NC 27601</td>
</tr>
<tr>
<td>Jueves, 9 de mayo</td>
<td>4 - 7 pm</td>
<td>Ciudad de Wendell</td>
<td>405 E Broadway, Wendell, NC 27591</td>
</tr>
<tr>
<td>Viernes, 6 de mayo</td>
<td>8 - 10 pm</td>
<td>Biblioteca de la Universidad de la Salud de UNC Chapel Hill</td>
<td>131 Manning Dr, Chapel Hill, NC 27514</td>
</tr>
<tr>
<td>Viernes, 6 de mayo</td>
<td>4 - 6 pm</td>
<td>Centro Cultural Plato Viva</td>
<td>5333 Western Blvd, Raleigh, NC 27606</td>
</tr>
<tr>
<td>Sábado, 7 de mayo</td>
<td>9 am - 5 pm</td>
<td>Festival de Pack Square en Asunción</td>
<td>110 N Asunción St, Asunción, NC</td>
</tr>
<tr>
<td>Sábado, 7 de mayo</td>
<td>9 am - 5 pm</td>
<td>Feria de la Raza Latina</td>
<td>236 N Academy St, Cary, NC 27511</td>
</tr>
<tr>
<td>Sábado, 7 de mayo</td>
<td>10 am - 4 pm</td>
<td>Meet in the Street en Vista Park</td>
<td>Downtown Vista Park</td>
</tr>
<tr>
<td>Sábado, 7 de mayo</td>
<td>1 - 4 pm</td>
<td>Festival Latinoamericano de Nuestras</td>
<td>Downtown Latinoamericano de Nuestras</td>
</tr>
<tr>
<td>Jueves, 12 de mayo</td>
<td>8 - 10 pm</td>
<td>Centro Regional de Transporte de GoTriangle</td>
<td>901 S White Oak Ave, Raleigh, NC 27601</td>
</tr>
<tr>
<td>Jueves, 19 de mayo</td>
<td>4 - 6 pm</td>
<td>Estación de Cary</td>
<td>611 N Academy St, Cary, NC 27511</td>
</tr>
<tr>
<td>Viernes, 19 de mayo</td>
<td>8 - 10 pm</td>
<td>Estación de Durham</td>
<td>516 W Pettigrew St, Durham, NC 27701</td>
</tr>
<tr>
<td>Viernes, 26 de mayo</td>
<td>8 - 10 pm</td>
<td>Triángulo Tour Center en Civil Road y Ruta 66</td>
<td>17701, 66th Rd, Raleigh, NC 27616</td>
</tr>
<tr>
<td>Sábado, 1 de junio</td>
<td>2 - 4 pm</td>
<td>Parada de autobús de Croatan Valley Mall</td>
<td>4025 Harris Ave, Raleigh, NC 27612</td>
</tr>
<tr>
<td>Sábado, 1 de junio</td>
<td>4 - 6 pm</td>
<td>Springfieled de Morrisville</td>
<td>301 Bluegrass Dr (near Pinnacle), Morrisville, NC 27560</td>
</tr>
</tbody>
</table>

**CONTACTO:**
publicengagement@gotriangle.org
(919) 580-8850 | Código del Proyecto: 3743

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**GO PALANTE**
UNA INVESTIGACIÓN COMUNITARIA EN TRANSITO
POP-UP FLYER

A pop-up flyer was developed to be passed out quickly to residents during pop-up events. These flyers contained a QR code to the survey and were printed in English on one side and Spanish on the other.

HELP IMPROVE BUS SERVICE IN WAKE COUNTY AND THE TRIANGLE!

How do you travel throughout the Triangle? What changes would improve the Triangle bus systems? GoRaleigh, GoTriangle, GoCary, and GoWake ACCESS are updating service plans for the next five to eight years. We need your input!

TAKE THE SURVEY BY MAY 29TH for the chance to win one of five $50 gift cards!
www.publicinput.com/WBPA1

¡AYÚDENOS A MEJORAR EL SERVICIO DE AUTOBÚS EN EL CONDADO WAKE Y EN EL TRIÁNGULO!

¿Cómo se traslada por el Triángulo? ¿Qué cambios mejorarían los sistemas de autobuses del Triángulo? GoRaleigh, GoTriangle, GoCary y GoWake ACCESS están actualizando los planes de servicio para los próximos cinco a ocho años. ¡Necesitamos sus comentarios!

¡RESPONDÁ LA ENCUESTA ANTES DEL 29 DE MAYO PARA TENER LA OPORTUNIDAD DE GANAR UNA DE CINCO TARJETAS DE REGALO POR $50! www.publicinput.com/WBPA1
DIGITAL BANNER

A digital banner was developed for community partners and partner agencies to display on their websites.
Wake Bus Plan

Phase 3 Outreach Summary

March 2023
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Executive Summary

Phase 3 Outreach for the FY2025-FY2030 Wake Bus Plan sought feedback on proposed transit investments. The goal of this phase of engagement was to collect feedback from transit riders, non-riders, residents, and stakeholders regarding recommended investments and the proposed implementation timeline for projects. While the first phase focused on challenges and opportunities associated with accessing public transit and the second phase centered on understanding preferences and priorities for transit service improvements in Wake, Durham, and Orange Counties, Phase 3 focused on stakeholders’ preferences for potential investments in Wake County.

Public engagement for Phase 3 of the Wake Bus Plan Update took place from February 20 to March 22, 2023. The team engaged transit riders, residents, and stakeholders and will use this information to finalize the Wake Bus Plan and Short-Range Transit Plans being prepared for four regional transit operators: GoCary, GoRaleigh, GoTriangle, and GoWake Access.

The following engagement summary summarizes the strategy and tactics used to engage community members and collect input. It also describes the findings and input collected.

ENGAGEMENT PLAN AND METHODOLOGY

North Carolina’s Triangle region covers a large geographic area and is home to a diverse population, and it also has a rapidly growing regional economy. To match this diversity, the engagement team designed an engagement strategy that encouraged diverse opinions and experiences, including those of historically disadvantaged and marginalized populations. The team accomplished these goals by designing a set of materials with consistent questions through virtual (online survey and materials) and in-person methods (pop-up events). Outreach also included multiple strategies specifically designed to reach traditionally underrepresented populations. Examples of the strategies used to promote the engagement opportunities included:

- Staffing 16 pop-up events at transit centers and community centers and gathering spaces around the region
- Email campaigns to non-profit organizations, apartment complexes, religious institutions, and other stakeholders to request their assistance in distributing information
- Social media posts on agency platforms
- Information shared via town and community newsletters
PARTICIPATION

There was a total of 762 participants who filled out a paper survey, or at least one question on the online survey. This yielded a total of 6,590 responses.

Figure 1

<table>
<thead>
<tr>
<th>Respondent Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak English ‘well’</td>
<td>87%</td>
</tr>
<tr>
<td>Live/Work/Attend School in Wake County</td>
<td>82%</td>
</tr>
<tr>
<td>Regular or occasional transit user</td>
<td>48%</td>
</tr>
<tr>
<td>Identify as man/non-binary or other</td>
<td>45%</td>
</tr>
<tr>
<td>Identify as woman</td>
<td>45%</td>
</tr>
<tr>
<td>Household income less than $53,000/year</td>
<td>19%</td>
</tr>
<tr>
<td>Age over 65 / age 18-24 / age under 17</td>
<td>&gt;20% / 8% / 4%</td>
</tr>
<tr>
<td>Disabled</td>
<td>8%</td>
</tr>
<tr>
<td>Identified as minority race or 2+ races (African American, Asian, South Asian, American Indian, Alaska Native, Middle Eastern, Hawaiian, Pacific Islander)</td>
<td>18%</td>
</tr>
<tr>
<td>Identified as Hispanic, Latinx or Spanish</td>
<td>4%</td>
</tr>
</tbody>
</table>

KEY FINDINGS

Major findings collected across the multiple input platforms included the following:

- 64 percent of respondents generally agree with the proposed bus service changes
- The largest degree of support for changes were among GoCary (83%), GoDurham (78%), GoApex (77%), GoWake Access (75%), and GoRaleigh (74%)
- Those who left comments were most concerned about the frequency and reliability of bus schedules
- Many indicated that the proposed route schedules do not meet their needs and that they wanted buses to run more frequently
- 63 percent of respondents favored the timeline for implementing service recommendations
- Just over half of the respondents (53%) agreed that the proposed service changes would make it easier for them to use public transit

RECOMMENDATIONS FOR FUTURE ENGAGEMENT

The Wake Bus Plan engagement was successful in attracting a broad range of opinions and ideas from a diverse audience. Lessons learned through this process include:

- Future engagement will need to emphasize reaching out to individuals who are younger than 24 and older than 65
- Future outreach will need to focus on those with limited English proficiency
- Future outreach should focus on reaching those with lower incomes
Engagement Approach

The focus of the Phase 3 outreach effort was on Wake County. As such, we are using Wake County demographics to measure outreach success.

Wake County is home to 1.1 million residents. According to US Census ACS 2019 estimates, approximately five percent of residents do not have access to a vehicle, one of the most important characteristics of how likely someone is to use transit. The outreach was designed to engage the community overall, with a particular emphasis on individuals more likely to use transit and individuals who have been traditionally underserved as defined in the Civil Rights Act of 1964 (Title VI), such as low income, minority, disabled, and non-English speaking individuals.

TITLE VI POPULATION PROFILE

Transit riders tend to disproportionately include historically disadvantaged populations, including individuals with low incomes, racial minorities, individuals with disabilities and non-native English-speaking individuals. Data shows that these individuals comprise a significant share of Wake County’s population. For example, according to 2021 ACS Census data racial minorities comprise roughly 45% of residents in Wake County. Additionally, the median household income in Wake County is $80,591.

Given the importance of these groups to the conversation about public transit improvements, the team developed outreach methods designed to include them. Responses to the survey, which is the most reliable record of the demographic characteristics of participation, suggest that some of these metrics were met.

TACTICS AND TOOLS

Pop-Up Events

Pop-up events were a core part of how the team collected feedback from transit riders. Sixteen pop-up events were held between February 20th, 2023, and March 22nd, 2023. These pop-up events were held at the region’s largest transit centers and bus stops as well as throughout Wake County. Pop-ups were conducted at the following locations:

- Wake Technical College’s North Campus
- Garner Senior Center
- Triangle Town Center Mall
- Wendell Falls Activity Center
- Wendell Eastern Wake Senior Center
- GoRaleigh Station
The pop-up events were staffed by a combination of consulting team members and agency partners. Materials used at each event were tailored to the local service areas. In each case, copies of the draft Bus Plan and Short-Range Transit Plan by service provider (ex. GoCary, GoRaleigh, GoTriangle) were displayed for participant review. Additionally, boards with information about proposed changes to GoTriangle, GoRaleigh, and GoCary services by zone were displayed so that participants could easily see and understand the proposed route changes. Staff used these boards to assist with any questions or concerns.

**Survey**

The team developed a survey as one of the primary ways to collect feedback and insights from community members and existing bus riders. It was hosted on PublicInput.com and provided in paper form, available from February 20th through March 22nd, 2023.

**ENCOURAGING PARTICIPATION AND BUILDING AWARENESS**

The pop-up events were successful at reaching both bus riders and community members; these events helped the team build awareness about the project and collect input on potential service improvements. However, to ensure we reached a broader group of community members, the consulting team also relied on a handful of advertisement and targeted outreach methods. Our goal with these efforts was to create awareness about the ongoing community engagement and encourage people to go to the website to take the survey.

**Media Kit**

A media kit was developed and distributed to agency partners and community organizations throughout Wake County. The media kit was designed to help promote the activities scheduled during this round of engagement. The media kit included a press release, digital graphics, and social media copy (including content for emails, social media posting and transit alerts).
Email Campaigns

To promote the pop-up events and online survey, emails were sent to the project subscribers, agency partners, and community organizations throughout Wake County.

Social Media

GoTriangle and partner organizations advertised the popup events and online survey during the comment period on Facebook, Instagram, and Twitter.
Insights and Findings: Online Survey

OVERVIEW

In total, 762 individuals provided input to the Wake Bus Plan during Phase 3 of engagement. The largest single category of responses was provided through the online survey, which collected responses from 649 participants. Major findings from the survey include:

Survey Participants

More extensive demographic data can be found in Figure 1 above. The greatest numbers of survey participants live in the following zip codes as seen below in Figure 2.

SURVEY RESULTS

Ridership

When asked which system they rode or would ride, over half of the study participants reported riding or having the desire to ride GoTriangle (64%) and/or GoRaleigh (57%) buses. Twenty-three percent (23%) had an interest in GoCary, 19% in NCSU, and 17% in GoDurham. Fewer respondents were GoWake Access (8%) or GoApex riders (8%). One in ten respondents (10%) said they neither ride the bus, nor do they want to.
Proposed Bus Service Improvements

As seen in Figure 3, sixty-four percent (64%) of respondents generally agree with the bus service changes proposed for 2025-2030, with 33% strongly agreeing and 31% agreeing. One in five (20%) indicated that they are undecided about their thoughts on the recommendations. Seven percent (7%) disagree with the proposed changes with an additional 9% strongly disagreeing.

Figure 3

<table>
<thead>
<tr>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>64%</td>
<td>20%</td>
<td>16%</td>
</tr>
</tbody>
</table>

The largest degree of support for the proposed service changes were among GoCary (83%), GoDurham (78%), GoApex (77%), GoWake Access (75%), and GoRaleigh (74%) current or future riders. Current or future NCSU (24%) and GoTriangle riders (16%) were more likely than other respondents to disagree with the proposed changes.

Of primary concern among those who left comments were the reliability and frequency of bus schedules (n=45), restoring or keeping particular routes (n=48), reducing traffic congestion (n=23), and including more destinations along bus routes (n=28).

Many respondents indicated that the proposed route schedules do not adequately address their needs and they want the buses to run even more frequently. They also want them to be on a more dependable schedule with fewer delays.

Three route-specific changes received criticism among respondents (n=48), including the removal of NC State’s Campus from the 11L route and the proposed changes to GoRaleigh Route 8. Regarding the GoRaleigh 11L, commenters did not wish to remove NC State University from the 11L line. Other comments included a request to extend 12 to connect to 11 and 11L into GoRaleigh Station to Village District and connecting NSCU to Gorman/Avent Ferry via Method. Numerous commenters mentioned relying on the 11L going to NC State as students and NC State employees to get to and from school/work. These commenters expressed that the loss of this route would lead to a heavy burden to their commute.

Respondents also requested for the restoration of the NRX and Downtown Raleigh R Line. One respondent indicated that they wished to see NRX restored with additional frequency, particularly between Triangle Town Center and RTP. The most commonly cited problem for respondents was the proposed relocation of the Eubanks Park & Ride to NC 54 and I-40 (n=32). Respondents asked that the CRX maintain a stop at the Eubanks location.
Commenters mentioned relying on the Eubanks Park & Ride to shorten their travel time in personal motor vehicles to access transit. Respondents indicated that they preferred the existing location of the Eubanks Park & Ride relative to the proposed relocation.

Comments pertinent to GoTriangle services spanning multiple counties in general, and the CRX in particular, will be considered as a part of the GoTriangle Short Range Transit Plan. The Short-Range Transit Plan will include additional engagement focused on Durham and Orange counties.

The full list of comments can be found in Appendix C.

While most respondents considered investing in public transit to alleviate traffic congestion by increasing the frequency and the reach (n=22), one respondent suggested that low ridership numbers means that buses unnecessarily contribute to the problem.

Commenters expressed a desire to see increased connectivity among different parts of the Triangle (e.g., connecting Cary to Durham) and requiring fewer transfers when going through Downtown areas (n=8). They also requested more destinations along routes, including shopping centers, the North Carolina State Fairgrounds, and Raleigh-Durham Airport (n=28).

**Proposed Timeline of Bus Service Improvement**

As referenced in Figure 4, sixty-three percent (63%) said that they favored the timeline proposed for the bus service changes, while 14% disagreed with it. Twenty-three percent (23%) of respondents remained undecided about the outlined timeline.

Figure 4

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree</td>
<td>63%</td>
</tr>
<tr>
<td>Undecided</td>
<td>23%</td>
</tr>
<tr>
<td>Disagree</td>
<td>14%</td>
</tr>
</tbody>
</table>

NCSU (15%) and GoApex (15%) riders were more likely than those using other systems to oppose the proposed timeline for implementing service changes. Compared to other riders, those using GoTriangle (24%), and NCSU (22%) buses were most likely to say that they are undecided about the timeline. For more details on preferences by route, please see Figure 5 below.

Most of those who commented on the timeline (n=9) suggested that the recommendations be expedited so that they do not have to wait so long to see the changes come to fruition. One respondent suggested that the timeline may be too ambitious for the proposed changes and may be unrealistic.
Transit Ease Associated with Proposed Changes

As indicated in Figure 6, just over half of respondents (53%) said that they agree or strongly agree that the proposed service changes will make it easier for them to use public transit. Twenty-four percent (24%) disagreed or strongly disagreed, indicating that the proposed changes would not make it easier for them to ride the bus. Twenty-four percent (24%) reported being undecided about how the changes would affect their ability to use public transit.
GoWake Access (76%) and GoCary (71%) riders were more likely to say that the proposed changes would make it easier for them to use public transit. The largest group of dissenters were NCSU riders, with 35% saying that the changes would not make taking the bus easier for them. Respondents who ride GoApex buses were the most likely to say that they are undecided about how the changes will impact them (29%).

Commenters took note of the potential effect of the recommendations on their ability to commute via bus. Concerns included the length of the routes and time needed to get to destinations, the reduction of bus stops, and the closing of the Eubanks Park and Ride (n=46). Although one respondent advocated for moving the park and ride lot to NC-54, most respondents asserted that such a change would dissuade them from commuting via bus because it would greatly increase their travel time. Another potential problem for commuters is the recommendations for removing NC State’s campus from Route 11L, a notable concern given that these riders were the most likely to identify as transit users. More specific details about preferences for changes by route can be found below in Figure 7.
OTHER CONSIDERATIONS

Respondents offered additional considerations that they would like to inform the plan moving forward. Some wanted to see a greater emphasis on investing in electric buses and reducing emissions (n=5), bus stop enhancements (n=9), and bicycle and pedestrian accommodations along routes and at stops (n=7). Several respondents expressed concern over the current driver shortage and how that could affect public transit if driver pay isn’t increased (n=14). At the same time, some want to keep bus fare free for all riders (n=9).

Although there were no questions specifically about community engagement, several respondents expressed concerns about the quality and/or quantity of public engagement conducted to inform the recommendations, especially among those who would be most affected by the changes but the hardest to reach (n=8).

Demographic data was collected differently in phase 3 than in phase 2. It was not, therefore, possible to make a direct comparison between the demographic data of phase 2 and phase 3. For this reason, it is challenging to draw comparisons between the demographic data in phase 3 and the outreach goals established at the outset of engagement. Some commenters expressed confusion about the demographic questions, including two who mentioned not finding their age range (one not finding ages 17 to 65 and another not finding ages 24-65) and therefore not being able to indicate their age. Future questions should include ages 25-64. This would provide respondents with clarity around how to respond to the age-related demographic questions. Another recommendation for future outreach is to separate the gender identity questions.
Insights and Findings: Emailed Comments and Letter of Support

OVERVIEW

A letter of support was offered from the Town of Apex’ Town Manager Catherine Crosby. This letter offered insights into the Town’s preferences for ideas recommended in the Wake Bus Plan. The Town asks that the following comments be taken into consideration. The entire letter can be found in Appendix C

- The Town strongly supports recommended improvements to GoTriangle Route 305 between Holly Springs, Apex, Cary, and Raleigh; and improvements to GoCary Route 12 between Apex and Cary.

- Improvements proposed for Route 12 will provide Apex residents with direct and all-day access to the Cary Depot, opening up possibilities for traveling by bus or rail.

- The Town is very concerned about the recommendation not to reinstate GoTriangle Route 311 because losing this route would fail to connect Apex, (The third-largest community in the county), with RTP (the second-largest employment center in the county).

- Apex has committed to local funds to plan, build and operate a route to connect to Routes 311, 305 and the ACX.

Thirteen comments were received by email. Many of the comments were extensive in their recommendations. The full list of comments can be found in Appendix A.

Emailed commenters expressed routes to NC State as a priority. Also mentioned was support for alternative fueled vehicles, maintenance and development of park-and-ride options, and increasing access for all riders, particularly those vulnerable due to poverty or homelessness.
Appendix A – Emailed Comments

Comment 1

Hi,
I thought today was the last day to provide comments but the online survey is already closed so I am emailing my comments.

I live in Village West in Chapel Hill and work at NC State University. I ride the CRX bus from Chapel Hill to Raleigh on a regular basis, or at least I do when there actually is a CRX service. My husband and I are a one-car household and we chose the house we bought because it was the only house we could afford that we could easily walk to the bus routes we needed to get to our respective workplaces.

I walk a mile from Village West to downtown Chapel Hill in order to catch the CRX. If I had to walk to the center of campus instead of downtown, it would likely mean that I wouldn’t catch the bus anymore. A lot of the riders who get on at the downtown bus stop walk there and would likely be similarly affected; the stop is in a neighborhood with a lot of apartments and many people who use transit live there. I hope that you reconsider ending that stop.

I feel that the outreach that GoTriangle has done related to the changes in the Wake County Bus Plan that affect other counties are simply abysmal. I do not believe that most affected riders know about these proposed changes. This is major, considering that you are proposing eliminating every stop that is currently used by people who live in Orange County and take the CRX to Raleigh and are proposing ending the DRX altogether (my coworker takes the DRX and did not know about these proposed changes). Thus, every rider who currently lives in Durham or Chapel Hill and commutes using the DRX or CRX to Raleigh is affected by these changes but you have not engaged in meaningful attempts to get input from that ridership.

I am signed up for email alerts from GoTriangle and also am on the Chapel Hill Transportation and Connectivity Advisory Board. I bring this up because I am more plugged in than the average person on proposed changes to transit lines affecting Chapel Hill. I was surprised last week to receive an email from the NCSU transportation department about proposed changes to lines that run through the NCSU campus, including the CRX. I had not received an email about these proposed changes from GoTriangle in an email that contained the word “CRX;” GoTriangle had sent out an email asking for generic feedback on the Wake County Bus Plan but since I live in Orange County I did not read through that document. Because the CRX is not currently running (but will start running again on March 26), there was no opportunity for GoTriangle to put up signs in the bus asking current riders for feedback on the changes. Ideally, you should put up signs with information about proposed changes in the affected buses so riders can give input. You could include a QR code to the survey.
I think that GoTriangle should either extend the comment period on the Wake County Bus Plan and engage in meaningful public outreach to affected neighborhoods and riders OR you should include language in the Wake County Bus Plan indicating that decisions about bus routes that affect other counties besides Wake County are still pending review by those county bus plans. I am concerned that an official document is about to be passed by elected officials that profoundly affects people who live in Orange and Durham Counties without even token efforts to get input from affected riders. I don't know how difficult it will be to change those plans later during the Orange County and Durham County bus plan process.

Comment 2

To Whom It May Concern,

I grew up in Wake County and while I now live in Charlotte, many of my friends still call the Triangle region home. I still care deeply about my hometown and surrounding communities that I was a part of for more than 18 years. Therefore, I'd like to encourage GoTriangle to continue on with its adoption of alternative fueled vehicles and infrastructure as a way to increase the benefits of public transit to the neighborhoods and communities you serve. By continuing adoption and taking advantage of upcoming funding opportunities from the Bipartisan Infrastructure Law and the Inflation Reduction Act, public transit in the Triangle region can continue to better benefit residents' lives, especially in the low-to-moderate income areas you serve. Continue collaboration with the Triangle Clean Cities group as they have the knowledge of these upcoming funding sources and the resources to help y'all with application(s) and implementation.

Thank you,

Comment 3

Hi there,

I am not a fan of the possible FY25 CRX alignment changes. I live about 2 miles from the Eubanks P&R, and that stop may be eliminated. A few middle grounds:
1. I wouldn't mind adding an I40 & 54 stop to the current route.
2. The new I40 expansion to three lanes near exit 270 (15-501 exit) would decrease traffic a lot, increasing reliability.

Please add this email to the CRX alignment changes comments.

Thanks,

Comment 4
Hello,
I appreciate having the opportunity to give feedback to the proposed changes in FY25-26 to the bus transportation options connecting Durham and Raleigh. I am a resident of Durham, and I work at NC State University, and I’ve been a DRX rider for over a decade. I really like the service, and I appreciate the drivers who always provide a friendly and safe trip.

I also appreciate the expertise of those involved in making long-term plans and realize there is much context about advancing a bus system in a sprawling and quickly growing metro area that I lack. I can only share information about my needs and impacts of future changes. I respect that there are many other riders with different needs.

Since the temporary cancellation of the DRX, I’ve been using the 700 and 100. I work a typical shift, Monday-Friday. In considering the proposed DVX and 100X routes, I’ll share these observations:

• The 100X trip looks likely to be about an hour. The current DRX route, connecting central Durham (with parking and transit connections to Duke) is 35 minutes.
• The DVX route offers no parking option for Durham residents traveling to Raleigh.
• The DVX route appears focused solely on those in the Raleigh area using a new park-and-ride at the State Fairgrounds to travel to Duke University and VA Medical Centers. It’s hard to understand who would ride the reverse trips (to Raleigh in the AM, to Durham in the PM).
• Having an express route that skips all three Transit Centers and has a park-and-ride only on one end seems very limited.

One more note is how useful the real-time location information was before the TransLoc stopped working some months back. I hope we are able to regain this capability.

Thank you for all your work on improving the Triangle public transportation options.

Comment 6

We really need to be thinking about better public transportation. Things like light rail and bus service are not appealing and will only be used by people that have no other choice. SkyTran has a pretty good web page that explains their system. SkyTran

I'm not saying we should use SkyTran, only that that or similar systems should be investigated so that Wake County/Raleigh could be a showcase for public transportation.

Comment 7
March 13, 2023 GoTriangle ATTN: Draft Work Plan & Wake Bus Plan 4600 Emperor Boulevard, Suite 100 Durham, North Carolina 27703

To Whom It May Concern: Thank you for the opportunity to provide comments on the Recommended Wake Bus Plan for 2025-2030. We appreciate the substantial effort of creating an updated bus plan to guide the region’s investments and have also appreciated the opportunity for our staff to participate on the Stakeholder Team for this project. We have carefully considered the recommendations and would like to share a few comments for consideration as the plan is revised and finalized. We strongly support the recommended improvements to GoTriangle Route 305, between Holly Springs, Apex, Cary, and Raleigh; and improvements to GoCary Route 12 (formerly ACX), between Apex and Cary. The Town has eagerly awaited the increased span and frequency of service along Route 305, since it was first specifically identified in the Wake Transit Plan, and then programmed in the Fiscal Year 2021 and 2022 Annual Work Plans.

In addition, the improved connection between Apex and Cary, proposed with Route 12, will provide Apex residents with direct and all day access to the Cary Depot, opening up the possibilities of traveling by bus or rail. The Town has substantial concern with the Wake Bus Plan recommendation not to reinstate GoTriangle Route 311 between Apex, Cary, Morrisville, and Research Triangle Park (RTP) between now and 2030. While Route 311 had relatively weak performance in terms of ridership based on 2018 and 2019 data (it has been suspended since 2020), it appears ridership was higher at that time than 2021 ridership on Route 310, the FRX, and WRX; which are all proposed to maintain service. In addition, the Gap Analysis completed to inform the Wake Bus Plan identifies the connection between Apex and RTP as a current gap in regional service, further substantiated by referencing the “FAST” study completed by the North Carolina Department of Transportation in 2021, which identifies Apex to RTP as a key corridor for regional travel.

The study also identifies the Regional Transit Center in RTP as one of the highest-riderhip stops in the region. A plan that represents an $82.8M investment but fails to provide a connection between the third-largest community in the county (Apex), the second-largest employment center (RTP) and one of the highest-riderhip stops in the region does not meet the Wake Transit Plan goal to “Connect Regionally” by any measure. We understand that fulfillment of the Wake Transit Plan vision requires local commitment, not just regional investment, and have been working to do our part. Apex has committed local funds to plan, construct, and operate a local route specifically designed to connect to Route 311, Route 305, and the ACX. Route 311 has never been in service since the launch of GoApex Route 1, which ADMINISTRATION DEPARTMENT TOWN OF APEX The Peak of Good Living PO Box 250 Apex, NC 27502 | (919) 249-3426 | www.apexnc.org was intended to improve ridership along both services by providing a regional local connection.
In addition, the Town has modified our 2045 Land Use Map to increase proposed land use densities along the NC 55 corridor, used by Route 311, in an effort to support transit-oriented development. Finally, we have dedicated staff, who have previously shared these concerns, to participate in engagement efforts and technical meetings throughout the development of the Wake Bus Plan. We understand that a technical process was used to analyze and prioritize bus services as part of developing the Wake Bus Plan. As a final step, it is important to look at the big picture of recommendations, the magnitude of the investment, and the gaps initially identified. Instead of eliminating Route 311, we respectfully request that this route be examined for possible modifications that may improve ridership, as has been considered with other routes. These may include: increasing frequency and span of service, considering a revised alignment that could provide a connection from western Wake County to RDU Airport in addition to RTP, and upgrading existing bus stops to meet minimum ADA standards. We look forward to continuing to work with you on these possible revisions.

Comment 8

Cary park neighborhood in West Cary has no bus stops or bus routes or benches. There nothing for this neighborhood at this time. This needs to be put in the plan. transit options are needed in this part of West Cary also. thank you

Comment 9

Dear GoTriangle,

Prior to the pandemic I had been a daily user of the CRX bus since 2016. I park at the Eubanks Rd park & ride in Chapel Hill. I am writing in support of KEEPING the Eubanks Rd Park & Ride stop. This stop serves riders from northern Chapel Hill, Hillsborough, Mebane and further West. It is very conveniently located just off I-40, which makes it very easy to get to off the freeway and take transit the rest of the way to Raleigh. With the proposed change to a park & ride somewhere off of Highway 54, this plan would add considerable time commuting on the freeway or through the busy part of Chapel Hill and UNC campus. This would NOT be advantageous for commuters coming from the northern part of Chapel Hill or commuters coming from the western communities. Without this stop on the CRX express line there would be no other way for riders, like myself, and others from that area to make it to Raleigh in a reasonable amount of time using public transportation.

One of the main goals of the 2025 plan is to enhance the access of transit and connect regions. Eliminating the Eubanks Park & Ride will totally do the opposite! This proposed change would be a disincentive to take public transportation. The majority of riders I have gotten to know at the Eubanks park & ride are coming from northern Chapel Hill, Carrboro, Hillsborough, Mebane. This proposed change would increase travel time immeasurably
for those commuters coming from these areas. Drivers would need to deal with traffic back ups that are common in the mornings when driving East on I-40 prior to exit 273. (Morning sunshine delays and the heavy traffic coming onto the freeway at 15/501, and the traffic back up on Highway 54 at Farrington Road, which are considerable.) Removing the Eubanks Rd stop would leave the commuters who live north and west of Chapel Hill with a clear disadvantage and significantly increase in time for their commute, if they decided to continue to take transit. If this change moves forward I would think GoTriangle would lose many current riders.

Please keep the CRX Eubanks Road park & ride. There are many riders who use it for their commute to NCSU and downtown Raleigh for school and work.

I enjoy taking the bus. The current CRX route with the Eubanks park & ride makes it an easy decision to take transit to work. The express bus saves money (even when there is a fare), is efficient, and with minimal stops is pretty quick. It saves me stress from stop and go traffic on the freeway.

Please keep the Eubanks park & ride and keep the CRX.

Comment 10

Hello-

Thank you for soliciting feedback regarding the proposed bus plan for GoRaleigh.

Oak City Cares is on the Route 21 bus route and serves our vulnerable neighbors experiencing homelessness or at-risk of becoming homeless. We are providing critical basic needs services including showers, laundry, mail services, and weekend meals 7 days a week, and would like to strongly advocate for the need for the Route 21 bus to increase its frequency to every 15 minutes.

Thank you

Comment 11

For your use and consideration, below are my comments on the Draft FY 2024 Wake Transit Work Plan that was made available to the public on Feb 20, 2023:

1. Include funds from the ½ cent transit sales tax to cover the costs of continuing to offer fare free bus service throughout Wake County, including GoTriangle, GoRaleigh, and GoCary buses. Fare free bus service will continue to help lower income residents regain their economic footing due to the pandemic, and it will attract more people to leave their cars at home and ride buses.
2. Regarding the Bus Rapid Transit (BRT) Projects:
a. Please determine ways to accelerate the design and construction of these four important bus projects. My understanding from the City of Raleigh website is that the construction of the New Bern Ave BRT will not be completed until winter 2025; the 30% design of the Southern Corridor BRT will not be completed until fall 2023; the 30% design of the Western Corridor BRT will not be completed until sprint 2024; and the Northern Corridor BRT does not have a design consultant yet.
b. Unless I missed it, the Work Plan only appears to show budget for the Southern Corridor in FY2024. Where is the funding for the other three BRT projects?

3. Regarding the Greater Triangle Commuter Rail Project (CRP), Chap 4 presents “placeholder scenarios” for commuter rail funding, since the County has not made a decision on if or how the project should move forward. In addition, it appears that no budget is included in FY2024 for the CRP. Since this decision should be made by the County before adoption of this Work Plan in June 2023, please re-issue the Draft Work Plan for public comment in April 2023. That way there will be time to review the decision and comment on it prior to June 2023.

4. With respect to the CRP, I do not recommend that the commuter rail project go forward for the following reasons:
a. Given the lack of state endorsement and funding.
b. Uncertainty of federal funding (Sect 11.1.2 in the Feasibility Study notes that the project rating would probably not be high enough).
c. Ridership numbers that may be inflated since they’re based on pre-pandemic data per FTA guidelines (Fig 2-2 in the Study shows that GoTriangle bus ridership is only 50-55% of pre-pandemic levels).
d. Huge cost of each phase of the project, draining funds and resources from other important transit initiatives in the County. It would appear to be more appropriate to spend the transit funds on accelerating the 4 BRT projects, and to enhance the frequency and number of bus routes throughout the region, instead of investing more funds in a questionable commuter rail project. The public appears to desire more frequent transit service, which would be accommodated by buses as opposed to rail service.
e. Long timeline to get any of the 3 CRP phases operational.
f. Significant coordination and agreements that need to be obtained from NCRR, NSR, CSX, and NCDOT Rail Division.
g. Never being able to obtain approval from the railroads, despite their voluminous and costly infrastructure requests. The region has invested over $200M of local transit sales tax money in two rail projects since 2003, the Regional Rail Project and the Durham-Orange Light Rail Project, neither of which was constructed due to railroad constraints. Why repeat our past mistakes in dealing with the railroads, unless agreements can be executed with the railroads prior to significant public money being spent?
h. No guarantee that all 3 phases of the project would be built due to stakeholder, financial and technical constraints.

i. Limited area in the region that would be served by the rail alignment.

j. Significant need for more frequent and widespread bus service throughout the region, which would be constrained by the budget taken up for the rail project (requested by the public per Sect 2.4.3 of the Feasibility Study).

k. Upwards of an additional 40 gate closures at all at-grade crossings per day disrupting vehicular traffic at the crossings. For example, presently trains block traffic at the downtown Cary grade crossings during station stops there.

l. Before investing more public money in the CRP, I suggest a public poll be taken, including present bus riders, to present the challenges of the commuter rail project and ask which makes more sense - commuter rail or enhanced bus service?

5. From an editorial/readability perspective, there are many maps/Figures within the Work Plan where the text is too small and fuzzy, making it very difficult to read. These include the maps/Figures on pages 27, 53, 58, 62, 112-124, 128-137, 165, 200, and 201.

Comment 12

I know you don’t want to hear this but you’re about 20 to 30 years too late. Light rail or Mono rail should have gone in at least 20 years ago when the cost of land was not so high!! The more people that move here the higher the cost of land. Start something NOW!! A rail system between Clayton Raleigh Durham and Chapel Hill now. Make sure you have other rail spurs from Fuquay and especially one from the airport and stops at the various sports arenas. There is a very large area in south Raleigh where the bus station used to be and where is the Purina plant used to be. This area could be used as a bus/train transit area. Use electric buses to run all the way around Raleigh. With spokes that reached out to the outer beltline. Remember rail really is the least expensive way of moving material, i.e. passengers. It’s also the most environmentally friendly. You don’t have to pave over land to put in 6 Lane Highway to move people. I know it’s gonna cost but the cost in 10 years is going to probably double.

Comment 13

1. I’m very disappointed that GoTriangle NRX and a park-and-ride in north Raleigh on I-540 have been killed, as was GoTriangle 201 four years ago. The consequence is that the proposed Bus Plan is irrelevant to residents of north Wake County and north Raleigh who work in or around Research Triangle Park. Consider running a nonstop to RTP from the mini-hub at Crabtree Valley Mall.

2. Use of the “L” route suffix by GoRaleigh should be discontinued. Almost no one knows what the “L” signifies. It confuses the population at large.
3. Good to see that GoRaleigh 26 is being discontinued. It should never have been launched to begin with… a clear example of how an obsolete study (conducted prior to the sales tax referendum) should not be used as a basis for making changes.

4. I don’t see the point in maintaining GoRaleigh 27 and 36 as separate routes. Combine them and have the southern terminus at the BRT. And for those people at Crabtree Valley Mall who are going downtown, it makes more sense to route them down Blue Ridge to the BRT instead of riding a slow GoRaleigh 6 into downtown. This would relieve pressure on frequency for GoRaleigh 6.

5. Good to see GoRaleigh 32 in the plan. East-west connectivity across north Raleigh is important.
Appendix B – Letter of Support

March 13, 2023

GoTriangle
ATTN: Draft Work Plan & Wake Bus Plan
4600 Emperor Boulevard, Suite 300
Durham, North Carolina 27703

To Whom It May Concern:

Thank you for the opportunity to provide comments on the Recommended Wake Bus Plan for 2025-2030. We appreciate the substantial effort of creating an updated bus plan to guide the region's investments and have also appreciated the opportunity for our staff to participate on the Stakeholder Team for this project. We have carefully considered the recommendations and would like to share a few comments for consideration as the plan is revised and finalized.

We strongly support the recommended improvements to GoTriangle Route 305, between Holly Springs, Apex, Cary, and Raleigh; and improvements to GoCary Route 12 (formerly ACX), between Apex and Cary. The Town has eagerly awaited the increased span and frequency of service along Route 305, since it was first specifically identified in the Wake Transit Plan, and then programmed in the Fiscal Year 2021 and 2022 Annual Work Plans. In addition, the improved connection between Apex and Cary, proposed with Route 12, will provide Apex residents with direct and all-day access to the Cary Depot, opening up the possibilities of traveling by bus or rail.

The Town has substantial concern with the Wake Bus Plan recommendation not to reinstate GoTriangle Route 31 between Apex, Cary, Morrisville, and Research Triangle Park (RTP) between now and 2030. While Route 31 had relatively weak performance in terms of ridership based on 2018 and 2019 data (it has been suspended since 2020), it appears ridership was higher at that time than 2021 ridership on Route 310, the FRX, and WRX; which are all proposed to maintain service. In addition, the Gap Analysis completed to inform the Wake Bus Plan identifies the connection between Apex and RTP as a current gap in regional service, further substantiated by referencing the "FAST" study completed by the North Carolina Department of Transportation in 2021, which identifies Apex to RTP as a key corridor for regional travel. The study also identifies the Regional Transit Center in RTP as one of the highest ridership stops in the region. A plan that represents an $82.8M investment and fails to provide a connection between the third-largest community in the county (Apex), the second-largest employment center (RTP) and one of the highest ridership stops in the region does not meet the Wake Transit Plan goal to "Connect Regionally" by any measure.

We understand that fulfillment of the Wake Transit Plan vision requires local commitment, not just regional investment, and have been working to do our part. Apex has committed local funds to plan, construct, and operate a local route specifically designed to connect to Route 31, Route 305, and the ACX. Route 31 has never been in service since the launch of GoApex Route 1, which
was intended to improve ridership along both services by providing a regional-local connection. In addition, the Town has modified our 2045 Land Use Map to increase proposed land use densities along the NC 55 corridor, used by Route 311, in an effort to support transit-oriented development. Finally, we have dedicated staff, who have previously shared these concerns, to participate in engagement efforts and technical meetings throughout the development of the Wake Bus Plan.

We understand that a technical process was used to analyze and prioritize bus services as part of developing the Wake Bus Plan. As a final step, it is important to look at the big picture of recommendations, the magnitude of the investment, and the gaps initially identified. Instead of eliminating Route 311, we respectfully request that this route be examined for possible modifications that may improve ridership, as has been considered with other routes. These may include: increasing frequency and span of service, considering a revised alignment that could provide a connection from western Wake County to RDU Airport in addition to RTP, and upgrading existing bus stops to meet minimum ADA standards. We look forward to continuing to work with you on these possible revisions.

Sincerely,

[Signature]

Catherine Crocker
Town Manager

TOWN OF APEX
The Peak of Good Living
PO Box 250 Apex, NC 27502 | (919) 249-3425 | www.apexnc.org
# Appendix C – Comments by Route

## PHASE 3 ENGAGEMENT COMMENTS BY ROUTE

### GoRaleigh

<table>
<thead>
<tr>
<th>Route(s)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Suggestion for new Route 1 alignment between downtown and Fenton Street running express on Capital Blvd to provide frequent service to Person Street district and Wake Forest Rd corridor</td>
</tr>
</tbody>
</table>
| 2        | Eliminate Diversion on Route 2 caused by tight geography of Whitaker and Wake Forest  
What benefit to riders does the route deviation at Carlos Drive provide? I suggest eliminating this deviation from route 2, further reducing trip times on the route |
| 3        | Suggestion for route 3 to connect with future 24L  
“The proposed routing for 3 Glascock that shifts the route to Boundary Street is likely to be slower than an route that follows Wake Forest Road directly to Glascock from Blount/Person.”  
Suggestion to cross the 3 and 10 at the intersection of Raleigh Blvd and Glascock; avoid redundancy of frequent route parallel with BRT |
| 4/26/27 | Support for discontinuation of Route 26; however Potentially maintain service at Raleigh Orthopedic via the 4 or 27  
Concern about reliability of extended route 4  
“I don’t see the point in maintaining GoRaleigh 27 and 36 as separate routes. Combine them and have the southern terminus at the BRT. And for those people at Crabtree Valley Mall who are going downtown, it makes more sense to route them down Blue Ridge to the BRT instead of riding a slow GoRaleigh 6 into downtown. This would relieve pressure on frequency for GoRaleigh 6.”  
The map shows a very odd routing at the southwestern end of the 27L. If this is intentional, expect that difficult to understand maps will discourage potential riders from trying the service.  
Please ensure that there is a simple way to transfer between the 27L and the 4 at Rex Hospital. The plan map implies that the services do not use the same routing near the intersection of Lake Boone Trail and Blue Ridge Road.  
Extend 4 to Crabtree valley mall and eliminate redundant service with rt 9 and 100 |
| Northwest 2.0 | Interest in increased frequency on 19 and 22  
Concern about elimination of the 22  
“What can be done to improve the endline loops around the Biltmore Hills area? On option to consider is to terminate the 7L at Wilmington Street and to extend the frequent route #5 to Wilmington BRT via Rush Street. This change would increase the utility of the #5 by allowing it to service GoRaleigh Station directly as well as |

5/13/20/22 Biltmore Hills
be a feeder service for South BRT, but would probably require additional service hours. Perhaps operating #5 on Rock Quarry Road (rather than State and Dandridge) would create a simpler and more efficient route: Rock Quarry-Cross Link-Rush. Looking at ridership figures posted on the bus stop amenities map, it appears as if most trips from State Street are at locations that are very walkable to the 19 (MLK) or Cross Link Road. This change would also serve the YMCA and SECU Beacon Site with frequent transit."

<table>
<thead>
<tr>
<th>7</th>
<th>suggest continuing to operate 7 from Wilmington and Pecan to GoRaleigh Station via South Sanders, South/Lenoir, and whatever frequency the ridership supports. This would shift 7 from the Dawson-McDowell connector to the old alignment of South Saunders Street. The benefit of this routing is that is provides additional service to Dix Park and Heritage Park.</th>
</tr>
</thead>
<tbody>
<tr>
<td>7L</td>
<td>suggest putting service on Pecan Road in both directions, eliminating the midline loop between South Saunders and Wilmington Street. This will improve the transfer to BRT on Wilmington.</td>
</tr>
</tbody>
</table>
| 8/16| Concern about neighborhood losing access with rerouting of 8 and 16, and the 16 no longer going downtown Desire for service to stay on St. Mary corridor  
“Convert the 16 into the 16L (North Hills to Centennial Campus), reroute the 8 so that it travels between North Hills and Downtown via Six Forks, Wake Forest, and Capital Blvd, adjust the 24L so the endline loop is smaller and service is bidirectional on St Albans and Hardimont, rather than traveling on Six Forks and Wake Forest Road. Implementing these changes without adding service hours will make the network more productive and efficient and will help to build ridership for services that are planned to become frequent over the long term.” |
| 11  | This is a great addition of service. It will be appropriate to eliminate service between NCSU and downtown when Western BRT is implemented. Service through Boylan South make work better if it connects to BRT at Western Blvd and operates on Lake Wheeler Road. |
| 11L | Comments on 11L Southwest (FY25): - This simplified route is a welcome change. Can the simplification parts of this change be implemented earlier than FY25, with additional service hours added later and funding allows? - I suggest further simplification of the route, and a reduction of service hours per trip by not including a midline loop involving Buck Jones Road. Most parts of this route are better served by GoCary #6 or GoTriangle #305  
Comments on 12 Method (FY25) - Do we know why there is demand for this service later into the evening? What does it teach us that might be applicable to other routes? One might presume that a fair number of service industry workers live in the area served by the 12. - Please extend the route southward to connect to the 11 and 11L at Gorman and Avent Ferry. This will create a much more flexible network to serve more trips. - Please consider splitting the route into two separate routes: One serves GoRaleigh Station to the Village District and the other serves Hillsborough/NCSU to Gorman/Avent Ferry via the Method Community. The change would eliminate service hours from Hillsborough Street (between Gardner and Enterprise) that are redundant with other transit services. It may also improve trip time reliability. This change may allow for additional span, and/or extension of the route to connect to the 11. - To transfer to the planned GoRaleigh 9 frequent route, GoTriangle routes, and Wolfline routes, the modified 12-Method could
terminate on Founders Drive near Gardner Street (making a left from Founders to Hillsborough at Gardner). This would require a partnership to utilize NCSU infrastructure but would benefit the NCSU community with improved transit for students, faculty, and staff. - To terminate a DTR to Village District service, I suggest using the following endline (in either direction): Oberlin, Pullen, Hillsborough, Enterprise, Clark, Oberlin. This change would allow the removal of the Oberlin/Clark Enhanced Transfer Point, concentrating efforts on the Hillsborough/Pullen ETP. - This comment makes sense in the context of extending service to Avent Ferry: Please consider shifting service to run bi-directionally on Method or Gorman, rather than having a loop. Note that TIP project P-5736 will close Beryl Road at the NCRR, but will extend Beryl to Royale Street.

I would appreciate if the 11L was still able to be accessed from NCSU.

I have no issues with the changes aside from the proposal of removing the campus services from the 11L route. I use that to get to and from campus from Raleigh, and it would be harder for me to transit if that was removed.

I don’t have ridership data but am concerned about discontinuing 11L service to NC State. There’s a lot of student housing along those routes and it travels beyond WolfLine’s range. Please look very closely at this before discontinuing 11L to NC State.

Removing 11L will make it harder for me to commute to NCSU.

Please keep Route 11L going to NC State. I rely on this bus to get to campus as a student and back home.

Removing route 11L from campus will significantly burden off-campus students living near Lake Johnson and Franklin Jones road. They will have to take two buses to get to campus. From my experience, GoRaleigh never provided reliable connections between buses. This can increase the total travel time from 15 minutes to over one hour. I expect you to consider this in your changes.

Please resume NC State for 11L!Mar 16, 2023 10:57 am

On behalf of current NC State commuters: For GoTriangle CRX, please keep the Eubanks Park-and-Ride, at least until BRT runs to downtown Chapel Hill or until CHT can add direct service from Eubanks to new NC 54 Park-and-Ride. For GoRaleigh Route 11L, extend the route to provide a transfer point to Route 11 or to the Wolfline (without riders having to cross Avent Ferry or Gorman).

12

Extend 12 to connect to 11 and 11L, and/or split route into 1) GoRaleigh Station to Village District and 2) NCSU to Gorman/Avent Ferry via Method

Modify 12 to connect to Rt 9 to transfer

14

More frequency on proposed 14

Replace lost service along Whitaker Mill Road with a change of the routing of the 14: Atlantic-Whitaker Mill-Glenwood. This would preserve 30 minute service west of Five Points while reducing redundancy between the 14 and 1 and vastly improving the #2 for most riders. From Five Points, the 14 might work best following the same route as the 6, providing additional frequency between Glenwood South and Five Points. This routing would have the additional benefit of connecting service industry jobs in Glenwood South and the west side of DTR directly to housing along the route of the 14. Using Wade Avenue and Capital Blvd (current #2 path) may not provide significant benefit.
| 18/18L | Is there any ability to make 18 more direct in order to reduce trip times? Are additional sidewalks and/or pedestrian crossing needed in order to make such changes? The deviation down Peyton and Glenbrook seems like it could be eliminated in order to provide additional frequency and/or span. |
| 19 | “According the Route Performance Review, GoRaleigh Route 19 has not been very productive. Eliminate the route deviations to make it more efficient. It should not travel on Kidd, Swinburne, or Falstaff on the inbound trip for Sungate, Michael J Smith, or Carl Sandburg on the outbound trip. Sidewalks existing to bring passengers to stops directly on Sunnybrook Road” |
| 21 | Support for frequency increase  
Make route more direct to work with S BRT |
| 25/25L/32 Old Wake Forest | Support for Route 32  
Don’t like removing Carlos Dr from 25L and needing to go up to Spring Forest to catch 27L to get to Wake Tech  
I suggest considering operating 32L via Dixie Forest Road, rather than using Atlantic. This route may be more direct and put stops in a place where waiting for the bus will be more pleasant. The Old Wake Forest project will improve the remainder of Dixie Forest Road.  
The connection from the 32L to Glenwood seems odd, please consider using Pleasant Valley rather than Millbrook for a more direct routing. |
| 33 | Recommendation to bump up 33 improvements to FY25 because of Wake Tech 4.0 opening in FY24  
Request for larger loop around Knightdale area |
| 36 | Route concept for 36: N on Creedmoor, West on Lynn, North on Ray, East on Strickland to Brandon Station. Then back south on Creedmoor. Serves new area instead of back tracking. |
| 55X | Improvements that can make transit easiest in my case is the expansion of BRT lines, specifically the proposed line from Raleigh to Cary and the current 55X. |
| FRX | Request for more stops  
Southeastern Wake County, especially unincorporated area between Garner and Fuquay is underserved and nothing is proposed |
| R-Line | Multiple comments interested in restoration of R-Line |
| BRT | Please avoid dedicated lane BRT. The dedicated lanes work well with very high frequency bus routes. Here the proposed frequency is 15 minutes, during day time. 4-8 buses per hour. That is wasted space and not enough ROI. Instead, let's work with the high speed rail.  
I'm looking forward to the BRT projects  
Any additional allocation for bus lanes and expanding the BRT system is crucial. |
Funds should be made available to accelerate the 4 BRT projects.

<table>
<thead>
<tr>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extended hours/improvements for Garner (multiple)</td>
</tr>
<tr>
<td>Interest in bringing back Raleigh-Garner Express</td>
</tr>
<tr>
<td>Consider running a nonstop to RTP from the mini-hub at Crabtree Valley Mall.</td>
</tr>
<tr>
<td>“Use of the “L” route suffix by GoRaleigh should be discontinued. Almost no one knows what the “L” signifies. It confuses the population at large.”</td>
</tr>
<tr>
<td>Interest in service to Volant Dr (North Ridge Villas)</td>
</tr>
<tr>
<td>Interest in a route that would connect east and west through downtown as a one seat ride</td>
</tr>
<tr>
<td>Interest in more connections to Raleigh Union Station, especially from east</td>
</tr>
<tr>
<td>Desire for service on Ray Rd at Strickland Rd</td>
</tr>
<tr>
<td>Desire for more routes around 540 and 401, 40X is the only route in the area and is only hourly</td>
</tr>
<tr>
<td>Interest in more service to/from Brier Creek, at least every half hour to Raleigh</td>
</tr>
<tr>
<td>Many comments on ending the service reductions</td>
</tr>
<tr>
<td>Desire for more routes connecting Crabtree/North Hills and South/West Raleigh</td>
</tr>
<tr>
<td>It is not clear what purpose an enhanced transfer point at Franklin/Blount would serve, or where it could be located that wouldn’t be difficult to serve effectively</td>
</tr>
<tr>
<td>Suggestion to get rid of pulses at GoRaleigh station to reduce bus traffic at station at the :00, :15, :30, :45s</td>
</tr>
</tbody>
</table>

**GO CARY**

<table>
<thead>
<tr>
<th>Route(s)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACX</td>
<td>Please consider increasing the frequency and span of service along the GoCary ACX to 30-minute service every day of the week. Please consider providing timed transfers from ACX at the Cary Depot to RDU airport via a direct bus connection.</td>
</tr>
<tr>
<td>Routes</td>
<td>Having an additional route from Cary to Downtown Raleigh via Hillsborough street would be very helpful for those who work on NC State's North Campus (or additional Wolfline routes that run from the current 300 route's stops along Western to North Campus).</td>
</tr>
<tr>
<td></td>
<td>Also, I think it would be great to have more routes that go to PNC Arena so that commuting to NC State/Hurricanes Games and Concerts could be more accessible.</td>
</tr>
<tr>
<td></td>
<td>As a senior more routes for western Cary.</td>
</tr>
<tr>
<td></td>
<td>The Cary to the State Fairgrounds connection is a great idea.</td>
</tr>
</tbody>
</table>
GoTRIANGLE

<table>
<thead>
<tr>
<th>Route(s)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>100(X)</td>
<td>The &quot;100X&quot; sounds cool but isn't described well, so I'm not sure I trust it. I like that the new 100X will condense the 100+700 but have the express timing benefits of the DRX. I also like that it will eventually run at 15 min intervals. I also strongly wish that GoTriangle's airport bus, #100, return to <em>direct</em> connections at all times between downtown Raleigh and RDU. Please bring the 100 back to the airport all the time. Apart from BRT line improvements, near-constant traffic along route 4/100/12 on Hillsborough Street causing frequent delays suggests a need for dedicated bus lanes in some of the highest traffic areas. For me, and many other commuters, the 800-100 route is not a feasible alternative. We already drive or take another bus to the CRX, so having to get off the bus midway to Raleigh is a further disruption. With the CRX, I am able to settle into the bus and work during my commute, justifying the inconveniences of infrequent bus times, etc. I would not switch to the 800-100 route, which is much slower (1.5 hours) and more burdensome. I disagree that the 100 - 805 (during day option) from Raleigh to Chapel Hill and back will be of any help. It's just a too slow connection. The proposal to replace GoTriangle DRX route with 100X and DVX will mean for sure that I stop using public transit to commute from Durham to NC State - which I've been doing for about a decade now (at least until DRX was suspended). The 100X route that I would have to take, having additional stops at NC Central and RTP, would extend the route's time to the point of no longer being practical for me as a commuting option. I know I would not be alone in this regard, as it would essentially apply to the number of folks I know who commute to NC State from Durham. This is an exceptionally poor proposal in my opinion, because it would thus reduce ridership further and contribute to rush hour traffic congestion. The fact there'd be no practical (i.e. direct, non-stop) commuting option between Durham and NC State would be a massive failure of public transit planning in the Triangle given all the immigration to the area. I don't why or what basis the outside consulting company decided this proposal would be an improvement, but putting this proposal out during suspension of DRX seems even like more of a failure - before this proposal was developed, I've received no systematic rider surveys asking about my specific origin and destination point as a public transit commuter. Since I respond to every survey I receive, I'm assuming this means this information was not recently collected as part of proposal development. How can you decide such a proposal would be an improvement without that data? As a faithful rider, it feels like GoTriangle is trying to kill off this route. Is it more relevant for the 100X to detour to serve NCSU/Durham Tech or RDU airport? Which of the two would most benefit Wake Transit (and Durham) taxpayers? Route 100X will serve too many areas (including a layover at the RTC) to be considered express. Please consider revising the DVX to serve the Durham Station Park-and-Ride and the NC State campus as the primary express route between</td>
</tr>
</tbody>
</table>
| 300 | Durham and Raleigh. Change 100X to 100 for consistency with other non-express routes.  
I need to learn more about the BRT option that is replacing the 300 route. More frequent and faster service between Cary and Raleigh sounds great to me, but I'd want to know what stops are being lost too.  
The additional bus service on the 300/305 in early evening and weekends is great. |
| 305 | I would like to see GoTriangle 305 be expanded to Fuquay Varina  
The additional bus service on the 300/305 in early evening and weekends is great.  
The 305 bus line has spotty or nonexistent service creating an issue where I spend from 25-30 a day just to get back and forth to work. Limiting service has cost me dearly. |
| 311 | You must certainly do a better job of communicating the park and ride opportunities and locations. The airport improvements are welcome, but I no longer have a direct connection there since my 311 is gone |
| 800 | See CRX comments |
| 805 | I disagree that the 100 - 805 (during day option) from Raleigh to Chapel Hill and back will be of any help. It's just a too slow connection.  
For me, trying to catch a bus back to the RTC in the afternoon is a crap shoot, because I never know when the 12B or the 805 is going to be coming by my stop and neither of those routes seem to show up on TransLoc. |
| DRX | There is no mention of DRX bus route in your plans. What happened to the bus route for Raleigh to VA, Duke University employees?  
What are plans for the DRX?  
I strongly disagree with discontinuing the DRX. If the bus does not stop at the Durham Station, I will not use it at all, as I cannot park at Duke to access bus. Not having the DRX will negatively affect students, graduate students, staff and faculty who attend or work at NC State.  
Please bring back the DRX. It cuts my commute in half  
Removing the DRX and adding a line with additional stops makes commuting by public transit among Triangle destinations impossible. It will ensure more automobile use in my household and will make certain there is more traffic. Seems like a poor outcome.  
I was hoping that as the pandemic waned, we would see a renewal of the previously very popular DRX service. It will be difficult to get from downtown Durham to downtown Raleigh as a regular commuter.  
I agree as long as this is the plan that is actually adopted. I commute to work using the CRX and sometimes DRX, and when it was canceled, that caused a major disruption to my ability to make it to work. If this plan will ensure the CRX and DRX are kept in circulation, I think it is fine. |
<table>
<thead>
<tr>
<th>Route</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>NRX</td>
<td>I agree with all of the proposed changes except that I would like the GoTriangle NRX (North Raleigh Express) restored to service and made more frequent. That route had been discontinued during the pandemic. Since then, the area around Triangle Town Center has grown and many more people have moved in. Please restore the NRX and make it more frequent.</td>
</tr>
<tr>
<td>RDU</td>
<td>Please bring the 100 back to the airport all the time. It is so convenient on the weekends and takes forever with the RDU shuttle on weekdays. You should stop marketing it as a bus to the airport, if it is only going to the airport some of the time. The 100 airport stops should be kept and have increased frequency to include weekdays. The RDU airport shuttle drastically increases the amount of time to get from the airport to downtown Raleigh making it inefficient to take bus system.</td>
</tr>
<tr>
<td>CRX</td>
<td>By getting rid of CRX service to the Eubanks Rd Park and Ride, a large number of people are loosing or seeing a huge reduction in service. Residents living north of Chapel Hill and near Hillsborough will be significantly inconvenienced by loosing access to Eubanks P+R. It also will limit non-motorized options for getting to the bus. Roads around Eubanks are <em>moderately</em> bike-friendly(ish) but biking anywhere near Hwy 54 (the majority of which doesn't have bike infrastructure) feels like risking your life. GoTriangle needs to include bike/ped transit infrastructure in their transit plans as well. Please DO NOT eliminate stops that serve Orange County residents in downtown Chapel Hill and the Eubanks Park and Ride! I think Eubanks must be kept in addition to 54. The Eubanks Park and ride (especially with the upcoming BRT) is key to being able to access CRX. Terrible plan to remove the Eubanks parking lot as part of the CRX route. Might as well just drive to work. I totally disagree with the proposed route realignment for the GoTriangle Route CRX Chapel Hill-Raleigh Express. Eliminating the Eubanks Road Park and ride removes a vital option for commuters from northern Chapel Hill, Carrboro, Hillsborough, other western communities. This hurts commuters from those communities, making their commute to Raleigh longer, increasing single-driver time on the freeway and in stop and go traffic, adding to air pollution. Changing CRX pick up to HW 54 and 1-40 looks further away from Eubanks location. Changing the location of the CRX park and ride to NC54 and I40 will make me unlikely to use the CRX park and ride option. The Eubanks location is a faster commute from Carrboro than NC54 and I40. Sections of NC54 in Chapel Hill are regularly back up and slow-moving and, in general, I avoid them when possible.</td>
</tr>
</tbody>
</table>
When driving from Carrboro to Raleigh, it is better to drive down Eubanks to I-40 than other options.

My name is ____ ______, I'm an employee at NC State University and a frequent rider of the CRX bus. I came across information that the Eubanks Park and Ride location for the CRX bus has the potential to be moved to the location near 54. I currently live in Mebane, NC and drive down i-40 to catch the CRX bus at the Eubanks Park and Ride location. With this potential change, it would make it harder for individuals who live west of Hillsborough NC to catch this bus. I would most likely make the drive from home to work rather than catch the bus since the drive duration would already be longer. I suggest keeping the current locations especially since the Eubanks Park and Ride gives an easier commute to many riders that live west of Hillsborough, NC.

Dear Mrs. Sally Greene, Mr. Michael Parker and Go-triangle, I hope this message finds you well. I am reaching out to express my concern regarding the elimination of the Eubanks Park &Ride in the 2025 SRTP-Project Go-Triangle plan. My name is Jennifer Sun, and my family and I live in Chapel Hill. My husband works at UNC Medicine School, and I work at NCSU. I have been a daily rider and relying on the CRX bus from Eubanks P&R stop since 2011. It provided tremendous support to me and my family. CRX rode me to work during the pregnancy of my two boys, I could not imagine how I would survive between my job and life without CRX. I am writing to voice my support for retaining the CRX stop at Eubanks Rd Park and Ride. This stop is crucial for riders from northern Chapel Hill, Chapel Hill Senior Center, Hillsborough, Mebane, Greensboro, and further West. Without this stop on the CRX express line, commuters like myself would have no other option to reach Raleigh in a reasonable amount of time. The CRX line has been instrumental in allowing me to maintain my employment and take my responsibility as Mom at home. One of the main objectives of the 2025 plan is to improve transit access and connect regions, but eliminating the Eubanks Park and Ride would have the opposite effect by disconnecting regular bus riders from North side Chapel Hill, Mebane, and Greensboro who commute to Raleigh via CRX, with considering the quick blooming of those areas. I believe it will take no time to refill CRX Chapel hill to Raleigh route once the routine and reputation of CRX is re-established. The current low ridership was caused by the significant ridership loss of the unstable service between the 2022 Fall to Dec and the suspension of service for the past 3 months. In the past 10 years, I have ridden with graduate and undergraduate students from UNC and NCSU, Faculties and staff from NCSU, senior citizens from Chapel Hill senior center to have field trips to Raleigh downtown, Contractors from Greensboro travel to their work, etc. CRX has made significant contributions to its community from North side Chapel Hill, Mebane, and Greensboro. I personally do not believe that the CRX would benefit from cutting the Eubanks Park and Ride to save eight miles, nor enhance regional connectivity with the proposed route 800 line for mid-day or after-hours travel. Since December 2022, more than 20 riders from Eubanks have been using Vanpool services provided by Enterprise after the CRX suspended its service. Removing the Eubanks Rd stop would mean that these riders, along with myself, would have to drive 16 miles each way (totaling 160 miles) to and from the 54 Park & Ride, causing significant pollution, adds-on traffic congestion and inconvenience. Furthermore, the CRX primarily serves NC State and government employees who work a typical 8-5 workday, and it is unlikely that they would regularly use the 800 route due to the added difficulty and time it would take to get to Raleigh with frequent stops and transfers. The door-to-door commute would be close to two hours, which would not be feasible for commuters like myself. Removing the Eubanks Rd stop would leave commuters who live north of Chapel Hill without an express option. I deeply appreciate my Commute on the CRX, which has greatly reduced my stress and made my long commute much more manageable. I urge you to keep the
Eubanks Rd Park and Ride, especially the CRXline, well into the future. Thank you for your attention and consideration.

No problem with other kinds of improvements but it's nonsense to get rid of a great facility at Eubanks. The bus uses less gas, while 20 or more people greatly add to traffic and pollution getting to the proposed stop, or more likely, continue driving cars to Raleigh? That really doesn't make sense. Many of the people who park at the Eubanks Road Park and Ride like me already drive 20 minutes to get there. Adding another 15 minutes on the very Route 40 that we are trying to avoid would result in people just keeping going, thus adding to traffic and pollution en route and parking pressure at their destinations. This is what we are trying to avoid. The new facility at Eubanks Road is great, easy access for the buses and plenty of room for people at the stops. My suggestion would be to use this facility to its fullest and expand bus routes there, for example to include a run to Raleigh International Airport at least once a day. The CRX before the pandemic and before the service problems in Fall 2023 was crowded, two to a seat in the mornings and standing room only sometimes in the afternoons; this will happen again.

Removing the Eubanks P&R from CRX makes my commute from Eubanks to NC State and back longer and less comfortable; I chose to live in the apartments next to the Eubanks stop, because of the good and direct connection to Raleigh (and back). I disagree that the 100 - 805 (during day option) from Raleigh to Chapel Hill and back will be of any help. It's just a too slow

To whom it may concern: I am an NC State student and have commuted 2-3 days per week on the CRX when it ran and the vanpools from Eubanks Park and Ride to NC State during the closure. I drive to the Eubanks Park and Ride and take the CRX to NC State's D.H. Hill Library, followed by a quick WolfLine shuttle to the Veterinary School. By taking the CRX, I reduce highway traffic, reduce my own local housing burden (I am living with family, rather than getting my own housing in Raleigh), and reduce local pollution. While these do have personal benefits, they have even greater societal benefits. As the Triangle grows, I believe that fast, convenient transportation between hub cities will become even more important. Keeping the Eubanks stop allows for efficient transportation between Chapel Hill's extensive bus system and Raleigh, while also connecting those who do not live on a bus route through Eubanks Park and Ride. I use the Park and Ride because I do not live close enough to a bus stop, a common problem in the Triangle. Your plans show that, like me, the vast majority of residents will not live close to a bus stop, so Park and Rides like Eubanks are essential to enable use of public transit. Many of the CRX commuters I know through the vanpool live in cities further northwest of Chapel Hill; for them, the Eubanks Park and Ride also enables them to use public transit for a portion of their commute and reduce their contribution to the busy Chapel Hill-to-Raleigh highway corridor traffic. In addition, the Eubanks Park and Ride spot itself is ideal as a Park and Ride connection to Raleigh. With the new proposed new 54 Park and Ride, we would be routed through downtown Chapel Hill traffic or around it through the busy Chapel Hill highway corridors. The Friday center lot, which is already overburdened similarly routes me through or around through downtown Chapel Hill traffic or around it through the busy Chapel Hill highway corridor. Those living in the growing housing northwest of downtown Chapel Hill (inside and outside the city) would also be routed through and contributing to these traffic-ridden routes. While the MLK lot (taking the NS from there to downtown)location looks like an alternative on a map, I know from working at UNC that the MLK lot regularly fills up. In contrast, the Eubanks lot has room for the Triangle to grow and a location which reflects its growth. In addition, multiple vanpool members live close to Eubanks and the nearby housing is poised to grow. The new and planned housing near Eubanks is located to appeal to highway commuters. Without the CRX, this housing would
drastically increase traffic on the Chapel Hill-to-Raleigh highway corridor. If the CRX were to be removed, I would take a personal car for my commute, contributing to this traffic as well. For me, and many other commuters, the 800-100 route is not a feasible alternative. We already drive or take another bus to the CRX, so having to get off the bus midway to Raleigh is a further disruption. With the CRX, I am able to settle into the bus and work during my commute, justifying the inconveniences of infrequent bus times, etc. I would not switch to the 800-100 route, which is much slower (1.5 hours) and more burdensome (getting off the bus mid-way in all weather interrupts my work, a longer drive to a different Park and Ride); it is not feasible for me. The same is true for many other commuters. The CRX service disruptions have discouraged me from taking the CRX more. A return of reliable CRX service could see me return to the CRX as a 4-day per week commuter. Reliable and frequent bus service encourages commuters to take the bus. When I speak to peers about public transit, they complain about local transit's confusing system (e.g. last-minute cancellations, can't figure out how to sign up for notifications), its unreliability, and that it does not come frequently enough to accommodate their inconsistent academic and work schedules. I believe that returning the CRX to both reliable and more frequent service will gradually increase its commuter base as more residents familiar with transit move to the Triangle and long-time residents learn about its reliability through word-of-mouth.

On behalf of current NC State commuters: For GoTriangle CRX, please keep the Eubanks Park-and-Ride, at least until BRT runs to downtown Chapel Hill or until CHT can add direct service from Eubanks to new NC 54 Park-and-Ride. For GoRaleigh Route 11L, extend the route to provide a transfer point to Route 11 or to the Wolfline (without riders having to cross Avent Ferry or Gorman).

I live in Chapel Hill and work at NCSU. I have been a regular user of the CRX bus stop at Eubanks Rd in Chapel Hill since 2008. I am writing in support of KEEPING the Eubanks Rd Park and Ride stop. This stop serves riders from northern Chapel Hill, Hillsborough, Mebane and further West. It serves riders like me who live in neighborhoods off Estes or Piney Mountain Roads, who do not have easy access to the Franklin and Columbia stop. Without the Eubanks stop, on the CRX express line there would be no other way for riders like myself and others from these areas to make it to Raleigh in a reasonable amount of time. The proposed route change, with a stop at a new Park and Ride at I-40 and Hwy 54 replacing the Eubanks Park and Ride stop, would require commuters from the above areas to drive across town, thereby adding to the in-town traffic, gasoline consumption, and exhaust emissions that bus service is supposed to mitigate. Moreover, given the amount of time required, many commuters will no doubt simply opt to skip using the CRX bus and drive to Raleigh, again exacerbating the very conditions along I-40 that the express bus service is supposed to ameliorate. What is presented in planning documents as a five-minute reduction in the route time will actually add tens of minutes to many commuters' morning and afternoon trips. This is not sustainable. (Similarly, driving to Eubanks and then taking the NS to Franklin and Columbia is not a viable option.) Riding the CRX from Eubanks for nearly fifteen years has saved me time, energy, and money. It has taken a lot of the stress out of the day, including the stress of having to deal with reckless drivers on the highway. It has lessened my impact, like that of my fellow commuters, on the environment. It has enabled me to make friends and meet colleagues I would otherwise not have encountered. Having to commute by car for the last couple of months has reminded me of what I have lost. (My schedule has not permitted me to vanpool during the current service interruption.) I do not want that loss to become permanent. Please KEEP the Eubanks Rd Park and Ride, and especially the CRX line to Eubanks.

Please keep the Eubanks stop for the CRX.
CRXI have been a rider of the CRX bus since 2014. I park at the Eubanks Park and Ride. I drive from Guilford County and the Eubanks Park and Ride is halfway to Raleigh for me. I am in disagreement to move the Eubanks Park and Ride as proposed.

I strongly disagree with the proposed planning of doing away with the CRX Eubanks Park & Ride and replacing it with a park & ride off of Highway 54. For anyone coming from Carrboro, Hillsborough, Efland, Mebane, or other places from the west, this is a disservice to those commuters. Prior to the pandemic I was a daily rider of the CRX for many years. The majority of the riders got on at Eubanks, and the majority of the riders that I knew came from the west.

Eubanks Road Park and Ride provides most access to residents of Chapel Hill and the unincorporated areas west of Carrboro and Chapel Hill.

I am a CRX bus rider from Eubanks park and ride. Eubanks park and ride is very convenient access point to the bus for myself and many of us who live in Chapel Hill, Hillsborough, Mebane or further west. However, I heard that CRX is proposed to eliminate to stop at Eubanks P&R 54, which will become very inconvenient for myself and many other who have been using this service.

I am writing in support of keeping the Eubanks P&R CRX stop. The Eubanks P&R predominantly serves many riders from northern Chapel Hill (e.g., Lake Hogan Farms and Wexford neighborhoods), Carrboro, Hillsborough and further west. If the P&R is moved to the southern part of Chapel Hill, we would have to drive onto the freeway to get to this stop. During rush hour, eastbound I-40 often begins to back up in front of the 54 exit and this will be a huge inconvenience and would add 20-30 minutes to the already long commute just to get across town to the bus stop. Also, I do not believe CRX riders would take advantage of Route 800 for mid-day or after-hours travel. The CRX serves commuters from Chapel Hill to Raleigh (mostly NC State and government employees) for a typical 8-5 workday, so it's unlikely that commuters would regularly take advantage of the 800 route. The benefit of having the 800 route afforded to current CRX riders is little to none. For me, if I must make that extra effort to drive to Farrington and 54, I might as well just stay in my car and continue onto Raleigh – that would be a shame. PLEASE KEEP THE EUBANKS PARK & RIDE well into the future!

I have used the CRX daily for a majority of my 13 years at NC State University. With the proposed changes in the location of the CRX stop in Chapel Hill, I would not be able to take advantage of bus transit to work. The proposed stop is located on the other side of town that is only accessible through a lot of traffic and would take over 20 minutes to get to (versus 6 minutes from the current stop). The Eubanks park and ride and the ease of commuting to work was important for my choice of housing in the area and choice of employers. Losing the express option from this part of town would also eliminate the option for hundreds of potential commuters--especially as more housing is being added in the north side of town, not to mention the folks that commute from Hillsborough, Mebane, and other parts of Alamance county. Please do not eliminate this stop and consider other options.

Eliminating Eubanks Park & Ride for CRX is a terrible idea because it will affect Mebane, Hillsborough, and other Orange County commuters to Raleigh/NC State. I ride a motor scooter and driving to NC 54 bus stop to catch the CRX is much more dangerous than taking the back roads of Orange county. Thanks.

My name is ____ ___. I have been a daily user of the CRX bus stop at Eubanks Rd in Chapel Hill since 2011. I am writing in support of KEEPING the Eubanks Rd Park and Ride stop. This stop serves riders from northern Chapel Hill, Hillsborough, Mebane and further West. Without this stop on the CRX express line there would
be no other way for riders, like myself, and others from that area to make it to Raleigh in a reasonable amount of time. The CRX line is one of the main reasons I can keep my employment. I do not believe CRX riders would take advantage of the proposed route 800 line for mid-day or after-hours travel. The CRX serves mostly commuters who are NC State and government employees for a typical 8-5 workday, so I believe it is unlikely that commuters would regularly take advantage of the 800 route since it adds a lot of difficulty to the commute. The 800 makes frequent stops and would require Raleigh riders to make a transfer to get to Raleigh. The door-to-door commute would likely be close to 2 hours — not something commuters like myself could realistically sustain. Removing the Eubanks Rd stop would leave the commuters who live north of chapel hill without an express option. I really appreciate my commute on the CRX. It takes a lot of stress of my car as well as my mind since it makes a long commute very easy. Please keep the Eubanks Rd Park and Ride, and especially the CRX line well into the future.

However, I am extremely disappointed that the CRX route is not going to have a stop at Eubanks Road. When I was riding the CRX, I saw that more and more riders were starting to use the Eubanks location. However, many people didn't even know the route even existed. But as word of mouth got out, more people were making use of the location. There are many potential riders in Hillsborough who will find having to drive to Highway 54 to be difficult. I am not one of them, but I can see that the Hillsborough riders will have quite a drive to get there before the bus even starts to Raleigh.

I commute from Hillsborough to NC State in Raleigh. I drive to Eubanks and take the CRX to NCSU. Losing the CRX stop would mean I would have to drive an additional 10-15 minutes down 40 to catch the CRX at its new proposed stop near Hwy 54. That would mean a 25-30 min drive to catch the closest bus for me. The Eubanks Rd stop is far more convenient for my needs. I am also not the only person commuting from that area.

Don't move the CRX bus stop from Eubanks Road Park and Ride. We have people coming from as far as Burlington to get on the CRX there, if you move the stop further east we might as well just keep driving. If you want to reduce the route, take out the part in Chapel Hill. Chapel Hill CRX riders can take Chapel Hill Transit N and S bus or use the 100 at that stop. Eubanks Road Park and Ride is a good facility, so use it. You could add a bus to the Airport from there as well. Please don't move the CRX stop!

The proposed changes do not improve the CRX (only restore it to pre-COVID service). I am also not sure whether the proposed plans continue to connect the CRX to Eubanks P&R. Eubanks P&R, both the parking option and its connection to the NS Chapel Hill Transit bus are essential to my use of the CRX route. I would be interested in more frequent and/or midday CRX service; this would allow me to use the CRX more days. I currently ride 2-3 times per week and plan to ride 1-3 next year. More frequent and/or midday service may allow me to ride 2-5 days, depending on the service change and my schedule.

The elimination of the CRX park-and-ride from Eubanks road effectively ends commuter options for the west side of the Triangle! This plan appears to move the GoTriangle route to south Durham, meaning that Orange County will have ONE (!!!) GoTriangle bus line (#800). That is really quite a sad reflection of how this plan ignores one of the Triangle's three main counties. Please reinstate the CRX line and Eubanks Road Park-and-Ride as soon as possible and remove the proposed changes from this 2025 plan.
### OTHER COMMENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Comments</th>
</tr>
</thead>
</table>
| **Reliability** | Funds should be made available to accelerate more bus routes and higher frequencies of the bus routes.  
The plans here are ambitious and a great idea, but the buses recently have been inconsistent and unreliable. Increasing hours of service and decreasing time between buses is great, but only if the buses actually show up. The transloc app hasn't worked for weeks now. Sometimes the buses never show up or an hourly bus leaves early and you're completely stranded. You need to solve these problems before an expansion can be successful.  
This plan doesn't go far enough. Most routes by 2030 are *still* on a 30-minute headway at best. The bus needs to be a way for people to get around the area conveniently, not just to ferry people to work and back. In Raleigh the hub-and-spoke model doesn't seem to change in the new plan, which means people will still be wasting time commuting all the way to downtown. If public transit is to be a viable mode of transport for the area, we need 15-minute headways and decent (and two-way!) cross-town connections.  
Frequent service is critical to successful transit. And parking needs to be more expensive or unavailable. We need to plan for people, not cars  
Strengths:  
The Draft Work Plan appears to be focused on improving and expanding transit services, which can be beneficial for the community.  
Go Cary currently offers such infrequent service and at limited stops that it isn't realistic for many people to use to get to school, work or appts.  
I strongly agree with increasing the frequency of service of the bus system, especially for heavily traveled corridors.  
Improving service and efficiency is irrelevant, if no one wants to ride on a system where people ignore the rules! As I said earlier... I ride every day, and I see people breaking every single one of the rules!  
Let's make transit between Durham and Raleigh more dependable.  
The plan would increase service to hourly going forward. Does the ridership warrant the increase in service? No data on how full the busses are and when they are most in use was provided to gauge the necessity. I practically always see empty Go Transit busses driving around. Where are the busses used the most and by whom? Details would have been helpful. Thanks.  
Are these route's dependable because of the inconsistencies of these routes that are already supposed to be running every 30 minutes on the weekend. Sometimes I can't depend on these routes to get to work  
Improve the service and try follow the schedule and no let the passengers stranded at the bus stop. |
| **Destinations** | You must certainly do a better job of communicating the park and ride opportunities and locations. The airport improvements are welcome, but I no... |
I longer have a direct connection there since my 311 is gone. If you are not going to have complete routes to service the airport, the RTC should allow overnight, safe parking.

The routes to the airport need improvement and more availability yesterday.

I will sell my car as soon as I can go to work and grocery stores using public transportation. So, the sooner this is implemented the better!

Also, I think it would be great to have more routes that go to PNC Arena so that commuting to NC State/Hurricanes Games and Concerts could be more accessible.

| Routes          | Having an additional route from Cary to Downtown Raleigh via Hillsborough street would be very helpful for those who work on NC State's North Campus (or additional Wolfline routes that run from the current 300 route's stops along Western to North Campus).
|                 | Also, I think it would be great to have more routes that go to PNC Arena so that commuting to NC State/Hurricanes Games and Concerts could be more accessible.
|                 | As a senior more routes for western Cary.
|                 | The Cary to the State Fairgrounds connection is a great idea. |
Appendix D – Materials Used During Engagement

Information boards
## Wake Bus Plan System Update

### ZONE 2 IMPROVEMENTS

#### GoTriangle

<table>
<thead>
<tr>
<th>Year</th>
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<th>Route</th>
<th>Frequency Increase</th>
<th>Service Changes</th>
<th>Alignment Changes</th>
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### ZONE 3 IMPROVEMENTS

#### GoForward

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*Note: Improvements and alignments will be updated accordingly dependent on each mode of travel.*
**Wake Bus Plan System Update**

**ZONE 4 IMPROVEMENTS**
North Wake County (Rolesville - Wake Forest)

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<td>255 Durant</td>
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<td>GoRaleigh</td>
<td>FY30</td>
<td>Rolesville-Falls of Neuse North</td>
<td>New route</td>
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MEMORANDUM

TO: GoTriangle Board of Trustees Planning & Legislative Committee
FROM: Planning and Capital Development
DATE: June 21, 2023
SUBJECT: GoTriangle Short Range Transit Plan FY2025 – FY2027

Strategic Objective or Initiative Supported
1.2 Pursue service improvements and expansion opportunities

Action Requested
None

Background and Purpose
Staff will provide an update on the development of the GoTriangle Short Range Transit Plan (SRTP). Two rounds of Public Engagement are scheduled for August and later in Fall 2023, with a focus on transit service in Durham and Orange counties. Consideration of the SRTP by the GoTriangle Board is anticipated in January 2024, in order to inform the FY2025 county transit plan work programs.

The GoTriangle SRTP will provide implementation details for service changes in fiscal years 2025 through 2027. As a part of its development, the SRTP will evaluate and define service adjustments and expansion concepts that were identified and funded in the Wake Bus Plan, Durham Transit Plan and Orange Transit Plan. The SRTP also will evaluate post-FY2027 service changes and identify unfunded priorities for new and expansion transit services.

Reflecting the county transit plans, the Wake Bus Plan, and pandemic recovery ridership trends, the goals of the SRTP are to broaden the travel purposes served by GoTriangle, including:

- More frequent weekday service every 15-30 minutes on core regional corridors
- Consistent all-day service every 30-60 minutes providing access to regional destinations
- Additional weekend and evening service

The Short Range Transit Plan is being developed in coordination with other transit providers and stakeholders in Wake, Durham and Orange counties. GoTriangle SRTP development initially focused on Wake County services as a part of the Wake Bus Plan. GoTriangle SRTP development and stakeholder engagement is now focused on Durham and Orange county services, including cross-county routes serving Wake County, following adoption of updates to the County Transit Plans for Durham and Orange counties.
Financial Impact
None

Attachments
• None

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