



GoTriangle  
Board of Trustees  
August 23, 2023  
12:00 pm-2:30 pm Eastern Time

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

*Microsoft Teams meeting | Join on your computer or mobile app*

*Click here to join the meeting*

*Or call in (audio only) +1 252-210-4099  
Phone Conference ID: # 630 947 572#*

**I. Call to Order and Adoption of Agenda**

*(1 minute Sig Hutchinson)*

**ACTION REQUESTED:** Adopt agenda with any changes requested.

**II. Public Comment**

*(Sig Hutchinson)*

*The public comment period is held to give citizens an opportunity to speak on any item. The session is no more than thirty minutes long and speakers are limited to no more than three minutes each. Speakers are required to sign up in advance with the Clerk to the Board at mdawson@gotriangle.org.*

**III. Consent Agenda**

*(1 minute Sig Hutchinson)*

*Items listed on the consent agenda are considered as a single motion. At the request of any Board member, or member of the public, items may be removed from the consent agenda and acted on by a separate motion. Items pulled from the consent agenda will be placed at the beginning of the general business agenda for discussion and action. Any Board member wishing to remove an item from the consent agenda should advise staff in advance.*

**ACTION REQUESTED:** Approve consent agenda.

**A. Approval of minutes**

**Regular Session Minutes | June 28, 2023**

**Closed Session A | June 28, 2023**

**Closed Session B | June 28, 2023**

**Closed Session C | June 28, 2023**

**B. Recommended FY 2025-2030 Wake Bus Plan**

P&L RECOMMENDATION: Adopt the FY 2025-2030 Wake Bus Plan.

Recommended FY25-30 Wake Bus Plan

Phase 2 Outreach Summary

Phase 3 Outreach Summary

**C. Durham Bus Stop Right-of-Way Acquisition**

O&F RECOMMENDATION: Authorize staff to conduct property coordination, outreach and acquisition for GoDurham bus stop improvements on behalf of the City of Durham for improvements at specified existing bus stop locations.

**D. Wake Transit FY2023 Q4 Proposed Work Plan Amendments – Period of Performance Extensions**

O&F RECOMMENDATION: Approve the FY2023 Q4 Wake Transit Work Plan amendments.

POP Requested Amendments

**E. Amendment to Board of Trustees' Rules of Procedure**

O&F RECOMMENDATION: Approve an amendment to the Board of Trustees' Rules of Procedure related to committees and boards.

Bylaws Article IV

**IV. General Business Agenda**

*Items listed on the general business agenda are for discussion and possible action. Such designation means that the Board intends to discuss the general subject area of that agenda item before making any motion concerning that item.*

**A. Items Removed from the Consent Agenda**

*(1 minute Sig Hutchinson)*

ACTION REQUESTED: Discuss and take action on any items removed from the consent agenda.

**B. Appointment of Nominating Committee**

*(5 minutes Sig Hutchinson)*

ACTION REQUESTED: Appoint three members to serve on the Nominating Committee.

**C. Operations & Finance Committee Report**

*(2 minutes Michael Parker)*

**D. Planning & Legislative Committee Report**

*(2 minutes Vivian Jones)*

**E. Regional Rail and BRT Next Steps**

*(30 minutes Katharine Eggleston, Paige Cureton)*

**ACTION REQUESTED:** Discuss and provide direction on engaging with partners to develop a Regional BRT and Bus Study and to endorse a long term vision for regional passenger rail and pursue grant opportunities to support that vision including the Reconnecting Communities and Neighborhoods Regional Partnerships Challenge.

**F. New Business**

**V. Other Business**

**A. President & CEO's Report**

*(5 minutes Charles Lattuca)*

Contracts

New Hires & Promotions

Capital Projects Status Report

**1. Operations Update**

*(5 minutes Vinson Hines)*

**B. General Counsel's Report**

*(5 minutes Byron Smith)*

**C. Chair's Report**

*(5 minutes Sig Hutchinson)*

**D. Board Member Reports**

**1. CAMPO Executive Board Representative**

*(5 minutes Sig Hutchinson)*

**2. Regional Transportation Alliance (RTA) Rep.**

*(5 minutes Sig Hutchinson)*

**3. DCHC MPO Board Representative**

*(5 minutes Michael Parker)*

**VI. Closed Session | RUS Bus**

*(30 minutes Katharine Eggleston, Byron Smith)*

**ACTION REQUESTED:** Enter into closed session pursuant to NCGS §143 318.11.(a) (3) to consult with an attorney employed or retained by the public body in order to preserve the attorney client privilege between the attorney and the public body, which privilege is hereby acknowledged AND NCGS §143 318.11.(a) (5) to establish, or to instruct the public body's staff or negotiating agents concerning the position to be taken by or on behalf of the public body in negotiating (i) the price and other material terms of a contract or proposed contract for the acquisition of real property by purchase, option, exchange, or lease.

**VII. Adjournment**

*(Sig Hutchinson)*



**BOARD OF TRUSTEES**  
**MEETING MINUTES | DRAFT**

4600 Emperor Boulevard  
 Suite 100  
 Durham, NC 27703

Wednesday, June 28, 2023

12:00 p.m.

GoTriangle Board Room

**Board members present** | Corey Branch [arr. 12:04 p.m.], Brenda Howerton, Sig Hutchinson, Vivian Jones, Michael Parker, Sally Greene, Elaine O'Neal, Jennifer Robinson [arr. 12:20 p.m., left 3:03 p.m.], Stelfanie Williams [arr. 12:13 p.m., left 2:30 p.m.]

**Board members attending remotely** | Jennifer Robinson [arr. 12:09 p.m.]

**Board members absent** | Mary-Ann Baldwin [excused], Michael Fox, Valerie Jordan

Chair Sig Hutchinson officially called the meeting to order at 12:01 p.m. A quorum was present.

**I. Adoption of Agenda**

Chair Hutchinson requested that the agenda be rearranged to move item VII. Closed Sessions after V. General Business Agenda.

**Action:** On motion by Parker and second by Howerton the agenda was adopted as amended. Upon vote the motion was carried unanimously.

**II. Public Hearing | FY2024 Proposed Budget**

**Action:** Chair Hutchinson called the hearing on the FY2024 proposed budget to order at 12:03 p.m. There being no comments, the hearing was closed.

**III. Public Comment**

No comments.

**IV. Consent Agenda**

**Action:** A motion was made by Howerton and seconded by O'Neal to approve the consent agenda. Upon vote the motion was carried unanimously.

The following consent agenda items were approved:

- May 24, 2023 | Regular Session Minutes.
- September 28, 2022 | Regular Session Minutes – Revised.
- Technical correction to bylaws and operating procedures for Durham and Orange Staff Working Groups to change the timing of the election of chair and vice chair for the group to align with the Interlocal agreement.

**V. General Business Agenda**

**A. Items Removed from Consent Agenda**

None.

## B. Operations & Finance Committee Report

Michael Parker reported that in addition to the two items on the agenda for recommendation, the committee discussed changes to Route 305 and received a report on the North and East Durham microtransit pilot projects.

Branch arrived.

### 1. Microtransit Service Contracts

Austin Stanion reported that the selection committee, comprised of representatives from GoDurham, GoTriangle and the Research Triangle Foundation, recommended awarding contracts to all four vendors who responded to the request for proposals. He stated that staff was unable to come to acceptable terms to GoTriangle regarding insurance and liability that were clear in the RFP and is recommending that contracts be awarded to three of the four vendors: Lyft, National Express Transportation [in partnership with Spare Labs] and River North [Via]. The total cost for three contracts will not exceed \$1.6M for the initial two year term for the three microtransit zones: RTP Connect, East Durham and North Durham Connect.

The FY24 Durham County Transit Work plan includes \$679,355 for the North and East Durham zones. GoTriangle's FY24 budget includes \$100,000 for RTP connect with the Research Triangle Foundation sharing in that cost.

**Action:** A motion was made by Parker and seconded by Branch to authorize the President/CEO to award and execute contracts with Lyft, National Express Transportation [in partnership with Spare Labs] and River North [Via] for microtransit services, with a total cost not to exceed \$1.6 million for the initial two-year term. Upon vote the motion was carried unanimously.

Robinson joined remotely.

### 2. Second Reading | FY2024 Proposed Budget

Sandra Freeman reviewed highlights of the proposed budgets for GoTriangle and the three transit plans:

- \$1.2 million transfer from fund balance
- GoDurham contract discontinued
- Contribution of \$500,000 to a new capital reserve fund
- Retention of the vehicle rental tax, effective July 21, 2023
- Continued suspension of fares
- Cost per hour \$162
- Durham Transit Plan \$63.1 million in expenses, \$35.6 million in carry forward expenses, \$15.1 million allocated to fund balance
- Orange Transit Plan \$15.9 million in expenses, \$4.7 million in carry forward expenses, \$500,000 allocation from fund balance
- Wake Transit Plan \$469.4 million in expenses, \$232.5 million in carry forward expenses, \$14.2 million allocation from fund balance

**Action:** A motion was made by Parker and seconded by Jones to adopt the FY2024 budget ordinances [#0008 - 0021] and the three county transit plan annual work programs/plans, including the FY2024 Wake Transit Project agreement structure. Upon vote the motion was carried unanimously. These documents are attached and hereby made a part of these minutes.

- FY2024 GoTriangle Budget Ordinance (O 2023 0008)
- FY2024 Major Capital Project Fund Budget Ordinance (O 2023 0009)
- FY2024 Regional Bus Capital Project Fund Budget Ordinance (O 2023 0010)
- FY2024 Advanced Technology Project Fund Budget Ordinance (O 2023 0011)
- FY2024 Major Transit Investment Fund Budget Ordinance (O 2023 0012)
- FY2024 Triangle Tax District – Durham Operating Fund Budget Ordinance (O 2023 0013)
- FY2024 Triangle Tax District – Durham Capital Fund Budget Ordinance (O 2023 0014)
- FY2024 Durham Special Tax District Fund Budget Ordinance (O 2023 0015)
- FY2024 Triangle Tax District – Orange Operating Fund Budget Ordinance (O 2023 0016)
- FY2024 Triangle Tax District – Orange Capital Fund Budget Ordinance (O 2023 0017)
- FY2024 Orange Special Tax District Fund Budget Ordinance (O 2023 0018)
- FY2024 Triangle Tax District - Wake Operating Fund Budget Ordinance (O 2023 0019)
- FY2024 Triangle Tax District - Wake Capital Fund Budget Ordinance (O 2023 0020)
- FY2024 Wake Special Tax District Fund Budget Ordinance (O 2023 0021)

#### C. Planning & Legislative Committee Report

Vivian Jones reported that the committee received information on the FAST study 2.0, an update on GoTriangle’s Short Range Transit Plan and voted to recommend adoption of the Wake Bus Plan.

#### D. New Business

None.

##### 1. FY2023 Budget Amendments

Sandra Freeman stated these budget amendments are shifting funds based on spending and have no impact to the current year’s revenue or overall expenses.

**Action:** A motion was made by Jones and seconded by Branch to adopt the *Ordinance 2023 0022 FY2023 GoTriangle Budget Ordinance Amendment*. Upon vote the motion was carried unanimously. The budget ordinance amendment is attached and hereby made a part of these minutes.

*Robinson arrived in person.*

#### VII. Closed Sessions

A motion was made by Jones and seconded by Howerton to enter into closed session at 12:18 p.m. for the purposes and pursuant to the General Statute citations listed below. Upon vote the motion was carried unanimously.

**A. Hillsborough Park & Ride Property**

Pursuant to NCGS §143 318.11.(a) (3) to consult with an attorney employed or retained by the public body in order to preserve the attorney client privilege between the attorney and the public body, which privilege is hereby acknowledged.

**B. RUS Bus Update**

Pursuant to NCGS §143 318.11.(a) (3) to consult with an attorney employed or retained by the public body in order to preserve the attorney client privilege between the attorney and the public body, which privilege is hereby acknowledged AND NCGS §143 318.11.(a) (5) to establish, or to instruct the public body's staff or negotiating agents concerning the position to be taken by or on behalf of the public body in negotiating (i) the price and other material terms of a contract or proposed contract for the acquisition of real property by purchase, option, exchange, or lease.

**C. Performance Evaluations**

Pursuant to NCGS §143 318.11.(a) (6) to consider the performance of an employee(s): President/CEO, General Counsel and Clerk to the Board.

**Action:** The board returned to open session at 2:13 p.m.

**Action:** A motion was made by Parker and seconded by Jones to approve a 2.5% merit increase for the President/CEO, 3.5% for the General Counsel, and 4% for the Clerk to the Board. Upon vote the motion was carried unanimously.

**Action:** A motion was made by Parker and seconded by Branch to authorize the President/CEO and/or his agent to negotiate and acquire the Hillsborough park-and-ride property. Upon vote the motion was carried unanimously.

**VI. Other Business****A. President and CEO's Report**

A list of contracts approved by the president and CEO is attached and hereby made a part of these minutes.

Lattuca reported on the following items:

- Sylvester Goodwin will be retiring June 30. A successful DBE conference was held on June 14.
- The Talent Services department has been renamed to Human Resources and Diversity Management and reorganized to include these two separate offices. As part of this reorganization, the roles related to EEO, DBE and Title VI are being moved from Finance and Administration.
- Discussions are ongoing with Wake County and CAMPO regarding the vehicle rental tax.

Williams left.

## 1. Operations Update

The monthly report is attached and hereby made a part of these minutes.

Jimmy Price shared the following statistics:

- May average weekday ridership: 5,038, down 0.6% from 2022 and down 16.4% from 2019. Ridership seems to be stabilizing.
- May average Saturday ridership: 2,435, up 54.5% from 2019 and up 10.5% from 2022.
- May average Sunday ridership: 1,936, up 258% from 2019 and up 10.5% from 2022.
- Applications: 24 for bus operator received month-to-date. There has been a significant drop in the pool of qualified bus applicants recently.
- Operators: 69, including 5 trainees. This is the first decline since September 2022, with a class attrition rate of 40%. This could impact service changes planned for August.
- The next training class is scheduled for July 10<sup>th</sup>.
- Police responded to 3 incidents in May.

Branch asked about exit interviews with operators who have left. Price stated some of the reasons include travel distance from home being too far, split shifts, job satisfaction and competition for CDL license holders.

Jones asked about the increase in Saturday service. Eggleston responded that more frequent service has been authorized; however, the operator shortage required a reduction in service. Eggleston noted even with less service there has been growth in Saturday ridership. She said the goal is to restore half hour service frequencies in August even with the reduced outlook for operators.

## 2. Capital Projects Status Report

The capital projects status report and RUS Bus presentation are attached and hereby made a part of these minutes.

Katharine Eggleston updated board members on RUS Bus, a joint development project with planned mixed-use high-rise and ground floor transit facility funded through a federal grant. She reported that Phase 1 construction and remediation demolition are complete with zero safety incidents, on time, within budget and with slightly over 30% DBE participation. Phase 2 construction is planned to start in the fall with the project scheduled for completion in summer 2025.

Eggleston noted that construction costs have been increasing over the last several years, and 60% design milestone estimates are higher than budget. GoTriangle has been working with Hoffman and their designer and contractor to implement value engineering strategies to get the cost estimate for the transit facility within budget. Elimination of the pedestrian bridge from the scope has been identified as one

element that can help with the cost increases. The FTA and USDOT would have to approve this amendment to the grant agreement.

Eggleston announced GoTriangle has received a low- and no-emission grant award from FTA that will be used purchase battery-electric bus charging equipment for RUS Bus and the Nelson Road bus operations and maintenance facility.

Eggleston told the board that staff continues to work with its partners on grant opportunities for rail capacity and infrastructure improvements to support a transit level of service in the future.

Robinson left.

### 3. **DBE Program Update**

Sylvester Goodwin offered an update on GoTriangle's disadvantaged business enterprise [DBE] program. DBEs are for-profit small businesses where socially [women and minorities] and economically disadvantaged individuals own at least a 51% interest and control the management and daily business operations. GoTriangle is required to have a DBE program as a recipient of FTA funds. NCDOT administers the Unified Certification Program certifying businesses which is honored by all agencies in North Carolina receiving USDOT funding.

GoTriangle achieved 16.8% DBE participation in FFY2022, exceeding the 13.6% 3-year goal. Goodwin projected that FFY2023 would be around 20%.

Goodwin also shared program challenges and reported on a recent outreach conference hosted by GoTriangle, *Strategies for Growing Your DBE Certified Business*.

### B. **General Counsel's Report**

Byron Smith commended the legal staff for completing the microtransit project contract negotiations with indemnification and insurance terms favorable to GoTriangle.

### C. **Chair's Report**

Chair Hutchinson announced that there would be no meetings in July. He reminded members of the RTA Transportation breakfast on July 21<sup>st</sup>.

### D. **Board Member Reports**

#### 1. **CAMPO Executive Board Representative**

No report.

#### 2. **Regional Transportation Alliance (RTA) Representative**

No report.

**3. DCHC MPO Board Representative**

Michael Parker reported that DCHC MPO approved the Durham Transit Plan governance documents and they are moving its lead planning agency from the City of Durham to Central Pines Regional Council [the new name of Triangle J Council of Governments].

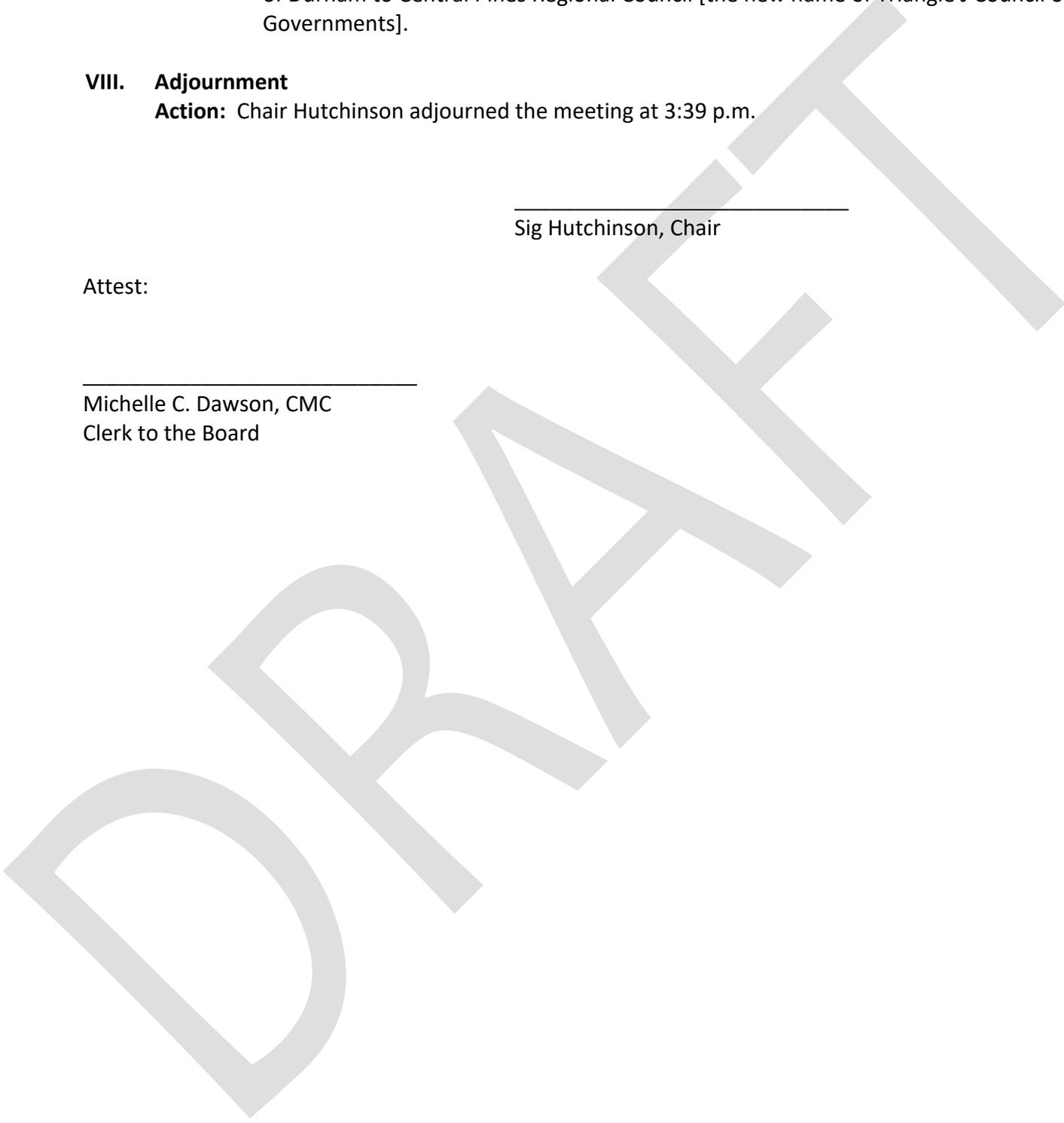
**VIII. Adjournment**

**Action:** Chair Hutchinson adjourned the meeting at 3:39 p.m.

\_\_\_\_\_  
Sig Hutchinson, Chair

Attest:

\_\_\_\_\_  
Michelle C. Dawson, CMC  
Clerk to the Board





*Connecting all points of the Triangle*

## 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 (SRTTP), 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 ¼-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 ¼ 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

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Recommended FY2025-2030

# Wake Bus Plan

May 2023

Recommended FY2025-2030 Wake Bus Plan  
GoForward

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Recommended FY2025-2030 Wake Bus Plan  
GoForward

# 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.

**Recommended FY2025-2030 Wake Bus Plan**  
**GoForward**

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.

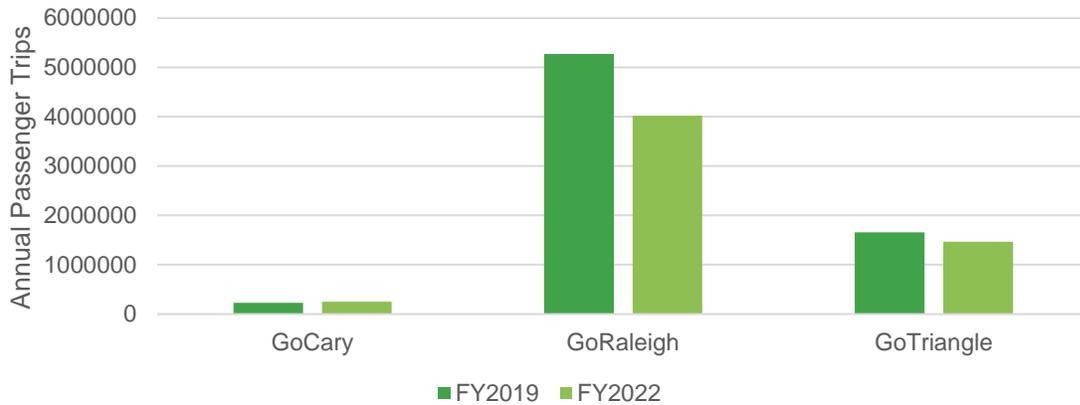
The benefits of the combined investment are significant. One of the fundamental goals of the Wake Transit Plan is to increase the accessibility of the system, specifically the number of residents and jobs with access to the transit network (as measured by a  $\frac{3}{4}$ -mile distance from a bus route). **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  $\frac{3}{4}$  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.

**Recommended FY2025-2030 Wake Bus Plan**  
**GoForward**

**Figure 1 Ridership by Agency**



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).

**Recommended FY2025-2030 Wake Bus Plan**  
**GoForward**

**Figure 2 Wake Bus Plan Update Participating Agencies and Stakeholders**

Project Management Team	Core Technical Team	Engagement Team	Stakeholder Team
<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ CAMPO</li> <li>▪ Nelson\Nygaard Consulting Associates</li> <li>▪ Public Participation Partners</li> </ul>	<ul style="list-style-type: none"> <li>▪ City of Raleigh</li> <li>▪ Town of Cary</li> <li>▪ GoTriangle</li> <li>▪ Wake County</li> <li>▪ CAMPO</li> </ul>	<ul style="list-style-type: none"> <li>▪ City of Raleigh</li> <li>▪ Town of Cary</li> <li>▪ GoTriangle</li> <li>▪ Wake County</li> <li>▪ CAMPO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Town of Apex</li> <li>▪ Town of Fuquay-Varina</li> <li>▪ Town of Garner</li> <li>▪ Town of Holly Springs</li> <li>▪ Town of Knightdale</li> <li>▪ Town of Morrisville</li> <li>▪ Town of Rolesville</li> <li>▪ Town of Wake Forest</li> <li>▪ Town of Wendell</li> <li>▪ Town of Zebulon</li> <li>▪ NC State University</li> <li>▪ NC Department of Transportation</li> <li>▪ Research Triangle Park</li> </ul>

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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:

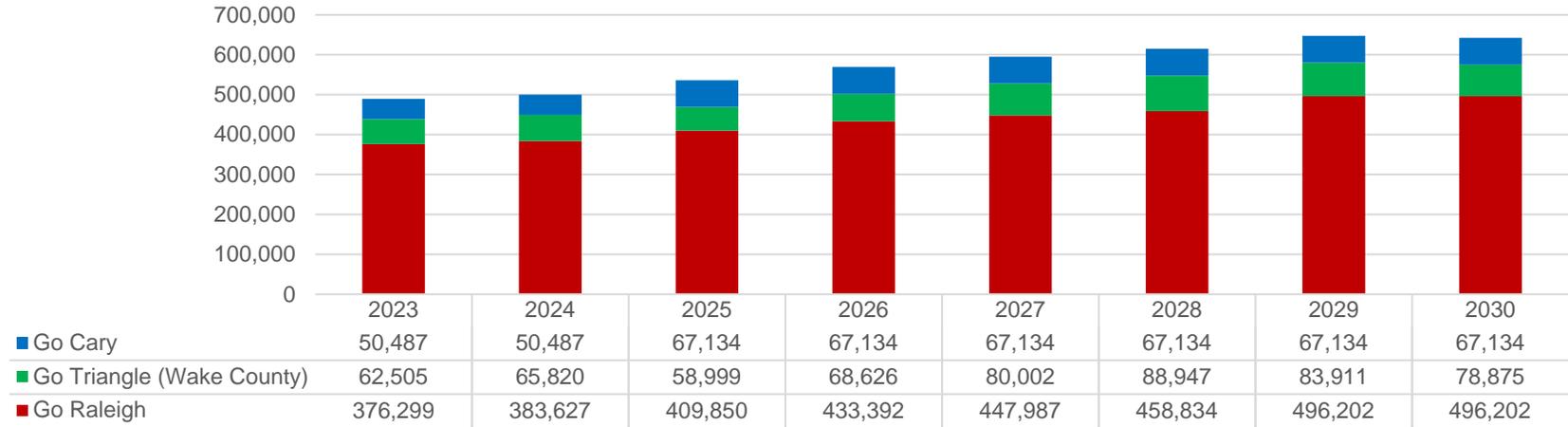
- Frequent Network Routes – Investments in bus services that currently have or will operate with frequencies of 15 minutes or less for most of the day. These routes form the backbone of the urban transit network.
- Intra-County and Regional Express Routes – Investments in limited stop and/or peak-only 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.

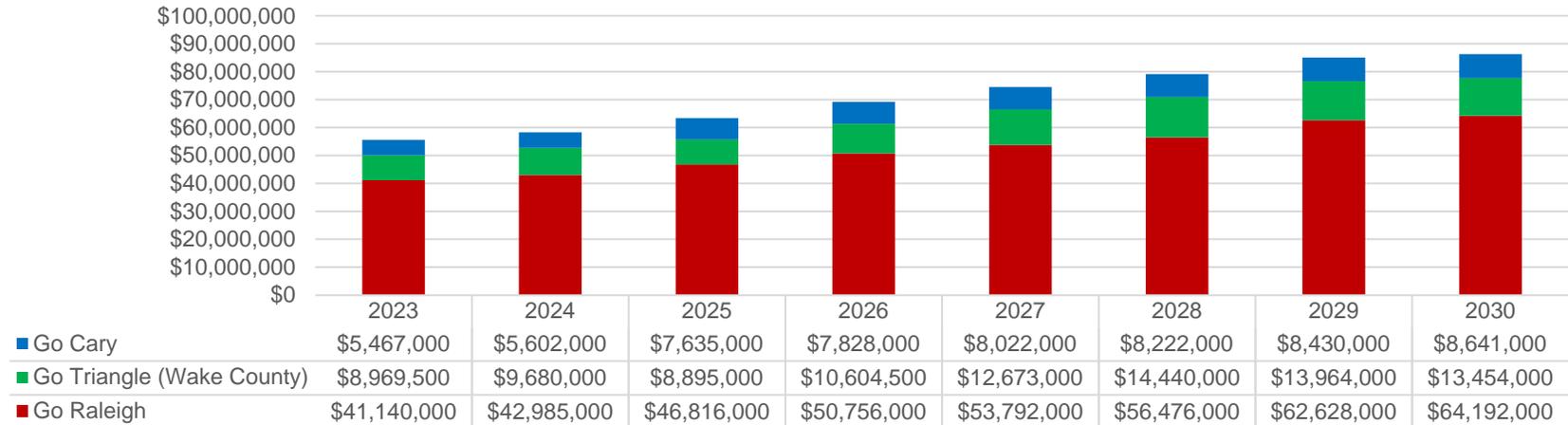
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**Figure 3 Wake County Transit Network Annual Revenue Hours**



Source: Nelson\Nygaard Consulting Associates

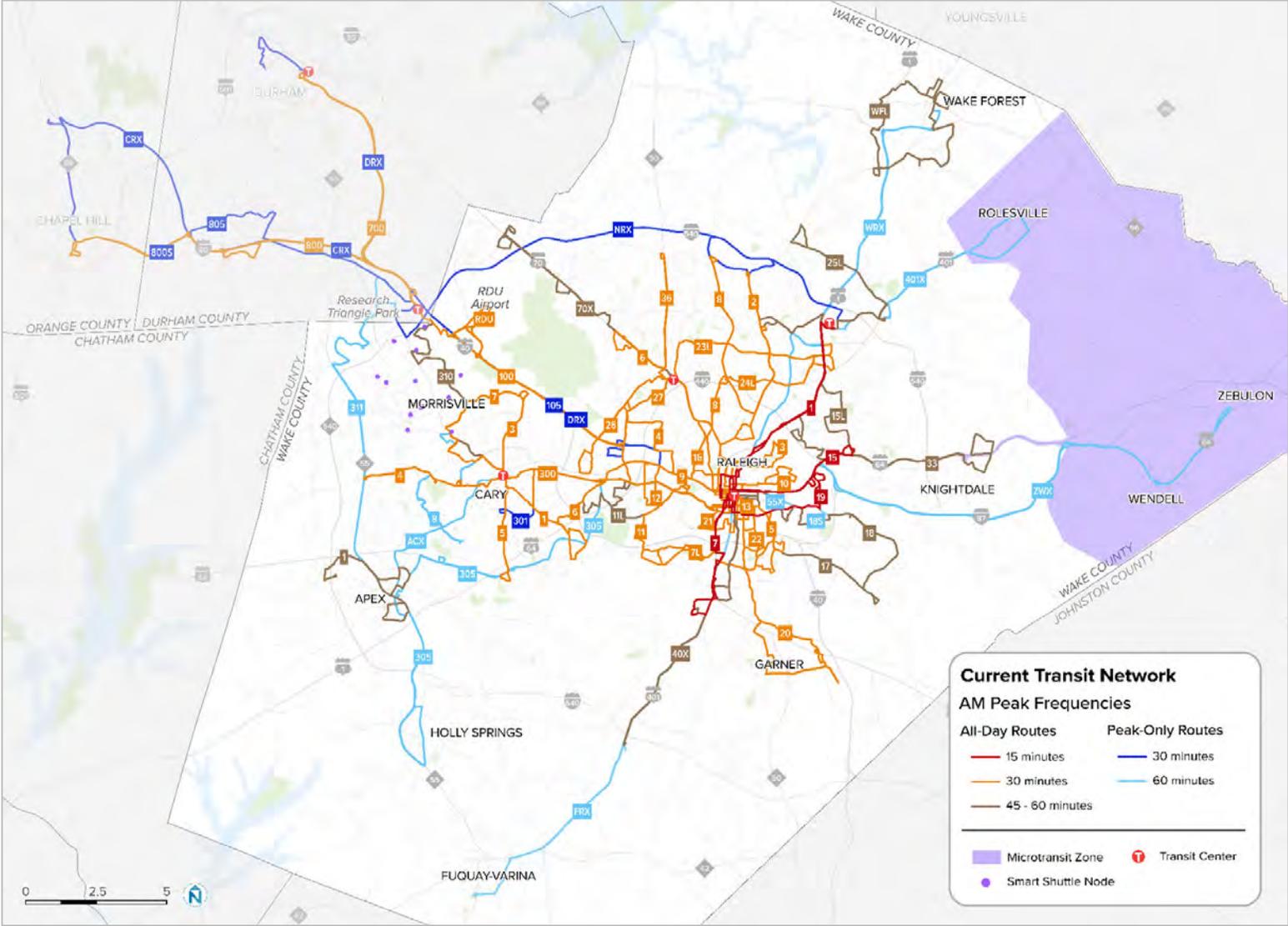
**Figure 4 Wake County Transit Network Annual Operating Costs**



Source: Nelson\Nygaard Consulting Associates

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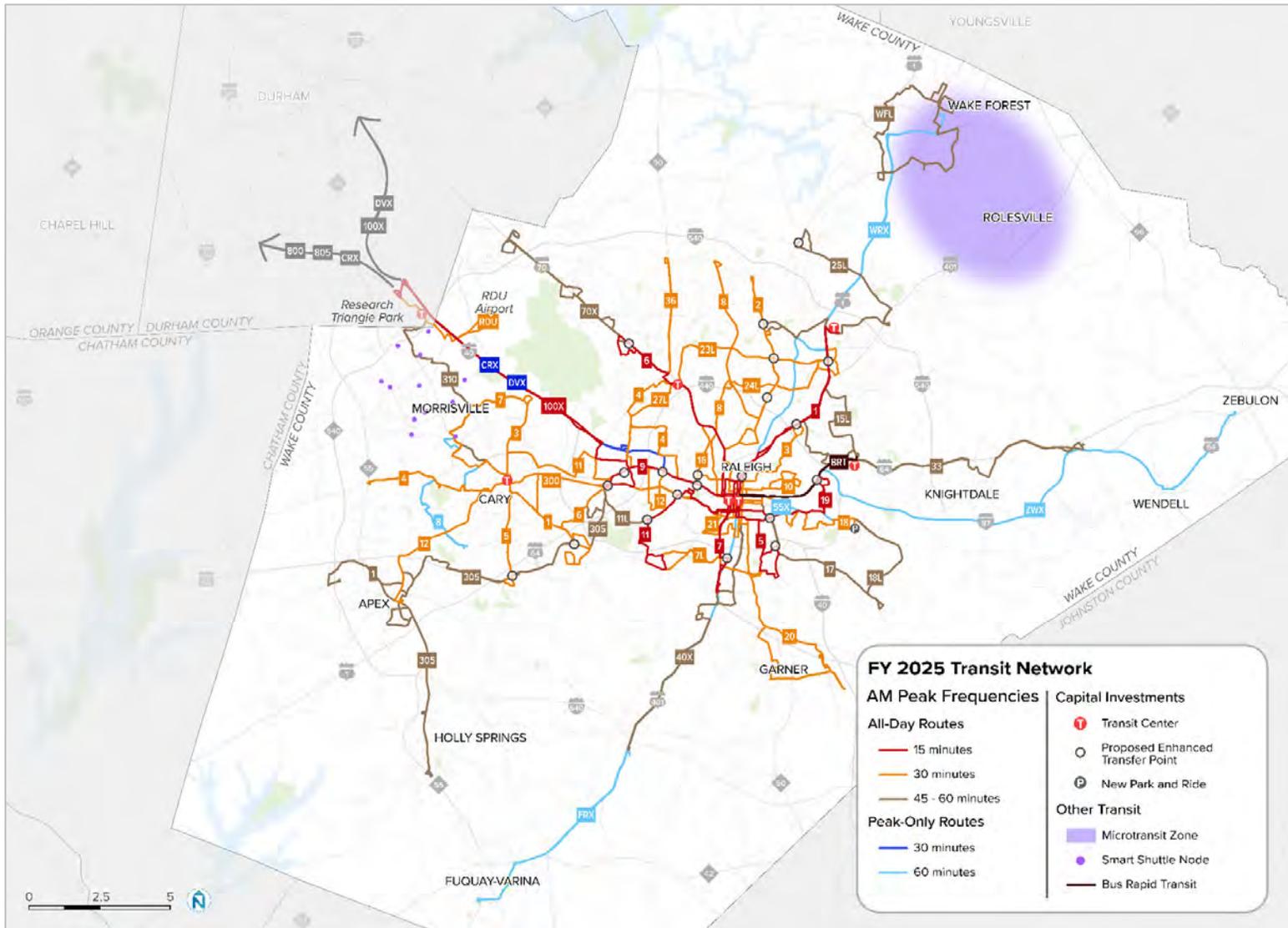
Figure 5 Current Network Map (FY23)



\*As of February 2023, the following GoTriangle routes are temporarily suspended: 105, 301, 311, and NRX.

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Figure 6 FY2025 Network Map

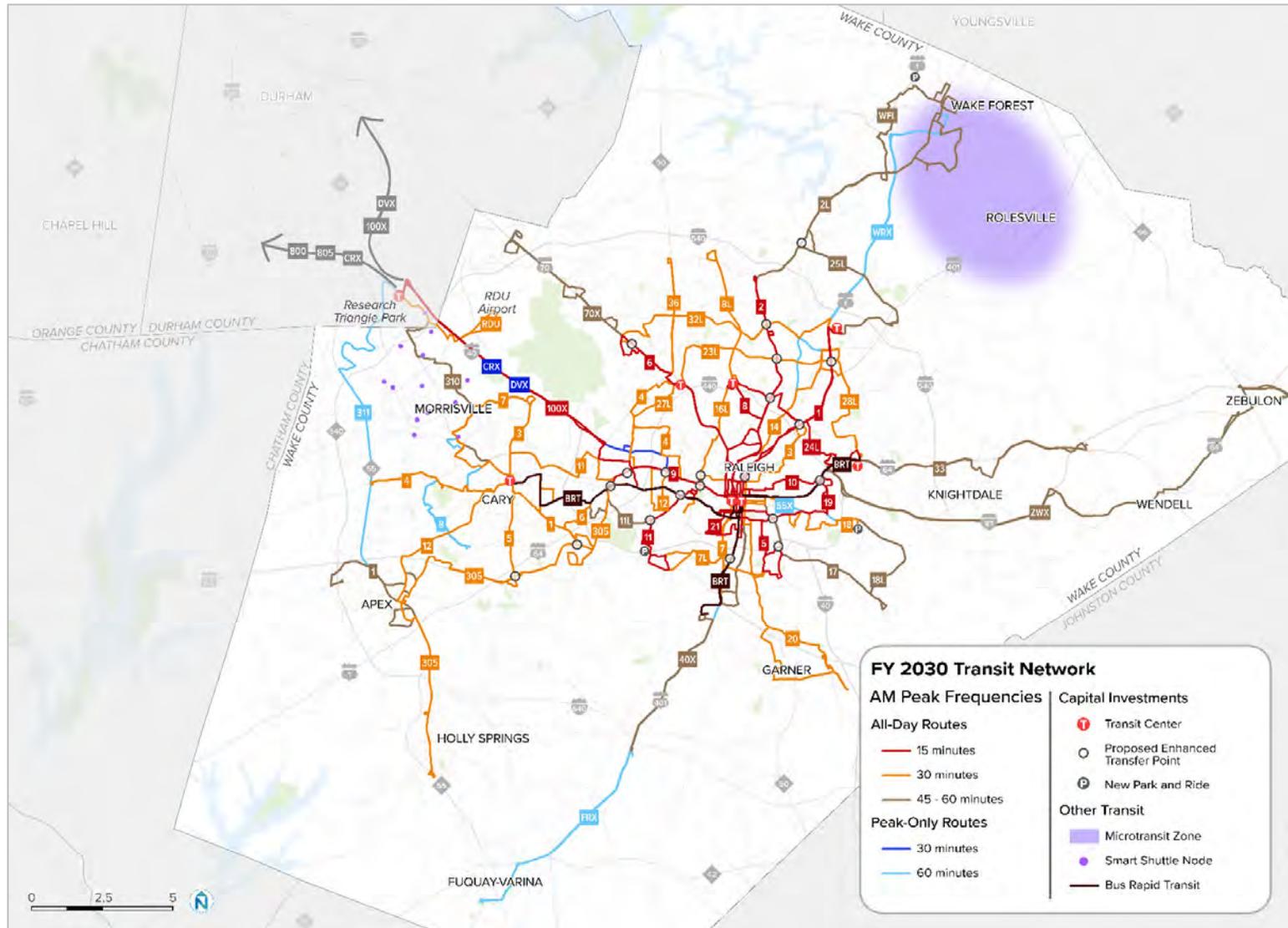


\*Durham and Orange County portions of route alignments will be finalized through the GoDurham and GoTriangle Short Range Transit Plans project, based on the implementation of the Durham County Transit Plan.



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Figure 8 FY2030 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.

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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<sup>1</sup>. 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.

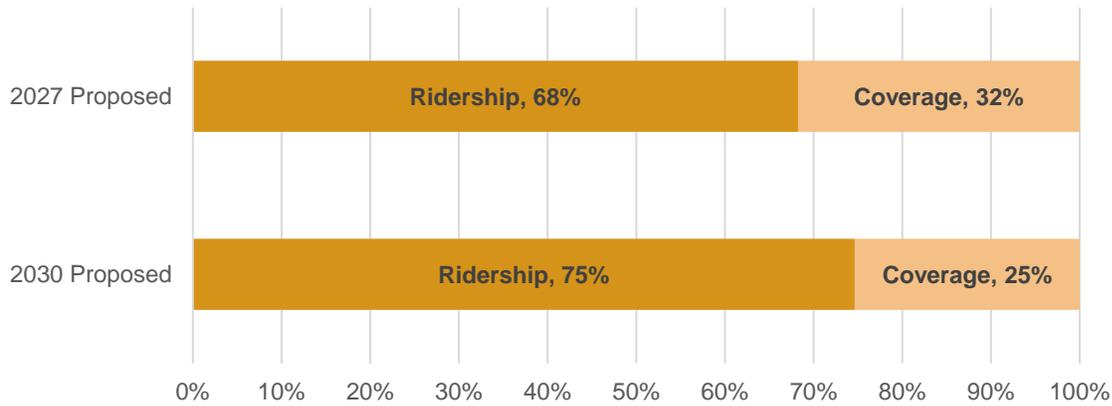
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<sup>1</sup> **Ridership-justified routes** include commuter rail, key regional express bus routes, BRT services, and the frequent local bus network in Raleigh and Cary. These types of routes serve areas with higher population or employment density 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.

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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)

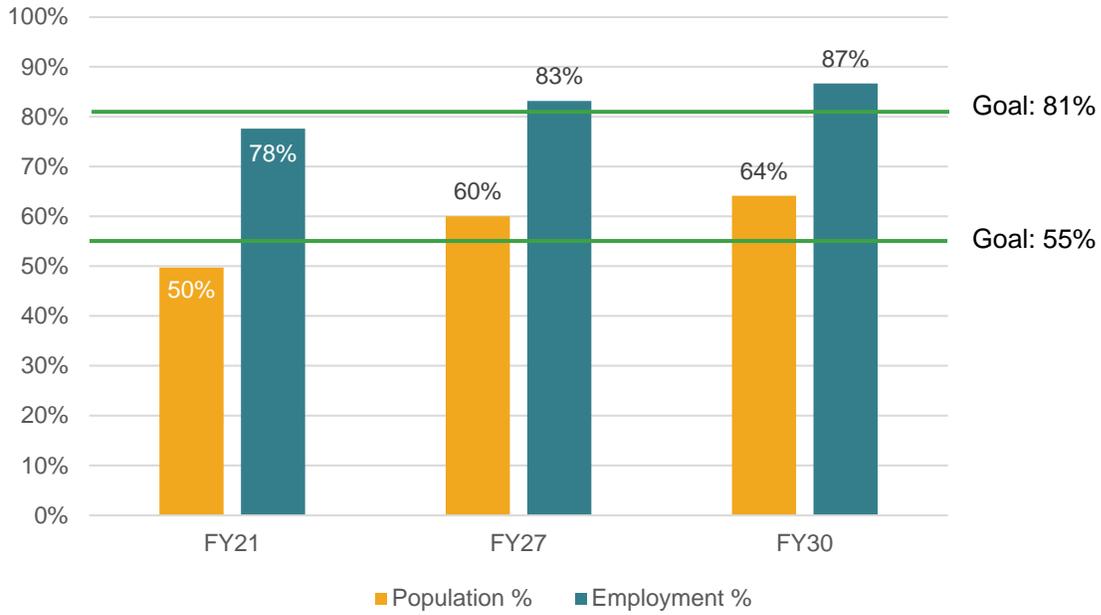
### Proximity to the Transit Network

The Wake Transit Plan adopted in 2021 set a goal that 55% of residents and 81% of jobs in Wake County are within ¼ 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 ¼ 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 ¼ 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 ¼ 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 ¼ miles of frequent services (Figure 11).

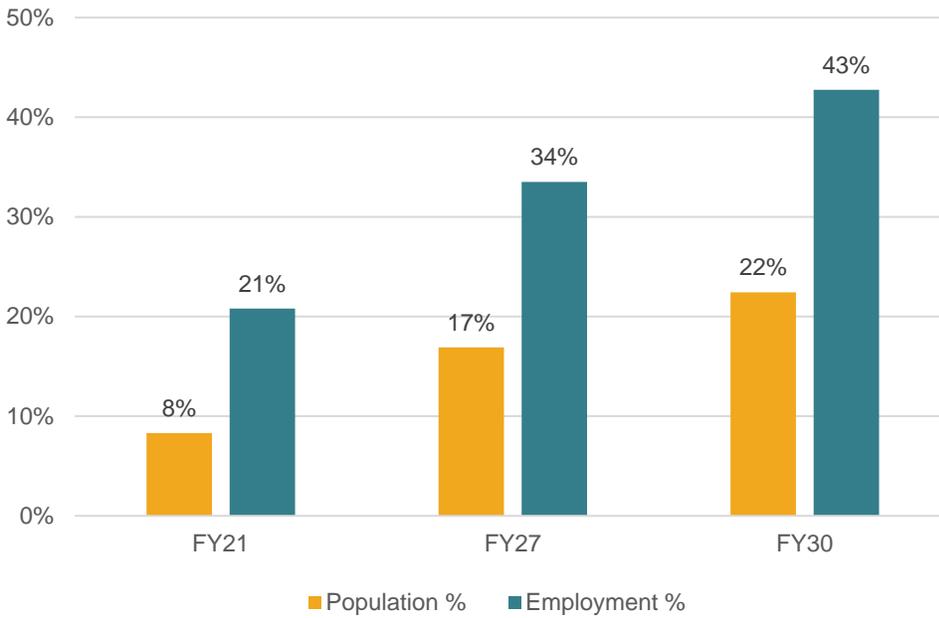
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**Figure 10 Residents and Jobs within ¼ Miles of All-day Transit**



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

**Figure 11 Residents and Jobs within ¼ Miles of Frequent Transit**



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

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## 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

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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**

Route	Route Type	Service Change Description	Net Annual Operating Cost (FY23\$)
<b>Fiscal Year 2025</b>			
<b>Route 1 Crossroads</b>	Local	Two-phased realignment adapting to changes in road network and development patterns—first phase is in FY2025, and second phase is to be determined.	\$0
<b>Route 11 East Cary</b>	Local	New route providing service between Cary Depot, North Carolina State University, and North Carolina State Fairgrounds.	\$970,000
<b>Route 12 Apex-Cary</b>	Local	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.	\$832,000
<b>Beyond Fiscal Year 2030/Not Funded in FY2025-2030 Wake Bus Plan</b>			
<b>Route 9 West Cary</b>	Local	New route introduced to provide service to growing region in West Cary.	\$532,000
<b>Route 10 South Cary</b>	Local	New route introduced to provide service to growing region in South Cary.	\$532,000

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.

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- 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**

Route	Route Type	Service Change Description	Net Annual Operating Cost (FY23\$)
<b>Fiscal Year 2024</b>			
<i>Biltmore Hills Package: Route 5 Biltmore Hills</i>	Frequent	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.	\$1,354,000

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Route	Route Type	Service Change Description	Net Annual Operating Cost (FY23\$)
<i>Biltmore Hills Package:</i> <b>Route 20A Garner Loop A</b>	Local	Weekend service introduced.	\$324,000
<i>Biltmore Hills Package:</i> <b>Route 20B Garner Loop B</b>	Local	Weekend service introduced, service span reduced to match evening demand.	\$228,000
<i>Biltmore Hills Package:</i> <b>Route 13 Chavis Heights</b>	Elimination	Route discontinued with new weekend service on Routes 20A and 20B.	-\$519,000
<i>Biltmore Hills Package:</i> <b>Route 22 State Street</b>	Elimination	Route discontinued with Route 5 alignment change.	-\$587,000
<b>Fiscal Year 2025</b>			
<b>Route 11 Avent Ferry</b>	Frequent	Frequency increased to 15-minute weekday daytime service. Extended nighttime service span.	\$1,444,000
<i>Poole Package:</i> <b>Route 18 Poole</b>	Local	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.	\$110,000
<i>Poole Package:</i> <b>Route 18L Poole-Barwell</b>	Local	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.	\$690,000
<i>Poole Package:</i> <b>Route 18S Poole</b>	Elimination	Route discontinued with introduction of new Route 18L.	-\$167,000
<b>Route 3 Glascock</b>	Local	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.	\$535,000
<b>Route 12 Method</b>	Local	Extended nighttime service span on weekdays and reduced nighttime service span on weekends to better fit demand.	\$116,000
<i>Northwest 2.0 Package:</i> <b>Route 27L Blue Ridge-Trinity</b>	Local	Route realigned to cover service previously covered by discontinued Route 26.	\$279,000
<i>Northwest 2.0 Package:</i> <b>Route 4 Rex Hospital</b>	Local	Route realigned to cover service previously covered by discontinued Route 26, extending to Crabtree Valley Mall via Edwards Mill Road.	\$735,000
<i>Northwest 2.0 Package:</i> <b>Route 26 Edwards Mill</b>	Elimination	Route discontinued due to low ridership.	-\$918,000
<b>Route 7L Carolina Pines</b>	Local	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.	\$48,000

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Route	Route Type	Service Change Description	Net Annual Operating Cost (FY23\$)
<b>Route 11L Southwest</b>	Local	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.	\$0
<b>Route 15 WakeMed</b> (half year through FY2025)	Elimination	Route discontinued in conjunction with introduction of New Bern Avenue BRT service in second half of fiscal year.	-\$1,722,000 (full year)
<b>Route 33 Knightdale</b>	Local	Route extended further east to future Wake Tech Eastern Wake campus. New weekend service introduced.	\$483,000
<b>North Wake Microtransit Zone</b>	Microtransit	New microtransit on demand service zone covering Rolesville and Wake Forest. This project may be implemented earlier through a Work Plan amendment if GoRaleigh is able.	\$296,000
<b>Route 401X Rolesville</b>	Regional	Route discontinued due to low ridership.	-\$167,000
<b>Fiscal Year 2026</b>			
<b>Route 14 Atlantic</b>	Local	New route to provide service between Downtown Raleigh and Triangle Town Center.	\$1,575,000
<b>Route 2 Falls of Neuse</b>	Frequent	Frequency increased to 15-minutes during daytime on weekdays, and 30 minutes during daytime on weekends. Extended nighttime service span Monday – Sunday.	\$1,229,000
<b>Route 21 Caraleigh</b>	Frequent	Frequency increased to 15-minutes during daytime and 30 minutes in the evening Monday – Sunday.	\$632,000
<b>Fiscal Year 2027</b>			
<b>Route 10 Longview</b>	Frequent	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.	\$819,000
<i>Old Wake Forest Package:</i> <b>Route 25L Durant</b>	Local	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.	-\$31,000
<i>Old Wake Forest Package:</i> <b>Route 32L Lynn Spring Forest</b>	Local	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.	\$1,240,000
<b>Route 7 South Saunders</b> (half year through FY2027)	Local	Service frequency reduced to 30 minutes with introduction of Southern BRT.	-\$866,000 (full year)
<b>Fiscal Year 2028</b>			
<i>Oberlin/Six Forks Package</i> <b>Phase 1: Route 8 Six Forks</b>	Frequent	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.	\$926,000

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Route	Route Type	Service Change Description	Net Annual Operating Cost (FY23\$)
<i>Oberlin/Six Forks Package Phase 1: <b>Route 8L Six Forks North</b></i>	Local	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.	\$812,000
<i>Oberlin/Six Forks Package Phase 1: <b>Route 16L Oberlin</b></i>	Local	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.	-\$119,000
<b>Fiscal Year 2029</b>			
<i>Trawick Package Phase 1: <b>Route 24L New Hope Crabtree</b></i>	Frequent	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. Service span begins earlier and ends later.	\$2,340,000
<i>Trawick Package Phase 1: <b>Route 28L New Hope</b></i>	Local	New route serving eastern portion of eliminated 15L, connecting Wilders Grove and Triangle Town Center, with 30-minute daytime frequency.	\$1,575,000
<i>Trawick Package Phase 1: <b>Route 15L Trawick Connector</b></i>	Elimination	Route discontinued with introduction of Route 28L and alignment change of Route 24L.	-\$698,000
<b>Route 2L Falls of Neuse North</b>	Local	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.	\$869,000
<b>Beyond Fiscal Year 2030/Not Funded in the FY2025-2030 Wake Bus Plan</b>			
<i>Oberlin/Six Forks Package Phase 2: <b>Route 8L Six Forks North</b></i>	Local	Increased frequency to 30 minutes all-day and on weekends.	\$180,000
<i>Oberlin/Six Forks Package Phase 2: <b>Route 16L Oberlin</b></i>	Frequent	Increased frequency to 15 minutes during the day and 30 minutes in the evening weekdays and weekends.	\$1,452,000
<i>Trawick Package Phase 2: <b>Route 24L New Hope Crabtree</b></i>	Local	Extended route west to Crabtree Valley Mall.	\$1,202,000
<i>Trawick Package Phase 2: <b>Route 28L New Hope</b></i>	Local	Extended route south to Poole Park and Ride	\$601,000
<b>Route 23L Millbrook</b>	Local	Alignment changed to terminate in the east at Triangle Town Center and eliminating Mini-City loop.	\$284,000
<b>Route 29L Garner-Wake Tech – New route</b>	Local	New route connecting Garner and Wake Tech.	\$112,000

Source: Nelson\Nygaard Consulting Associates

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## 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.

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**Figure 14 GoTriangle Year-by-Year Service Changes**

Route	Route Type	Service Change Description	Net Annual Operating Cost, Wake County Portion (FY23\$)
<b>Fiscal Year 2024</b>			
<b>Route 305 Holly Springs-Apex-Raleigh Phase 1</b>	Regional	Route realigned to travel bi-directionally on Main Street in Holly Springs. All day service to Apex.	\$476,000
<b>Fiscal Year 2025</b>			
<b>Route 305 Holly Springs-Apex-Raleigh Phase 2</b>	Regional	Weekend service to Apex introduced at 60-minute frequencies.	\$172,000
<i>Durham Raleigh Package Phase 1: Route 100X Raleigh-RTC-Durham</i>	Regional	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.	\$1,761,500
<i>Durham Raleigh Package Phase 1: Route DVX Duke-VA Express</i>	Regional	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.	\$638,000
<i>Durham Raleigh Package Phase 1: Route RDU Airport Shuttle</i>	Regional	Expanded weekday and Saturday service span in nighttime. Introduced Sunday service.	\$156,000
<i>Durham Raleigh Package Phase 1: Routes DRX, 105, 301, 311, and NRX</i>	Elimination	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.	-\$2,574,000
<b>Route CRX Chapel Hill-Raleigh Express</b>	Regional	Weekday PM peak frequency improved to 30-minutes. Changes to alignment in Orange County pending GoDurham and GoTriangle Short Range Transit Plans.	\$0
<b>Route 300 Cary-Raleigh</b>	Regional	Route realigned in downtown Raleigh. Extended 30-minute service to evenings on weekdays. Extended nighttime span Monday – Sunday.	\$92,000
<b>Fiscal Year 2026</b>			
<i>Durham Raleigh Package Phase 2: Route 100X Raleigh-RTC-Durham</i>	Regional	Weekday frequency improved to 15 minutes in daytime.	\$494,000
<i>Durham Raleigh Package Phase 2: Route DVX Duke-VA Express</i>	Regional	Evening frequencies improved to 30 minutes.	\$82,500
<b>Fiscal Year 2027</b>			

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Route	Route Type	Service Change Description	Net Annual Operating Cost, Wake County Portion (FY23\$)
<b>Route 305 Holly Springs-Apex-Raleigh Phase 3</b>	Regional	All trips will serve Holly Springs, with 30-minute peak weekday frequency and 60-minute off-peak and weekend frequency.	\$1,194,000
<b>Route 311 Apex - RTC</b>	Regional	Reinstated route between Apex and RTC with hourly peak period service.	\$439,000
<b>Route ZWX Zebulon-Wendell-Raleigh</b>	Regional	Route realigned to extend to new stops in Zebulon and Wendell. Hourly, all-day service introduced.	\$805,000
<b>Fiscal Year 2028</b>			
<b>Route 310 Cary-Wake Tech-RTP</b>	Regional	Frequency and span improvements and alignment change.	\$1,283,000
<b>Fiscal Year 2029</b>			
<b>Route 300 Cary-Raleigh (half year)</b>	Elimination	Eliminated with beginning of service on Western BRT.	-\$1,445,000
<b>Beyond Fiscal Year 2030/Not Funded in the FY2025-2030 Wake Bus Plan</b>			
<b>Route 200 North Hills-Durham</b>	Regional	New regional route from North Hills to Durham Station, operating via Glenwood, US-70, S Miami Blvd, and Durham Pkwy.	Further study needed to determine project costs
<b>Route NRX North Raleigh Express</b>	Regional	Reinstated route in North Raleigh.	\$293,000

Source: Nelson\Nygaard Consulting Associates

## 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.

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## 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**

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

Source: Nelson\Nygaard Consulting Associates

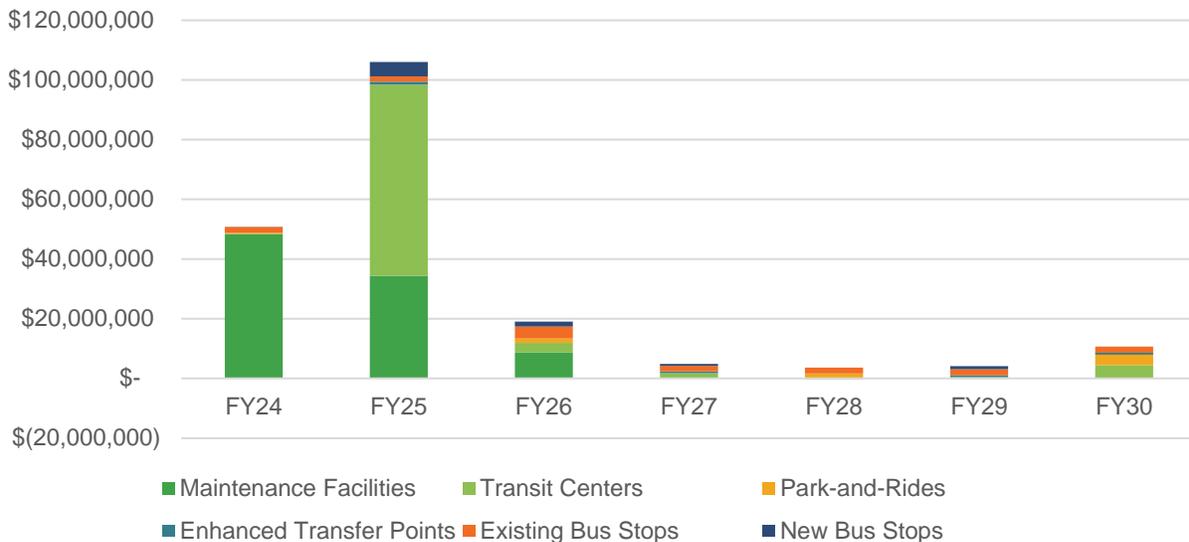
# 3 Capital Program

## 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.

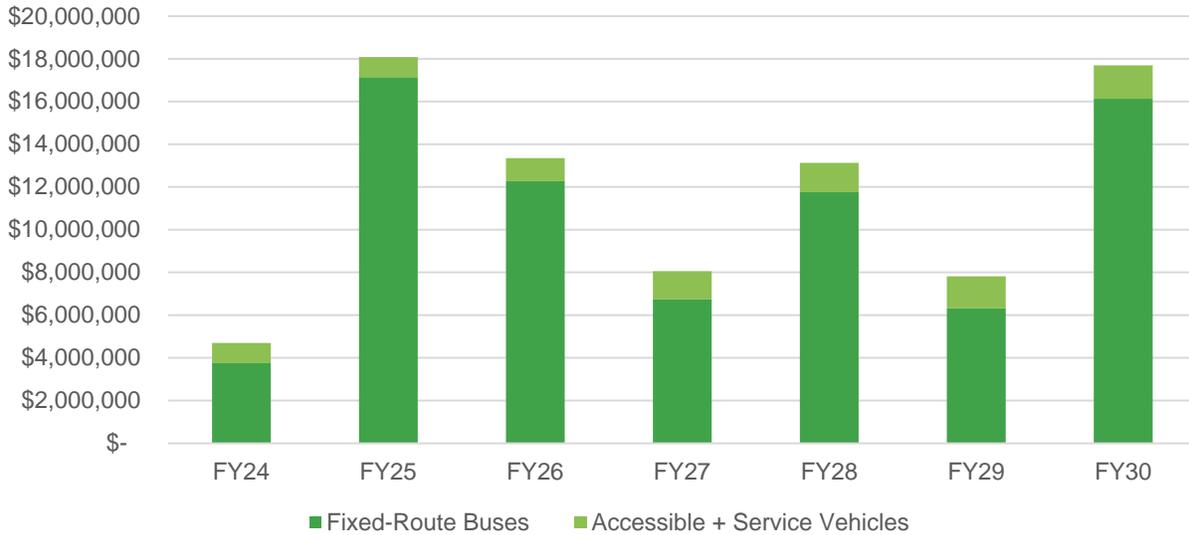
**Figure 16 Wake County Transit Plan Planned Facility Investments**



Source: Nelson\Nygaard Consulting Associates

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**Figure 17 Wake County Transit Vehicle Purchases (Fixed-Route Buses, Accessible and Service Vehicles)**



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 (fueling 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

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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)**

Capital Investments	Estimated Costs
<b>FY2024</b>	
Cary Maintenance Facility	\$25,966,000

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Existing Bus Stop Improvements	\$517,000
<b>FY2025</b>	
Cary Multimodal Transportation Facility	\$65,000,000
Enhanced Transfer Point: Crossroads Plaza	\$262,000
Enhanced Transfer Point: Tryon Road/Kildaire Farm	\$262,000
Existing Bus Stop Improvements	\$200,000
New Bus Stop Development	\$476,000
<b>FY2026</b>	
Existing Bus Stop Improvements	\$208,000
<b>FY2027</b>	
Existing Bus Stop Improvements	\$216,000
<b>FY2028</b>	
Existing Bus Stop Improvements	\$225,000
<b>FY2029</b>	
Existing Bus Stop Improvements	\$234,000
<b>FY2030</b>	
Existing Bus Stop Improvements	\$244,000
<b>Total Investment FY2024 – FY2030</b>	<b>\$93,809,000</b>

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).

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**Figure 19 GoRaleigh Year-By-Year Capital Program (Rounded)**

Capital Investments	Estimated Costs
<b>FY2024</b>	
GoRaleigh ADA/GoWake Access Maintenance Facility	\$20,500,000
Existing Bus Stop Improvements	\$1,170,000
New Bus Stop Development	\$58,000
Fixed Route Vehicle Purchases (3 expansion)	\$2,250,000
ADA Accessible and Service Vehicles (4 ADA and 4 service)	\$620,000
<b>FY2025</b>	
GoRaleigh ADA/GoWake Access Maintenance Facility	\$21,320,000
Midtown Transit Center (Planning and Design)	\$569,000
Enhanced Transfer Point Development (2 sites)	\$524,000
Existing Bus Stop Improvements	\$1,217,000
New Bus Stop Development	\$1,500,000
Fixed Route Vehicle Purchases (13 replacement and 4 expansion)	\$13,244,000
ADA Accessible and Service Vehicles (4 ADA and 3 service)	\$599,000
<b>FY2026</b>	
Midtown Transit Center (Construction)	\$4,000,000
Gorman/I-40 Park and Ride Lot Design and Land Acquisition	\$1,490,000
Existing Bus Stop Improvements	\$1,266,000
New Bus Stop Development	\$1,477,000
Fixed Route Vehicle Purchases (10 replacement)	\$ 8,212,000
ADA Accessible and Service Vehicles (4 ADA and 5 service)	\$727,000
<b>FY2027</b>	
Existing Bus Stop Improvements	\$1,316,000
New Bus Stop Development	\$681,000
Enhanced Transfer Point Development (2 sites)	\$567,000
Fixed Route Vehicle Purchases (5 expansion)	\$ 4,218,000
ADA Accessible and Service Vehicles (5 ADA and 6 service)	\$939,000
<b>FY2028</b>	
Gorman/I-40 Park and Ride Lot Construction	\$1,678,000
Existing Bus Stop Improvements	\$1,369,000
Fixed Route Vehicle Purchases (10 replacement)	\$9,128,000
ADA Accessible and Service Vehicles (5 ADA and 6 service)	\$982,000
<b>FY2029</b>	

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Triangle Town Center Transit Center (Planning and Design)	\$450,000
Enhanced Transfer Point Development (2 sites)	\$614,000
Existing Bus Stop Improvements	\$1,424,000
New Bus Stop Development	\$1,049,000
Fixed Route Vehicle Purchases (4 replacement)	\$3,585,000
ADA Accessible and Service Vehicles (5 ADA and 7 service)	\$1,090,000
<b>FY2030</b>	
Triangle Town Center Transit Center (Construction)	\$4,429,000
Enhanced Transfer Point Development (2 sites)	\$638,000
Existing Bus Stop Improvements	\$1,481,000
Fixed Route Vehicle Purchases (14 replacement)	\$13,286,000
ADA Accessible and Service Vehicles (5 ADA and 7 service)	\$1,141,000
<b>Total Investment FY2024 – FY2030</b>	<b>\$131,000,000</b>

Source: Nelson\Nygaard Consulting Associates

Note: Costs were rounded up to the nearest 000s.

## GoTriangle

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<sup>2</sup>, plus \$20.2m to support the purchase of 24 buses (20 replacement and four expansion).

<sup>2</sup> Costs are net of the capital program credits. Estimated cost of GoTriangle's capital program without the credit is \$40.7m.

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**Figure 20 GoTriangle Year-by-Year Capital Program**

Capital Investments	Estimated Costs
<b>FY2024</b>	
Expansion of Bus Operations and Maintenance Facility	\$1,930,000
Park and Ride Lot Updates	\$355,000
Existing Bus Stop Improvements	\$292,000
Fixed Route Vehicle Purchases (2 replacement)	\$1,500,000
<b>FY2025</b>	
Regional Transit Center	\$560,000
Expansion of Bus Operations and Maintenance Facility	\$13,078,000
RUS Bus Credit to Wake Transit Plan	(\$2,215,000)
Park and Ride Lot Updates	\$57,000
Existing Bus Stop Improvements	\$305,000
New Bus Stop Development	\$2,878,000
Fixed Route Vehicle Purchases (3 replacement, 2 expansion)	\$3,900,000
<b>FY2026</b>	
Regional Transit Center	\$1,400,000
Expansion of Bus Operations and Maintenance Facility	\$8,718,000
RUS Bus Credit to Wake Transit Plan	(\$2,215,000)
Existing Bus Stop Improvements	\$2,487,000
New Bus Stop Development	\$217,000
Fixed Route Vehicle Purchases (3 replacement, 2 expansion)	\$4,056,000
<b>FY2027</b>	
Regional Transit Center	\$3,920,000
RUS Bus Credit to Wake Transit Plan	(\$2,215,000)
Park and Ride Lot Updates	\$62,000
Existing Bus Stop Improvements	\$329,000
Fixed Route Vehicle Purchases (3 replacement)	\$2,531,000
<b>FY2028</b>	
Regional Transit Center	\$1,960,000
RUS Bus Credit to Wake Transit Plan	(\$2,215,000)
Existing Bus Stop Improvements	\$342,000
Fixed Route Vehicle Purchases (3 replacement)	\$2,633,000
<b>FY2029</b>	
Existing Bus Stop Improvements	\$356,000

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

Source: Nelson\Nygaard Consulting Associates

## 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.

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## 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)**

(in \$,000's)	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Expansion Bus and Microtransit Service	\$22,854	\$28,889	\$33,823	\$38,072	\$41,621	\$46,275	\$46,545
ADA Paratransit Service	\$2,543	\$4,333	\$5,073	\$5,711	\$6,243	\$6,941	\$6,982
Facility Operating and Maintenance (O&M) Costs	\$629	\$1,332	\$1,750	\$2,070	\$2,391	\$3,002	\$3,022
<b>Total Bus Operations Related</b>	<b>\$26,026</b>	<b>\$34,555</b>	<b>\$40,646</b>	<b>\$45,852</b>	<b>\$50,255</b>	<b>\$56,218</b>	<b>\$56,549</b>

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.

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**Figure 22 Operating Cost per Hour by Provider**

Provider	Operating Cost per Hour (FY2023\$)
GoCary	\$108.28 (includes vehicles)
GoRaleigh	\$109.33
GoTriangle	\$143.50
Microtransit	\$60.00

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 programed 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.

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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)**

(in \$,000's)	FY24	FY25	FY26	FY27	FY28	FY29	FY30
Bus Infrastructure (excl. Technology)	\$50,787	\$105,992	\$19,046	\$4,876	\$3,359	\$4,126	\$10,661
Fixed-Route Vehicle Acquisition	\$3,750	\$17,144	\$12,268	\$6,749	\$11,760	\$6,322	\$16,133
ADA and Service Vehicle Acquisition	\$944	\$938	\$1,081	\$1,308	\$1,366	\$1,492	\$1,561
<b>Total Bus Capital Related</b>	<b>\$55,481</b>	<b>\$124,074</b>	<b>\$32,395</b>	<b>\$12,933</b>	<b>\$16,485</b>	<b>\$11,940</b>	<b>\$28,355</b>

Source: Nelson\Nygaard Consulting Associates

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## 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
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Wake Bus Plan

# Phase 2 Outreach Summary

July 2022

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

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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

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## 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.

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- 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 speaking 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.

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**Figure 1 Wake County Title VI Population Compared to Online Survey Participants**

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

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 SpringFest
- 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

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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

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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.

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### 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.

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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.

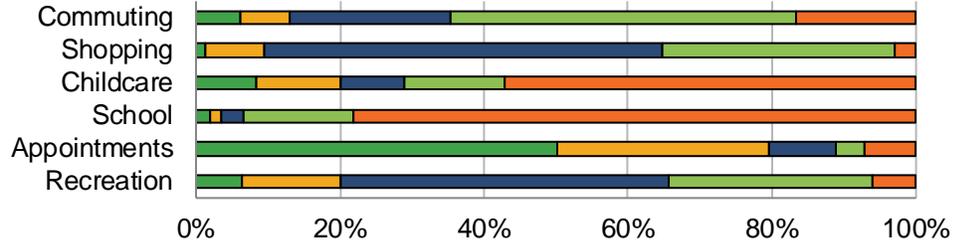
### Frequency of Travel

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.

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



	Recreation	Appointments	School	Childcare	Shopping	Commuting
■ A few times a year	6%	50%	2%	8%	1%	6%
■ A few times a month	14%	30%	2%	12%	8%	7%
■ 1-2 times per week	46%	9%	3%	9%	55%	22%
■ 5 or more times per week	28%	4%	15%	14%	32%	48%
■ N/A	6%	7%	78%	57%	3%	17%

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:

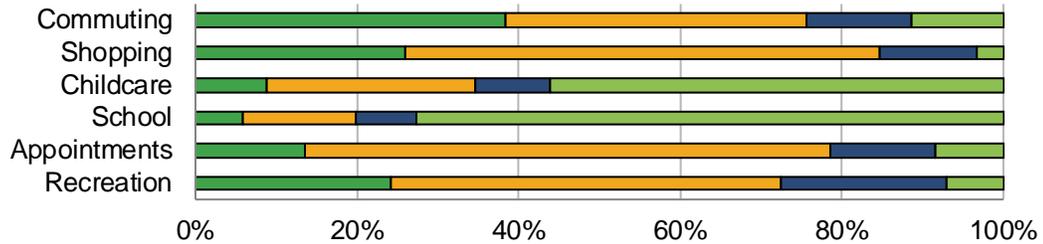
- People who travel primarily commute to work.
- People who travel less frequently are more likely to leave their homes for appointments and recreation purposes.
- Another important trip purpose is for school and childcare purposes. This data suggests that aligning bus services with employment centers 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.

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



	Recreation	Appointments	School	Childcare	Shopping	Commuting
Less Often	24%	14%	6%	9%	26%	38%
About the Same	48%	65%	14%	26%	59%	37%
More Often	20%	13%	7%	9%	12%	13%
N/A	7%	8%	73%	56%	3%	11%

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:

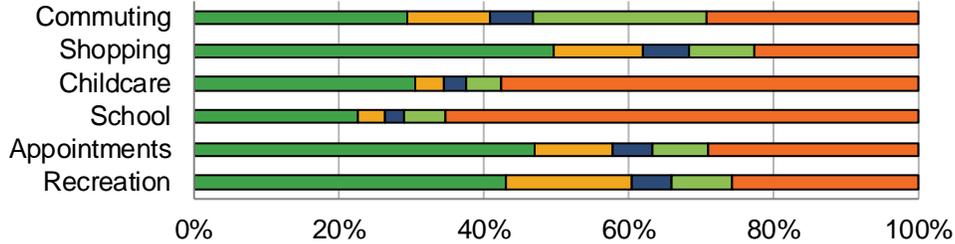
- Roughly half of survey respondents reported traveling in about the same levels as they did before the pandemic. This trend was stronger for appointments, shopping, and recreation and weaker for school and childcare.
- Responses suggest that about a third of people are commuting with similar patterns 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 transit is not an option for them.

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



	Recreation	Appointments	School	Childcare	Shopping	Commuting
■ Never	43%	47%	23%	30%	50%	30%
■ Sometimes	17%	11%	4%	4%	12%	11%
■ Usually	5%	6%	3%	3%	6%	6%
■ Almost always	9%	8%	6%	5%	9%	24%
■ N/A or Not an option	26%	29%	65%	58%	23%	29%

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:

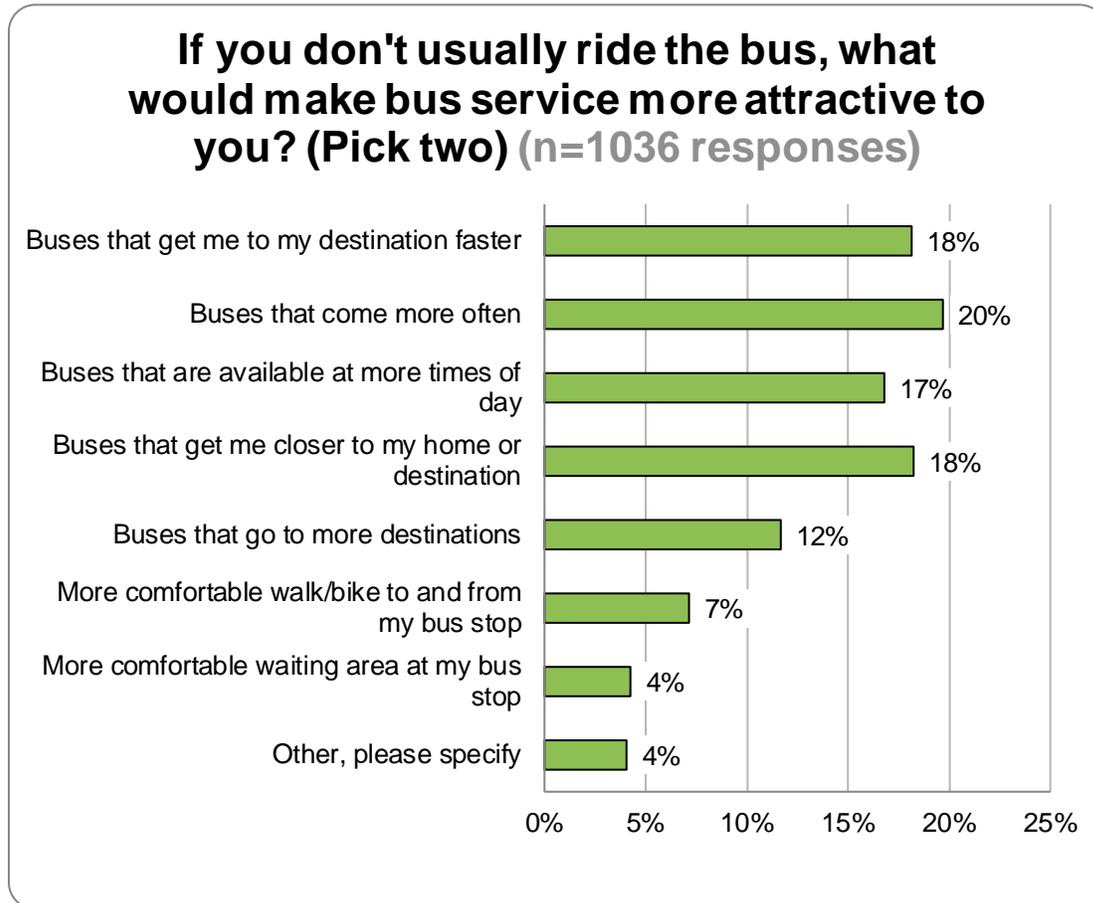
- Buses that come more often (20%)
- Buses that get the rider to their destination faster (18%)
- Buses that get the rider closer to home or their destination (18%)
- Buses that come more times in the day (17%).

Respondents were less likely to cite comfort walking or biking to the bus stop (7%) or comfort waiting at the bus stop (4%).

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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.



## 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%)

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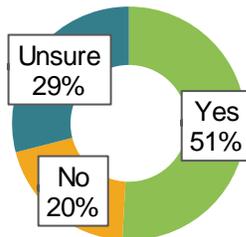
Respondents also commented that this service would be particularly useful for senior citizens and those with disabilities, mid-day trips among park and ride users, and “last mile” convenience to get closer to a destination.

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:

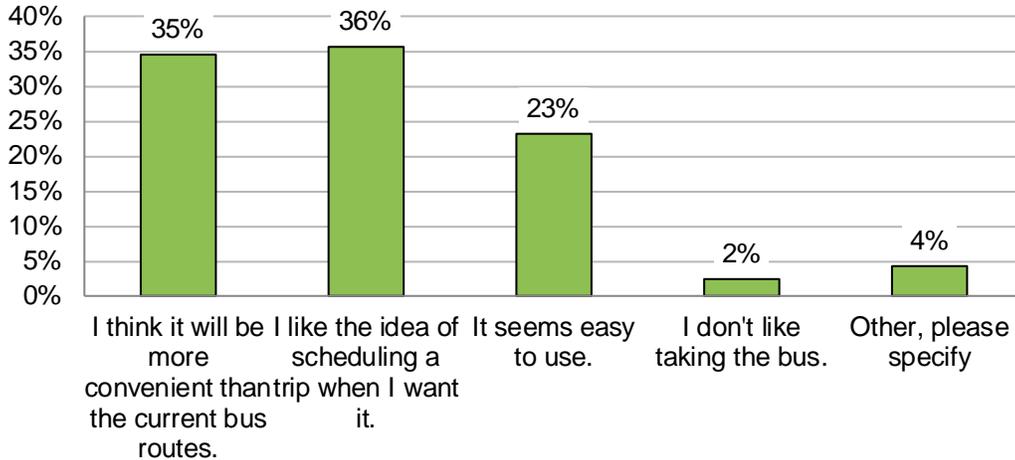
- Service design that is simple to explain and easy to use.
- Clear expectations about wait times and travel times. It will also be important to measure and report information to future riders.

**Based on this description of micro transit, do you think you would use it?**  
(n=552)

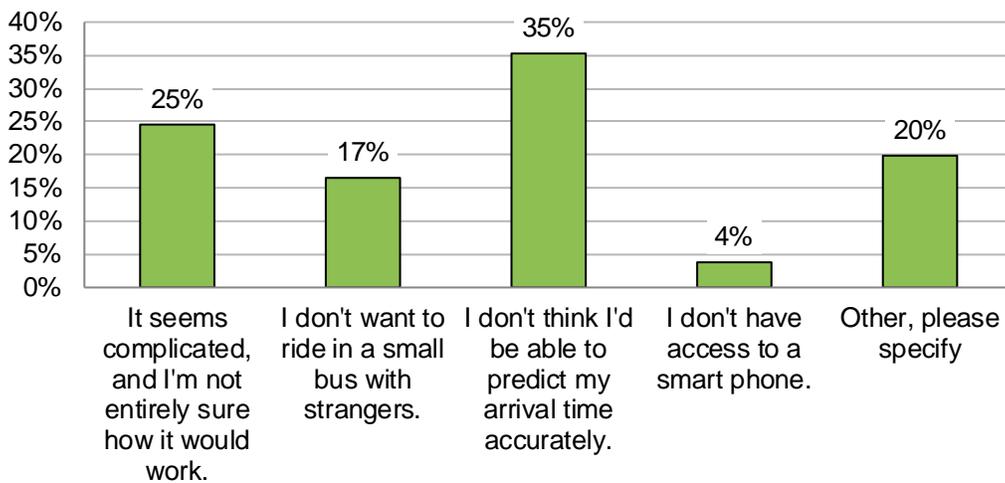


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**Why would you use micro transit? (Pick all that apply) (n=539)**



**If you wouldn't use it or aren't sure, why not? (Pick all that apply) (n=448 responses)**



**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

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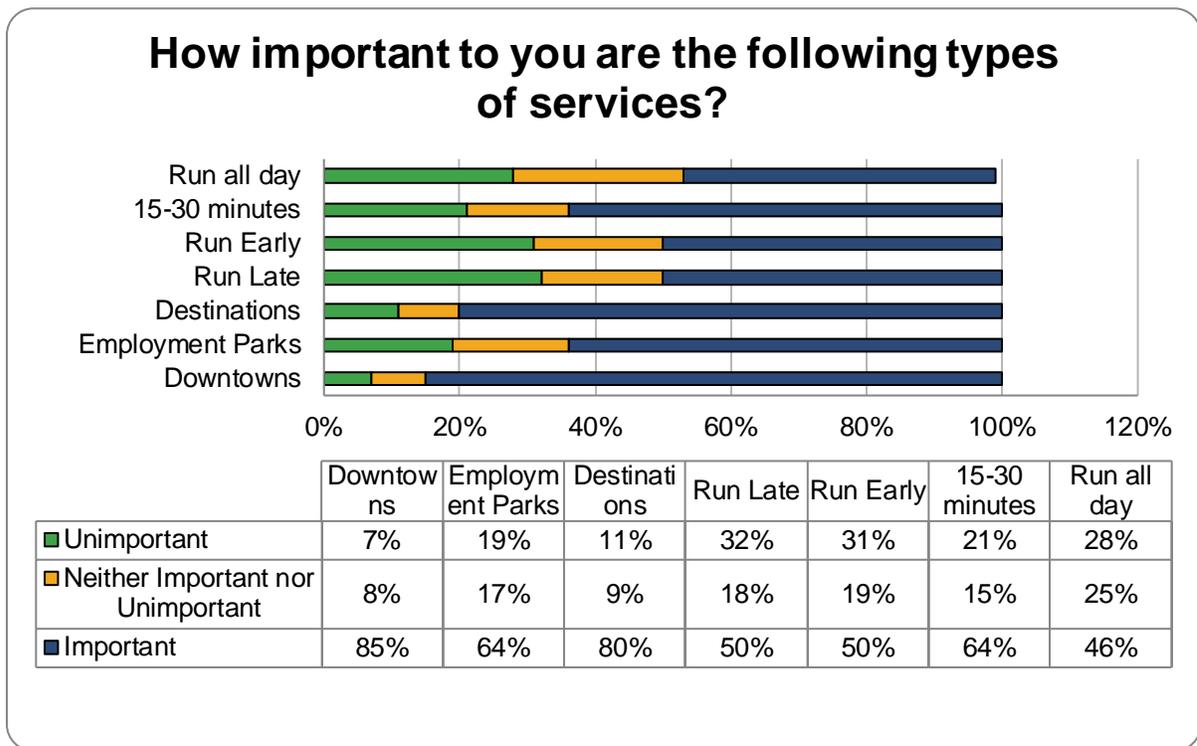
facilities, and schools (80%) and employment parks, like Research Triangle Park (64%). Respondents also expressed a preference for buses that run every 15 to 30 minutes, even if that means they only run during morning and evening peak hours (64%).

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).



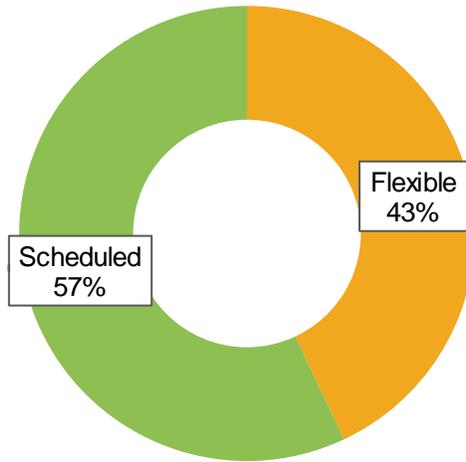
### Bus Service Preferences: Flexible vs. Scheduled Service

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.

### Which type of service would be more useful to you? (n=513)



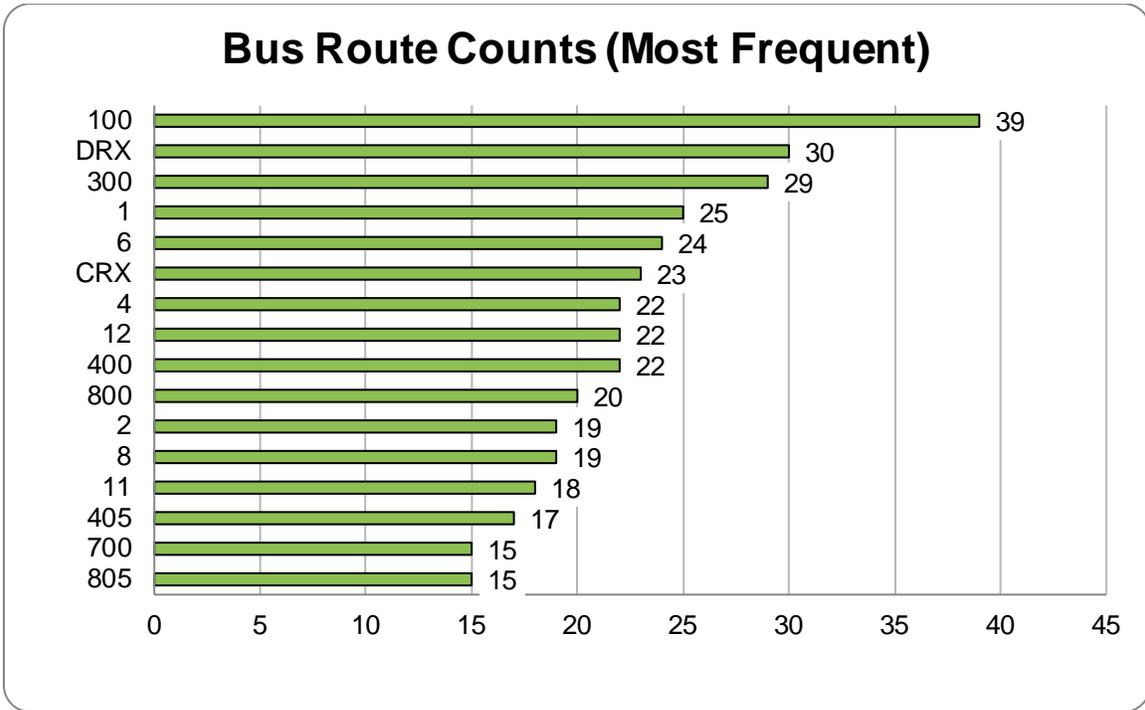
## SURVEY DEMOGRAPHICS

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.

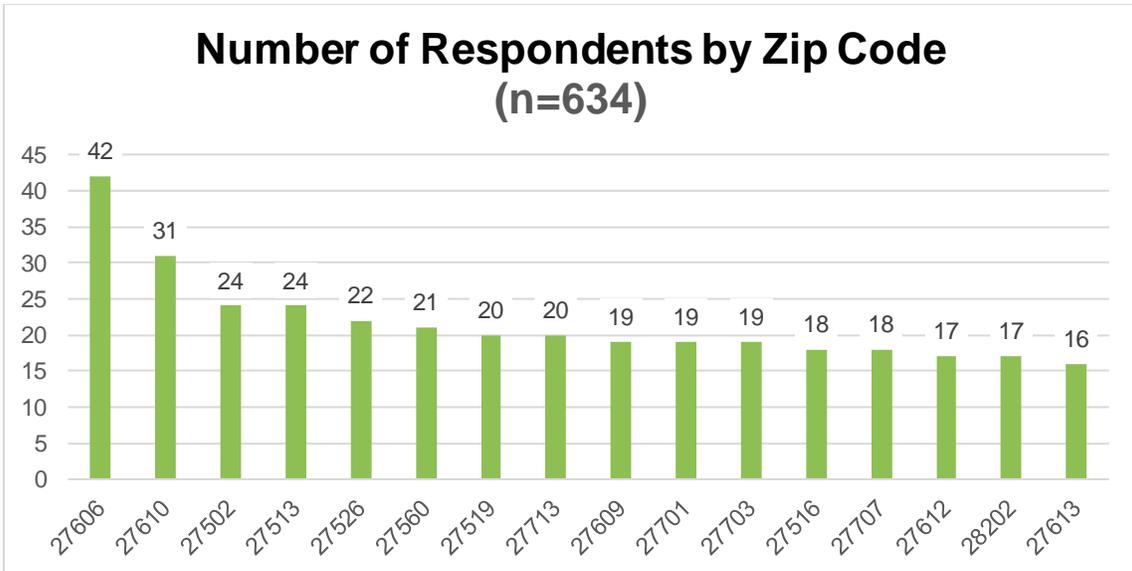
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Note: Most respondents listed the route only by number, so there is no way to distinguish between routes across GoTriangle systems sharing a route number (e.g., GoRaleigh 1 and Go Cary 1).

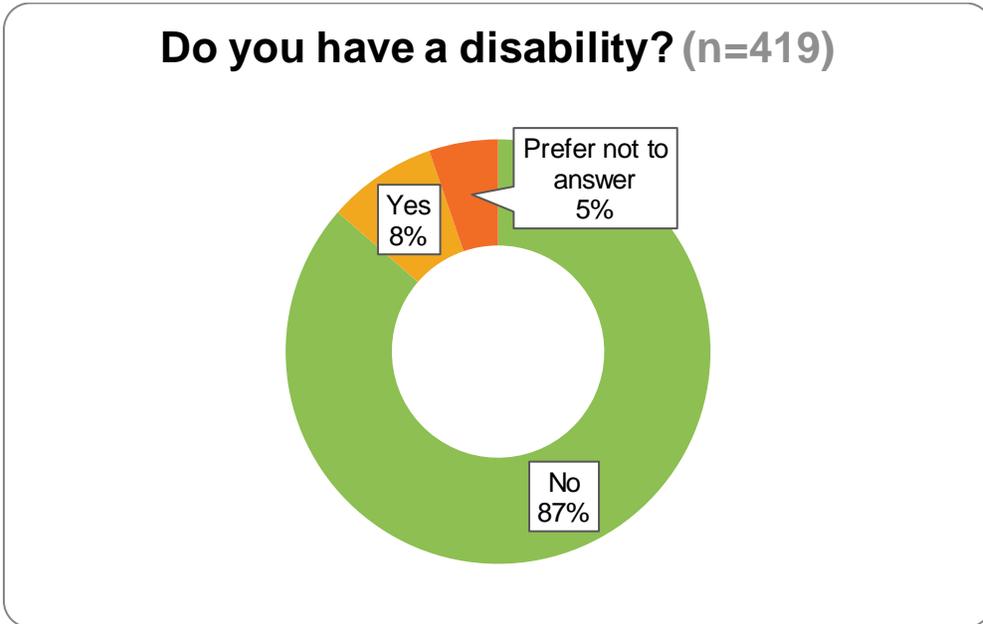
### Responses by Zip Code

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.



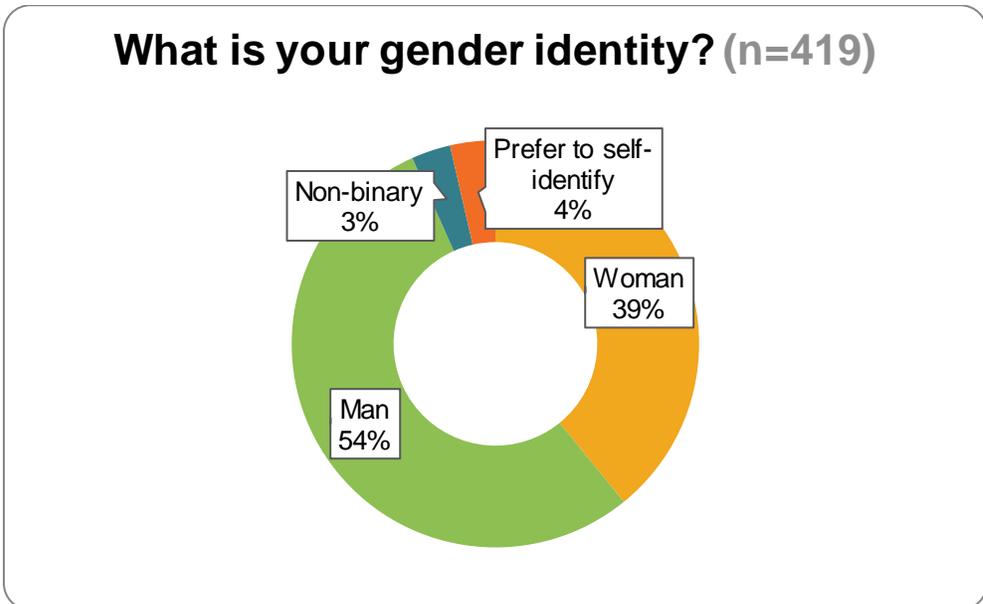
### Responses by Ability/Disability

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.



### Responses by Gender

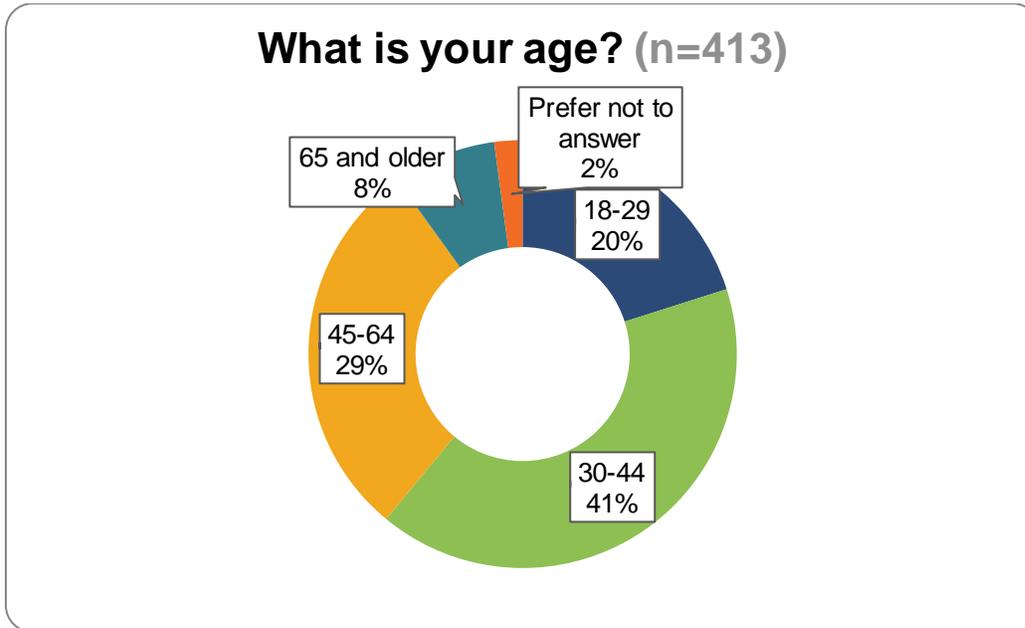
A slight majority of question respondents identified as men (54%). An additional 39% identified as women and 3% as non-binary. Four percent (4%) indicated that they preferred to self-identify.



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## 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.



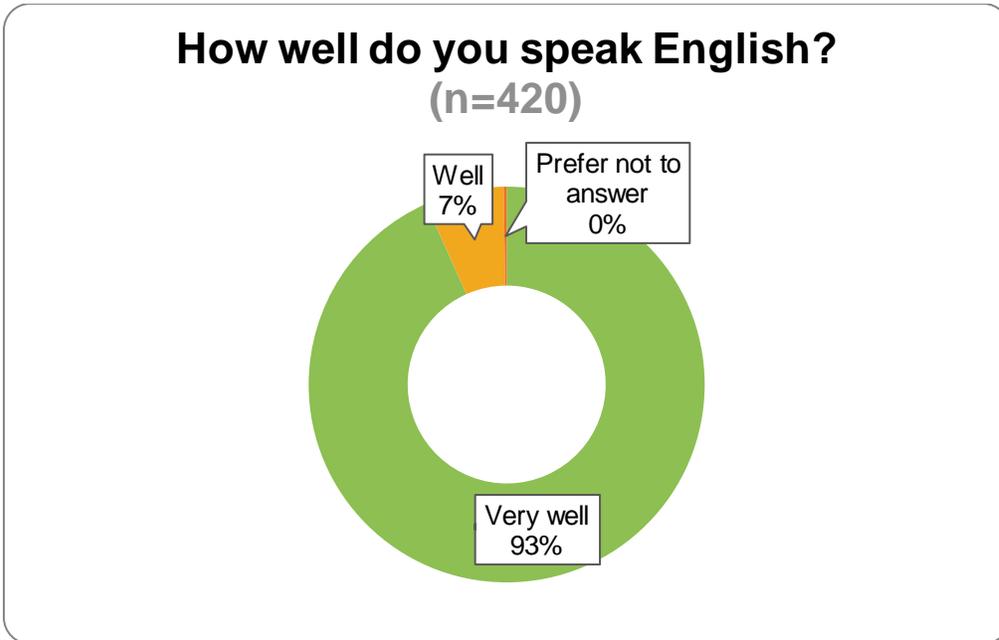
## Responses by Language

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:

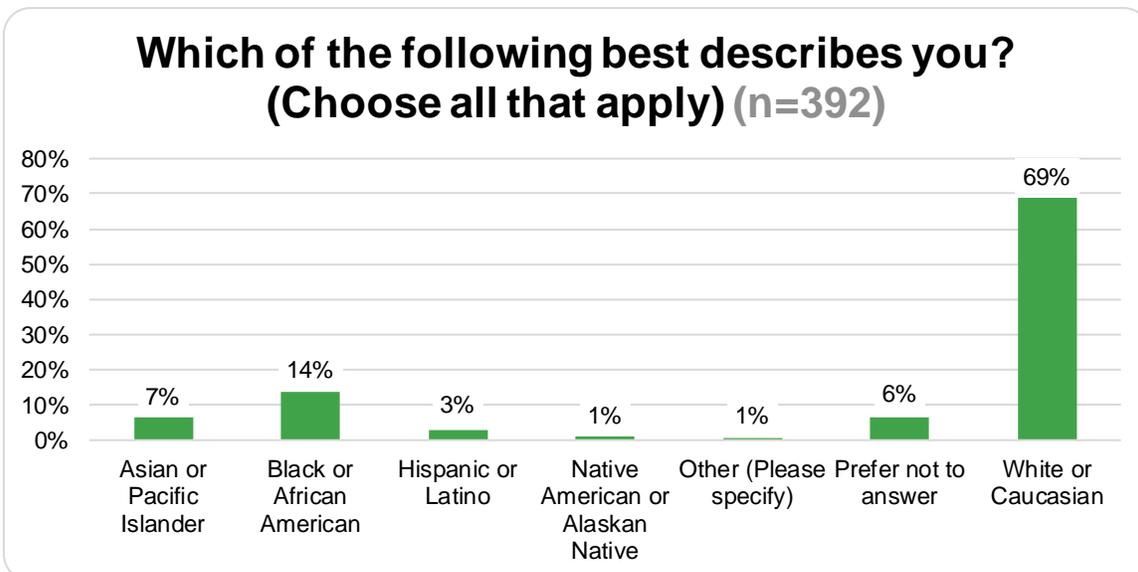
1. Spanish (n=10)
2. Tamil (n=5)
3. Hindi (n=3)
4. Chinese (n=1)
5. Czech (n=1)
6. Portuguese (n=1)
7. French (n=1)
8. Swahili (n=1)
9. Polish (n=1)
10. Korean (n=1)
11. Japanese (n=1)
12. German (n=1)

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### Responses by Race/Ethnicity

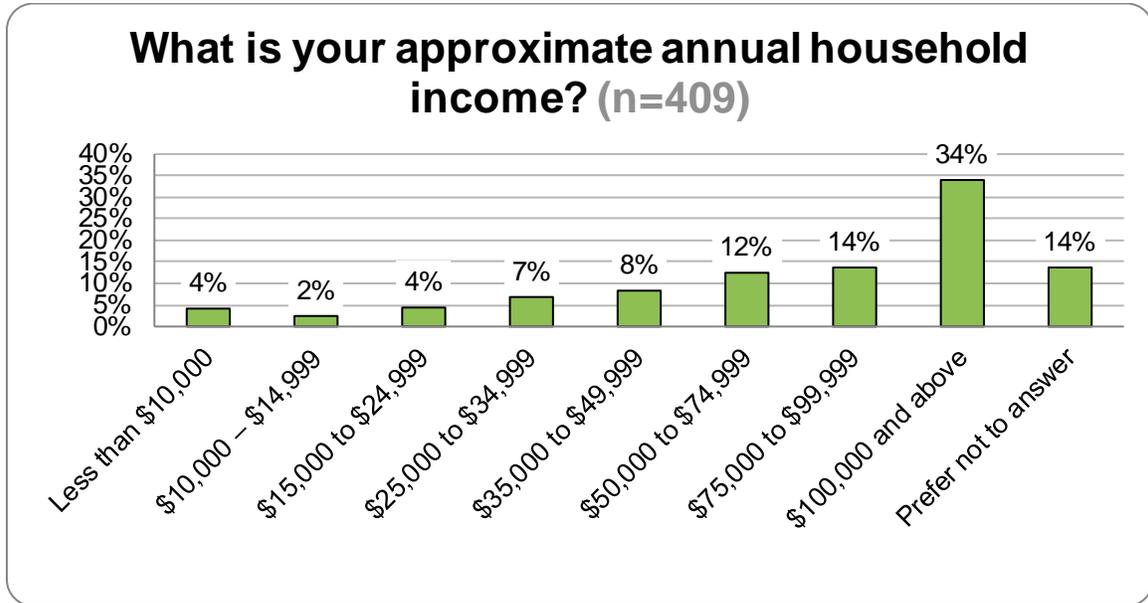
To measure the racial composition of participants, the survey included a question prompting individuals to define themselves racially and ethnically using as many categories as desired. The two most common identities were white or Caucasian (67%) and Black or African American (14%). Fewer respondents 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.



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### 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)

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- 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.

Route Number	Comment Summary
1	Serve Evans Rd Route 1 to government loop with an extra bus.
2	The Route 2 Raleigh to Fayetteville routes should go later.
3	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.
5	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.
6	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.
7	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.
8	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.
9	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.
10	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.
11	Route 11 on Sundays is inconsistent.
12	Currently, Route 12 takes too long. GoDurham Route 12 should be split up.
15	Route 15 in Wake Forest needs more frequency. Route 15 needs to run every 15 minutes all day.
15L	One participant noted that there is a lot of walking to 15L, and they are concerned about it being taken away.
16	One participant likes Route 16 coming every 15 minutes.
17	One participant did not like the proposed changes.
19	Route 19 is currently reliable.
21	More frequency. One participant liked the proposed changes.
22	Route 22 is not reliable in the evenings.
24L	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.

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<b>25L</b>	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.
<b>27</b>	Bus driver around 3:30pm on 5/12/2022 was being rude.
<b>100</b>	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.
<b>200</b>	An operator noted that when the 200 and 70x overlap, they need 3-4 bays because there is sometimes a lot of busses at once.
<b>300</b>	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.
<b>305</b>	Route 305 should come hourly.
<b>311</b>	Many participants would like the 311 to return to service. One participant had to change jobs after the 311 got suspended.
<b>400</b>	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.
<b>600</b>	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.
<b>800</b>	Making route 800 more direct would be nice.
<b>DRX</b>	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.
<b>J</b>	Route J ends too early at 7pm. The J schedule does not match the drivers. The J route is very confusing.

## 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:

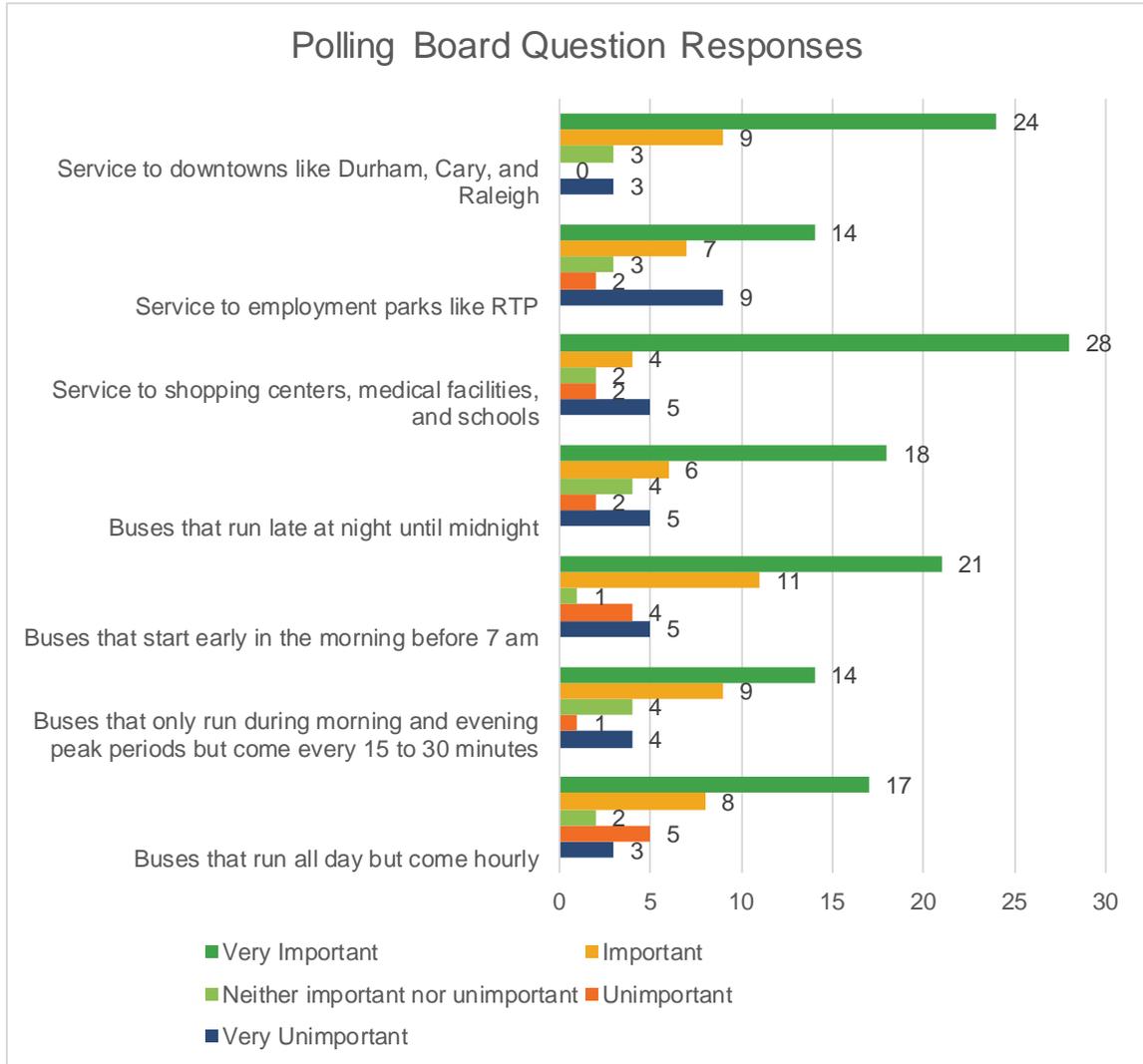
- Buses that run all day but come hourly
- Buses that only run during morning and evening peak periods but come every 15 to 30 minutes
- Buses that start early in the morning before 7 am
- Buses that run late at night until midnight
- Service to shopping centers, medical facilities, and schools
- Service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

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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.

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Route Number	Comment Summary
GC 1	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.
GC 3	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.
GC 5	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.
GR 12	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.
GR 14	Service on Atlantic is critical as this area continues to grow.
GR 2	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.
GR 20A	Need a connection between most of Garner and the Garner Walmart on US-70. Make Route 20 bidirectional along Garner Rd from downtown to White Oak and add a route from White Oak to the Garner Walmart via Timber Dr, Aversboro Rd, and Garner Towne Square.
GR 20B	Change Garner 20b to go to Greenfield Parkway with PnR lot and 30-minute headways from 7am to 7 pm.
GR 21	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.
GR 2L	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).
GR 3	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.
GR 30	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.
GR 31	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 & Rush St), but it doesn't appear that there are many useful destinations along the route.
GR 36	Route 36 should travel onto Ray between Lynn and Howard.
GR 37	Extend Route 37 to the East Raleigh Transit Center via S New Hope Rd and Rogers Ln
GR 4	Glad to see GoRaleigh 4 being realigned to hopefully speed up service.
GR 5	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.
GR 7L	Consider improved service frequencies on the 7L and 20 to serve new senior developments on the corner of Rush Street.

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<b>GR 8</b>	If the 8 & 8L will be separate into two different routes in a way that North Six Forks doesn't have a direct route to downtown, then a shared stop is needed to make this transfer clearer/smoothier.
<b>GR 8L</b>	Route 8L should run through with Route 8, and not require a transfer at North Hills to get downtown.
<b>GR ZWX</b>	Add a ZWX stop in Wendell Falls. It's one of the most walkable suburban neighborhoods in the Triangle, and it needs transit service!
<b>GT 200</b>	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.
<b>GT 310</b>	The 310 rarely makes it to the Cary Train Depot on time and many miss their connections. Consider just keeping route on Evans Rd instead of turning on Weston. Rerouting on Miami Blvd may 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.
<b>GT 600</b>	Shift the 100/600 down Trinity and Edwards Mill before going on Wade Avenue to better serve the Fairgrounds, Carter Finley, PNC Arena, Cardinal Gibbons, and Wade Park.
<b>GT 800</b>	Return bus stops to both sides of Southpoint, so the loop on I-40 when the 800 goes eastbound is no longer necessary.
<b>GT CRX</b>	Make the CRX buses inbound from Chapel Hill to Raleigh a "Request Only" stop at NC State. Please change the operator's schedule to show this as a "Drop Off Only" stop that requires a passenger to request the stop.
<b>GT RDU</b>	Start the RDU Shuttle service earlier, possibly at 6:00am to provide service to passengers who use the park-and-ride at RTC for early morning flights.

## 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.

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- 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



## REFERRAL TRAFFIC SOURCES

Domain	Count
t.co	562
l.facebook.com	164
m.facebook.com	142
mail01.tinyletterapp.com	131
www.publicinput.com	106
Inks.gd	67
lm.facebook.com	66
townofmorrisville.us1.list-manage.com	63
www.google.com	39
bit.ly	36
<b>Total</b>	<b>1,376</b>

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## SOCIAL MEDIA METRICS

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

## 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)

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- 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)

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## Appendix B – Remix and Work Plan Comments by Route

Agency	Route	Source	Comment
GoCary	1 Crossroads	Remix	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.
GoRaleigh	11 Avent Ferry	Remix	What's the approx. timeline for 15-minute service on Route 11?
GoCary	11 East Cary Fairgrounds	Remix	When is the plan to implement this Route 11?
GoRaleigh	12 Method	Remix	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.)
GoRaleigh	12 Method	Remix	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.)
GoRaleigh	14 Atlantic	Remix	Service on Atlantic is critical as this area continues to grow. Excellent work.
GoRaleigh	17 Rock Quarry	Remix	Would like to see PnR spaces here to ride bus downtown without threat of towing
GoRaleigh	2 Falls of Neuse	Remix	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.)
GoRaleigh	20 Garner	Work Plan	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.
GoTriangle	200 - North Hills - Brier Creek - Durham Station	Remix	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.

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GoTriangle	200 - North Hills - Brier Creek - Durham Station	Remix	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
GoTriangle	200 North Hills - Brier Creek	Remix	Is Route 200 expected to run on the weekends? Can we expect at least 30-minute frequencies and bus service until midnight?
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.

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GoRaleigh	2L Falls of Neuse North	Remix	<p>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).</p> <p>(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.)</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	3 Glascock	Remix	<p>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.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoCary	3 Harrison Avenue	Remix	<p>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.</p> <p>(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.)</p> <p>(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.)</p>

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GoRaleigh	30 Southwest	Remix	<p>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.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	31 Southeast	Remix	<p>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 &amp; 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.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoTriangle	310 Cary RTC	Remix	<p>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.</p>
GoRaleigh	36 Creedmoor	Remix	<p>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.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	37 Poole-Barwell	Remix	<p>Could Route 37 be extended to the East Raleigh Transit Center via S New Hope Rd and Rogers Ln?</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	4 Rex Hospital	Remix	<p>Glad to see GoRaleigh 4 being realigned to hopefully speed up service!</p>

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GoRaleigh	4 Rex Hospital	Remix	<p>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.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	4 Rex Hospital, 26 Edwards Mill	Remix	<p>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.</p> <p>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.)</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	4 Rex Hospital, 9 Hillsborough, 11 Avent Ferry, 27 Blue Ridge	Remix	<p>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.</p> <p>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.)</p> <p>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.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	40X Wake Tech Express	Remix	<p>Ten Rd would be a good place for stops on Routes 40X and FRX.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>

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GoRaleigh	40X Wake Tech Express	Remix	<p>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.)</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	5 Biltmore Hills via State St	Remix	<p>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.)</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoRaleigh	5 Biltmore Hills via State St	Remix	<p>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.</p> <p>Route 31'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.</p> <p>(These comments are entirely my recommendations as a Raleigh resident and should not be considered as the position of my employer.)</p>
GoCary	5 Kildaire Farm Road	Remix	<p>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.</p> <p>(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.)</p> <p>(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	Remix	<p>When will 15-minute frequency be introduced for Route 6?</p>
GoRaleigh	6 Glenwood	Work Plan	<p>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>

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GoTriangle	600 Raleigh - RTC - Durham	Remix	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.
GoRaleigh	7L Carolina Pines Connector, 20 Garner	Remix	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.
GoRaleigh	8 Six Forks	Remix	If you're going to separate the 8 & 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/smoothier than this, with a shared stop or something so people can transfer to continue in on the other route somewhat seamlessly
GoTriangle	800 Chapel Hill - South Point	Remix	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.
GoRaleigh	8L Six Forks North	Remix	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.)
GoCary	9 West Cary	Work Plan	West Cary needs a bus route and bus stops also.
GoCary	9 West Cary	Work Plan	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.
GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	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 "Request Only" 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 "Drop Off Only" stop that requires a passenger to request the stop.

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GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	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.
GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	Please maintain and enhance express service Eubanks-Raleigh.
GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	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&R is a lifeline to the CRX.
GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	cutting the Eubanks P&R out of the CRX route is eliminating 75% of its ridership as the majority of its riders board at the P&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.
GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	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.
GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	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 re 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.
GoTriangle	CRX Chapel Hill-Raleigh Express	Remix	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.
General	General	Remix	Lots of development out here. Maybe consider making a microtransit area.
General	General	Remix	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.
GoCary	General	Remix	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.
General	General	Work Plan	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.
General	General	Work Plan	Please do not get rid of mobile payment and if Apple Pay was in the works, please do not get rid of that either.

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General	General	Work Plan	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
General	General	Work Plan	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.
General	General	Work Plan	You're on the right track. Thanks for pursuing the original vision from 2016 appropriately.
GoRaleigh	General	Work Plan	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. " 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." 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.;
GoRaleigh	General	Work Plan	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: "Unfortunately, our spoke-based routing system means it would turn my 15-minute drive into a 2+ hour commute." "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." "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!" "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

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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 anyways. 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."

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GoRaleigh	General	Work Plan	<p>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!</p>
GoRaleigh	General	Work Plan	<p>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.</p>
GoRaleigh/ GoTriangle	General	Work Plan	<p>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).</p>

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

GoTriangle	General	Work Plan	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.
GoTriangle	General	Work Plan	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.
GoTriangle	NRX	Work Plan	Please bring back the NRX
GoRaleigh	Proposed Route	Remix	Connect SE Raleigh to the East Wake Transit Center/BRT with regular bus service on S. New Hope Road
General	Rail	Work Plan	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, pursuing it is a waste of Taxpayers money.
General	Rail	Work Plan	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.
General	Rail	Work Plan	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.
GoTriangle	RDU Airport Shuttle	Remix	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.
BRT	Wake BRT: Northern Alt Alignment 2	Remix	#2 Route is heavily used. Should be prioritized to 15-minute service
BRT	Wake BRT: Northern Alt Alignment 2	Remix	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.

Wake Bus Plan | Phase 2 Outreach Summary  
**GoTriangle**

GoRaleigh	ZWX Zebulon- Wendell- Raleigh Express (operated by GoRaleigh)	Remix	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!
GoRaleigh	ZWX Zebulon- Wendell- Raleigh Express (operated by GoRaleigh)	Work Plan	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 add any distance to the route.

## 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

**Wake Bus Plan | Phase 2 Outreach Summary**  
**GoTriangle**

- 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

**Wake Bus Plan | Phase 2 Outreach Summary**  
**GoTriangle**

- 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!!

**Wake Bus Plan | Phase 2 Outreach Summary**  
**GoTriangle**

- 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

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

- 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

**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT



### 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.

**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 Phase 3 (Summer 2022)**  
We will get your feedback on our draft recommendations in late Summer 2022.

Complete this survey online by visiting: <https://www.publicinput.com/WBPA1>

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

**Part 1: Travel Patterns**

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

	5 or more times per week	1-2 times per week	A few times a month	A few times a year	N/A
Commuting to work	<input type="checkbox"/>				
Shopping/errands	<input type="checkbox"/>				
Childcare or other family care	<input type="checkbox"/>				
Attend school	<input type="checkbox"/>				
Medical or other appointments	<input type="checkbox"/>				
Recreation	<input type="checkbox"/>				

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

	More Often	About the Same	Less Often	N/A
Commuting to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping/errands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare or other family care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attend school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical or other appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	I almost always use the bus for this trip	I usually use the bus for this trip	I sometimes use the bus for this trip	I never use the bus for this trip	N/A, The bus isn't an option
Commuting to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping/errands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare or other family care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attend school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical or other appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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>

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

## Part 2: Microtransit

Microtransit is a new type of flexible public transportation service that is like traditional "dial-a-ride" 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: \_\_\_\_\_



# Microtransit



Your trip can begin or end anywhere within the **microtransit zone**. (e.g. home, work, doctor).



The service will connect you to one of several **transfer points** located at popular destinations (e.g. shopping centers, grocery stores).



In some cases, you may be asked to **walk to a nearby intersection** to catch a ride.



Shared Ride trips will be provided using small buses or vans **shared with other passengers**.

**HOW TO RIDE**



**Book Ride**  
(by mobile app or phone call)



**Awail Pickup**  
(track vehicle in real time)



**Arrive at Destination**

Complete this survey online by visiting: <https://www.publicinput.com/WBPA1>

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

### 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?**

	Very unimportant	Unimportant	Neither important nor unimportant	Important	Very Important
Buses that run all day but come only hourly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses that only run during morning and evening peak periods but come every 15 to 30 minutes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses that start early in the morning before 7AM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses that run late at night until midnight.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service to shopping centers, medical facilities, and schools.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service to employment parks, like Research Triangle Park.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service to downtowns, like Durham, Cary, and Raleigh.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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
- Other:

---

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

<p><b>Return at one of the Wake Bus Plan pop-up events.</b></p>	<p><b>Email a scanned copy or picture of each page to:</b> info@pppconsulting.net</p>	<p><b>Mail to:</b> Public Participation Partners 8502 Six Forks Road, Ste 102 Raleigh, NC 27615</p>
---	---	---

**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 29<sup>th</sup> on transit improvements and investments for the Wake Bus Plan.

[www.publicinput.com/WBPA5](http://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/>



**HELP IMPROVE  
TRANSIT IN WAKE  
COUNTY AND THE  
TRIANGLE!**

### 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 29<sup>th</sup> for a chance to win a \$50 gift card.

Visit [www.publicinput.com/WBPA5](http://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 29<sup>th</sup> on transit improvements and investments for the Wake Bus Plan.

[www.publicinput.com/WBPA5](http://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/>



# HELP IMPROVE TRANSIT IN WAKE COUNTY AND THE TRIANGLE!

## 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 29<sup>th</sup> 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)

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

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](http://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](http://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](http://www.publicinput.com/WBPA5)

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



**HELP IMPROVE  
TRANSIT IN WAKE  
COUNTY AND THE  
TRIANGLE!**

**May 23, 2022**

Facebook/Instagram/Twitter

It's not too late! Take the survey by Sunday, May 29<sup>th</sup> 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](http://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](http://www.publicinput.com/WBPA5)

## TRANSIT ADVERTISEMENTS

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



The advertisement features a graphic of three overlapping triangles (grey, green, and light green) on the left. To the right is the 'GO FORWARD' logo with the tagline 'A COMMUNITY INVESTMENT IN TRANSIT' and four circular icons representing different transit modes. The main text is centered and reads: 'Help improve bus service in Wake County and the Triangle!'. Below this is an orange call-to-action box containing the text: 'TAKE THE SURVEY BY MAY 29<sup>TH</sup> FOR A CHANCE TO WIN A \$50 GIFT CARD!' and the URL 'publicinput.com/WBPA2'.



This advertisement is identical to the one above, featuring the same graphic elements and text. It includes the 'GO FORWARD' logo, the call to action 'Help improve bus service in Wake County and the Triangle!', and the orange box with the survey deadline and URL 'publicinput.com/WBPA2'.

# Wake Bus Plan | Phase 2 Outreach Summary

## GoTriangle

### 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 29th through May 29th on transit service improvements and investments.

**Take the Online Survey**

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

[Take the Survey](#)

**Share with your community!**

We want to hear from as many people as possible. Please take a moment to share the [survey link](#), [flyer](#), or other materials in our [media kit](#) with your neighbors, members, friends, and other contacts.

[Full Media Kit](#)

**Wake Bus Plan Info:**

GoTriangle is working with regional partners to update the Wake Bus Plan. This phase of the project is working to understand priorities for specific transit service improvements. The feedback collected during this phase will guide recommendations for transit investments.

[Learn More about the Wake Bus Plan](#)

**Contact Info:**  
[publicengagement@gotriangle.org](mailto:publicengagement@gotriangle.org)  
 (512) 580-8850 | Project Code: 3743

#### 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 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)

[Pop-Up Event Flyer](#)

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

## 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 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 29<sup>TH</sup>**  
for the chance to win one of five \$50 gift cards!

[www.publicinput.com/WBPA1](http://www.publicinput.com/WBPA1)

### ATTEND A POP-UP EVENT

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

**CONTACT INFO:**  
publicengagement@gotriangle.org  
(512) 580-8850 | Project Code: 3743

**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT



Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle



## ¡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](http://www.publicinput.com/WBPA1)

### ASISTA A UNO DE LOS SIGUIENTES EVENTOS

FECHA	HORARIO	NOMBRE DEL EVENTO/SEDE	UBICACIÓN
Jueves, 5 de mayo	4 – 6pm	Estación de GoRaleigh	214 S Blount St, Raleigh, NC 27601
Jueves, 5 de mayo	5 – 7pm	Mercedo de Wendell	Campan Park, Wendell, NC 27591
Viernes, 6 de mayo	8 – 10am	Biblioteca de Ciencias de la Salud de UNC Hospital	101 Manning Dr, Chapel Hill, NC 27514
Viernes, 6 de mayo	4 – 6pm	Centro Comercial Plaza West	5563 Western Blvd, Raleigh, NC 27606
Sábado, 7 de mayo	9am – 5pm	Festival PasaFest en Apex	Salem St, Apex, NC
Sábado, 7 de mayo	9am – 5pm	Festival de Ritmo Latino	316 N Academy St, Cary, NC 27511
Sábado, 7 de mayo	10am – 4pm	Mooc in the Street en Wake Forest	Downtown Wake Forest
Sábado, 7 de mayo	1 – 4pm	Festival Latinoamericano de Knightdale	Knightdale Station Park, 810 N First Ave, Knightdale, NC 27545
Jueves, 12 de mayo	8 – 10am	Centro Regional de Transporte de GoTriangle	901 Slater Rd, Durham, NC 27703
Jueves, 12 de mayo	4 – 6pm	Estación Cary Depot	211 N Academy St, Cary, NC 27511
Viernes, 13 de mayo	8 – 10am	Estación de Durham	515 W Pettigrew St, Durham, NC 27701
Viernes, 13 de mayo	4 – 6pm	Triángulo Town Center en Orvis Park and Ride	3701 Summit Blvd, Raleigh, NC 27616
Sábado, 14 de mayo	2 – 4pm	Parada de autobús de Crabtree Valley Mall	4325 Glenwood Ave, Raleigh, NC 27612
Sábado, 14 de mayo	4 – 8pm	SpringFest de Morrisville	Town Hall Drive (near Fire Station No. 1), Morrisville, NC 27560

**CONTACTO:**  
publicengagement@gotriangle.org  
(512) 580-8850 | Código del Proyecto: 3743

**GO PA'LANTE**  
UNA INVERSIÓN COMUNITARIA EN TRANSPORTE



## 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.

**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT

**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 29<sup>TH</sup>**  
for the chance to win one of five \$50 gift cards!  
[www.publicinput.com/WBPA1](http://www.publicinput.com/WBPA1)

**GO PA'LANTE**  
UNA INVERSIÓN COMUNITARIA EN TRÁNSITO

**¡AYÚDENOS A MEJORAR EL  
SERVICIO DE AUTOBUS 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](http://www.publicinput.com/WBPA1)

Wake Bus Plan | Phase 2 Outreach Summary  
GoTriangle

## DIGITAL BANNER

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



The digital banner features a central photograph of a bus with route 16 and destination OBERLIN. The bus is on a city street with buildings and a street sign labeled 'E' in the background. The banner is framed by green and orange geometric shapes. In the top right corner, there is a logo for 'GO FORWARD A COMMUNITY INVESTMENT IN TRANSIT' with icons for a bus, a person, a wheelchair, and a person with a cane. Below the logo, the text reads: 'HELP IMPROVE BUS SERVICE IN WAKE COUNTY AND THE TRIANGLE!' followed by '¡AYÚDENOS A MEJORAR EL SERVICIO DE AUTOBÚS EN EL CONDADO WAKE Y EN EL TRIÁNGULO!'. Below this, it says 'TAKE THE SURVEY BY MAY 29<sup>TH</sup>' and 'RESPONDA LA ENCUESTA ANTES DEL 29 DE MAYO' with the URL 'www.publicinput.com/WBPA2'. On the right side, there are two orange call-to-action buttons: 'Enter to win a \$50 gift card!' and '¡Participe para ganar una tarjeta de regalo de \$50!'.

**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT

**HELP IMPROVE BUS SERVICE IN WAKE COUNTY AND THE TRIANGLE!**  
**¡AYÚDENOS A MEJORAR EL SERVICIO DE AUTOBÚS EN EL CONDADO WAKE Y EN EL TRIÁNGULO!**

**TAKE THE SURVEY BY MAY 29<sup>TH</sup>**  
**RESPONDA LA ENCUESTA ANTES DEL 29 DE MAYO**  
[www.publicinput.com/WBPA2](http://www.publicinput.com/WBPA2)

Enter to win a \$50 gift card!

¡Participe para ganar una tarjeta de regalo de \$50!



Wake Bus Plan

# Phase 3 Outreach Summary

March 2023

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

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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

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

## 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 20<sup>th</sup>, 2023, and March 22<sup>nd</sup>, 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

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

- Boxyard RTP
- Fuquay-Varina Community Center
- Apex Senior Center
- Crabtree Valley Mall Bus Stop
- Western Wake Farmers Market
- North Carolina State University's Stafford Commons
- Cary Depot
- Dorcas Ministries
- Holly Springs Farmers Market
- Knightdale Station Park

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 20<sup>th</sup> through March 22<sup>nd</sup>, 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).

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

### 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

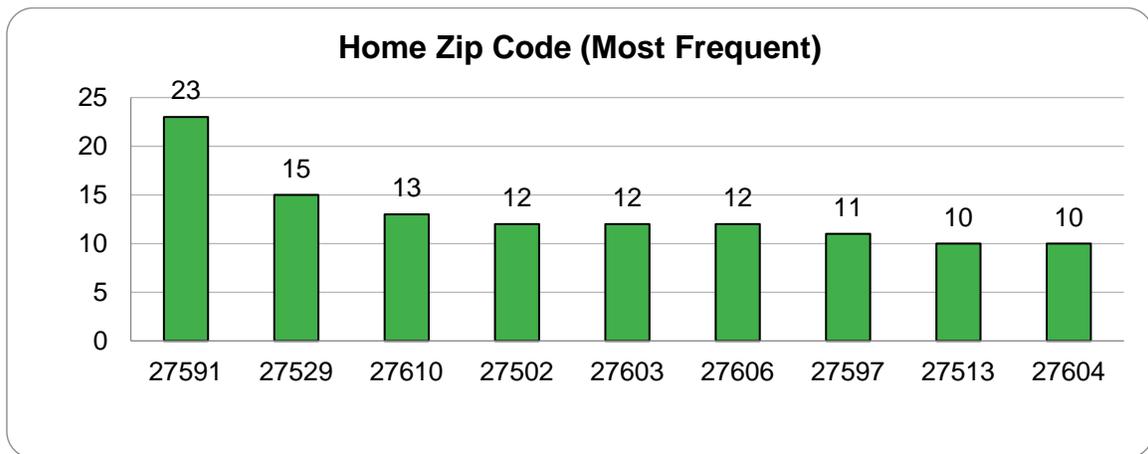
## OVERVIEW

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**.

Figure 2



## SURVEY RESULTS

### Ridership

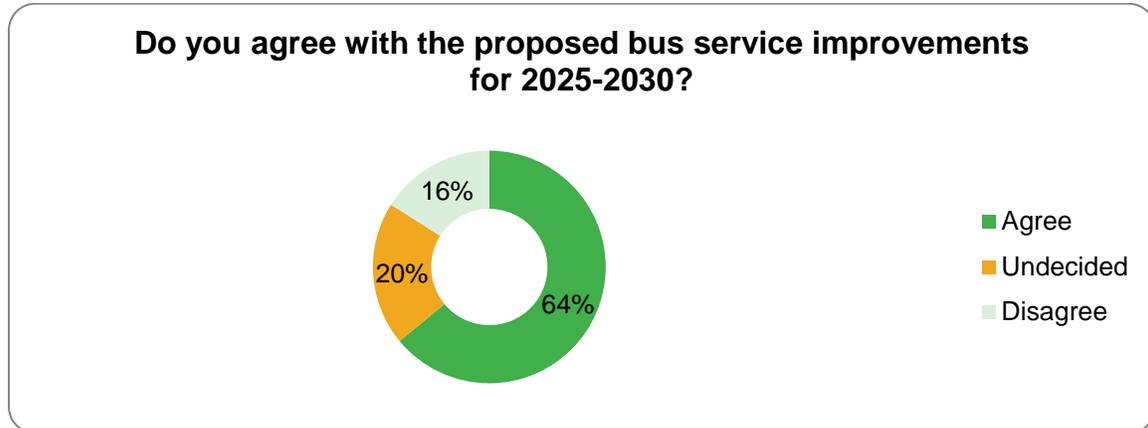
When asked which system they rode or would ride, over half of the study participants reported riding or having the desire to ride GoTriangle (64%) and/or GoRaleigh (57%) buses. Twenty-three percent (23%) had an interest in GoCary, 19% in NCSU, and 17% in GoDurham. Fewer respondents were GoWake Access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

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

## 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



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, providing a transfer point to 11 or to Wolfline without having to cross Avent Ferry or Gorman. Another commenter requested extending 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.

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

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.

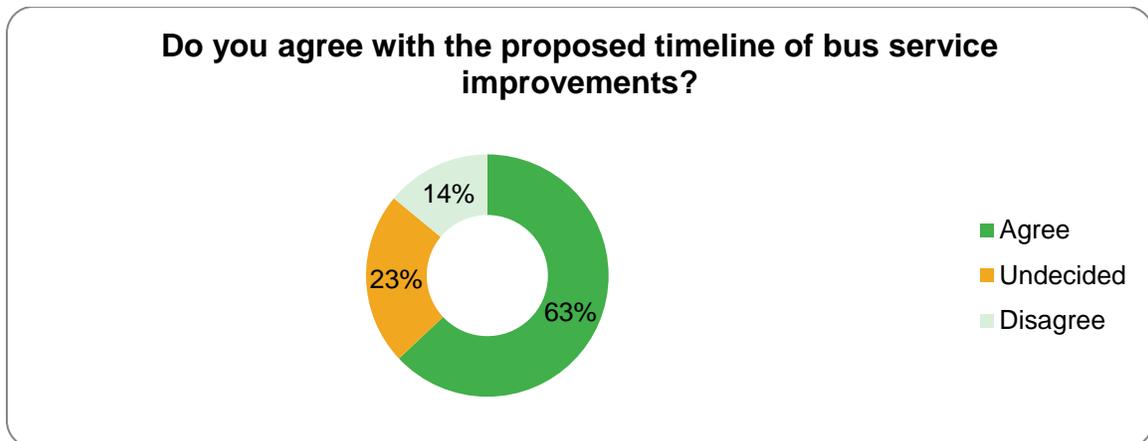
While most respondents considered investing in public transit to alleviate traffic congestion by increasing the frequency and the reach (n=22), one respondent suggested that low ridership numbers means that buses unnecessarily contribute to the problem.

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

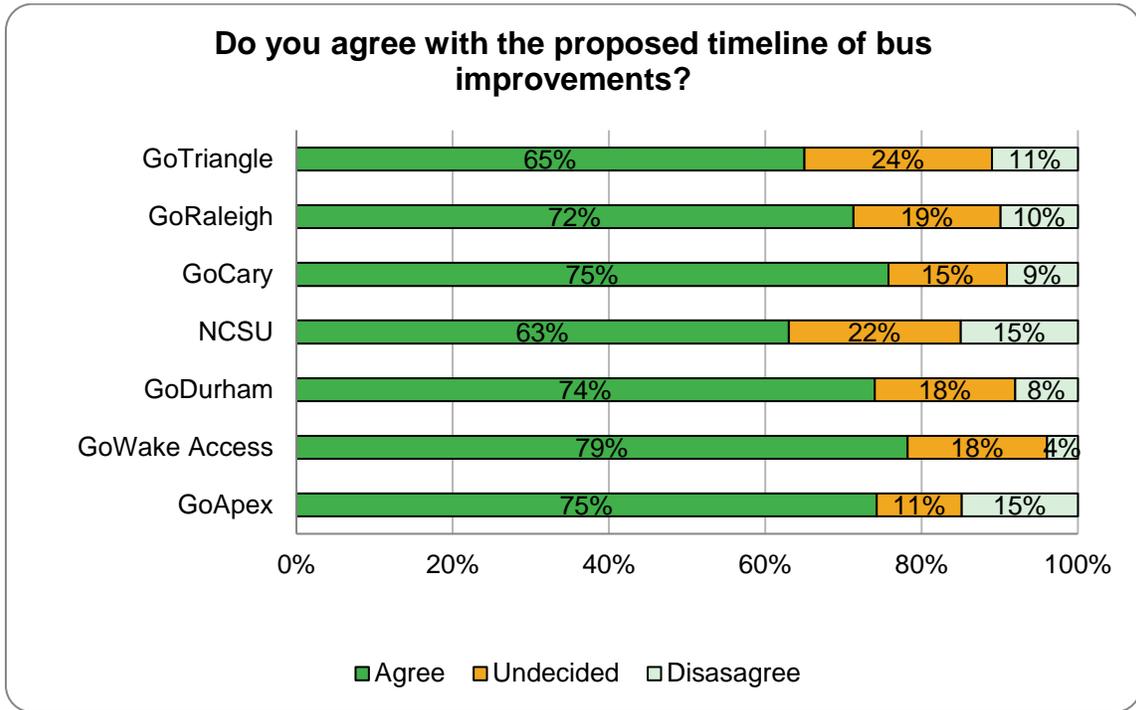


NCSU (15%) and GoApex (15%) riders were more likely than those using other systems to oppose the proposed timeline for implementing service changes. Compared to other riders, those using GoTriangle (24%), and NCSU (22%) buses were most likely to say that they are undecided about the timeline. For more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

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GoTriangle

Figure 5

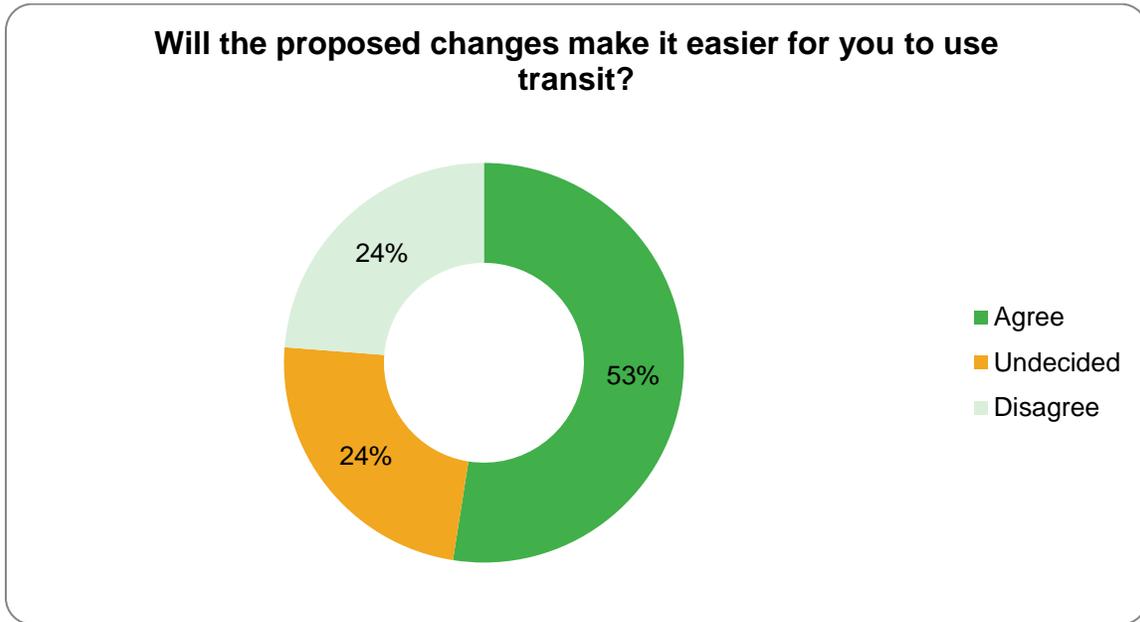


**Transit Ease Associated with Proposed Changes**

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.

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GoTriangle

Figure 6

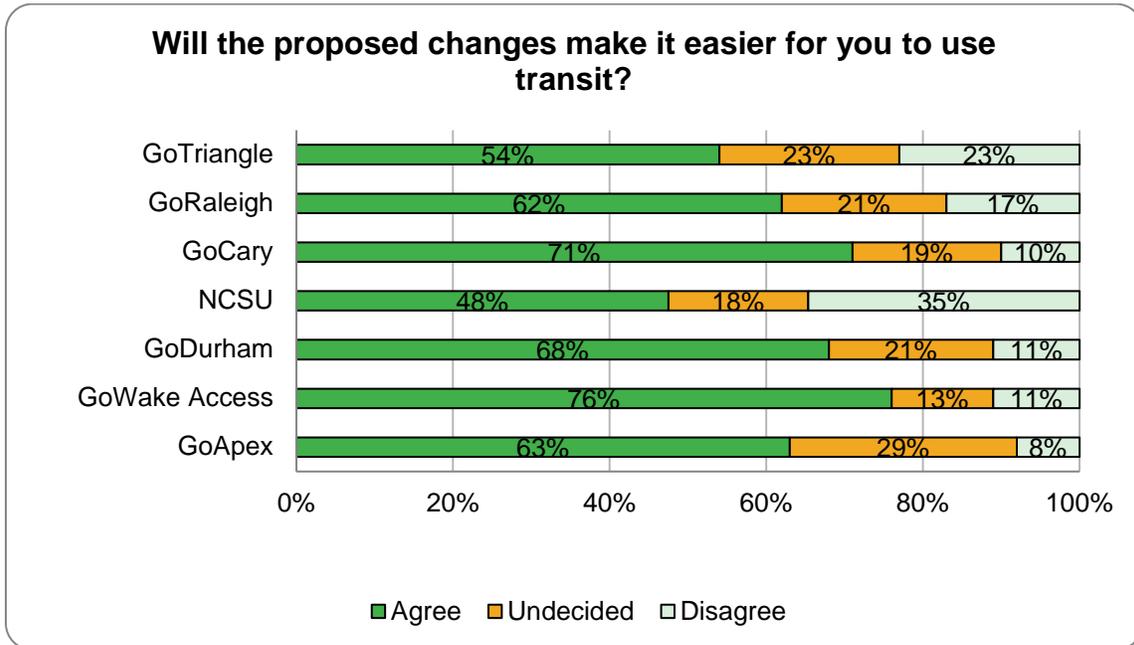


GoWake Access (76%) and GoCary (71%) riders were more likely to say that the proposed changes would make it easier for them to use public transit. The largest group of dissenters were NCSU riders, with 35% saying that the changes would not make taking the bus easier for them. Respondents who ride GoApex 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**.

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GoTriangle

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.

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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

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

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

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

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-ridership 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-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 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.

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

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

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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.

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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 spring 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?

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- 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.

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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



ADMINISTRATION DEPARTMENT

March 13, 2023

GoTriangle  
ATTN: Draft Work Plan & Wake Bus Plan  
4600 Emperor Boulevard, Suite 500  
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-ridership 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-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 311, Route 305, and the ACX. Route 311 has never been in service since the launch of GoApex Route 1, which

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ADMINISTRATION DEPARTMENT

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 30, 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 30, 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,



Catherine Crosby  
Town Manager

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**TOWN OF APEX**

*The Peak of Good Living*

PO Box 250 Apex, NC 27502 | (919) 249-3426 | [www.apexnc.org](http://www.apexnc.org)

# Appendix C – Comments by Route

## PHASE 3 ENGAGEMENT COMMENTS BY ROUTE

### GORALEIGH

Route(s)	Comments
1	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
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 Northwest 2.0	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
5/13/20/22 Biltmore Hills	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

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	<p>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.”</p>
7	<p>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 it provides additional service to Dix Park and Heritage Park.</p>
7L	<p>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.</p>
8/16 Oberlin/Six Forks	<p>Concern about neighborhood losing access with rerouting of 8 and 16, and the 16 no longer going downtown</p> <p>Desire for service to stay on St. Mary corridor</p> <p>“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.”</p>
11	<p>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.</p>
11L	<p>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</p> <p>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</p>

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	<p>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 loop (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 NCR, but will extend Beryl to Royale Street.</p> <p>I would appreciate if the 11L was still able to be accessed from NCSU.</p> <p>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.</p> <p>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.</p> <p>Removing 11L will make it harder for me to commute to NCSU.</p> <p>Please keep Route 11L going to NC State. I rely on this bus to get to campus as a student and back home.</p> <p>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.</p> <p>Please resume NC State for 11L!Mar 16, 2023 10:57 amDestinationsRoutes00On 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).</p>
<p>12</p>	<p>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</p> <p>Modify 12 to connect to Rt 9 to transfer</p>
<p>14</p>	<p>More frequency on proposed 14</p> <p>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.</p>

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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.

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	Funds should be made available to accelerate the 4 BRT projects.
Other	<p>Extended hours/improvements for Garner (multiple)</p> <p>Interest in bringing back Raleigh-Garner Express</p> <p>Consider running a nonstop to RTP from the mini-hub at Crabtree Valley Mall.</p> <p>“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.”</p> <p>Interest in service to Volant Dr (North Ridge Villas)</p> <p>Interest in a route that would connect east and west through downtown as a one seat ride</p> <p>Interest in more connections to Raleigh Union Station, especially from east</p> <p>Desire for service on Ray Rd at Strickland Rd</p> <p>Desire for more routes around 540 and 401, 40X is the only route in the area and is only hourly</p> <p>Interest in more service to/from Brier Creek, at least every half hour to Raleigh</p> <p>Many comments on ending the service reductions</p> <p>Desire for more routes connecting Crabtree/North Hills and South/West Raleigh</p> <p>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</p> <p>Suggestion to get rid of pulses at GoRaleigh station to reduce bus traffic at station at the :00, :15, :30, :45s</p>

**GO CARY**

Route(s)	Comments
ACX	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.
Routes	<p>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).</p> <p>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.</p> <p>As a senior more routes for western Cary.</p> <p>The Cary to the State Fairgrounds connection is a great idea.</p>

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## GoTRIANGLE

Route(s)	Comments
100(X)	<p>The "100X" sounds cool but isn't described well, so I'm not sure I trust it.</p> <p>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.</p> <p>I also strongly wish that GoTriangle's airport bus, #100, return to *direct* connections at all times between downtown Raleigh and RDU.</p> <p>Please bring the 100 back to the airport all the time.</p> <p>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.</p> <p>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</p> <p>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.</p> <p>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.</p> <p>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?</p> <p>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</p>

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	Durham and Raleigh. Change 100X to 100 for consistency with other non-express routes.
300	<p>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.</p> <p>The additional bus service on the 300/305 in early evening and weekends is great.</p>
305	<p>I would like to see GoTriangle 305 be expanded to Fuquay Varina</p> <p>The additional bus service on the 300/305 in early evening and weekends is great.</p> <p>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.</p>
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	<p>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.</p> <p>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.</p>
DRX	<p>There is no mention of DRX bus route in your plans. What happened to the bus route for Raleigh to VA, Duke University employees?</p> <p>What are plans for the DRX?</p> <p>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.</p> <p>Please bring back the DRX. It cuts my commute in half</p> <p>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.</p> <p>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.</p> <p>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.</p>

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NRX	<p>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.</p> <p>GoTriangle NRX (North Raleigh Express) 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.</p> <p>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.</p>
RDU	<p>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</p> <p>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.</p>
CRX	<p>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 *moderately*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.</p> <p>Please DO NOT eliminate stops that serve Orange County residents in downtown Chapel Hill and the Eubanks Park and Ride!</p> <p>I think Eubanks must be kept in addition to 54.</p> <p>The Eubanks Park and ride (especially with the upcoming BRT) is key to being able to access CRX.</p> <p>Terrible plan to remove the Eubanks parking lot as part of the CRX route. Might as well just drive to work.</p> <p>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 an go traffic, adding to air pollution.</p> <p>Changing CRX pick up to HW 54 and 1-40 looks further away from Eubanks location.</p> <p>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.</p>

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When driving from Carrboro to Raleigh, it is better to drive down Eubanks to I40 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

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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

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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.

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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 6minutes 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

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle

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.

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GoTriangle

## OTHER COMMENTS

Topic	Comments
Reliability	<p>Funds should be made available to accelerate more bus routes and higher frequencies of the bus routes.</p> <p>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.</p> <p>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.</p> <p>Frequent service is critical to successful transit. And parking needs to be more expensive or unavailable. We need to plan for people, not cars</p> <p>Strengths:</p> <p>The Draft Work Plan appears to be focused on improving and expanding transit services, which can be beneficial for the community.</p> <p>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.</p> <p>I strongly agree with increasing the frequency of service of the bus system, especially for heavily traveled corridors.</p> <p>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!</p> <p>Let's make transit between Durham and Raleigh more dependable.</p> <p>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.</p> <p>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</p> <p>Improve the service and try follow the schedule and no let the passengers stranded at the bus stop.</p>
Destinations	<p>You must certainly do a better job of communicating the park and ride opportunities and locations. The airport improvements are welcome, but I no</p>

Wake Bus Plan | Phase 3 Outreach Summary  
 GoTriangle

	<p>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.</p> <p>The routes to the airport need improvement and more availability yesterday.</p> <p>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!</p> <p>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.</p>
<p>Routes</p>	<p>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).</p> <p>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.</p> <p>As a senior more routes for western Cary.</p> <p>The Cary to the State Fairgrounds connection is a great idea.</p>

# Appendix D – Materials Used During Engagement

## Information boards

**DRAFT FY 2024 WAKE TRANSIT WORK PLAN AND RECOMMENDED FY 2025-2030 WAKE BUS PLAN**

*This map highlights the full growth of the Wake County network by 2030.*

**BY 2030...**

- 64% of residents and 87% of jobs located within ¼ mile of all day transit.
- 22% of residents and 43% of jobs located within ¼ mile of frequent transit (15 mins or better).

**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT

**The proposed changes ensure:**

- The Bus Plan serves the highest need areas
- Service is implemented in a fast, efficient way that accommodates rider needs while also accounting for the current operator shortage
- Customers receive reliable service when and where they need it most

**Customer outcomes will be:**

- Greater access to an all-day network
- Improved access to frequent transit
- Service in new, rapidly growing areas

Learn more at [GoForwardNC.org](http://GoForwardNC.org)

**FY 2030 Transit Network**

**AM Peak Frequencies**

**All-Day Routes**

- 15 minutes
- 30 minutes
- 45 - 60 minutes

**Peak Only Routes**

- 30 minutes
- 60 minutes

**Capital Investments**

- Transit Center
- Proposed Enhanced Transfer Point
- New Park and Ride

**Other Transit**

- Microtransit Zone
- Smart Shuttle Node
- Bus Rapid Transit

**Wake Bus Plan System Update**

**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT

**ZONE 1 IMPROVEMENTS\***  
North Raleigh – Downtown Raleigh – Cary

\*Connections to Durham and Chapel Hill will be presented following planning work with those counties.

Year	Service Provider	Route	Frequency Increase	Span Increase	Alignment Change
FY25	GoRaleigh	11 Avent Ferry	✓		✓
		11L Southwest	✓		✓
		12 Method		✓	
		18 Poole		✓	✓
		18L Poole-Barwell		New Route	
		18S Poole		Discontinued	
		4 Rex Hospital			✓
		27L Blue Ridge-Trinity			✓
FY25	GoTriangle	26 Edwards Mill		Discontinued	
		3 Glascock	✓	✓	✓
		7L Carolina Pines	✓	✓	✓
		15 WakeMed		Discontinued	
		300 Cary-Raleigh	✓	✓	✓
FY26	GoCary	301 Cary-Raleigh		Discontinued	
		NRX North Raleigh Express		Discontinued	
		11 East Cary		New route	
		14 Atlantic		New route	
FY26	GoRaleigh	2 Falls of Neuse	✓	✓	
		21 Caraleigh		✓	✓
		10 Longview		✓	✓
FY27	GoRaleigh	25 Durant		New route	
		25L Triangle Town Link		Discontinued	
		32L Lynn Spring Forest		New route	
FY28	GoRaleigh	16L Oberlin		✓	✓
		7 South Saunders		Service reduction due to BRT	
		8 Six Forks		✓	✓
		8L Six Forks North		New route	
		15L Trawick Connector		Discontinued	
FY29	GoRaleigh	24 New Hope Crabtree		New route	
		24L North Crossstown Connector		Discontinued	
		28 New Hope		New route	
FY29	GoTriangle	300 Cary-Raleigh		Discontinued due to BRT	

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GoTriangle

## Wake Bus Plan System Update

### ZONE 2 IMPROVEMENTS

Research Triangle Park – Morrisville – Cary – Apex – Holly Springs

GO FORWARD

A COMMUNITY INVESTMENT IN TRANSIT

\*Connections to Durham and Chapel Hill will be presented following planning work with those counties.

Year	Service Provider	Route	Frequency Increase	Span Increase	Alignment Changes
FY25	GoCary	1 Crossroads			✓
		11 East Cary	New route		
	GoTriangle	12 Apex-Cary	✓	✓	
		311 Apex-RTC	Discontinued		
		300 Cary-Raleigh	✓	✓	✓
FY27	GoTriangle	305 Holly Springs-Apex-Raleigh	✓	✓	✓
		305 Holly Springs-Apex-Raleigh	✓	✓	✓
FY28	GoTriangle	310 Cary-Wake Tech RTP	✓	✓	✓
FY29	GoTriangle	300 Cary-Raleigh	Discontinued due to BRT		

## Wake Bus Plan System Update

### ZONE 3 IMPROVEMENTS

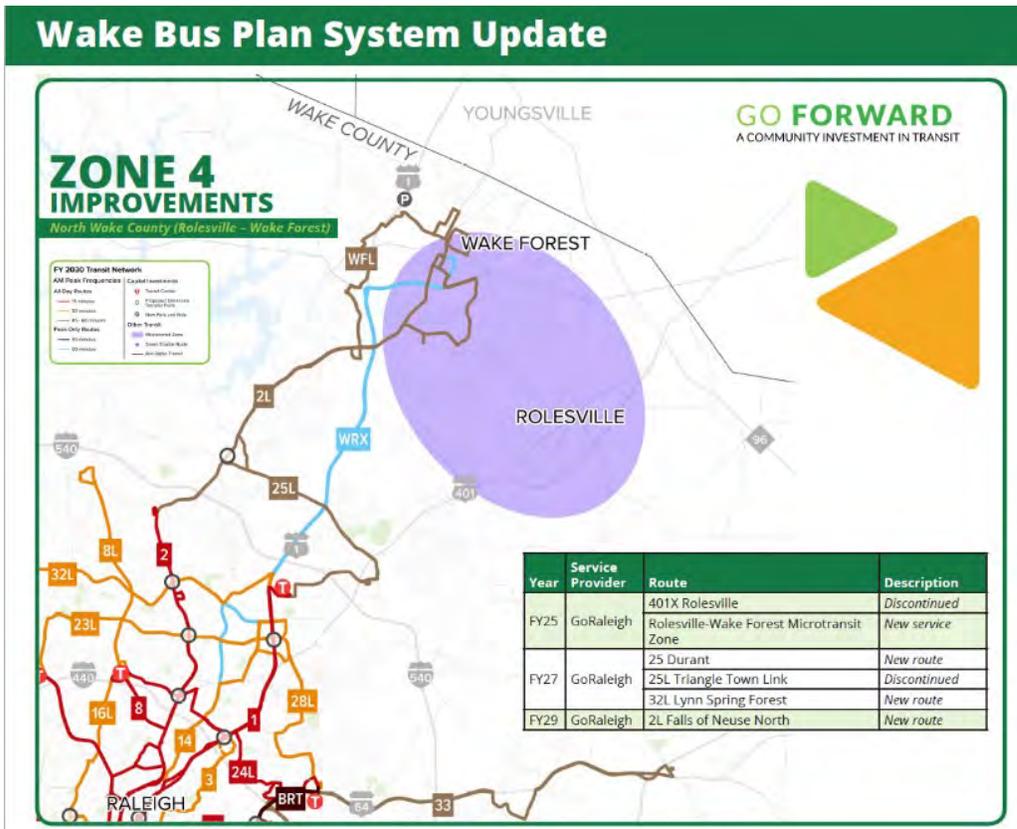
South Wake County (Fuquay Varina/Garner), East Wake County (Knightdale/Wendell/Zebulon)

GO FORWARD

A COMMUNITY INVESTMENT IN TRANSIT

Year	Service Provider	Route	Frequency Increase	Span Increase	Alignment Changes
FY25	GoRaleigh	18 Poole	✓		✓
		18L Poole-Barwell	New route		
		18S Poole	Discontinued		
FY26	GoTriangle	ZWX Zebulon-Wendell-Raleigh	✓	✓	✓
FY27	GoRaleigh	10 Longview	✓	✓	✓
FY28	GoRaleigh	33 Knightdale	✓	✓	✓
		7 South Saunders	Service reduction due to BRT		

Wake Bus Plan | Phase 3 Outreach Summary  
GoTriangle



## MEMORANDUM

**TO:** GoTriangle Board of Trustees Operations & Finance Committee  
**FROM:** Real Estate and Facilities  
**DATE:** July 19, 2023  
**SUBJECT:** Durham Bus Stop Right-of-Way Acquisition

### Strategic Objective or Initiative Supported

2.4 Ensure an attractive and accessible transit environment

### Action Requested

Recommend that the board authorize staff to conduct property coordination, outreach, and acquisition of property needed for GoDurham bus stop improvements on behalf of the City of Durham in order to make improvements to the following existing bus stop locations:

No.	BUS ID	Major Street	Minor Street	PIN	Parcel ID
1	5261	University Dr.	Westgate Dr. (Parkway Plaza Park-and-Ride)	0810-25-23-1582	137031
2	5897	Club Blvd.	Dollar Ave. (Northgate Mall)	0822-64-59-1651	102361
3	5436	Meriwether Dr.	Pickwick Trail (SB)	0833-24-10-4528	172103
4	5569	Hillsborough Rd.	LaSalle St. (Durham Festival Center)	0812-55-47-9633	125240
5	6607	Rose of Sharon	Riverside High School	0814-62-77-8405	177336
6	5404	E Main St.	Hyde Park Ave. (WB)	0831-43-86-9849	111647
7	5954	Dowd St.	Hazel St. (WB)	0831-29-83-5847	110724
8	6590	Martin Luther King Jr Pkwy	Cook Rd. (WB)	0729-39-06-0642	145815
9	6241	Rigsbee Ave.	Seminary St.	0821-98-73-2755	103000
10	5345	University Dr.	BB&T Plaza	0810-26-80-9902	137090
11	5693	Bedford St.	Balmoray Ct.	0821-10-41-0420	104616
12	6086	E Main St.	Hyde Park Ave. (EB)	0831-43-95-2074	112104
13	6366	Carver St.	Commons Blvd. (EB)	0833-03-95-5636	172099
14	5286	Duke University Rd.	Underwood Ave. (EB)	0821-27-86-8073	108607
15	6345	Taylor St.	Driver St. (Holton Career Center)	0831-55-61-4411	112851
16	5600	Carver St.	Commons Blvd. (WB)	0833-14-34-8442	232052

No.	BUS ID	Major Street	Minor Street	PIN	Parcel ID
17	5684	W Club Blvd.	Clarendon St.	0822-45-10-6869	100561
18	6061	Ross Rd.	Fernando St.	0841-66-52-5465	132450
19	5193	Midvale Rd.	Bedford St.	0820-19-38-0013	104618
20	5179	Roxboro St.	Lodge St. (Hillside Park)	0821-81-79-2692	118325
21	5324	Roxboro St.	Dunstan Ave.	0821-81-16-0259	117172
22	6604	Stadium Dr.	Wyldeewood Rd. (NB)	0823-38-83-5247	127253
23	6160	Dowd St.	Hazel St. (EB)	0831-28-89-3952	110897
24	5368	Meriwether Dr.	E Carver St. (SB)	0833-24-10-4528	172103
25	6253	Highgate Dr.	Audubon Lake Dr.	0718-66-31-2664	178168
26	5416	Glenbrook Dr.	Dubonnet Pl. (NB)	0832-68-15-4898	129196
27	5850	Glenbrook Dr.	Dubonnet Pl. (SB)	0832-68-33-4607	129229
28	5054	University Dr.	Larchmont Dr.	0810-13-14-0845.000 & 0810-13-14-0845-.012	139337 & 139349
29	5189	University Dr.	Snowcrest Tr.	0800-94-37-2562	139323
30	6159	Dowd St.	Gurley St. (EB)	0831-28-09-8716	110903
31	6275	S Alston Ave.	Kestrel Heights School (SB)	0738-21-48-3973	153965
32	6276	S Alston Ave.	Duke Health (SB)	0737-01-37-7889.000 & 0737-01-37-7889.001	154021 & 154022
33	5495	W Club Blvd.	Clarendon St.	0822-45-12-7237	100877
34	6128	Stadium Dr.	Wyldeewood Rd. (Foxfire Apts)	0823-28-62-6093	127112
35	6617	Stadium Dr	Wyldeewood Rd. (SB)	0823-37-47-5597	127145
36	6593	S Roxboro St.	Chestnut St. (SB)	0821-83-64-8878	118621
37	5749	E Weaver St.	Pilot St.	0820-67-52-3048	107309
38	6601	New Castle Rd.	Stadium Dr. (WB)	0823-37-47-5597	127145
39	5055	Gregson St.	Englewood Ave.	0822-74-04-1136	102390
40	5424	S Roxboro St.	Bond St.	0821-71-97-3147	118584
41	1075	University Dr.	Ivy Creek Blvd.	0810-03-34-5783	139488
42	5233	Freeman Rd.	Clayton Rd. (Southern HS)	0851-08-22-8169	168030
43	5944	Freeman Rd.	Obsidian Way (Southern HS)	0851-17-99-3740	161240

### Background and Purpose

Following Board approval, GoTriangle's real estate team will conduct early property coordination and outreach. Once contact is made with property owners, GoTriangle will engage the design engineer to develop approved right-of-way plans. GoTriangle will use the approved design plans to acquire the right-of-way for the bus stop improvements. Depending on site conditions, GoTriangle will typically need to acquire between 50 and 500 square feet of right-

of-way per bus stop. A GoTriangle agent will meet with affected property owners to explain the impacts of the improvements. Before the initiation of negotiations, the property interest will be appraised, unless the owner is donating the property and releases GoTriangle from the appraisal obligation, or GoTriangle determines that an appraisal is unnecessary because the valuation is uncomplicated and the fair market value is estimated at \$10,000 or less, based on a review of available data. If an appraisal is required, the appraisal and an appraisal review will be conducted consistent with 49 CFR Part 24 (the Uniform Act).

After a determination of just compensation, GoTriangle's agent will begin negotiations with the property owner:

- A minimum of 3 attempts to settle with each property owner will be made;
- GoTriangle's agent will keep a detailed negotiation diary and other relevant information regarding the attempted settlement;
- Once a signed easement is obtained, the agent will deliver the original documents to GoTriangle to process payment; and
- GoTriangle will complete the requisite filings in order to secure the property interest on behalf of the City of Durham.

In the event a property owner refuses to settle or negotiations reach an impasse, GoTriangle will consider amending its plans or identify a different location. At this time, GoTriangle is not requesting authorization from the board to condemn property for bus stop improvements.

### Financial Impact

The Durham County FY24 transit work plan, approved by the GoTriangle Board of Trustees at its June 2023 meeting, assigns \$3,900,000 for design, real estate acquisition, equipment purchase, and construction for GoDurham bus stops. GoTriangle's initial estimate for right-of-way acquisition is \$5,000 per bus stop location.

### Attachments

- none

### Staff Contacts

- Gary Tober, 919.485.7577, [gtober@gotriangle.org](mailto:gtober@gotriangle.org)
- Richard Major, 919.485.7483, [rmajor@gotriangle.org](mailto:rmajor@gotriangle.org)





*Connecting all points of the Triangle*

## MEMORANDUM

**TO:** GoTriangle Board of Trustees Operations & Finance Committee  
**FROM:** Capital Development – Wake Transit  
**DATE:** July 21, 2023  
**SUBJECT:** **Wake Transit FY2023 Work Plan Amendments – Period of Performance Extensions**

### Strategic Objective or Initiative Supported

Implement the Wake Transit Plan with Transit Planning Advisory Committee

### Action Requested

Recommend Board approval of the FY2023 Wake Transit Work Plan Period of Performance amendments.

### Background and Purpose

Ten separate project agreement period of performance extensions and re-encumbrance of balance of funds for previously adopted projects are included for approval. The current agreements are set to expire during FY2023. The extensions would allow for the continuance of funding for either one or two years, depending on project status. The extensions will be processed as minor budget amendments according to the Wake Transit Work Plan Amendment Policy.

During the June 2023 meeting, the Wake Transit Planning Advisory Committee reviewed and recommended the amendments to both the CAMPO Executive Board and GoTriangle Board of Trustees. The CAMPO Executive Board will consider these amendments on August 16.

### Financial Impact

The proposed amendments will have no financial impact to the Wake Transit Work Plan.

### Attachments

- FY2023 Period of Performance Requested Wake Transit Work Plan Amendments

### Staff Contacts

- Michelle Peele, 919.485.7434, [mpeele@gotriangle.org](mailto:mpeele@gotriangle.org)
- Steve Schlossberg, 919.485.7590, [sschlossberg@gotriangle.org](mailto:sschlossberg@gotriangle.org)

Attachment

FY2023, Period of Performance Requested Wake Transit Work Plan Amendments									
REQUESTED MAJOR/MINOR AMENDMENTS									
Agency	Contract Number	Project ID	Project Title	FY 22 Original Funding Allocation	Additional Amendment Allocation(s)	FY 23 Original Funding Allocation	FY 23 Requested Funding Allocation	FY 23 Funding Impact	Reason for Major/Minor Amendment Status
Operating Budget Amendment Requests - None									
								\$	-
Capital Budget Amendment Requests									
Agency	Contract Number	Project ID	Project Title	Original Funding Allocation	Additional Amendment Allocation(s)	Funds Remaining to Re-Encumber	Recommended Extension	Funding/Scope Impact	Reason for Major/Minor Amendment Status
City of Raleigh	20-053	TC005-A1	Bus Rapid Transit - Project Development	\$28,720,000.00	\$13,650,000.00	\$37,367,195.16	(12/31/2025)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
City of Raleigh	21-020	TC001-J	Paratransit Replacement Vehicles	\$380,000.00		\$123,605.76	(12/31/2024)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
City of Raleigh	21-019	TC002-AQ	Pleasant Valley Shopping Center Transfer Point Improvements	\$152,421.00		\$144,208.02	(12/31/2024)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
		TC002-AO	WakeMed North Transfer Point Improvements	\$152,421.00		\$149,255.58	(12/31/2024)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
		TC002-AN	Capital / Millbrook Transfer Point Improvements	\$152,421.00		\$134,654.02	(12/31/2024)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
		TC002-AH	Hillsborough / Jones Franklin Transfer Point Improvements	\$246,000.00		\$246,000.00	(12/31/2024)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
		TC002-AE	Hillsborough / Gorman Transfer Point Improvements	\$246,000.00		\$246,000.00	(12/31/2024)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
		TC002-AD	Construction of Cross Link / Rock Quarry Transfer Point Improvements	\$246,000.00		\$246,000.00	(12/31/2024)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
Town of Morrisville	20-058	TC002-BF	Bus Stop / Node Improvements for Smart Shuttle	\$248,000.00		\$152,202.04	(12/31/2025)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds
GoTriangle	21-017	TC002-Y	Systemwide Bus Stop Improvements	\$64,800.00		\$64,800.00	(12/31/2025)	None	MINOR AMENDMENT: Extension of project agreement period of performance and re-encumbrance of funds

<b>Wake Transit Project ID #</b>
TC005-A1

**FY 2023  
Wake Transit Work Plan  
Project Amendment Request Form  
Operating and/or Capital**

<b>FY START DATE</b>
7/1/2022

Type of Amendment      **Minor**       **Major**

**Minor Amendments:**

- a. An amendment that requires a transfer between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or less than \$500,000;
- b. Changes to any adopted financial assumptions supporting the applicable Work Plan;
- c. Changes to periods of performance for project funding agreements tying to capital project funding allocations for implementation elements in the applicable Work Plan;
- d. Changes in reporting requirements for performance on implementation elements authorized in the applicable Work Plan;
- e. Changes in scope for implementation elements programmed in future fiscal years;
- f. Changes in funding amounts for implementation elements programmed in future fiscal years;
- g. Any amendment that requires a transfer of funds between or among implementation elements in separate funding subcategories (i.e., bus stop improvements, maintenance facility improvements, park-and-ride improvements, and transit center/transfer point improvements) within the bus infrastructure funding category in the applicable Work Plan; and
- h. Any other change that does not meet any of the criteria of a Major Amendment.

**Major Amendments are required when:**

- a. A project requested to be added to the Work Plan
- b. A project requested to be removed from the Work Plan
- c. Significant changes in scope of funded project
- d. A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
- e. A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
- f. Any change that requires a change in budgeted reserves or fund balance

*These definitions are based on the Wake Transit Work Plan Amendment Policy Update (Draft 2022), which gives more clarity to the definitions without changing their meaning. The Amendment Policy Update has been approved by the TPAC and will go to the Wake Transit Governing Boards in the Fall of Calendar Year 2022.*

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
Wake BRT: New Bern Avenue	City of Raleigh	Het Patel, Transit Planning Supervisor	Base Year	\$ -
		<a href="mailto:het.patel@raleighnc.gov">het.patel@raleighnc.gov</a>	Recurring	\$ -
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
March 2019	December 2025		Base Year	\$ -
			Cumulative	\$ -
Project Description	Enter below a summary of the project amendment and impact on approved plan.			
The amendment extends the Period of Performance for the project to December 2025. The Wake BRT New Bern Avenue project is nearing the third key performance milestone below in awarding a contract for construction. Due to the time to work through the federal process and agency coordination this milestone is now anticipated in Fall 2023. This Period of Performance Extension is meant to extend the allocation connected to contract number 20-053 (\$42,370,000). This allocation includes the original FY21 Work Plan programmed amount of \$28,220,000 plus the subsequent FY21 Q4 (\$500,000) and FY22 Q2 (\$13,650,000) amendments.				
<b>1. Enter Wake Transit Project ID(s) to Increase</b>				

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
<b>TOTAL</b>			\$ -	\$ -	

2. Wake Transit Project ID(s) to Reduce					
Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
<b>TOTAL</b>			\$ -	\$ -	

3. Impact on Transit Plan Project Costs			
From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.	Estimated Operating Cost	Current Year	\$ -
		Recurring	\$ -
	Estimated Capital Cost	Base Year	\$ -
		Cumulative	\$ -

**Project Justification / Business Case**      Provide responses to EACH of the questions below. Answer the questions as thoroughly as possible. Enter Non-Applicable (N/A) as appropriate.

4. Is this New/Amended project Operating, Capital or Both?      **Operating**       **Capital**       **Both**

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

N/A

6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?

N/A

7. In the spring of 2019, the TPAC endorsed a set of reporting deliverables for various categories of Wake Transit Work Plan projects. A listing of these reporting deliverables by category is available here:

[Wake Transit Work Plan Project Reporting Deliverables](#)

If reporting deliverables are not already established for the category of the amended/requested project, or if there is a need to deviate from the TPAC-endorsed reporting deliverables, please list the reporting deliverables that should be considered for this project below:

a)	Date RFP/RFQ released for 30-100% design
b)	Date contract awarded for 30-100% design
c)	Date contract awarded for construction

8. Does the amendment request involve new acquisition of real property or a change to the scope or funding amount for a prior approved funding allocation for real property acquisition? If so, please refer to the adopted Policy Framework for Use of Wake Transit Funds to Acquire Real Property (available below) and submit the requested information outlined in Part III of the policy in a separate document if the subject real property acquisition meets the applicability thresholds outlined in Part II of the policy.

[Policy Framework for Use of Wake Transit Funds to Acquire Real Property](#)

9. List any other relevant information not addressed.

The construction is anticipated to begin in 2023 and completed by Spring/Summer 2025, with Revenue Service anticipated in Summer 2025.

10. Please enter estimated appropriations below that will support expenses identified above. Enter FY 2023 and the estimated annualized cost in FY 2024 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2024 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2024 and/or beyond, delete the calculation(s) in columns E-I.

Cost Break Down of Project Request							
OPERATING COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes			-	-	-	-	-
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting			-	-	-	-	-
Other: Supplies and Materials			-	-	-	-	-
<b>TOTAL OPERATING COSTS</b>	-	-	-	-	-	-	-

11. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.

CAPITAL COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Design/NEPA	\$ -	-	-	-	-	-	-
Equipment	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-
Land - Right of Way	-	-	-	-	-	-	-
<b>TOTAL CAPITAL COSTS</b>	-	-	-	-	-	-	-

*Assumptions for Costs and Revenues Above:*

12. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.

<b>Wake Transit Project ID #</b>
TC001-J

**FY 2023**  
**Wake Transit Work Plan**  
**Project Amendment Request Form**  
**Operating and/or Capital**

<b>FY START DATE</b>
7/1/2022

Type of Amendment      **Minor**       **Major**

**Minor Amendments:**

- a. An amendment that requires a transfer between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or less than \$500,000;
- b. Changes to any adopted financial assumptions supporting the applicable Work Plan;
- c. Changes to periods of performance for project funding agreements tying to capital project funding allocations for implementation elements in the applicable Work Plan;
- d. Changes in reporting requirements for performance on implementation elements authorized in the applicable Work Plan;
- e. Changes in scope for implementation elements programmed in future fiscal years;
- f. Changes in funding amounts for implementation elements programmed in future fiscal years;
- g. Any amendment that requires a transfer of funds between or among implementation elements in separate funding subcategories (i.e., bus stop improvements, maintenance facility improvements, park-and-ride improvements, and transit center/transfer point improvements) within the bus infrastructure funding category in the applicable Work Plan; and
- h. Any other change that does not meet any of the criteria of a Major Amendment.

**Major Amendments are required when:**

- a. A project requested to be added to the Work Plan
- b. A project requested to be removed from the Work Plan
- c. Significant changes in scope of funded project
- d. A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
- e. A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
- f. Any change that requires a change in budgeted reserves or fund balance

*These definitions are based on the Wake Transit Work Plan Amendment Policy Update (Draft 2022), which gives more clarity to the definitions without changing their meaning. The Amendment Policy Update has been approved by the TPAC and will go to the Wake Transit Governing Boards in the Fall of Calendar Year 2022.*

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
	City of Raleigh	Sean Abrams, David Walker	Base Year	\$ -
			Recurring	\$ -
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
October 1, 2023	June 30, 2024	Contract Number 21-020	Base Year	\$ -
			Cumulative	\$ -

**Project Description**      Enter below a summary of the project amendment and impact on approved plan.

This is a minor amendment request for a period of performance extension for Paratransit Replacement Vehicles, under Contract # 21-020. This is not a request for additional budget.

While the batch of 4 replacement vehicles funded in FY21 have been procured, the City has been unable to purchase replacement vehicles with subsequent funding awards due to supply chain issues and scarcity of available vehicles. Due to this scarcity of supply, the manufacturers are selling the vehicles on a first-come, first-served basis. If Raleigh were to allow the remaining FY21 funds to return to fund balance and submit for an FY 2024 Q2 amendment to the FYs 2022 and 2023 allocations, we may miss our opportunity to purchase vehicles when they become available, and potentially be "short" on available equipment. Another complicating factor is inflation, which has driven vehicle costs up considerably, causing the dollars provided in recent annual work plans to not go as far when vehicles are available to purchase. Due to these issues, the City needs to re-encumber the remaining \$123K on contract 21-020 to hedge against potential shortfalls with the upcoming purchase of 8 new paratransit replacement vehicles (for FY22 and FY23).

**1. Enter Wake Transit Project ID(s) to Increase**

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
<b>TOTAL</b>			\$ -	\$ -	

**2. Wake Transit Project ID(s) to Reduce**

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
<b>TOTAL</b>			\$ -	\$ -	

**3. Impact on Transit Plan Project Costs**

<b>From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.</b>	<b>Estimated Operating Cost</b>	Current Year	\$ -
		Recurring	\$ -
	<b>Estimated Capital Cost</b>	Base Year	\$ -
		Cumulative	\$ -

**Project Justification / Business Case**      Provide responses to ***EACH*** of the questions below. Answer the questions as thoroughly as possible. Enter Non-Applicable (N/A) as appropriate.

4. Is this New/Amended project Operating, Capital or Both?      **Operating**       **Capital**       **Both**

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

N/A

6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?

If the period of performance is not extended for this project, the City's ability to continue with vehicle purchases to replace paratransit vehicles past their useful life will be severely impacted.

7. In the spring of 2019, the TPAC endorsed a set of reporting deliverables for various categories of Wake Transit Work Plan projects. A listing of these reporting deliverables by category is available here:

[Wake Transit Work Plan Project Reporting Deliverables](#)

If reporting deliverables are not already established for the category of the amended/requested project, or if there is a need to deviate from the TPAC-endorsed reporting deliverables, please list the reporting deliverables that should be considered for this project below:

- a)
- b)
- c)

8. Does the amendment request involve new acquisition of real property or a change to the scope or funding amount for a prior approved funding allocation for real property acquisition? If so, please refer to the adopted Policy Framework for Use of Wake Transit Funds to Acquire Real Property (available below) and submit the requested information outlined in Part III of the policy in a separate document if the subject real property acquisition meets the applicability thresholds outlined in Part II of the policy.

[Policy Framework for Use of Wake Transit Funds to Acquire Real Property](#)

9. List any other relevant information not addressed.

10. Please enter estimated appropriations below that will support expenses identified above. Enter FY 2023 and the estimated annualized cost in FY 2024 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2024 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2024 and/or beyond, delete the calculation(s) in columns E-I.

Cost Break Down of Project Request							
OPERATING COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes			-	-	-	-	-
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting			-	-	-	-	-
Other: Supplies and Materials			-	-	-	-	-
<b>TOTAL OPERATING COSTS</b>	-	-	-	-	-	-	-

11. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.

CAPITAL COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Design/NEPA		-	-	-	-	-	-
Equipment	123,606	-	-	-	-	-	-
Construction		-	-	-	-	-	-
Land - Right of Way	-	-	-	-	-	-	-
<b>TOTAL CAPITAL COSTS</b>	123,606	-	-	-	-	-	-

*Assumptions for Costs and Revenues Above:*

12. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.

<b>Wake Transit Project ID #</b>
TC002-AD, TC002-AE, TC002-AH, TC002-AN, TC002-AO, TC002-AQ

**FY 2023**  
**Wake Transit Work Plan**  
**Project Amendment Request Form**  
**Operating and/or Capital**

<b>FY START DATE</b>
7/1/2022

Type of Amendment      **Minor**       **Major**

**Minor Amendments:**

- a. An amendment that requires a transfer between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or less than \$500,000;
- b. Changes to any adopted financial assumptions supporting the applicable Work Plan;
- c. Changes to periods of performance for project funding agreements tying to capital project funding allocations for implementation elements in the applicable Work Plan;
- d. Changes in reporting requirements for performance on implementation elements authorized in the applicable Work Plan;
- e. Changes in scope for implementation elements programmed in future fiscal years;
- f. Changes in funding amounts for implementation elements programmed in future fiscal years;
- g. Any amendment that requires a transfer of funds between or among implementation elements in separate funding subcategories (i.e., bus stop improvements, maintenance facility improvements, park-and-ride improvements, and transit center/transfer point improvements) within the bus infrastructure funding category in the applicable Work Plan; and
- h. Any other change that does not meet any of the criteria of a Major Amendment.

**Major Amendments are required when:**

- a. A project requested to be added to the Work Plan
- b. A project requested to be removed from the Work Plan
- c. Significant changes in scope of funded project
- d. A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
- e. A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
- f. Any change that requires a change in budgeted reserves or fund balance

*These definitions are based on the Wake Transit Work Plan Amendment Policy Update (Draft 2022), which gives more clarity to the definitions without changing their meaning. The Amendment Policy Update has been approved by the TPAC and will go to the Wake Transit Governing Boards in the Fall of Calendar Year 2022.*

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
	City of Raleigh	Ryan Boivin, David Walker	Base Year	\$ -
			Recurring	\$ -
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
	6/30/2024		Base Year	\$ -
			Cumulative	\$ -
Project Description	Enter below a summary of the project amendment and impact on approved plan.			
This is a minor amendment request for a period of performance extension for six (6) Enhanced Transfer Point projects (i.e. implementation elements), under Contract # 21-019. This is not a request for additional budget. Please see section 9 below for more detailed information related to each project ID.				
<b>1. Enter Wake Transit Project ID(s) to Increase</b>				

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
<b>TOTAL</b>			\$ -	\$ -	

<b>2. Wake Transit Project ID(s) to Reduce</b>					
Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
<b>TOTAL</b>			\$ -	\$ -	

<b>3. Impact on Transit Plan Project Costs</b>			
From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.	Estimated Operating Cost	Current Year	\$ -
		Recurring	\$ -
	Estimated Capital Cost	Base Year	\$ -
		Cumulative	\$ -

<b>Project Justification / Business Case</b>	Provide responses to <i>EACH</i> of the questions below. Answer the questions as thoroughly as possible. Enter Non-Applicable (N/A) as appropriate.
--	---

4. Is this New/Amended project Operating, Capital or Both?      **Operating**       **Capital**       **Both**

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

N/A
-----

**6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?**

If the period of performance is not extended for these projects, the City will be unable to complete design and construction of the needed facilities. The complementary FY21 LAPP award may be able to help fund some of the facilities to completion, but the majority of Project IDs would need to put on hold or cancelled altogether if Wake Transit funds are not kept available.

**7. In the spring of 2019, the TPAC endorsed a set of reporting deliverables for various categories of Wake Transit Work Plan projects. A listing of these reporting deliverables by category is available here:**

[Wake Transit Work Plan Project Reporting Deliverables](#)

**If reporting deliverables are not already established for the category of the amended/requested project, or if there is a need to deviate from the TPAC-endorsed reporting deliverables, please list the reporting deliverables that should be considered for this project below:**

- a)
- b)
- c)

**8. Does the amendment request involve new acquisition of real property or a change to the scope or funding amount for a prior approved funding allocation for real property acquisition? If so, please refer to the adopted Policy Framework for Use of Wake Transit Funds to Acquire Real Property (available below) and submit the requested information outlined in Part III of the policy in a separate document if the subject real property acquisition meets the applicability thresholds outlined in Part II of the policy.**

[Policy Framework for Use of Wake Transit Funds to Acquire Real Property](#)

**9. List any other relevant information not addressed.**

TC002-AD, TC002-AH, and TC002-AN are currently on an executed construction contract ("Set 7") and will be constructed in summer 2023.

TC002-AE is at final design. However, one facility requires an easement (negotiations ongoing) and the other facility requires coordination with Meredith College (ongoing). Transit staff expect all negotiations to be successful.

TC002-AO had to be changed due to an NCDOT project and was swapped out with another ETP candidate (Falls of Neuse @ Millbrook). Final design to be completed for the new candidate in summer 2023. Easements will be needed for both facilities, which will take 3-6 months. If easements are acquired within this timeframe, construction will be expedited through a change order on Set 7.

TC002-AQ had a facility at final design, but would have required a large easement spanning two parcels (each under different ownership). At the recommendation of the City's real estate division, transit staff identified a nearby alternate site entirely within ROW. Final design expected in summer 2023 and construction will be expedited through a change order on Set 7.

**10. Please enter estimated appropriations below that will support expenses identified above. Enter FY 2023 and the estimated annualized cost in FY 2024 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2024 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2024 and/or beyond, delete the calculation(s) in columns E-I.**

Cost Break Down of Project Request							
OPERATING COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes			-	-	-	-	-
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting			-	-	-	-	-
Other: Supplies and Materials			-	-	-	-	-
<b>TOTAL OPERATING COSTS</b>	-	-	-	-	-	-	-

**11. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.**

CAPITAL COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Design/NEPA	\$ 25,397	-	-	-	-	-	-
Equipment	-	-	-	-	-	-	-
Construction	1,095,721	-	-	-	-	-	-
Land - Right of Way	45,000	-	-	-	-	-	-
<b>TOTAL CAPITAL COSTS</b>	<b>1,166,118</b>	-	-	-	-	-	-

**Assumptions for Costs and Revenues Above:**

**12. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.**

City of Raleigh transit planning staff cannot explain the amounts in the "Reimbursed (Allocation minus re-encumber)" column in CAMPO's email for FY23 period of performance extensions. According to our documentation, all project ID's have accrued significant design expenditures over the past 18 months. In discussions with City finance staff, we have been informed that a significant "catch up" reimbursement request will be submitted in FY23 Quarter 4. As for the amounts provided above in Section 11, these include contractual commitments for the construction of the project IDs in Set 7. It also includes expected remaining design fees for the project IDs nearing final design, latest engineer's estimates for their cost to construct, and easement acquisition costs. For projects not in Set 7 it is expected the bulk of remaining expenditures will occur in FY24.

<b>Wake Transit Project ID #</b>
TC002-BF

**FY 2023**  
**Wake Transit Work Plan**  
**Project Amendment Request Form**  
**Operating and/or Capital**

<b>FY START DATE</b>
7/1/2022

Type of Amendment      **Minor**       **Major**

**Minor Amendments:**

- a. An amendment that requires a transfer between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or less than \$500,000;
- b. Changes to any adopted financial assumptions supporting the applicable Work Plan;
- c. Changes to periods of performance for project funding agreements tying to capital project funding allocations for implementation elements in the applicable Work Plan;
- d. Changes in reporting requirements for performance on implementation elements authorized in the applicable Work Plan;
- e. Changes in scope for implementation elements programmed in future fiscal years;
- f. Changes in funding amounts for implementation elements programmed in future fiscal years;
- g. Any amendment that requires a transfer of funds between or among implementation elements in separate funding subcategories (i.e., bus stop improvements, maintenance facility improvements, park-and-ride improvements, and transit center/transfer point improvements) within the bus infrastructure funding category in the applicable Work Plan; and
- h. Any other change that does not meet any of the criteria of a Major Amendment.

**Major Amendments are required when:**

- a. A project requested to be added to the Work Plan
- b. A project requested to be removed from the Work Plan
- c. Significant changes in scope of funded project
- d. A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
- e. A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
- f. Any change that requires a change in budgeted reserves or fund balance

*These definitions are based on the Wake Transit Work Plan Amendment Policy Update (Draft 2022), which gives more clarity to the definitions without changing their meaning. The Amendment Policy Update has been approved by the TPAC and will go to the Wake Transit Governing Boards in the Fall of Calendar Year 2022.*

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
Morrisville Smart Shuttle Capital Funding	Town of Morrisville	Caleb Allred, Planner II - Transportation	Base Year	\$ -
		<a href="mailto:callred@townofmorrisville.org">callred@townofmorrisville.org</a>	Recurring	\$ -
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
10/1/2023	9/30/2025	Requesting extension of capital funding for 24 months.	Base Year	\$ -
			Cumulative	\$ -
<b>Project Description</b>	<b>Enter below a summary of the project amendment and impact on approved plan.</b>			
<p>In FY21, Morrisville was awarded \$248,000 to build out its system of nodes per the community funding area program and associated application. This application's stipulation was for two advanced nodes with the remaining nodes designed as standard nodes per the Town's Public Transit Study. To date, elements of this funding pool have been used to support constructing 12 ADA accessible smart shuttle nodes, 16 smart shuttle signs, 1 shelter, 2 benches, 2 sets of trash/recycling cans, and 1 bike rack, as well as various marketing materials, and software development for the app. So far the Town has completed two advanced nodes and are working to deliver standard node elements at all other node locations as per the original application. The reason the standard nodes haven't been built out is because staff have been collecting data and community feedback to inform where amenities and nodes would be beneficial. As a result Staff have slowed implementation to best serve the needs of the community. Staff are continuing to engage the community to collect more information to inform thoughtful node/amenity construction. Staff believe completion of all improvements can be achieved within 24 months.</p>				

**1. Enter Wake Transit Project ID(s) to Increase**

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
N/A					
<b>TOTAL</b>			\$ -	\$ -	

**2. Wake Transit Project ID(s) to Reduce**

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
N/A					
<b>TOTAL</b>			\$ -	\$ -	

**3. Impact on Transit Plan Project Costs**

From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.	<b>Estimated Operating Cost</b>	Current Year	\$ -
		Recurring	\$ -
	<b>Estimated Capital Cost</b>	Base Year	\$ -
		Cumulative	\$ -

<b>Project Justification / Business Case</b>	Provide responses to <u>EACH</u> of the questions below. Answer the questions as thoroughly as possible. Enter Non-Applicable (N/A) as appropriate.
--	---

4. Is this New/Amended project Operating, Capital or Both?      **Operating**       **Capital**       **Both**

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

The Town of Morrisville is requesting an extension of 24 months.
--

**6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?**

After September 30, 2023 the Town would like to add amenities to all nodes. At a minimum this would include benches, with other amenities if deemed appropriate. The Town also would like to continue to add nodes where appropriate, but the Town does not have particular locations identified at this time. Any marketing material purchased during the extension period will also be submitted for reimbursement, but the details are unknown at this time.

**7. In the spring of 2019, the TPAC endorsed a set of reporting deliverables for various categories of Wake Transit Work Plan projects. A listing of these reporting deliverables by category is available here:**

[Wake Transit Work Plan Project Reporting Deliverables](#)

If reporting deliverables are not already established for the category of the amended/requested project, or if there is a need to deviate from the TPAC-endorsed reporting deliverables, please list the reporting deliverables that should be considered for this project below:

- a) 

Reporting deliverables are already established for this program.
--
- b) 

--
- c) 

--

**8. Does the amendment request involve new acquisition of real property or a change to the scope or funding amount for a prior approved funding allocation for real property acquisition? If so, please refer to the adopted Policy Framework for Use of Wake Transit Funds to Acquire Real Property (available below) and submit the requested information outlined in Part III of the policy in a separate document if the subject real property acquisition meets the applicability thresholds outlined in Part II of the policy.**

[Policy Framework for Use of Wake Transit Funds to Acquire Real Property](#)

**9. List any other relevant information not addressed.**

This funding is not currently intended to pay for real property that is subject to this policy. It is possible, in the future, for capital funding to be used to acquire property in order to add nodes or amenities to existing nodes. However, no potential acquisition is anticipated to meet thresholds in Part II of this policy.

**10. Please enter estimated appropriations below that will support expenses identified above. Enter FY 2023 and the estimated annualized cost in FY 2024 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2024 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2024 and/or beyond, delete the calculation(s) in columns E-I.**

Cost Break Down of Project Request							
OPERATING COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes			-	-	-	-	-
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting			-	-	-	-	-
Other: Supplies and Materials			-	-	-	-	-
<b>TOTAL OPERATING COSTS</b>	-	-	-	-	-	-	-

**11. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.**

CAPITAL COSTS	FY23	*FY24	FY25	FY26	FY27	FY28	FY29
Design/NEPA	\$ -	-	-	-	-	-	-
Equipment		56,300	-	-	-	-	-
Land - Right of Way	-	-	-	-	-	-	-
<b>TOTAL CAPITAL COSTS</b>	-	56,300	-	-	-	-	-

**Assumptions for Costs and Revenues Above:**

**12. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.**

No operating changes are to occur based on this request. \$75,000 was issued during FY23 from the Town's budget to pay for amenity improvements and will be spent with reimbursements submitted during Q1 of FY24. It is anticipated that the FY24 budget (approved in June 2023) will include 37,600 to continue improving nodes and will be spent and reimbursements submitted during FY24. The total funds allotted by the Town to be spent in FY24 equal \$112,600 with half anticipated to be reimbursed at a total of \$56,300. Future Town budgets will be realized during Town budget approvals each FY.

<b>Wake Transit Project ID #</b>
TC002-Y

**FY 2023**  
**Wake Transit Work Plan**  
**Project Amendment Request Form**  
**Operating and/or Capital**

<b>FY START DATE</b>
7/1/2022

Type of Amendment      **Minor**       **Major**

**Minor Amendments:**

- a. An amendment that requires a transfer between budget ordinance appropriations but requires less than a 20% change to a project appropriation for projects equal to or less than \$500,000;
- b. Changes to any adopted financial assumptions supporting the applicable Work Plan;
- c. Changes to periods of performance for project funding agreements tying to capital project funding allocations for implementation elements in the applicable Work Plan;
- d. Changes in reporting requirements for performance on implementation elements authorized in the applicable Work Plan;
- e. Changes in scope for implementation elements programmed in future fiscal years;
- f. Changes in funding amounts for implementation elements programmed in future fiscal years;
- g. Any amendment that requires a transfer of funds between or among implementation elements in separate funding subcategories (i.e., bus stop improvements, maintenance facility improvements, park-and-ride improvements, and transit center/transfer point improvements) within the bus infrastructure funding category in the applicable Work Plan; and
- h. Any other change that does not meet any of the criteria of a Major Amendment.

**Major Amendments are required when:**

- a. A project requested to be added to the Work Plan
- b. A project requested to be removed from the Work Plan
- c. Significant changes in scope of funded project
- d. A transfer between budget ordinance appropriations that requires equal to or greater than a 20% change to a project appropriation for projects greater than \$500,000
- e. A transfer between budget ordinance appropriations that requires equal to or greater than a \$100,000 change to a project appropriation for projects less than \$500,000
- f. Any change that requires a change in budgeted reserves or fund balance

*These definitions are based on the Wake Transit Work Plan Amendment Policy Update (Draft 2022), which gives more clarity to the definitions without changing their meaning. The Amendment Policy Update has been approved by the TPAC and will go to the Wake Transit Governing Boards in the Fall of Calendar Year 2022.*

New/Amended Project Name	Requesting Agency	Project Contact	Estimated Operating Cost	
21-017	GoTriangle	Paul Black	Base Year	\$ -
			Recurring	\$ -
Estimated Start Date	Estimated Completion	Notes	Estimated Capital Cost	
1 July 2023	30 June 2025		Base Year	\$ -
			Cumulative	\$ -

**Project Description**      Enter below a summary of the project amendment and impact on approved plan.

GoTriangle will make improvements to systemwide bus stops to enhance passenger safety and comfort. Possible improvements could include: concrete pads, benches, shelters, signage, landing pads, access ramps, or sidewalk improvements. This project is a multi-year effort to improve GoTriangle bus stops throughout Wake County. This program will help GoTriangle achieve its goal of making all stops ADA accessible. By focusing on bus stop improvements, GoTriangle is also supporting goals of improving access to transit and improving quality of bus stops, identified through public outreach during the Wake Vision Plan update process.

The funding requested in this project sheet will be put towards additional systemwide bus stop improvements. These projects will provide amenities and accessibility stop improvements at stops throughout the GoTriangle system in Wake County, serving routes such as the 100, CRX, DRX, 300, 305, and 310, all of which are routes that have been improved through Wake Transit.

GoTriangle is still waiting for the "flex" of the FHWA funding to be approved by FTA. Stops are ready for design but will not be able to proceed until we confirm we have pre-award authority and any right-of-way acquisition or construction cannot proceed until we have confirmation of the flex and a NEPA determination.

**1. Enter Wake Transit Project ID(s) to Increase**

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
TC002-Y	Systemwide Bus Stop Improvements		\$ 64,800	\$ -	Local match for LAPP funds
<b>TOTAL</b>			<b>\$ 64,800</b>	<b>\$ -</b>	

**2. Wake Transit Project ID(s) to Reduce**

Project ID	Project	Appropriation Category	Amount	Recurring Amount	Notes
<b>TOTAL</b>			<b>\$ -</b>	<b>\$ -</b>	

**3. Impact on Transit Plan Project Costs**

<b>From above, indicate whether amounts impact operating or capital budgets in Wake Transit Plan.</b>	<b>Estimated Operating Cost</b>	Current Year	\$ -
		Recurring	\$ -
	<b>Estimated Capital Cost</b>	Base Year	\$ -
		Cumulative	\$ -

**Project Justification / Business Case**      Provide responses to EACH of the questions below. Answer the questions as thoroughly as possible. Enter Non-Applicable (N/A) as appropriate.

4. Is this New/Amended project Operating, Capital or Both?      **Operating**       **Capital**       **Both**

5. What is the timeframe for the request? Are you requesting a full year of funds or a partial year to be annualized in future fiscal years?

Improvements to existing bus stops will extend through FY30. This is a request for a full year of funds in FY24.

**6. What is the expected outcome(s) if this request is funded? What is the alternative if the request is not funded?**

If this request is funded, improvements will be made to existing bus stops. Making these improvements connects GoTriangle customers with safe, comfortable, and accessible locations to board and disembark from the bus. If the request is unfunded, GoTriangle will continue to operate service to the stops as they exist today. This impacts both customer experience.

**7. In the spring of 2019, the TPAC endorsed a set of reporting deliverables for various categories of Wake Transit Work Plan projects. A listing of these reporting deliverables by category is available here:**

[Wake Transit Work Plan Project Reporting Deliverables](#)

If reporting deliverables are not already established for the category of the amended/requested project, or if there is a need to deviate from the TPAC-endorsed reporting deliverables, please list the reporting deliverables that should be considered for this project below:

- a)
- b)
- c)

**8. Does the amendment request involve new acquisition of real property or a change to the scope or funding amount for a prior approved funding allocation for real property acquisition? If so, please refer to the adopted Policy Framework for Use of Wake Transit Funds to Acquire Real Property (available below) and submit the requested information outlined in Part III of the policy in a separate document if the subject real property acquisition meets the applicability thresholds outlined in Part II of the policy.**

[Policy Framework for Use of Wake Transit Funds to Acquire Real Property](#)

**9. List any other relevant information not addressed.**

GoTriangle is still waiting for the "flex" of the FHWA funding to be approved by FTA. Stops are ready for design but will not be able to proceed until we confirm we have pre-award authority and any right-of-way acquisition or construction cannot proceed until we have confirmation of the flex and a NEPA determination.

**10. Please enter estimated appropriations below that will support expenses identified above. Enter FY 2023 and the estimated annualized cost in FY 2024 using the 2.5% growth factor, if applicable. The spreadsheet will calculate 2024 and beyond by 2.5%. If your project is not expected to have recurring costs in FY 2024 and/or beyond, delete the calculation(s) in columns E-I.**

Cost Break Down of Project Request							
OPERATING COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Growth Factors		2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Salary & Fringes			-	-	-	-	-
Contracts			-	-	-	-	-
Bus Operations:							
Estimated Hours			-	-	-	-	-
Cost per Hour			-	-	-	-	-
Estimated Operating Cost	-	-	-	-	-	-	-
Bus Leases			-	-	-	-	-
Park & Ride Lease			-	-	-	-	-
Other			-	-	-	-	-
Other			-	-	-	-	-
Subtotal: Bus Operations	-	-	-	-	-	-	-
Other: Administrative							
Other: Database Hosting			-	-	-	-	-
Other: Supplies and Materials			-	-	-	-	-
<b>TOTAL OPERATING COSTS</b>	-	-	-	-	-	-	-

**11. Please enter estimated appropriations to support contractual commitments and other expenses related to proposed capital projects identified above.**

CAPITAL COSTS	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Design/NEPA	\$ 64,800	-	-	-	-	-	-
Equipment	-	-	-	-	-	-	-
Construction	-	292,465	304,164	316,330	328,983	342,142	355,828
Land - Right of Way	-	-	-	-	-	-	-
<b>TOTAL CAPITAL COSTS</b>	<b>64,800</b>	<b>292,465</b>	<b>304,164</b>	<b>316,330</b>	<b>328,983</b>	<b>342,142</b>	<b>355,828</b>

**Assumptions for Costs and Revenues Above:**

**12. Please state any assumption(s) used to calculate the capital and operating dollars and revenues shown above.**

## MEMORANDUM

**TO:** GoTriangle Board of Trustees  
**FROM:** Byron Smith, General Counsel  
**DATE:** August 3, 2023  
**SUBJECT:** Amendment to Board of Trustees' Rules of Procedure

### Strategic Objective or Initiative Supported

#### Action Requested

The Operations & Finance Committee has reviewed this item and is recommending approval, as revised, of the amendment to the Board of Trustees' Rules of Procedures related committees and boards.

#### Background and Purpose

In October 2022 the Board of Trustees adopted a series of amendments to the bylaws. In Article IV, Committees, the board's committee structure was reorganized, effective January 1, 2024. The change will expand the board's standing committees from three to four. The new committees are Operations, Audit & Finance, Planning, and Administration & Governance.

One goal of the reorganization was to more evenly distribute responsibilities among the board's committees. Staff feels this will be accomplished by the new committee structure and that all four committees will not be required to meet every month. During the agenda preparation process staff will determine which committees will meet and cancel a committee meeting in the event there are no items for consideration. Exact meeting times will be announced with the distribution of the agenda. Committee meetings may be held remotely.

In preparation for the implementation of this new governance structure, staff has met and discussed how this might occur. Staff is recommending this amendment to the board's Rules of Procedure, Rule 26. Committees and Boards:

#### ***Rule 26. Committees and Boards***

*The board may establish and appoint members for such temporary and standing committees and boards as are required by law or needed to help carry on the board's work. Any specific provisions of law relating to particular committees and boards shall be followed. Each member shall submit to the board clerk their top three choices for annual committee assignments on or before September 30 of each*

year. In making committee assignments, the Chair shall balance committee assignments consistent with jurisdictional representation. The Chair also may consider membership preference as specified by the individual members' requests. Each committee shall consist of three or more members of the board and members shall serve on at least two committees.

The requirements of the open meetings law shall apply to the Board of Trustees and all committees of the board, or boards or committees established by the board, and composed of ~~two~~ three or more members that exercise or are authorized to exercise legislative, policy-making, quasi-judicial, administrative, or advisory functions.

The law's requirements shall not apply to a meeting solely among a unit's professional staff.

### Financial Impact

none

### Attachments

- Article IV of bylaws

### Staff Contacts

- Byron Smith, 919-485-7561, [bsmith@gotriangle.org](mailto:bsmith@gotriangle.org)
- Michelle Dawson, 919-485-7438, [mdawson@gotriangle.org](mailto:mdawson@gotriangle.org)



## BYLAWS OF THE RESEARCH TRIANGLE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

### ARTICLE IV Committees

**Section 1. Standing Committees.**

A. Establishment. Effective January 1, 2024, the Authority shall have the following standing committees: Operations, Audit & Finance, Planning, and Administration & Governance, each of which shall consist of three or more members of the Board, one of whom shall be designated as committee chair, as may be appointed by the Chair of the Board. In making committee assignments, the Chair shall balance committee assignments consistent with jurisdictional representation. Each committee shall select a committee vice chair at its first meeting of the calendar year.

B. Term of Office. The initial members of each standing committee shall serve from the time of appointment until the end of the calendar year of their appointment and members thereafter shall serve by appointment of the Chair for terms of one calendar year each, unless such member is disqualified, dies, resigns, or is removed from such committee or his/her regular office by an act of the Board.

C. Duties. Each standing committee shall conduct official meetings to approve its reports and recommend action to the Board. Each such committee shall have the responsibility to become informed of, and report from time to time to the Board with regard to, the activities of that division of the Authority set below the name of the committee below:

<b>Planning</b>	<b>Operations</b>	<b>Audit &amp; Finance</b>	<b>Administration &amp; Governance</b>
Long range and strategic planning Land use Real estate acquisition & disposal Authority goals Transit corridor planning Regional transit plan Marketing Transit oriented development / joint development	Short-range planning System start-up Service planning reviews Bus routes Facility design Ridesharing Capital development	Budget Audit and accounting Financing Bus purchases Bus fares	Intergovernmental relations (federal, state and local) Procurement Risk Management Special Tax Board Bylaws and Board policies Employee wellness and benefits Personnel contracts (President/CEO, General Counsel, Clerk to the Board) Diversity, equity and inclusion Employer-Employee relations

Nothing in this Section 1 of this Article IV shall be deemed in any way to diminish or otherwise interfere with the responsibility of the President and CEO for the selection, supervision and discharge of employees of the Authority.

D. All matters coming to the full Board should go through the appropriate standing committee. No action item should be introduced directly to the full Board except those matters impacted by exigent circumstances.

E. Ex officio Members. All voting and non-voting members of the Board shall be ex officio members of each standing committee, entitled to all privileges thereof except for the right to vote.

**Section 2. Ad Hoc Committees.**

A. Establishment. The Chair may designate one or more ad hoc committees, each of which shall consist of three or more members of the Board, one of whom shall be designated as chair, and such other persons as the Chair shall determine. Each ad hoc committee shall have the powers, authority, and duties as provided by the Chair and shall report to the Board any action taken by the committee. Each ad hoc committee shall hold official meetings to approve its reports and make its recommendations to the Board. The Clerk to the Board shall cause the minutes of the meeting at which the Chair designates any such ad hoc committee to reflect the establishment thereof, its powers, duties, membership and such other instructions and information stated by the Chair to be included therein.

B. Term of Office. Unless a different term is established by the Chair, each member of an ad hoc committee shall continue from the time of his/her appointment as such until the end of the calendar year of his/her appointment or reappointment as the case may be, and until his/her successor is appointed, or until the committee shall be sooner terminated, or until such member is disqualified, dies, resigns, or is removed from such committee by the Chair or from his/her regular office in accordance with law.

C. Term of Existence. Each ad hoc committee shall be terminated and dissolved at the end of the calendar year, unless the term thereof shall be extended by the Chair.

D. Ex officio Members. All voting and non-voting members of the Board shall be ex officio members of each ad hoc committee, entitled to all privileges thereof except for the right to vote.

**Section 3. Miscellaneous Provisions.**

A. Quorum and Manner of Acting. A quorum of any standing or ad-hoc committee shall be determined by the presence of the greater number of either three voting members or a majority of voting members appointed by the Chair of the Board and in accordance with Section 1 (A) or Section 2 (A) of this Article IV. Once a quorum is established for the transaction of business, a committee member who has withdrawn from a meeting without being excused by a majority vote of the remaining committee members shall be counted as present for purposes of determining whether or not a quorum is present. The affirmative vote of the majority of regular committee members at a properly called meeting at which there is a quorum shall be the act of the committee. Except when a committee member attends a committee solely for the purpose of objecting to the holding of the meeting for the transacting on any business due to improper notice thereof as provided below, committee members may abstain from voting only if he or she has a conflict of interest as determined pursuant to law or the Authority's ethics code approved by the Board from time to time. A non-vote by an attending committee member or by a committee member who has withdrawn without being excused by a majority vote of the remaining committee members shall be counted as an affirmative vote, except when a committee member attends a committee meeting

solely for the purpose of objecting to the holding of the meeting for the transacting of any business and does not thereafter vote for or assent to action taken at the meeting and when said objection is voiced at the beginning of the meeting (or promptly upon said committee member's arrival), in which event such objection shall be entered into the minutes of the meeting, or unless, pursuant to this Subsection A, the committee member has been excused or the committee member's abstention is pursuant to this Subsection A. "Present" or "presence" as used in this Section 3 of Article IV means either physical attendance at the meeting, attendance using remote conferencing technology, or a combination of both physical and remote attendance of the committee members. Any use of remote conferencing technology shall provide for simultaneous communication between committee members and for a live audio connection by which the public may listen to the meeting.

B. Meetings. Meetings of standing and ad hoc committees shall be held as frequently as may be required for the proper discharge of each respective committee's duties. The Clerk to the Board shall give at least two working days written notice of regularly scheduled or special committee meetings in the manner prescribed in Article II, Section 5 of these bylaws. The written notice shall specify the physical location of the meeting, if any. If remote conferencing technology is used, the written notice shall specify the means by which the public may listen to the meeting remotely. Except with respect to meetings, which under applicable law may be held in closed session, the public shall be entitled to attend.

C. Responsibility. The designation and establishment of any standing or ad hoc committee and the delegation thereto of authority shall not operate to relieve the Board, or any individual Board member, of any responsibility imposed upon it or him/her by law or these bylaws.

D. Rules. Each standing and ad hoc committee may make such rules for the conduct of its affairs as it may deem appropriate, not inconsistent with the Act, these bylaws, or the directives of the appointing authority.



**BOARD OF TRUSTEES**  
**OPERATIONS & FINANCE COMMITTEE**  
**MEETING MINUTES | DRAFT**

4600 Emperor Boulevard  
 Suite 100  
 Durham, NC 27703

Thursday, August 3, 2023

8:30 a.m.

Remote | Microsoft Teams

**Board members present** | Brenda Howerton, Sig Hutchinson, Michael Parker, Jennifer Robinson, Stelfanie Williams

**Board members absent** | Corey Branch, Valerie Jordan

Michael Parker called the meeting to order at 8:31 a.m. A quorum was present.

- I. **Adoption of Agenda**
- II. **Approval of Minutes**

**Action:** A motion was made by Howerton and seconded by Robinson to adopt the agenda and approve the minutes of June 1, 2023. Upon vote by roll call, the motion was carried unanimously.

- III. **Durham Bus Stop Right-of-Way Acquisition**

Gary Tober presented a request to authorize staff to conduct property coordination, outreach, and acquisition of property, if needed, for improvements at existing GoDurham bus stops. The improvements may include a platform, shelters and trash cans. There will be no displacements of businesses or residences during these improvements. Contact will be made with property owners to gauge their interest in conveying the property needed before site plans are developed. Typical acquisitions range from 50-500 square feet of right-of-way.

Howerton asked the source of the financing. Tober responded the Durham County Transit work plan allocates \$3.9 million for bus stop improvements, with an estimated \$5,000 or less per stop for property acquisition.

Robinson asked who maintains the property. Tober said the City of Durham once construction is completed.

Howerton asked if eminent domain is used if a property owner is not interested. Tober said no, plans would be adjusted to avoid acquisition of right-of-way.

**Action:** A motion was made by Hutchinson and seconded by Howerton to recommend the board authorize staff to conduct property coordination, outreach and acquisition for GoDurham bus stop improvements on behalf of the City of Durham for improvements at specified existing bus stop locations. Upon vote by roll call, the motion was carried unanimously.

- IV. **Wake Transit FY2023 Q4 Proposed Work Plan Amendments – Period of Performance Extensions**

Steven Schlossberg explained that this process involves project agreements in the Wake Transit Plan that are scheduled to expire within the fiscal year and need to be renewed. The request

today includes ten projects that need to be extended from the City of Raleigh, the Town of Morrisville and GoTriangle.

**Action:** A motion was made by Hutchinson and seconded by Robinson to recommend the board approve the FY2023 Q4 Wake Transit Work Plan amendments. Upon vote by roll call, the motion was carried unanimously.

#### **V. Amendment to Board of Trustees' Rules of Procedure**

Byron Smith reminded the committee that the board approved an expansion of its committees from three to four which become effective January of 2024. This amendment to the rules of procedure explains how committee members will be selected.

Jennifer Robinson stated a concern about specifying the date of the meeting. Byron Smith commented that it was included to make sure the committees met prior to the Board of Trustees meeting.

Michael Parker asked how the committee chairs will be selected. Michelle Dawson responded that it is specified in the bylaws; the board chair may appoint the committee chair and the committee will select a vice chair.

**Action:** A motion was made by Howerton and seconded by Robinson to recommend the board approve an amendment to the Board of Trustees' Rules of Procedures related to committees and boards, removing the required meeting day. Upon vote by roll call, the motion was carried unanimously.

#### **VI. Transit Ambassador Program Overview**

Jimmy Price, Manager of Safety, Security and Training, stated that GoTriangle has been dealing with an increase of safety and security incidents on buses. The Transit Ambassador Program has been established to provide visibility, customer service and resources to passengers in need and to report safety and security incidents and maintenance or cleanliness issues. The first Transit Ambassador started on July 1 and will interact with riders and connect those in need with community resources.

#### **VII. Review of Bret Martin Allegations**

General Counsel Byron Smith stated the Board Chair had referred this matter to the General Counsel's office in a written response to Mr. Martin on June 1. He said his office has been working on a response to the allegations. The list included in the agenda, which is attached and hereby made a part of these minutes, has been synthesized from Mr. Martin's letter. The legal office is gathering information from staff and preparing to bring a report to the committee in September.

Sandra Freeman added that her team has spent over a month responding to each of the allegations. She asked that before any decision is made about how to move forward, that the committee and board have an opportunity to review these responses.

Parker asked if GoTriangle has or should have a policy in terms of when and how GoTriangle responds to matters like this. Smith responded that it falls within the responsibilities of the Board Chair.

**VIII. Adjournment**

**Action:** Chair Parker adjourned the meeting at 9:20 a.m.

Prepared by:

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

DRAFT



## June and July 2023

# CEO's Monthly Executed Contracts

*The CEO shall have the power and authority without Board approval but within budgetary and other limitations established by the Authority, to enter into and execute contracts for and on behalf of the Authority for construction, alterations, supplies, equipment, repairs, maintenance, and services; and for the purchase, sale, or lease of any property. The CEO shall report monthly to the Board the actions taken pursuant to this authority.*

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**GoTriangle Purchasing Threshold Matrix/Approval Levels**

Construction/Repair Projects					Professional And Non-Professional Services (Incl. Oper. Leases & IT)				Purchase and Lease/Purchase Apparatus, Supplies, Materials and Equipment			
<u>Cost Threshold</u>	<\$10,000	\$10,000 - <\$50,000	\$50,000 - <\$500,000	\$500,000 and above	<\$10,000	\$10,000 - <\$50,000	\$50,000 - <\$250,000	\$250,000 and above	<\$10,000	\$10,000 - <\$90,000	\$90,000 - <\$250,000	\$250,000 and above
<b><u>BID AND SOLICITATION PROVISIONS:</u></b>												
<u>Bid/Proposal Type</u>	N/A	Informal Bid	Formal Bid	Formal Bid	N/A	Informal Quotes/RFP	Formal RFP	Formal RFP	N/A	Informal Bid	Formal Bid	Formal Bid
<u>Number of Bids Required</u>	One or more	Attempt To Get 3 or more bids	Attempt To Get 3 or more bids	3 required on 1st ad, if 2nd ad-no specific requirement	One or more	Attempt To Get 3 or more quotes	Attempt To Get 3 or more proposals	Attempt To Get 3 or more proposals	One or more	Attempt To Get 3 or more bids	Attempt To Get 3 or more bids	Attempt To Get 3 or more bids
<u>Advertisement on Website</u>	No	\$30K and over	\$30K and over	Required 7-full days prior to bid opening	No *** (see NOTES below)	\$30K and over, 14- days prior to due date	14-days prior to due date	14-days prior to due date	No	Yes	Required 7-full days prior to bid opening	Required 7-full days prior to bid opening
<b><u>CONTRACT HANDLING AND APPROVAL PROVISIONS:</u></b>												
<u>Contract and Routing Required?</u>	>\$3,500 PO Required	Yes	Yes	Yes	>\$3,500 PO Required	Yes	Yes	Yes	>\$3,500 PO Required	Usually PO	Usually PO	Usually PO
<u>Approval By</u>	Dept / Manager	Dept / Director CEO	Dept / Director CEO	Board	Dept / Manager	Dept / Director CEO	Dept / Director CEO	Board	Dept / Manager	Dept / Director CEO	Dept / Director CEO	Board
<u>Executed By</u>	Dept / Manager	CEO	CEO	CEO	Dept / Manager	CEO	CEO	CEO	Dept / Manager	CEO	CEO	CEO

**FUNDING SOURCES**

All Federal Funding Procurements Shall Go Through the Procurement Department Regardless Of Dollar Amount

**NOTES:**

M/WBE/DBE GOOD FAITH EFFORTS ARE REQUIRED FOR ALL OF THE ABOVE.

\*\*\* ALL PROFESSIONAL DESIGN SERVICES (architectural, engineering, design, surveying, & construction management at risk) ARE REQUIRED TO BE ANNOUNCED (ADVERTISED AT ANY DOLLAR LEVEL) – Non- Professional Services do not need to be advertised at this dollar amount. (However, for projects where the professional service fee is less than \$50,000, GoTriangle can exempt itself in writing with approval by the CEO for locally funded projects. Submit requests to Procurement Department)

<b>Gasoline, Diesel Fuel, Alcohol Fuel Motor Oil or Fuel Oil</b>	No \$ Limits	Attempt To Get 3 or more quotes	Approval CFO
<i>GS 143-129 Gas, Fuel and Oil- Purchases of Gasoline, Diesel Fuel, Alcohol Fuel, Motor Oil, Fuel Oil or Natural Gas are not subject to the formal bidding requirements. These purchases are subject to the informal procedures of GS 143-131. Informal threshold is \$30,000-\$90,000</i>			



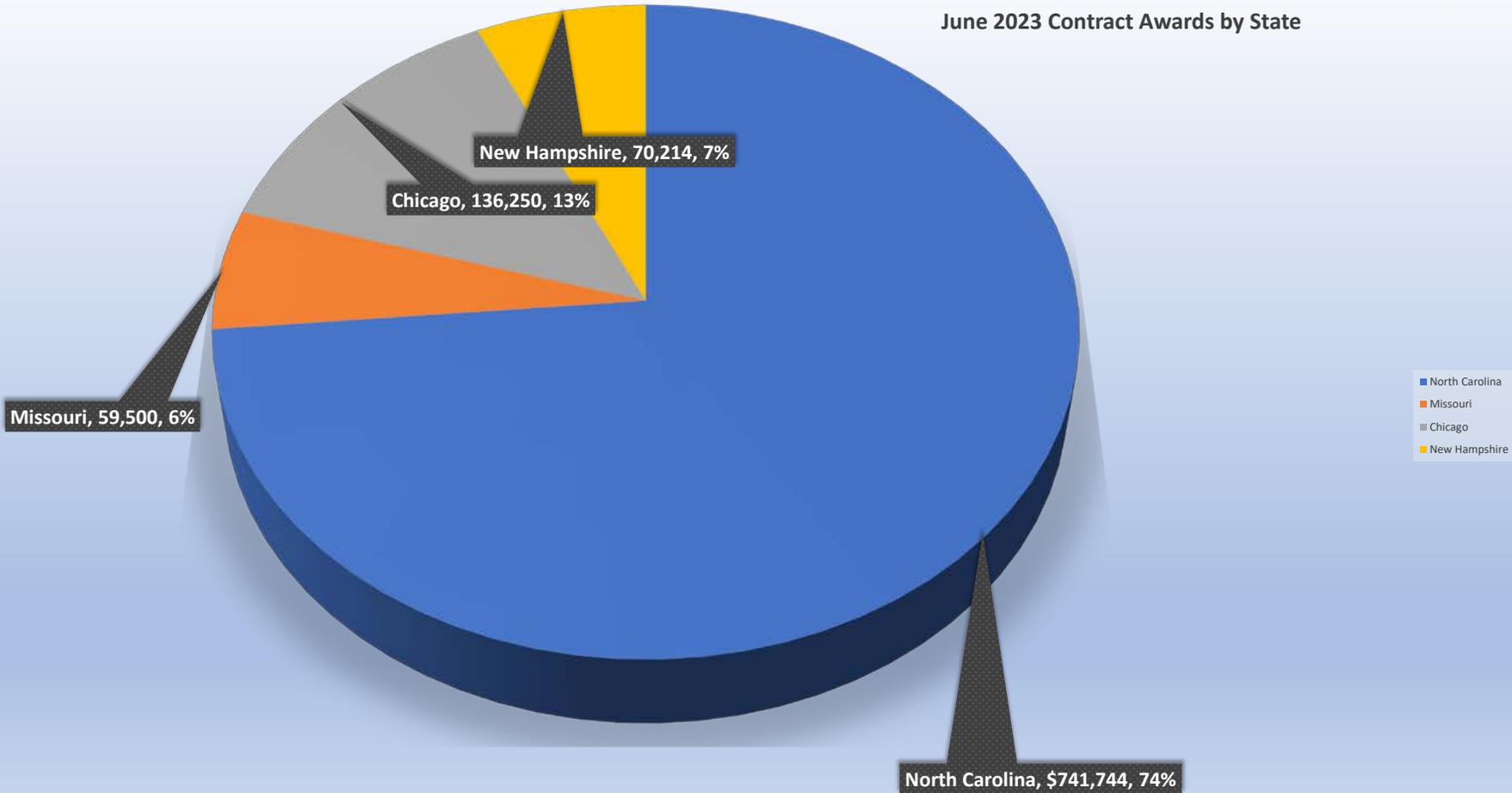
## June 2023-Monthly Executed Contracts Report (&lt;250K)

Contract #	Contractor (or subject if no contract listed)	Location	Contract Amount	Subject	DBE/MWBE/HUB Business	COMMENTS	CEO Executed Date
1160	Progressive Business Solutions	508 South New Hope Road Raleigh, NC 27610	\$16,613.00	Printing	DBE-MBE HUB	Professional Services	6/6/2023
1167	Gregory Poole Equipment Co.	Processing Center PO Box 60457 Charlotte, NC 28260	\$10,802.00	Emergency Repairs	N/A	Services	6/13/2023
08-050	Town of Chapel Hill	405 Martin Luther King Drive Chapel Hill, NC 27514	\$443,921.00	Transit Partnerships	N/A	Contracted Services	6/14/2023
23-002	Galls, Incorporated	P.O. Box 505614 Saint Louis, MO 63150-5614	\$59,500.00	Uniforms	N/A	Professional Services	6/15/2023
17-062	PublicInput/Cityzen	16 West Martin Street, Suite 812 Raleigh, NC 27601	\$27,311.00	Software	N/A	SAAS	6/22/2023
1180	Zendesk	PO Box 734287 Chicago, IL 60673	\$16,250.00	Subscription Fee	N/A	Annual Agreement	6/28/2023
20-038	Skillssoft	300 Innovative Way, Ste. 201 Nashua, NH 03062	\$70,214.00	Subscription Fee	N/A	Annual Agreement	6/29/2023
20-037	NC State University	Campus Box 7902 Raleigh, NC 27695-7902	\$243,097.00	Triangle Regional Modeling	N/A	Professional Services	6/29/2023
23-009	LYFT	PO Box 734714 Chicago, IL 60673	\$120,000.00	Microtransit	N/A	Professional Services	6/30/2023

Total

\$1,007,708.00

June 2023 Contract Awards by State



## July 2023-Monthly Executed Contracts Report (&lt;250K)

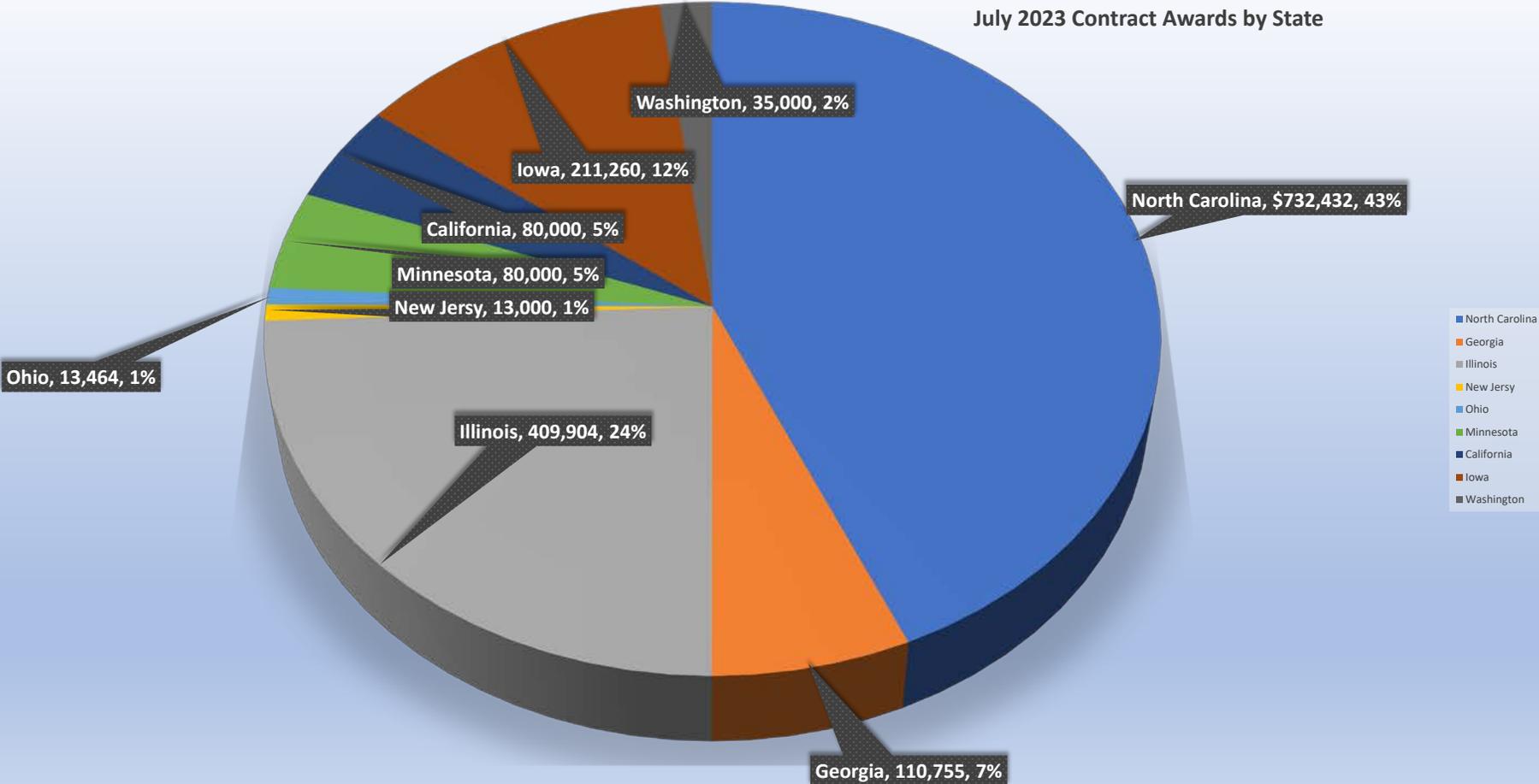


Contract #	Contractor (or subject if no contract listed)	Location	Contract Amount	Subject	DBE/MWBE/HUB Business	COMMENTS	CEO Executed Date
23-076C	Kittlelson	PO Box 735277 Chicago, IL 60673-5277	\$163,029	Bus Stop Improvements	14.2% Goal	Professional Services	7/6/2023
1194	Cumins Atlantic	PO Box 741295 Atlanta, GA 30384-1295	\$50,000	Bus Parts	N/A	Blanket PO	7/10/2023
1187	Couch Oil Company	PO Box 2753 Durham, NC 27715-2753	\$50,000	Bus Fluids	N/A	Blanket PO	7/10/2023
1190	Clarke Power Services	PO Box 710157 Cincinnati, OH 45271-0157	\$13,464	Bus Repairs	N/A	Professional Services	7/10/2023
1188	ABC	PO Box 856703 Minneapolis, MN 55485-6703	\$80,000	Bus Parts	N/A	Blanket PO	7/10/2023
1191	Translite	107 TRUMBULL STREET (K-BUILDING) Elizabeth, NJ 07206	\$13,000	Bus Glass	N/A	Blanket PO	7/10/2023
1183	Carolina Parks And Play	PO Box 1246 Cary, NC 27512	\$23,350	Trash Receptacles	N/A	Purchase	7/10/2023
1193	White's Tire Service	PO Box 1469 Wilson, NC 27894	\$88,000	Bus Tires	N/A	Blanket PO	7/10/2023
1184	Velocity Truck Centers	3500 Yonkers Rd Raleigh, NC 27604	\$80,000	Bus Parts	N/A	Blanket PO	7/10/2023
1192	Stone Truck Parts	PO Box 277171 Atlanta, GA 30384-7171	\$60,755	Bus Parts	N/A	Blanket PO	7/6/2023
1189	Snider	PO Box 16046 Greensboro, NC 27416-6046	\$50,000	Bus Tires	N/A	Blanket PO	7/10/2023
1185	Luminator	28818 Network Place Chicago, IL 60673	\$50,000	Bus Parts	N/A	Blanket PO	7/10/2023
1186	Gillig	PO Box 45569 San Francisco, CA 94145-0569	\$80,000	Bus Parts	N/A	Blanket PO	7/10/2023
23-027	Just Cities Collective, LLC.	2320 Huron St Durham, NC 27707-1914	\$26,375	Low-Income Fare Program Design	HUB	Professional Services	7/10/2023
07-010	Trapeze	5265 Rockwell Drive NE Cedar Rapids, IA 52402	\$211,260	Amendment 8	N/A	Software Services	7/10/2023
1205	Capital Ford	2807 Millbrook Road Raleigh, NC 27616	\$23,304	Bus Parts	N/A	Repair Services	7/10/2023
1209	L C Industries	4500 Emperor Blvd. Durham, NC 27703	\$36,706	Lease Fee	N/A	Lease Services	7/6/2023
1210	Remix	Dept CH 18046 Palatine, IL 60055-8046	\$37,000	Software	N/A	Software Services	7/10/2023
1211	Zendesk	PO Box 734287 Chicago, IL 60673	\$54,696	Software	N/A	Software Services	7/10/2023
1222	Creative Business Interiors	8720 Fleet Service Drive Raleigh, NC 27617	\$20,275	Renovation	N/A	Professional Services	7/10/2023
22-066A	Nelson\Nygaard	PO Box 71181 Chicago, IL 60694	\$53,516	Amendment 1	N/A	Professional Services	7/10/2023
23-011	3d Enterprises	6512 ROSSFORD LANE Durham, NC 27713	\$62,400	Janitorial Services	N/A	Professional Services	7/10/2023
1229	Jl Service Group Inc	204 Callandale Ln Durham, NC 27703	\$11,078	Maintenance	DBE-MBE HUB	Professional Services	7/6/2023
1236	Potter Oil	PO Box 7 Aurora, NC 27806	\$50,000	Bus Fluids	N/A	Blanket PO	7/10/2023
1235	Hopthru	999 3rd Ave, Suite 3300 Seattle, WA 98104	\$35,000	Subscription Fee	N/A	Software Services	7/10/2023
1239	Telics	PO BOX 909 Pineville, NC 28134	\$14,050	Appraisal Services	N/A	Professional Services	7/10/2023
1233	Wake County Finance Department	PO Box 550 Raleigh, NC 27602-0550	\$12,082	Radio Network	N/A	Subscription	7/10/2023
23-029	CPRC/TJCOG	4307 Emperor Blvd., Suite 110 Durham, NC 27703	\$152,000	Planning and GIS Services	N/A	Professional Services	7/10/2023
1241	Creative Business Interiors	8720 Fleet Service Drive Raleigh, NC 27617	\$32,812	Renovation	N/A	Professional Services	7/10/2023
21-076A	STV	PO Box 734714 Chicago, IL 60673	\$51,663	Task Order 1	N/A	Professional Services	7/10/2023

Total

\$1,685,815.09

July 2023 Contract Awards by State



## HR Board Report – July-August 2023

### NEW HIRES

Kongo Valbrun – Transit Operator

Tiara Crudup – Transit Operator

Tameeka Bobb - Transit Operator

Quedrith Thomas - Transit Operator

Shauna Bangura – Customer Information Specialist- Part Time

Shicara Hester - Customer Information Specialist- Part Time

### PROMOTIONS

None

### SERVICE AWARDS

15 Years - Tamika Wilson

### RECRUITING

Director of Equal Opportunity, Diversity, and Inclusion

Facilities Technician

Fixed Route Training Specialist

Paratransit Operator I

Service Attendant

Transit Operator

## MEMORANDUM

**TO:** GoTriangle Board of Trustees  
**FROM:** Planning and Capital Development  
**DATE:** August 17, 2023  
**SUBJECT:** Capital Projects Status Report

### Strategic Objective or Initiative Supported

2.4 Ensure an attractive and accessible transit environment

### Action Requested

None

### Background and Purpose

The Wake, Durham, and Orange transit plans and the GoTriangle Capital Improvement Program include funds to support planning, development, and delivery of transit capital infrastructure projects ranging from bus stop amenities to commuter rail infrastructure. This report includes a brief snapshot of the status, upcoming activities, and notable risks to on-time/on-budget delivery for active capital projects. The report is organized into the following sections:

- Bus Passenger Facilities
- Bus Operations and Maintenance Facilities
- Rail Transit Infrastructure Development

This report is updated monthly. New/updated information from the previous month's report is shown in underlined green text.

### Financial Impact

None

### Attachments

- None

### Staff Contact

- Katharine Eggleston, 919-485-7564, [keggleston@gotriangle.org](mailto:keggleston@gotriangle.org)

## Bus Passenger Facilities

### Projects Under Construction

**Bus Stop Improvements In Wake County (various)**

Description – The Wake Transit Plan includes funding for improvements at existing and new GoTriangle bus stops throughout Wake County. GoTriangle has also secured supplemental federal funding through CAMPO’s Locally Administered Projects Program for this project.

**Bus Stop Improvements in Durham County (various)**

Description – This project includes site selection, design, and construction of passenger amenities at GoDurham and GoTriangle bus stops in Durham County. The current pipeline of funding provides for construction of 50-75 stops per year.

**GoTriangle Bus Stop Improvements in Orange County (18GOT CD12)**

Description – This project includes site selection, design, and construction of passenger amenities at up to 10 bus stops in the GoTriangle system within Orange County.

Phase	Wake	Durham	Orange
Planning	0	106	0
Design	56	42	2
Permitting	0	16	0
Real Estate	6	20	0
Bid Ready	3	13	0
Under Construction	0	14	3
<b>Complete</b>	<b>16</b>	<b>79</b>	<b>4</b>
On Hold/Suspended	2	87	1
<b>Total in Program</b>	<b>83</b>	<b>377</b>	<b>10</b>

Updated as of [7/31/23](#)

### Projects in Design

**Patterson Place Improvements (18GOT CD4)**

Description – Nearly 200 riders per day board buses at the existing transfer point and park-and-ride served by GoTriangle route 400 and GoDurham routes 10 and 10A. This project includes new and additional concrete shelter pads and shelters at Witherspoon Boulevard and McFarland Drive. Improvements include: landscaping, curb-radius improvement to allow buses to turn right from southbound Witherspoon Boulevard onto westbound McFarland Drive to reduce bus travel time and serve additional future park-and-ride spaces.

Status – Signed plans have been obtained from the City of Durham. Staff is preparing the construction bid package. Full local funding was secured through an FY23 Q4 amendment. [Appraisals have been ordered for the necessary right-of-way.](#)

Upcoming Activities – GoTriangle will complete necessary right-of-way acquisition activities and schedule the project for construction.



**Hillsborough Park-and-Ride (18GOT\_CD8)**

Description – This project includes site selection, real estate acquisition, design, and construction of a permanent park-and-ride for GoTriangle route ODX in Hillsborough. Park-and-ride utilization at the current leased lot for the ODX in Hillsborough is approximately 15 spaces per day. The original plan for the new lot included 35-50 spaces across two parcels of land; right-of-way for the full facility was acquired, however due to increased construction cost estimates, the scope was reduced to 31 spaces to allow for some growth in utilization while deferring full build-out to a future phase.

Status – Staff and outside counsel have identified the need for additional real estate agreements related to use of property that had previously been identified as an existing undeveloped right-of-way within the site. Orange County staff has concurred with GoTriangle’s procedural steps to resolve. The design is currently awaiting to advance through the plan approval process with Orange County once the property issue resolution is complete. The Real Estate consultant is engaged in acquisition of necessary easements and resolution of property issues with the undeveloped right-of-way. [The Board approved condemnation for the Hillsborough Park and Ride and required notices were prepared for impacted property owners.](#)

Upcoming Activities – Following final resolution of real estate issues, staff will proceed with obtaining plan approval.

Schedule Risks – As noted above, a need for additional real estate agreements was identified during site plan review. Coordination with Orange County to resolve this is ongoing. The schedule for plan approval and turnover of the project to Orange County for construction is dependent on resolution of the real estate issues.

**District Drive Park and Ride Improvements (TC002-AI)**

Description – This project includes design and construction of improvements at the park and ride lot located on District Drive. These improvements could include expansion of the lot, new lighting, and new amenities.

Status – Met with Duke Energy regarding parking lot lighting installation. [Procurement advertised RFQ for design work and no responses were received.](#)

Upcoming Activities – [Re-advertise work and review responses. Review Duke Energy cost estimate for lighting once it is received.](#)

**Raleigh Union Station Bus Facility (TC002-A)**

Description – This project includes publicly-funded design and construction of an eight-bay off-street bus facility and related transit access improvements adjacent to Raleigh Union Station in downtown Raleigh, in conjunction with a privately-funded mixed-use development above the bus facility. The project was awarded a \$20 million BUILD grant from the US Department of Transportation (USDOT).

Status – Joint development agreements are in place and the project is underway. Activities completed this month:

**Real Property**

[\\*Developer completed extension to the Right of Entry Agreement with the City of Raleigh](#)

**Design**

[\\*Developer and GoTriangle conducted value engineering workshop with the Developer, Design team, and Contractor](#)

[\\*Developer and GoTriangle met with contractors and consultants to discuss material and technology related specifications](#)

[\\*Developer and GoTriangle met with GoTriangle technical experts and executive members to discuss VE budget targets](#)

[\\*Developer updated foundation plans for subcontractor engagement](#)

[\\*Developer completed design revisions eliminating the pedestrian bridge, elevator, and stair from Transit scope](#)

PO Box 13787

Research Triangle Park, NC 27709

P: 919.485.7510 | F: 919.485.7547



\*Developer evaluated alternative exhaust strategy to eliminate tunnel under busway and to reduce mechanical requirements

#### **Permitting:**

\*Developer submitted Site Permit Review (SPR) Submittal #1 to City of Raleigh for review

\*Developer and GoTriangle continued to meet with City of Raleigh permitting staff to discuss permitting path to comply with project schedule

#### **Construction**

\*Developer and GoTriangle met with Developer and Contractor to complete reconciliation of Phase 1 construction contract

\*Developer and GoTriangle reviewed Developer Phase 2 related construction contracts

\*Phase 2 contractor continued maintenance and security of project site

\*Phase 2 contractor began engaging with subcontractors for construction efforts beginning in November

#### **Cost Estimates**

\*Developer and GoTriangle continued to discuss value engineering concepts, develop pricing, and review project budget

\*GoTriangle and Developer updated budget for early work activities (transit and overbuild) coordinated and agreed to by GoTriangle

#### **Project Schedule**

\*Developer is updating the Developer managed schedule to reflect Private Overbuild financing updates, permitting considerations, and construction activities

#### **Third Party Coordination**

\*Developer conducted ongoing coordination with CSX, NCDOT, and City of Raleigh

\*Developer and GoTriangle met with CSX regarding Phase 2 construction activities and approvals

\*Developer received CSX approval of design methodology for crash wall and began scheduling path to construction agreement

#### **Environmental**

\*Developer and GoTriangle coordinating with DEQ on finalizing draft Brownfields Agreement

#### **Community Engagement**

\*Developer represented project to local bicycling advocates as well as a conference of the Congress of the New Urbanism

#### **Upcoming Activities –**

\*Revise and re-submit SPR to City of Raleigh

\*Continue value engineering updates and final design

\*Developer to develop crash wall basis of design and submit to CSX for review

\*Continue third party coordination activities in advance of Phase 2 construction

\*Update Developer-managed schedule that reflects Phase 2 construction activities and critical path items

\*Developer to continue Phase 2 construction procurement activities

Schedule Risks – The sunset date for federal BUILD funds is September 30, 2025; continued progress on critical path activities is necessary to ensure eligible costs are incurred and reimbursed by FTA before that date. Beginning Phase II construction activities for the bus facility in Fall 2023 is critical.

Cost Risks – Continued design advancement is critical to obtain a more detailed basis to refine cost estimates and obtain a clear cost risk profile for the project. The initial 60% cost estimate for the bus facility is higher than budget, and Value Engineering effort is underway. Key cost risk areas are primarily materials and labor price fluctuations. BUILD Grant scope modifications requested in 2022 are still under



review for approval by USDOT, and additional scope changes under consideration as part of the Value Engineering effort may require USDOT approval.

**Priority Bus Stop Safety Improvements in Durham (21GOT\_CD02)**

Description – This project provides funding for design and construction of improvements to GoTriangle bus stops serving a high volume of passengers located on high-speed NCDOT roadways. Improvements could include, but are not limited to, construction of bus stop ADA pads, shelters, benches, bus pullouts and appropriate tapers, sidewalk, curb and gutter, curb ramps, crosswalks, pedestrian median refuge islands, appropriate safety signage, pedestrian signal heads and complimentary traffic signal modifications, and other complimentary or supporting roadway modifications. An initial pilot location has been identified on NC 54 west of the I-40 interchange.

Status – Traffic signal warrant analysis study completed and sent to NCDOT. NCDOT and City of Durham are leaning toward full pedestrian signal and has requested another traffic analysis.

Upcoming Activities – [Execute Amendment Three to conduct another signal study. Move forward with bus stop improvements and sidewalks. Work through signalized crossing separately.](#)

Cost Risk – NCDOT requested a second traffic signal analysis to assess potential inclusion of a full pedestrian signal at Falconbridge Road. This was not in the original project scope and would require full signal design and signal modifications at higher cost than anticipated. An updated cost estimate will be needed to assess impact to budget.

**Priority Transit Access Improvement, US 15-501 at Eastowne (22GOTCD01)**

Description – This project aims to provide transit access improvements at the intersection of US 15-501 & Eastowne Drive in Chapel Hill, Orange County. This location will serve three developments, a new Wegman's grocery which will soon be open to the public; UNC Healthcare facilities under construction; and the newly renovated State Employees Credit Union (SECU) building (formerly the Blue Cross Blue Shield building). Together, these destinations will employ over 2,500 people along a core GoTriangle regional route (400), which provides all day, every day transit connections to Durham, Patterson Place/New Hope Commons, and Downtown Chapel Hill/UNC. This location will also be served by route 405, which provides direct connections to Durham and Carrboro during peak periods.

Status – DCHC MPO has selected the project to receive federal funding; the administrative process necessary to flex the funds to FTA so that GoTriangle can access them is underway. GoTriangle has initiated preparation of NEPA documentation. [Design task order submitted to procurement.](#)

Upcoming Activities – Complete preparation of NEPA documentation and initiate design.

**Downtown Apex Transfer Point Improvements (TC002-AK)**

Description – This enhanced transfer point in downtown Apex will facilitate regional connections and will serve multiple routes and agencies (GoTriangle 305, GoTriangle 311, and GoApex Route 1). It will also provide amenities such as large shelters, passenger information systems, benches, trash cans, and bike racks. The proposed location for the transfer point will be near the intersection of N Mason Street and Old Mill Village Drive, in downtown Apex. The project includes pedestrian access improvements in the vicinity of the transfer point by completing sidewalk gaps on the east side of Mason Street between Center Street and Old Raleigh Road. In addition, a pedestrian study will be completed and crossing improvements will be made if warranted and not already completed by the Town.

Status – Scope coordination with Town of Apex is complete, and GoTriangle is working to engage a design consultant. [Design task order routed for signatures.](#)

Upcoming Activities – GoTriangle staff will be undertaking a NEPA evaluation and coordinating with FTA, and will initiate design.



## Projects in the Planning Phase

### **Regional Transit Center Feasibility Study (TC002-N)**

Description – The Regional Transit Center (RTC) is the primary hub for GoTriangle regional bus services connecting Wake, Durham, and Orange Counties. The current location of the RTC on Slater Road in Durham creates overlapping routes leading to inefficiency. This feasibility study is evaluating location options that improve route efficiency and improve passenger amenities.

Status – Coordination with Research Triangle Foundation (RTF) on next steps for Triangle Metro Center (TMC) site is underway. Staff preparing task order for environmental due diligence and schematic design, to be coordinated with RTF-led site study. Staff updated RTC program for us in RTF site planning activities. Staff shared future rail platform layouts with RTF site planning team. Staff closed out RTC site planning and feasibility task. [Revised final study documents delivered. RTF consultant prepared and GoTriangle staff reviewed conceptual site master plans. Staff identified a federal grant opportunity through the Reconnecting Communities and Neighborhoods Program and initiated an application](#)

Upcoming Activities – Complete contracting process for environmental due diligence and schematic design. Continued participation with RTF-led site study. [Continue preparation of grant application. Share update with GoTriangle board.](#)

Schedule Risks – The primary risk to continued progress is securing funding to implement the project.

### **GoDurham Tactical Bus Stop Amenities (21GOT\_DC03)**

Description – Purchase and installation of seating, solar lighting, and real-time arrival signs at locations identified through customer requests and staff analysis of bus stops with existing conditions suitable for quick implementation.

Status – GoTriangle installed Simme-Seats at five bus stop locations in Braggtown where sidewalk improvements were recently completed by Durham’s Department of Public Works. [Installed freestanding solar lights at four Braggtown bus stop locations.](#)

Upcoming Activities – Obtain procurement update from Durham’s Transportation Department about the status of plans to purchase and install Real Time Signs at priority bus stop locations. Coordinate with the Transportation Department on plans to purchase and install free-standing solar light poles near bus stops.



## Bus Operations and Maintenance Facilities

### Projects in the Close-Out Phase

#### Paratransit Office Space Upfit (TC002-J)

Description – This project will upfit office space and the parking lot at the Plaza building to facilitate moving Paratransit operations from the Nelson Road Facility.

Status – Final walkthrough is complete. Move-in is complete. Field Training for the installation of the valve-control box held onsite. Circuit installation for the new Motorola workstations within the bus and radio rooms were installed and tested. Motorola equipment training is complete.

Upcoming Activities – Release retainage for Bar Construction to finalize project closeout once final punch list items are complete.

### Projects in the Planning Phase

#### Regional Fleet and Facilities Study (CD-21-19 A)

Description – This study includes three components: (1) assessing fleet and maintenance facility needs for GoDurham and developing a conceptual design for these needs, (2) assessing fleet and maintenance facility needs for GoTriangle and developing a conceptual design for these needs, and (3) planning for potential regional electric bus charging infrastructure and other potential shared operations and maintenance resources for GoTriangle and partners in the region. The scope of services includes planning, conceptual design, and cost estimating to assess needs for expansion of existing maintenance facility sites and evaluate up to four alternative sites for new facilities for GoDurham and GoTriangle. The Study will identify potential expansions and alternatives to current utilization of existing facilities that will improve cost-efficiency and provide responsive services.

Status – GoTriangle Facilities Study: GoTriangle staff provided update to P&L committee on schematic design and budget, and a plan to initiate design for the Nelson Road Expansion and Modernization project. [Staff and consultant are preparing for Design-Build Bridging procurement.](#) GoDurham Facilities Study: GoTriangle directed its real estate consultant to reach out to 4<sup>th</sup> and 5<sup>th</sup> highest scoring sites for the GoDurham paratransit facility for rights of entry given continued challenges with obtaining rights of entry for top scoring sites. Consultant prepared cost estimates and program schedule. [Staff reviewed and provided comments on cost estimate and program schedule for GoDurham Fay Street renovation and expansion.](#) Study consultant completed test fit of additional GoDurham paratransit site. GoTriangle Fleet Study: GoTriangle compiled and transmitted future route data for analysis by study consultant for GoDurham and GoTriangle. Consultant summarized inputs for fleet composition analysis for GoTriangle. [Consultant prepared initial draft of GoTriangle fleet analysis.](#)

Upcoming Activities – GoTriangle Facilities Study: Delivery and review of draft GoTriangle Nelson Road BOMF renovation and expansion schedule. [Staff and Consultant to determine next steps to complete design-build bridging documents. Consultant to share final program schedule.](#) GoDurham Facilities Study: [Finalize program schedule and cost estimate. Consultant to continue to seek rights of entry to round out Tier 2 Site Analysis.](#) GoTriangle Fleet Study: [GoTriangle staff to review and consultant to revise GoTriangle fleet analysis.](#)



## Rail Transit Infrastructure Development

### Greater Triangle Commuter Rail Study (19GOT CO2/20GOT CD1/TC004-A)

Description – The current phase of study is evaluating the potential for new commuter rail service in the North Carolina Railroad Company (NCRR) corridor in Durham, Wake, and Johnston counties, and will refine the project definition; engage community members, municipalities, and institutional stakeholders; and better understand critical project success factors. In coordination with project partners, GoTriangle will conduct preliminary engineering analysis in areas of concern along the corridor, model rail traffic on the corridor with the inclusion of commuter rail to better define infrastructure needs, and better refine cost and ridership estimates.

Status – Phase II of the GTCR Feasibility Study continues to progress through coordination with project partners. GoTriangle continues discussions of implementation challenges and opportunities for addressing risks to implementation with the PMC and Project Partners. GoTriangle completed a 45-day public comment period for the feasibility study results. Technical work for the original phase 2 scope of the feasibility study is now complete, however supplementary work to evaluate and document options for phased implementation continues.

Upcoming Activities – Presentations to elected boards and associated engagement is anticipated to continue throughout 2023. A decision-making process regarding whether or how to move forward with regional passenger rail service is being led by the MPOs.

Schedule Risks – Schedule risk related to the finalization of the remaining feasibility study deliverables is now largely mitigated, as the technical work for the original phase 2 scope has been completed. However, interest in various implementation strategies has generated significant supplementary work, which may lead to another phase of study prior to a decision on implementation.

Cost Risks – Updated cost estimates are in excess of the \$1.4-\$1.8B range identified during Phase 1 of the feasibility due to rapid construction cost escalation in the past two years, additional infrastructure requirements resulting from rail network modeling and related negotiation, design for engineering solutions to engineering constraints identified in the feasibility study. Additional cost risks include quantification of necessary levels of contingency required to address FTA risk management guidelines, and emerging interest in evaluation of additional off-peak service and level boarding. There are no cost risks regarding this phase of study. An additional phase of study would require an additional funding commitment.

Project Delivery Options – Consistent with the original intent of the study to support regional decision-making on whether and how to move forward with commuter rail, and in response to rising cost estimates, other challenges identified in the feasibility study, and emerging stakeholder interest, the feasibility study summary report will include an assessment of impediments to project delivery, opportunities for accelerated implementation, and a discussion of options to proceed with development of a starter service while continuing to plan for future service in other parts of the corridor. Based on stakeholder input to date, the options for an initial phase of service that are being evaluated include: (1) West Durham to RTP, (2) Ellis Road or RTP to Raleigh Union Station, and (3) Raleigh Union Station to Auburn.

