



Recommended Service Changes for Oct 2020

Board of Trustees

June 24, 2020

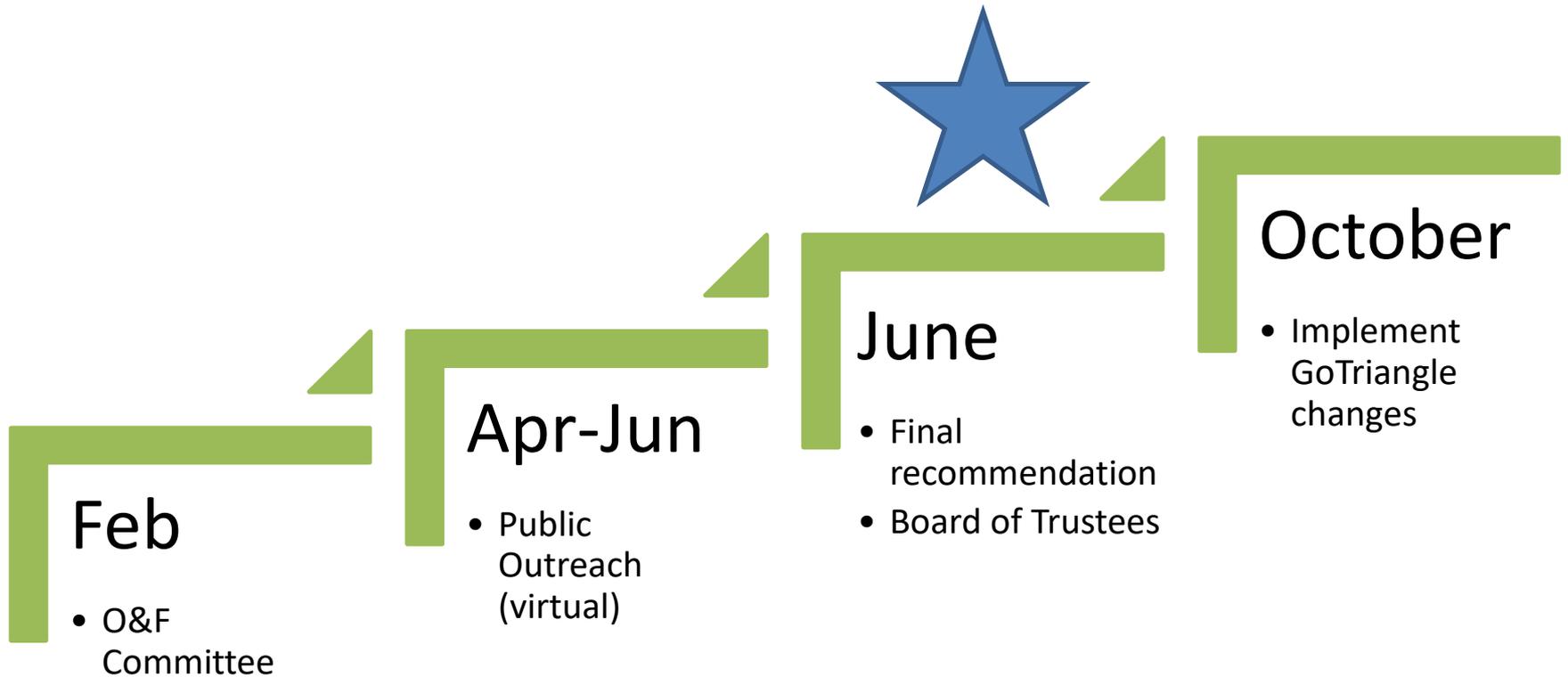
Jennifer Green, Transit Service Planner

Capital Development Department

Implementing the Short Range Transit Plan

- Board of Trustees approved Nov 28, 2018
- Goals of the Short Range Transit Plan
 - Make Service Faster and More Time Competitive
 - Provide More Frequent Service
 - Provide More All-day Service
- Wake Transit Plan
 - Connect all Wake County communities

Timeline



Public Engagement

With the number of cases of **COVID-19** continuing to grow, the public engagement team took steps to ensure that we engaged the community in a way that was both **safe** and **effective**, by using a comprehensive virtual engagement plan which included:

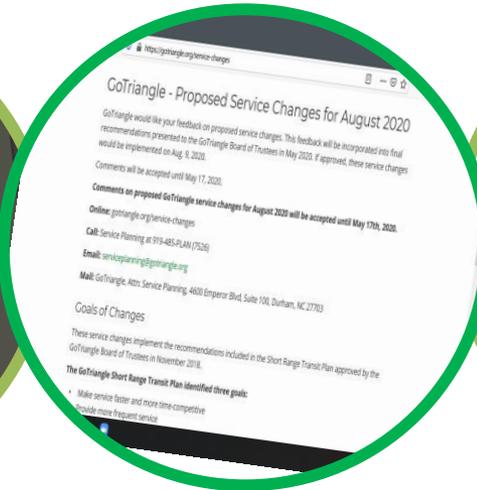
Informational PowerPoint

Video Presentation

Social Media Posts

Email Blasts

Comment Box



Translated Materials

Targeted Outreach Pushes

Promo Video

Website Updates

Press Release

Public Engagement

From **April 22 – June 12** there were:

51 comments on the proposed service changes

32 social media posts with **46,805 impressions** and **1,029 engagements**

4,092 views on the GoTriangle service change website with people spending an **average time of 2 minutes and 28 seconds** on the page

8 email blasts to mailchimp stakeholder lists with over **3,600 total contacts**

Direct outreach to over **25 community groups** in the Triangle

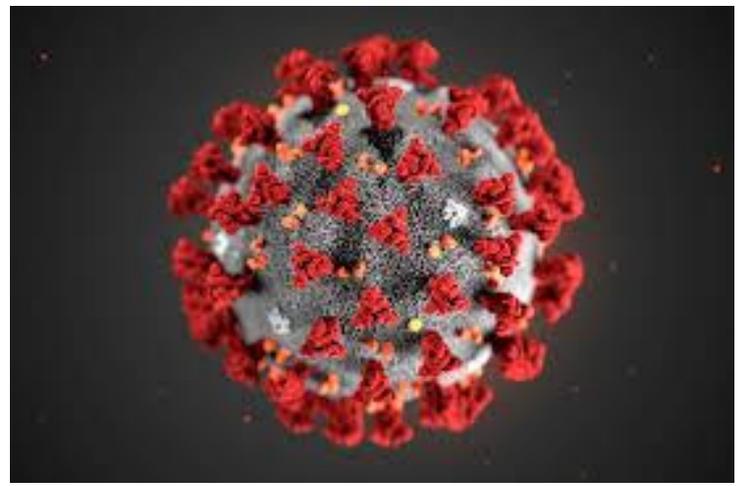
109 views on the “Zooming into Transit” video (English Version)

13 views on the “Zooming en Tránsito” (Spanish Version)

The service changes were also promoted via GoTriangle’s partnership with the Food Bank of Eastern & Central North Carolina. For every **one comment** collected, our partnership allowed the Food Bank to provide **50 meals** to residents impacted by COVID19!

What has changed since February?

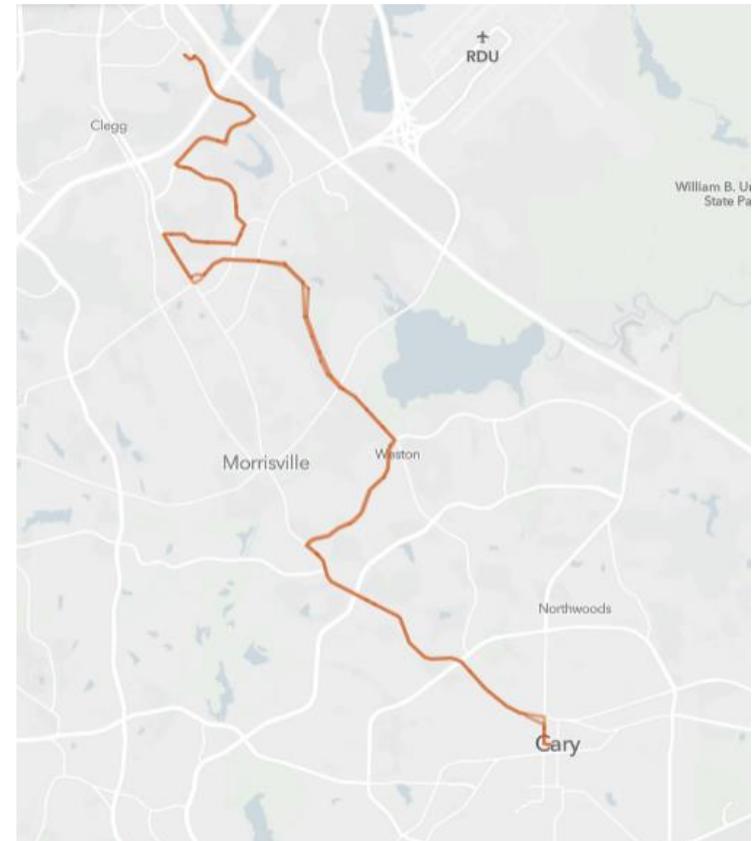
- Route 305
 - Due to anticipated revenue shortfalls, removed previously proposed new frequency and span
 - Recommendation includes new peak hour service to Holly Springs only
- Route 311
 - Staff recommends to delay service change until a later date



More All Day Service

Route 310: RTC-Wake Tech-Morrisville-Cary

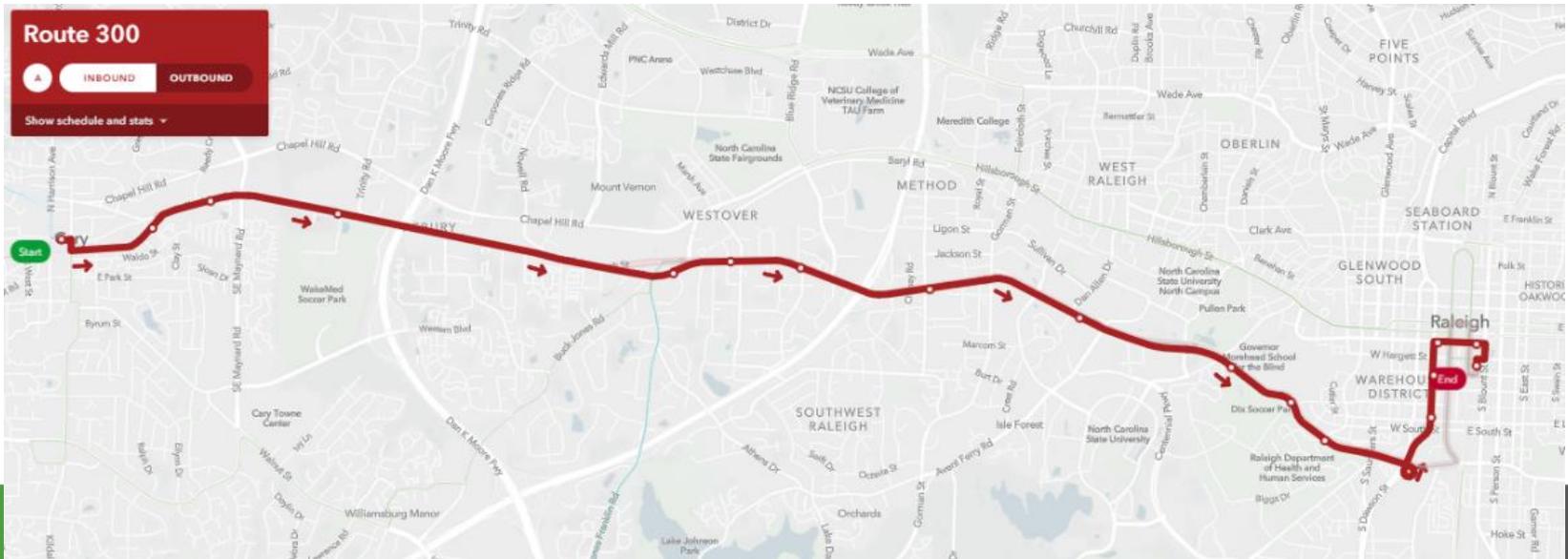
- All day weekday service from the RTC to Cary Depot
- More destinations in Morrisville:
 - Perimeter Park
 - Wake Tech RTP Campus
 - McCrimmon Pkwy
 - Evans Rd
 - Weston Pkwy
 - Park West Village
 - Chapel Hill Rd
- Every 30 minutes during peak and every 60 minutes in off peak
- Replaces Route 300 peak hour service between RTC and Cary Depot



Make Service Faster and More Reliable

Route 300: Cary to Raleigh

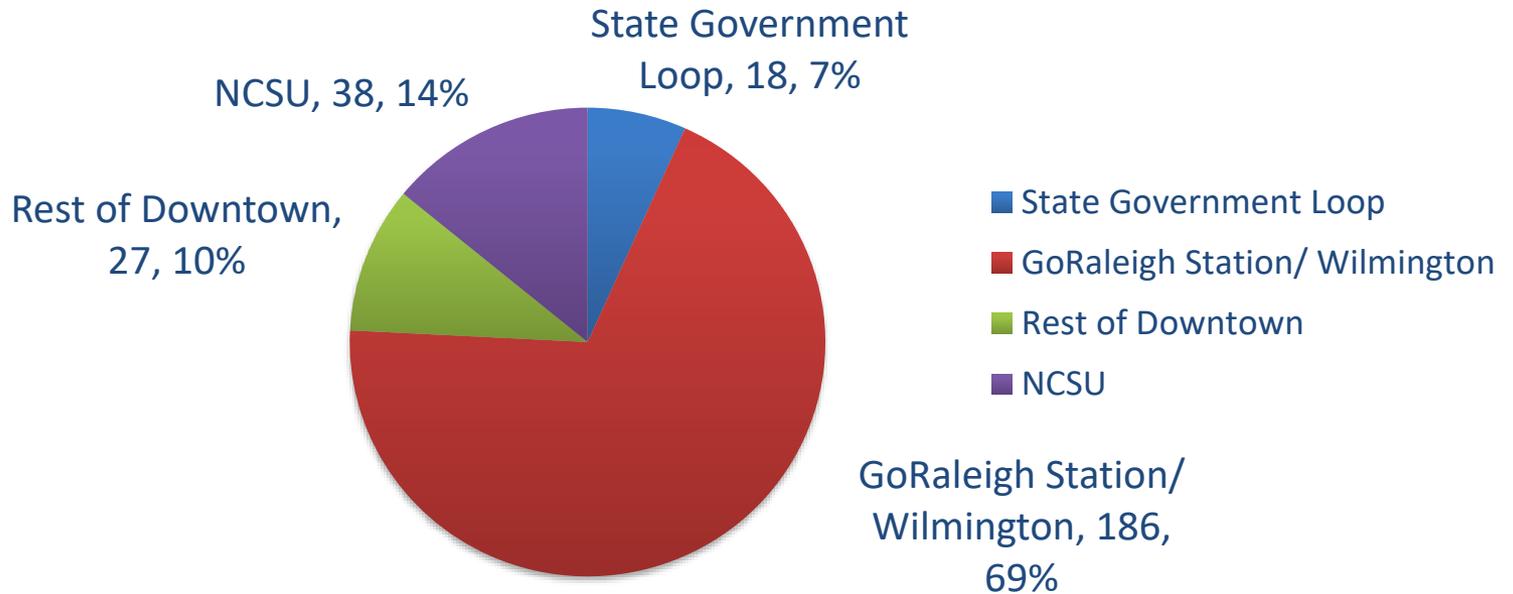
- At all times, operate between Cary Depot and GoRaleigh Station
- Realign peak service from Harrison Ave to Weston Pkwy and Chapel Hill Rd on Route 310
- Minor route change near State Government served by stops near Salisbury St and Morgan St



Make Service Faster and More Time Competitive

Downtown Raleigh Destinations

Daily Alightings on Routes 300 and 305

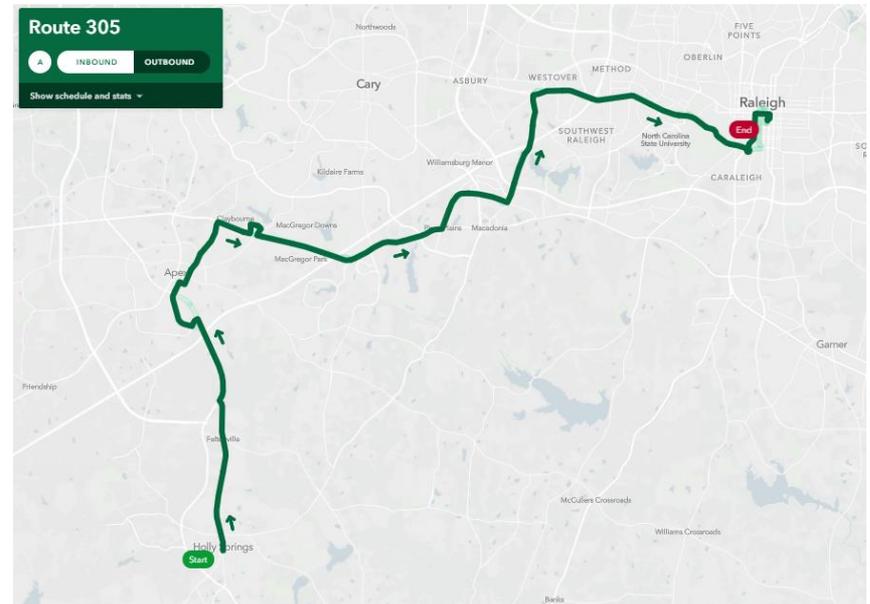


SOURCE: Automatic Passenger Counter Ridership Data

Connect all Wake County communities

Route 305: Holly Springs to Apex and Raleigh

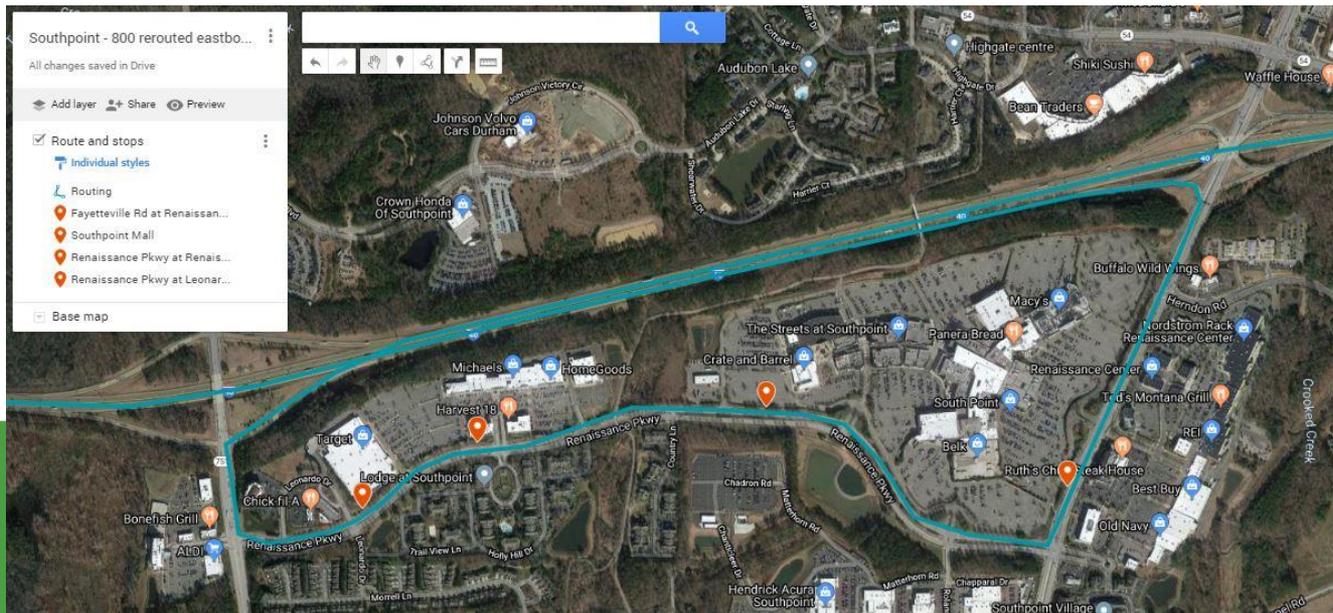
- Extend to provide bus service to Holly Springs
- New park and ride at Ting Park in Holly Springs
- Serve more destinations in Apex
- Minor route change near State Government served by stops near Salisbury St and Morgan St



Make Service Faster and More Time Competitive

Route 800/800S: Streets at Southpoint

- New bus stop constructed by Streets at Southpoint on Renaissance Pkwy
- City of Durham has installed a bus lane
- All buses serve stop heading westbound
- Park and Ride spaces relocated



Questions/Discussion

Action Requested

Staff requests that the Board of Trustees approve the recommended service changes for implementation on October 11, 2020*

** or an alternate date if dictated by operational circumstances related to COVID-19*