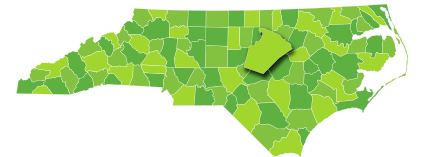


Wake County Transit

PROGRESS REPORT

July 1, 2019 - June 30, 2020



WAKE COUNTY TRANSIT PLAN

In November 2016, Wake County voters approved a half-cent transit-designated sales tax to invest in a long-term transit plan to enhance the county's transit network and its connections to other regional transportation systems.

Extensive countywide public engagement was a key component of drafting the initial 10-year Wake Transit Plan and remains an important part of all transit planning, including finalizing an annual work plan each year. Those work plans outline new investments for the coming fiscal year and are guided by the program's overarching goals, known as the four big moves.

In fiscal year 2020, the investments expanded bus service to include all-day service between Knightdale and Raleigh, all-day service throughout Garner and between Garner and Raleigh, peak service between Rolesville and Raleigh, more service frequency on the Wake Forest Loop, express service from northern Raleigh to Research Triangle Park and all-day shuttle service from the Regional Transit Center to the Wake Technical Community College Research Triangle Park campus in Morrisville.

GoRaleigh, GoCary and GoTriangle designed or improved bus stops systemwide. Additionally, feasibility studies or design continued for several transit facilities, including the downtown Cary multimodal transit facility, GoCary Bus Operations and Maintenance Facility, Raleigh Union Station bus facility, park-and-ride lots and transit centers. The three transit agencies continued work on implementing mobile ticketing technology, strengthening the Youth GoPass program and creating consistent fares throughout the agencies.

The paratransit service GoWake Access continued increasing its number of revenue hours, which were up 58% in FY20 over the previous year.





The county's four bus rapid transit projects progressed in FY20 and the locally preferred alternative was selected and preliminary engineering completed for the New Bern Avenue corridor. Further alternatives analyses and refinement continued for the Western and Southern BRT corridors. These corridors, including a Northern corridor, will feature dedicated bus lanes on local or regional roads, priority treatment at traffic signals, off-board fare payment and raised boarding platforms for riders.

Alternatives analyses and feasibility studies continued for a Triangle commuter rail project that would run between West Durham and either Garner or Clayton in Johnston County, with stops at downtown Raleigh, NC State University, Cary, Morrisville and Research Triangle Park. One study found two viable alternatives, one to Garner and one to Clayton, that would be competitive for federal funding and that provide significant mobility benefits for the region.

During FY20, Morrisville, Apex, Fuquay-Varina, Garner and Rolesville in partnership with Wake Forest took advantage of the Community Funding Area Program's matching grant to develop plans for expanding access to local transit. With additional funding from the CFAP, Apex and Morrisville moved into project development and are expected to begin operating services by summer 2021. These services, like Wake Forest's Reverse Loop, are funded by the CFAP at 50 percent each year through at least FY2027.

View the current (*FY2018-2027*) Wake Transit Plan at goforwardnc.org/county/wake-county/the-plan/.

THE FOUR BIG MOVES

-  *Connect the region.*
-  *Connect all Wake County communities.*
-  *Create frequent, reliable urban mobility.*
-  *Enhance access to transit.*



ACCOMPLISHMENTS

SERVICE IMPROVEMENTS IMPLEMENTED

GOCARY

- Continued to expand midday service on Routes 3, 4, 5 and 6 and Sunday service on all routes (1, 2, 3, 4, 5, 6). Ridership was up almost 7% over the previous year before the COVID-19 pandemic began in March.

GORALEIGH

- Added Garner Route 20, formerly GoTriangle Route 102, to provide local, all-day service from Garner to downtown Raleigh.
- Added Knightdale Route 33, formerly GoTriangle Route KRX (Knightdale-Raleigh Express) to provide local, all-day service from Knightdale to New Hope Commons shopping center, with an additional transfer to downtown Raleigh.
- Added Rolesville Route 401X to provide new weekday service connecting Rolesville to Triangle Town Center and Wake Tech Northern Campus, with additional transfers to Raleigh and Research Triangle Park.



NOTE: GoRaleigh won the North Carolina Public Transportation Association's Transit System of the Year Award and the Safety Award. The Transit System of the Year Award is given to a transit system that best represents the public transportation industry for the state; promoting mobility, removing barriers and promoting economic growth while providing safe, efficient and reliable services.

GOTRIANGLE

- Implemented Route NRX (North Raleigh Express) connecting the Regional Transit Center in Durham with park-and-ride lots on Falls of Neuse Road and at Triangle Town Center in Raleigh.
- Implemented Route 310W connecting the new Wake Tech RTP Campus with the Regional Transit Center in Durham.
- Added peak-period trips on Route DRX (Durham-Raleigh Express) to bring frequency to every 15 to 30 minutes during peak hours.
- Altered service on Route CRX (Chapel Hill-Raleigh Express) to improve reliability.

GOWAKE ACCESS

- Reduced the average time customers held on the phone from 3 minutes to 1.6 minutes.
- Decreased total calls that customers dropped by 76.3%.
- Improved service level from 71% to 93.8% throughout the year. Service level refers to agents answering more calls in less time.
- Increased participation in the transportation program by providing additional services for dialysis and chemo treatments to senior riders.

CAPITAL PROJECTS IMPLEMENTED

GOCARY

- Completed Phase 1 design work and initiated construction of 57 bus stops. Began Phase 2 design work to improve 54 existing bus stops.
- Continued preliminary design for GoCary's Bus Operations and Maintenance Facility.
- Continued feasibility study for downtown multimodal transit facility with work related to site selection and the federal National Environmental Policy Act process.

GORALEIGH

- Completed safety and ADA accessibility improvements at 29 bus stops.
- Completed 18 bus stops for new Wake Transit Plan-funded routes.
- Ordered 10 compressed natural gas buses to replace the aging diesel fleet.
- Completed construction of a compressed natural gas fueling station.

GOTRIANGLE

- *Began the design phase for 23 bus stop improvements.*
- *Continued the Wake park-and-ride feasibility study including planning, scoping and conceptual design for seven existing lots and two new lots.*
- *Completed a space and efficiency study to determine whether the Bus Operations and Maintenance Facility in Morrisville remains viable financially and operationally.*
- *Continued development of the Raleigh Union Station bus facility including securing a rezoning from the Raleigh City Council, selecting a developer and initiating design of the transit facility.*
- *Procured seven buses, including two electric buses.*

TOWN OF APEX

- *Completed two bus stops to serve future Route ACX (Apex-Cary Express).*
- *Completed a bus stop to serve the extension of GoTriangle Route 305.*

PLANNING PROJECTS INITIATED

GORALEIGH

Projects in the planning stage:

- *Hillsborough Street/Jones Franklin Road transfer point*
- *East Raleigh Transit Center*
- *Midtown Raleigh Transit Center*

Projects in the design phase:

- *Martin Luther King Boulevard/Rock Quarry Road transfer point*
- *Hillsborough Street/Gorman Street transfer point*
- *Cross Link Road/Rock Quarry Road transfer point*

GoRaleigh also:

- *Conducted site feasibility analyses for an ADA/Paratransit Operations and Maintenance Facility for GoRaleigh and GoWake Access.*
- *Completed Poole Road park-and-ride lot design.*
- *Completed Rolesville park-and-ride lot design.*
- *Awarded a contract to acquire five all-electric 40-foot buses to replace the aging diesel fleet.*

BRT PROJECTS

General Activity

- *Created a BRT Stakeholder Committee, which meets quarterly, to garner feedback during the development of the BRT projects.*
- *Created a public engagement portal to help the community access the latest survey results and other helpful information to stay involved.*
- *Planned quarterly BRT workshops to provide project updates beginning in fall 2020.*

For New Bern Avenue Corridor

- *Selected Locally Preferred Alternative in summer 2019.*
- *Submitted FTA Small Starts application in fall 2019.*
- *Completed 30% design in spring 2020 and initiated final design in summer 2020.*
- *Received an FTA Transit Oriented Development grant through the City of Raleigh to fund development along the corridor.*

For Western Corridor

- *Selected Locally Preferred Alternative in summer 2020.*
- *Initiated preparation for project development in summer 2020. The project development phase was expected to begin in fall 2020.*

For Southern Corridor

- *Began planning and study efforts to identify Locally Preferred Alternative.*
- *Held kick-off public meeting in winter 2019.*
- *Completed survey asking the public about BRT features and priorities in spring 2020.*

GOTRIANGLE

- *Developed a plan to coordinate and study the feasibility of improving or relocating the Regional Transit Center.*
- *Initiated Phase 2 of the Greater Triangle Commuter Rail Feasibility Study to further define the project concept, build consensus among stakeholders and engage the community.*

TOWN OF APEX

- *Substantially completed design and drafted the federal National Environmental Policy Act documentation for 41 new bus stops that will support future GoApex Route 1.*
- *Completed the Town of Apex Transit Circulator Study, an implementation study with detailed service recommendations for GoApex Route 1.*

CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION

- *Began updating the Wake Transit Plan, considering the original cost and schedule assumptions made for major capital projects, to extend the plan's horizon from 2027 to 2030.*
- *Began developing the Wake Transit Performance Tracker, an online resource that tracks and reports on our investment in Wake County's transit network. The tracker has two parts: an interactive project map and a program-level performance dashboard.*

WAKE COUNTY

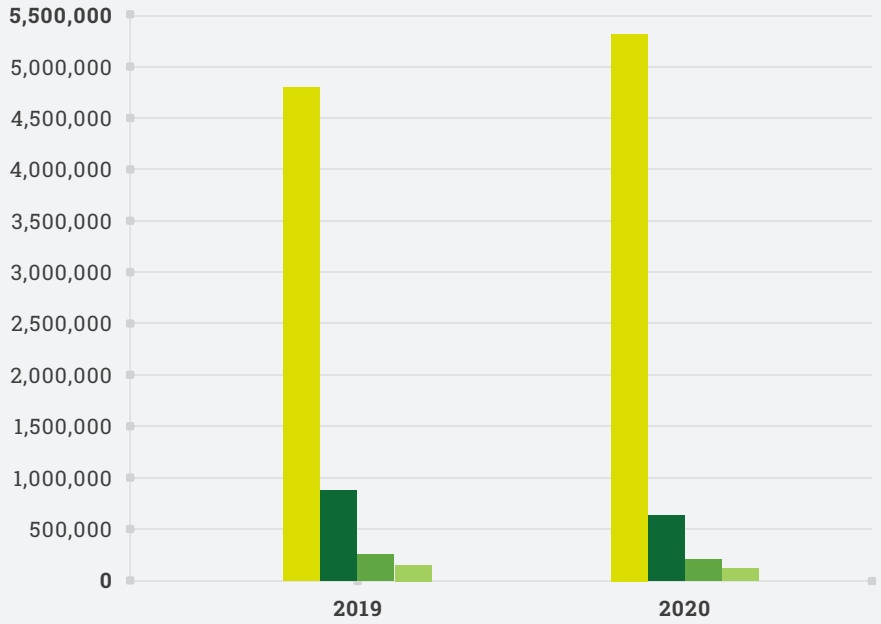
- *Received FTA Integrated Mobility Innovation Program funding to study microtransit options in northeast Wake County. Wake County's goal is to launch microtransit services that provide a "first five-mile, last five-mile" approach to connect rural residents with more distant services.*

RIDERSHIP

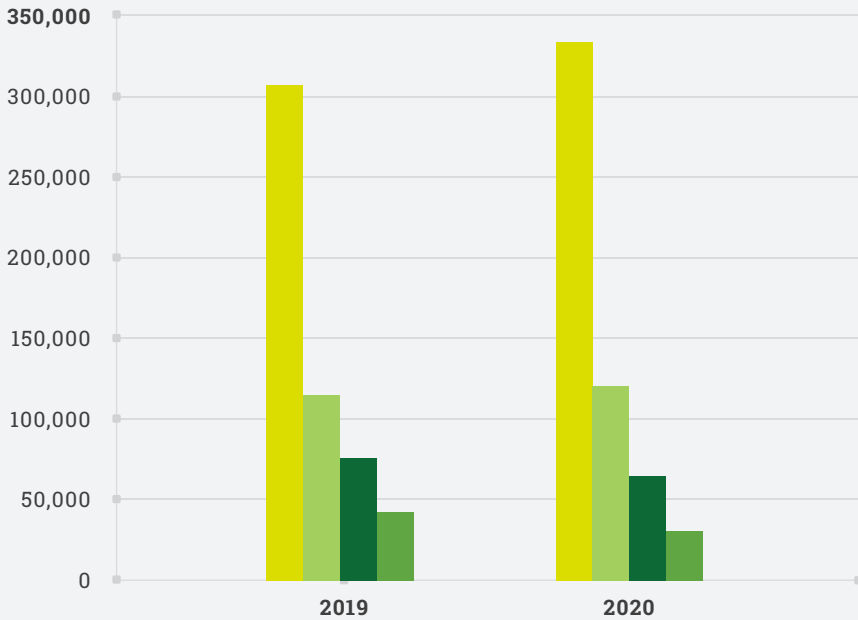
- GoRaleigh**
 FY20 ridership was 5,364,031, increasing about 11% compared with FY19 ridership of 4,822,884.
- GoTriangle**
 FY20 ridership on Wake County routes was 629,223, decreasing 18% compared with FY19 ridership of 765,650.
- GoCary**
 FY20 ridership was 204,500, decreasing about 9% compared with FY19 ridership of 225,000.
- GoWake Access**
 FY20 ridership was 180,137, decreasing 8% compared with FY19 ridership of 196,041.

NOTE: 2020 totals include the period from March to June when transit demand nationwide was reduced significantly due to COVID.

NOTE: Ridership data includes all routes within Wake County, not just those funded through the Wake Transit Plan described in this report.



REVENUE HOURS



- GoRaleigh**
 FY20 revenue hours were 332,653, increasing 9% compared with FY19 revenue hours of 304,771.

- GoWake Access**
 FY20 revenue hours were 116,258, increasing 1.7% compared with FY19 revenue hours of 114,331.

- GoTriangle**
 FY20 revenue hours on Wake County routes were 64,774, decreasing 12% compared with FY19 revenue hours of 73,936.

- GoCary**
 FY20 revenue hours were 38,004, decreasing 5% from 40,008 in FY19.

NOTE: 2020 totals include the period from March to June when transit demand nationwide was reduced significantly due to COVID.



NEXT STEPS

SERVICE IMPROVEMENTS

GOCARY

- *Implement systemwide changes, including a new Route 7 along Weston Parkway and Route ACX (Apex-Cary Express).*
- *Launch GoApex Route 1, the first local transit service in Apex.*
- *Finalize planning and launch the Morrisville Smart Shuttle service.*

GORALEIGH

- *Increase frequency to 30 minutes on Garner Route 20 by adding a second bus and offering a bi-directional service.*
- *Increase frequency on Caraleigh Route 21 to 30 minutes all day on weekdays and through 7 p.m. on weekends.*

GOTRIANGLE

- *Extend Route 305 to Holly Springs and add service between Apex and Raleigh as funding becomes available.*
- *Extend Route 310 to connect the Regional Transit Center, Wake Tech RTP Campus and Morrisville to Cary Depot with service every 30 minutes at peak hours and hourly service in the middle of the day and evenings.*
- *Continue to work with partners to develop and launch a regional mobile ticketing program.*



NOTE: *The Transportation Security Administration recognized GoTriangle with its Gold Standard Award, the top recognition for security the TSA bestows on a transit agency. Covering fiscal year 2020, the award means GoTriangle achieved the highest scores on its Baseline Assessment for Security Enhancement review that evaluates security and emergency preparedness action items identified as fundamentals for a sound transit security program.*

TOWN OF APEX

- *Partner with GoCary and GoWake Access to offer the first local bus route in Apex with complementary paratransit service.*

CAPITAL PROJECTS

GOCARY

- *Build and upgrade at least 60 bus stops.*
- *Begin design of the GoCary Bus Operations and Maintenance Facility.*
- *Complete final site selection and begin land acquisition for the downtown Cary multimodal center.*

GORALEIGH

- *Build Poole Road park-and-ride facility.*
- *Build the four transfer points that were in planning/design during FY20.*
- *Design and build enhanced transfer points at WakeMed North, Pleasant Valley Shopping Mall and Capital Boulevard/Millbrook Road.*
- *Begin design of ADA/Paratransit Operations and Maintenance Facility, a joint project of GoRaleigh Access and GoWake Access.*
- *Begin design of East Raleigh and Midtown Transit Centers.*
- *Build and install charging infrastructure for five electric buses.*

NOTE: *Other service improvements are pending and depend on how Wake Transit Plan projects are reprioritized in late 2020.*

GOTRIANGLE

- *Procure six buses.*
- *Advance design of the Raleigh Union Station bus facility.*
- *Initiate preliminary engineering for the Regional Transit Center and new Wake park-and-ride lots.*

TOWN OF APEX

- *Continue building the 41 planned bus stops to serve GoApex Route 1.*

PLANNING PROJECTS

GORALEIGH

- *Begin the preliminary design phase for the Western BRT corridor and the Southern BRT corridor.*
- *Continue to advance final design phase for the Wake BRT New Bern Avenue Corridor.*
- *Continue providing project updates with additional public engagement and outreach through the use of virtual BRT open houses.*

GOTRIANGLE

- *Continue Phase 2 of the Greater Triangle Commuter Rail Feasibility Study to further define the project concept, build consensus among stakeholders and engage the community.*
- *Initiate the Regional Fleet and Facilities Study to evaluate fleet, maintenance facility expansion or relocation, and electric vehicle-charging needs for GoTriangle's fleet as well as opportunities for coordination between transit service providers.*



REVENUE & EXPENDITURES



Half-Cent Sales Tax
\$93,403,840



\$7 Vehicle Registration Tax
\$6,300,203



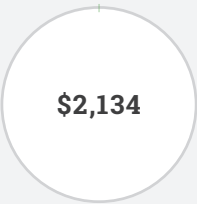
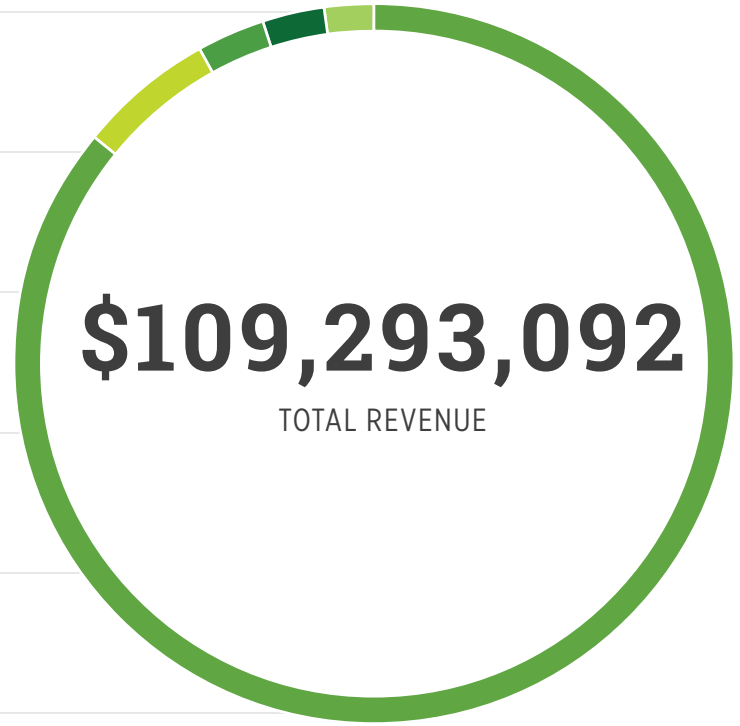
Vehicle Rental Tax
\$3,653,862



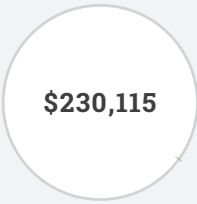
Other Revenue
\$3,236,060



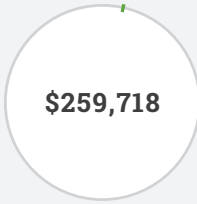
\$3 Vehicle Registration Tax
\$2,699,127



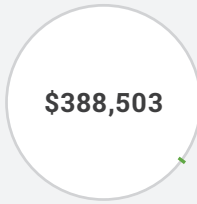
Commuter Rail Transit



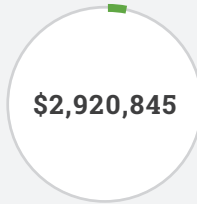
Community Funding Area



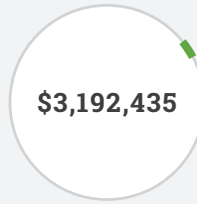
Tax District Administration



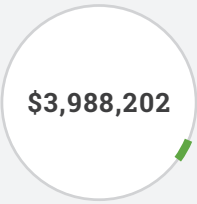
Capital Planning



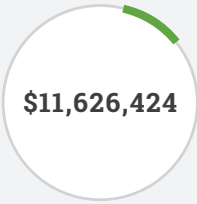
Transit Plan Administration



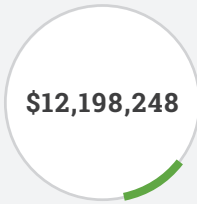
Bus Infrastructure



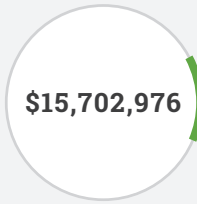
Bus Rapid Transit



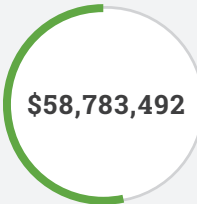
Bus Operations



Allocation to Wake Operating Fund Balance



Bus Acquisition



Allocation to Wake Capital Fund Balance



TOTAL EXPENSES