

Regional Technology Plan Engagement Summary Report

Feb 9, 2026

Project Information

Partners from across Wake County, including GoTriangle, GoRaleigh, GoCary, GoApex, Wake County, and CAMPO have worked together to produce the Regional Technology Plan. The Regional Technology Plan will guide transit technology investments over the next five years in areas including: real time passenger information, service planning tools, transit signal priority, regional fare payment technology, GTFS coordination, and regional open data.

The goal of the recommendations within the Regional Technology Plan is guide the future deployment of technological solutions for transit agencies that are scalable, interoperable, and sustainable for the region. Recommendations in each memo are focused on the features and capabilities that agencies should consider when procuring transit technologies that can advance the region towards systems that are more interoperable with one another over time. Existing transit technologies are identified in the memos only to highlight current deployments by transit agencies in the region. Recommendations are not intended to direct agencies towards any specific technology vendor, but rather to provide guidance on how technology procurements can be made so that interoperability among the systems can be achieved over time.

Public Comment Period

The main chapters of the Regional Technology Plan were made available by GoTriangle for review by the general public as passengers of public transit in the region between the dates of September 22nd and October 6th, 2025. These dates were pushed back from the dates originally proposed in the L2 Strategy Form due to a request for additional consultant work from the TPAC Chair.

Wake Transit Strategy for each Engagement Phase

(Level 2 Form)

Every Wake Transit-funded project requiring engagement requires a unique engagement plan outlining the planned events and activities for community outreach. Forms are provided to assist agencies in the planning, implementation and reporting of engagement efforts. There is an engagement plan (level 1 planning) template that can be used, a strategy worksheet (level 2 planning) available, and a checklist to help guide the development of an engagement summary report (3rd level of planning). Level 1 and 2 information should be presented to the Community Engagement Subcommittee at least one month prior to launching planned engagement activities. The summary report can be presented once compiled and ready to share.

Please submit your packet materials to stephanie.plancich@campo-ns.us for inclusion on the Community Engagement Subcommittee meeting agenda and save a copy in your folder at <https://gotriangle.sharepoint.com/sites/WakeTransit>.

Date Form is Completed: 7/21/2025

Project Name: Regional Technology Plan

Phase Number: 1 of 1

Phase Title: Draft Recommendations Review

Engagement Activity Date(s): September 5-21 (coincide with Q2 Amendment Review)

Project Sponsor/Lead Agency: GoTriangle

Contact Person: Austin Stanion

Phone: 919.667.3571

Email Address: astanion@gotriangle.org

Select Your Activity Type: (1) Wake Transit Program-Level Activity_ (2) Sponsor Project-Level Activity

Do you have consultant support for this activity? Yes No

Consultant Company/Contact Name: n/a

Select purpose of this engagement phase:

Inform	Consult	Involve	Collaborate	Empower	Close the Loop
Share information; educate	Obtain and consider public feedback	Public input is integrated into decision-making	Partner with public in shared decision-making	Public input makes final decision	Sharing process results with the community

Write a brief description of this engagement phase: Who, what, when, where, why, and how are you launching this engagement effort or activity?

GoTriangle will launch the Regional Technology Plan Draft Public Review to gather feedback on the proposed strategies for improving transit technology across the region. The engagement period will take place from September 5-21 (aligning with the Wake Transit Q2 Amendment Review schedule to streamline partner and public input). CAMPO will host the engagement page and GoTriangle will collect and compile comments, producing a comment matrix for the summary report. Public notice will be posted to CAMPO webpage and emailed to TPAC.

During this time, GoTriangle will work with regional transit partners to share draft recommendations to stakeholders, riders, and the public. Internal stakeholders will also have the opportunity to review materials before the public comment period. Materials will be posted on the GoTriangle website on September 4 and shared via social media on September 8 and September 19. These posts will be reshared through Wake Transit and CAMPO social media. Other partners are asked to reshare the posts as well.

Feedback will be summarized in an Engagement Summary Report and included as an appendix to the Regional Technology Plan.

Schedule [from today, all the way to report]

Process Step	Deliverable(s)	Due Date/Timeline Details
Level 2 Planning	Level 2 strategy complete and presented	June – Strategy drafting July 26 – present to CE
Upload Draft Plan to Website	Electronic and print materials, translation services, distribution plan, and collection plan.	Evening of September 4

Engagement Period	Work with partners to establish a presentation schedule and identify other support they will each provide	September 5-21
Social Media Post 1	Social media post announcing Regional Technology Plan is posted for comments.	Monday, September 8
Social Media Post 2	Social media post announcing final chance to comment on Regional Technology Plan.	Friday, September 19
Summary Report	The draft engagement summary report (ESR) will be included as appendix to Regional Tech Plan.	October – Compile Summary Report

Geographic boundary of this project? (Corridor, countywide, municipal boundary, etc.?)

Three County GoTriangle Region

Was an engagement equity analysis completed for this project? Yes, for Wake County, targeted paid outreach determined not necessary for this effort

Social Media Schedule: *Each week will include posts to all CAMPO, GoTriangle and Wake Transit Social Pages and blog.

Post date	Post Type	Key Message(s)
8/8/25	Static	Launch Post
8/19/25	Static	Final Reminder Post

Support Requested from Regional Partners: Add rows if needed.

Partner Support Description	Specific Dates
Reshare social media posts	September 8-21
Inform planning committees and staff	ongoing

Which month do you plan to present this form and other engagement information to the Community Engagement Subcommittee. June 2025 (L1) July 2025 (L2) November/December 2025 (L3 Engagement Summary Report)

Comment Matrix

The main chapters of the Regional Technology Plan were made available by GoTriangle for review by the general public as passengers of public transit in the region between the dates of September 22nd and October 6th, 2025. The comments were reviewed by project staff and are summarized in the summary matrix on the following pages. Some of the longer comments from individuals were split into parts A, B, C, etc... to relate the comments to the various chapters of the plan. Responses to the comments and a general disposition of comments are provided in the far right columns of the summary matrix on the following pages.

Comment Disposition Legend

A - Comment accepted. Change made to document; B - Comment accepted, future change will be made to document; C - Comment not accepted, and no changes made to document.

#	Chapter #	Comment	Disposition	Responses to Comments
1	Ch. 1: Real Time Information; Ch. 2: Service Planning Tools; Ch. 3: Transit Signal Priority; Ch. 4: Regional Fare Technology; Ch. 5: Regional GTFS; Ch. 6: Open Data Portal	All of these are absolutely EXCEPTIONAL and 100% great things for Triangle transit. The data access will be phenomenally helpful for riders and those interested in learning more about Triangle transit. The TSP will be transformative for the performance of service across the region and is a truly exceptional idea. PLEASE!!!	C	Thanks for the comments. Changes to all chapters of the plan are being made with final input from transit agency staff in October and November 2025.
2	Ch. 1: Real Time Information; Ch. 3: Transit Signal Priority; Ch. 4: Regional Fare Technology	TSP is a phenomenal idea and should be implemented wherever possible. I think that real-time location data (i.e., next stop) should be utilized on the screens on the buses that have them. I have seen this only once before on a GoRaleigh bus, but never since. Currently, they just display ads. I also think that a tap-to-pay system on the fare collectors that allows for use with credit cards is a must-have, especially for casual/new riders.	C	Thanks for the comments. Chapter 3 on TSP will contain guidance to allow for agencies to plan for TSP in future years. Making information available on vehicle was not discussed with project group for Chapter 1, but can be brought to agency attention, as it will involve integration with on-board CAD / AVL systems. Tap-to-pay system with credit cards (i.e. Open Payment) is recommended within Chapter 4 of the plan.

3	Ch. 2: Service Planning Tools;Ch. 5: Regional GTFS;Ch. 6: Open Data Portal	Faster, standardized, and better-coordinated sharing of route and service information is a MUST for our region!It's not the early 2000s anymore; since people don't always make a distinction between GoTriangle and local bus operators (e.g. "this bus is red! and that one is green! so what?"), riders may not even realize this is a challenge that exists (or one that matters!). Through this lens, the fact that we haven't already done this seems like a shortcoming - so this is a sorely needed upgrade for the Triangle.; For the recommendation to "Obtain technology to generate a GTFS that saves past versions and allows the agency to streamline their process when service changes are made": there's a free, mature technology that already exists, though!	C	Thanks for the comments. Recommendations within Chapter 5 are for the agencies to follow in the coming years. Specific vendor names are not pointed out as recommendations, as agencies can determine which solution is best for them and for the region.
3A	Ch. 2: Service Planning Tools;Ch. 5: Regional GTFS;Ch. 6: Open Data Portal	In the software development and data science worlds, "version control" is an established technique to track updates to files (including when and how files are added, modified, or deleted). Established open-source tools to do this like Git (which anyone in software or data science should know how to use in 2025) or Data Version Control are even capable of doing this in decentralized environments where:1) multiple "master copies" of files exist (e.g. each transit agency has their own notion of the "latest GTFS feeds");2) updates can be pushed or accepted dynamically (e.g. each agency "pulls" updates from another feed, or one agency makes a "pull request" to ask another agency to accept its updates), and;3) when changes to GTFS files are made, they can trigger "hooks", or scripts that are automatically run to perform certain tasks (e.g. validating files to catch obvious formatting errors, generating request emails or data transfers to third-party vendors)	C	Thanks for the comments. Transit agency staff are familiar with the processes followed for updating GTFS data and feeds. Updates are made in coordination with CAD / AVL systems that provide real-time information on bus locations.
3B	Ch. 2: Service Planning Tools; Ch. 5: Regional GTFS; Ch. 6: Open Data Portal	It sounds like GTFS files are just text files, and our goals are to track different versions of changes (which, by definition, includes the ability to examine previous versions and "roll back" updates to previous states) while making it easier for local agencies to share information with each other. By using some formal version control mechanism, transit data could be updated more quickly without inherently relying on a commercial solution. If individual agencies choose to do so, their repos themselves could also be available for the public to view (or even participate in editing, if	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and contracted service operators.

		agencies choose to allow that) - and that would greatly improve operational transparency.		
3C	Ch. 2: Service Planning Tools;Ch. 5: Regional GTFS;Ch. 6: Open Data Portal	A possible workflow would look like:1. GoTriangle, CAMPO, or TWTPO initializes repos for GTFS-Schedule and GTFS-RT files (one organization can maintain multiple repos, and each repo should be the home of one conceptual category of files). Repos may be private so that they cannot be viewed unless a user is authenticated - or they could even be made available so that the general public can see it. For the latter, popular tools like GitHub are free to use.2. Repo administrators configure their repos so that pull requests and reviews are required for merges. Note that this defines who is allowed to suggest or directly make changes to a repo; it's separate from a setting for visibility.	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and contracted service operators.
3D	Ch. 2: Service Planning Tools; Ch. 5: Regional GTFS; Ch. 6: Open Data Portal	3. Have others "fork" from the regional repo so that they have their own versions. For example, a fork could be created by individual staff at the regional agency on their own computers (e.g. if they want to export changes from Remix). However, this is a flexible process. Assuming that they have access to the regional agency's repo, a GitHub account run by another agency could do this (e.g. Chapel Hill Transit could make its own branch which they'll consider to be their own "master repo"), as well as individuals from partnering agencies (e.g. an individual GoDurham planner).	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and contracted service operators.
3E	Ch. 2: Service Planning Tools;Ch. 5: Regional GTFS;Ch. 6: Open Data Portal	4. Individual repos make their own changes to GTFS files etc. as appropriate. Notice that, if you have your own local repo that is forked off of (i.e. is a branch that's an offshoot from) the regional repo, then your repo is, itself, a Git repo. Thus, you can make our own changes to schedules, track changes (or roll back to older versions) as appropriate, and keep track of when you (don't) get updates from the regional repo. Individual instances of recorded changes in a repo are called "commits" (since you're	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and

		making a record to say that you've committed yourself to a change in that repo).		contracted service operators.
3F	Ch. 2: Service Planning Tools; Ch. 5: Regional GTFS; Ch. 6: Open Data Portal	5. Individual repos could choose to "pull" updates from the regional repo (or any other repo that is "remote" to it). This makes it so that a "local" repo can stay up to date with changes made elsewhere. How often this happens, as well as what is considered to be remote repos of interest, depends on the individual or agency. (For example, a senior GoCary planner may want to regularly pull from a senior planner in GoRaleigh so that they can regularly trade notes on schedule changes. However, the planner in Cary probably does not care about what a new employee-in-training in Chapel Hill Transit is doing; they do not need to set up that person's repo as another remote branch.)	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and contracted service operators.
3G	Ch. 2: Service Planning Tools; Ch. 5: Regional GTFS; Ch. 6: Open Data Portal	6. As the reverse of Step 5: if someone makes changes and wants the regional repo to adopt them, the owner of that repo would go to the regional repo and make a "pull request", thereby requesting the other repo to pull their changes. For example if GoWake Access makes changes to their GTFS feed and wants the regional repo to incorporate it, a GoWake Access planner with view access to the regional repo would make that request. Cloud-based Git platforms have web browser-based interfaces to manage this process, so in that example, the GoWake Access staffer would fill out a form that explains the changes they've made, and submit the request.	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and contracted service operators.

3H	Ch. 2: Service Planning Tools;Ch. 5: Regional GTFS;Ch. 6: Open Data Portal	7. An administrator of the regional repo would review the pull request from the previous step. The regional repo's admin can choose to accept as-is so that the proposed changes are immediately a part of the regional repo, ask for additional changes (which the submitter of the pull request can do by making additional commits), or flatly reject the request.8. If the regional repo is configured with certain hooks, they could be run immediately after a pull request is received, when merges are made, or at any some other point in time as appropriate. This will likely be done through the web platform that is hosting the regional repo.	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and contracted service operators.
3I	Ch. 2: Service Planning Tools; Ch. 5: Regional GTFS; Ch. 6: Open Data Portal	9. If the data files in the regional repo are mature and stable to some extent such that it's time to make a formal release of GTFS files (e.g. to generate a static copy to upload to a data portal webpage), the repo could be "packaged" into a more versioned release that is more polished. Cloud-based Git platforms usually offer tools to do this - but the host of the regional repo may choose to do this in conjunction with formal in-person meetings with other planners, or through more involved processes.	C	Thanks for the comments. Transit agencies in the region will need to review workflows for how best to update GTFS feeds within each work environment that includes CAD / AVL systems and contracted service operators.
4	Ch. 1: Real Time Information; Ch. 3: Transit Signal Priority; Ch. 4: Regional Fare Technology	Passenger real time info must be present on the buses. GoRaleigh and GoTriangle have screens in most of their new buses, it's about time they start displaying next stop info and route information instead of ads. It's 2025 after all. TSP sounds like something that needs to be implemented through the whole system and keep buses running on time. Get rid of UMO and contract with somebody else. That app is a hot mess. Also, paying with a credit card or Apple/Google Pay needs to be a thing.	C	Thanks for the comments. Making information available on vehicle was not discussed with project group for Chapter 1, but can be brought to agency attention, as it will involve integration with on-board CAD / AVL systems. Chapter 3 on TSP will contain guidance to allow for agencies to plan for TSP in future years. Tap-to-pay system with credit cards (i.e. Open Payment) is recommended within Chapter 4 of the plan for fixed route buses. No

				changes to existing vendors are recommended within the plan though.
5	Ch. 1: Real Time Information;Ch. 4: Regional Fare Technology	Tap and pay using credit cards or UMO cards. Should apply to paratransit. ; Look at the 2040 Cary Community Plan and see if your plans for transit aligns with theirs.		Thanks for the comments. Tap-to-pay system with credit cards (i.e. Open Payment) is recommended within Chapter 4 of the plan for fixed route buses.
6	Ch. 1: Real Time Information; Ch. 2: Service Planning Tools; Ch. 3: Transit Signal Priority; Ch. 4: Regional Fare Technology; Ch. 6: Open Data Portal	Congratulations on the excellent transit technology documents and priorities. (Trivia: before his retirement, my brother was a Cubic transit technology executive with thirty years at the company.) Please remember that not everyone can afford a smart phone, so an mobile app is not a universal solution. As a senior with aging eyesight, an amputated thumb, arthritis, and budget constraints, I still depend on a desktop computer -- not a hand-held device. Displaying the bus status (number of minutes until arrival) with a monitor at the bus stop would be ideal. Otherwise, there needs to be a "phone live operator" option when worried that the bus will never arrive.	C	Thanks for the comments. Chapter 1 provides information on existing CAD / AVL systems that can provide transit information on desktop computers.
6A	Ch. 1: Real Time Information; Ch. 2: Service Planning Tools; Ch. 3: Transit Signal Priority; Ch. 4: Regional Fare Technology; Ch. 6: Open Data Portal	Obviously, the frequency with which "canceled trips" occur must be addressed beyond technical alerts. Frustrated by the recent unreliability of the 305 bus from Apex to Raleigh. GoTriangle needs a back-up system with stand-by driver so that stops are not skipped completely on the one-hour routes.	C	Thanks for the comments. Specific comments on routes and canceled trips can best be addressed by agency staff.

6B	Ch. 1: Real Time Information;Ch. 2: Service Planning Tools;Ch. 3: Transit Signal Priority;Ch. 4: Regional Fare Technology;Ch. 6: Open Data Portal	I am a bus-dependent resident of Apex, read the town's transit publications, and attend transit board meetings. There is significant backlash here by people who think the GoApex Route One is "always empty" and a "waste of money." The released statistics get criticized for only showing combined trips rather than a unique rider count. Personally, I think the entire regional bus system should use the same bus pass card for electronic scanning when boarding. Apex could still make the rides free for anyone with a registered card or honor the GoTriangle free/discount program. Presumably scanning of the cards could be tracked. Then Apex could ideally see passenger behavior. For me, I ride all three busses that pass through Apex: GoApex 1, the ACX Apex-Cary Express, and the GoTriangle 305 -- plus I will be a regular user of the new GoCary 9 when it launches. Data showing ridership patterns when correlated with user demographics would be invaluable. The surveys in Apex get overwhelmed by the 99% of responses from nonriders, so the actual preferences and requirements of bus regulars get buried.	C	Thanks for the comments. Transit agencies in the region can work together in the coming years on the recommendations within the Regional Technology Plan to improve ease of transit travel throughout the region.
6C	Ch. 1: Real Time Information; Ch. 2: Service Planning Tools;	"Route visualization" is crucial to measure and improve: "The shared stop feature is also important to analyze in the event of a missed connections for a GoTriangle bus that was late in connecting with another operating partner's route." In my experience, the GoCary Route 5 and the GoTriangle 305 are rarely synched up near WakeMed Cary, which results in a long wait -- without any sense that the bus operators care.	C	Thanks for the comments. Specific comments on routes and canceled trips can best be addressed by agency staff.
6D	Ch. 1: Real Time Information;Ch. 2: Service Planning Tools;	The "service planning" figure 10 chart about model improvements is great, especially "how people travel." As a low-tech option, I would gladly track my activities for a week (even every quarter), showing how far I walked, what bus I rode, the destination and purpose, and the reliability. Rider-specific logs could supplement what the data might show, such as the walking time required to and from stops. Equally important is when bus-dependent riders decide that the excessive time for a three-transfer-trip is too much hassle in exchange for attending a desired activity. I often want to attend a weekend regional festival, plot out the travel route, and then give up.	C	Thanks for the comments. Specific comments on routes and canceled trips can best be addressed by agency staff.

6E	Ch. 3: Transit Signal Priority;	Regarding transit signal prioritization, I use GoCary Route 5 to transfer to the GoTriangle 305 that connects with Apex. I'm not sure that tiny improvements in running time during the pilot period will justify the cost. In my experience, the Route 5 has serious problems when the bus breaks down and never completes the loop. That means a thirty-minute delay for riders. I was recently trying to take the Route 5 when the front bus door refused to close and thus the loop never even left the bus depot. For riders, buses never showing up is a much bigger problem, although I understand the importance of tightly-scheduled transfer connections.	C	Thanks for the comments. Chapter 3 on TSP will contain guidance to allow for agencies to plan for TSP in future years.
6F	Ch. 3: Transit Signal Priority;	I think intersection "walk signal" timing is probably more important for a rider perspective. To reach both the ACX Express and the 305 in downtown Apex, I need to get across the Hunter-Salem intersection. That signal is absurd -- giving extravagant priority to vehicles and a brief infrequent too-fast crossing option for the many waiting pedestrians. The railroad crossing can also interrupt momentum. I need to leave home early because of the likely pedestrian challenges at the intersection, which adds to my total walk-plus-bus travel time. Make sure that any signal changes ensure that pedestrians are most important!	C	Thanks for the comments. Chapter 3 on TSP will contain guidance to allow for agencies to plan for TSP in future years.
6G	Ch. 4: Regional Fare Technology;	Wow that Chapel Hill Transit has not accepted fares in over twenty years. Even for bus routes that are free, I think scanning a regionwide smart card GoPass is a useful way to track ridership throughout the system. Riders could reasonably be asked to confirm demographic information and destination preferences every six months or every year through an online interface for pass renewal. I think infrequent riders without a pass (thus not bus-dependent) should be charged a fare. For the past year while shifting into retirement, I have qualified for a Transit Assistance Pass. I believe the income cap of \$35,000 is fair. This service should be implemented and honored by all the local bus agencies. Note that I use a physical pass, because I am not a smart phone person.	C	Thanks for the comments. Transit agencies in the region can work together in the coming years on the recommendations within the Regional Technology Plan to improve ease of transit travel throughout the region.

6H	Ch. 6: Open Transit Data Portal	Data collection is needed on the number of potential users who are unable to get a seat on a door-to-door ride through Wake County Access. I am eligible and have tried calling in early enough by phone to be one of the lucky people. But I have NEVER been connected for a reservation in time. In my experience, there is no tracking on these declines. A system is needed to know what percentage of callers (potential passengers) never get a seat because the hold system is overloaded, they reach an operator after capacity is exceeded, or they give up on even trying. In my experience, "demand for assistance" is not tracked. Ideally, there should be a ticketing system that shows demographics, starting address, desired destination, purpose of trip, and whether a ride was secured. This door-to-door service is a failure, except for a lucky few each day.	C	Thanks for the comments. Specific comments on routes and canceled trips can best be addressed by agency staff.
6I	Ch. 6: Open Transit Data Portal	Love that the public is included in this vision: "A publicly available data source where local government staff, research partners, and engaged community members can easily find transit data." Ridership-per-hour and number-of-trips-by-month-per-rider would be useful. Cancelled trips and bus maintenance disruptions should be disclosed. I am registered for the email notifications about route changes, but these reports under-report how often the bus just never shows up. Storytelling is important: "pair raw metrics with narrative context to help users interpret trends and understand agency decisions." Judging by the hostile and untrue social media posts from anti-transit people in Apex, an advocacy element is needed to put ridership counts and cost-per-trip in a favorable light.	C	Thanks for the comments. Transit agencies in the region can work together in the coming years on the recommendations within the Regional Technology Plan to improve ease of transit travel throughout the region.
6J	Ch. 1: Real Time Information; Ch. 2: Service Planning Tools; Ch. 3: Transit Signal Priority; Ch. 4: Regional Fare Technology; Ch. 6: Open Data Portal	I appreciated the reference links in these documents, because I want to be a more-informed bus advocate. Suggestion: every bus should consistently display the time and next stop location on the in-bus monitor. Every bus should consistently have the audio announcement about the next stop. On unfamiliar routes, I sometimes have trouble spotting exactly where I need to disembark. Please do not overlook the value of bus stop based communication, signage, and displayed	C	Thanks for the comments. Transit agencies in the region can work together in the coming years on the recommendations within the Regional Technology Plan to improve ease of transit travel throughout the region.

		updates. Similar to how subways usually show how many minutes until the next train arrives.		
6K	Ch. 1: Real Time Information;Ch. 2: Service Planning Tools;Ch. 3: Transit Signal Priority;Ch. 4: Regional Fare Technology;Ch. 6: Open Data Portal	The high costs concern me. From a rider perspective, this behind-the-scenes technology is important, especially if bus reliability can be improved. But exponentially more valuable would be adding covered benches throughout the system and improving reliability so that a replacement back-up bus or even small branded vehicles complete the route when riders are stuck waiting at stops.	C	Thanks for the comments. Transit agencies in the region can work together in the coming years on the recommendations within the Regional Technology Plan to improve ease of transit travel throughout the region.
7	Ch. 3: Transit Signal Priority; Ch. 4: Regional Fare Technology;	Service needs to be so good that enough people want to pay a fare to take transit in lieu of a car. This is the most fundamental truth that must underlie all our plans. The only item on here that does this is transit signal priority, so please do this at every intersection throughout the region. Service must be fast, frequent, and easy. When buses come at intervals less than 15 minutes, trip planning and real time status aren't as critical.	C	Thanks for the comments. Chapter 3 on TSP will contain guidance to allow for agencies to plan for TSP in future years.