

# GO FORWARD

A COMMUNITY INVESTMENT IN TRANSIT

## Wake Transit Engagement Strategy – Level 2

February 21, 2024

**Project Name:** Draft FY 2025 Wake Transit Work Plan

**Phase Description:** Draft Work Plan Community Engagement

**Project ID#:** T0002

**Project Sponsor/Lead Agency:** GoTriangle

**Contact Person:** R Curtis Hayes

**Phone:** 919-482-5011

**Email Address:** rhayes@gotriangle.org

**Proposed Activity Date(s):** February 26, 2024, through March 26, 2024

**Select Your Activity Type:** (X) Wake Transit Program-Level Activity

Sponsor Project-Level Activity

**Do you have consultant support for this activity?** Yes (X) No

Company: N/A

**Select purpose of engagement effort:** Inform, Consult, Involve

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

### Brief description of the event or activity:

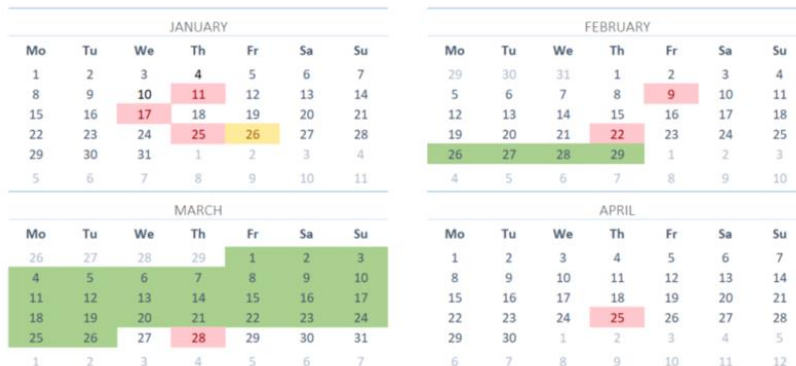
#### Purpose

The purpose of community engagement is to ensure that all members of the Wake Transit community receive notice and are informed about the Draft FY2025 Wake Transit Work Plan. An additional objective is to effectively communicate with the entire community about the opportunities available to receive more information and participate in Draft Work Plan development through the review and commenting process.

### Engagement Schedule

The community review and public comment period is February 26, 2024, through March 26, 2024.

2024



In accordance with the Wake Transit Community Engagement Policy, it was determined that the Draft FY 2025 Wake Transit Work Plan requires a 30-day public review and comment period. As the entire Wake County community could be impacted by the Draft Work Plan, it was determined that a multichannel digital engagement strategy conducted with a time series framework of in-person, tabling events is the most appropriate engagement method to successfully meet the specific needs of the effort. It was also considered that a word-of-mouth effort could also be conducted alongside the digital engagement and in-person campaigns. The strategy will include a PDF of the proposed Draft Work Plan posted online for community review, an online and print comment form for the public to use to submit their input, a graphic element announcing the comment period, and messaging distributed through the following digital and print channels:

- 1) Email Campaign
- 2) GoForward Website
- 3) One page handout, flyer, rack card, talking points
- 4) Social Media: Facebook (GoTriangle)
- 5) Social Media: Instagram (GoTriangle)
- 6) Social Media: X (GoTriangle)
- 7) Social Media: X (Wake Transit)
- 8) Survey (online and print)
- 9) Tabling/In-Person Events
- 10) Talking Points
- 11) Wake Transit Blog
- 12) Wake Transit Progress Report

In addition, Wake Transit partners are encouraged to share the message and opportunity by word of mouth with the community. Communication with stakeholders about the effort during regular, daily interactions, or even while speaking on the agendas of meetings, conferences, and other events, helps with message saturation.

### **Messaging**

This section includes the following messages:

- Public Notice: A 30-day public comment period for the Draft FY 2025 Wake Transit Work Plan is scheduled for February 26, 2024 – March 26, 2024.
- We need your input to help make Wake Transit a system that is safe, accessible, and adds to the quality of life of all residents.
- Your opinion matters and helps Wake Transit stay in sync with local communities, the environment, and the economy.
- We want to hear from you.
- Your opinion matters and helps.
- We need your input.
- Only 3 days left.
- March 26, 2024 is the last day to comment.

### **Key Audiences: Title VI Population Profile**

This section is included below and considers how the Draft Work Plan will impact Title VI and Limited-English Proficiency populations, as well as how it will address the needs and concerns of relevant communities of concern.

### **Tactics and Tools Checklist**

See Appendix 1 and Appendix 2 for the communications and community engagement tactics and tools checklists.

**Geographic boundary of this activity? (Corridor, Countywide, municipal boundary, etc.)**

Countywide

**Was an engagement equity analysis completed for this project?**     Yes     No

The equity analysis is attached.

**Support Requested from TPAC Partners:** (Add rows if needed)

<b>Support Description</b>	<b>Specific Dates</b>
Repost/Share Social Media Content	February 26, 2024 through March 26, 2024
Email Distribution	February 26, 2024 through March 26, 2024
Websites, newsletters, emails, social media	February 26, 2024 through March 26, 2024
Word-of-Mouth	February 26, 2024 through March 26, 2024
Print materials distribution	February 26, 2024 through March 26, 2024

**Which month do you plan to present this form and your activity information to the Community Engagement Subcommittee?** (It typically meets on the 4<sup>th</sup> Thursday of each month) December 7, 2023

**Appendices**

**Appendix 1 – Communications Tools Checklist**

**Appendix 2 – Engagement Checklist**

**Appendix 3 – Level 3 Summary Report**

## Checklist: Communication Tools and Tactics

Project Name: Draft FY 2025 Wake Transit Work Plan		Project ID#: TO002	
Contact Name: R Curtis Hayes		Phone: 919-482-5011	
Email Address: rhayes@gotriangle.org			
Standard Operating Practices (SOP) strategy		Yes/No	
<b>Communications Tools - Check all that apply to this project/phase</b>			
<b>Content</b>	<b>Material</b>	<b>Check</b>	<b>Notes</b>
<b>Communications</b>	Talking Points		
	News Release	X	
	News Item	X	
	emails	X	
<b>Social Media Posts (Paid or Unpaid)</b>	Facebook	X	
	Instagram	X	
	Twitter	X	
	LinkedIn		
	Next Door		
	Social Media Geo-targeting	X	
<b>Print Materials</b>	A-frame poster		
	Flyers		
	Postcard		
	Brochure		
	Rack Card		
	Yard Signs		
	Bus Placards		
Surveys	X		
<b>Events</b>	Public Meetings		
	Ribbon Cutting		
	Webinar		
	Promo Items / Giveaways		
<b>Website Updates</b>	Custom Landing Page	X	
	Updates to existing content		
	News Item		
	Graphics /Header/Icons		
	Full length (1:00+)		

## Checklist: Communication Tools and Tactics

<b>Video</b>	Social Snippet(s) from Full (~0:15-1:00)		
	Social Informer/Call to Action (~0:15-1:00)		
	Ad (0:15/0:30)		
	Presentation (5:00+)		
<b>Rider Messaging</b>	On-bus announcements		
	Rider alerts		
	Flyers @ bus stops/stations		
<b>Paid Advertising</b>	Radio Advertising		
	Digital Advertising		
	Print Advertising		
	Newspaper Advertising		
	Magazine Advertising		
<b>Digital Media</b>	PowerPoint Presentation		
	Public Input Graphic		
	Email Graphic	X	
<b>Other: Write in</b>	_____		
<b>Other: Write in</b>	_____		
<b>Other: Write in</b>	_____		
<b>Other: Write in</b>	_____		
<b>Other: Write in</b>	_____		
Comments:			

## Checklist: Engagement Tactics by Target Audience

Project Name: Draft FY 2025 Wake Transit Work Plan	Project ID#: TO002
Contact Name: R Curtis Hayes	Phone: 919-482-5011
Email Address: rhayes@gotriangle.org	

Engagement Effort	Tactic	General Public	Elected Officials	Wake Transit Partners	Wake Transit Stakeholders	Bus Riders	Youth <17	Age 18-32	Age 65+	Disabled Community	Low Income	LEP - Spanish	LEP-Other _____	Minority _____	Business Community	Higher Education Facilities	K-12 Representatives	Non-Profit/NG Organizations	Other _____	Other _____	
<b>Events and Activities</b>	Online surveys / comment boxes	X		X	X	X			X	X	X	X		X				X			
	Print surveys / comment cards	X		X	X	X			X	X	X	X		X				X			
	SMS surveys																				
	Voicemail box																				
	In-person / virtual focus groups																				
	In-person / virtual trainings																				
	Pop-ups at bus stops, transit centers & community sites	X				X															
	Tabling at festivals, parades, job, resource & health fairs, and other community events	X													X						
	Educational events																	X	X		
	Major holiday celebrations																				
	Community meetings																				
	Group presentations																				
	Public hearings																				
	Town halls																				
	Translation & interpretation		X				X					X	X		X						

Please add additional lines if needed.

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## Level 3: Engagement Summary Report

Draft FY 2025 Wake Transit Work Plan  
 February 26, 2024 - March 26, 2024

*Date Submitted: April 17, 2024*  
*Contact Name: R. Curtis Hayes*  
*Email: rhayes@gotriangle.org*  
*Phone: 919-482-5011*

### Project Overview

The purpose of engagement for the Draft FY 2025 Wake Transit Work Plan was to ensure that all members of the Wake Transit community were informed about the Work Plan and the opportunity to participate through the review and commenting process. In accordance with the Wake Transit Community Engagement Policy, it was determined that the Draft FY 2025 Wake Transit Work Plan required a 30-day public review and comment period. The comment period began on February 26, 2024 and concluded on March 26, 2024. Nearly 200 comments were received from the public during this timeframe. Those comments were forwarded to project planners for incorporation into the Recommended FY 2025 Wake Transit Work Plan.

### Adoption Process Summary

Communications and engagement for the Draft FY 2025 Wake Transit Work Plan were developed in collaboration with lead agency personnel and submitted through the standard TPAC protocol, including the Community Engagement Subcommittee and the full TPAC committee. The steps that led to adoption and the remaining checkpoints are outlined below in Figure 1.

Figure 1. Adoption Schedule

Draft FY25 Work Plan	Recommended Work Plan	Adoption of FY25 Work Plan
Sept '23 – Jan '24 Plan Development	March – April '24 Edits and Updates	May '24 TPAC Approval
Feb '24 Release for Public Review	May '24 Release for Public Review	June '24 CAMPO & GoT Boards Adopt

### Engagement Phase 1 – Draft FY25 Work Plan

As the entire Wake County community is impacted by the Draft Work Plan, a multichannel digital engagement strategy and a collection of print materials were developed for use during the in-person, tabling events. In addition, a word-of-mouth effort was conducted alongside digital engagement and in-person campaigns. The engagement strategy included a variety of communications materials from print to pixel for the convenience of the public and the Wake Transit partners. A toolkit was developed and posted online for the Wake Transit partners to use. They assisted greatly in the effort to blanket the county with the Work Plan message. The communications materials used key messages to create emails, social media posts, and newsletter content. Printed materials were also developed and made available during in-person tabling events.

### Survey Results

Nearly 200 comments were received during the community review and public input process. The totals included 152 comments received from the online survey, 40 from print surveys, and two via email. The results are below in Figure 2.

Figure 2. Survey Results

## Draft FY 2025 Wake Transit Work Plan

February 26, 2024 - March 26, 2024

### Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS	SUBSCRIBERS
2,658	271	1,638	194	30

### Messaging

- Public Notice: A 30-day public comment period for the Draft FY 2025 Wake Transit Work Plan is scheduled for February 26, 2024 – March 26, 2024.
- We need your input to help make Wake Transit investments enhance a system that is safe, accessible, and adds to the quality of life of all residents.
- Your opinion matters and helps Wake Transit stay in sync with local communities, the environment, and the economy.
- We want to hear from you. We need your input.
- Your opinion matters and helps.
- Only 3 days left.
- March 26, 2024 is the last day to comment.

### Communications Tools

- 1) Email Campaign
- 2) GoForward Website
- 3) In-Person, Tabling Events
- 4) Print Items: One Page Handout, Flyer, Rack Card, Talking Points
- 5) Social Media: Facebook, Instagram, LinkedIn, and X
- 6) Survey
- 7) Wake Transit Blog
- 8) Wake Transit Progress Report





**Communications Campaign Results**

The communications and engagement campaigns combined resulted in a total of 194 comments, including those received online, in-person, and through email. The results of the digital part of the communications effort results in the following metrics. Key metrics for social media include impressions, engagements and link clicks.

- **Impressions:** This metric counts the number of times your content is displayed on someone’s screen, regardless of whether they interact with it or not.
- **Engagements:** Engagements go a step further than impressions. It’s when a user interacts with your content beyond just viewing it. This could include actions like likes, shares, comments, or even just clicking on the image.
- **Link Clicks:** Clicks are a specific type of engagement where a user actively clicks on a link within your content. This action often leads to a website visit and can generate leads for business.

Figure 5. Social Media Totals

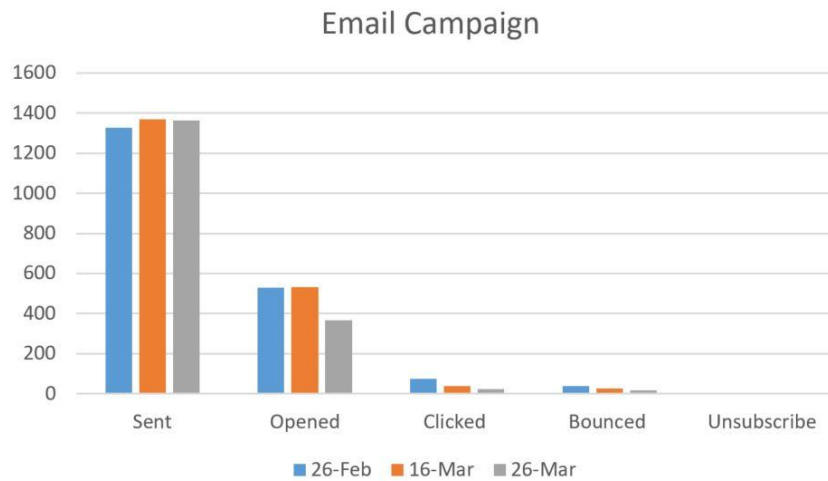
Social Media Totals			
Social Media Channel	Impressions	Engagements	Link Clicks
X_Wake Transit (9)	1073	28	6
X_GoT (7)	2116	33	5
Instagram_GoT (4)	621	33	13
Facebook_GoT	4041	103	31
<b>TOTAL</b>	<b><u>7851</u></b>	<b><u>197</u></b>	<b><u>55</u></b>

The GoForward website, email lists, and the Wake Transit blog were additional digital tools used in the effort to raise awareness of the comment period. The highlights of those efforts are displayed in Figure 4. Email was an effective communication channel during the community review and public comment period as the audience has signed up to receive alerts and thus shown an interest.

Figure 6. Email, Website, and Blog Totals

Email, Website, and Blog Totals			
Email	Sent	Opened	Clicked
GoTriangle (3)	4056	1426 (35%)	138
GoForward	Views	Entrances	Average Session
GoTriangle	858	617	2m and 13s
Blog	Sessions	Page Views	Total Users
Wake Transit (2)	49	381	32

Figure 7. Email Results



**In-Person Tabling**

In-person tabling events remained a crucial part of the overall engagement strategy for the Wake Transit Plan. There were activities held in communities throughout Wake County, including those with higher levels of Title VI and Environmental Justice protected neighborhoods and areas. On the whole, the effort resulted in the submission of many hand-filled, print surveys in addition to the information and awareness ripples traveling throughout the communities visited and engaged by representatives from the lead agency, as well as officials from the Wake Transit partners.

Figure 8. Tabling Events

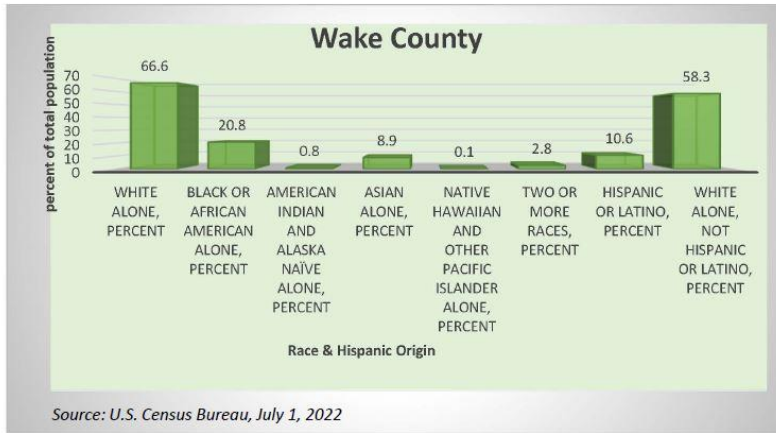
Event Location	Date	Interactions
Cary, Dorcas Ministries	02.21.24	10
GoRaleigh Station	02.27.24	30
Western Wake Farmers Market	03.02.24	20
Regional Transit Center	03.05.24	6
Wendell	03.07.24	3
Crabtree Valley Mall	03.07.24	15
Cary Depot, Customer Appreciation Day	03.14.24	15
Morrisville, Holi Celebration	03.16.24	100
Triangle Town Center Mall	03.19.24	10
Wendell, Food Truck Rodeo	03.23.24	4
Holly Springs	03.26.24	10

**Equity Analysis**

An equity analysis was developed in January 2024 as part of the Level 2 Engagement Strategy for the Draft FY 2025 Wake Transit Work Plan.

Figure 9. Equity Analysis

**Wake County, N.C., Race and Hispanic Origin**

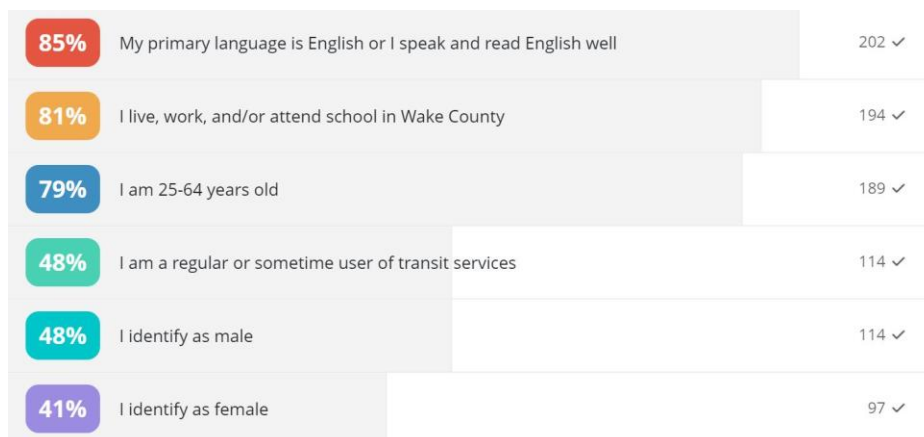


Wake County has a diverse and growing population, but just exactly where are its communities of concern? How do we plan to engage and communicate in order to comply with Title VI of the Civil Rights Act of 1964 and Environmental Justice regulations?

**Title VI Demographic Results**

Communities of concern within Wake County were the primary consideration for the scheduling of in-person tabling activities. The secondary variable for deciding on appropriate locations for tabling was the projected headcount of timely events, proximity to transportation, and logistics evaluations of proposed sites. The survey results, which included those gathered during in-person tabling, indicated that awareness of the Draft Work Plan was increased among communities of concern, as well as the entire Wake County population and also neighboring counties in the region. Figure 6 revealed some of the demographic measurements gathered and examined by the survey.

Figure 10. Demographic Survey Results



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20%	My household's total income is at or under \$53, 000 per year	47 ✓
19%	I represent a minority race or 2+ races (African American, Asian, South Asian, American Indian, Alaska Native, Middle Eastern, Hawaiian, Pacific Islander)	45 ✓
9%	I am 65 years old or older	22 ✓
8%	Five (5) or more people live in my household	20 ✓
8%	I am of Hispanic, Latinx or Spanish origin of race	19 ✓
6%	I am or am considered to be disabled	15 ✓

**Comment Matrix**

Comments were received online, in-person, and through email. Wake Transit planners reviewed each of the 194 comments, responded as appropriate, considered their impact, and are evaluating appropriate inclusions of the input into the Recommend FY 2025 Wake Transit Work Plan. All comments are included in the matrix below in Figure 11.

Figure 11. Comment Matrix

<p>When does Raleigh finally get a commuter train service? The population in the area continues to grow and we just keep pushing off the long term solution</p>
<p>I use the DRX from my home in Durham, drop my son off at his daycare between my home and downtown Durham, and then take the DRX via the ATC park-and ride to my job at the Capitol complex in downtown Raleigh. I absolutely love the service, find it convenient and reliable, and strongly advocate that this route be kept in its current form during peak periods (instead of reverting to just the 100X with longer travel times.) The addition of the 100X is also very nice, and an option I may use occasionally if and when I need to get back to Durham earlier than 3:32pm. Thank you for all you do! Nick Norboge</p>
<p>I think the expansion of GoCary Route 12 to an all-day, 30-minute service will be a great improvement to transit access between Apex and Cary. It would be great if the schedule for Route 12 lines up with transfers to the new GoCary Route 11 - East Cary. It would be very useful if GoTriangle Route 305 were expanded to become an all-day service with 30-minute frequencies every day of the week.</p>
<p>Atop Dona's question about regional train service, it would also help to indicate information on when a service is expected to start, such improvements to Routes 6 and 70x, as well as Route 9. Another source says that service will start in May 2024, but that information is nowhere to be seen here. All it says is continued funding for "existing service" despite the routes having not been launched. Really recommend delivering that to residents about when exactly service is expected to start.</p>
<p>It is discriminatory that you charge the disabled and the elderly to use transit (GoCary D2D) and able-bodied riders can use transportation for free on my tax dollar. If regular service is free then all transportation should be free!</p>
<p>This is more of the same why can't we get commutter rail in wake county.this is so sad and no excuse for it at all.thats all I'm going to say.</p>
<p>Go cary needs more every thing bus stops routes shelters.a lot of cary has nothing at all no stops no shelters.just saying.its now 2024 how much longer .</p>

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Test
just give me one--- figure (Total non capital expenses plus depreciation) - (divided by number of riders) - Annual basis
It's very disappointing that commuter rail is so devalued compared to the billions that is spent on car-centric infrastructure. For the foreseeable future central NC will continue to be car-dependent and resistant to anyone who does not want to be forced to depend on cars. Additionally, NCDOT just cut key stops on key commuter routes to several cities, further forcing NC residents to rely on cars. We are not headed in a good direction and it is very disappointing.
Better bus tracking/updates system. Better bus alert/tracking system. Buses end up not showing up, and riders aren't notified that the bus is delayed or won't be coming.
It would be helpful to have a line that runs the 2.5 miles of Lynn Rd between Creedmoor and Hwy 70.
Bring back regular bus shelters. The red ones do look very pretty but are cramped and the roof is designed in a way where doesn't block any rain. Also the glass on the back side is broken more often than not which does not help at all.
I really like the idea of using electric vehicles as part of the ADA paratransit transportation. I also am glad to see the CNG buses that are slated to be purchased. I was also very happy about the stops added along New Bern Avenue in between Wal-mart and Knightdale, as well as the expansion of transit to Johnston County ahead of what was originally planned. However, I have a few concerns about the support that transit is NOT receiving from local city governments. What is being done to work with government to legislate set asides for light rail (since they have already let the opportunity to reserve underground options slip away) and for affordable housing options that are actually transit accessible? All of the new "affordable housing" being built in Raleigh/Cary are NOT on transit lines - so how are they affordable for the transit-dependent?
We need a commuter train system in wake county but until that has been completed, We need to extend more wake bus services to Fuquay as our community is growing exponentially.
What about Apex, New Hill and Holly Springs communities. It would be nice if we have transportation to downtown Raleigh.
All of the new route proposals would greatly help. Being able to more easily take the bus to the fairgrounds is a big plus
It's no surprise that, as the plan says in referring to GoRaleigh 4, 26, 27, and 36, "This route package since its implementation has struggled to meet it's [sic] performance targets." Before this plan went into effect, citizens warned that it would fail. I hope this is the last time that GoRaleigh depends on an out-of-date study to make route changes, and I hope that GoRaleigh listens to citizens instead of blindly doing what a consultant says. The changes proposed in the new work plan make more sense than the original plan, but they still require people who live or work along 36 to change buses in order to reach downtown Raleigh. Eventually the best answer is to run 36 all the way from Towne North to Hillsborough, where a connection to the BRT can be made. The transit center at Crabtree Valley Mall continues to be a bottleneck that causes all trips through the area to be slow.
This city has become too car centric and the issues that cars bring will never be solved unless you beef up other forms of transportation. We need protected bicycle lanes or 12ft wide walkways everywhere, not just in downtown. The bicycle lanes we have are a joke and are very dangerous. We also need different connecting bus routes that don't always go in/out of downtown. Lastly there needs to be a commuter train service!!!
Protected bike lanes need to be everywhere, not just downtown. The bike lanes we have are a joke and are very dangerous. We need better bus route connections besides always going in/out of downtown (mid-town, triangle, Crabtree, etc.) This city has become too car centric and the problems that cars bring will never be resolved with more roads. We need to buff other modes of transportation to solve the car problem. Also a light rail system will help greatly!

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One of the biggest obstacles I see concerning transit is that the service does not run often enough to be a value to the majority of people. Myself included. I know there are funding and other considerations, but this seems to be an issue with getting more ridership and buy-in.

\$45M in annual operating expenses, \$200M in capital and rides are free. Covid is over, the economy is recovered and bus drivers have expressed safety concerns with homeless who ride for housing, not transportation. Start charging at least a nominal fare.

Interesting that you note the "recovery" of the economy in the same sentence as the homeless crisis. You need to learn to let go of that tax money when it's gone, that's daddy government's now.

We need more loops and cross routes. Hub and spoke doesn't help. Why is it that on average a 10 minute drive is a 2+ hour bus ride because I can't just loop over there or get a crossing route. Id need to go downtown change busses and go to the next bus

I hope a decision can be made on the Commuter Rail soon. I would like to see rail happen in the triangle, but this may not be the best route. If it will move forward, please move it forward. If the project is not feasible / does not generate enough ridership to justify the investment, then please release these funds for other transit improvements (more BRT / faster implementation of planning BRT in particular, or perhaps a different rail alignment with more density and ridership -- along the S Line where the TOD studies were done seems like a better option than the current plans).

A commuter rail like the Metro could run along the main highways of 401 and 55 like in the D.C. area.

"Commuter Rail" was mentioned 26 times in the Draft Work Plan, and 6 times in this public comment engagement. So let's get serious about the commuter rail conversation. NCDOT has been expanding and widening roads since forever, and all these smart engineers can't seem to learn the simple fact that, creating more road surface for vehicles, is only going to put more vehicle on road surface. That is NOT how you address road congestion. You want people to stop complain about getting stuck on I-40 during rush hours? Give them the options to commute away from I-40.

Excellent points, Kuanyu!

Excited to see more attention being given to public transit. Raleigh's bus system has some room for improvement but is overall efficient, reliable, and helping me live and work easier in Raleigh.

Wake County needs to prioritize commuter rail, separated bike paths, and expanded bus service with increased frequency.

The FY 2025 Wake Transit Work Plan was developed to implement the most recent version of the Wake County Transit Plan, which was adopted by the CAMPO and GoTriangle governing boards in April 2021. This update to the original Wake County Transit Plan extended the fiscally constrained horizon of the plan an additional three (3) years, out through FY 2030.

How will the fiscal horizon impact the implementation timeline?

\$15 million of additional funding will be used toward the Wake BRT: Western Corridor between Moore Square and Cary Depot. \$5.0 million of additional funding will be used toward the feasibility and planning of the Wake BRT: Northern Corridor.

What additional funds are needed to complete the northern and western BRT? What is the projected timeline?

Please consider putting benches and trash cans at each bus stop. A shelter would be great too. And then services to maintain those. Everyone deserves access to transportation in a safe and comfortable way.

The growing communities outside of the more urban areas (Raleigh and Cary) continue to subsidize a transit plan (via 1/2 cent sales tax) that provides little or no benefit to those communities. The federal government refuses to provide funding for commuter rail., a commuter rail plan that did not include a connection to RDU airport. The communities outside of the urban areas suffer from an outdated farm to market secondary road system that is in desperate need of improvements. These communities compete for NCDOT projects vs Raleigh, Cary, etc... which are the same communities benefiting from the Wake Transit Plan. We need a comprehensive "Transportation Plan" (that includes transit) that addresses a broader scope of transportation issues. Not a Transportation Plan that is produced "for show." The transit plan sales tax should be distributed fairly and be used to assist the smaller towns with road improvements that are urgently needed but yet not funded by the STIP. Hundreds of millions of dollars have been raised by the transit sales tax. The communities outside of Raleigh and Cary have received little if any benefit. The residents in the smaller communities are paying the 1/2 cent sale tax and additional taxes to towns that are having to spend municipal tax revenue on NCDOT roads. The Wake Transit Plan, as developed and implemented, is bad stewardship of our tax money.

Please include/update the bus stops on Barwell road and near the Battle Bridge shopping center.

To Whom It May Concern, Thank you for providing the opportunity to offer feedback on Raleigh's transportation and urban planning initiatives. As a resident deeply invested in the future of our city, I believe it's imperative to prioritize comprehensive and sustainable solutions that address the current shortcomings and prepare us for future growth. Raleigh is at a critical juncture where decisions regarding transportation infrastructure will have profound implications for our quality of life and economic vitality. Therefore, I urge policymakers to focus on several key areas: 1. **Public Transit Expansion:** Raleigh urgently needs a robust network of trains and buses to alleviate traffic congestion, improve air quality, and enhance accessibility for all residents. Investing in public transit is not just a matter of convenience but a fundamental aspect of social equity and environmental stewardship. 2. **Active Transportation Infrastructure:** Pedestrians and cyclists should be at the forefront of urban planning considerations. Sidewalks, greenways, and bike networks play a crucial role in promoting healthy lifestyles, reducing reliance on automobiles, and fostering community cohesion. 3. **Transit-Oriented Development (TOD) and Walkable Zoning:** Implementing TOD policies and walkable zoning regulations around transit hubs can catalyze vibrant, mixed-use neighborhoods while reducing urban sprawl and dependency on cars. By prioritizing pedestrians over cars, we can create more inclusive and sustainable urban environments. 4. **Revitalization of Arterial Roads:** Areas like Capital Boulevard exemplify the negative impacts of car-centric design. Transforming these 'stroads' into pedestrian-friendly boulevards with green spaces and cultural amenities will not only improve aesthetics but also attract investment and enhance overall livability. In conclusion, Raleigh has the opportunity to lead by example in urban planning and transportation innovation. By prioritizing public transit, active transportation, and sustainable development practices, we can create a city that is both resilient and equitable, where all residents can thrive. I urge policymakers to heed these recommendations and work towards a brighter future for our beloved city. Thank you for considering my input. Sincerely, Brandon

Commuter rail, no more 4-6 lane roadways. Less above ground parking, incentivize walkable neighborhoods.

We need a local bus to go to constantly move from downtown Fuquay to places like Garner Costco area and back. The bus should move constantly up and down and reasonable intervals. Also another route from Fuquay to Angier would help those that live near 55 East. There is currently no public transportation along this side of town near the Angler-Fuquay airport. A sign for this smal Airport is needed as well.



APPENDIX 3

Agree
Please help with access to transit services and routes to Southern Wake county! Also we need a light rail!!!
Trains from Cary to Raleigh and Fuquay-Varina to Raleigh etc. More people would take the trains than the bus and it would help traffic way more
I agree with the approach to using transit dollars for Bus Rapid Transit and other practical solutions for those who actually use public transit. I agree with other posts that if Commuter Rail is too expensive, we should stop investing in studies and invest available dollars in improving bus transit. I disagree with free fares except for students, disabled and the elderly. As another poster said, "Covid is over, the economy is recovered and bus drivers have expressed safety concerns with homeless who ride for housing, not transportation. Start charging at least a nominal fare." How has the increase in hybrid and remote work been factored into transit planning? The most environmentally and logistically sound approach to transportation is to not have single drivers on the same daily commuting schedule; remote & hybrid work can accomplish this. While many jobs may not lend themselves to this approach, it should be incentivized as part of the mix of solutions.
I am 26 with Autism. I do not drive. I live in Wendell. It takes me 20 minutes to walk to the bus stop. I really need more times available besides just morning and nights, as well as weekends to get to work and do my grocery shopping
Need to change to the location of the New Bern Raleigh Walmart stop from the side of the building to out front with more visibility. Many homeless people there and visible drug deals. Not a safe location
I wholeheartedly support this proposal and would love to see more transit opportunities in the future
Why do you have no mention of ridership? How can a citizen get an idea of the per trip cost of these operations? What are you hiding?
The team might consider more dollars for marketing and communications. The 2.5% increase for inflationary hardly covers increasing costs for ads and services. To see more widespread use of buses with these shorter wait times and to convert some car drivers to occasional bus riders will take more targeted campaigns in addition to those currently running. Marketing is an investment in a system that will only get better with increased ridership.
It is well documented that the majority of road widening projects alleviate traffic congestion in the short term, but that road widening consistently creates induced demand, leading to a repeat of traffic congestion within a year or two. Traffic congestion is best solved by offering a more efficient mode of travel, one with a higher density of people being moved at a given time. Light rail is the most efficient mode of transportation for moving people within a metropolitan region; far more efficient than an increase in vehicular capacity. Although, buses are the exception to that, as they are vehicles which increase road capacity without increasing the number of vehicles. Please, though, let's use electric buses for an overall lower cost of operation, and reduced noise pollution. Cycling infrastructure also increases transportation efficiency for a city. A significantly higher number of people can travel along a street within a lane while riding a bike, compared with motor vehicles moving along the same lane. A combination of light rail, electric buses, and cycling can be vastly more effective at moving people from place to place, and will lead to a quieter city; even electric cars emit high levels of noise - vehicle tires create more noise than engines above 25mph. We do have a collection of unethical people from various companies to blame for the lack of good transit in most American cities. GM (generally malevolent), Mack Trucks, Standard Oil (now Chevron), Firestone Tires, and others, all collaborated to by light rail lines after World War II, removed them, and championed the drastic expansion of road networks. Mayors from some large cities had been discussing the expansion of rail lines between, and within, cities during that time. Those great plans were 'derailed' by the immoral people at GM, Chevron, Firestone, and other companies, who robbed us of our light rail lines. Think about this the next time you are in the market for a car, tires, or gasoline.

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It is encouraging to see Wake County invest more in public transit. Although I am disappointed in aspects of our transit system (looking at you commuter rail!), investing in our infrastructure will make this city greener, less traffic congested and more accessible. This is an improvement of what we have, but there's still many major gaps making transit less accessible. There needs to be some serious consideration for how people outside of these routes can utilize the bus system in it's current form. In West Cary, it's not feasible for me to begin a bus journey by walking 50 minutes. It's especially frustrating when there's no shuttle to connect West Cary to the closest stop at High House and 55. It is a huge service to our area. For people who are unable to drive, do not have access to a car, or are temporarily without one, having a way to get around is essential. There's a substantial amount of people walking in this area for recreation and running errands. It's a missed opportunity to get citizens to adopt transit when this part of town is neglected. There's a lot of focus on connecting town centers, but I'd love to be able to even just connect to my own downtown via bus.

Convenience, shaded paths, and feeling safe as a pedestrian are also big considerations when it comes to using transit. It doesn't make sense to double or triple my trip time just so I can use transit. Another thing Wake County needs to focus on is consolidating the websites, apps, and tracking systems in use by each system. Needing to switch back and forth from the big transit systems in the area makes it hard to piece together routes. The trip planners need to be more robust and focus on ways to get from point A to B while considering all the different bus systems together. I could go on all day about how badly this entire country needs transit, but for now I will say it's a step in the right direction. I hope to see more plans and initiatives for expanding public transit in the future.

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What happened to the plan to reconstruct the Martin St. Bridge as a pedestrian/bike path? It was part of the original Western Blvd. Bypass plan. The old abutments are still there at the south end of Boylan Bridge. Boylan Heights and points west, like NCSU, would greatly benefit from easier access to the new train station and Warehouse District.

Great job but some people get left when they standing right in front of the bus, more cameras for phone lost or working cameras.

There are no buses connecting from Durham Station to Morrisville (27560) and no buses within Cary.

Friendly drivers that really help with directions.

Live in Wakeforest work in Durham, would like more transit between the two

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Unfortunately the operation time more than 15 minutes (especially when it's 1 hour) makes buses pretty unreliable type of transportation. In case of any problem the customer will have all schedule ruined. So while buses cannot be used as reliable and relatively fast way to get to the destination they will perform rather decorative roles. The other thing - rapid bases are quite questionable alternative to trams. While they need a significant infrastructure work on the one hand they keep all problems of automotive transportation on the other. Including traffic jams problems on crossings. Trams/light trains that are using dedicated rails would be better strategical solution (and, anyway, more ecologically friendly) even though they are more expensive on the initial stage.

I think we should focus on expanding routes into the towns already there. I also think there should be a more unified app to increase accessibility.

We need more funding and infrastructure for public transit and protected bike lanes. To increase public transit use and to encourage walkable/bikeable cities, the infrastructure work must come first. We want better public transit in our county. Buses that only come once every 30 minutes-1 hour simply does not cut it for those trying to get around Raleigh for work, school, or play. The reason I don't use busses to go to work is because my bus commute would take me 1.5 hours for a 9 mile commute. That simply is unsustainable

I use the Wake and Duke transportation systems regularly and have seen there is a big need for all of them to be on the same system. Having separate Go Raleigh, Go Durham, Go Cary, Go Triangle, and Chapel Hill public transportation systems results in miscommunication, delays, and frustration for riders and drivers. As the Raleigh and Durham areas continue to grow having one system that talks to each other will help a lot with these issues and help with expansion to areas like Apex, Wake Forest, and north of Brier Creek that do not have or have very limited public transportation.

We need to improve and expand the system that we have now--such as route 2, 70X, 300, and 310. Adding a commuter rail will take 10-15 years, cost millions, create more city environmental and structural problems, and will not help the people and issues that we have now. I experienced this while living in Phoenix from 2003-2009 as they built their light rail.

Town of Cary - When will the current Kildaire Farm road bus route be extended to include Mill Pond Village (Wake Tech Community College)? Today it stops at Crescent Commons.

I would like to see additional detail on administrative costs. I think commuter rail is an outdated mode of transportation. I was a frequent user of transit services in SF Bay area. (BART, Amtrak, VTA, Ac tranist. I would not transition quickly to all electric buses. Users need to understand that stops will not be in front of their house and will not run every 15 to 30 minutes. Start working with employers for transit passes and shuttle fleets from hubs. Example: Shuttles from Santa Clara rail station. Plan for bicycle lockers at stations, I was on a waiting list for 2 years.

Bravo to the county team and the bus drivers who work hard to make public transit a good option. Before moving to the Triangle at age 40, I never needed a car. I would love to be a pedestrian and bus rider exclusively. But that requires more bus frequency and more destination options. I am in Apex and a bus option for reaching the local library is high on my wish list. I sometimes ride the bus to Raleigh for fun daytime outings, which works fine when I am on a leisurely schedule. But not very convenient and sometimes not even feasible for work-related obligations or medical appointments or evening activities. Getting a bus from Apex to the Cary Transit Depot and then further (Durham or Chapel Hill) is okay with patience and a book to read. But certainly not an efficient use of time. We desperately need commuter rail! I would love a reasonable bus option from Apex to the airport. A dedicated bus that runs up and down Highway 55 (Williams Street through Apex) would be fabulous. I am from Los Angeles where it was easy to catch a 24-hour frequent bus up and down all major streets round the clock. You did not need to worry about the schedule or the route map. There was always a bus coming in whatever direction you needed (with strange urban encounters guaranteed).

I think that this plan should focus more on both loop routes, all-day-express service, and frequencies. Buses can provide excellent transit services, but the buses need to be good enough to use. And we definitely need more focus on implementing a rail transit service. We're well overdue for one.

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I would like to see service improvements that improve frequencies so I don't have to know the schedules and frequencies of all the routes when I try to use transit.

I really really feel like passenger rail is the main thing holding Raleigh/Durham back from becoming an incredible hub in the southeast. Charlotte is trying to become that but it doesn't have the charm nor the diverse educated core of our universities here in the Triangle. Not to mention that our car-centric infrastructure is crumbling so fast and passenger rail would take strain off of a system already seeing signs of oversaturation. It needs to be way easier to live in our city without a car!

Need more service to run longer like 305 to apec Holly spring need 310 to do move in Morrisville go triangle need to expand it routh s some and run weekend like the Garner bus and fuqure need to run on weekends

First, thanks to everyone involved for working diligently to help reduce car-dependency in Wake County! I am immensely grateful to everyone involved in the planning and implementation of the Wake Transit Plan, and I hope that this feedback is seen as constructive. With that in mind, I have a few thoughts on the current proposal.

1. I'm thrilled to hear that GoRaleigh 11 will be joining the ranks of high-frequency service in the near future. This will be a huge win for residents in that area, especially NC State students. Even better, it appears that frequent service is being extended to Saturdays for this route, and that evening service hours are being extended. That said, I'd love to see similar service standards implemented for the existing GoRaleigh frequent routes (1, 7, 15). As an example, I use GoRaleigh 1 on a fairly regular basis, and the sudden jump to hourly service at 7:00p with a final outbound run at 11:15p on weekdays makes it hard to rely on in the evenings and also results in very crowded buses. This same route is often crowded on weekends and could benefit from service patterns similar to what is being proposed for GoRaleigh 11. So all that said, I do hope that the changes being made for GoRaleigh 11 will become the new standards for frequent service and be extended to existing frequent routes as soon as possible.

2. I work in Wade Park, which currently best accessed by a rather indirect transfer to the soon-to-be-eliminated GoRaleigh 26. There were initially plans to reroute GoTriangle 100/100X along Trinity and Edwards Mill, thus connecting all of the Triangle more directly to events at PNC Arena and Carter-Finley Stadium while also providing me with a much more direct connection from GoRaleigh Station to Wade Park. In more recent proposals, I've noticed that the proposed GoTriangle 100X is likely to stay on Blue Ridge instead, which is an unfortunate development. I'd imagine that direct service from Durham and Raleigh to PNC Arena via GoTriangle 100 would be popular, and I'd love to have that connection for my job, so I do hope that this is not entirely off the table. However, if the stops along Edwards Mill at PNC Arena and Wade Park Blvd are being fully removed from the service plan, my personal next-best option is the new GoCary 11 service along Trinity. That said, please ensure that transfers between GoTriangle 100 and GoCary 11 are convenient and timed if at all possible. I firmly believe that ridership has suffered in this area primarily due to a lack of connectivity to the rest of the system, and I hope that future service will take that into consideration!

3. If it's not already fairly obvious, I'm the type of person that actually really enjoys reading these types of documents. That said, and with all due respect, a majority of the folks who will be most impacted by these changes are not going to be interested in scrolling through 242 pages of a work plan to figure out if their route is changing. An example that comes to mind are the proposed changes for GoRaleigh 3: the summarized news release notes that there are "service improvements and expansion" planned for this route, but does not clarify what that entails and completely skips over the stops that are being eliminated as a part of this effort. You would not know this unless you scroll to page 33 of the full document, and, again, most people are not going to want to do that. I understand that these outreach efforts are already a massive undertaking and consume quite a bit of time on your end, but, in the future, I'd strongly recommend that each and every outreach effort, even minor ones like quarterly amendments, include a bulleted but clear synopsis of upcoming and impactful changes to current service with images and/or maps when appropriate. No one should have to scroll through a 242-page document of industry jargon to find out that their nearest stop might be eliminated.

I care deeply about improving transit and reducing car-dependency in the Triangle region. I hope that my criticisms here are seen as constructive and rooted in the interest of making the public input experience more engaging and

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accessible to anyone and everyone who calls this area home. I'm sincerely grateful to each and every person involved in this effort, and hope that it shows through my feedback. Thanks again, and have a great rest of your week!

I use the Morrisville Smart Shuttle periodically. But definitely want Commuter Rail for the Raleigh Durham area.

Go Raleigh & Go Triangle need to continue to expand services without always going to the main hubs or downtown. We need more cross town connections. More frequency service all day and not just during peak times. More and frequency service to the airport. All Go systems should go to the airport and head to each downtown of there system. The area has expanded and the Go systems to make dramatic increase to change.

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Dear Go Triangle,

I have spoken with both Council members Melton, Patton and Harrison on the following:

Our buses are very under utilized and very expensive to run on a per rider basis.

They often run with 6,5 or 4 riders or less.

This could easily be costing us \$15 to \$20 a rider.

It is also difficult to get and hold drivers.

A more effective use of our mass transit resources would be to expand the

Go Raleigh Van service on routes where we could use regular drivers as well

as have more vehicles running more often on routes where they are often only running once or twice an hour and could be increased to

three or four an hour.

We could then redeploy buses on the more active routes.

Other micro transit alternatives could also be deployed such as issuing disbaled, low income and elderly riders

cash micro transit cards to call On Call Go Raleigh vans, as well as Uber type options

I understand from Councilman Melton that there is an RFP out that is exploring Micro transit options.

I would like to know the following:

What is the cost of running our bus service and how many riders do we have per year?

What is the cost of running Go Raleigh vans and how many riders do we have there?

Yes, improved stops and more stops in Knightdale.

No. I live in Brier Creek and I've yet to see improvements to Routes 6 and 70x, despite them having supposedly started in 2021. When can we expect service improvements here?

No because there none in my neighborhood for me to use and to get t o a bus stop I have to take go cary door to door just to get to a bus stop downtown cary crazy.

The installation of sidewalks is very helpful.

No.

Yes. Bus doesnt always come when scheduled to. Was must more reliable before the beginning of this year. Route 10

no

What's with the unmarked bus stops? Or bus stops with no shelter at all?

No

The sitting bench at the bus stop on Garner Rd.

Yes. More shelters and I've seen some accessibility measures being added in (like curb fixes).

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No. I live in southeast Raleigh and there are barely sidewalks for people to walk to work on. Maybe we can allocate funds to help these stops. The ones in north hills have murals on them for crying out loud. We can't get a bench at the stops outside of north Raleigh and north hills.
Yes, I've noticed more bus stop facilities. Look at adding safe crosswalks near each bus stop too b/c riders access both sides of the road.
No and they continue to remain totally useless. I have no idea who designed the GoApex route but they clearly have never used public transit before or plan to since the route is the most inefficient and has the most pointless stops.
no
bus has not always come when it was supposed to
I don't use bus routes because there are no any convenient for me. Previously we used some when lived in Cary
no
Yes, I've noticed that bus stops have been removed and benches at bus stops, such as the one for route 2 and 70x in Brier Creek have been removed. Also, buses stop running earlier or do not at all such as the 310 and 300.
Art paintings in Apex! But not protected seating, which would be more helpful.
Not particularly, though I would love to see improved informational signage, such as diagrams of the routes served at various stops, and where they go.
Yes
Yes but there needs remove for improvement. Better coverage at the shelter (not getting wet on rainy days). Need schedules at all bus stops
Morrisville
BRIER CREEK. Improved service to Raleigh severely lacking. A connection to the airport and RTP would help a lot as well.
West cary neighborhood .cary park Morrisville also has nothing.
RDU airport
Durham
Connections between routes. More overlap without having to go all the way downtown to transfer/switch lines
Fuquay-Varina
Between Poole Rd and Capital Blvd outside of I-440, besides the New Bern Ave BRT (the part with no bus lanes after wake med), there are no routes that are frequent enough to be able to rely and use on a consistent basis. The 15L is infrequent and takes a circuitous route that is about 3x longer than driving between New Bern Ave and Capital Blvd. And Route 33 is even more infrequent while also requiring a transfer at the Walmart if you want to travel further west on New Bern Ave. Not to mention that between I-440 and Kightdale there are only FOUR crosswalks, making it, for some, impossible to get to the bus stop even if the service exists.
More buses that don't always go in/out of downtown. Mid-town, Triangle mall area, Crabtree, Briar creek, RDU, Cary need connections between each other!!!
All of them
Connections THROUGH downtown (East <-> West, North <-> South). Having to always transfer at Moore Square is very cumbersome.
Brier Creek need some serious regional connector route
Fuquay-Varina
More frequent stops on current routes, more connectors to existing routes.
Near all community college locations, colleges and high schools.
Angier
GoApex
Wendell

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West Cary Please! We can't get to our own downtown via bus, never mind any of the other places it connects to like Apex, Raleigh, Durham, etc.
Apex. Apex-Raleigh and Apex-RTP connections
West Cary
Brier Creek
Apex to more direct destinations.
North Raleigh needs better frequencies, better orbital connectivity, and better service to RTP and Durham.
Special events can be such an easy method for introducing non-riders to public transit: you have large quantities of people going to the same place at the same time, and they'd probably rather not pay for parking. I firmly believe that a more direct connection from downtown to PNC Arena, at least during event surges, would be popular if promoted well. I'm still holding out hope that the proposal to reroute GoTriangle 100 along Trinity and Edwards Mill isn't completely dead.
1. Need White Oak (Jones Sausage Rd) to New Bern Ave or to Capital Blvd ( Sams Club). This will allow residents in the White Oak/Garner area to connect Amazon and other business along the way to get to work, continue to Jones Sausage/New Hope Rd make transfer points at Rock Quarry Rd, Poole Rd, New Bern etc, creating riders along New Hope Rd
2. Airport routes need more service as all Go Cary, Raleigh Durham and Triangle should go to the airport
Improve bus frequency and service span. Include Brier Creek in service expansion as well.
Bus stops.
A bus stop in my community.
More frequent routes on the 305.
A stop closer to my home (Hilltop Needmore and 401)
De-center the car. Restore the axed stops on NC Amtrak routes. Build commuter rail rather than continuing to waste money on car-centric design.
De-center the car and put actual money into building a real multimodal transit system.
Get rid of the fabric seats. They end up smelly and gross.
Ensure bus reliability. More people will take the bus if it can be relied upon. Also improve tracking up to give updates on status of bus, such as if it will be late. And then increase frequency.
Bring back the regular bus shelters.
The red artistic shelters serve no purpose but to look pretty. They are too cramped for more than a couple of people to stand under, and the roof is designed so poorly anyway with its weird cuts and angles that it doesn't stop any rain.
more frequent busses and stops from fuquay to Apex, to Holly Springs, to cary
Sidewalks for bus stops. Marked bus stops with shelters. There's too many bus stops with no indicator of it being a stop, and half the stops don't even have shelter. We just supposed to sit in the rain?
Stop using hub and spoke
Connections THROUGH downtown Raleigh without a transfer (number one by far -- this would greatly increase my bus usage); more bus shelters; more sidewalks along bus routes; and better route tracking systems / digital signage at stops saying when the next bus will come.
Increased frequency and expanded service
Keep the fares free! Please find other ways to mitigate crime. keep bus drivers safe, etc. Keeping buses free is such a great way to make transportation more equitable.
Use the same system as Chicago in which the arrival times of buses are featured on the side of the bus shelters digitally.
Wifi



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We need public transportation in Fuquay. College students should not be using Uber to return home after school.
Actually useful stops which people could use. At the least all public offices, libraries, grocery stores (not just forcing everyone to Beaver Creek, not all of us want that choice to be made for us, there are a ton of other grocery stores in Apex i'd like the bus to cover), theatres.
Useful bus stops and efficient route plan
Better routes
Expanded routes, more connections, better sidewalks, and bike lanes.
More routes. Long "chord" routes, not more than 15 minutes operation time
Introduction of bus routes I can use. Commuter train through Apex (with several stops like Friendship - PleasantPark - Downtown - ApexHigh/Costco) to Raleigh and through Apex to RTP and Durham (via currently freight rails)
Projecting out commuter rail is something that needs to be planned for the years to come. It is a massive undertaking but one that is necessary to maintain our current growth.
Put the Go Cary, Go Triangle, Go Durham, Go Raleigh, and Apex systems on one system, so that they can communicate as this would assist with organizing schedules, reduce delays and frustrations, and expand transportation to areas that do not have it.
Expand routes throughout Raleigh and Durham and combine these systems to make things work smoother logistically.
Think about stop placement. In Apex, the bus should pull into the Walmart parking lot. The walk with packages from Walmart to the fairly lengthy up-the-slope bus stop is a barrier in bad weather and for older or disabled riders.
A supplemental door-to-door service for a minimal fee when a bus option is not "reasonably" available.
Improved frequencies and longer services.