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possible issues related to load factor. City staff conducted a load factor analysis for 21: Caraleigh during summer of 2021 that showed an evenly distributed ridership. These conclusions were corroborated by the ridership dashboard created by Nelson-Nygaard in early 2022 for the Bus Plan Update, which used October 2021 data (the City's highest ridership month year over year). Likewise, for 7: Garner and 21: Caraleigh, City staff submitted a request to its operations contractor for July 2022's automatic person counter (APC) data for load factor analysis, which confirmed even load distribution throughout daily trips. To further encourage ridership and market growth along the future Southern BRT corridor, the City of Raleigh has invested in capital improvements along both route alignments. City staff plans to use its amenity policy, the Wake Transit Bus Plan Update's capital improvement plan, and the recommendations of the Dix Edge Area Study to guide future supportive bus amenities along both corridors. To further encourage ridership through operating investment, City staff have pushed for and achieved an operating package for 15-minute frequencies on the 21: Caraleigh in the ongoing Wake Transit Bus Plan update. City staff anticipates this package to perform well during the plan's prioritization process.

- The services that make up the Southeast Route Package have continued to show favorable performance during this evaluation period.² City staff attributes the strong performance of the 17: Rock Quarry, 18: Poole-Barwell, and 18S: Poole to the amenity investments made throughout their service areas. Some of these amenity investments include ADA landing pads at nearly all stops and shelters at higher ridership locations built through the Wake Transit Work Plan's TC002-S: Bus Stop Improvements for New Stop Locations. City staff also attribute the strong performance to the corridor exuding high marks in the City's internal transit propensity model. There is also considerable private development occurring along these corridors, much of which is high density multi-family housing. The ridership dashboard from Nelson/Nygaard shows this development to productivity correlation specifically in the Route 17 corridor. Furthermore, the large Old Towne housing development (~400 multifamily units) has shown interest in adding a stop on the 17 to serve their residents. While productivity on Route 17 continues to increase, it is still far off from reaching its current target. City of Raleigh staff have recommended that this route be reassigned from a local to a community category service as its span & frequency falls much closer in line with the community category as shown in the service guidelines and performance measures policy.³ This action would in turn adjust the targets into closer alignment with

² These favorable performance metrics extend to Route 18S: Poole, which was not performing well in last year's evaluation


³ In the Wake Transit Bus Plan's Service Guidelines and Performance Measures policy, Figure 6: Minimum Service Frequency clearly states that a "Local Route" is required to maintain 30-minute frequencies during peak and midday service, whereas a "Community Route" is only expected to provide hour all-day frequencies. In the original Wake Transit Bus Plan's operating model, the full build out of Route 17 only included 60-minute frequencies. The discrepancy falls to the publication of the original bus plan's "GoRaleigh Year-by-Year Service Changes" where the 17 is defined as a Local Route type in the tables. The same Bus Plan shows the route at the Community level of service in the Bus Network maps **and** proposed a service design at a "community" level of service according to the Service Guidelines and Performance Measures.

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evaluation period. 300: Raleigh – Cary continues to experience strong growth in ridership, and boardings per hour/trip, while seeing a decrease in its average cost per boarding. GoTriangle has continued to advocate for this route to be reclassified as a community route, and this issue is being addressed during the development of the ongoing Wake Transit Bus Plan. 305: Raleigh – Apex – Holly Springs has also shown growth in ridership during this evaluation period in its service between Raleigh and Apex, while the service between Apex and Holly Springs has struggled due to inconsistent service resulting from the operator shortage. Once operator capacity and service reliability improve, GoTriangle plans to market this service’s connection more aggressively with the GoApex Route 1. GoTriangle recently optimized Route 305’s schedule to create more effective transferring to the GoApex circulator. Staff anticipate this effort will increase productivity on both services. GoTriangle has advocated during Bus Plan development that adding all-day service to Holly Springs and service to destinations on Pine Plaza Drive in Apex may increase ridership for the future 305. Lastly, the dramatic productivity increase seen in Route 310 is inflated because the service’s frequency was halved in FY 2022, again due to the operator shortage. To grow the absolute number of riders on this route, GoTriangle is considering adding service to the corridor’s Wal-Mart.

- In FY 2021’s performance review, the pandemic challenges facing GoTriangle’s peak services (Durham – Raleigh Express, Chapel Hill – Raleigh Express, and Fuquay-Varina – Raleigh Express), staff posited that policy prioritizing remote learning at each of these municipality’s major higher educational institutions – Duke University, UNC Chapel Hill, and Wake Tech respectively were directly correlated to route productivity. In FY 2022, with the return to more regular in-person activity, the productivity of the CRX and DRX experienced a rebound. GoTriangle will continue to support this growth by implementing a more targeted and prolific marketing and communication strategy for the express corridors in FY 2023. GoTriangle is also exploring how to restore and expand service as the DRX is restructured alongside the future Route 100. Ridership performance from before the pandemic shows that a market for a Fuquay-Varina to Raleigh service exists. The challenge for the City of Raleigh in FY 2023 as they take over service sponsorship will be re-engaging with the public and major employers via TDM programs along the corridor.

Following is a table portraying the general performance of each Wake Transit-funded GoTriangle route against the FY 2021 targets set for those routes by the adopted Wake Bus Service Guidelines and Performance Measures. Check marks indicate the applicable service is not underperforming with respect to the applicable targets for the three (3) consecutive quarters ending with the 3rd quarter of FY 22 (i.e., the service did not fall short of hitting the respective target for all the last three [3] consecutive quarters reviewed).



Route	Boardings/Revenue Hour or /Trip	Cost/Boarding	Farebox Recovery	On-Time Performance
Route 100	--	--	N/A	

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- After Route 6: Buck Jones Road had its service changes it has almost reached its previous level of productivity with regards to Boardings per Hour/Trip. The adjustments to Route 6 were completed, because most of the ridership was endpoint to endpoint. This service paralleled Route 301 from GoTriangle. Town of Cary staff believe that in addition to the service changes, the temporary elimination of Route 301 has contributed to the increase of ridership on GoCary's Route 6. Furthermore, GoCary staff adjusted timepoints along the corridor where there were issues with buses idling in unsafe locations. There are no major changes attached this route in the ongoing Bus Plan Update. Lastly, the Town of Cary is in negotiations with Epic Games in how their corporate campus will be best served by transit, specifically by Routes 1 and 6. The answer to that question will be determined when the layout of their corporate campus has been finalized, and when distance from the Town's ROW to their 'front door' has been determined.

- The Apex – Cary Express and Routes 1, 3, and 7 have are all in the process of completing their respective developmental periods. Town staff have followed their productivity closely and gave the following recommendations. 1: Crossroads - town staff continue to see strong ridership growth, especially around Crossroads Plaza. This service is the closest alignment to the new Fenton development, which may further increase ridership once Fenton's additional development phases are implemented and a proper internal stop is created. Lastly, removal of deviations and simplification of the alignment have contributed to the route's success. For 3: Harrison Avenue, Town staff's strategy has been bus stop consolidation and route familiarity. In addition, staff are hoping that adding solar lighting to bus stop poles, and the current interlining with route 5 will increase evening ridership. For 7: Weston Parkway, Town staff hope to see an increase in ridership along the parkway's office parks, especially as Apple ramps up in-person work at their temporary office. Town staff have yet to build a formal TDM relationship with Apple but soon will be onboarding staff to address this opportunity. Lastly, Town staff have recommended through the ongoing Wake Transit Bus Plan update that shifting the ACX to an all-day service will create infill stops and hourly service. Town staff are hopeful that this will improve ridership. It is yet to be seen whether there is improvement to the ACX with the timing alignment with the GoApex Route 1.

Following is a table portraying the general performance of each Wake Transit-funded GoCary route against the FY 2021 targets set for those routes by the adopted Wake Bus Service Guidelines and Performance Measures. Check marks indicate the applicable service is not underperforming with respect to the applicable targets for the three (3) consecutive quarters ending with the 3rd quarter of FY 22 (i.e., the service did not fall short of hitting the respective target for all the last three [3] consecutive quarters reviewed).

Route	Boardings/Revenue Hour or /Trip	Cost/Boarding	Farebox Recovery	On-Time Performance
Route 1: Crossroads	--	--	N/A	
Route 3: Harrison Avenue	--	--	N/A	
Route 4: High House Road	--	--	N/A	