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From: Evan Koff, Wake Transit Planner, Capital Area MPO

To: Wake County Transit Planning Advisory Committee (TPAC)

Date: 10/13/2022

Re: Wake Transit-Funded Bus Service Performance Review - Planning and Prioritization Subcommittee Findings (2022 Review)

At its August 21, 2019, regular meeting, the TPAC endorsed a framework for the Planning and Prioritization Subcommittee to review the performance of Wake Transit-funded bus services. The purpose of this review is to evaluate the performance of bus services against established targets set for each service type in the Wake Bus Service Guidelines and Performance Measures adopted by the Wake Transit governing boards. This review is scheduled to occur on an annual basis between June and August using quarterly performance metrics reported by project sponsors through the third quarter of the preceding fiscal year. The timing of this review is to allow the reported information and results of the associated review to inform project funding requests submitted in the fall for the next fiscal year Wake Transit Work Plan. The results of the review may also be used by the TPAC to inform or recommend potential changes to Wake Transit-funded bus services that maximize the productive and responsible use of bus service funding allocations. Such changes may be geared toward improving productivity for under-performing services or toward providing additional resources for over-performing services.

There are four (4) performance measures with established targets against which Wake Transit-funded bus services are evaluated. These measures include:

- Passenger Boardings per Revenue Hour or Trip (depending on service type)
- Cost per Passenger Boarding
- Farebox Recovery
- On-Time Performance

Per the adopted Wake Bus Service Guidelines and Performance Measures, a route is considered underperforming if, after an 18-month developmental period, it falls short of hitting three or more established targets for three or more consecutive quarters. A route is considered overperforming if, after an 18-month developmental period, it is hitting three or more established targets for three or more consecutive quarters. All other routes are considered neither underperforming nor overperforming.

Impacts of Coronavirus on Transit Service Performance Tracking and Productivity

Last year's congressional response to the ongoing Coronavirus Disease 2019 (COVID-19) pandemic resulted in our region receiving a combined allocation of \$75,780,874¹ to cover the expenditures required to serve our community through this challenging time. As in FY 2021, the region determined that part of this allocation would be spent on subsidizing fare collection, and therefore, the providers have agreed to a fare collection pause that will continue at least through the end of FY 2023. As with last year's performance evaluation, one consequence of pausing

¹ These allocations were broken down by transit provider as follows: City of Raleigh: \$50,858,755; Town of Cary: \$9,445,695; GoTriangle: \$8,841,559; and Wake County: \$6,634,865

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fare collection is that it makes farebox recovery data unavailable. This in turn, makes determining whether a service is over or under-performing a tenuous endeavor at best. Therefore, CAMPO staff chose again to use this performance review to focus on current productivity trends and implementation strategies rather than performing an analysis on over or underperforming services.

FY21 Performance Targets vs FY22 Performance Targets.

The Wake Transit Service Guidelines and Performance Measures defines a schedule for the phasing of individual route performance targets in a progressive fashion over the plan's ten-year horizon. "The set standards set reflect the productivity expected from a mature and complete transit network" (Page 5-2). In FY 2022, the schedule reached its next logical step, and the targets (illustrated in Figure 1), separated by service type, were meant to progress to their next threshold.:

Figure 1: Adopted Performance Target Schedule

Measure	Frequent	Local	Community	Demand Response
Boardings per hour	20.0 → 22.5	16.0 → 18.0	8.0 → 9.0	1.20 → 1.35
Cost per boarding	\$7.20 → \$6.60	\$7.20 → \$6.60	\$12.00 → \$11.00	\$36.00 → \$33.00

Measure	Core Regional	Express
Boardings per trip	16.0 → 18.0	8.0 → 9.0
Cost per boarding	\$7.20 → \$6.60	\$12.00 → \$11.00

Every bus service provider continues to face challenges related to the ongoing COVID-19 pandemic. The most pervasive secondary impact of the pandemic has been the ongoing operator shortage. Understanding the challenges at hand, the Planning and Prioritization subcommittee determined that while we would track the services for this performance evaluation cycle with the new FY 2022 performance targets (please refer to Appendix A), this memo would perform its analysis by grading the service productivity against the FY 2021 targets (please refer to Appendix B). Please note that CAMPO has recommended that future quarterly reports be produced using the updated FY 2022 performance targets until such time that the updated Service Guidelines and Performance Measures policy from the ongoing Wake Transit Bus Plan is able to be adopted by Wake Transit's governing boards.

Summary of Bus Service Performance Reviews by Provider

The Planning and Prioritization Subcommittee reviewed bus service performance data from Q2 of FY 2021 through Q3 of FY 2022 at its July 27th regular meeting which, in combination with extensive staff and provider meetings, resulted in the following findings:

GoRaleigh Bus Services

GoRaleigh operates 12 fixed routes that are currently subject to the annual performance evaluation process, two (2) of which (routes 20: Garner and 21: Caraleigh) were within their 18-month developmental period in the final fiscal quarter of this performance review period. The following is a summary of these routes' performance, giving particular attention to how resilient the routes have proven themselves to be over the course of the pandemic:

- Routes 21: Caraleigh and 7: South Saunders have continued to both exhibit exceptional resilience during this evaluation period. With such extraordinary ridership performance on 21: Caraleigh during its development period, CAMPO staff were concerned about

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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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performance.⁴ After reviewing the presented evidence (see footnotes 3 & 4) it is CAMPO staff's recommendation that this service reassigned as a community route to better fit the definitions and processes laid out in the original Wake Transit Bus Plan. Routes 18 and 18S have begun to thrive during FY22. Through the Bus Plan Update process, the 18 and 18S will be modified to better serve the more productive western segment of the 18 (i.e., 18S alignment), while also maintaining coverage of the less productive eastern segment. As for the less stellar performing 19: MLK-Sunnybrook, City staff will continue monitoring the route over the next year. This route serves transit dependent communities in southeast Raleigh (very high transit propensity) and while not yet hitting its performance targets, it was proved to have resilient ridership during the pandemic. This service also provides access to several critical facilities (WakeMed Hospital, Holly Hill Hospital, WakeCo HHS Center). Significant high-density development is also occurring along the route path. Overall, City of Raleigh staff are expecting the route to improve and are not ready to consider any major modifications.

- Routes 20: Garner, 33: Knightdale, and 401X: Rolesville serve very different markets connecting Raleigh to three different Community Funding Area municipalities. All three routes completed their developmental period during this period of performance evaluation. Service began on the 20:Garner and 33:Knightdale about 6 months before the onset of the pandemic, although the 20:Garner received a service enhancement in FY21 Q2 (Loop B) which triggered a second development period. To continue growth in both 20: Garner and 33: Knightdale's productivity, City of Raleigh staff have been thoughtful in placing more bus stop amenities in both corridors and attribute the rise in ridership to continual bus stop marketing. To capitalize on planning and marketing efforts for the 33: Knightdale, Raleigh staff have marketed the route at Raleigh Mudcats games. Furthermore, Raleigh transit staff meet with all municipalities they have 'project sponsorship' of routes on a quarterly basis to review route statistics, discuss opportunities and collaborate on past/future improvements in service and marketing, including heavy involvement in the ongoing Knightdale CTP. With regards to the 401X: Rolesville - after continual meetings between City of Raleigh and Town of Rolesville staff, the current proposed solution for the poor performance of the 401X is to possibly change mode for the 401X from an express format to a microtransit service area.
- The services provided by the Northwest Route Package (26: Edwards Mill; 27: Blue Ridge; and 36: Creedmoor continue to grossly underperform. The City of Raleigh staff have proposed significant changes to the method of service through the ongoing Wake Transit Bus Plan. City staff have an active Microtransit RFQ and are in final interview stages prior to selecting and awarding a consultant. City staff have considered providing microtransit service in some of the unproductive areas to see if that might generate 'new' ridership. The microtransit vendor will run a feasibility study using their own internal resources to determine a best course of action. Raleigh staff will request an analysis be performed in

⁴ The adjustment from a local to a community category of service would change the performance targets to the following: Boardings per RVH (from 16 to 8); Cost per Boarding (from \$7.20 to \$12.00); and Farebox Recovery (from 12% to 8%).

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the Northwest area for consideration. These changes will be implemented after the adoption of the ongoing Wake Transit Bus Plan. City staff have identified routes 26, 27 and 36 for service reduction as part of their overall temporary reduction strategy to account for the ongoing operator shortages with only a reduction of frequency. This strategy is scheduled for implementation in September 2022. These specific routes may stay at their reduced service levels when the reduction is lifted, depending on their continued performance.

Following is a table portraying the general performance of each Wake Transit-funded GoRaleigh 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 2022 (i.e., the service did not fall short of hitting the respective target for all the last three [3] consecutive quarters reviewed or for all the last two [2] consecutive quarters for services in operation for less than three [3] quarters). Routes shaded in pink are still in their 18-month developmental period.

Route	Boardings/Revenue Hour or /Trip	Cost/Boarding	Farebox Recovery	On-Time Performance
Route 7: South Saunders	✓	✓	N/A	✓
Route 17: Rock Quarry	--	--	N/A	--
Route 18: Poole-Barwell	--	--	N/A	✓
Route 18S: Poole	--	--	N/A	✓
Route 19: MLK-Sunnybrook	--	✓	N/A	✓
Route 20: Garner	--	--	N/A	✓
Route 21: Caraleigh	✓	✓	N/A	✓
Route 26: Edwards Mill	--	--	N/A	--
Route 27: Blue Ridge	--	--	N/A	✓
Route 33: Knightdale	--	--	N/A	--
Route 36: Creedmoor	--	--	N/A	✓
Route 401X: Rolesville	--	--	N/A	✓

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GoTriangle Bus Services

In FY 2022 GoTriangle operated seven (7) fixed routes that were subject to the annual performance evaluation process. Three (3) of which (Routes 300: Raleigh-Cary, 305: Raleigh-Apex-Holly Springs, & 310: Cary-WakeTech-RTC) were in the last quarter of their 18-month developmental period in FY 2022 Q3. The following is a summary of these routes' performance, giving particular attention to how resilient the routes have proven themselves to be over the course of the pandemic:

GoTriangle's services are organized into its core and commuter-oriented service routes. The core routes follow all-day services patterns, while the commuter-oriented routes provide service during more peak commuting time periods. During this evaluation period, the core routes continued to display more resilience than that of their commuter-oriented counterparts. However, the commuter routes have shown substantial improvements in this FY 2022 evaluation as compared to last year. Staff posits this is directly related to offices and major universities increasing their in-person activity. Furthermore, GoTriangle has found that there is still increased demand for mid-day, evening, and weekend service.

GoTriangle's most significant challenge during this fiscal year's evaluation period has been in the recruitment and retention of transit service operators. This dearth of operating staff in combination with an increase in post-pandemic congestion, and a myriad of NCDOT managed construction projects have all contributed to GoTriangle's ability to meet the Wake Transit on-time performance targets, particularly on its core routes. To resolve this challenge, GoTriangle is actively recruiting operators and is offering a non-CDL program, which will allow for operator's to be hired and offered a chance to obtain their CDL license within 60-90 days of starting the course. GoTriangle's senior management has also proposed a progressive pay scale for operators.

The following is a summary of GoTriangle's routes performance, giving particular attention to how the routes have fared in the face of secondary pandemic impacts, such as the operator shortage:


- Route 100: Raleigh – Regional Transit Center (RTC) is one of GoTriangle's four core routes funded by Wake Transit. As a core route, it's increased productivity during this year's evaluation period has remained relatively stable. GoTriangle attributes its initial boost of productivity to the integration of the RDU service shuttle. In FY 2022, there were 17 boardings per hour including the RDU shuttle and 18 boardings per hour when not including boardings on the shuttle. Some of these trips, particularly those in the morning are experiencing issues with their load factor. To alleviate the AM load factor, GoTriangle is proposing 15-minute weekday peak service, and 30-minute weekend service once there is the available operator capacity. Furthermore, GoTriangle is proposing in the ongoing Wake Transit Bus Plan to expand these services reach to downtown Durham to provide a more direct connection between Raleigh, RTP, and Durham.
- GoTriangle's remaining Wake Transit funded core routes are 300: Raleigh – Cary, 305: Raleigh – Apex – Holly Springs, and 310: Cary – Wake Tech – RTC. Last year GoTriangle staff explored increasing marketing and TDM efforts, as well as a targeted outreach according to recent ridership trends to boost visibility in these markets. As a result of some of these efforts, productivity on these services has increased during this year's

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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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Route 300	--	--	N/A	--
Route 305	--	--	N/A	--
Route 310	--	--	N/A	--
Route CRX*	--	--	N/A	
Route DRX		--	N/A	
Route FRX	--	--	N/A	

GoCary Bus Services

GoCary operates seven (7) fixed routes that are currently subject to the annual performance evaluation process, four (4) of which (routes 1: Crossroads; 3: Harrison Avenue; 7: Weston Parkway; and the Apex-Cary Express [ACX]) were within their 18-month developmental period in the final fiscal quarter of this performance review period. The following is a summary of these routes' performance, giving particular attention to how resilient the routes have proven themselves to be over the course of the pandemic:

- Route 4: High House Road's productivity has continued to improve through FY 2022 for the following reasons. First, GoCary runs both express and local trips as a part of the service. The express routes do not enter Maynard Crossing, whereas the local does. Shifting the express service to a more direct alignment has made it easier for the operators to keep to their on-time performance targets during peak travel times. Second, adjusting/adding time points to help the new operators keep track of their on-time performance while on the road in addition to general driver familiarity have accounted for keeping the on-time performance near the 85% target when the Bond Park Senior Center re-opened (June-August 2021). Third, GoCary planning staff added a new time point at Highland Village Senior Living Facility, again to assist the operators and improve on-time performance. Increases to ridership has been seen system wide, so parsing out specific reasons for ridership increases by route are difficult. However, the removal of deviations, alignment simplifications, serving additional POIs along the alignment, and an increase of perceived safety have all contributed to more market capture along this corridor. According to APC data (Q3 and Q4 of FY 2022), the most popular destinations on Route 4 are the Wal-Mart on NC55, Maynard Crossing, and Highland Village.
- Route 5's productivity has continued to excel during this evaluation period. Town staff was asked to assess whether there might be load factor complications on this route. Town staff replied that anecdotally, there does not seem to be a load factor issue.⁵ This route has a 15-minute end to end service which adds to rider turnover over a short period of time. Currently, the Town of Cary's priority is to serve more geographic areas while putting less priority on increased level of service or frequency on existing routes until a demonstrated need (i.e., load factor) exists.




⁵ After participating in their one-on-one provider meeting with CAMPO, the Town of Cary staff ran an APC data report for Route 5 from January 2022 through June 2022. This report found a relatively even distribution of riders over the course of the day, which supported the anecdotal staff observations.

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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	

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Route 5: Kildaire Farm Road	✓	✓	N/A	✓
Route 6: Buck Jones Road	--	✓	N/A	✓
Route 7: Weston Pkwy	--	--	N/A	✓
Route ACX: Apex-Cary	--	--	N/A	--

While Cary like fellow Wake County transit providers is experiencing challenges associated with the operator shortage, their leadership was able to implement at least two strategies that have made a difference in recruitment and retention. First, the Town increased the salary for new and existing operators earlier than its peers which helped on both sides of recruitment and retention. Second, due to the smaller nature of the Town's services, it can run a higher percentage of its service without using vehicles that require the operator to hold and maintain a CDL. This flexibility in combination with an increase in pay has had a dramatic impact on recruitment.

GoWake Access Services

Over the course of the pandemic and this evaluation period, GoWake Access' Wake Transit-funded services have consistently met established performance targets for cost per boarding⁶. During this performance evaluation we also see that GoWake Access is also meeting its boardings per revenue hour/trip target. This success can be attributed to continued service throughout the evaluation period, and an increase of ridership by 4 percent from FY 2021 to FY 2022.

Following is a table portraying the general performance of the GoWakeAccess service against the FY 2021 targets set 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
Access	✓	✓	--	--

⁶ Before the pausing of fare collection, GoWakeAccess' was also meeting its farebox recovery performance targets.

Appendix A: Wake Transit Route Performance Summary and Trends According to FY 2021 & 2022 Targets

Wake Transit - Route Performance Summary

FY2022 Q3 Route	Ridership Trend	Boardings per Hour		Cost per Boarding		Farebox Recovery		On-Time Performance					
		Target	Actual	Target	Actual	Target	Actual	Target	Actual				
GoTriangle													
100: Raleigh-Airport-RTC		18.0	11.4	◆ 19	\$6.60	\$8.45	◆ 19	18%	0%	×	85%	93%	●
300: Raleigh-Cary		18.0	8.1	* 19	\$6.60	\$7.57	* 19	18%	0%	×	85%	81%	* 19
305: Raleigh-Apex-Holly Sp		9.0	5.9	* 19	\$11.00	\$23.23	* 19	14%	0%	×	85%	64%	* 19
310: Cary-Wake Tech-RTC		9.0	7.8	* 19	\$11.00	\$17.13	* 19	9%	0%	×	85%	79%	* 19
CRX: Chapel Hill-Raleigh		9.0	7.3	◆ 8	\$11.00	\$21.29	◆ 9	14%	0%	×	85%	89%	●
DRX: Durham-Raleigh		9.0	10.4	●	\$11.00	\$13.94	◆ 8	14%	0%	×	85%	93%	●
FRX: Fuquay-Varina		9.0	3.0	◆ 7	\$11.00	\$52.19	◆ 7	14%	0%	×	85%	94%	●
WRX: Wake Forest		9.0	2.0	×	\$11.00	\$56.42	×	14%	0%	×	85%	72%	×
ZWX: Zebulon-Wendell		9.0	4.2	×	\$11.00	\$35.56	×	14%	0%	×	85%	67%	×
GoRaleigh													
4: Rex Hospital		18.0	9.3	×	\$6.60	\$9.12	×	14%	0%	×	85%	92%	×
7: South Saunders		22.5	20.3	◆ 7	\$6.60	\$4.09	●	18%	0%	×	85%	96%	●
17: Rock Quarry		18.0	9.1	◆ 13	\$6.60	\$9.79	◆ 7	14%	0%	×	85%	79%	◆ 3
18: Poole-Barwell		9.0	7.7	◆ 9	\$11.00	\$10.80	●	9%	0%	×	85%	85%	●
18S: Poole		9.0	7.8	◆ 3	\$11.00	\$13.15	◆ 3	9%	0%	×	85%	90%	●
19: MLK-Sunnybrook		22.5	12.0	◆ 13	\$6.60	\$6.90	◆ 3	18%	0%	×	85%	95%	●
20: Garner		18.0	6.6	* 13	\$6.60	\$14.51	* 13	14%	0%	×	85%	89%	* 13
21: Caraleigh		18.0	38.5	* 13	\$6.60	\$2.56	* 13	14%	0%	×	85%	95%	* 13
26: Edwards Mill		18.0	1.2	◆ 13	\$6.60	\$71.67	◆ 13	14%	0%	×	85%	76%	◆ 3
27: Blue Ridge		18.0	2.0	◆ 13	\$6.60	\$46.27	◆ 13	14%	0%	×	85%	88%	●
33: Knightdale		9.0	4.4	◆ 10	\$11.00	\$25.85	◆ 10	9%	0%	×	85%	85%	●
36: Creedmoor		18.0	2.7	◆ 13	\$6.60	\$32.38	◆ 13	14%	0%	×	85%	91%	●
401: Rolesville		9.0	0.2	◆ 10	\$11.00	\$237	◆ 10	14%	0%	×	85%	95%	●
GoCary													
1: Crossroads (new)		9.0	4.5	* 19	\$11.00	\$16.30	* 19	9%	0%	×	85%	94%	* 19
3: Harrison Ave		9.0	5.1	* 19	\$11.00	\$14.23	* 19	9%	0%	×	85%	95%	* 19
4: High House Rd		9.0	5.9	◆ 19	\$11.00	\$12.32	◆ 3	9%	0%	×	85%	88%	●
5: Kildaire Farm Rd		9.0	9.5	●	\$11.00	\$7.68	●	9%	0%	×	85%	95%	●
6: Buck Jones Rd		9.0	6.3	◆ 19	\$11.00	\$11.55	◆ 3	9%	0%	×	85%	95%	●
7: Weston Pkwy		9.0	2.4	* 19	\$11.00	\$30.74	* 19	9%	0%	×	85%	92%	* 19
ACX: Apex-Cary		9.0	0.3	* 19	\$11.00	\$120	* 19	9%	0%	×	85%	78%	* 19
GoWake Access		1.35	1.57	●	\$33.00	\$32.80	●	5%	4%	◆ 5	85%	70%	◆ 4

The "Ridership Trend" column illustrates change in ridership over the past eight quarters.

Key:	Symbol	Description
	●	Met target this quarter
	▲ 1	Missed target this quarter
	▲ 2	Missed target for two consecutive quarters
	◆ 3	Missed target for three or more consecutive quarters
	*	Route is still in 18-month development period after service change
	×	Route is not subject to Wake Transit performance standards
	◆ 3	Underperforming: Route has missed targets on three performance measures for three or more consecutive quarters

Appendix A: Wake Transit Route Performance Summary and Trends According to FY 2021 & 2022 Targets

Wake Transit - Route Performance Trends

Route	Boardings per Hour/Trip							Cost per Boarding							Farebox Recovery							On-Time Performance																							
	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target																	
GoTriangle																																													
100: Raleigh-Airport-RTC	100	10.3	10.0	12.7	11.1	12.0	11.4	18.0	100	\$ 10.88	\$ 11.37	\$ 9.91	\$ 8.13	\$ 7.85	\$ 8.45	\$ 6.60	100											18%	100	95%	94%	92%	91%	90%	93%	85%									
300: Raleigh-Cary	300	6.9	6.6	7.4	8.7	9.3	8.1	18.0	300	\$ 11.20	\$ 10.37	\$ 8.63	\$ 7.16	\$ 6.77	\$ 7.57	\$ 6.60	300															18%	300	92%	93%	95%	93%	81%	81%	85%					
305: Raleigh-Apex-Holly Sp	305	4.3	3.9	4.6	5.4	5.4	5.9	9.0	305	\$ 32.23	\$ 36.34	\$ 29.79	\$ 23.72	\$ 24.62	\$ 23.23	\$ 11.00	305																14%	305	85%	93%	94%	79%	70%	64%	85%				
310: Cary-Wake Tech-RTC	310	4.2	4.0	4.6	7.5	7.4	7.8	9.0	310	\$ 30.90	\$ 34.83	\$ 28.13	\$ 17.17	\$ 18.00	\$ 17.13	\$ 11.00	310																	9%	310	95%	95%	95%	85%	84%	79%	85%			
CRX: Chapel Hill-Raleigh	CRX	6.4	6.0	7.2	8.6	8.4	7.3	9.0	CRX	\$ 31.13	\$ 33.09	\$ 26.39	\$ 17.53	\$ 18.29	\$ 21.29	\$ 11.00	CRX																		14%	CRX	88%	89%	88%	89%	89%	89%	85%		
DRX: Durham-Raleigh	DRX	8.6	7.7	9.2	10.3	11.2	10.4	9.0	DRX	\$ 20.04	\$ 22.38	\$ 18.07	\$ 14.14	\$ 13.06	\$ 13.94	\$ 11.00	DRX																			14%	DRX	96%	96%	95%	95%	93%	93%	85%	
FRX: Fuquay-Varina	FRX	1.7	1.6	1.8	1.9	2.7	3.0	9.0	FRX	\$ 87.93	\$ 87.49	\$ 80.36	\$ 59.45	\$ 42.18	\$ 52.19	\$ 11.00	FRX																			14%	FRX	92%	93%	96%	90%	90%	94%	85%	
WRX: Wake Forest	WRX	2.8	2.0	1.8	2.2	2.8	2.0	9.0	WRX	\$ 45.75	\$ 65.50	\$ 56.51	\$ 52.72	\$ 41.43	\$ 56.42	\$ 11.00	WRX																				14%	WRX			92%	63%	59%	72%	85%
ZWX: Zebulon-Wendell	ZWX	4.4	5.0	3.6	3.6	4.6	4.2	9.0	ZWX	\$ 30.85	\$ 27.58	\$ 28.63	\$ 31.46	\$ 24.61	\$ 35.56	\$ 11.00	ZWX																				14%	ZWX			94%	71%	72%	67%	85%
GoRaleigh																																													
4: Rex Hospital	4	6.8	6.4	6.4	8.0	8.1	9.3	18.0	4	\$ 11.96	\$ 11.92	\$ 12.09	\$ 11.02	\$ 10.61	\$ 9.12	\$ 6.60	4															14%	4	95%	91%	93%	92%	90%	92%	85%					
7: South Saunders	7	19.3	18.6	19.6	20.3	21.0	20.3	22.5	7	\$ 4.39	\$ 4.28	\$ 3.96	\$ 4.27	\$ 4.01	\$ 4.09	\$ 6.60	7																18%	7	98%	98%	96%	96%	94%	96%	85%				
17: Rock Quarry	17	8.9	8.7	8.7	9.1	9.3	9.1	18.0	17	\$ 9.82	\$ 9.34	\$ 9.39	\$ 10.19	\$ 9.66	\$ 9.79	\$ 6.60	17																14%	17	85%	85%	96%	83%	81%	79%	85%				
18: Poole-Barwell	18	6.9	6.0	6.8	7.1	6.6	7.7	9.0	18	\$ 11.95	\$ 12.87	\$ 11.36	\$ 12.17	\$ 12.79	\$ 10.80	\$ 11.00	18																9%	18	90%	88%	86%	86%	86%	85%	85%				
18S: Poole	18S	6.9	6.5	8.7	8.8	8.6	7.8	9.0	18S	\$ 17.97	\$ 17.83	\$ 11.83	\$ 12.35	\$ 12.15	\$ 13.15	\$ 11.00	18S																9%	18S	92%	97%	91%	91%	86%	90%	85%				
19: MLK-Sunnybrook	19	13.0	12.9	12.7	12.4	12.6	12.0	22.5	19	\$ 6.19	\$ 5.81	\$ 5.95	\$ 6.99	\$ 6.71	\$ 6.90	\$ 6.60	19																18%	19	97%	96%	96%	96%	95%	95%	85%				
20: Garner	20	5.0	5.1	5.3	6.0	7.0	6.6	18.0	20	\$ 19.15	\$ 17.48	\$ 16.70	\$ 16.85	\$ 13.98	\$ 14.51	\$ 6.60	20																14%	20	89%	89%	89%	88%	87%	89%	85%				
21: Caraleigh	21	21.6	18.0	22.7	29.5	33.6	38.5	18.0	21	\$ 4.62	\$ 5.24	\$ 4.03	\$ 3.45	\$ 2.95	\$ 2.56	\$ 6.60	21																14%	21	96%	97%	95%	95%	93%	95%	85%				
26: Edwards Mill	26	1.6	1.6	1.4	1.2	1.3	1.2	18.0	26	\$ 51.83	\$ 48.13	\$ 56.75	\$ 70.24	\$ 64.72	\$ 71.67	\$ 6.60	26																14%	26	88%	86%	88%	85%	77%	76%	85%				
27: Blue Ridge	27	2.0	1.7	2.1	2.4	2.2	2.0	18.0	27	\$ 40.65	\$ 44.97	\$ 38.73	\$ 39.52	\$ 42.73	\$ 46.27	\$ 6.60	27																14%	27	89%	90%	91%	88%	88%	88%	85%				
33: Knightdale	33	3.9	3.8	3.7	3.2	4.7	4.4	9.0	33	\$ 29.03	\$ 28.41	\$ 28.88	\$ 38.12	\$ 24.77	\$ 25.85	\$ 11.00	33																9%	33	88%	87%	82%	78%	84%	85%	85%				
36: Creedmoor	36	3.1	3.1	2.9	2.9	2.8	2.7	18.0	36	\$ 27.72	\$ 26.37	\$ 28.42	\$ 31.62	\$ 32.49	\$ 32.38	\$ 6.60	36																14%	36	93%	93%	94%	93%	91%	91%	85%				
401: Rolesville	401	0.5	0.4	0.8	0.3	0.2	0.2	9.0	401	\$ 411	\$ 445	\$ 224	\$ 200	\$ 381	\$ 237	\$ 11.00	401																14%	401	80%	79%	81%	94%	96%	95%	85%				
GoCary																																													
1: Crossroads (new)	1		3.6	5.7	5.5	4.9	4.5	9.0	1		\$ 18.55	\$ 11.74	\$ 13.16	\$ 14.86	\$ 16.30	\$ 11.00	1														9%	1		87%	90%	90%	94%	94%	85%						
3: Harrison Ave	3	4.7	5.4	6.0	5.3	5.6	5.1	9.0	3	\$ 13.75	\$ 12.59	\$ 11.27	\$ 13.86	\$ 12.91	\$ 14.23	\$ 11.00	3															9%	3	89%	96%	94%	92%	94%	95%	85%					
4: High House Rd	4	2.9	3.8	5.6	5.1	5.6	5.9	9.0	4	\$ 22.35	\$ 17.59	\$ 11.97	\$ 14.26	\$ 12.90	\$ 12.32	\$ 11.00	4															9%	4	92%	84%	85%	87%	87%	88%	85%					
5: Kildaire Farm Rd	5	7.9	6.9	10.3	10.4	10.3	9.5	9.0	5	\$ 8.20	\$ 9.71	\$ 6.57	\$ 7.03	\$ 7.10	\$ 7.68	\$ 11.00	5															9%	5	87%	97%	94%	94%	93%	95%	85%					
6: Buck Jones Rd	6	6.2	4.3	6.3	6.1	6.2	6.3	9.0	6	\$ 10.50	\$ 15.65	\$ 10.71	\$ 11.93	\$ 11.72	\$ 11.55	\$ 11.00	6															9%	6	93%	91%	92%	92%	95%	95%	85%					
7: Weston Pkwy	7		1.1	1.8	2.2	1.4	2.4	9.0	7		\$ 61.93	\$ 38.37	\$ 33.65	\$ 51.60	\$ 30.74	\$ 11.00	7														9%	7		83%	87%	87%	92%	92%	85%						
ACX: Apex-Cary	ACX		0.3	0.5	0.3	0.7	0.3	9.0	ACX		\$ 255	\$ 134	\$ 135	\$ 128	\$ 120	\$ 11.00	ACX														9%	ACX		88%	80%	80%	74%	78%	85%						
GoWake																																													
Access	Access	1.30	1.21	1.36	1.63	1.56	1.57	1.35	Access	\$ 35.20	\$ 39.20	\$ 34.91	\$ 31.28	\$ 31.91	\$ 32.80	\$ 33.00	Access		3%	3%	3%	4%	4%	5%	Access	89%	88%	80%	67%	66%	70%	85%													

No Wake Transit funding
In 18-month route development period
Meeting performance target
Missed target this quarter
Missed target for 3 or more consecutive quarters

* Route performance for FY 2021 is highlighted according to the targets that were in force during FY 2021, likewise route performance in FY 2022 is highlighted according to the new FY 2022 targets.

Appendix B: Wake Transit Route Performance Summary and Trends According to FY 2021 Targets

Wake Transit - Route Performance Summary

FY2022 Q3 Route	Ridership Trend	Boardings per Hour		Cost per Boarding		Farebox Recovery		On-Time Performance					
		Target	Actual	Target	Actual	Target	Actual	Target	Actual				
GoTriangle													
100: Raleigh-Airport-RTC		16.0	11.4	◆ 19	\$7.20	\$8.45	◆ 19	16%	0%	×	85%	93%	●
300: Raleigh-Cary		16.0	8.1	*	\$7.20	\$7.57	*	16%	0%	×	85%	81%	*
305: Raleigh-Apex-Holly Sp		8.0	5.9	*	\$12.00	\$23.23	*	12%	0%	×	85%	64%	*
310: Cary-Wake Tech-RTC		8.0	7.8	*	\$12.00	\$17.13	*	8%	0%	×	85%	79%	*
CRX: Chapel Hill-Raleigh		8.0	7.3	▲ 1	\$12.00	\$21.29	◆ 9	12%	0%	×	85%	89%	●
DRX: Durham-Raleigh		8.0	10.4	●	\$12.00	\$13.94	◆ 8	12%	0%	×	85%	93%	●
FRX: Fuquay-Varina		8.0	3.0	◆ 7	\$12.00	\$52.19	◆ 7	12%	0%	×	85%	94%	●
WRX: Wake Forest		8.0	2.0	×	\$12.00	\$56.42	×	12%	0%	×	85%	72%	×
ZWX: Zebulon-Wendell		8.0	4.2	×	\$12.00	\$35.56	×	12%	0%	×	85%	67%	×
GoRaleigh													
4: Rex Hospital		16.0	9.3	×	\$7.20	\$9.12	×	12%	0%	×	85%	92%	×
7: South Saunders		20.0	20.3	●	\$7.20	\$4.09	●	16%	0%	×	85%	96%	●
17: Rock Quarry		16.0	9.1	◆ 13	\$7.20	\$9.79	◆ 7	12%	0%	×	85%	79%	◆ 3
18: Poole-Barwell		8.0	7.7	◆ 9	\$12.00	\$10.80	●	8%	0%	×	85%	85%	●
18S: Poole		8.0	7.8	▲ 1	\$12.00	\$13.15	◆ 3	8%	0%	×	85%	90%	●
19: MLK-Sunnybrook		20.0	12.0	◆ 13	\$7.20	\$6.90	●	16%	0%	×	85%	95%	●
20: Garner		16.0	6.6	*	\$7.20	\$14.51	*	12%	0%	×	85%	89%	*
21: Caraleigh		16.0	38.5	*	\$7.20	\$2.56	*	12%	0%	×	85%	95%	*
26: Edwards Mill		16.0	1.2	◆ 13	\$7.20	\$71.67	◆ 13	12%	0%	×	85%	76%	◆ 3
27: Blue Ridge		16.0	2.0	◆ 13	\$7.20	\$46.27	◆ 13	12%	0%	×	85%	88%	●
33: Knightdale		8.0	4.4	◆ 10	\$12.00	\$25.85	◆ 10	8%	0%	×	85%	85%	●
36: Creedmoor		16.0	2.7	◆ 13	\$7.20	\$32.38	◆ 13	12%	0%	×	85%	91%	●
401: Rolesville		8.0	0.2	◆ 10	\$12.00	\$237	◆ 10	12%	0%	×	85%	95%	●
GoCary													
1: Crossroads (new)		8.0	4.5	*	\$12.00	\$16.30	*	8%	0%	×	85%	94%	*
3: Harrison Ave		8.0	5.1	*	\$12.00	\$14.23	*	8%	0%	×	85%	95%	*
4: High House Rd		8.0	5.9	◆ 19	\$12.00	\$12.32	◆ 3	8%	0%	×	85%	88%	●
5: Kildaire Farm Rd		8.0	9.5	●	\$12.00	\$7.68	●	8%	0%	×	85%	95%	●
6: Buck Jones Rd		8.0	6.3	◆ 19	\$12.00	\$11.55	●	8%	0%	×	85%	95%	●
7: Weston Pkwy		8.0	2.4	*	\$12.00	\$30.74	*	8%	0%	×	85%	92%	*
ACX: Apex-Cary		8.0	0.3	*	\$12.00	\$120	*	8%	0%	×	85%	78%	*
GoWake Access		1.50	1.57	●	\$36.00	\$32.80	●	4%	4%	◆ 5	85%	70%	◆ 4

The "Ridership Trend" column illustrates change in ridership over the past eight quarters.

In this version of the analysis, the same performance targets as in FY 2018 - 2021 are used, rather than the targets that were scheduled for FY 2022.

Key:	
●	Met target this quarter
▲ 1	Missed target this quarter
▲ 2	Missed target for two consecutive quarters
◆ 3	Missed target for three or more consecutive quarters
*	Route is still in 18-month development period after service change
×	Route is not subject to Wake Transit performance standards
◆ 3	Underperforming: Route has missed targets on three performance measures for three or more consecutive quarters

Appendix B: Wake Transit Route Performance Summary and Trends According to FY 2021 Targets

Wake Transit - Route Performance Trends

Route	Boardings per Hour/Trip							Cost per Boarding							Farebox Recovery							On-Time Performance																																		
	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target	21 Q2	21 Q3	21 Q4	22 Q1	22 Q2	22 Q3	Target																												
GoTriangle																																																								
100: Raleigh-Airport-RTC	100	10.3	10.0	12.7	11.1	12.0	11.4	16.0	100	\$ 10.88	\$ 11.37	\$ 9.91	\$ 8.13	\$ 7.85	\$ 8.45	\$ 7.20	100											16%	100	95%	94%	92%	91%	90%	93%	85%																				
300: Raleigh-Cary	300	6.9	6.6	7.4	8.7	9.3	8.1	16.0	300	\$ 11.20	\$ 10.37	\$ 8.63	\$ 7.16	\$ 6.77	\$ 7.57	\$ 7.20	300																			16%	300	92%	93%	95%	93%	81%	81%	85%												
305: Raleigh-Apex-Holly Sp	305	4.3	3.9	4.6	5.4	5.4	5.9	8.0	305	\$ 32.23	\$ 36.34	\$ 29.79	\$ 23.72	\$ 24.62	\$ 23.23	\$ 12.00	305																								12%	305	85%	93%	94%	79%	70%	64%	85%							
310: Cary-Wake Tech-RTC	310	4.2	4.0	4.6	7.5	7.4	7.8	8.0	310	\$ 30.90	\$ 34.83	\$ 28.13	\$ 17.17	\$ 18.00	\$ 17.13	\$ 12.00	310																											8%	310	95%	95%	95%	85%	84%	79%	85%				
CRX: Chapel Hill-Raleigh	CRX	6.4	6.0	7.2	8.6	8.4	7.3	8.0	CRX	\$ 31.13	\$ 33.09	\$ 26.39	\$ 17.53	\$ 18.29	\$ 21.29	\$ 12.00	CRX																													12%	CRX	88%	89%	88%	89%	89%	89%	85%		
DRX: Durham-Raleigh	DRX	8.6	7.7	9.2	10.3	11.2	10.4	8.0	DRX	\$ 20.04	\$ 22.38	\$ 18.07	\$ 14.14	\$ 13.06	\$ 13.94	\$ 12.00	DRX																													12%	DRX	96%	96%	95%	95%	93%	93%	85%		
FRX: Fuquay-Varina	FRX	1.7	1.6	1.8	1.9	2.7	3.0	8.0	FRX	\$ 87.93	\$ 87.49	\$ 80.36	\$ 59.45	\$ 42.18	\$ 52.19	\$ 12.00	FRX																													12%	FRX	92%	93%	96%	90%	90%	94%	85%		
WRX: Wake Forest	WRX	2.8	2.0	1.8	2.2	2.8	2.0	8.0	WRX	\$ 45.75	\$ 65.50	\$ 56.51	\$ 52.72	\$ 41.43	\$ 56.42	\$ 12.00	WRX																														12%	WRX				92%	63%	59%	72%	85%
ZWX: Zebulon-Wendell	ZWX	4.4	5.0	3.6	3.6	4.6	4.2	8.0	ZWX	\$ 30.85	\$ 27.58	\$ 28.63	\$ 31.46	\$ 24.61	\$ 35.56	\$ 12.00	ZWX																													12%	ZWX				94%	71%	72%	67%	85%	
GoRaleigh																																																								
4: Rex Hospital	4	6.8	6.4	6.4	8.0	8.1	9.3	16.0	4	\$ 11.96	\$ 11.92	\$ 12.09	\$ 11.02	\$ 10.61	\$ 9.12	\$ 7.20	4																								12%	4	95%	91%	93%	92%	90%	92%	85%							
7: South Saunders	7	19.3	18.6	19.6	20.3	21.0	20.3	20.0	7	\$ 4.39	\$ 4.28	\$ 3.96	\$ 4.27	\$ 4.01	\$ 4.09	\$ 7.20	7																											16%	7	98%	98%	96%	96%	94%	96%	85%				
17: Rock Quarry	17	8.9	8.7	8.7	9.1	9.3	9.1	16.0	17	\$ 9.82	\$ 9.34	\$ 9.39	\$ 10.19	\$ 9.66	\$ 9.79	\$ 7.20	17																													12%	17	85%	85%	96%	83%	81%	79%	85%		
18: Poole-Barwell	18	6.9	6.0	6.8	7.1	6.6	7.7	8.0	18	\$ 11.95	\$ 12.87	\$ 11.36	\$ 12.17	\$ 12.79	\$ 10.80	\$ 12.00	18																														8%	18	90%	88%	86%	86%	86%	85%	85%	
18S: Poole	18S	6.9	6.5	8.7	8.8	8.6	7.8	8.0	18S	\$ 17.97	\$ 17.83	\$ 11.83	\$ 12.35	\$ 12.15	\$ 13.15	\$ 12.00	18S																													8%	18S	92%	97%	91%	91%	86%	90%	85%		
19: MLK-Sunnybrook	19	13.0	12.9	12.7	12.4	12.6	12.0	20.0	19	\$ 6.19	\$ 5.81	\$ 5.95	\$ 6.99	\$ 6.71	\$ 6.90	\$ 7.20	19																												16%	19	97%	96%	96%	96%	95%	95%	85%			
20: Garner	20	5.0	5.1	5.3	6.0	7.0	6.6	16.0	20	\$ 19.15	\$ 17.48	\$ 16.70	\$ 16.85	\$ 13.98	\$ 14.51	\$ 7.20	20																													12%	20	89%	89%	89%	88%	87%	89%	85%		
21: Caraleigh	21	21.6	18.0	22.7	29.5	33.6	38.5	16.0	21	\$ 4.62	\$ 5.24	\$ 4.03	\$ 3.45	\$ 2.95	\$ 2.56	\$ 7.20	21																													12%	21	96%	97%	95%	95%	93%	95%	85%		
26: Edwards Mill	26	1.6	1.6	1.4	1.2	1.3	1.2	16.0	26	\$ 51.83	\$ 48.13	\$ 56.75	\$ 70.24	\$ 64.72	\$ 71.67	\$ 7.20	26																													12%	26	88%	86%	88%	85%	77%	76%	85%		
27: Blue Ridge	27	2.0	1.7	2.1	2.4	2.2	2.0	16.0	27	\$ 40.65	\$ 44.97	\$ 38.73	\$ 39.52	\$ 42.73	\$ 46.27	\$ 7.20	27																													12%	27	89%	90%	91%	88%	88%	88%	85%		
33: Knightdale	33	3.9	3.8	3.7	3.2	4.7	4.4	8.0	33	\$ 29.03	\$ 28.41	\$ 28.88	\$ 38.12	\$ 24.77	\$ 25.85	\$ 12.00	33																													8%	33	88%	87%	82%	78%	84%	85%	85%		
36: Creedmoor	36	3.1	3.1	2.9	2.9	2.8	2.7	16.0	36	\$ 27.72	\$ 26.37	\$ 28.42	\$ 31.62	\$ 32.49	\$ 32.38	\$ 7.20	36																													12%	36	93%	93%	94%	93%	91%	91%	85%		
401: Rolesville	401	0.5	0.4	0.8	0.3	0.2	0.2	8.0	401	\$ 411	\$ 445	\$ 224	\$ 200	\$ 381	\$ 237	\$ 12.00	401																										12%	401	80%	79%	81%	94%	96%	95%	85%					
GoCary																																																								
1: Crossroads (new)	1		3.6	5.7	5.5	4.9	4.5	8.0	1		\$ 18.55	\$ 11.74	\$ 13.16	\$ 14.86	\$ 16.30	\$ 12.00	1																					8%	1		87%	90%	90%	94%	94%	85%										
3: Harrison Ave	3	4.7	5.4	6.0	5.3	5.6	5.1	8.0	3	\$ 13.75	\$ 12.59	\$ 11.27	\$ 13.86	\$ 12.91	\$ 14.23	\$ 12.00	3																										8%	3	89%	96%	94%	92%	94%	95%	85%					
4: High House Rd	4	2.9	3.8	5.6	5.1	5.6	5.9	8.0	4	\$ 22.35	\$ 17.59	\$ 11.97	\$ 14.26	\$ 12.90	\$ 12.32	\$ 12.00	4																													8%	4	92%	84%	85%	87%	87%	88%	85%		
5: Kildaire Farm Rd	5	7.9	6.9	10.3	10.4	10.3	9.5	8.0	5	\$ 8.20	\$ 9.71	\$ 6.57	\$ 7.03	\$ 7.10	\$ 7.68	\$ 12.00	5																													8%	5	87%	97%	94%	94%	93%	95%	85%		
6: Buck Jones Rd	6	6.2	4.3	6.3	6.1	6.2	6.3	8.0	6	\$ 10.50	\$ 15.65	\$ 10.71	\$ 11.93	\$ 11.72	\$ 11.55	\$ 12.00	6																													8%	6	93%	91%	92%	92%	95%	95%	85%		
7: Weston Pkwy	7		1.1	1.8	2.2	1.4	2.4	8.0	7		\$ 61.93	\$ 38.37	\$ 33.65	\$ 51.60	\$ 30.74	\$ 12.00	7																													8%	7		83%	87%	87%	92%	92%	85%		
ACX: Apex-Cary	ACX		0.3	0.5	0.3	0.7	0.3	8.0	ACX		\$ 255	\$ 134	\$ 135	\$ 128	\$ 120	\$ 12.00	ACX																												8%	ACX		88%	80%	80%	74%	78%	85%			
GoWake																																																								
Access	Access	1.30	1.21	1.36	1.63	1.56	1.57	1.50	Access	\$ 35.20	\$ 39.20	\$ 34.91	\$ 31.28	\$ 31.91	\$ 32.80	\$ 36.00	Access		3%	3%	3%	4%	4%	4%	Access	89%	88%	80%	67%	66%	70%	85%																								

No Wake Transit funding
In 18-month route development period
Meeting performance target
Missed target this quarter
Missed target for 3 or more consecutive quarters

In this version of the analysis, the same performance targets as in FY 2018 - 2021 are used, rather than the increased targets that were scheduled for FY 2022.