

Wake Bus Plan Project Prioritization Policy (PPP) Engagement Summary Report

CAMPO and GoTriangle staff posted the Wake Bus Plan Project Prioritization Policy for public review for 14-days from November 9th – 23rd, 2022. As part of this process, it was ensured that TPAC members, stakeholders and community members were aware of the opportunity to review and provide comment on the Wake Bus Plan Project Prioritization Policy by posting the engagement notices on the CAMPO Website, the GoForwardNC webpage dedicated to Wake Transit involvement activities, as well as relevant social media accounts. The analytics from this engagement are attached as Appendix B.

Those who engaged with the online materials and wanted to provide a comment were given the opportunity to provide answers for two separate questions. Question one, which asked “What type of bus improvement projects make a difference to your daily commute?”, received thirteen direct comments and one conversational reply. Question two, which asked “What comments do you have specific to the Wake Bus Plan Project Prioritization Policy Update Draft?”, received six direct comments and no conversational replies. It is important to note that some commenters submitted multiple comments, and so the total number of comments does not reflect unique commenters.

All comments were reviewed by CAMPO staff and input was considered in relation to the Wake Bus Plan Project Prioritization Policy. After consideration of all the comments received, it was decided that no changes were to be made to the Wake Bus Plan Project Prioritization Policy. However, many of the comments were deemed relevant to the overall Wake Bus Plan effort and were passed on to the planning leads for that project at GoTriangle for consideration. It was decided that all relevant comments collected during the Wake Bus Plan Project PPP Community Engagement Effort would be incorporated into the upcoming Wake Bus Plan Engagement Effort. A table including all raw comments can be seen in Appendix A.

Appendix A: Comments Collected on the GoForward Web Post

Question 1: What type of bus improvement projects make a difference to your daily commute?	
	Comment
1	Intra-County and Regional Express Routes
2	Keep the crazies off.
	<u>Reply to #2:</u> I literally couldn't care less what other people using the bus are doing. It would ruin people's lives to restrict them from the only transportation method accessible to them. Maybe invest in community care resources instead of complaining about "the crazies" and you'll find a world that you feel more comfortable in.
3	Be on time and improve the app that allows one to see where and when the next bus is coming.
4	Bus stops and routes in Cary park.run more often and keep fares low .
5	To work and back would be wonderful. Include all the municipalities.
6	Forget the BRT and just work towards keeping the existing routes running on time without being skipped. The driver shortage is making the buses unreliable. The transolaction app is hit or miss. We need to keep the Triangle connected. People are losing their jobs and missing school over these buses. Gonna be alot more homeless people living at these bus stations downtown...
7	Please reinstate the CRX bus service between Raleigh and Chapel Hill. Would be great if there was an even earlier bus to allow hospital employees to use it more (arrive in Chapel Hill by 6:30) and also a later bus for finishing up. But that bus service is vital to so many people and having it gone really ruins my commute.
8	Increased frequency (running buses every 15 minutes rather than every hour), reliable arrivals and the ability to track buses in order to accurately estimate travel time; both of those are very important to making connections/cutting down on travel time when a transfer is necessary.
9	buses are not clean neither is the union bus station. of course there are missed rides at times and the mointers have no information. as well as the people working in the booths. for some this is the only mode of transportation. sometimes it doesnt feel safe downtown anymore. there are many homesless people down there and they get on this bus just to ride because it is free. something needs to be done to help these people they are human beings too. the app is not reliable also wish the bus 20 could ride every 15 mins or have a weekend run.
10	How late in the day the bus runs and how frequently.
11	Clean air inside buses is critical for public health and for diversity, equity, and inclusion. We need 1. minimum 6 effective air changes/hour achieved by a combination of ventilation and filtration; 2. to encourage use of high quality, well fitting masks; 3. CO2 levels at or below 800 ppm, displayed to passengers and drivers, because CO2 level is an effective proxy to indicate the probable concentration of viruses and other airborne pathogens.
12	Continued operation of the FRX route from downtown Raleigh to Fuquay-Varina; additional stops could increase ridership. Would it also be possible to have a covered stop downtown at the corner of Salisbury and Morgan Streets in Raleigh? Many people wait there for a wide variety of buses. Thank you.
13	I think improvements to the app would be a big first step. It needs to work flawlessly. I also think there should be a highly visible "request a route" feature so anyone who seeks could add their desired location to a map for future bus consideration.

Question 2: What comments do you have specific to the Wake Bus Plan Project Prioritization Policy Update Draft?

1	I hear rumors of cancelling the CRX either temporarily or permanently. It would be highly detrimental to UNC employees and students as well as UNC Health Care employees who depend on it for safe, reliable, convenient and cost effective weekday transportation between Raleigh and Chapel Hill. The cost to maintain a vehicle, pay for fuel and parking at UNC would be cost prohibitive for many current riders and could result in loss of
2	Wake county needs to catch up with other cities. More bus stops more frequent all community's should have bus stops.
3	Ask if the municipalities would contribute funds to help support this.
4	I have 2 college students in my family that used the bus system for 2 years to get to and from Raleigh and Zebulon areas. Their rides time wise in a car would have been maybe 30 minutes but to do the bus usually involved more than 2 hours to go between home and work or college and home. Usually had to go to downtown in order to get from one location to another where more routes that crossed the southeastern sides of the county would have been a benefit. Instead of having to ride from location to downtown and then back out. Wastes time, fuel, etc. by adding miles to journey that weren't needed if routes were regionalized more within the county. So the Intra-County and Regional Express Routes as well as the Investments in Local Services definitely need to be addressed for areas in south and eastern parts of Wake county and growing population that lives just outside Wake in Johnston, Franklin and Nash counties and works and studies in Wake. the on-demand microtransit services in Zebulon area has been helpful as well. Needs to be available to teens with a youth pass and not limited to scheduling for those 18 or older.
5	CRX route to Chapel Hill needs to remain! I am so disappointed in this decision.
6	To increase ridership, you need to focus on lower-income areas. You also need to take into account the walkability of the areas around the bus stops and routes.

Appendix B: Public Engagement Period Analytics

Social Media Campaign:

Social Media Campaign Analytics for Wake Bus Plan Project Prioritization Policy

	Total Impressions	Total Engagement	Total Link Clicks
GoTriangle Twitter			
9-Nov, 15-Nov, 17-Nov, 21-Nov, 23-Nov	1,144	31	11
GoTriangle Facebook			
9-Nov, 15-Nov, 17-Nov, 21-Nov, 23-Nov	349	63	5
GoTriangle Instagram			
15-Nov	107	0	2
Wake Transit			
9-Nov, 15-Nov, 17-Nov, 21-Nov, 23-Nov	470	8	3

GoForward Website Views:

Page title	↓ Views	Entrances	Average engagement time per session
Totals	159 100.0% of total	103 100.0% of total	0m 09s Avg 0%
1 Wake Bus Plan Project Prioritization Policy Draft Public Comment Period – GoForwardNC	159	103	0m 09s