

WAKE COUNTY TRANSIT PLAN

Transit Planning Advisory Committee

TPAC Regular Monthly Meeting Via WebEx • December 13, 2023

MEETING MINUTES

1. Welcome and Introductions (David Eatman, TPAC Chair)

David Eatman welcomed members and guests to the final TPAC meeting of 2023. He noted that Paul Kallum, who has been with the city for about 25years will be replacing Michael Moore as the TPAC voting member moving forward.

| 12/13/23 TPAC Attendance | | PM= Primary Member, VA= Voting Alternate, OA= Other Alternate, MG= Meeting Guest | | | | | | | | | |
|--------------------------|--------------------|--|----|----|----|----------------------|---------------------|----|----|----|----|
| Agency/Org | Name | PM | VA | OA | MG | Agency/Org | Name | PM | VA | OA | MG |
| Chair/Raleigh | David Eatman | x | | | | Morrisville | Caleb Allred | x | | | |
| Vice Chair/Wake Co | Akul Nishawala | | x | | | NC State University | Than Austin | x | | | |
| Apex | Katie Schwing | x | | | | Raleigh | David Walker | | x | | |
| CAMPO | Shelby Powell | x | | | | Raleigh | Shavon Tucker | | | x | |
| CAMPO | Ben Howell | x | | | | Raleigh | Andrew Miller | | | | x |
| CAMPO | Evan Koff | | | | x | Raleigh | Cara Russell | | | | x |
| CAMPO | Suvir Venkatesh | | | | x | | Melanie Rausch | | | | x |
| Cary | Kelly Blazey | x | | | | Raleigh | Ben Bruster | | | | x |
| Cary | Christine Sondej | x | | | | Raleigh | Logan healy | | | | x |
| Cary | Kevin Wyrauch | | x | | | Raleigh | Sylvia Greer | | | | x |
| Cary | Mark MacDougall | | | | x | Raleigh | Tracy Chandler | | | | x |
| Fuquay-Varina | Allison Wylie | x | | | | RTF | Travis Crayton | x | | | |
| GoTriangle | Michelle Peele | x | | | | RTF | Anne Calef | | | | x |
| GoTriangle | Jennifer Hayden | x | | | | Wake County | Tim Gardiner | x | | | x |
| GoTriangle | R. Curtis Hayes | | | x | | Wake County | Michael James | | x | | |
| GoTriangle | Meg Skully | | | | x | GoWake | Anita Davis-Haywood | | | | x |
| GoTriangle | Liz Raskopf | | | | x | GoWake | Nikki Abija | | | | x |
| GoTriangle | Steven Schlossberg | | | | x | Wake Forest | Emma Linn | x | | | |
| GoTriangle | Jessica Perkins | | | | x | Wake Forest | Brad West | | x | | |
| GoTriangle | Paul Black | | | | x | Cambridge | Alpesh Patel | | | | x |
| GoTriangle | Scott Thomas | | | | x | Cambridge | Alex Rubin | | | | x |
| GoTriangle | Austin Stanion | | | | x | Planning Communities | James Farrell | | | | x |
| Holly Springs | Chris Garcia | x | | | | Planning Communities | Ann Steadly | | | | x |
| Knightdale | Andrew Spiliotis | x | | | | | | | | | |

2. Adjustments to the Agenda - None

3. General Public or Agency Comment - None

TPAC ADMINISTRATIVE ITEMS

4. 2024 Administrative Tasks for January Action

(Information Item: Ben Howell, WT Program Manager, 10 minutes)

a. TPAC Chair and Vice Chair Nominations Open

Each January, TPAC members elect a Chair and Vice Chair to serve for the new calendar year. Nominations for the 2024 term open on December 13th and the vote to elect next year's leadership team will be included on the January 17th TPAC meeting agenda. Primary voting members interested in serving as the TPAC Chair or Vice Chair or nominations for other primary voting members to be considered should be emailed to stephanie.plancich@campo-nc.us by January 5th, 2024.

b. 2024 Monthly Meeting Schedule

In January, the TPAC will vote to set its 2024 meeting schedule. Last year's schedule was developed with three pre-set in-person meetings that aligned with major decision points in the Work Plan development process. It was then understood that should the need arise for additional in-person meetings the TPAC Chair can make that change with adequate notice. Staff are requesting members' feedback on how they feel that this schedule is working, what changes they'd prefer in the upcoming year, and other thoughts. A draft schedule will then be compiled and presented for TPAC review and adoption in January.

c. Subcommittee Work Task Lists and Elections

The subcommittee election process kicked off on November 16th when the nominations period opened at a special joint subcommittee meeting. The Chairs of each subcommittee have also been actively drafting their February – July Work Tasks List for review and adoption.

- Program Development (PD) subcommittee will vote at its meeting on December 19th.
- Community Engagement (CE) Subcommittee will vote at its meeting on January 11th.
- TPAC will review and vote to endorse the subcommittee result on January 17th.

Received as information.

PLANNING AND PROGRAMMING ITEMS

5. Wake Transit Baseline Revenue Assessment Introduction

(Information Item: Ben Howell, CAMPO and Alpesh Patel, Cambridge Systematics, 10 minutes)

CAMPO has executed a contract with Cambridge Systematics for the Baseline Revenue Assessment. The Assessment will provide recommendations for updates to the policy, process, and documentation of baseline revenue and hours by Wake County Transit Plan partners. The project involves conducting a gap analysis, interviewing agency staff, and developing recommended policy and documentation updates for Wake Transit Baseline evaluation. The project is expected to be completed by the end of February. The consultant will be presenting an overview of the Assessment and outcomes of the gap analysis and agency interviews at this meeting. The consultant will come back to the February TPAC meeting to provide the final outcomes and recommendations of the Assessment.

Overview

- Gap Analysis (*ongoing*) - intended to identify inconsistencies and gaps in policies and procedures related to baseline revenue assessment.
 - » Conducted thorough review of existing files and data library.
 - » Currently, preparing findings and themes.
- Interviews (**completed**) – intended to solicit perspectives from agencies to comply with baseline requirements.
- Feedback from the Gap Analysis/Interviews form the basis to develop project recommendations.

Early takeaway from document reviews and interviews show that the way baseline is tracked, reported and calculated varies amongst Wake Transit partners.

Agencies are responding differently to the baseline requirement. They are unclear on what cost to include, what expenses are eligible, how to calculate the costs, etc.

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CAMBRIDGE SYSTEMATICS

There is an overall lack of clear policy and procedure that includes a set of definitions and requirements. There are pieces in several place, but no single source of reference.

The existing practices do not record service characteristics with reimbursement requests which leads to a lack of clarity on which costs are supplementing and which may be supplanting. More data will need to be collected and submitted with reimbursement requests and more eyes than financial leads may need to review the requests.

There is need and desire that the baseline policy be developed with flexibility to address issues such as

Recommendations will focus on simplifying the process and storing enhanced information and guidance in a single place to serve as a resource for all partners, and to begin looking at how to implement the new process. For example; developing a training module on what the baseline policy is and how it is to be incorporated into provider processes. The draft recommendations will be presented to the TPAC on February 21st, 2024.

- Policy should address issues such as:
 - » Cost increases / inflation
 - » Covid-19 impacts
 - » Driver shortages
 - » Route transfers between providers
 - » Changes in service models
 - » Ensuring the mission of the WTP is fulfilled

No discussion. **Received as information.**

6. Wake Bus Plan: Service Standards and Performance Guidelines and ADA Funding Policy Updates (Action Item: Michelle Peele, GoTriangle, 15 minutes) **Attachment B & C**

The final two deliverables within the scope of the FY2025-2030 Wake Bus Plan development process are to update the Wake Transit Route Service Standards and Performance Guidelines, Attachment B, which are used annually to evaluate route performance and to update the ADA Funding Policy, Attachment C, which establishes the process for budgeting for and reimbursing the costs of providing required ADA/Paratransit services.

Development of these documents was completed with active participation of both the Wake Bus Plan Technical Coordinating Committee and the TPAC's Program Development Subcommittee. On October 24, 2023, subcommittee members voted unanimously to recommend both policies for TPAC consideration. (Voting Agencies: CAMPO, GoTriangle, Wake County, Fuquay-Varina, NC State, Raleigh, Morrisville, Holly Springs, Wake Forest, Apex, Cary). Staff will provide an overview of both draft documents for TPAC member review and discussion.

Meg Skully asked for clarification on the equity benefit option. She stated that by adding a lower standard/lower tier of eligibility to get some equity benefit it reduces the intent and waters down the “equity” component of the benefit that she feels we are making ourselves vulnerable to criticism by calling what we are proposing here any kind of true equity benefit. David Walker asked for clarity on how the two tiers of benefit would work. Evan walked through the last two columns of the two tier benefit. There still were some questions or concerns expressed by Meg. David Eatman confirmed there are no members concerns about the ADA Funding Policy. He then asked members to vote to either move the service standards forward or to defer or deny them until further discussion is had. No other members requested to hold the service standards back for additional discussion.

Service Impact Benefit (Option for Discussion)

- Bus routes with a “moderate community impact” meaning that 25% of the route’s stops serve 4 or more communities of concern, qualify for a 5% reduction in that year’s standard for riders per hour/riders per trip and 5% increase of the standard for cost per rider.
- This adjustment would be variable; dependent on the standard for non-qualifying routes.

| Fiscal year | Performance Standard (Wake Transit Routes) | Performance Standard- (Cost Effectiveness) | Service Impact Benefit- (Equity Routes- 50%) | Service Impact Benefit- (Equity Routes- 25%) |
|-------------------|--|--|--|--|
| FY2017-2023 | 80% of service targets | 120% of cost targets | 80% / 120% | 80% / 120% |
| FY2024-2026 | 90% of service targets | 110% of cost targets | 80% / 120% | 85% / 115% |
| FY2027 and beyond | 100% of service targets | 100% of cost targets | 80% / 120% | 95% / 105% |

Fixed Benefit Qualifying Routes (14)

GoRaleigh - 13 Routes 1, 5, 7L, 15, 15L, 17, 18, 19, 20A, 20B, 22, 24L, 33 GoTriangle ZWX

Variable Benefit Qualifying Routes (15)

GoRaleigh 2, 10, 11L, 12, 13, 21, 23L, 25L, 55X GoTriangle 300, DRX GoCary 1, 4, 5, 6

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MOTION to recommend the FY2025-2030 Wake Bus Plan: Service Standards and Performance Guidelines and ADA Funding Policy to the Wake Transit governing boards for approval made by Jennifer Hayden second by David Walker. No further discussion. Passed.

7. FY2023 Wake Transit Progress Report and Financial Statement

(Information Item: Michelle Peele and Jennifer Hayden, GoTriangle, 15 minutes) **Attachment D & E**

Developing the FY2023 Wake Transit Progress Report and preparing our annually audited financial statement are tasks assigned to GoTriangle as part of its Tax District administration responsibilities (Article IX of the Wake County Transit Governance Interlocal Agreement). The annual Wake Transit Progress Report, Attachment D, focuses on providing Wake Transit Plan implementation updates and accomplishments that occurred through FY2023. It provides transit operational updates as well as major milestones, completion notices and other capital project highlights. The Annual Comprehensive Financial Report (ACFR) assesses Wake Transit’s fiscal health coming out of the previous year and documents our economic outlook for current and future years. The FY2023 ACFR was prepared and submitted for audit by GoTriangle’s finance team and is included as Attachment E.

Evan Koff confirmed with Jennifer that the expenditures and revenues displayed are for FY2023 and are being populated into the financial model for FY2025 consideration. Shelby Powell thanked both Michelle and Jennifer for providing the presentation, stating “it was very helpful information” for all.

Received as information.

8. 2023 Onboard Customer Survey Results

(Information Item: Liz Raskopf, GoTriangle, 10 minutes) **Attachment F**

David Eatman noted that there are several regular survey efforts that occur throughout the region. Today, Liz is presenting the Onboard Customer Survey results collected and compiled by GoTriangle. This is a different effort than the survey GoRaleigh is currently doing which will provide origin and destination information.

Conducted in all three Triangle counties to collect rider demographics, satisfaction and other data. Since 2018, the questionnaires have collected the same information, and the Transit Plans provide funding support. Spring 2023 is first time Wake riders were surveyed since the task was put on hold in 2020 due to COVID.

The results are divided into provider specific reports and one combined regional report, Attachment F. Vast majority ranked customer satisfaction as neutral and higher. Other finding include: more folks are unemployed, less vehicle ownership, more black and Asian riders, less Caucasian riders, and more folks are riding multiple systems. Evan asked if the multi-system trips are the same trip or using the different systems at different times. Liz reported that people were asked about their uses in a typical week. So not necessarily tied to single trips. The full regional report is attached.

Received as information.

9. Wake Transit-Funded Project Updates

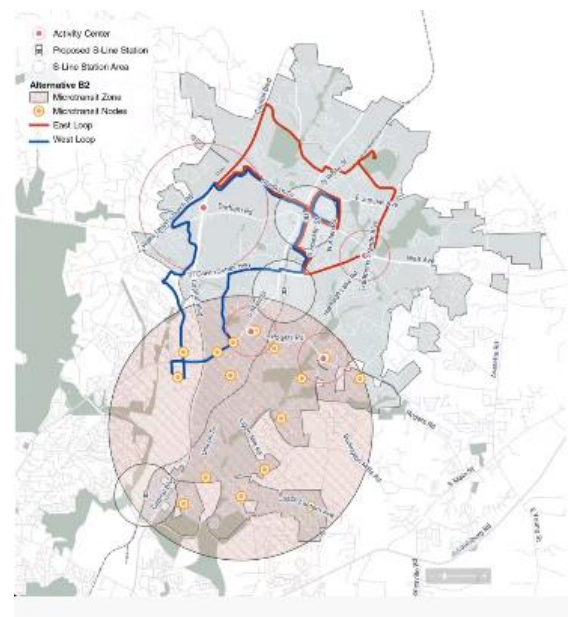
a. Wake Forest Transit Update

(Information Item: Emma Linn, Wake Forest, 10 minutes)

Emma provided an overview of Wake Forest’s transit program by highlighting existing conditions and performance, sharing core components of the Town’s recently completed Public Transit Plan and informed the TPAC about next steps.

Currently, they run an A loop and a B loop (the reverse circulator) in the town. Overall performance has been rebounding from COVID impacts. First quarter data for FY24 was above the FY23 numbers, and results for the 2nd quarter of this year are expected continue that trend.

The process to develop the Public Transit Plan involved robust community involvement which kicked off in October 2022 and continued through July 2023. There were two key recommendations resulting from the planning process. First, a new vision of the circulator service was defined where, with minor revisions to the current service area they will be able to serve more people and places. The East Loop (red) will operate clock wise, the West Loop (blue) will operate counter-clockwise. The second key recommendation is to develop a microtransit service that will provide people in the less dense south end of the Town (red shaded circle) better connectivity options to Wake Forest locations as well as transportation services connecting to the region.

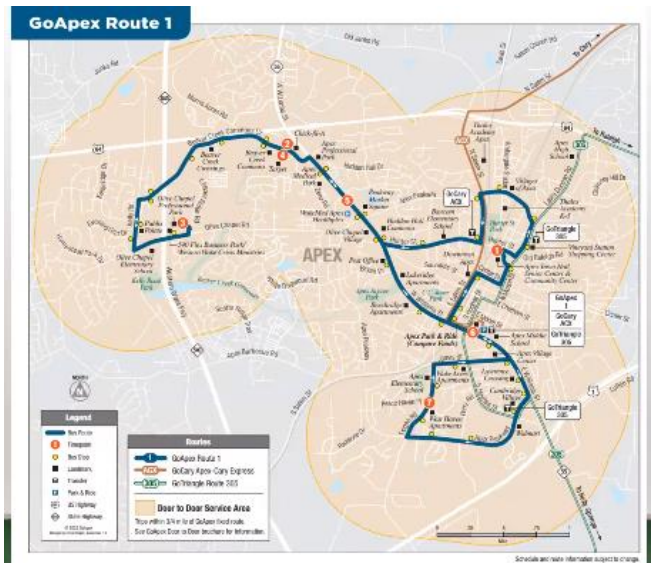


Wake Forest staff are preparing to apply to the CFAP program for capital and operating cost support for both the revised circulator and microtransit services. An RFP closes on Friday for recruiting a microtransit operator. Implementing this vision for Wake Forest transit is a priority. Planning for the new services to launch are being planned now.

b. GoApex Program Update

(Information Item: Katie Schwing, Apex, 10 minutes)

Town of Apex currently has 1 operating implementation element and four capital projects that have been allocated funding in the Wake Transit Work Plans. GoApex Route 1 is a local fixed-route circulator serving the core areas of the Town. The fixed-route buses are operated through agreement with GoCary, but are branded as GoApex vehicles. The federally required paratransit/ADA service is provided through agreement with GoWake Access who uses their system buses to provide door-to-door rides to eligible riders within ¼ mile buffer around the fixed service. A portion of the operating budget also covers .5 FTE, marketing and other administrative costs associated with the service.



Do date FY24 data shows about a 20% increase in boardings by revenue hour. I good tend. Operating costs for the service have dropped but are still slightly higher than the target. The on-time performance far exceeding its target ensuring reliability as the new service gets established locally. The Town is tracking toward meeting set performance goals in most areas but is watchful of the cost goal as inflation continues to impact transit budgets.

Katie acknowledged that the door-to-door service has been slow to get off the ground, efforts have been made to educate the community to generate ridership of eligible residents. It has more recently seen a steady stream of new applicants.

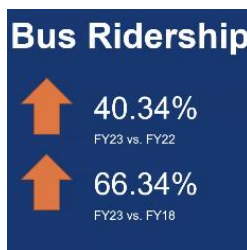
The FY21 Work Plan capital project was to install 38 new bus stops and improve several existing stops with upgraded amenities. This was a joint LAPP and WT/CFAP funded project that has been completed.

In FY24 3 additional projects were included in the Work Plan. 1. Improve and maintain the new bus stops and install additional improvements at the busiest locations in accordance with the Bus Stop Improvement Policy developed and approved. 2. Sidewalk and crosswalk improvements connecting historic community to the transit service. This project is also receiving both LAPP and WT/CFAP funding. It is currently going through the NCDOT approval process. 3. The 3rd project is a planning effort to develop a near-term, prioritized project investment plan. The cost is kept low because Town staff will be conducting the study in house with engagement anticipated to begin in Spring 2024.

c. Cary Project Progress Updates

(Information Item: Kelly Blazey, Cary, 10 minutes)

Kelly provided a brief operations update, noting that the GoCary system is continuing to see rapid growth and is one of only a few systems in the state to be recording pre-COVID numbers at this time.



She shared with the TPAC that the Town is exploring a variety of options to expand its transit network to serve more people and places. One upcoming study, being funded by the Town, will evaluate microtransit opportunities to fill large gaps within the municipal boundaries. The two main areas of focus are shown in the orange shaded areas on the map below. She explained that the map shows GoCary’s current routes and planned expansion routes, the GoApex route they operate, and the node-based on demand service they operate in Morrisville.

Although this study is not funded by Wake Transit, it is aligned with the overarching system-wide goals of the Wake Transit Plan so Kelly made the TPAC aware of the additional effort being conducted. Additional results of the study are expected to provide guidance on where demand might be centered as growth continues and new transit needs arise.

There bus stop improvement program has been focused on bring existing route into ADA

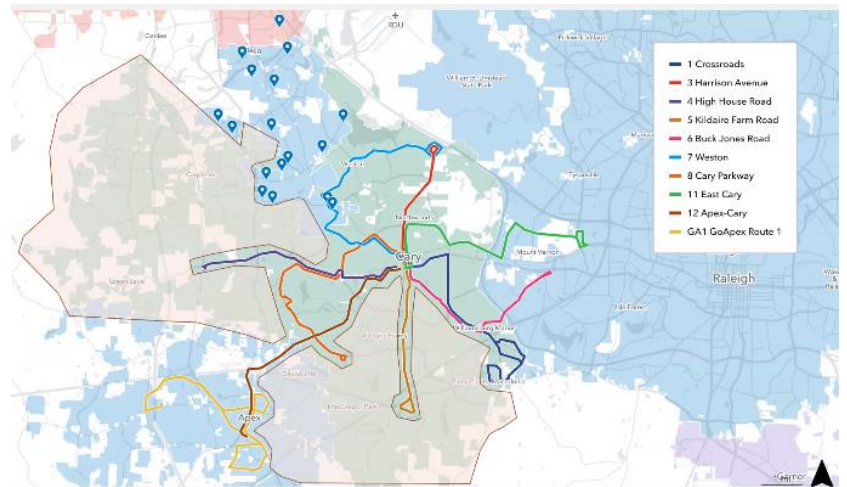
compliance. To date, 78% are updated, 100% of new stops are compliant and they have worked to connect 95% of their stops to sidewalks. This far exceeds the stat average of 36% compliance within a system. The Town will continue its efforts with the goal of being 100% compliant at all existing stops by the end of 2024 and will also continue to add additional amenities to stops in accordance with the improvement plan.

Coming in FY25 are two new routes. Route 11 will connect downtown Cary with NCSU and the fair grounds while Route 12 will better connect downtown Apex to downtown Cary. It currently is an express route with limited hours of service and stops, so this route will be expanded to meet community needs.

Cary staff continue to work with partners on the development of the Wake BRT: Western Corridor which is currently at about 25% design with completion scheduled for FY2026. The hope is for the service to be operational by 2030, but many factors, including the availability of federal funds, will determine the actual timeline toward project completion. In preparation for the BRT service, Cary and Raleigh staff are evaluating 1st/last miles connectivity needs. Cary anticipates launching public engagement about the Cary stop locations and improvement needs in Spring 2024.

One of the facility projects that Cary of implementing is the construction of a new bus operations and maintenance facility that meets current ADA, safety, and appropriately sized facility for the fleet. The facility will support alternative fuel systems for the buses and has received federal funding support.

The final capital project underway is the development of a new downtown multimodal center. Kelly reminded the TPAC of the many reasons the current facility and location are inadequate to meet current and future transportation needs of the Town and regional transportation partners. On the map below, the small triangle outline in red is the current Cary Depot location and the selected new location is just to the West. The new site involves acquisition of 21 parcels, they've closed on 10 properties and that process continues.



The area surrounding the new Center are being evaluated for Transit Oriented Development opportunities. A master planning effort is planned to begin in early 2024. The result of the study will provide clarity on what transit supportive design and development options would best serve the community. Those findings would then inform the design process of the facility which is planned to begin this time next year.

d. GoTriangle Bus Stop Improvement Program Update

(Information Item: Paul Black, GoTriangle 10 minutes)

Paul Black noted that GoTriangle currently has 72 stops, all but one are LAPP funded with a Wake Transit match. Some of the funding was awarded to GoTriangle back in FY2016, 2018 etc. People have asked, 'why is it taking so long'. He noted that property acquisition is a main factor.

Budgeting for stop improvement is divided between New stop and improvements to existing stops, a separate project ID is used for park and ride lot improvements.

Current issues, projects funded years ago are now underfunded with current project costs, so more match money will be needed to complete the projects.

Budget balances to date: \$2.4million held for new stops, and \$988K for existing stops. Paul noted they will likely be requesting to shift funds between those accounts to provide a greater buffer in the existing category. GoTriangle is also looking to close out the park and ride project, returning some funds to fund balance, since they have completed those updates.

GoTriangle is also wanting to add 7 Apex stops to their slate of projects. They are seeking LAPP funding but if denied, Paul stated they would want to ask for Wake Transit to fund the improvements.

They are also wanting to add stops to Wendell and Zebulon and along Route 311. These too are anticipated to need some level of Wake Transit funding support.

Paul provided an overview of the differences between federally funded and Wake transit funded project progress. He highlighted the time difference of a year+ at kick off and then the NEPA process midway through design which extends the project horizon and staff costs. He suggested we look at what stops would be appropriate for each funding source. He closed with four takeaways from this progress update process.

Takeaways

- Federal Funding may not be worth the delays-costs grow during wait
- We have carry over to fund improvements even with inflation
- Reinterpretation of New vs Existing = need to move \$ from M to Y?
- May seek 100% Wake Transit for ZWX and 311 stops



Received as information.

10. Subcommittee Update

Subcommittee meeting agendas and materials are posted online at least 3 days before each meeting at <https://www.campo-nc.us/about-us/committees/wake-county-transit-planning-advisory-committee-tpac/subcommittee>.

| Subcommittee | Program Development | Community Engagement |
|--------------|--------------------------------|----------------------------|
| Chair | Kevin Wyrauch, Town of Cary | R Curtis Hayes, GoTriangle |
| Vice Chair | Shavon Tucker, City of Raleigh | Bonnie Parker, CAMPO |
| Next Meeting | 12/19, 1:30-3:30pm | 1/11, 1:30-3:00pm |

11. Workgroup and Study Updates (Michelle Peele)

- Fare Workgroup
- Technology Workgroup

12. Other Business

- The FY2024-Q1 Wake Transit Quarterly Progress Technical Report is complete and posted to the Wake Transit SharePoint site.

13. Adjourn

The next TPAC meeting will be virtual on January 17, 2024 (3rd Week)

| 12/13/23 TPAC Voting Record | | Action 1 |
|-----------------------------|------------------------|--|
| Agency/Org | Action Item | Recommend adoption of the Wake Bus Plan: Service Standards and Performance Guidelines & ADA Funding Policy Updates |
| - | Motion -> Second -> | Jennifer Hayden David Walker |
| Apex | Katie Schwing | Y |
| CAMPO | Shelby Powell | Y |
| CAMPO | Ben Howell | Y |
| Cary | Kelly Blazey | Y |
| Cary | Christine Sondej | Y |
| Fuquay-Varina | Allison Wylie | Y |
| Garner | NO ATTENDANCE | |
| GoTriangle | Michelle Peele | Y |
| GoTriangle | Jennifer Hayden | Y |
| Holly Springs | Chris Garcia | Y |
| Knightdale | Andrew Spiliotis | Y |
| Morrisville | Caleb Allred | Y |
| NC State University | Andrea Neri | Y |

| | | |
|-----------------------|----------------|----------|
| Raleigh | David Eatman | Y |
| Raleigh | David Walker | Y |
| Rolesville | NO ATTENDANCE | |
| RTP Foundation | Travis Crayton | Y |
| Wake County | Tim Gardiner | Y |
| Wake County | Akul Nishawala | Y |
| Wake Forest | Emma Linn | Y |
| Wendell | NO ATTENDANCE | |
| Zebulon | NO ATTENDANCE | |