



Regular Meeting of Wake County Transit Planning Advisory Committee (TPAC)

April 30, 2026 • 9:30am

The livestream will begin once the TPAC Chair has brought the meeting to order.

1. Welcome and Introductions

Kelly Blazey, TPAC Chair

Katie Schwing, Vice Chair

TPAC Voting Members:

Apex

CAMPO(2)

Cary (2)

Fuquay-Varina

Garner

GoTriangle (2)

Holly Springs

Knightdale

Morrisville

Raleigh

Rolesville

Wake County (2)

Wake Forest

Wendell

Zebulon

NC State University

Research Triangle Foundation

2. Adjustments to the Agenda

Kelly Blazey, TPAC Chair

- 1. CAMPO requests to postpone Workgroup Operating Guidelines presentation to June but has provided the item summary sheet and Draft Guidelines for TPAC review in May.*
- 2. Bonnie Parker, CAMPO Engagement and Communications Planner, will present the ADA Compliance item #9.*

3. Public or Agency Comment

Kelly Blazey, TPAC Chair

Commenters are allotted three (3) minutes. Comments sent in via email in advance of the meeting, prior to 9:00am, will be summarized by staff and attached to the final meeting minutes.

4. Consent Agenda

Kelly Blazey, TPAC Chair

4a. Adoption of March 2026 TPAC Meeting Minutes

4b. Recommend FY27 Agreement Groupings and Reporting Deliverables

4c. Create the Scope and Deliverables Workgroup

Requested Action:

Vote to approve the consent agenda.

5. FY 2027 Wake Transit Work Plan

Steven Mott, CAMPO and Steve Schlossberg, TDA

Attachments: Updated FY 2027 Wake Transit Work Plan, Revised Funding Requests, Engagement Summary Report for Draft Work Plan, Workgroup Memo

Work Plan Presentation Overview

1

Recommended Work Plan Overview

Budget amounts, investments, and funding summary

2

Tax District: Revenues & Expenditures Update

GoTriangle Tax District Administration, Steve Schlossberg

3

Updates from the Draft Work Plan

Approved project and scope modifications

4

Draft Work Plan Engagement Summary

Strategy, methods, materials, and public comment themes

5

Engagement Strategy for 14-Day Public Comment Period

Outreach strategy for the Recommended Work Plan

6

Next Steps & Adoption Schedule

Key dates and governing board actions



Recommended Work Plan Overview

Work Plan Adoption Schedule



Following today's TPAC action, the Recommended Work Plan will be released for a 14-day public comment period (May 6 – 20, 2026). Governing boards will consider adoption in June 2026.

FY 2027 Work Plan: Financial Snapshot

\$170.7M

Total FY 2027 Investment

\$78.5M

Operating

\$92.2M

Capital

Operating Investments: \$78.5 Million

Total Bus Operations

\$70.3M

Transit Plan Administration

\$7.5M

Tax District Administration

\$0.68M

Capital Investments: \$92.2 Million

Bus Infrastructure: \$36.4M

Transit centers, park-and-ride, bus stops, & O&M facilities

Regional Rail: \$23.8M

\$1.4M NCDOT Raleigh-Richmond Rail Grant match + \$22.4M Rail Ready Reserve

Vehicle Acquisition: \$15.0M

Buses, support vehicles & paratransit vehicles

BRT Reserve: \$14.2M

Future BRT corridor development & implementation

Capital Planning: \$1.3M

BRT Major Investment Study + Wake Bus Plan update

CFA Program: \$1.5M

Capital infrastructure in participating municipalities

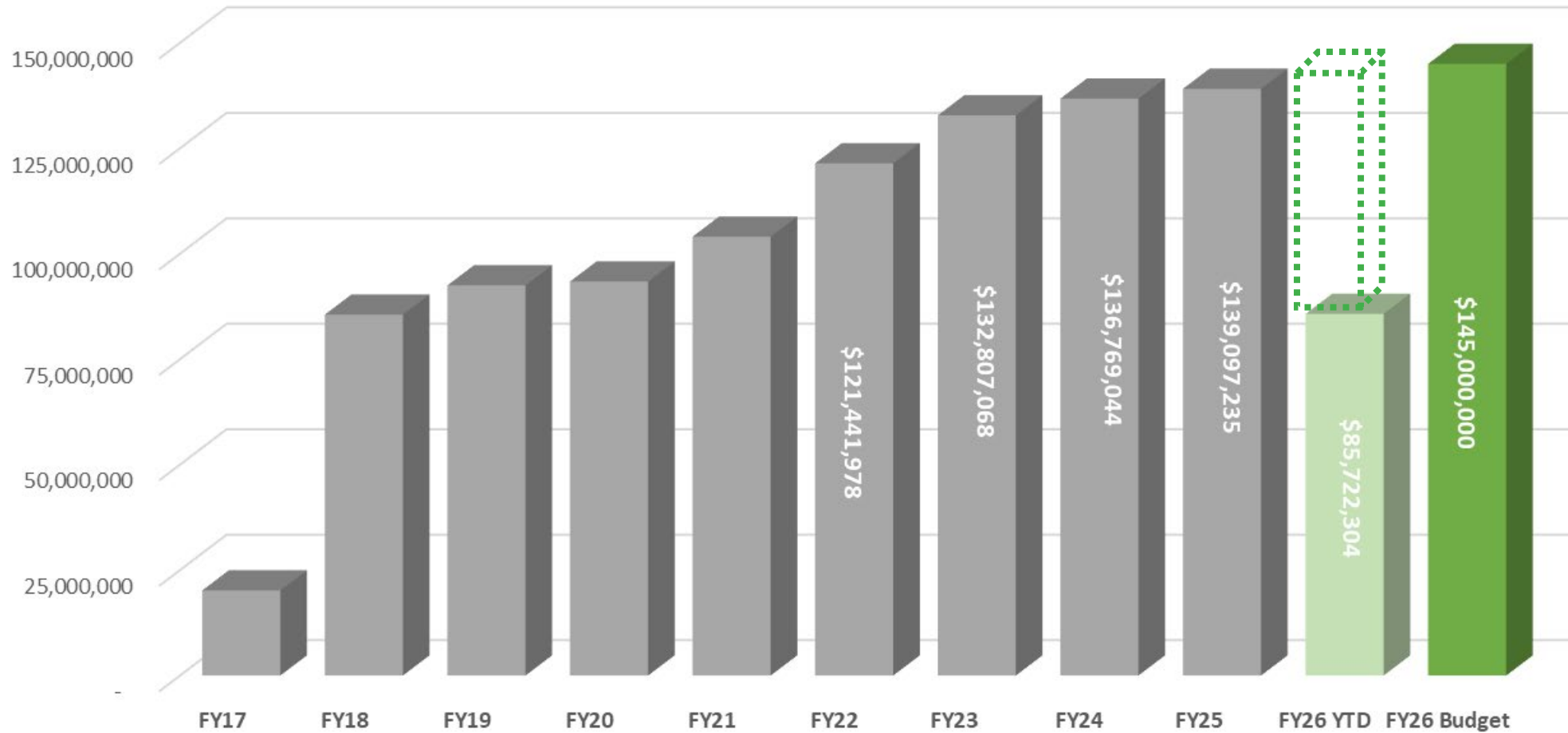


Expenditures & Revenues

Steve Schlossberg, GoTriangle TDA

FY27 Revenue Update

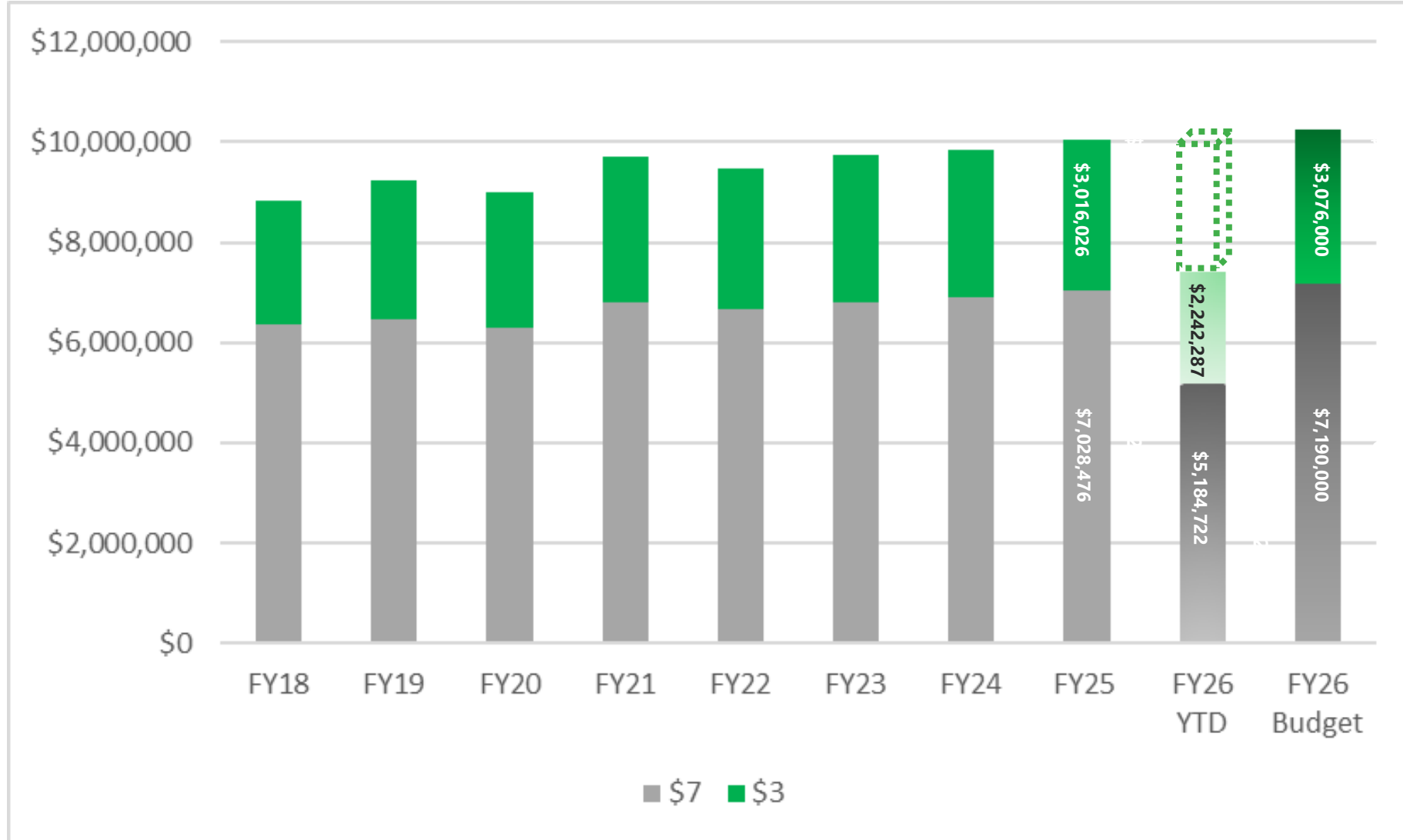
Article 43-Transit-Dedicated Sales Tax Revenue



Jul-Feb

FY27 Revenue Update

Registration Fee Revenue



FY27 Modeled Revenues

(in Thousands)

FY27 Recommended Work Plan Budget Assumptions

	FY25 Final Actuals	FY26 Adopted Work Plan	FY27 Draft Work Plan	FY27 Recommended Work Plan
Local				
½ Cent Local Option Sales Tax	\$139,097	\$145,000	\$147,500	\$147,500
Vehicle Rental Tax	2,528	2,528	TBD	-
\$7.00 Vehicle Registration Tax	7,028	7,190	7,300	7,300
\$3.00 Vehicle Registration Tax	3,016	3,076	3,076	3,130
Subtotal Local:	\$151,669	\$157,794	\$157,876	\$157,930
Federal	1,064	-	1,085	-
Farebox	-	-	-	-
Prior-Year Funds (Capital Liquidity)	-	35,095	6,144	12,753
Total Modeled Revenue Source	\$152,733	\$192,889	\$165,105	\$170,683

- Excludes Federal BRT Share / Reimbursements from partners / Investment income

FY26 Work Plan includes Q2&Q3 Amendments

FY27 Modeled Expenditures - Operating

(in Thousands)

	New Operating	Continued Operating	Total Operating
Bus Operations	\$5,898	\$51,924	\$57,822
Community Funding Area	588	4,673	5,261
Other Bus Operations	-	7,253	7,253
Transit Plan/Tax District Administration	597	7,534	8,131
Total FY 2027 Modeled Operating	\$7,083	\$71,384	\$78,467

\$2.0M Operating Expense *Decrease* compared to the Draft

FY27 Modeled Expenditures - Capital

(in Thousands)

Capital Projects

Transit Center/Transfer Point Improvements	\$	14,403
Maintenance Facility		15,985
Park-and-Ride Improvements		3,245
Bus Stop Improvements		2,742
Community Funding Area**		1,497
Total Bus Infrastructure	\$	37,872
Bus Rapid Transit	\$	14,243
Vehicle Acquisition*		15,026
Regional Rail		23,795
Capital Planning		1,280
Total Projects Modeled (excl. Bus Infrastructure)	\$	54,344
Total Capital	\$	92,216

* - Includes ADA and Support Vehicles

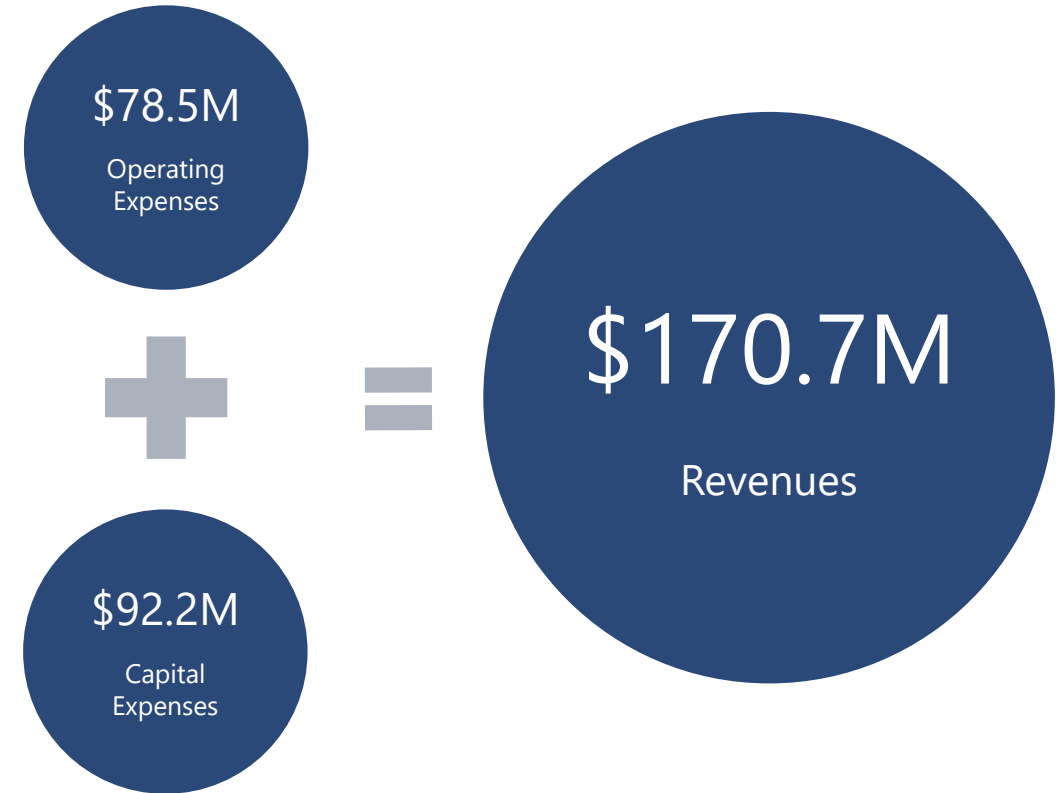
** - Includes \$65K CFA Capital Planning

\$7.5M Capital Expense Increase compared to the Draft

FY27 Total Work Plan

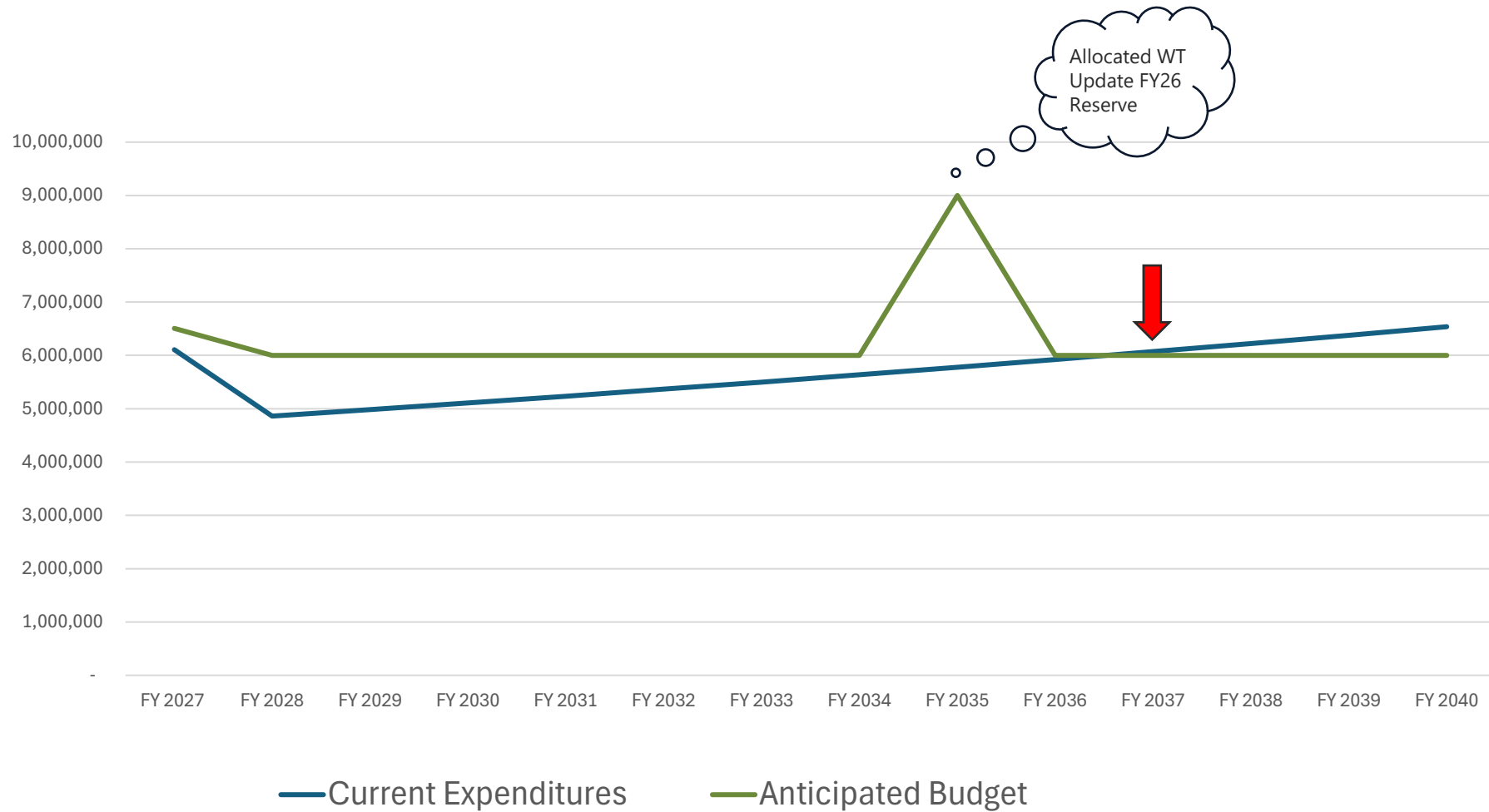
FY27 Triangle Transit Tax District: Wake Transit Plan

<u>Recommended Plan</u>	<u>Triangle Tax District:</u>
Revenues	
Tax District Revenues	
Article 43 Half Cent Sales and Use Tax	\$ 147,500,000
Article 51 Three-Dollar Regional Vehicle Registration Tax	\$ 3,130,000
Article 52 Seven-Dollar County Vehicle Registration Tax	\$ 7,300,000
Allocation From Fund Balance	\$ 12,753,190
Total Revenues	\$ 170,683,190
Expenditures	
Tax District Administration	\$ 679,167
Transit Plan Administration	\$ 7,451,671
Transit Operations	\$ 65,074,631
Community Funding Area Program	\$ 5,261,497
Total Operating Allocation	\$ 78,466,965
Capital Planning	\$ 1,280,400
Community Funding Area Program	\$ 1,497,298
Bus Rapid Transit (BRT)	\$ 14,242,977
Regional Rail	\$ 23,795,200
Transit Infrastructure	\$ 36,374,775
Vehicle Acquisition	\$ 15,025,574
Total Capital Allocation	\$ 92,216,224
Total Workplan Programmed Expenditure*	\$ 170,683,190
Total Programmed Expenditures*	\$ 170,683,190
Revenues over Expenditures	\$ -



* NOTE: Prior Year carryover to be calculated in May 2026

Community Funding Area





Work Plan Updates

Draft Work Plan Updates

19 funding requests received from 6 project sponsors, resulting in the following changes to the draft plan:

Operating

+\$895K*

Capital

+\$6.01M

**NCDOT Rail Grant local match
from Rail-Ready Reserve**

\$1.386M

**Approximate sum in additional project funding. The total operating budget is ~\$2M less due to modifications in accounting for the CFA Fund Balance.*

Key Updates:

- Universal MCE Scope: CE Subcommittee approved a universal scope for Marketing, Communications & Engagement projects at their February meeting, replacing individual scopes for relevant projects sponsored by GoRaleigh, GoCary, and GoTriangle.
- Route 311: Updated to extend service to Holly Springs, connecting with the Holly Springs Hopper microtransit and North Main Athletic Complex Park-and-Ride.
- DRX Improvements: GoTriangle is pursuing DRX improvements as a budget priority pending Durham County Commission and GoTriangle Board consideration.

Operating Budget Updates

Apex

GoApex Route 1 (TO005-BF): \$1,073,254 (-\$97,172 from draft)

GoTriangle

Route 311 Reinstatement (TO005-BQ): Extended to Holly Springs + Park-and-Ride connection (Cost neutral from draft Work Plan)

Raleigh

- SE Raleigh Route Package (TO005-I): Split into 4 individual route projects, budget neutral
- NW Raleigh Route Package (TO005-J): Split into 3 individual route projects, budget neutral

Cary

- 3 staffing projects: salary adjustments (TO002-AC, AE, N) totaling +\$42,348
- GoCary Security (TO005-CK): \$157,972 to align with Operations Security Funding Policy

Town of Morrisville

Smart Shuttle (TO005-BG): \$830,051 (+\$162,415 for Phase I capacity expansion: 2nd vehicle, Nov. 2026)

Wake Forest

Go Wake Forest Microtransit (TO005-CP): +\$396,698 for additional fleet

Capital Budget Updates

Raleigh: GoRaleigh/GoWake Access Paratransit O&M Facility (TC002-V)

+\$6,000,000

Project reached 30% design and the current cost estimate exceeds current budget by \$6M. City of Raleigh is contributing an additional \$920,000 in local and federal Section 5339 funding. New Wake Transit project total: \$67,320,000.

Reserve: NCDOT Raleigh-Richmond Rail Grant Local Match

\$1,386,000

New project funding design for NCDOT Rail Division's grant application to the National Railroad Partnership Program for the S-Line extension (Wake Forest to Franklinton). Funded from Rail-Ready Investment Reserve. Approved by Wake Transit Governing Boards in January 2026. Total Wake Transit contribution ~\$125M through FY33.

CAMPO: Wake Bus Plan Update (TC003-K)

+\$10,000

Additional direct expenses for public engagement, printed outreach materials, and targeted digital communications for Bus Plan engagement activities.



Draft Engagement Summary

Engagement for Draft FY27 Work Plan

Comment Period: February 26 - March 27

Beginning with FY27, CAMPO assumed lead agency responsibility for Work Plan engagement from GoTriangle. The strategy was adapted for a transitional period without dedicated engagement staff, emphasizing digital and partner-supported channels.

Digital-First Outreach

- Social media graphics in English & Spanish
- Digital screen/display graphics
- WakeTransit.org project page

Partner & Stakeholder Reach

- Stakeholder email to elected officials, agency staff & transit partners
- Partner newsletter distribution network
- Summary flyer for digital/print partner distribution
- PublicInput online feedback platform

Multilingual & Accessible

- Bilingual social media (English/Spanish)
- Bilingual 'Last Chance' deadline reminder post
- Material designed for digital and print distribution

Engagement Results

1,248

Page Views

50

Participants

93

Survey Responses

112

Written Comments

Ridership Frequency (47 respondents)

Often: 57%

Sometimes: 21%

Rarely / Never: 21%

Wake Transit Familiarity (46 respondents)

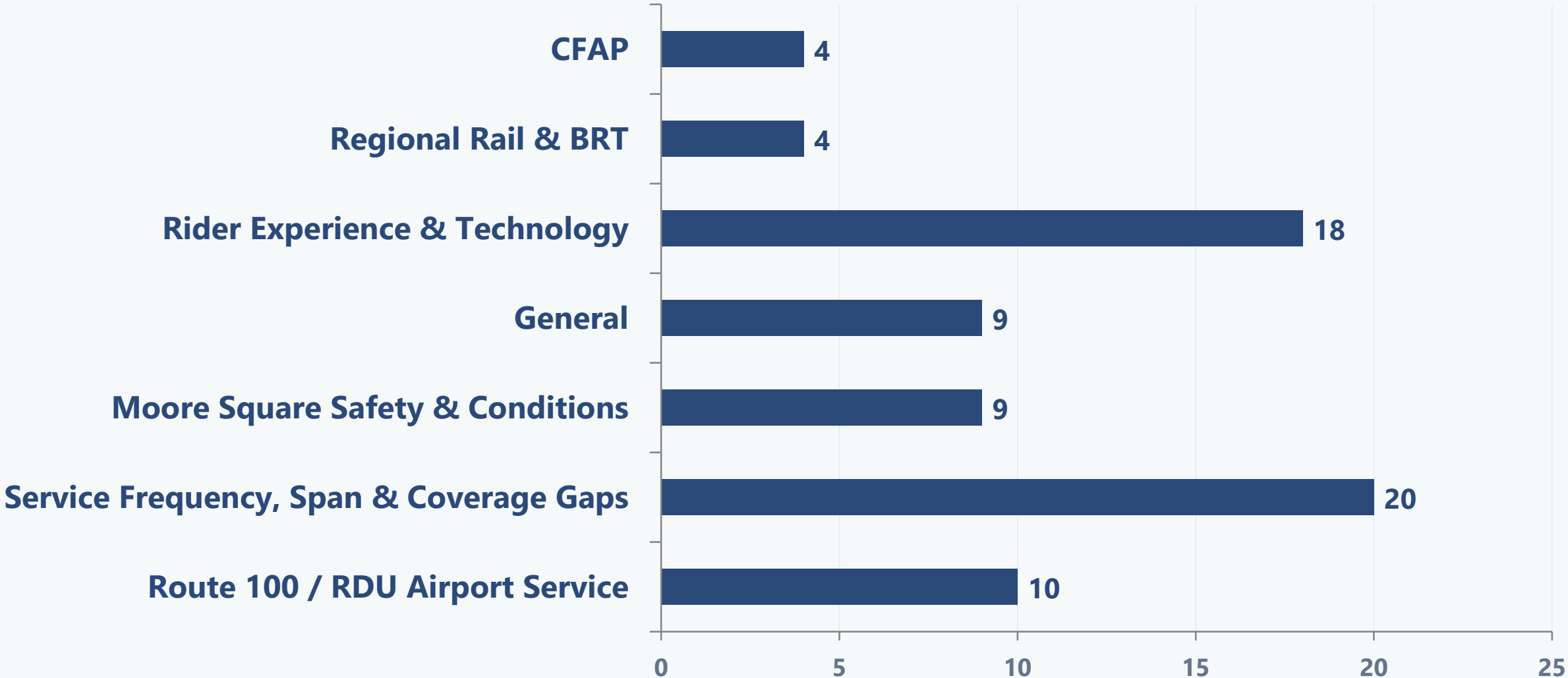
Heard of it, can name a project: 41%

Heard of it, not sure what it does: 28%

Very Familiar: 26%

Never heard of it: 4%

Public Comment Themes



Key Comment Highlights

Route 100 & RDU Airport Service

Most commented-on project with 10 responses. Mixed sentiment with 3 supportive of direct airport connection, 4 opposed citing travel time impacts, and 3 seeking clarification. 3 commenters additionally praised the new 15-minute frequency.

Moore Square Safety

Multiple commenters highlighted GoRaleigh Station at Moore Square as a safety concern.

Regional Rail & BRT Investment

Mixed views on \$23.8M rail reserve. Some skeptical citing federal uncertainty; others strongly support BRT expansion. Clayton-Garner-Raleigh corridor mentioned by multiple commenters as a need.

Technology & Information Gaps

Calls for open/contactless payments, updated signage, real-time GTFS data for detours, and better regional app integration (e.g., Google Maps not updated after service changes).



Recommended Engagement Strategy

Recommended Engagement Overview

- Recommended Work Plan comment period: May 6-20
- Graphics used during the draft Work Plan public comment period will be updated and distributed reflecting changes made for the TPAC-recommended Work Plan
- Planned social media posts: May 6 (launch) & May 18 (last chance! reminder)
- Support requested from TPAC partners:
 - Reshare *launch & last chance!* social media posts
 - Ensure planning staff and local officials are aware of the comment period

PERÍODO DE COMENTARIOS

WAKE TRANSIT PLAN

Su Voz Define el Futuro del Tránsito del Condado de Wake

Draft FY 2027 Wake Transit Work Plan

FEB 26 ▶ MAR 27

Revise el borrador del plan de tránsito por los \$165.1 millones en inversiones de tránsito propuestas para el Condado de Wake. Participe hoy.

COMMENT PERIOD CLOSING SOON

Last Chance!

Draft FY 2027 Wake Transit Work Plan

SHARE YOUR FEEDBACK TODAY

The public comment period for the draft plan closes soon. **Review the plan and share your feedback** on \$165.1 million in proposed transit investments across Wake County. Get involved at WakeTransit.org today.

COMMENTS DUE **March 27, 2026**

El período de comentarios públicos para el borrador del plan cierra pronto. **Revise el plan y comparta sus comentarios** sobre \$165.1 millones en inversiones de tránsito propuestas para el Condado de Wake. Visite WakeTransit.org para obtener más información.

WAKE TRANSIT PLAN



Next Steps

Work Plan Adoption Process



5. FY 2027 Wake Transit Work Plan

Requested Action:

Recommend governing board adoption of the FY 2027 Wake Transit Work Plan and release it for a 14-day public review and comment period.

6. FY 2026 4th Quarter Work Plan Amendment Requests

Suvir Venkatesh, CAMPO

Attachments: FY26/Q4 Amendment Request Packet and Engagement Summary Report

FY26/Q4 Wake Transit Work Plan Amendment Requests

Suvir Venkatesh, CAMPO



Amendment Requests

FY 2026, Quarter 4, Requested Wake Transit Work Plan Amendments

REQUESTED MAJOR/MINOR AMENDMENTS

Project ID #	Agency	Project Title	Original Funding Allocation	Requested Funding Allocation	Funding Impact	Reason for Major/Minor Amendment Status
Capital Budget Amendment Requests						
TO003-G	Town of Wendell	Contribution toward ZWX Park and Ride	\$ 4,992	\$ 4,992	\$ -	Minor Amendment: The Town of Wendell has requested a technical correction to remove the word "lease" from the project description of this project. The Town does not currently lease the property and uses these funds to cover the cost of upkeep for the shelter and grounds as well as litter removal. There is no financial impact associated with this request.
TC003-AF (New Project)	Capital Area MPO	Triangle Passenger Rail Initial Feasibility Study	\$ -	\$ 200,000	\$ 200,000	Major Amendment: The Capital Area MPO (CAMPO) is requested a full year of funding to partner with NCDOT Rail Division, utilizing on-call consultants through the Rail Division, to prepare an initial feasibility study on implementing the Strategic Regional Rail Infrastructure Investment Study by adding additional intercity passenger trains serving the Triangle on the S-Line and the NCRR (NC-Line). The study is expected to take 6 to 8 months to complete and will inform future Wake Transit investments in the regional rail system by identifying potential projects and order of magnitude cost estimates for those projects needed to potentially increase regional rail service in and through the Triangle.
Total Funding Impact					\$ 200,000	

Town of Wendell: T0003-G

- Minor Amendment: Technical correction to scope
- Amendment is to remove the word “lease” from project description
- The property is not leased by the town and project expenses go toward site upkeep and maintenance
- Scope change only, no financial impact

Capital Area MPO: New Project

- Major Amendment: Request is for funds to participate in Triangle Passenger Rail Feasibility Study
- CAMPO to partner with NCDOT utilizing on call consultant service
- Study will evaluate implementation of Strategic Rail Infrastructure Investment Study
- Will inform future Wake Transit investments in regional rail
 - Identify potential projects and order of magnitude cost estimates
- Request is for \$200,000

Discussion on CAMPO's Request

- At 3/31/2026 PD meeting
 - Concerns over expectations/precedent over Wake Transit funding future regional projects
 - Committee recommended documentation of full financial picture and project details
 - Committee members also expressed interest in getting more info on distribution of work to understand what will be done in Wake County vs Durham County
 - Motion: Move action on this item to 4/30/2026 TPAC meeting.
 - Draft scope of the study is included with attachment

Financial Disposition

FY26-Q4 Amendment Financial Impact

Operating Budget Amendment Requests

Ordinance Tag	Agency	Description	FY26 Wake Transit Adopted Funding	Wake Transit Proposed Amended Budget	Revised FY26 Wake Transit Plan Funding	Revised FY27-FY30 Adopted Wake Transit Plan Funding	Total FY26-FY30 Adopted Wake Transit Plan Funding
Bus Operations	Town of Wendell	Contribution toward ZWX Park and Ride	\$4,992	\$0	\$4,992	\$21,250	\$26,242
Wake Transit Operating Expenditures			\$4,992	\$0	\$4,992	\$21,250	\$26,242

Capital Budget Amendment Requests

Ordinance Tag	Agency	Description	Wake Transit Project Funding since Inception	Wake Transit Proposed Amended Budget	Revised Wake Transit Plan Funding	FY27-FY30 Adopted Wake Transit Plan Funding	Total Project Adopted Wake Transit Plan Funding
Capital Planning	CAMPO	Triangle Passenger Rail Initial Feasibility Study	\$0	\$200,000	\$200,000	\$0	\$200,000
Wake Transit Capital Expenditures			\$0	\$200,000	\$200,000	\$0	\$200,000
Total Financial Impact - FY26 Wake Transit Work Plan				\$200,000			

Contribution toward ZWX Park and Ride — scope change only

Financial Impact of Amendment Requests:

Net Impact to FY26 Wake Transit Plan = **(\$200,000)**

The FY26 Capital Area MPO Capital Planning Budget will *increase* by **\$200,000**

Community Engagement

Comment period from March 9, 2026 – April 10, 2026.

Engagement Summary

- Public Comment: March 9 – April 10, 2026
- 74 total views
- No comments were received

FY26 Work Plan Amendment Cycle			
All participants - Custom Date Range Filtered by Date			
Project Engagement			
VIEWS	PARTICIPANTS	RESPONSES	COMMENTS
74	0	0	0
All participants - Custom Date Range Filtered by Date			
How often do you ride public transit (the bus)?			
No data to display...			
All participants - Custom Date Range Filtered by Date			
How often do you ride public transit (the bus)?			
No data to display...			
All participants - Custom Date Range Filtered by Date			
Please select the FY26/Q4 amendment request(s) that you are commenting on from the list below			
No data to display...			
All participants - Custom Date Range Filtered by Date			
Do you have any other feedback on Wake Transit program activities that you would like to share?			



FY2026 Q4 Amendment Request Calendar

ACTION	DATE
Submission Deadline	February 20, 2026
Released for Public Comment	March 9, 2026
PD Subcommittee Review	March 31, 2026
Public Comment Period Ends	April 10, 2026
TPAC Considers Amendment Requests	April 30, 2026
TCC Considers Amendment Requests	May 14, 2026
CAMPO Board Considers Approval of Amendment Requests	May 18, 2026
GoTriangle Board Considers Approval of Amendment Requests	May 27, 2026

[Questions or Comments?](#)

6. FY 2026 4th Quarter Work Plan Amendment Requests

Requested Action:

***Vote to recommend governing board approval of requested
Wake Transit Work Plan amendment requests.***

7. Items Removed from Consent Agenda

Kelly Blazey, TPAC Chair

Requested Action:

Discuss and act on any items removed from the consent agenda.

8. Draft 2026 Workgroup Operating Guidelines Update

Stephanie Plancich, CAMPO

Attachments: Draft 2026 Workgroup Operating Guidelines

Presentation and request to adopt will occur at the June TPAC meeting. Summary sheet and draft Guidelines are attached for member review. Submit comments to stephanie.Plancich@campo-nc.us by Friday, May 15th.

9. Expanded ADA (Title II) WCAG Accessibility Requirements for TPAC

Bonnie Parker, CAMPO Engagement and Communications Planner

Attachments: Coats' Canons January 14, 2026 and April 20, 2026 Articles



WAKE
TRANSIT PLAN

Wake Transit and TPAC Web Accessibility

April 30, 2026

Websites, Online Content & Accessibility

Americans with Disabilities Act, Title II

- Standards, known as “Web Content Accessibility Guidelines (WCAG)” ensure **online/digital content** is accessible.
- To comply, federal, state, regional, local governments and others must meet **WCAG 2.1 Level AA**
 - U.S. Dept. of Justice enforces
- Deadline for CAMPO, and many government organizations*, to comply was April 24, 2026; DOJ recently extended to April 26, 2027



* Deadline is 2028 for smaller governments and special districts

**Deadlines to comply extended
by 1~year...for now**

Helpful Info:

Blog from UNC School of Government



The University of North Carolina at Chapel Hill

Accessi

Coates' Canons

NORTH CAROLINA LOCAL GOVERNMENT LAW BLOG

January 14, 2026

Understanding the New ADA Web Accessibility Requirements for State and Local Governments

Kristi Nickodem

the United States Department of Justice (DOJ) issued a **final rule** updating its regulations for Title II of the Disabilities Act (ADA). The Final Rule requires state and local government entities to make their services, programs, and activities provided through websites and mobile applications (“apps”) accessible to people with disabilities. The Final Rule takes effect on June 24, 2024, but compliance for some local governments in North Carolina is required starting as of **April 24,**

Purpose of the Final Rule on Web Accessibility

Title II of the ADA requires public entities not to discriminate against a qualified individual with a disability or to exclude such an individual from participation in or the benefits of the services, programs, or activities of the public entity based on the individual's disability. **42 U.S.C. 12132.** “Public entity” is defined as any state or local government, as well as to any department, agency, special purpose district, or other instrumentality of a state or local government. **28 CFR 35.104.** This requirement applies to all services, programs, and activities of state and local government entities, including government services provided via websites and mobile apps. 28 CFR 35.200.

Guidance still applies even if deadlines have shifted

What this means to Wake Transit and the TPAC

CAMPO continues its organization-wide efforts to meet WCAG 2.1 AA standards for all publicly posted materials and webpages.

- Staff are editing and updating Wake Transit webpages and digitally published documents to ensure compliance

Going forward, all materials submitted to CAMPO **that will be posted online** should meet the WCAG 2.1 AA standards.

- This includes Wake Transit-related documents, committee files, presentations, social content, etc.
- Plan Ahead: Meeting the standards takes time to get used to. You can do it!
 - Ensure consultants and other third-parties are aware of the requirements to build time into their scopes and schedules.
 - There are many tools that can help (Microsoft and Adobe have accessibility checkers; NCDIT and NCDOT Digital Accessibility websites, US DOJ, others).

9. Expanded ADA (Title II) WCAG Accessibility Requirements for TPAC

QUESTIONS or COMMENTS

10. Wake Bus Plan Engagement Plan

Steven Mott, CAMPO

Attachments: Wake Bus Plan Engagement Plan (BPEP)

Engagement Phases

Phase	Schedule	Key Questions	Target Audience
Phase 1: Project Identification	June - Early Sept 2026	<p>Part 1 Digital Launch (June): Launch project webpage (PublicInput) and introduce the Wake Bus Plan, project timeline, and Wake Transit planning products</p> <p>Part 2 In-person + Interactive (Late July - Early Sept.): Kickoff in July; in-person and virtual events on transit priorities, service needs, and draft concepts</p>	<ul style="list-style-type: none"> • Transit riders • Frontline staff • General Public
Phase 2: Draft Recommendations	Oct - Nov 2026	Are you comfortable with draft recommendations for the Bus Plan and Short Range Plans before finalized?	<ul style="list-style-type: none"> • Transit riders • Frontline staff • General Public
Phase 3: Compiled Document Review	Feb. 2027	Last chance to weigh in before adoption. Did we miss anything? TPAC recommendation and public hearing	<ul style="list-style-type: none"> • Transit riders • Local partners • General Public
Phase 4: Close Out	Spring 2027	Close the loop. Share the final ESR. Thank you for participating.	<ul style="list-style-type: none"> • General public • Local partners

Phase 1 Engagement Approach

Key Topics:

- **Where** – Understand how riders use transit today and identify where changes to routes, service frequency, or hours could improve access to key destinations
- **What** – understand which improvements riders value most, such as frequency, reliability, service hours, or better connections, and how they prioritize trade-offs between them
- **Access** – identify barriers to accessing transit and gather input on improvements to bus stops, transfer points, and community transportation hubs
- **Priorities** – understand which potential improvements should happen first to help refine and program projects in the draft plan

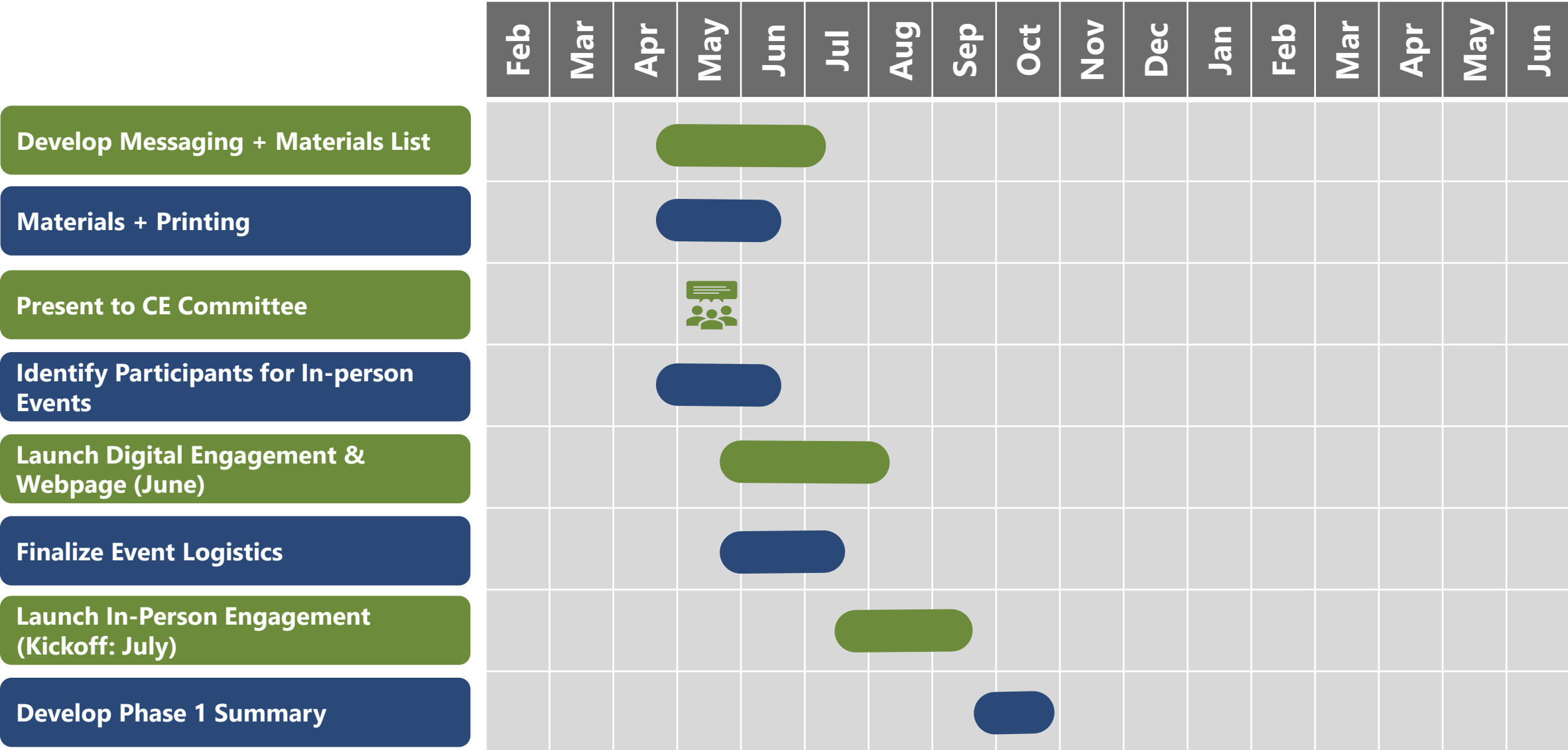
Will our questions change a route schedule, stop location, or service frequency?



Phase 1 Example Questions

Topic	Example Questions	How We'll Ask
Where	<ul style="list-style-type: none"> • <i>How often do you ride the bus? Which routes do you use the most?</i> • <i>Are there times of day when bus service does not work well for your trips?</i> • <i>Are there specific routes where buses do not come often enough?</i> • <i>What trips or destinations are hard to reach by bus today</i> 	<ul style="list-style-type: none"> • Bus chats and pop-ups • Online feedback form • In-person feedback sessions
What	<ul style="list-style-type: none"> • <i>Are there places you need to go that transit does not reach well</i> • <i>Are there places where transferring between buses makes your trip difficult?</i> • <i>Which of these would make the biggest difference for your trips? (more frequent service, longer hours, faster trips, better connections, etc.)</i> 	<ul style="list-style-type: none"> • Map-based activities • Virtual feedback sessions • Online feedback form
Access	<ul style="list-style-type: none"> • <i>What would make you more likely to ride the bus?</i> • <i>We are exploring several potential improvements to bus service. Which of these would make the biggest difference to you (sidewalks, crossings, lighting, shelters, etc.)?</i> • <i>Where should community transportation hubs go and what amenities are needed?</i> 	<ul style="list-style-type: none"> • In-person feedback sessions • Online feedback form
Priorities	<ul style="list-style-type: none"> • <i>Which types of improvements should be prioritized first?</i> • <i>If you could only make one improvement, what would you choose?</i> 	<ul style="list-style-type: none"> • Bus chats and pop-ups • In-person feedback sessions • Online feedback form

Phase 1 Schedule



Logo Options with Identified Project Color



1



2



3

Logo Options, White with Navy Background

1



2



3



Logo Options, White with Teal Background

1



2



3



Logo Options, Dark Neutral Background

1



2



3



Logo Options, Light Neutral Background

1



2



3



Logo Options

**Please share with transit engagement staff
& submit feedback on the Wake Bus Plan
engagement plan and logo options to
steven.mott@campo-nc.us by May 8th.**

Next Wake Bus Plan CTT

Wednesday, May 28, 2-4 PM

More Phase 1 details to be presented here



May
28

10. Wake Bus Plan Engagement Plan

QUESTIONS or COMMENTS

11. Microtransit Service Update: NE Wake SmartRide

Amber Scott and Natalie Wilson, Wake County

Attachments: *Item Summary Sheet*



GoWake SmartRide

@wakegov    

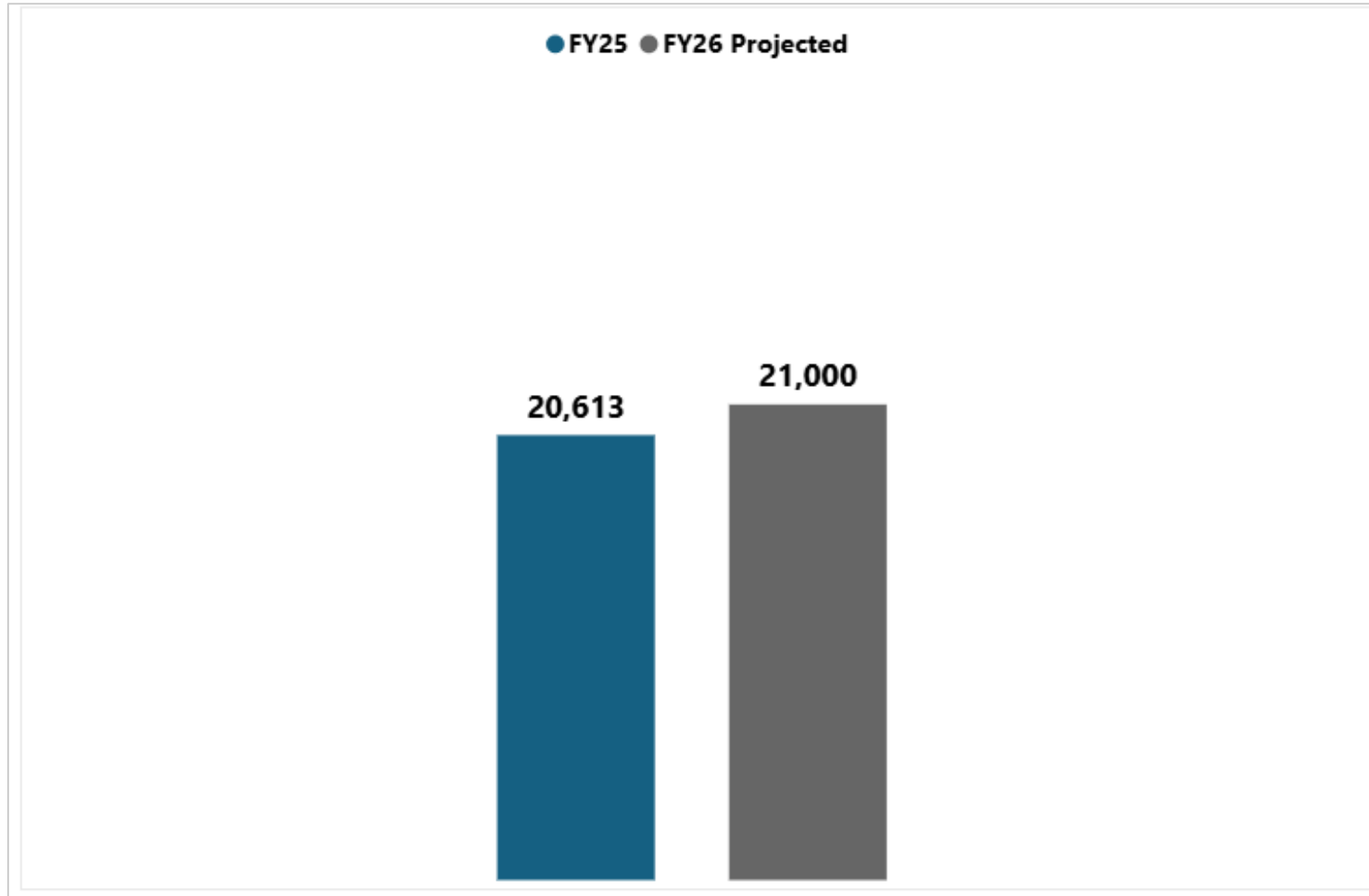
wake.gov

SmartRide Program Background

- Service Start Date: March 21, 2022
- Service Area: ~90 square miles in NE Wake, serving Knightdale, Wendell and Zebulon
- Service Hours: Mon – Fri: 6:00AM – 7:00 PM
- Fare: Free
- Service Type: On Demand & Curb to Curb, ADA Accessible

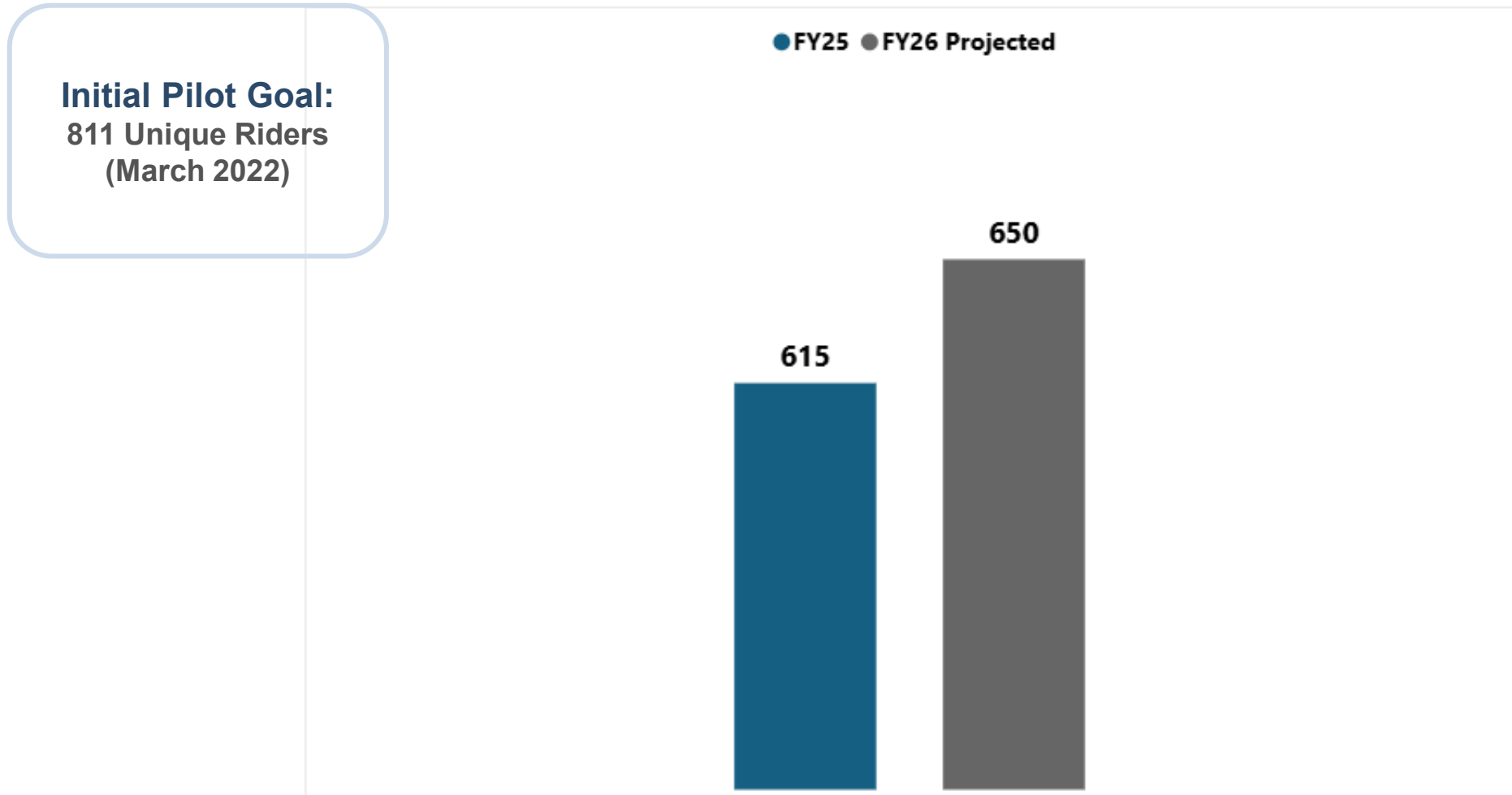


Completed Trips Overview



Overall trip ridership showed a 2% increase from FY25 to FY26 (projected), reflecting slight growth in ridership and demand.

Unique Rider Growth



Unique riders increased by approximately 6% from FY25 to FY26 (projected), indicating continued growth in program reach.

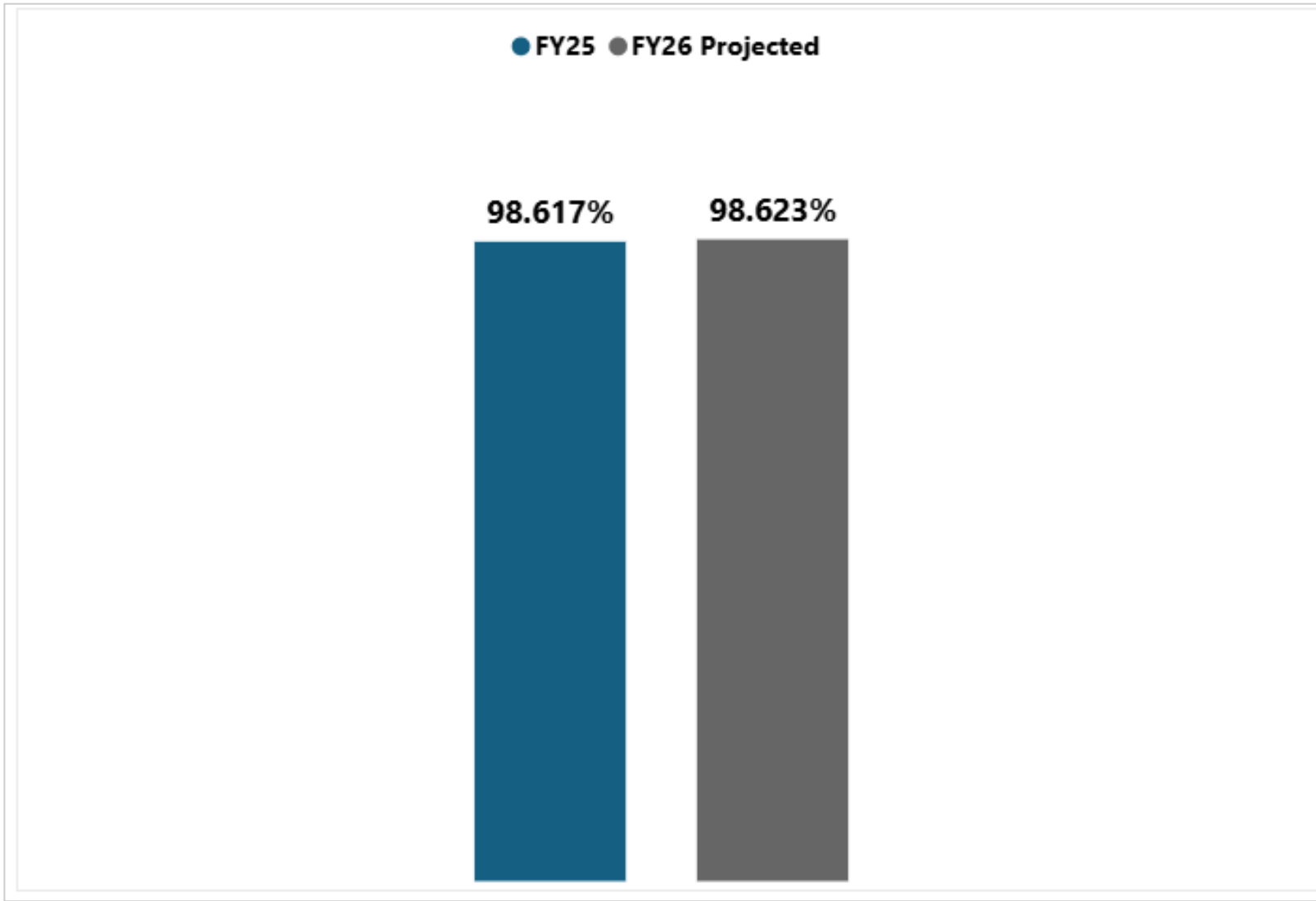
Rider Wait Time Performance

FY25: 5 min 16 sec
FY26: 5 min 30 sec



Average wait time slightly increased from FY25 to FY26 (+14 seconds), indicating consistent service performance despite slight increase in projected ridership.

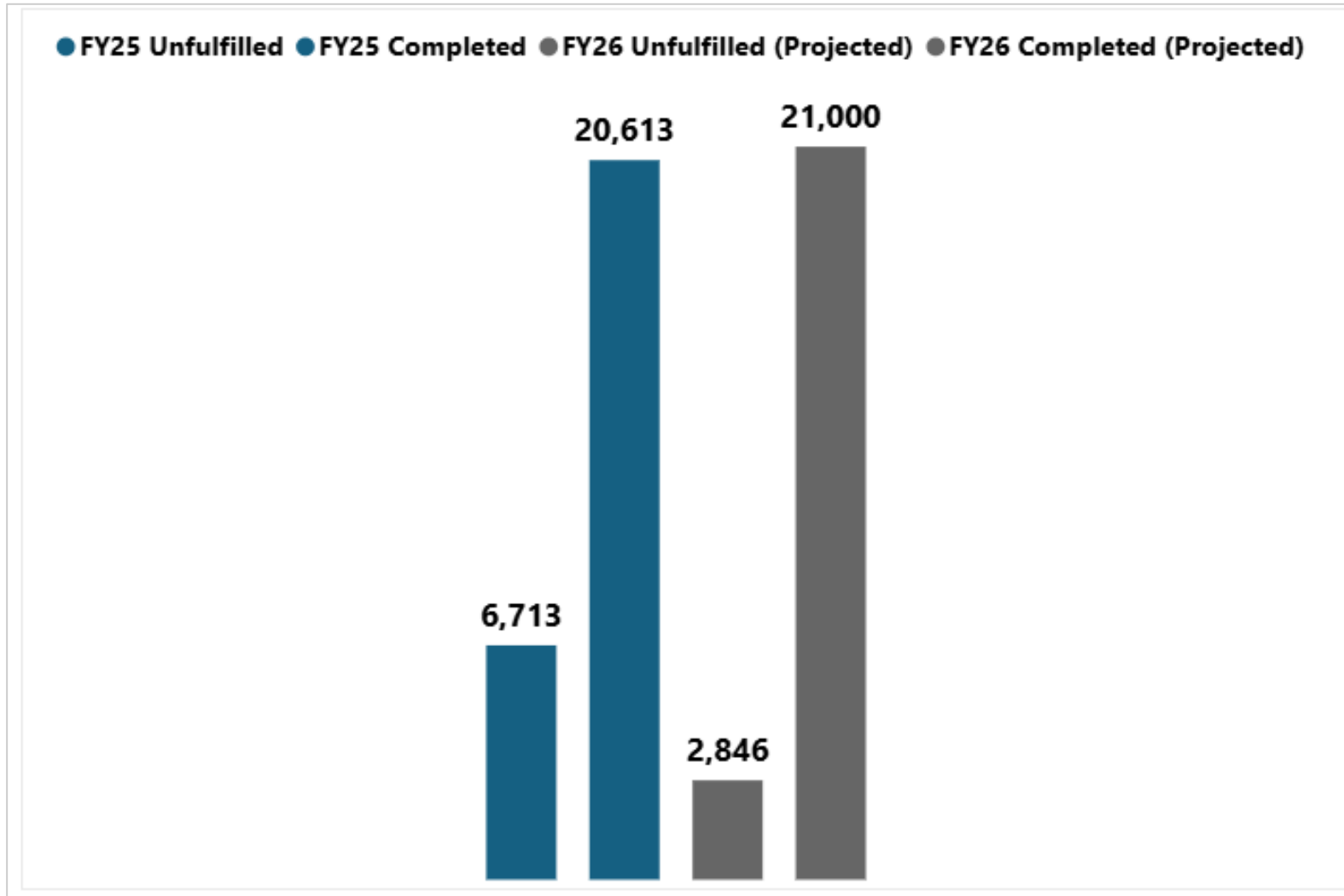
Pick-Up On-Time Performance Trend



98.62%
FY26 Projected PU On-Time
Performance

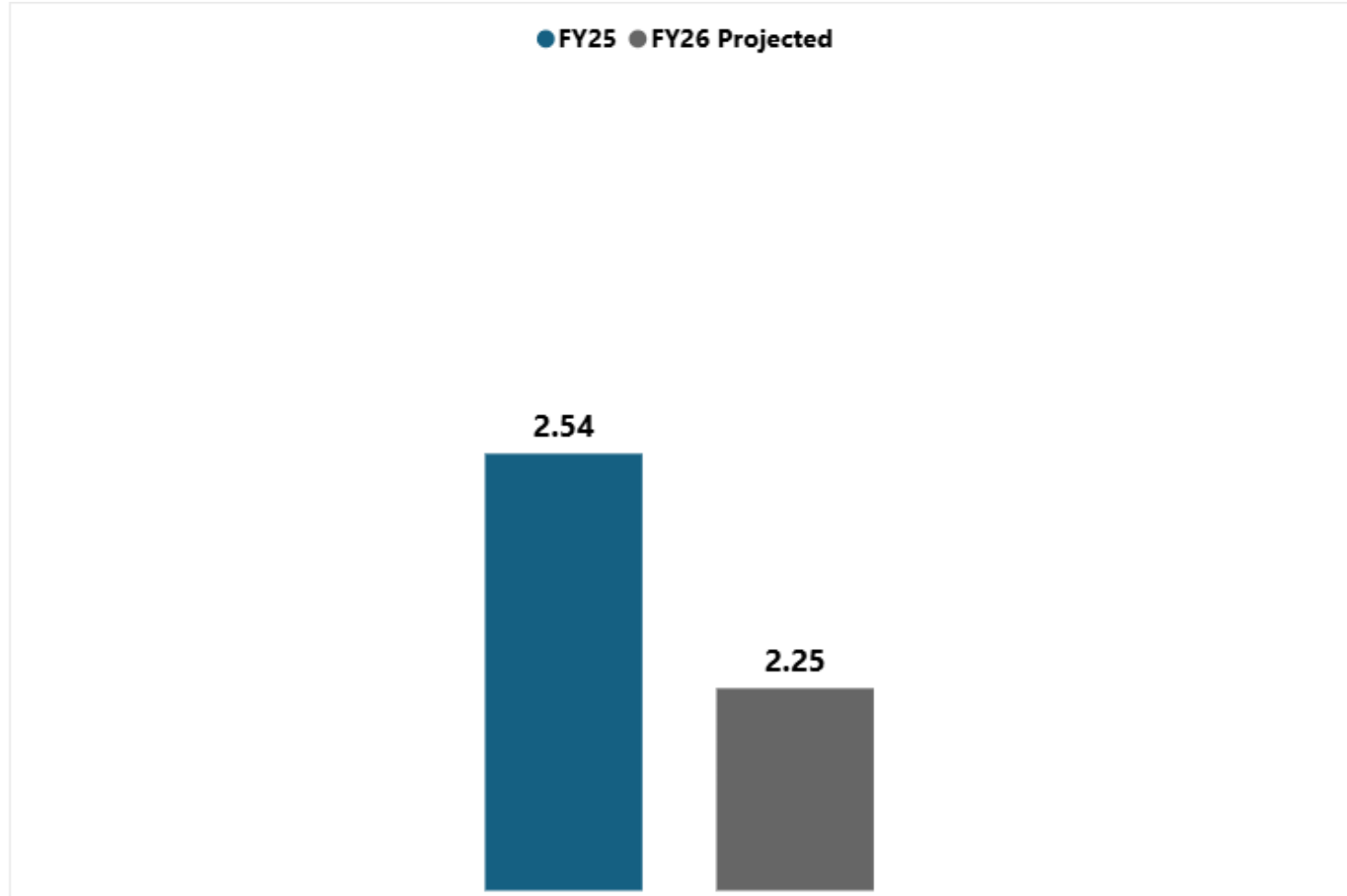
0.006% ↑
Increase in On-Time
Performance (FY25 → FY26)

Unfulfilled Trips Overview



Unserved trip percentage reduced **-58%** from FY25 to FY26 due to enhanced service capacity, fulfilling unmet demand.

Trips Per Revenue Hour



Trips per revenue hour decreased 11% from FY25 to FY26 (projected), reflecting operational trip caps due to funding constraints in Q1 and Q2.

Funding Overview FY25 vs. FY26

<u>Fiscal Year</u>	<u>Total Budget</u>
FY25	\$430,000
FY26	\$1,342,000

Although the FY25 budget was \$430,000, actual expenditures were \$632,000. FY26 included supplemental funding from Wake Transit and increased contract from Town of Wendell.

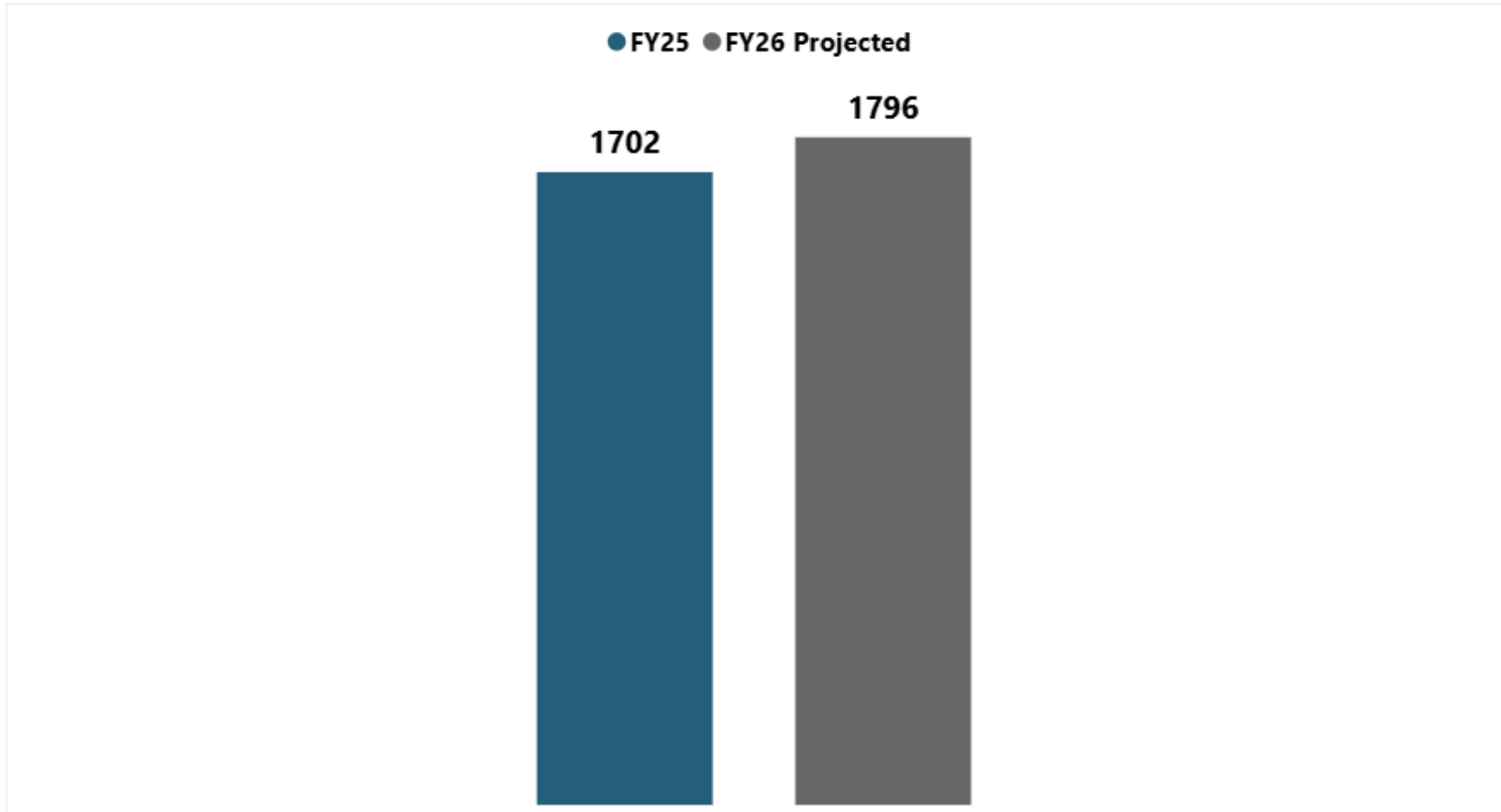
SmartRide Wake Transit Performance: (Q1–Q3)

<u>Wake Transit Performance: Q1-Q3</u>			
<u>Deliverables</u>	<u>FY25</u>	<u>FY26</u>	<u>YoY</u>
Revenue hours of service	5,730	6,359	+11%
Ridership	17,256	15,639	-9%
Passenger boarding's per revenue hour	3.02	2.48	-18%
Operating cost per passenger boarding	\$25.36	\$54.08	+113%
On-Time Performance	84.2%	88.1%	+5%

Service performance improved in FY26, with increases in on-time performance and revenue hours.

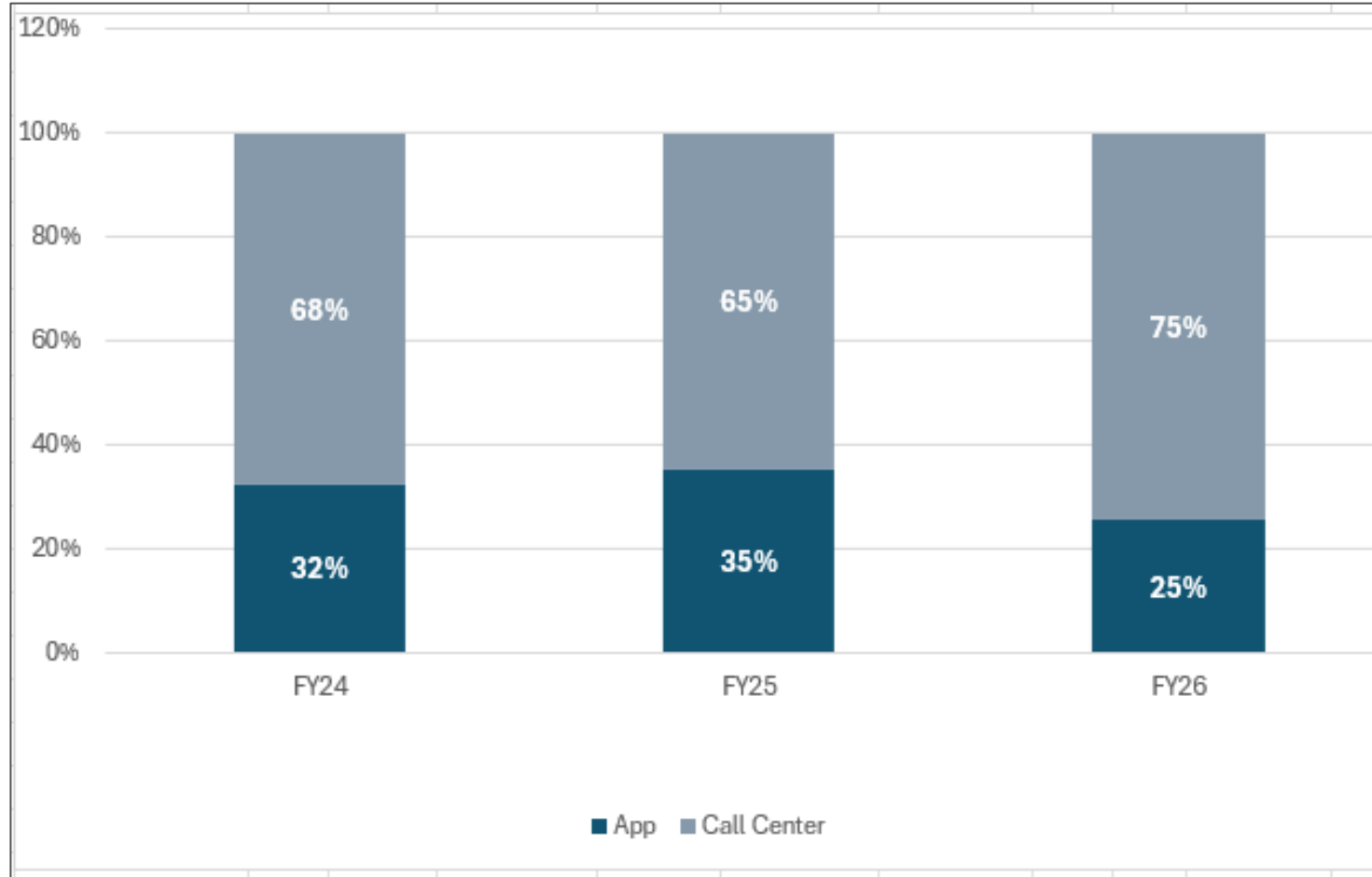
However, ridership declined in Q1 and Q2 due to operational trip caps, resulting in fewer trips per revenue hour. These limitations were driven by significant increase in operating cost.

Student Rider Completed Trips:



Student ridership showed a 6% increase from FY25 to FY26 (projected), reflecting slight growth in ridership and demand.

Booking Behavior Trend: FY24-FY26

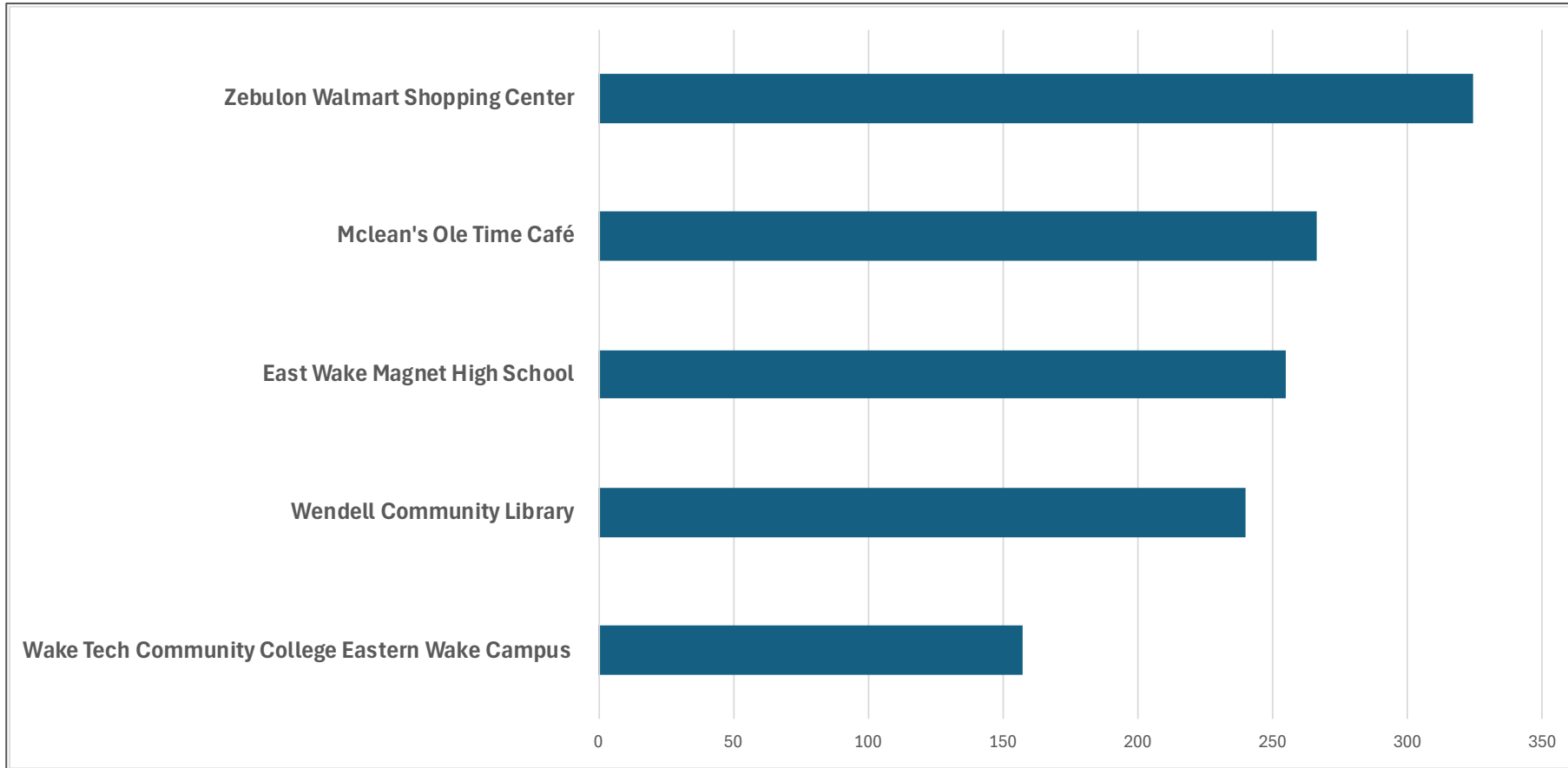


10.29% ↑
Call Center Share

21.87% ↓
App Adoption

While app adoption remains below our target, the trend indicates continued rider preference for live assistance.

SmartRide Key Community Destinations:



Rider demand for SmartRide is anchored around retail, education, and public service locations.

FY25 SmartRide Survey

Takeaways

- 33 responses, both physical surveys and online responses
- Overall Satisfaction
- Varied uses:
 - Medical
 - Employment
 - Retail
 - School
 - Regional Transportation Connections
- Varied frequency of use from every day to once a month

How would you rate the professionalism and overall quality of the drivers?



How satisfied are you with the pickup wait time for your rides?

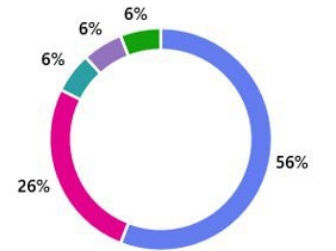


FY25 SmartRide Survey Takeaways, cont.

- Comments:
 - “Need weekend availability to assist in transportation needs as well.”
 - "If more funding comes to Smartride and Go Wake Access, Could you increase the number of buses & drivers on the road, expand service hours to like 11 pm, and reallow a week in advance trip booking."
- Complaints:
 - FY 26 #1 complaint = Ride availability

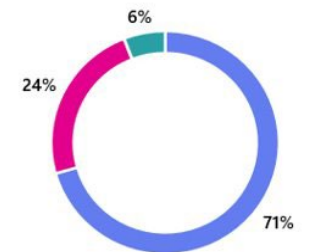
. How likely is it that you would recommend this service to a friend or colleague?

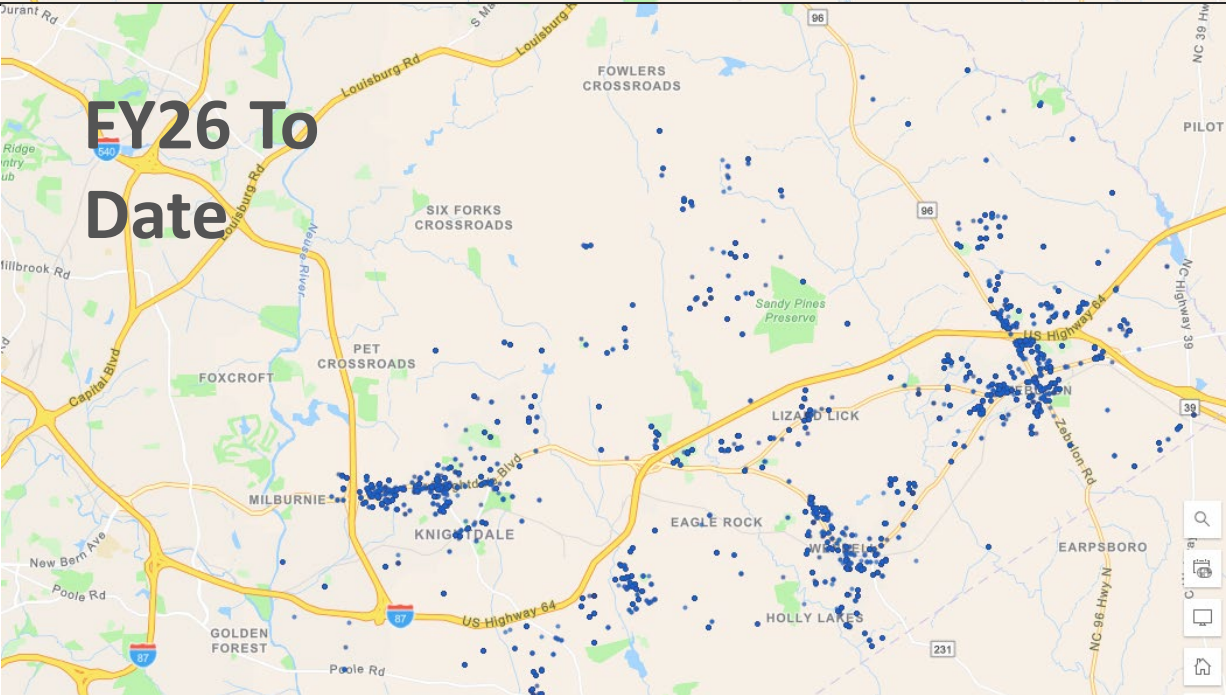
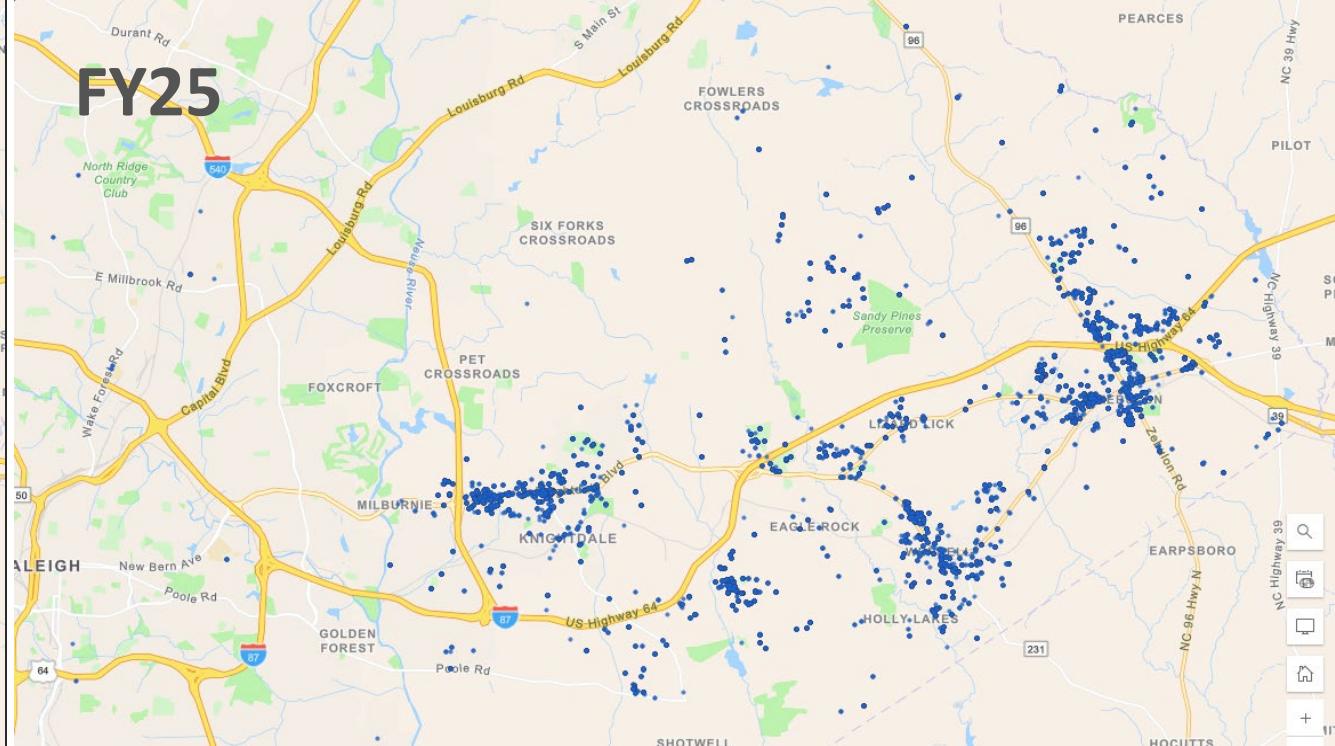
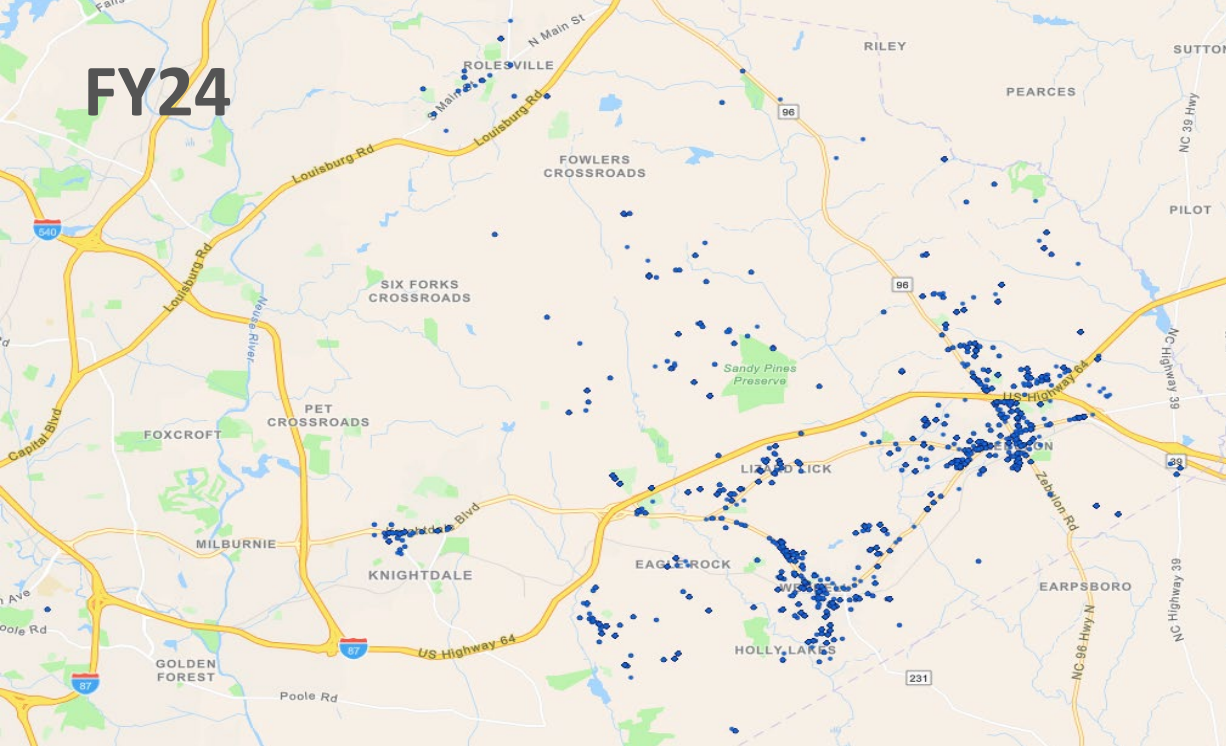
• Very likely	19
• Somewhat likely	9
• Neither likely nor unlikely	2
• Somewhat unlikely	2
• Very unlikely	2



. Do you feel safe aboard our vehicles?

• Always	24
• Usually	8
• Sometimes	2
• Rarely	0
• Never	0





FY24, FY25 and FY26 SmartRide Trips Comparison

Questions?



WAKE.GOV

11. Microtransit Service Update: NE Wake SmartRide

QUESTIONS or COMMENTS

12. Microtransit Service Update: Holly Springs Hopper

Chris Ritter Garcia, Holly Springs

Attachments: *Item Summary Sheet*

Holly Springs Hopper

TPAC April 30, 2026



Town of
HOLLY SPRINGS

How did we get here?

**Vision Holly Springs
Comprehensive Plan**



Section 2: Comprehensive Transportation Plan

Supplement #8



Recommendations

Transit Improvement Phases

The transit analysis ultimately found that Holly Springs would benefit most from a local transit service that provides residents the option to take transit for the purposes of traveling within Town. A local service would provide connections to grocery stores, recreation opportunities, assisted living homes, medical facilities, and other key places that are crucial destinations, especially for transit-dependent populations, and is intended to be an extension of the existing and proposed regional fixed-route service.

While a local service could take many forms, the CTP recommends implementing transit service in a three-phased approach—beginning with microtransit.

Microtransit is a small-scale public transportation service that offer flexible routes and on-demand scheduling.

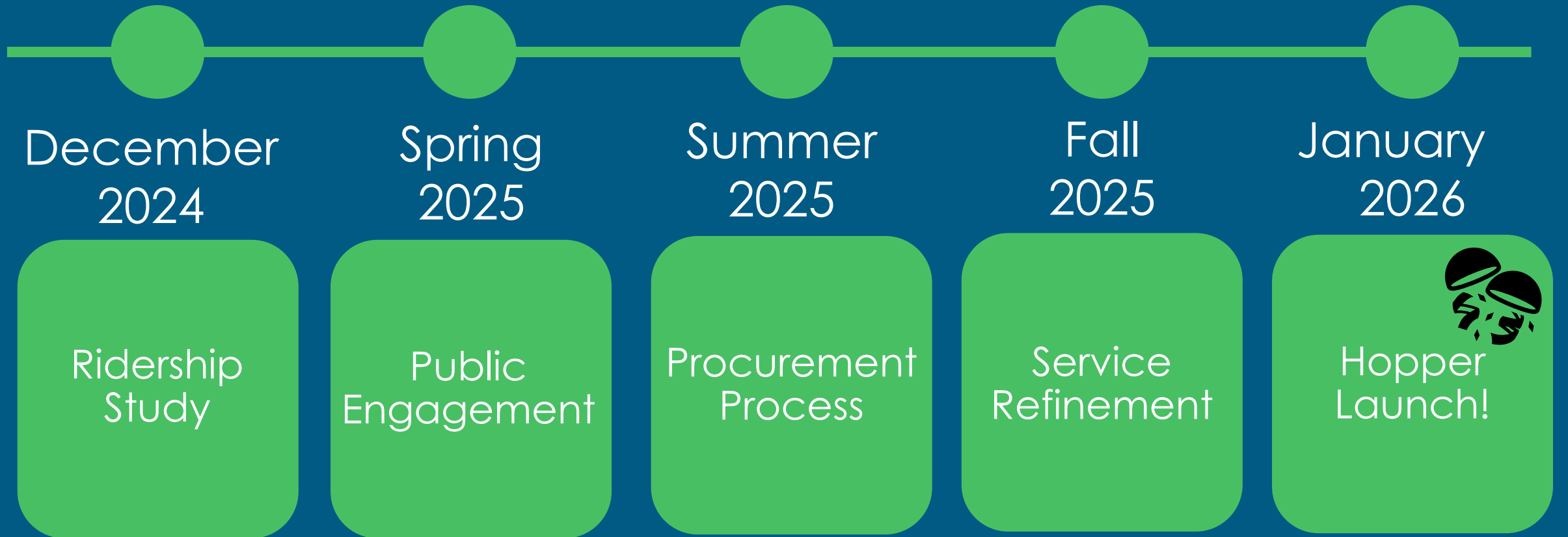
- Phase 1
Microtransit—Zone with Points**
In this phase, a microtransit zone would be established that includes both pick-up and drop-off points within it. People could travel anywhere within the zone using a carpool car or shuttle as long as they are picked-up or dropped-off at one of the points. These points would be designated at key destinations. More details about Phase 1 are on the following page.
- Phase 2
Microtransit—Zone to Zone with Hubs**
In this phase there would be multiple smaller zones with established central pick-up/drop-off points, or hubs. Phase 2 allows for both inter- and intra-zonal travel. To travel between zones, people would need to be picked up or dropped off at a hub. Once inside a zone, riders could be picked up and dropped off anywhere within it.
- Phase 3
Fixed Route—Bus Route and Bus Stops**
The final phase takes the form of a more traditional bus route with fixed bus stops. The fixed bus route allows people to travel throughout Holly Springs while providing connections to the regional transit system. Phase 3 is intended to integrate with the proposed 2050 MTP transit recommendations.

These are illustrative examples only.

33 Vision Holly Springs - Section 2: Comprehensive Transportation Plan Supplement #7



Implementation Timeline



Community Feedback

391
participants



<35

17%

36-54

45%

55+

38%

age of survey participants

Excellent initiative. Public commute is the bedrock of a growing community and it is right time to start.

- survey response



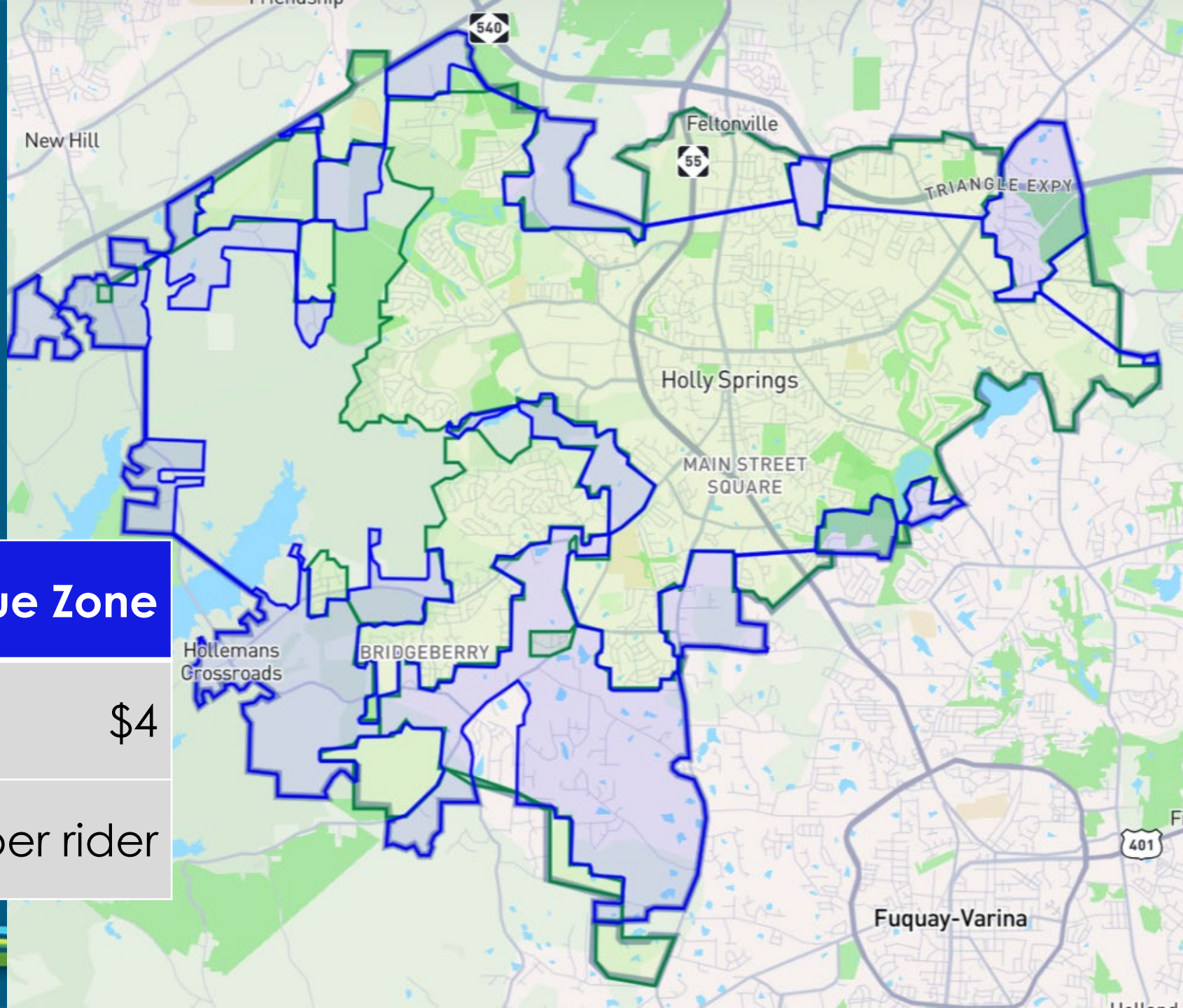
I think this is an awesome idea and would be so beneficial to so many people in the area

- survey response



Service Area

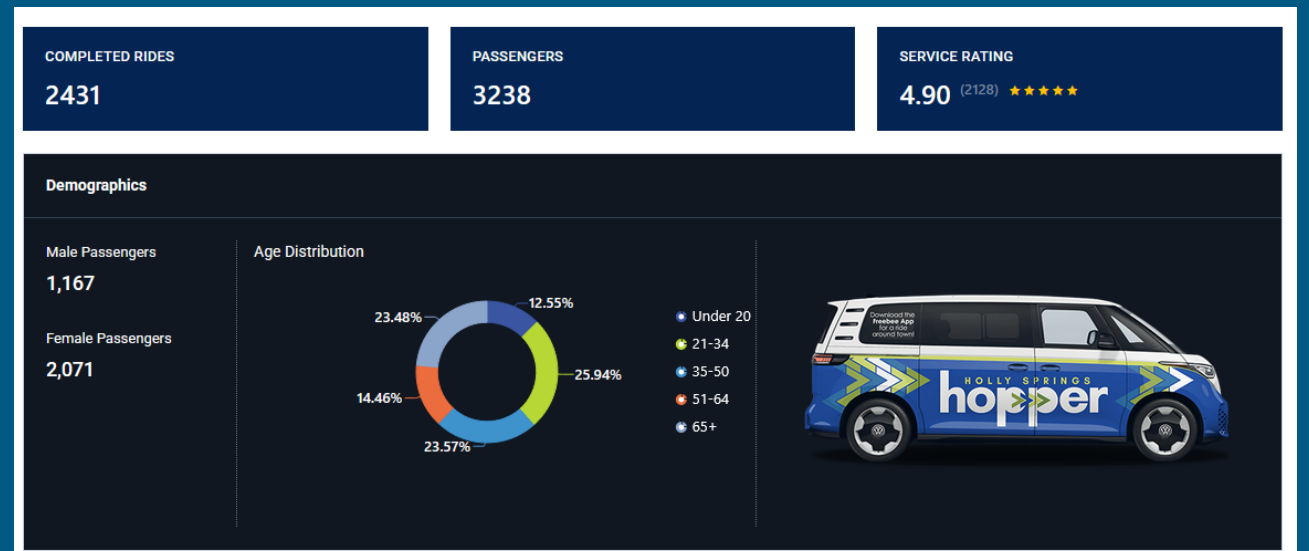
- Town Limits + ETJ
- Anyone in area
 - Not limited to residents
- Fares



Riders	Green Zone	Blue Zone
1-2	\$2	\$4
3+	+\$1 per rider	+\$2 per rider

Service Partnership

- Freebee – turnkey partner
- Employee Drivers
- 3 vehicles in service (4 total)
 - 2 Volkswagen ID Buzz
 - 1 Toyota Sienna (ADA)



Service Characteristics

- Hours of Operation
 - Monday – Friday
 - 7am – 8pm
- Free Fare
 - Folks with disabilities
 - Riders 62+
- Unaccompanied riders
 - Must be 16+
 - Pooled with other minors
- Ride Booking Flexible
 - Ride Freebee App
 - Dispatch



Key Statistics: January – March 2026

Rides
2431



Passengers
3238

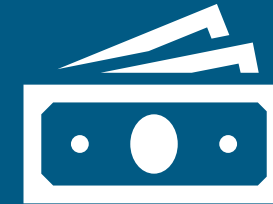


Service Rating
4.90 of 5.00



Average Wait
Time
12.65 minutes

Multi-Person Trips
32.60 % of rides

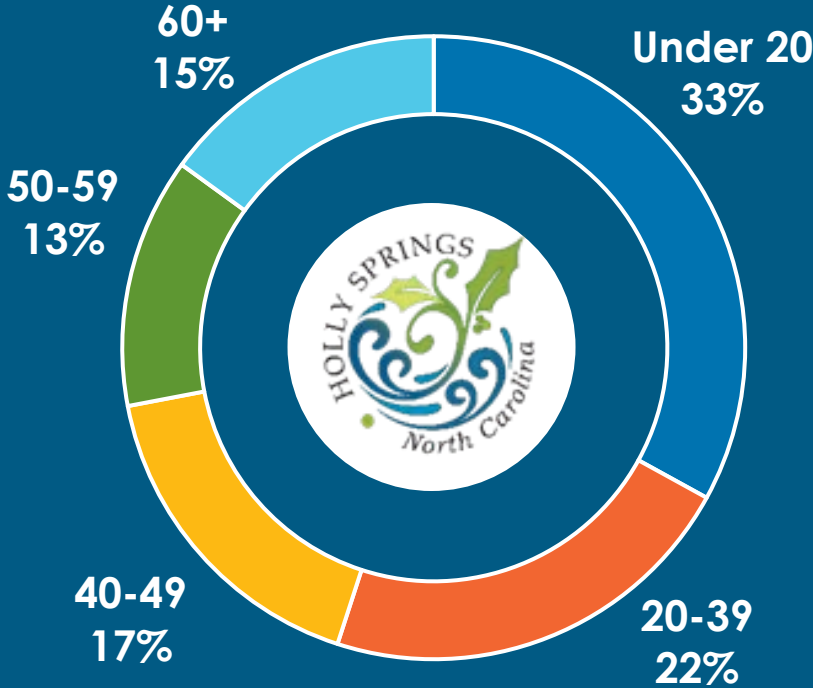


Fare Free
53.72 % of rides

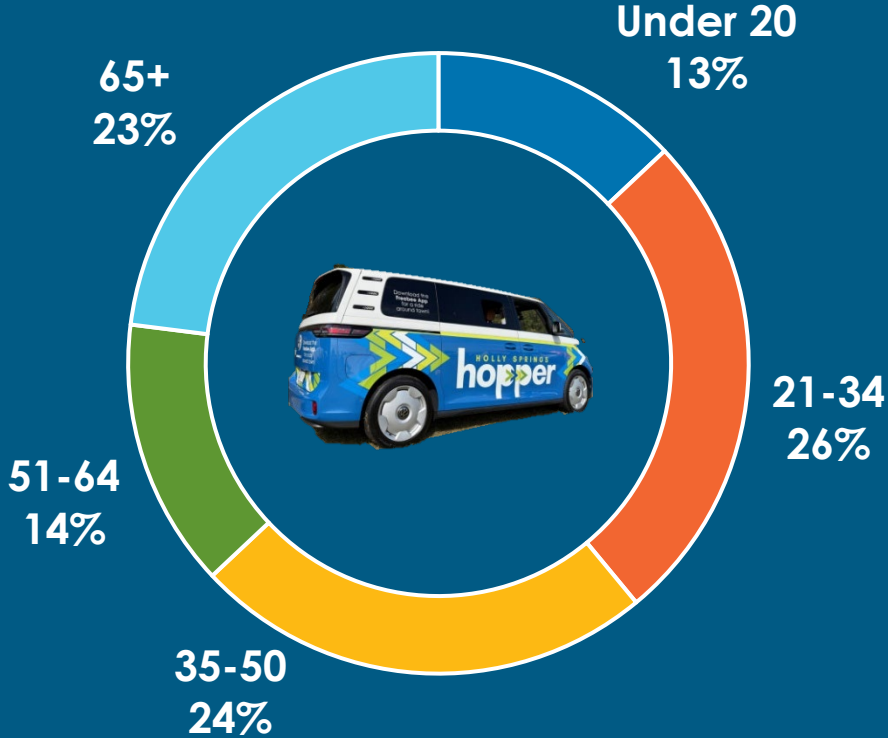


Demographics Comparison

Town Demographics

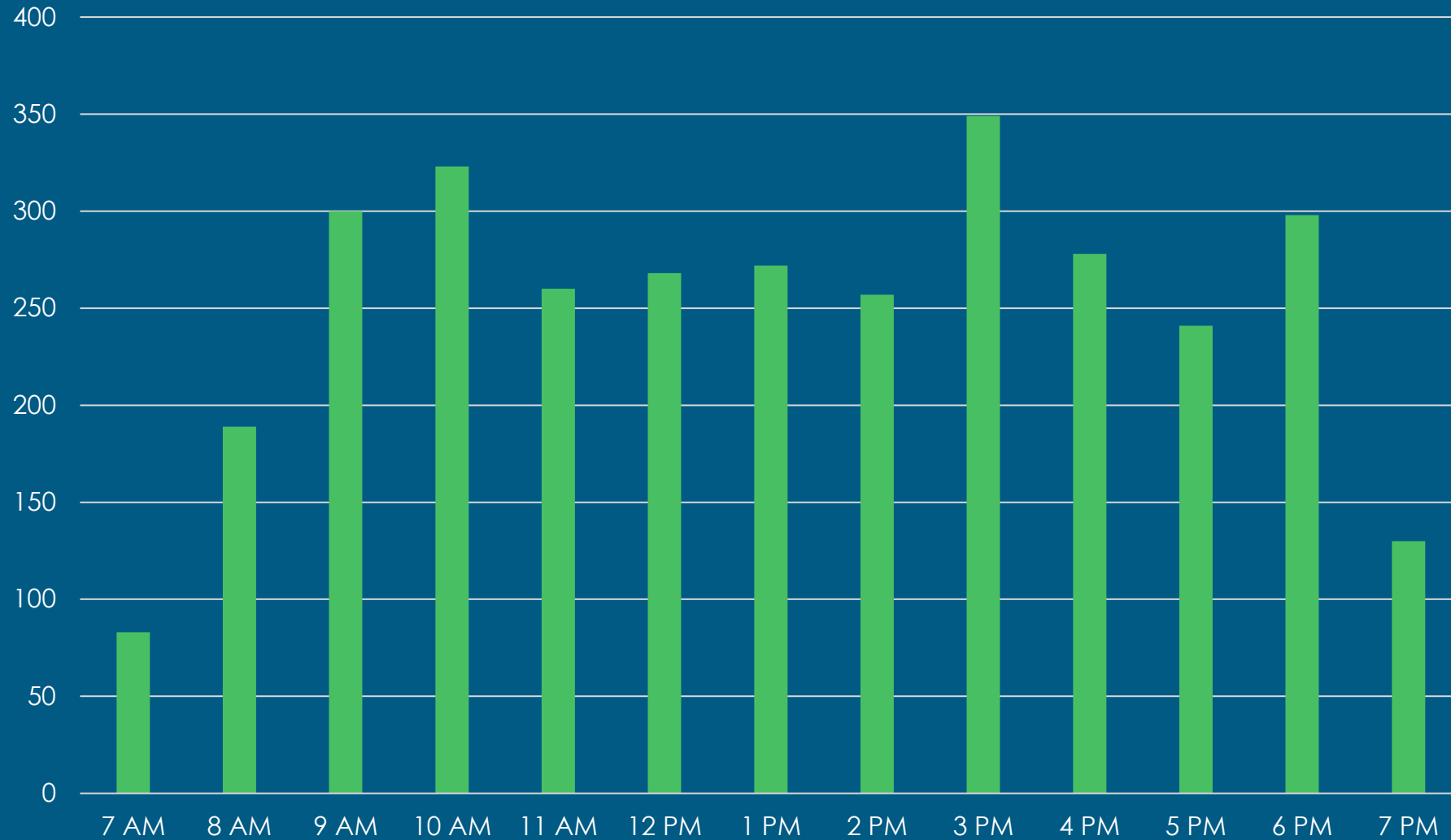


Hopper Demographics



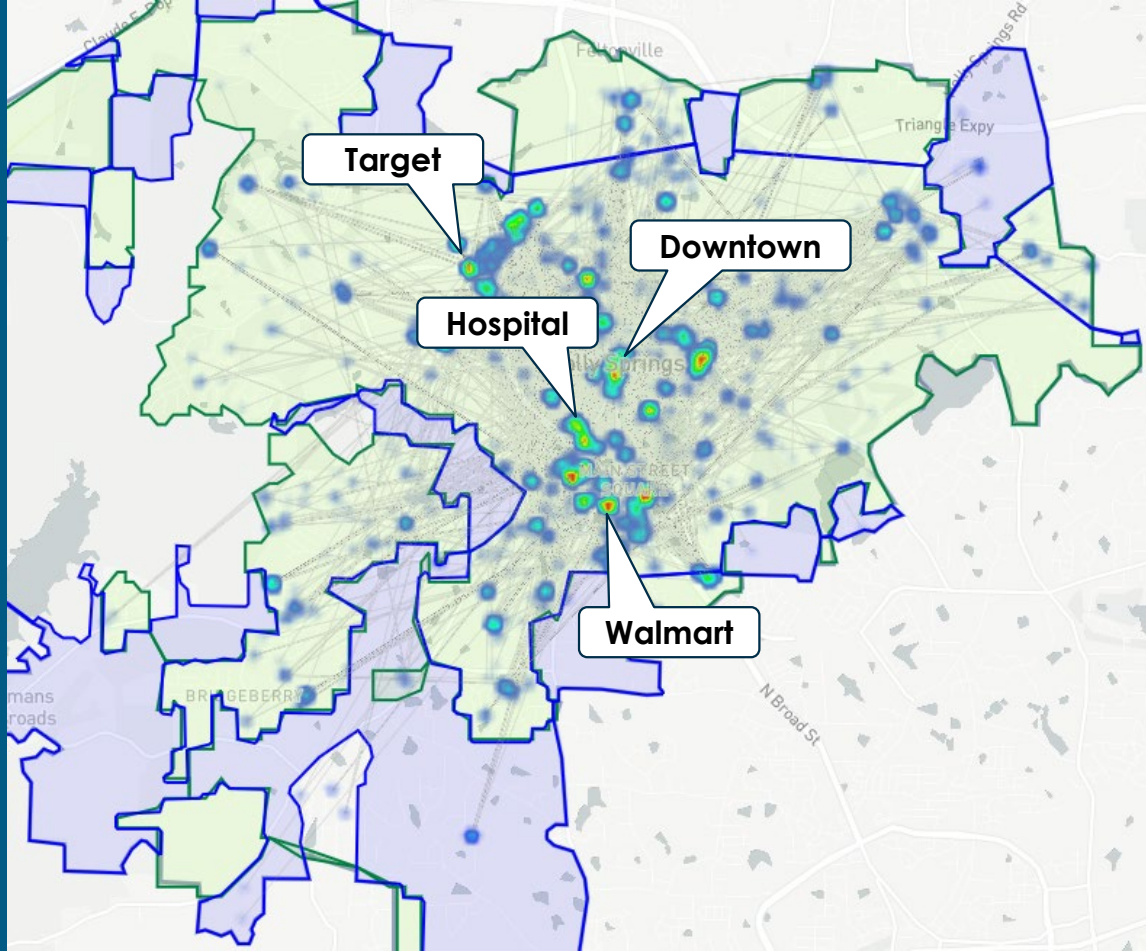
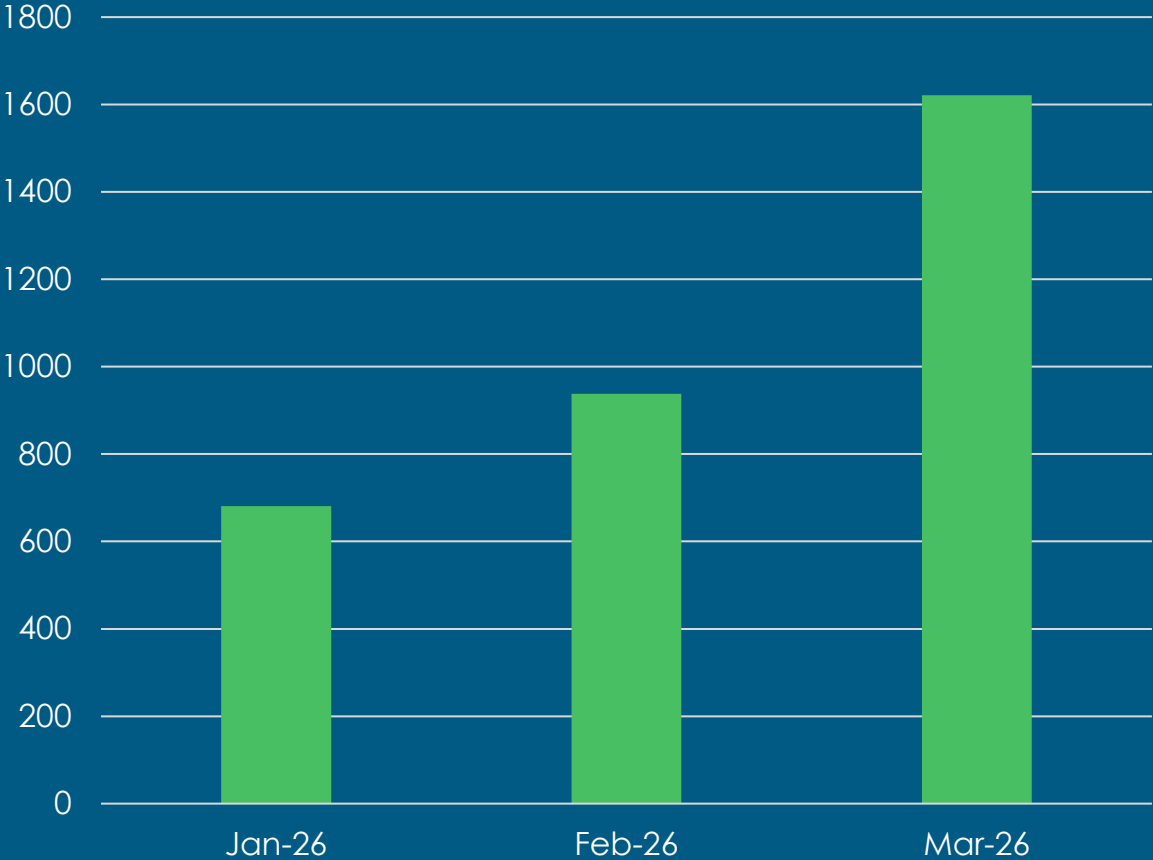
Daily Rides

Total Passengers by Time of Day



Ridership Growth

Passengers per Month

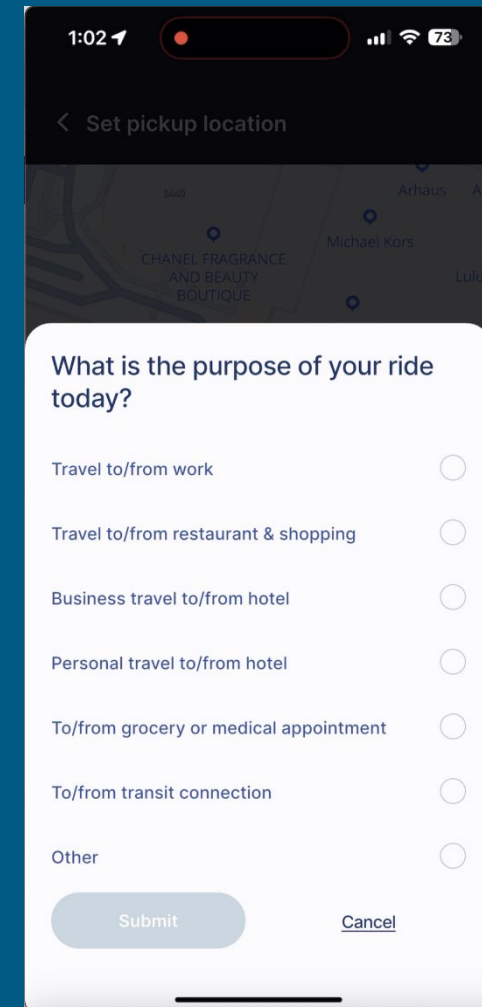


January – March 2026



Public Engagement & Marketing

- On-Going
 - Parks and Recreation Facilities
 - Senior Living Communities
 - Local Businesses
 - Medical Offices
- Upcoming
 - In-app survey
 - Salamanders (150th)
 - CVS Pharmacy Bags



Future: In-app Survey



Questions?



12. Microtransit Service Update: Holly Springs Hopper

QUESTIONS or COMMENTS

13. Microtransit Service Update: Rolesville MicroLink

Tanner Hayslette, Rolesville and Taylor Cooleen, Raleigh

Attachments: *Item Summary Sheet*

MicroLink: Rolesville

TPAC April Meeting
4.30.2026

Taylor Cooleen, AICP
Senior Transit Planner



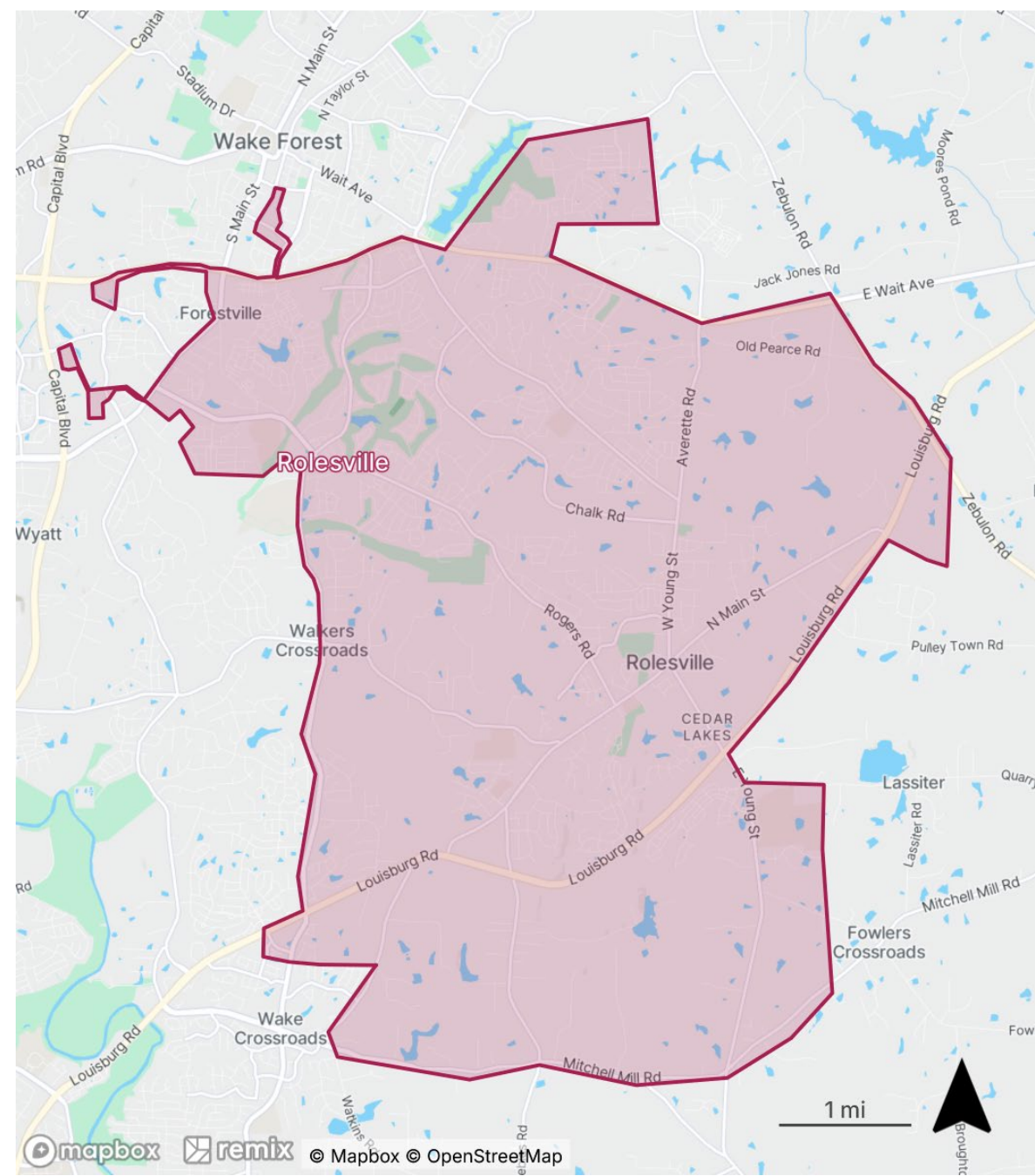
Background

- Launched in **September 2024** to replace the low performing **Route 401X Rolesville Express.**
- **Connections** to the **WRX** and **Go Wake Forest**
- **Zone Size: 27 Square Miles**



Overview

- **Curb-to-curb service:** Riders may need to walk to a nearby street for pickup or drop-off, helping reduce wait times for everyone.
- **On-demand only:** Trips cannot be booked in advance.
- **Service Hours:**
 - **Monday – Friday:** 7:00 a.m. – 6:00 p.m.
 - **No weekend or holiday service**

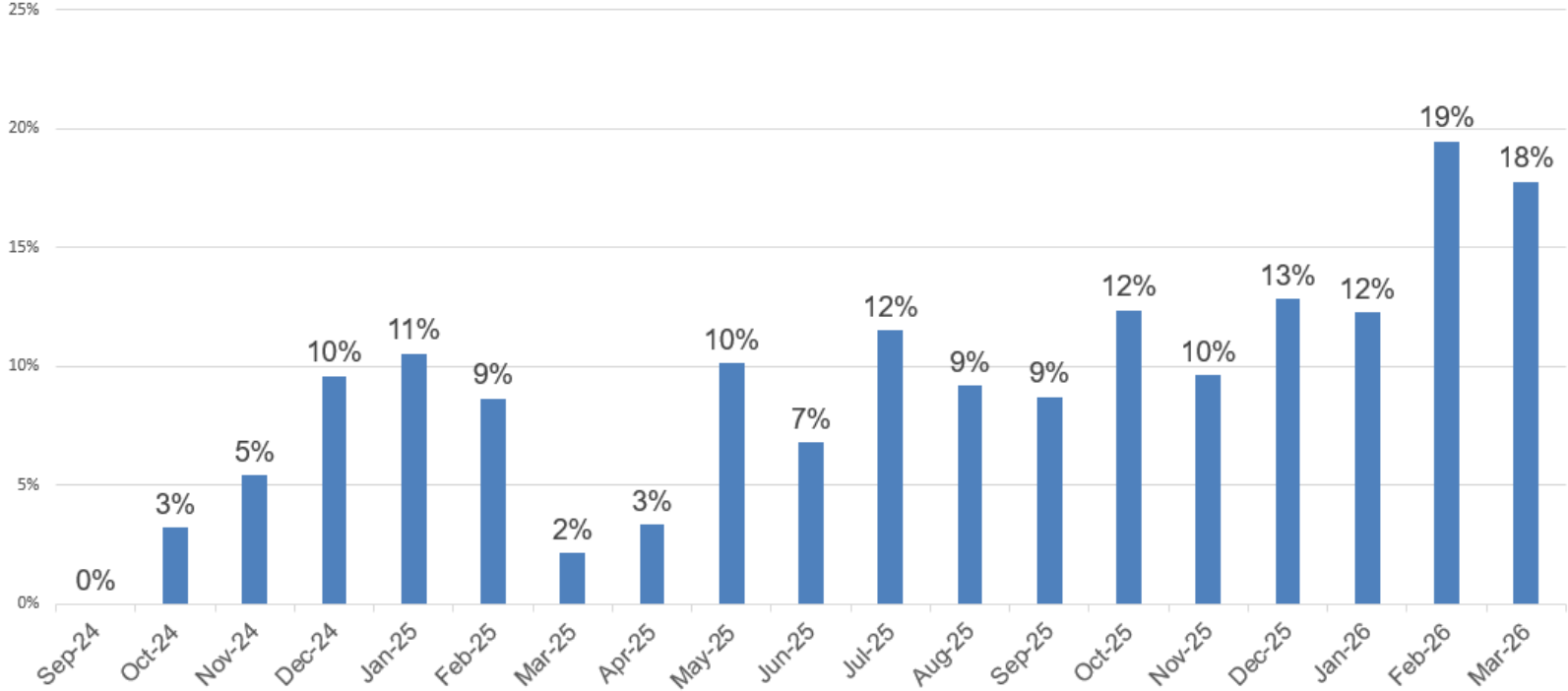


Service Statistics

September 2024 - March 2026

Shared Ride Duration Ratio

Total booking time with more than one booking onboard / total ride duration of all bookings.

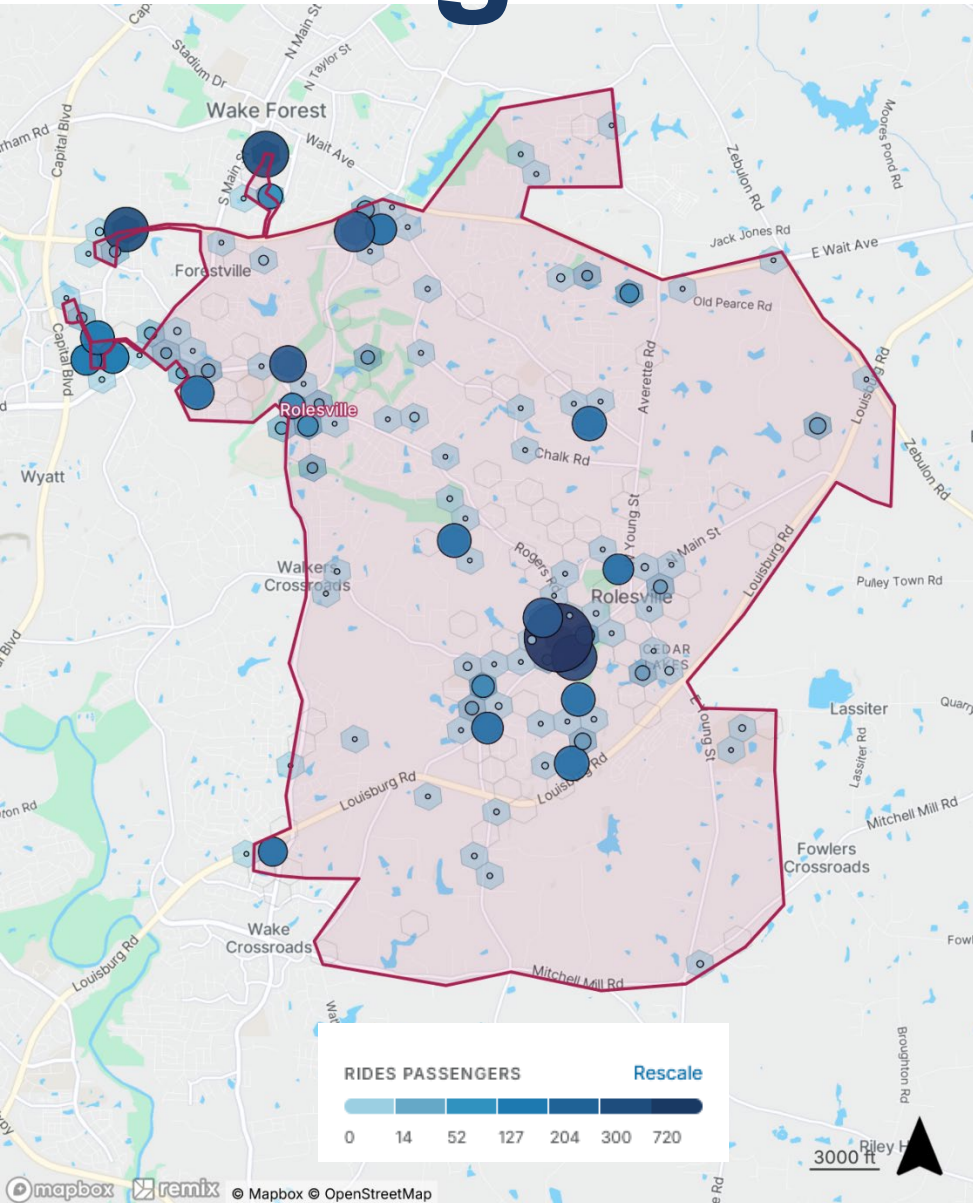


6,358 Completed Rides

Most popular geographic pairing:
Rolesville -> Wake Forest



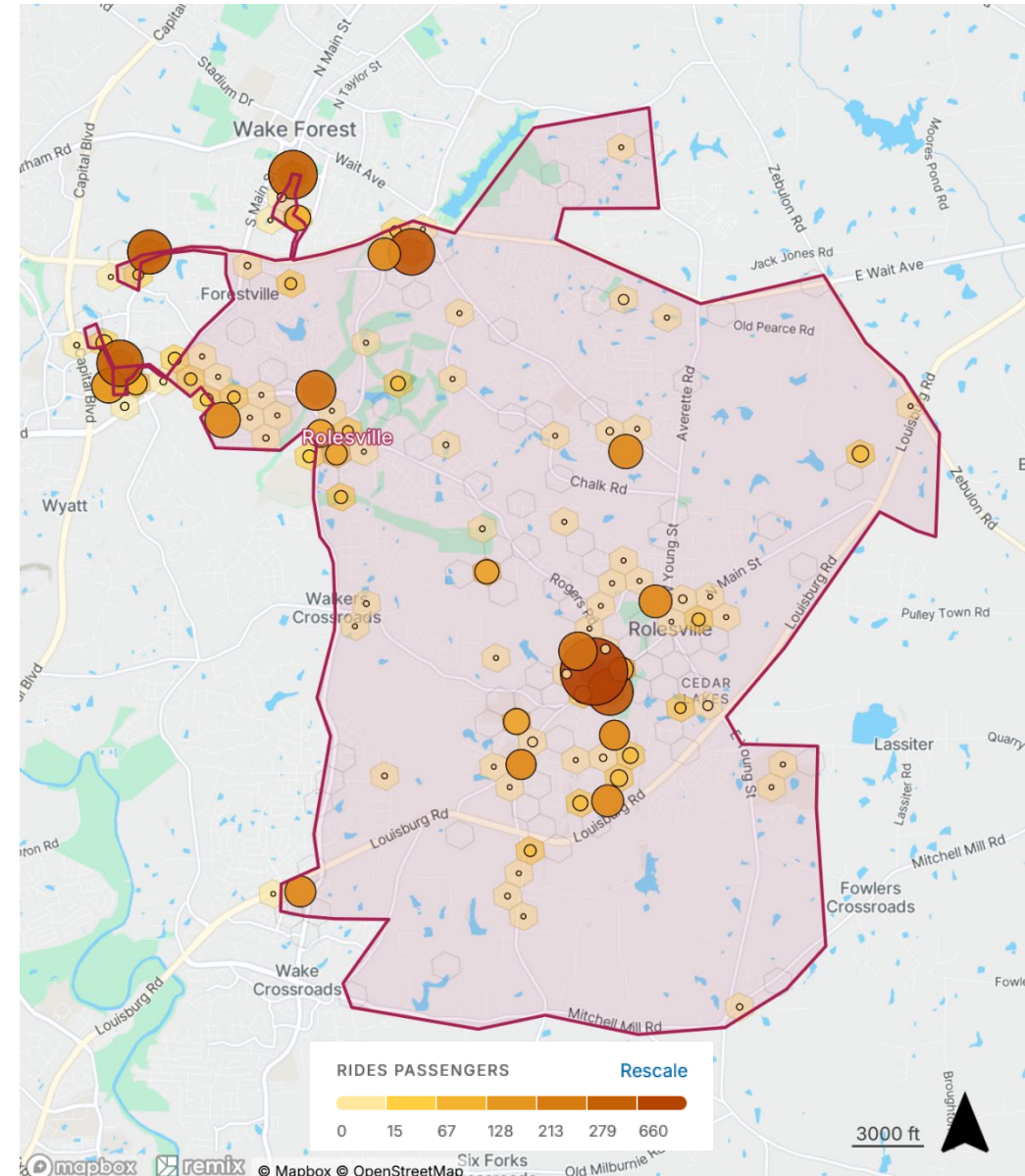
Origins



Common Locations:

- Grocery Stores (Food Lion, Harris Teeter, Wegmans, etc.)
- Gateway Commons Shopping Center
- Walmart
- Dollar Tree
- Downtown Wake Forrest

Destinations



Questions?

Taylor Cooleen, AICP

Senior Transit Planner

taylor.cooleen@raleighnc.gov

919-996-4176



Raleigh



13. Microtransit Service Update: Rolesville MicroLink

QUESTIONS or COMMENTS

14. Subcommittee Report

Program Development

Emma Linn, PD Chair
Wake Forest

Melanie Rausch, Vice Chair
City of Raleigh

Next Meeting:
April Cancelled
May 26, 2026 @ 1:30pm

Community Engagement

Tim Gardiner, CE Chair
Wake County

Andrew Miller, Vice Chair
City of Raleigh

Next Meeting:
April Cancelled
May 28, 2026 @ 1:30pm

15. TPAC Workgroups Report

Regional Technology

Coordinator
Austin Stanion

Budget & Finance

Coordinator
Steve Schlossberg

16. CAMPO Updates

- Monthly Wake Bus Plan progress update. Contact: steven.mott@campo-nc.us
- Monthly Conference Committee update. Contact: ben.howell@campo-nc.us.
- Wake Transit On-Call contract, requests for proposals were accepted through April 13th.
- Work Plan engagement will run May 6-20, 2026. Partners are asked to plan support for the effort through local communication channels.
- The BRT Extensions Concepts of Operations Study is complete and will be prepared for public engagement also from May 6-20, 2026. View See **Handout #3: L2 Engagement Strategy**.
- The 2026 Staffing Model and Expectations Plan is complete and is now being evaluated for implementation next steps. TPAC will receive a results presentation at a future meeting.
- Other CAMPO Updates?

17. GoTriangle/TDA Updates

- GoTriangle, with ETC Institute, is finalizing the 2025 Regional Onboard Customer Satisfaction Survey process including development of individual agency reports for GoCary, GoDurham, GoRaleigh, and GoTriangle and a final combined report. A presentation to the TPAC is anticipated in June. For questions in the interim, please contact chayes@gotriangle.org.
- Monthly Update on progress developing the Wake Transit annual comprehensive financial report (ACFR). Contact Steve at sschlossberg@gotriangle.org.
- Other GoTriangle/TDA Updates?

18. Other Partner News

- On April 18, 2026 GoApex Route 1 service changes went into effect. Changes include new Sunday/holiday service and increased frequency to 30 mins 6am-7pm Mon-Sat. See **Handout #1: Apex Route 1 Service Change Flyer** or contact Katie.Schwing@apexnc.org, for more information.
- Triangle mobility hub project update: Presentations to CAMPO, Triangle West and others are being planned for May 2026 with goal of having an approved project LPA in early summer. See **Handout #2: Project Summary Sheet**. Contact cmiller@gotriangle.org for more information.

Any other partner news or business to share?



19. Adjourn

Next Meeting:

May meeting is cancelled.

In-person at CAMPO - Thursday, June 25, 2026 @ 9:30am

15. TPAC Workgroups Report

Regional Technology

Coordinator
Austin Stanion

Budget & Finance

Coordinator
Steve Schlossberg

TBD

Coordinator
TBD

TPAC Roll Call Vote

**Recommend Approval of the FY2025 4th
Quarter Wake Transit Work Plan Amendment
Requests to the Wake Transit Governing
Boards**

Apex

CAMPO (2)

Cary (2)

Fuquay-Varina

Garner

GoTriangle (2)

Holly Springs

Knightdale

Morrisville

NCSU

Raleigh (2)

Rolesville

RTF

Wake County (2)

Wake Forest

Wendell

Zebulon