



## Level 3: Engagement Summary Report

### Draft FY 2027 Wake Transit Work Plan

February 26, 2026 – March 27, 2026

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## Project Overview

The purpose of engagement for the Draft FY 2027 Wake Transit Work Plan was to ensure that all members of the Wake Transit community were informed about the Work Plan and had the opportunity to participate through the review and commenting process. In accordance with the Wake Transit Community Engagement Policy, the Draft FY 2027 Wake Transit Work Plan required a 30-day public review and comment period. The comment period began on February 26, 2026, and concluded on March 27, 2026.

The Draft Work Plan proposed \$165.1 million in transit investments for Wake County, including \$80.4 million in operating expenditures and \$84.7 million in capital expenditures. Key investments included seven new or improved bus routes, tripled funding for the Community Funding Area Program, \$23.8 million in rail-ready infrastructure, and \$30.4 million for bus stops, transit centers, and park-and-ride improvements.

This engagement cycle represents a period of transition for Wake Transit program communications and engagement. GoTriangle previously served as the lead agency for Work Plan engagement activities. Beginning with the FY 2027 cycle, CAMPO assumed lead agency responsibilities. As CAMPO does not currently have dedicated communications and engagement staff for this program, the engagement strategy was adapted accordingly, emphasizing digital and partner-supported outreach channels. In-person tabling events were not conducted for this cycle.

## Adoption Process Summary

Communications and engagement for the Draft FY 2027 Wake Transit Work Plan were developed by CAMPO staff and submitted through the standard TPAC protocol, including the Community Engagement Subcommittee and the full TPAC committee. The steps that led to adoption and the remaining checkpoints are outlined in Figure 1.

**Figure 1. Adoption Schedule**

Draft FY27 Work Plan	Recommended FY27 Work Plan	Adoption of FY27 Work Plan
Aug. 2025 – Feb. 2026 Plan Development	Apr. – May 2026 Edits and Updates	Apr. 30, 2026 TPAC Approval
Feb. 26 – Mar. 27, 2026 Release for Public Review	May 6 – May 20, 2026 Release for Public Review	June 17, 2026 CAMPO Board Adoption
		June 24, 2026 GoTriangle Board Adoption

## Engagement Phase 1: Draft FY27 Work Plan

As the entirety of Wake County is impacted by the Work Plan, a multi-channel digital engagement strategy was developed and deployed. Given that CAMPO is in a transitional period with no dedicated engagement staff for the Wake Transit program, the strategy for the FY27 cycle was streamlined relative to prior years, relying primarily on digital channels and partner distribution networks.

Social media graphics were produced in both English and Spanish to extend reach to Spanish-speaking communities in Wake County, including a bilingual “Last Chance” reminder post distributed near the close of the comment period. All materials directed the public to WakeTransit.org (CAMPO’s PublicInput page) to review the plan and submit feedback. A summary flyer was also developed highlighting key proposed investments and was made available online for digital distribution by partners.

### Messaging

Communications materials were developed across three primary content formats, each tailored to its intended audience and channel. Together, they were designed to inform the public and partners about the comment period, direct them to the plan and feedback form, and provide enough context on proposed investments to encourage meaningful engagement.

### Social Media Posts

Three rounds of social media graphics were produced for distribution across a variety of social media platforms. Posts were created in both English and Spanish. The launch post announced the opening of the 30-day public comment period and directed followers to WakeTransit.org to review the plan and share feedback on the proposed \$165.1 million in transit investments. A midpoint post shifted toward content about what was inside the plan, highlighting the total investment, the \$23.8 million in rail-ready funding, and the tripled Community Funding Area Program allocation, to give the public a clearer picture of what they were being asked to comment on. A bilingual Last Chance graphic was released near the close of the period as a deadline reminder, including both English and Spanish text directing the public to WakeTransit.org. A digital screen graphic was also produced in a wider format suitable for display screens and digital signage.

### **Executive Summary / Overview Flyer**

A one-page summary flyer was developed for digital and print distribution and made available to partners for sharing through their own channels. The flyer provided a snapshot of the plan's total proposed investment, the operating and capital budget split, and highlighted key investments including the seven new or improved bus routes, the Community Funding Area Program funding increase, rail-ready investments, and BRT planning funds. Individual route improvements were listed for both GoRaleigh and GoTriangle, giving readers a clear sense of where and how service would change. The flyer included a QR code linking directly to WakeTransit.org and the feedback form, with the comment period dates prominently displayed.

### **Stakeholder Email**

An email template was developed for distribution to local elected officials, agency staff, and transit stakeholders. The email provided context on the Wake Transit program's purpose and the role of the annual Work Plan, then summarized the proposed \$165.1 million investment at a level of detail appropriate for an informed audience. It described the operating side, covering continued bus service operations, two new routes, and five route improvements focused on expanded span and frequency, as well as the capital side, including rail investments, bus stop improvements, vehicle purchases, and BRT study funding. It also highlighted the tripled Community Funding Area Program allocation and the reduced local match requirement as noteworthy changes for smaller municipalities. Recipients were directed to WakeTransit.org to view materials and share feedback.

### **Communications Tools**

The following communications tools were used during the Draft FY27 Work Plan review period:

- Social Media Posts (English): Facebook, Instagram, X - CAMPO, GoTriangle, and Wake Transit pages
- Social Media Posts (Spanish): Facebook, Instagram, X - bilingual launch post and Last Chance reminder
- Digital Screen / Display Graphic (English)
- Summary Flyer (English) - available online for partner distribution
- WakeTransit.org project page
- CAMPO PublicInput page (online feedback form)
- Partner email and newsletter distribution

### Figure 2. Social Media Graphics



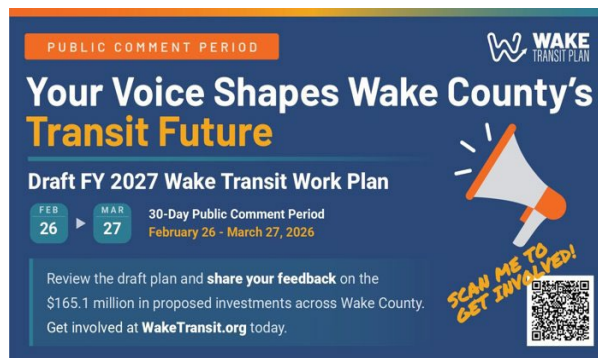
Launch Post (English)



Midpoint Post (English)



Last Chance Post (English/Spanish)



Digital Screen Graphic (English)

Figure 3. Summary Flyer



## Survey Results

The Draft FY 2027 Wake Transit Work Plan public comment period was hosted through CAMPO's PublicInput platform. All comments were received through this digital platform. The results are presented below in Figure 4.

Figure 4. Project Engagement Totals



## Ridership Frequency

Survey respondents were asked how often they use public transportation. Of the 47 who answered this question, more than half indicated they ride transit often, reflecting that the platform attracted a substantial share of current riders.

Figure 5. Transit Ridership Frequency (47 respondents)

Response	Percentage
Often	57%
Sometimes	21%
Rarely / Never	21%

### Wake Transit Familiarity

Respondents were also asked how familiar they are with the Wake Transit program. Of 46 respondents, the large majority had at least heard of Wake Transit and could name a funded project, while only 4% had never heard of the program.

Figure 6. Familiarity with Wake Transit (46 respondents)

Response	Percentage
Heard of it and can name at least one funded transit project	41%
Heard of it but not sure what it is/does	28%
Very familiar with what it is and how it funds transit projects	26%
Never heard of the Wake Transit Plan/Program	4%

## Summary of Public Comment Themes

A total of 112 comments were received through the PublicInput platform during the public comment period. Wake Transit planners reviewed each comment, and feedback will be considered as the TPAC works to finalize the Recommended FY 2027 Wake Transit Work Plan. The following themes emerged across the submitted comments.

### 1. Route 100 / RDU Airport Service

The proposed changes to GoTriangle Route 100 - including 15-minute frequency and the integration of all trips into RDU Airport service while discontinuing the separate RDU shuttle - generated the most comments of any single topic. Many commenters strongly supported the increased frequency and welcomed a more direct airport connection. Others raised concerns that merging the shuttle into Route 100 would extend travel times for commuters and students who use the route primarily for non-airport trips. Several commenters praised the proposal as long overdue and noted that marketing would be essential to increase awareness and ridership.

## 2. Moore Square Bus Station Safety and Conditions

Multiple commenters - across all sections of the survey - identified Moore Square Bus Station as a serious safety concern and a barrier to transit use for families and the general public. Commenters called for the station to be relocated, redesigned, or significantly improved, and expressed concern that safety conditions at Moore Square would undermine the long-term success of BRT and other planned investments.

## 3. Service Frequency and Coverage Gaps

Many commenters expressed a need for more frequent service across existing routes, particularly for routes operating on 30-minute or hourly headways. North Raleigh, Brier Creek, West Cary, and areas near RTP were mentioned as underserved. Commenters also called for improved cross-town connections and noted that the hub-and-spoke model centered on downtown Raleigh results in lengthy transfers for cross-county trips. Several noted that infrequent service makes transit impractical as a reliable mode of transportation.

## 4. Regional Rail and BRT Investment

Opinions on regional rail and BRT investment were mixed. A number of commenters expressed skepticism about the \$23.8M reserve for future regional rail projects, citing federal funding uncertainty and requesting clearer milestones and governance. Others called for redirecting rail reserves toward more immediate bus service improvements. Several commenters were enthusiastic about BRT investment and supported expanding the program. The Clayton-Garner-Raleigh corridor was mentioned by multiple commenters as an area in need of regional transit connections.

## 5. Bus Stop Infrastructure and Passenger Comfort

Commenters frequently raised the need for improved bus stop infrastructure, including shelters, benches, sidewalks, and ADA-accessible access points. Specific stops and corridors were identified as lacking basic amenities. Several commenters noted that the absence of weather protection deters potential riders and disproportionately affects low-income residents who depend on transit.

## 6. Technology and Information Improvements

Several detailed comments called for technology improvements including open-loop contactless payment, updated LED destination signs reflecting through-routing, real-time GTFS data updates for detours, and better integration across the region's transit apps. Commenters noted that technical gaps - such as service changes not appearing in Google Maps - reduce rider confidence and usability.

## 7. Community Funding Area Program

Comments on the Community Funding Area Program were generally supportive, with praise for community-serving services like The Hopper in Holly Springs. One commenter raised concern about the proposed reduction of the local match requirement from 50% to 35%, while others called for expanded microtransit and shuttle options for underserved senior and low-income populations. Improved capacity for the Wake Access door-to-door paratransit program was also identified as a pressing need.

## 8. Vehicle Cleanliness and Fleet Sustainability

Multiple commenters asked for cleaner buses and the return of hand sanitizer. Several also raised sustainability concerns related to fleet electrification, calling on Wake Transit to establish a clear zero-emission vehicle transition plan and align capital vehicle purchases with regional and local climate action goals.

## Comment Matrix

All comments received through the PublicInput platform are included below, organized by survey section. Wake Transit planners reviewed each comment and are evaluating appropriate inclusions in the Recommended FY 2027 Wake Transit Work Plan.

### Operating Expenditures Feedback

#### Public Comments

Me and my mother live on the Rt 10 (Longview) and I barely take this bus due to schedule frequency not being sufficient enough to get to downtown Raleigh and towards from downtown if needed. This route should increase its frequency to every 15 minutes every day and expand weekend and night service to help local passengers along that route get to point A to B without having to be dependent on car rideshare.

Why discontinue the RDU shuttle? Shouldn't there be more direct bus routes from surrounding Towns to RDU?

Move Moore Square bus station or a complete redesign. I would love to take transit with my family, but it's dangerous and not suitable for the general public. The law enforcement is not working and the incidents continue to grow. We should have safe and reliable transportation.

Would like to see some of these funds invested in connecting North Raleigh again. There is a serious lack of access to transportation west of Six Forks Rd, on both Lynn Rd and Strickland Rd, all the way to Glenwood Ave. I can't even connect to the 70L without using a taxi or going all the way downtown and transferring 3 buses, which now takes over 3-4 hours one way.

The reduction in the local match requirement is helpful. I hope this reduced match applies to the creation of shelter bus benches, which is an extremely high priority to protect riders from extreme weather. I am a strong supporter of the improvements to Route 305 and Route 311. But I think Route 305 needs increased frequency as well.

I don't ride the bus because of how unsafe it is. I'd never let my wife and children ride it. This is directly tied to the Moore Square bus station. It needs to be moved or redone or the BRT will fail if Moore Square isn't addressed.

I like everything that's been proposed. I'm not big on the RDU shuttle being discontinued because riders going to RDU are typically pretty bad at figuring out anything transit related and it might make it too confusing for them. Other than that, as a Holly Springs resident especially, I am very pleased with these proposals.

Do it. Expanding the frequency of service is important.

Great plans. Excited to see all the future development plans.
What happened to the 100X?
Route 100 should not serve the airport.
I strongly support the planned improvements on GoTriangle Rt 100. Increasing frequency and making the shuttle to RDU direct will improve the experience of needing to rely on the 100 to get to the airport.
Can you direct some of those dollars towards transit between Raleigh, Garner, and Clayton?
15-minute intervals are a Godsend!
Like the route 100 change to provide direct, frequent service from Raleigh to RDU. Other cities also need this. RDU can act as a transfer hub and would be more useful than the current RTC.
I've wanted improved Route 100 service for a long time, so this is great news, especially if the 15-minute frequency and the removal of the shuttle are implemented. Please make sure to advertise this service as much as possible. If more people know about this service, ridership will increase.
15 minute frequency for route 100 will be a huge help for commuters, particularly NCSU students!
I support increased frequency, coverage and service hours.
I would prefer for the Route 100 and RDU Airport shuttle to stay separated on different routes. This is because the time to get to downtown Raleigh would increase if they are merged to the same route.
Please add 15-minute frequency service to Route 20 with an eye toward connecting downtown Raleigh to downtown Garner.
I'm grateful for more routes and more frequency of the routes! If the RDU shuttle is discontinued does that mean RT100 will go straight to/from the airport? If so that's great. If it's skipping the airport altogether, that's not good for the Triangle.
I would not be in support of eliminating the airport bus and placing the RDU trip onto Route 100. This will extend my commute by 30 minutes.
According to Google Maps, you can ride a bicycle from Downtown Raleigh to Lenovo Center/Carter-Finley Stadium 7 minutes quicker than public transportation options (47 minutes vs. 54 minutes). The lack of efficient public transportation options from Downtown is why there is gridlock at NC State games, Hurricane games, the fair, and concerts.

I believe the transit systems will benefit greatly by having routine cleaning services for the buses and the return of hand sanitizer.

Good to expand span of service and frequency for all routes.

I'm just happy that Wake Transit is improving its routes and adding new routes.

## Capital Expenditures Feedback

### Public Comments

BRT is great, but will not be effective if we don't increase general public ridership and increase safety standards for Moore Square. This is the most important issue as it determines the success of BRT.

Use it to fix Moore Square or move it. It's not safe.

Bus shelters and seats are needed.

I support spending more to improve our public transit.

Moving or renovating the bus station needs to be a priority. It is currently clogged with buses, dark, and consumes so much of our police department's resources. It has grown into a problem that we cannot continue to kick down the road.

The New Midtown Transit Center receives \$4M in FY27 for final design and construction, but the project sheet notes this phase was delayed from prior fiscal years. I'd like to ask for a clear project status update on the Midtown Transit Center: what does the \$4M cover (design versus construction) and why has this project experienced delays?

The plan allocates \$15M for vehicle acquisition in FY27. There is no stated commitment to a zero-emission fleet transition timeline, no electrification plan referenced, and no charging infrastructure investment visible in the capital program. The plan should have electric bus transition goals stated and reference area sustainability goals.

The plan allocates \$23.8M (28% of the \$84.7M capital budget) to a Reserve for Future Regional Rail Projects. The plan provides no milestone triggers, governance structure for this reserve, or timeline for when regional rail investment decisions will be made. I feel more detail should be added to support this line item.

Some of that budget should be directed towards a project for transportation between Clayton, Garner and Raleigh.

For new vehicle purchases and replacements, please prioritize sustainable, efficient, and clean choices for enhanced air quality, comfort and health of riders and drivers.

Route 20 stops adjacent to downtown Garner need improved ADA access. Stop ID 8679 currently empties directly into an overgrown planted median on the edge of a gas station parking lot with no sidewalk.

I'm happy for the capital expenditures; I wish there was more money for public transportation.

I question whether rail investments are a good use of funding and suggest that all regional rail investments be shifted to bus rapid transit and operations funding.

## Community Funding Area Program Feedback

### Public Comments

The Hopper in Holly Springs is a great addition and service to the community.

A commitment is needed to improve the Wake Access door-to-door program. Data collection is needed on the number of potential users who are unable to get a seat because demand exponentially exceeds capacity. Ideally, there should be a ticketing system that shows demographics, starting address, desired destination, purpose of trip, and whether a ride was secured.

Please consider moving the Moore Square bus station or redoing it.

Use the money to move the Moore Square bus station.

Expand GoCary 5 and add shelters and seats at stops.

Do it. Transit is needed in all towns/cities in Wake County.

Please think about a line (or several) between Clayton, Garner, and Raleigh.

Funding should stay at 50% instead of dropping to 35%.

## General Comments and Other Feedback

### Public Comment

Are there any plans to improve driver knowledge of routes? On GoRaleigh specifically, I've been on at least 3 different buses in the past year where the driver didn't know their route and we (the riders) had to give them turn-by-turn directions just to get home. This is embarrassing for GoRaleigh and should be a top concern. Oh and cleaner buses would be nice!

More train service within the Triangle connecting Cary, Durham, Raleigh, Chapel Hill, and more.

They could better inform people about route changes instead of putting a piece of paper on a sign and expecting people to figure it out on their own. They could announce the changes on the media, on electronic signs, etc.

It's time to take drastic steps to bring back downtown and reduce crime. Starting with Moore Square bus station that is injecting our downtown with crime and destroying the community fabric.

Detours are not updated in GTFS-RT. March service changes didn't update in Google Maps.

I am most excited about new routes, especially the GoTriangle 311. I am very concerned about unserved pockets of municipalities and the county, where low-income and senior residents do not have any transit options. In Apex, the single GoApex 1 route is only within walking distance of a small subset of residents. Shuttle service, microtransit, or connector routes are needed. Oversight is also needed when Wake Transit funded bus services are taken out of operation with short notice.

Move the Moore Square bus station.

It's not safe because the Moore Square bus station isn't safe.

Move the RTC Transit Center into an office building instead of that terrible trailer.

The GoRaleigh bus network was designed around a hub-and-spoke model centered on GoRaleigh Station. GoRaleigh Station is now over capacity. Wake Transit should commission a GoRaleigh Network Redesign Study to evaluate transitioning from the hub-and-spoke model to a more distributed, grid-oriented network.

Wake Transit should update LED destination sign messaging to display the current route and the continuation route simultaneously, such as '15 WakeMed / cont. as 9 Hillsborough.' The capital investment required is minimal – this is primarily a software and operations change.

Wake Transit should formally evaluate open-loop contactless payment as part of the upcoming fare technology roadmap, allowing riders to tap any Visa or Mastercard-branded card, Apple Pay, or Google Pay directly on a farebox reader.

A well-planned line of transit bridging Clayton, Garner, and Raleigh could decrease solo commutes, decrease traffic and pollution, and increase jobs.

Invest in improving routing efficiency and speed through removing redundant stops, adding tap-to-pay fares.

Making the 100 route go through the RDU airport every day could cause an inconvenience to people who use the 100 bus to go to school and/or work, as it would likely take a longer time to reach their destination(s).

BRT BRT BRT!!!

Keep funding capital and design projects for bus rapid transit, and expanded service and frequency of the best performing routes in Wake County.

I commute from Northeast Raleigh (Louisburg Road/401&540). Why is there no service from Northeast Raleigh/Wake Forest to RTP? I would like to see Wake Transit and GoTriangle work together to at least discuss it.

This work plan fails to address any realistic views of the transportation needs of the people of Wake County. It's just more of the same. Routes and solutions for the hundreds of thousands of commuters from the suburbs of Raleigh traveling to RTP should be the #1 focus. The other need is for routes to RDU.

Future Regional Rail Projects (\$23.8 million) represents a waste of taxpayer money that will not result in rail being approved in North Carolina. Please do not allocate this funding.

Total Bus Operations (\$72.4 million) is cited as a waste of money for a program that has been underused. One commenter recommended offering ride-share vouchers to low-income people, allowing point-to-point transportation.

Have you thought about working with Johnston County to bring transport services between Clayton, Garner, and Raleigh? The traffic at rush hour is unbelievable, and a robust transport system would decrease traffic and pollution.