



# Executive Summary

Public Comments Received on the Wake Transit  
Fiscal Year 2018 Annual Work Plan

# FY18 Work Plan | Public Outreach

Wake County residents were encouraged to comment on the Wake Transit Fiscal Year 2018 Draft Work Plan between Feb. 20, 2017 and April 3, 2017. The public was invited to participate in a series of eight public meetings during March 2017 to learn more about and comment on the Fiscal Year (July 1, 2017-June 30, 2018) Wake Transit Draft Work Plan. The meetings were attended by dozens of residents, local elected officials and Transit Planning Advisory Committee (TPAC) member agency staff. Attendees were given the opportunity to ask agency staff questions about the FY18 Draft Work Plan and the Wake County Transit Plan, and were also encouraged to comment on both in writing at the meetings, verbally at the meetings or online at [waketransit.com](http://waketransit.com). The list of comments and questions included in this summary was collected online, in writing or orally by TPAC agency staff during the public comment period. A list of the meetings is included on page 3.

Residents also had the opportunity to comment on the FY 18 Draft Work Plan by visiting [waketransit.com](http://waketransit.com) or contacting David Powe, GoTriangle Public Outreach Specialist, at [dpowe@gotriangle.org](mailto:dpowe@gotriangle.org) or 919-485-7522. Printed copies of the draft work plan were made available online, at all public meetings and at all Wake County public libraries.

The public comment period was held by the Transit Planning Advisory Committee, a team charged with implementing the adopted Wake County Transit Plan. Members from all Wake County municipalities, GoTriangle, the Capital Area Metropolitan Planning Organization (CAMPO), Wake County, NC State University and the Research Triangle Park comprise the TPAC.

The TPAC Process Subcommittee and member agencies were responsible for notifying the public about the public meetings and comment period. The public meetings and comment period were advertised on the Wake Transit website and social media accounts, and were also publicized by TPAC member agencies on their respective websites, through social media accounts, on buses, to bus riders and drivers, and through online newsletters. GoTriangle, in conjunction with TPAC agency members, submitted a news release notifying the public about the public meetings and comment period.

## *Most Common Comments*

1. Many self-identified GoTriangle, GoRaleigh and/or GoCary riders asked that transit agencies consider increasing peak service, midday service, evening service and weekend service on existing routes.
2. Many residents expressed concern over the impact bus rapid transit might have on gentrification and displacement along New Bern Avenue and in other parts of the city.
3. Many agencies, organizations and individuals asked that the TPAC and transit agencies consider using alternative fuel buses (most specifically electric buses) in order to lower local emissions and improve local public health.
4. Many self-identified GoTriangle customers asked that the TPAC and GoTriangle reconsider discontinuing the Johnston County Express and Clayton Express Routes.

# Big Move 1 | Connect Regionally

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## GoTriangle Route 100

- General enthusiasm for this expansion
- Consider increasing frequency even further
- Consider staggering the departures of Route 100 and Route 105

## Major Investment Study: Commuter Rail

- Consider making this a more immediate priority
- Consider completing a more robust Bus & Rail Station Land Use and Affordable Housing Study before undertaking the commuter rail aspect of the Major Investment Study
- Consider removing the commuter rail portion of the Major Investment Study if it will delay planning and implementation of the bus rapid transit projects
- Consider future rail service connecting Raleigh, RDU Airport, RTP and Durham
- General support for the commuter rail service
- General questions about the timeline for commuter rail
- Will Cary have a station along the commuter rail corridor?

## GoTriangle Bus Purchases

- Consider electric, natural gas or hybrid buses

## Transit Station Land Uses and Housing Planning

- Consider prioritizing this further
- Consider planning for affordable housing along transit corridors in FY18
- Consider using FY18 funds to plan for affordable housing along transit corridors instead of on research
- Consider working collaboratively with the Wake County Affordable Housing Steering Committee
- General enthusiasm about this project

## GoTriangle CLX Route

- Reconsider eliminating this route
- Consider electric, natural gas or hybrid buses
- Consider decreasing the frequency in order to lower costs
- Consider merging this route with GoTriangle Route 102
- Consider how this route improves its riders' quality of life

## GoTriangle JCX Route

- Reconsider eliminating this route
- Consider adding this route to the Wake County Transit Plan
- Consider working with Johnston County to secure funding for this route
- Consider how this route connects rural Johnston County to employment and social/economic needs
- Consider how this route connects Johnston County residents to regional colleges and universities
- Consider how this route improves its rider' quality of life

## Other Comments and Questions

- Consider all-day service between the Cary Train Station and the Regional Transit Center
- Consider adding late-night service connecting Durham and Raleigh
- Concern over limited options to RDU Airport
- Will there be express bus service from Raleigh to RDU?

# Big Move 2 | Connect All Wake Communities

## GoTriangle Route 300

- General enthusiasm for this expansion

## GoTriangle Zebulon-Wendell Express Route

- General enthusiasm for the continuation of this route
- Consider adding midday service

## GoTriangle Fuquay-Varina Express Route

- Concern about the reduction in frequency of the Fuquay-Varina Express route in the first year of the Wake County Transit Plan, while service is being increased elsewhere

## Other Comments and Questions

- Consider expanded Sunday services to Morrisville and Cary Parkway
- Concern about the ability for seniors to access Raleigh from Fuquay-Varina all day

*Bus placard used to advertise public meetings*

**WAKE TRANSIT PLAN** PUBLIC MEETINGS

Come to a public meeting to learn more and comment on the initial steps of the 10 year plan to enhance Wake County's transit system.

RALEIGH		CARY		FUQUAY-VARINA		WAKE FOREST		ZEBULON	
<b>March 20, 6:30pm - 8:30pm</b>	Chavis Heights Community Ctr 505 Martin Luther King Blvd.	<b>March 27, 3:30pm - 6:00pm</b>	Cary Train Station 211 N Academy St.	<b>March 30, 4:30pm - 7:00pm</b>	Wake Co. Southern Regional Ctr, Rm 182, 130 N. Judd Parkway NE	<b>March 22, 4:30pm - 7:00pm</b>	Wake Co. Northern Regional Ctr, Rm 153, 350 E Holding Ave.	<b>March 29, 4:30pm - 7:00pm</b>	Wake Co. Eastern Regional Ctr, Conf. Rm, 1002 Dogwood Dr.
<b>March 21, 6:30pm - 8:30pm</b>	Carolina Pines Community Center 2305 Lake Wheeler Rd.	<b>March 28, 6:30pm - 8:30 pm</b>	Millbrook Exchange Center 1905 Spring Forest Rd.						
<b>March 23, 6:30pm - 8:30 pm</b>	Barwell Road Comm Ctr 5857 Barwell Park Dr.								

To comment online visit: **WAKETRANSIT.COM** or For questions call **919-485-7522**



# Big Move 3 | Frequent, Reliable Urban Mobility

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## GoRaleigh Sunday Service Expansion

- Consider expanding Sunday service on Route 4 to include Creedmoor Road to Town North
- Consider extending service on popular routes later than 10:00 pm instead of 5:00 am Sunday service
- Consider expanding Sunday service on all routes
- Consider expanding Sunday service to Crabtree Mall
- Consider expanding Sunday service on Routes 16 and 70X

## GoRaleigh Poole Road Park-and-Ride Facility

- Concern that this does not provide service to GoRaleigh's existing ridership
- Will pervious materials that limit stormwater runoff and best management practices and low impact development standards be used for its construction?

## GoRaleigh Bus Purchases

- Questions and concerns over the purchasing of diesel buses instead of electric, biodiesel or hybrid

## GoRaleigh Route 7 (South Saunders)

- Concerns over this "troublesome proposal"

## Major Investment Study: Bus Rapid Transit

- Consider extending BRT to Triangle Town Center
- Consider promoting dense development along Capital Boulevard
- Consider making this a more immediate priority
- How will GoTriangle coordinate with NCDOT to ensure that the fixed guideways will be able to achieve true BRT functionality?
- Has the BRT corridor along Capital Boulevard been factored into current improvements along the corridor?

## GoCary Service and Frequency Improvements

- General enthusiasm over existing service
- Consider adding bus service between O'Kelly Chapel Road and Green Level Church Road through McCrimmon Parkway
- Consider expanding service to West Cary
- Consider a park-and-ride facility in West Cary
- Consider expanding service to the area west of NC 55 near where it crosses I-540
- Consider automated kiosk at the Cary Train Depot to make it easier for passengers to purchase tickets
- Consider GoCary routes on NC 55, Cary Parkway and Weston Parkway
- Consider installing benches/shelters at some of the existing GoCary stops that are currently without
- Consider a more streamlined approach to all the bus maps – a consolidated map for GoCary, GoTriangle and GoRaleigh
- Consider revamping GoLive/AVL because Google maps seem to be more updated – need to include actual names of the bus stops and prominent landmarks (i.e. shopping centers or other establishments) to make it easier for the passengers to locate the bus stops
- Heightened awareness of the GoCary/GoRaleigh transfer route on Buck Jones Rd. – Route 6

# Big Move 4 | Enhanced Access to Transit

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## Bus Infrastructure

- Consider allocating additional funds in FY18 for improvements and upgrades to bus stops
- Consider ensuring that all buses, bus stops and stations are accessible for residents with disabilities
- Concerns over Americans with Disabilities Act accommodations at Moore Square Station
- Concerns over dirt or grass bus stops
- Consider paving stops with cement all the way to the curb
- Concerns over bus operators not using announcements to identify stops, which are crucial for riders who are visually impaired
- Consider budgeting for an accessibility assessment
- Consider how lack of accessibility could affect the 24.9% of individuals in Wake County who report having a disability

## Raleigh Downtown Transit Operations Plan

- Does this include eliminating Moore Square Station as a required stopping point?

## Community Funding Areas

- General questions about the community funding areas and a timeline for the program

## Other Comments and Questions

- Consider including stronger language prioritizing increased access and connectivity in low and moderate income communities which have been historically excluded from creating built environments that promote health and safety
- Consider incorporating improved bike and pedestrian infrastructure throughout the plan as increased bus stops and connectivity are added
- Consider addressing active living and focus on building connectivity with access patterns that make it easy to walk or bike to transit stops and destinations
- Consider sidewalks along all roads – especially New Bern Avenue

# FY18 Work Plan | General Comments and Questions

## Transit Planning Advisory Committee (TPAC)

- Consider adding a new project item to the FY18 Work Plan that would replace the municipal funding contributions to WakeTRACS currently provided by Apex and Knightdale with Wake transit tax proceeds
- Consider developing a strategy to address environmental goals related to bus fleet technology
- Consider forming a subcommittee of the TPAC that includes housing planners that looks at affordable housing
- Consider alternative sources for propulsion
- Consider a commitment to use electric buses in FY18 and beyond

## Public Outreach, Marketing and Communications

- Consider developing standards for the customer experience on all transit services that have links to future work plans
- Consider creating a dashboard to highlight progress on major elements of the 10-year plan
- Consider a multi-year communications and marketing strategy to change public attitudes toward transit and to promote a culture of transit
- Consider giving longer notice about short-term service changes (e.g., temporary route changes due to construction)
- Consider allowing people to provide input on what stops and stations should be served or where they should be located before the selected stops and stations are chosen by the planners
- Consider more open-ended discussions with the public before selections are made so input can be considered during the TPAC planning process
- Consider how alternative sources of propulsion relate to the “look and feel” of transit services
- Concern over the lack of route information in the Work Plan
- General praise for the structure of and staff participation at the public meetings
- Are riders able to transfer from GoRaleigh to GoTriangle?

## Budget and Finance

- Concern over registration fees in an addition to the sales tax
- Consider spending less on studies and more on buses
- Consider spending more money on bus service
- Concern over the level of ridership versus how many pay taxes to support the system
- Consider closely reviewing all costs associated with the plan to ensure compliance with the Wake Transit Governance Interlocal Agreement and Financial Plan Agreement. Examples include:
  - Review for elements that may require cost sharing and corresponding cost-sharing agreements documented in the Wake County Transit Plan
  - Review for existing regional elements that should not be paid by the Wake County transit revenue
  - Review for elements costs that may be able to be reduced
- Consider approving the methodology for establishing the maintenance of effort baseline for all existing service prior to Work Plan approval of requests to fund existing staff or services
- Consider reducing funding for consultants and administration in order to cover the upfront cost of electric buses
- Consider applying for funding from the Volkswagen settlement to partially cover the upfront cost of electric buses
- Reconsider the proposed budget for public outreach and administrative staff

## Capital and Operations

- Consider purchasing alternative fuel vehicles instead of diesel to improve the transit experience for both existing and new users of GoRaleigh, GoCary and GoTriangle services
- Consider accelerating improvements to stops and stations along transit routes that are unlikely to change
- Consider using smaller buses to increase flexibility

# FY18 and Beyond | Others Comments and Questions

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## Gentrification and Displacement

- Concerns about gentrification pushing poor residents to the outer edges of COR where they have less bus service
- Concerns about good levels of service for low-income residents outside of downtown
- Questions about what the City of Raleigh, GoRaleigh and GoTriangle are doing to mitigate displacement due to accelerated gentrification as a result of enhanced access to transit services

## Major Investment Studies: Commuter Rail

- Consider more investment in rail beyond what is currently being planned

## Major Investment Studies: Bus Rapid Transit

- Consider implementing a short pilot segment of dedicated “RED” transit lanes at various locations along the existing or future core frequent network, including BRT corridors

## GoTriangle Route 105

- Consider increasing frequency
- Consider 15-minute peak service
- Concern over elimination of park and ride
- Consider adding more service to Route 105 in addition to Route 100

## GoTriangle CRX Route

- Consider more frequency for the CRX in both directions
- Consider an additional trip after 6:30pm on weekdays
- Consider running the CRX on Saturdays for working people

## GoTriangle DRX Route

- Consider increasing frequency during peak hours
- Consider offering hourly midday service

## Other Future Considerations

- Consider building more large bus shelters at NCSU
- Consider investing in high-speed rail and light rail
- Consider expanding GoRaleigh Route 70X to RDU Airport
- Consider restricting developers from building parking decks and parking garages downtown
- Consider an ordinance that requires developers to build bus stops and shelters with any new project

## Comments and Questions on Services Outside of Wake County

- Consider moving the transfer location between GoTriangle Routes 800 and 400 to UNC Student Stores
- Consider increasing frequency on GoDurham Route 3