**FY19 Work Plan Comments Reference**

**C3:** 2/20/2018 Linda McKinney [lindamckinney24@gmail.com](mailto:lindamckinney24@gmail.com) - I decided to read the transit plans for the next 10 years as presented on your website. It is my opinion that these plans are way, way over the top. The amount of money that will be wasted on empty late night bus runs and commuter trains is absurd. The free rides for kids is a bad idea. It is not free. We, the taxpayers are subsidizing the cost. We do not need to give kids a way to move around the triangle day and night without supervision. I don't know of one parent that would send their kids on a city bus to school. We already offer school buses and pay for those too. Stop deciding for all of us. I, for one have never ridden a transit bus in the 15 years I have lived here. I think there are many others who have never used the bus service. When I am downtown I see empty buses driving the streets in the evening. How much is it costing the public for each rider to take the bus. I think you are over estimating the ridership by10 fold that will occur in the future. We are an impatient society and do not have time to wait at a corner for a bus. Please take a taxpayers point of view into consideration when planning these gross expenditures.

**C5:** 2/27/2018 Matthew Frazier [matthew@teamfrazier.org](mailto:matthew@teamfrazier.org) - I am excited about the projects in this year's Wake Transit Work Plan. One project I would specifically like to commend is Project TC002-Q, which would place route maps and schedules at each GoCary stop. I have greatly appreciated when this information is present at bus stops in other cities I have visited (such as Charlotte and San Francisco), and I hope that GoCary's project is successful and encourages the rest of the Triangle's agencies to provide similar information at stops. I do have some specific suggestions for refining the bus operating projects proposed by GoRaleigh. Project TO005-K: Worthdale Loop. Project TO005-K in Southeast Raleigh is a sensible route restructure, and every-15-minute service on Martin Luther King, Jr. Blvd will be a major access improvement for Southeast Raleigh neighborhoods. However, I'm concerned that service through Worthdale on what is currently Route 18 is still shown as a loop, which I assume continues to follow the current service pattern. Looping through Worthdale was reasonable when Worthdale was the Route 18's terminus, and became slightly less convenient with the extension to Bus Way. If the route extends all the way out to Barwell Rd, it becomes extremely inconvenient to ride from Worthdale into downtown. Passengers would be able to walk to MLK, Jr. Blvd for inbound service, but if that was considered sufficient coverage then there wouldn't be a reason to have the route enter Worthdale outbound. I suggest evaluating whether the route could operate through Worthdale in both directions. Whether the Worthdale service becomes bidirectional or not, travel times between downtown and Bus Way would increase. I suggest converting more deadheads into Route 55X trips as a mitigation. To properly manage expectations, some Route 55X trips could be designated "Permanent" on the schedule, which would be maintained in runcuts over the long term, and some could be designated "Temporary," which are subject to change in number and timing at each runcut. My suggested changes for routes in package TO005-L are roughly depicted in this online map: <https://drive.google.com/open?id=1CPNft31IdEBnfEU0h4JVxkHF7lnyqAVc> Project TO-005L: Edwards Mill Rd Phasing. In my opinion, the route alignments in Project TO005-L could use adjustment to better fit our current progress in the Wake Transit Plan's implementation. I agree that Route 4 Rex Hospital is very long, and splitting it into routes that can operate more consistently would form a better-designed network. However, I think the Edwards Mill Rd route fits better in the future than the present, when connections to bus rapid transit and commuter rail are available at the south ends.

Today, the only development on Edwards Mill Rd that isn't currently served by Route 4 is around Trinity Rd, and an east-west service would connect that area to more places more quickly. An Edwards Mill Rd route would also not have any transfers available on Chapel Hill Rd or Hillsborough St. (While Route 300 operates on that section of Hillsborough St, there are no nearby stops due to poor street conditions.) Rather than adding the Edwards Mill Rd route and truncating Route 4 to Rex Hospital in FY 2019, I would suggest changing Route 4 to operate from GoRaleigh Station to Crabtree Valley Mall at all times. Not implementing the full Edwards Mill Rd route saves operating costs, which could be used to make progress on the Frequent Network by implementing the Creedmoor Rd route as a branch of Route 6 ("6B"?). Its schedule would be staggered with Route 6 to provide service on Glenwood Ave every 15 minutes at peak, and every 30 minutes off-peak. (Or every 15 minutes off-peak too, if it fits within the available funding.) (It also appears that when the Blue Ridge Rd service is implemented, Route 16's service on Blue Ridge Rd will not be necessary. However, changing Route 16 to operate only from GoRaleigh Station to Crabtree Valley Mall is not mentioned in the work plan.) Project TO-005L: Blue Ridge Rd - Gorman St Realignment. I think the case for the Blue Ridge Rd route in the present is stronger than the case for the Edwards Mill Rd route. It has transfers to regional service at both Hillsborough St and Western Blvd, which would significantly improve access to Rex Hospital, Crabtree Valley Mall, and various state government sites. But considering how close the route's southern terminus is to NC State and to high-density residential areas in Southwest Raleigh, I think ending at Blue Ridge Rd and Western Blvd limits the route's potential. An idea I have had before is to have the Blue Ridge Rd route operate east on Hillsborough St to Gorman St, then south on Gorman St to the Food Lion at Avent Ferry Rd. This alignment would increase the travel time to Western Blvd, but it would deliver significant connectivity benefits. It would complete a logical crosstown corridor on the west side of Raleigh, providing Meredith College, Wolf Village, E.S. King Village, and Gorman St neighborhoods with direct northwards service. A Gorman St alignment would also improve the transfer between Blue Ridge Rd service and Hillsborough St service. Once the Blue Ridge Rd underpass is constructed, a transfer at Hillsborough & Blue Ridge would require ascending or descending a level, but if the Blue Ridge Rd service crosses over to Gorman St, same-stop transfers can be made at Meredith College. It also opens up Wolfline transfers at Wolf Village and Wolfline/GoRaleigh transfers at Gorman & Avent Ferry. There are three primary tradeoffs of the Gorman St alignment: it would not provide coverage to the south end of Blue Ridge Rd (Hillsborough St to Western Blvd), although that segment does not have service today, and is mostly within walking distance of either Hillsborough St or Western Blvd. It would increase the amount of time it takes to get from the north to Western BRT. And it would have a higher operating cost, with more vehicles required, since it runs all the way to Avent Ferry Rd. (My guess is that operating every 30 minutes, it would probably require one additional vehicle.) In future years, the Gorman St alignment would additionally require study to determine how best to adjust Route 12 Method to interact with it, and it would probably require an amendment to the Transit Plan before the route could be upgraded to full Frequent Network service. But I don't think either of those would be necessary to implement it in FY 2019 at 30-minute service levels. If staff comes to the conclusion that the Gorman St alignment isn't worth the tradeoffs, requires further study, or can't be implemented with resources available in FY 2019, then the currently proposed alignment that uses only Blue Ridge Rd is still a net benefit, and I support implementing it in FY 2019. (In the interest of full disclosure: I currently live within walking distance of the suggested Gorman St alignment. I believe that the Gorman St alignment is better for the overall transit network regardless of the service to me personally, and I originally had the idea before I lived near Gorman St.) Additional Idea: Hillsborough St Short Turns. After these projects are implemented, Raleigh will have four Frequent Network corridors: Capital Blvd, New Bern Ave, S Saunders St, and MLK, Jr. Blvd. If the suggestions above for project TO-005L are implemented, Glenwood Ave would also be added to that group. This is almost all of the Frequent Network corridors which currently have end-to-end GoRaleigh service, with the exception of Hillsborough St. While the final service on Hillsborough St is presumably still to be determined by the bus plan, the completion of new roundabouts later this year offers a chance to add short-turn trips of Route 4. It's possible that a bus from GoRaleigh Station could reach either the Dixie Trail roundabout or the Brooks Ave roundabout in a 30-minute round trip. This makes it fairly inexpensive to add service, and since the Frequent Network service on Hillsborough St is shown extending to Blue Ridge Rd, there isn't a risk of adding service only to reduce it later. More to the point, having six Frequent Network corridors - heading in every direction from downtown - is a very powerful "early win" for Wake Transit. And as additional projects are proposed which would introduce transfers to Frequent Network service or streamline routes to provide higher frequency, having these six corridors in place provides an assurance that those changes will open up more access, rather than creating an every-15-minute service that has nothing to transfer to. That said, this would require adding another bus at peak, and I don't know whether a bus would be available in FY 2019. Thank you for considering my comments. As I said, I am excited for the progress that transit in Wake County has made and will continue to make, and I look forward to seeing what improvements the final FY 2019 work plan will include. (These comments entirely reflect my interest as a resident of Raleigh and a transit enthusiast, and should not be considered as the opinion of my employer.) Thanks, Matthew Frazier

**C6:** 3/1/2018 Laurel Birch Kilgore [laurelbd@gmail.com](mailto:laurelbd@gmail.com) - Raleigh Durham Triangle is ideal for public transportation whether it is light rail or monorail or a combination. Rush hour traffic is busy as workers LEAVE Raleigh as well as workers driving TO Raleigh. Workers are not commuting from outside one city to work in one city. This means public transportation is needed in both directions morning and evening providing efficient travel for public transit. Raleigh metro area is growing yet we lack the basic infrastructure that moves people efficiently without clogging roads. Linking downtown Raleigh with NCSU, RDU, Cary, Triangle Park, downtown Durham and Chapel Hill link is essential to our growth AND the wellbeing of our citizens, our environment and our economy. The case of Amazon choosing new HQ is a clear example. A major criteria is PUBLIC TRANSPORT. This is the difference between building parking to accommodate 50,000 employees, or having a fast convenient public transport system to bring employees within easy walk to the new HQ entrance. I hear complaints asking WHO will use a transit system. Well, imagine IBM, Amazon, SAS and other corporate executives flying into Raleigh and having to be picked up, rent a car, take an Uber or find a bus. Now imagine that same exec flying in to RDU, walking to public transport in the airport, zipping peacefully along at speed to the new Amazon HQ transit stop; attend the conference/meetings and return to RDU to fly home that evening. Imagine thousands of students across the Triangle taking the rail to the Amtrak and airport instead of thousands of students keeping cars and driving. Imagine a conference center with a link from the airport for attendees across the nation or world. THAT convenience is what Amazon wants. THAT convenience is what makes a city a Connected vibrant Metro area. What tech employee would choose to take a bus with many stops and slower pace, or take a car from their own driveway to work? How might that change if they can drive and park at a public transit spot, or live close enough to walk two or three blocks to a public transit stop and get off near work? Raleigh/Durham could be transformed into a metro area that does not require a personal car, that has true walkability, that has improved quality of life and choices for residents. I have lived in cities with underground metro and overland rail, and am impressed with cities like Brussels that invested in space-saving efficient and quiet monorail system and Amsterdam with trams and bicycle routes. Cities become vibrant, land is less filled with parking spaces, bicycle lanes can be safer. The image of Raleigh is all about greenways and protected creeks. How much better to build a metro system that provides access to amenities, major event venues, hospitals, etc. rather than more roads and parking spaces? Much greener investment. Infrastructure is expensive but it is not likely to get cheaper with time and increased land development and growth. Besides, compared with other metro areas commute times in the Triangle by road are not so awful. This is the time to invest in public transport that reduces pressure on roads Buses are good, but inexpensive commuter lines are even better. I vote for investment in public transport, even the more expensive monorail at least on some links, as this is an investment in making Raleigh Durham a great metro area rather than a metro area that is still considered provincial in outlook. Please study the best systems. Washington DC that closes at night allowing transit after events and performances but not after midnight, no restrooms, walls set back protected from graffiti. Study the Brussels monorail that serves the city of the European Union, and the excellent passenger rail systems in Europe. What are the systems like in Abu Dhabi, Tokyo, Singapore? What might be the potential for running a monorail with solar? Let’s look for the best examples and designs in the world and link our cities making RAleigh/Durham/Cary/Chapel Hill a true Metro area. The potential is huge! I vote to Invest a much higher percentage of funding in public transit to transform the Triangle, and much less on conventional buses and roads.

**C8:** 3/9/2018 Harold Ladd [heladd2@gmail.com](mailto:heladd2@gmail.com) **-** I was very pleased to obtain a copy of the FY2019 DRAFT Work Plan, showing the ideas and hopes that GoRaleigh envision. The color screen prints and map adaptations are a big step forward in the efforts to make GoRaleigh more appealing to the motoring public. The Southeast and West/Northwest expansions are sorely needed. There are so many areas of Raleigh that are inaccessible to residents who have no private transportation, especially to such venues as the NC State Fairgrounds, the NC Museum of Art and many medical practices and services. Further, outreach expansion to the newer Rock Quarry and Battle Bridge areas are long overdue. Although technically our middle school and high school students should be "safer" by using the school bus transportation already provided, access to GoRaleigh provides an alternative mode of transportation for those students who would like to participate in extracurricular activities but are limited because once the school bus leaves for the day, these students have no way to get home. It also will encourage "latchkey" students to take advantage of activities available to them since they will have alternative transportation that most parents will appreciate and encourage its use. Finally, any effort to create and implement BRT routes in our high density traffic areas should attract a lot of interest. Although GoTriangle has recently improved its service to Cary and the RTC, the fare cost continues to detract from attracting new riders. It should NOT cost twice the fare charged by GoRaleigh to get to Cary or Morrisville when these routes are being run on a daily basis. AND GoCary should honor GoRaleigh reduced fare and senior passes just like GoDurham has always done. Let's make this happen!

**C9:** 3/10/2018 Doug Pearsall [dgpincarync@live.com](mailto:dgpincarync@live.com) - Since first reading the 2019 Work Plan, I have taken notice of the bus activity but more specifically the ridership as I witness it. Please see the .pdf file attached.\*\* While it is true that we witnessed only a small slice of the overall transit picture it is likewise true that the slice we did see is troublesome in terms of ridership per bus route. Both the strength and weakness of the attached analysis is that it is random in both location and time of day observations. Many buses that were seen are not reported either because it was not possible to see in the bus, or the inability to record the event. It is unlikely these missed observations skew the outcome in any material way. The overwhelming number of busses witnessed have no passengers and the most passengers seen was three and then only once. It seems that the marketing strategy is that if you build a better bus line, the passengers will come. It is not working, and has not worked since the early '90s in Raleigh. Is it not the time to apportion resources to the real need for transportation? For sure it would be more cost effective to pay Uber or a taxi for the few riders that need public transportation. More busses and more routes only means more wasted expenditures. Please urge the planners to rethink the current waste of resources. Thank you.

\*\* see Pearsall Attachment - Busdata

**C11: Introduction to CAFT letter**

Dear GoTriangle colleagues,

Attached is a letter with comments from many organizational members of the Capital Area Friends of Transit (CAFT) coalition. Several additional organizations plan to submit comments separately, so hopefully you have also received comments from groups including League of Women Voters of Wake, Advocates for Health in Action, American Heart Association, Regional Transportation Alliance, among others. Honestly, many CAFT groups have been unable to dine into the plan deeply enough to feel they can offer detailed comments, but are of course supportive of transit improvements overall. We may have a couple more groups who want to sign this letter, but couldn't get back to us by COB today. Thanks for the opportunity to comment and we'd be glad to discuss further. Overall, please know we are excited by service expansion and free youth fare, and have some additional comments to help guide Wake Transit.

**C24:** 1/23/2018 Mary Sell [maryesell@gmail.com](mailto:maryesell@gmail.com) - Thanks for all the work you’re doing these are exciting improvements to service. My feedback: Route 300 & 100: How does ridership on this compare to Route 100, may be better served by 30 min service for Route 100 vs. the hour service proposed on Sundays? Seems like weekend service > the airport may encourage visitors to opt out of renting a car, etc, to reduce traffic. DRX: This is great and much needed! Would like to continue to see additions to this route with frequency and length of service. Well utilized route and travels along one of most congested corridors CRX: Unclear what service improvement is for this route? Maintaining same hours of service and frequency Southeast Raleigh Route Package: Do these routes service Roger Lane? Can’t tell from the maps when I zoom in. This area has an elementary school, shopping center and is a job location, there is no transit service currently.

Youth Fare: YESSSSSSSS. This is amazing. We are a one-car family and this will encourage us to continue to be as our kids grow. 100 on this, y’all. "

**C26:** 2/2/2018 Owen Evans [opevans@gmail.com](mailto:opevans@gmail.com) - "I reside in Cary and use public transit here on a daily basis. I appeal to both of you in your respective capacities as Town Councilor and Chair of the GoTriangle Board of Trustees (Ms. Robinson) and Mayor of Cary (Mr. Weinbrecht), regarding the subject of all-day bus service between Cary and RTP/Durham. I have read through the 2019 Draft Wake Transit Work Plan, and although I do see some very worthwhile service improvements, it disappoints me to find that the plan omits this critical regional connection yet again.

It puzzles me that this keeps getting passed over in the planning process. Service from Cary to Raleigh is fantastic now, but what of those of us who live in Cary and work in Durham or RTP? I believe that it is past time for Cary to have all-day transit service to the Regional Transit Center (RTC), which would give the residents of Cary transit access to all the jobs in the western half of the Triangle, and vice versa. Surely there must be some way to cut through bureaucratic red tape and make this happen?

I can offer a few suggestions to that effect, although the specifics of implementation are less important than the overall concept of Cary-RTC all-day service.

1. Cancel the peak period GoTriangle #300 between Cary and RTC, and run the GoCary #3 to RTC all day instead. Eliminating the redundancy between GoTriangle and GoCary along Harrison Avenue would mean this could be implemented with a surprisingly small increase in total revenue service hours, with a modest reallocation from GoTriangle to GoCary.

2. Relocate GoTriangle #300 onto NC 54 west of Cary Train Station, and convert it into an all-day route. This would be a significant increase in service hours but also an increase in coverage through some pretty dense parts of Morrisville like Park West.

3. Have the GoTriangle #100 exit and then immediately re-enter I-40 at Harrison Avenue, so it can connect with GoCary route #3 and the proposed Weston Parkway route near Umstead Park. This would not significantly affect revenue service hours, but would require construction of new bus stops near the I-40 interchange at Harrison Avenue and some minor route restructuring near there. See map here.

Unfortunately, past experience leads me to believe that the draft plan will not change very much at this point. I have corresponded with planners on this issue for several years now, but the messaging has always been Maybe next year. Will this not be considered again until the FY2020 planning process is underway, a year from now? Even then, it could likely be passed over yet again. That would be extremely disappointing.

I walk my daughter to her school bus stop, where she is picked up at about 8:35 in the morning. When the school bus has come and gone, and she's on her way, I then walk to a nearby GoCary stop (Bond Park Senior Center), where I catch the GoCary route 4 at 8:42, and ride to the Train Station. There, I then catch the 9:00 am GoTriangle route 300 bus towards RTC which takes me to work. The problem is, if my daughter's school bus is late, then I don't have enough time to walk to the GoGary bus stop and catch it. I have started bringing my bicycle along so I can get to the bus stop more quickly, but even that's sometimes not fast enough.

None of this would matter If I could just catch the next bus 30 minutes later and still be able to transfer to RTC, but since there are no buses from Cary Train Station towards RTC after 9:00am, I'm stuck. The choices I'm left with are:

1. Try to ride my bike up the greenway, and catch the 300 at the intersection of Harrison & Maynard. This is about 5 miles, and I have to cover it in about 20 minutes. I find it is difficult to reliably cover that distance fast enough, given how hilly the greenway is, especially if the weather is poor.

2. Ride my bike 8 1/2 miles up NC 54 to the office where I work. I am lucky in that I am physically able to do this, and there are even showers at my office - but riding on that road at rush hour is terrifying, and there is no alternate route through Morrisville.

3. Ride the GoTriangle 300 into Raleigh and catch the 100 back towards RTC, which takes about an hour and a half, and makes me late for work

4. Catch a cab or Uber ride, which is costly.

I also spoke to a lady on the 9:00am bus this morning who said that her shift starts at 11:00, and she would prefer to ride a 10:00am bus, but she has to catch the 9:00am bus and then sit around for over an hour before her shift starts.

This improvement would help lots of people. I am planning on circulating a petition on the bus tomorrow morning to see how many other passengers would find it useful.

COMMENT SENT FROM MAYOR WEINBRECHT TO KELLY BLAZEY WHO GAVE THIS RESPONSE: We held several public meetings and outreach events in October/November of last year to solicit feedback on the prioritization of projects in the Multi-Year Bus Plan and MIS. This feedback was considered during the development of the 2019 Draft Wake Transit Work Plan, as was the Financial Model, which is essentially what we can afford to implement each year. All-day service from Cary to RTC was initially submitted for consideration in FY19, however, after further review it was deemed not feasible. Once the Multi-Year Bus Plan is complete (anticipated this summer), we will have a more definite list of projects and associated timelines for implementation to share.

We are currently in the Public Outreach/Input phase of the 2019 Work Plan development process. With your permission, I will forward your comments to the public engagement team so that they can be included in the official feedback log. If you have additional questions, or feedback you would like to share, please do not hesitate to let me know. Thank you for being a GoCary customer!”

**C27:** 3/21/2018 Joyce Boone [jrboone\_2015@yahoo.com](mailto:jrboone_2015@yahoo.com) - How are you? I’ve been a resident of the Morrisville/NW Cary area since 2005 and have felt that public transportation can benefit business and the residents of this area tremendously. Here are a few examples of how public transportation could serve this area:

1. A lot of workers in RTP would appreciate and use the option of riding the bus to and from work.

2. Transportation to and from Parkside, the new stores coming soon on Green Level, and Park West in Morrisville...will be a welcome amenity for employees and shoppers and will be good for business.

3. Senior shoppers from Amberly (I am one), especially at Carolina Preserve, would love to be able to ride the bus to and from shopping. Many of them don’t drive anymore.

4. There are lots of families with children in the area with new subdivisions cropping up everywhere. Teens would benefit from being able to ride the bus to and from their part time jobs in the evenings.

5. The new Wake Tech campus in Morrisville is also a destination that a lot of people could benefit by being able to catch the bus to/from.

6. Having bus service in this area may help to ease congestion and volume of traffic as the area becomes more heavily populated.

Thank you for the opportunity to share my thoughts and suggestions on the idea of a bus route to NC Cary and Morrisville. Not being very familiar with all that is involved in offering a bus route, I am sure that there are potential issues that I’m not aware of at this time. However, if it can be offered on a trial basis or short term basis to see what the usage would be, my family and I would be delighted and would most certainly use it.

**C31:** 3/8/2018 [andrew.klosterman@gmail.com](mailto:andrew.klosterman@gmail.com) - I saw a "call for comments", so here're my thoughts:1. My family has 2 cars. One my wife uses for running around, and another is maintained solely for commuting purposes. If public transportation, or reasonable bike lanes/trails existed, I would have no need for the commuter vehicle.2. I would welcome a bus route between West Cary and RTP. That would satisfy my commute needs. A bus that runs N-S along Green Level Church Road, and enters into RTP at Kit Creek Rd, would be ideal.3. I would welcome investment in improved trails/greenways/bike lanes between West Cary developments and RTP sites. Clearly there is land usable for greenways (it's not all housing ... yet!).Â  Some of the roads between West Cary (e.g., Green Level Church Rd.) are very narrow at points and this impinges on the safety of bikers. The number of available crossing points across NC-55 between West Cary and RTP is extremely limited. And none are particularly conducive to bicyclists. Our weather in the Triangle is nice enough that if I could be a bike commuter, I would, but the roads and pathways that I'd need to travel (in their current state) just don't make the safety or convenience level with which I'm comfortable. If there were more bike options, there'd be more room for bike rental businesses and bike shops selling bikes and offering repair services ... another boost to the economy from a public transportation investment!

**C42:** 2/5/2018 Cynthia Vaughn [persnlcorrespondence@gmail.com](mailto:persnlcorrespondence@gmail.com) - I would like to see Raleigh Transportation Department do a better job of providing public transportation that is geared toward your senior population! There are those of us who choose not to drive, can not drive due to poor eyesight, or who don't own a personal car. Trying to get around Raleigh with public transportation, as it is now, I am forced to walk about 15-20 minutes to the nearest bus stop. I am thankful that I am able to do this without too much discomfort; however what about those seniors who use walkers, or are not steady on their feet. The current TRACS System is limited at best. Seniors are forced to call to set up appointment for pickup to and from their destination at 7AM the day before. One can spend up to 15 or more minutes waiting on hold to be assisted. Even if one gets through, there is no guarantee of a ride. For those of us who are able to get to public transportation without too much effort, this would be an alternative to TRACS. There is a senior development (Amber Springs) going up on Strickland, near Louisburg Rd. The developer tells me that the nearest bus stop is one mile away. I hope that the Transportation Department will have transportation in place for this area, by the time it is completed in the first quarter of 2019. Not having better transportation for seniors can also make it an isolating situation for us. I would do more outside my home, if my transportation weren't such an issue. Places that I would like to volunteer at are not accessible by public transportation!

**C48:** 2/18/2018 Steven Bergman [readytogo22@gmail.com](mailto:readytogo22@gmail.com) - I am a frequent rider of GoRaleigh and often board the bus at the Crabtree Valley Mall. Here are several suggestions to improve the service: 1. I think it would be great to have a shuttle connecting the Crabtree Valley Mall with the North Hills Mall. If it traveled on I-440, it would make the trip in minutes without having to traverse or disrupt residential neighborhoods. 2. The announcements of bus arrivals at the Crabtree Mall using the existing scrolling "Ticker" technology is not as useful as the signage used in several locations in Chapel Hill (see attached\*\*) which show the anticipated arrival times of multiple buses at a single glance. 3. I would like to see the #16 bus service extended past Rex Hospital to NCMA and the State Fairgrounds. It is unclear to me if the plan to "Realign the Rex Hospital Route" will accomplish that objective. 4. Lastly, it is imperative that any improvements to bus service be publicized. I was unaware that weekend service was expanded on the #16 until I saw the bus pass me one Sunday. Thank you for taking my comments. I am a believer in mass transit and I have introduced and promoted the use of buses among my friends.

\*\* see Bergman Comment Attachment – Chapel Hill-Bus-Timetable

**C49:** 2/19/2018 Laura Bergman [bergla22@gmail.com](mailto:bergla22@gmail.com) - Even though I have a car, coming from New York, I often take the Raleigh bus. I live near the Crabtree Mall. There is currently, as far as I know, no good way to travel by bus to North Hills, an area I frequent on a regular basis. As North Hills is becoming more congested, I would like the option to go by public transit. Are there any plans to do this? Whatever improvements and expansion of the transit system are made, you must market and publicize these changes. If no one knows about this increased service, no one will use it. For example, newspaper ads, emails, Midtown Magazine, clubhouses in developments, hotels, the Convention Center, Visitor's Center, Amtrak Station, Historic sites in Raleigh, CAC groups, etc. can be used for advising the public of the transit system expansion. I have observed my jury duty notice has driving directions and parking information but no mention of public transit despite the fact that the main bus terminal is a short walk from the courthouse and most bus lines terminate there.. The information desk at the Crabtree Mall has no bus schedules or information even though there is a bus hub located there. Do you have a dedicated marketing team? "SHOW RALEIGH WITH GO RALEIGH"

**C61:** 3/12/2018 Doug Greene [dougsgreene@gmail.com](mailto:dougsgreene@gmail.com) - I reside in northwest Raleigh off of Duraleigh Road. I frequently use Go Raleigh and Go Triangle buses (especially when experiencing car problems) and because of my residence location, I frequently use Route 6 Crabtree..

1. Route 6 Crabtree.

Due to the lack of late buses and lower frequency on that route than almost all of the other Go Raleigh routes, my travel and attendance at events is constrained by the lack of later buses and lower frequency of buses on this route. I must leave events early downtown, in the Glenwood South area (which is an entertainment area only served by Route 6), North Hills events, etc. --- not due to frequency or later buses on other connecting routes serving those areas, but due to the bottleneck on route 6 which I must connect to to get home. Its schedule gates everything I do since it is the most constrained.

Countless times I have seen other people ask at Crabtree Mall and at other points how they can get back downtown later. They must either use other routes (if at Crabtree) or they are out of luck with no options if they are farther out (for instance at Townridge or Pleasant Valley). This area in northwest Raleigh is heavily residential and even includes areas of Section 8 housing .... a prime candidate for effective bus service. Another example is if I attend an event in the Glenwood south area, the only option for a later departure would be to walk down to Hilllsborough Street, catch the last Route 4 bus to Rex Hospital (11 pm), and then catch a Lyft or Uber ride from there to get the rest of the way to my destination at home.

PLEASE ADD LATER BUSES TO ROUTE 6 - CRABTREE (THE LAST BUSES LEAVE DOWNTOWN AT 8:15 PM ON WEEKNIGHTS AND 9 PM ON WEEKENDS (similar problem at the other end).

PLEASE INCREASE THE FREQUENCY OF BUSES ON ROUTE 6. This would decrease lost time and provide more flexibility due to inefficient connections to other routes, among other things.

The bus shelter that was added at Duraleigh and Delta Lake roads is a welcome addition but a panel of glass has been missing from it since it was installed (I believe it was transferred from Martin Street at Moore Square when they completed the redevelopment of Moore Square Station).

2. Route 70X - Brier Creek Express.

PLEASE INCREASE FREQUENCY OF SERVICE ON THIS ROUTE. Currently, you must either take a late afternoon or early evening bus out to Brier Creek and spend a short time there in order to get back home, or catch one of the early morning buses there and then spend most of the day there waiting for service to start again in the evening to return home. There is currently no service from mid morning to late afternoon and no late bus service.

3. Additional west Raleigh routes.

It is my understanding that additional routes are being added from Crabtree Mall along Blue Ridge Road and Edwards Mill Road to serve the N C Art Museum, N C State Fairgrounds, and PNC Arena (among others). These will be most welcome additions since there is no way to access these areas by bus currently (except for going all the way downtown and then having to catch a Go Triangle bus to get to the N C State Fairgrounds). Currently, I have had to walk along Blue Ridge Road to or from Rex Hospital, cross the Wade Avenue extension bridge, or walk along Beryl Road from the end of Route 12 at Method and Beryl Roads to get to the fairgrounds and art museum. Getting to PNC Arena for events would require walking along Edwards Mill road from Route 4 near Duraleigh road. or using a ride share service to get there.

I also understand that Route 4 will be reconfigured and not connect at Crabtree mall. I understand this move due to chronically late buses on that route due to its length, heavy useage, and frequent stops due to congestion. I hope that there will be viable options to connect at Crabtree that will still serve Edwards Mill Road North to Strickland Road and south to Rex Hospital and along Hillsborough Street (serving the N C State campus, near Cameron Village, near Glenwood South, etc.). A bus serving those areas from along the length of Duraleigh road would really be nice ...thus avoiding the necessity of going to Crabtree Mall and making further connections.

4. Additional east Raleigh routes.

Sometimes, catching an outbound bus is a challenge - I call it bus roulette --- since many routes serve a given platform. Since sometimes buses arrive at the last minute before they are supposed to depart on their outbound route, and sometimes the destination sign doesn't change or changes at the last minute, you must constantly run back and forth along the length of a platform checking buses to make sure you don't miss your outbound bus. I have seen a number of people (including me) miss their outbound buses because of this.

The LCD screens can and are capable of providing more information but there are 2 issues. Sometimes it shows the next departure on a given route is the next departure an hour later and you think you have missed the current departure of the bus when it hasn't even arrived yet. Also I have seen the GPS systems get out of sync on the buses a number of times and have the announcements at connecting route crossing points along the route be several locations behind along the route.

Durham Station (downtown Durham) has some more user friendly solutions to these issues. They have an indoor waiting area with services.Tthey have dedicated diagonal slips for each route so you can guarantee that if a bus is in the slip for the outbound route you are trying to catch, it will depart on that route. You don't have to constantly run around looking for your outbound bus and hope you don't miss it. Also, at Durham Station, the scrolling LED signs at each dedicated route slip are easier to read than the LCD display panels at Moore Square station in bright sunlight. Maybe a combination of the LCD panels and scrolling LED signs would work best.

Thank you very much for your time and consideration of these comments from a frequent user of public transit in Wake County and the Triangle. I hope they could help lead toward improving the user experience on the public transit system in this area.

**C65:** 3/2/2018 Matthew Marbois - I attended the public information meeting held last month at Laurel Hills Community Center. Personally, I use Route 4 daily for my commute to my office with the NC Department of Administration State Construction Office; I like the proposed modifications to Route 4 that will access the State Fairgrounds, PNC Arena, etc. According to the person I spoke with from Wake Transit at Laurel Hills, the specifics of the route modifications have not been finalized. My comment is to be wary of any route changes that would impact those originating their inbound route from Towne North Center where they would have to change buses at the Crabtree Valley Mall location. Having to make a bus change will add time to their commute unless the frequency of bus departures from Crabtree to downtown is increased. My last comment is to urge extension of at least one GoCary route such that it incorporates Crabtree Valley Mall as a terminus; this would enable transfers between GoCary and GoRaleigh routes and encourage travel. This would result in greater access to the IKEA store opening in Cary and with Crabtree Mall.

**C80:** 3/6/2018 Doug Greene - Please add more later buses to the crabtree route 6. It’s one of the earliest termination times of any of the routes to and from downtown. Also more frequency would be helpful just like there is on most of the other routes. Also, I heard that they are terminating Route 4 from crabtree so I don’t know if there is going to be another similar way to get from say Crabtree down to the Hillsborough/NC State area which would be a concern. But the biggest concern is later buses, the last one leaves at 8:15 on week nights which is not convenient and Crabtree is the only bus that goes through Glenwood South and Five Points and then out to Duraleigh so I hope they will add that. Weekends the last bus leaves Moore Square at 9:00 so later would be helpful then too. There are also concerns with platforms at GoRaleigh Station. Sometimes the times change at the last second and people miss the bus. Times do not seem accurate or stable. Sometimes the destination signs on the buses either don’t change properly or change at the last second so people are running around looking for it and the bus leaves without them. You know the bus is supposed to be somewhere on the platform but you don’t know where so you are constantly running back and forth. Durham’s station has dedicated spots for each bus route.

**C86:** 2/19/2018 De Malloy [demallory6@aol.com](mailto:demallory6@aol.com) - My concerns and interest references only the GoTriangle Bus route 100. I am an employee at RDU Airport and the Park and Ride that best serves me is on Trinity Road in Raleigh. If I use that park and ride it is a far walking distance to the Blue Ridge Road Bus Stop for the Route 100 riders. The entire walk has to be done in the road as there is no sidewalk the entire way there. A side walk would be great but I should think that it would be more cost effective to have that bus actually go down Trinity Road to the Park and Ride area, pick folks up and just loop back around to Blue Ridge Road. The bus could still do its regular stop on Blue Ridge as well. My other suggestion concerns this and any Park and Ride locations. For the safety of all who use them, especially during daylight savings time, it would be wise to be sure the area is well lit. It gets dark long before most workers get to their cars at the park and ride lots. Lastly, I had to discover the hard way, that the buses operate using a weekend schedule on recognized holidays. Perhaps, without actually committing to dates, part of the metal information signs could include the named holiday(s) and that they operate on a weekend schedule. Thanks for the opportunity.....

**C87:** 2/22/2018 [kathryn.cox@raleighnc.gov](mailto:kathryn.cox@raleighnc.gov) - Before I provide input I have to say this was the most frustrating format that has ever been for provided for collecting input on on Wake County Transit. In the past, and especially when passing the 2017 Wake County Transit Bond was at stake, we had an array of methods to provide feedback, including having representatives ride our buses and come to our communities to collect feedback. We are getting word from our bus drivers that feedback responses on this 2019 budget recommendation are very low. That is not surprising since even when I finally found and tried the email link on the Wake Transit site, under Fiscal Year 2019 Draft Plan, it didn’t work. Truly, you can do better than this.What I like in the 2019 Proposed Budget: The FRX express route is being continued with 3 runs in the early morning and 3 runs in the afternoon, Allowing riders 18 and under to ride free, Adding additional service hours from Raleigh to RDU Airport and Durham, Improving 55 bus stopsWhat I would like added: Increase the frequency of the FRX route with a 7:05am run in the morning and a 4:40pm run in the afternoon, Expand the Wake Tech Express to add a pick-up and drop off point at the Food Lion Plaza at Hilltop Needmore Rd and Hwy 401 in Fuquay-Varina, Should there be a need feel free to contact me at 919-996-4956.

**C89:** 3/11/2018 Peyton Armstrong [psarmstr@ncsu.edu](mailto:psarmstr@ncsu.edu) - A little about me: I live in Fuquay Varina, and take the bus from the South Park park and ride. I commute to my job on NCSU's campus daily. I usually catch the 6:05 or 6:35 bus, transfer to the DRX, CRX, or 105 to head down Hillsborough St. to my office. I am very lucky as the park and ride is about 1.5 miles from my house, and my office is about 1.5 blocks for the bus stop. However, I would like to see the following:

A mid day FRX route. It would be nice to be able to have a mid day route, if someone needs to go to or return from 1/2 day of work. Currently there is no option.

Later FRX route from the GoRaleigh station heading south. This would allow the ability, especially for those at the universities to work later, go to the campus gym, or grab dinner before heading home. Currently, the latest I can stay on campus is around 5:50 PM, before catching a bus downtown, and then subsequently, the 6:10 FRX home.

Possible weekend service, especially during special events in downtown Raleigh that would allow people from Fuquay to go and enjoy downtown with the ease and convenience the bus provides.

Please replace or fix the smaller cutaway buses. They rattling is ridiculously loud. Either they need to be maintained better, wrapped in sound dampening foam, or replaced. I have noise cancelling headphones that do little to mitigate the noise coming from the lift / accessibility area of the back of the bus.

Thanks in advance for your consideration. If you have an specific questions for me, please do not hesitate to reach out.

**C93:** 1/30/2018 Annette and Ben Smith [nettersmith@yahoo.com](mailto:nettersmith@yahoo.com) - Special Needs Emergency On-Call service needed in Wake/Orange/Durham Counties: Imagine it is 11 PM and you and your parent are out finishing a concert and your personal handicap van breaks down. You are non mobile and in a large heavy power chair. What do you do? Call 911, they come but cannot help get you home. You call taxi services but their few ADA vans are off service so late in the night. You call the tow truck driver but no way to leave your son in chair while the van is being towed. It is now 1:30 am and what do you do. This happened to my son and I. I am a 65 yr old female widow and we were scared. It finally dawned on me that I would need to wake up the one middle aged neighbor, send them to my home in Cary and collect a key that was available for a 2004 backup van I possess for emergencies. Home at 2:30am. This should not be the case. Handicap vans break down all the time, even commercial ones but it is worse if it is your own. I am proposing that Go Raleigh, Triangle and Cary agree that one ADA van be sent home with a driver on a rotating basis every night to accept off hours ADA emergency calls for purposes like this. Even if I had to pay $100 to get home, I would have done it but the anguish my son and I suffered while we shivered that February night I don't want to relive. With the funds you all get could this not be established as a service to the community? All it takes is one call to make it worth while and it would require little expense on the part of the driver. Please advise if this could be considered ad a viable offering.

**C109:** 2/28/2018 Edith Harris - Thank you for waking to our concern in the area of transportation distress, discomfort, and dis ease. It is our aim as needed citizens to present every concern learned of, to have every letter read, and every heart in authority over us willing to accept our concerns and activate the necessary plan to apply what’s been heard on your insides in order to manifest on the outside and remain awake interested in our transportation concerns. Again, we are thankful that you have awakened to our urgent needs of concerns. It is our desire to stir up the gifts that are inside of you in order to get you to stop, look, and listen to what we are saying, and that is, we are human beings regardless of our physical issues, intellectual issues, emotional issues, social or spiritual issues, financial, or mental issues. The greatest issue of concern is reliable transportation that meets our needs at an affordable price in a timely, safe, and comfortable manner getting from one place to another. In our place by mean so of public conveyance.

On behalf of the residents in the Wake County area, be it rural, urban, or by the wayside, I personally view this immediate need from the scope of my own eyes as well as particularly the DHIC Community at Pennington Grove Way. I am the voice of one crying in the wilderness, please maam and please sir in authority over this portion of Wake County transit needs, particularly the DHIC Community at 1000 Pennington Grove Way of Garner. Make straight a plan to set in action a way to do something about our urgent need. As a paraplegic with a spinal cord injury and pressure wounds that have remained for an extended long term at this time with the delicate condition of autonomic dysreflexia, it is an absolute necessity to be as straight in my wheelchair as possible, meaning that close attention must be paid to this delicate condition because this is considered a medical emergency that may lead to blood pressure elevation which may potentially lead to a stroke, seizusre, or death. Being paraplegic with an in dwelling catheter, smoothest of transportation is very much as well as transvisioning needed. In order for my catheter to function properly, as it has been noted by me as well as my Wake Med health care provider, that this is affected by rough driving, poorly maintained vehicles without proper shock absorption which causes the bladder to be scratched, and stretched, causing more blood than urine to be expelled along with dislocation of the catheter tubing. Excessive sitting from waiting periods for over a 1-2 hour window has caused and will cause skin breakdown due to impairment and at times absence of sensation. Pressure release is an absolute necessity while in my chair every 30 minutes. I am not able to turn myself independently via in or out of my wheelchair. I need full assistance with transfers and my left arm and side is impaired. Temperature is a factor of concern as well including outside climate as well as inside climate.

In closing, thank you for allowing me to voice my advice as well as opinion, hopefully it will help you all to make expedient decisions as well as implementation of a plan that is of priority as is I’m sure you’ve already considered, in reference to the transit plan that you have in mind at this time.

**C110:** 3/2/2018 Katrina Walker [cortkatrina@ymail.com](mailto:cortkatrina@ymail.com) - My name is Katrina Walker. I am a citizen of Raleigh, NC, blessed to be married to a husband with a well-paying job to provide for me and our three children. We have two vehicles and enjoy the many blessings of community life in the Triangle -- schools, athletics, recreation, shopping, and involvement in our local church. Not all citizens' life circumstances look the same. I have a friend who lives in Cary who catches the bus to get food pantry vouches from Dorcus Ministries to feed her two children for a month. Her family support structure is in Apex, where she and her children previously lived before an apartment fire took all of their belongings a year ago last spring. They were blessed by connections with an insurance worker from Sovereign Grace Church in Apex, to be in a furnished apartment now in north Cary. My friend has recently found employment which she must walk to as she does not have a vehicle. In the last month she has lost two grandparents to death. Her children were involved in a sports camp at Sovereign Grace Church located at 401 Upchurch St., Apex, NC 27502 and were regularly attending services prior to the apartment fire, transient living in a hotel, and then relocation to Cary apartment. I have reconnected with this friend and have been working hard the last two weeks making phone calls to Shannon Cox, Go Triangle, Wake Access, etc. Upon looking at the Regional Systems Map, I see that Route 311 provides public transportation to citizens Monday through Friday from the Walmart at Stone Creek Village Shopping Plaza at 2750 NC 55 Hwy Cary, NC 27519 to the Compare Foods in Apex at 301 E. Williams St. Apex, NC. This route does not run Saturday or Sunday. My request is that this transportation line be available on weekends as well to provide services to low-income families who wish to attend church services on Sunday. People who have a sense of dignity because they know why they were created -- to worship God and glorify Him as they use their God -given talents in this world and who know their extreme value -- people for whom Christ died to offer salvation from sins and eternal life through repentance and faith and confession of Jesus as Lord -- are much more motivated to make choices Monday through Friday to grow and develop to become contributors to the communities in which they live. As a member of Sovereign Grace Church for over 10 years now, we are committed to faithfully sharing this good news and wish for nothing to hinder the opportunities for people to hear it! I appreciate our public servants and all they do for our community. Thank you for reading my respectful appeal. I look forward to hearing from someone soon. Of course, if this route could open up before 2019 or if you are able to provide information about other on call reservation services for low-income families for the weekend, I would be grateful to learn more.