

**Wake County Transit Plan
(FY2021-2030) Update
Community Engagement
Report**

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1 Executive Summary

The Wake County Transit Plan Update process started in Fall 2019 (also referred to as the “Vision Plan Update”). CAMPO, transit agencies, and members of the Wake Transit Planning Advisory Committee (TPAC) and CTT continue to prioritize and implement the identified transit projects. This engagement effort served as a community check-in to confirm Wake County’s transit investment priorities for the next 10 years (through FY2030). COVID-19 and associated impacts to sales tax revenue were not anticipated. This decrease in revenue is likely to reduce money available for projects for several years into the future. Therefore, gathering community feedback on transit investment priorities is important in rescheduling planned projects through FY2030.

Members of the public and stakeholders from Wake County communities were engaged through a survey and virtual meetings to gain feedback on investment priorities and additional comments regarding the Wake Transit Plan update. The survey was available through the public engagement period (August 3, 2020– August 31, 2020) and 1,704 survey responses were received, with over 2,500 views to the Wake Transit Priorities Survey Site. Of the survey respondents, 48% and 39% identified themselves as a transit user (have used transit within the previous year) or underserved, respectively.

Based on the survey responses received from the public:

- Service improvements related to coverage were rated the highest and those associated with span of service rated the lowest;
- Infrastructure improvements related to speed and reliability were rated the highest and those associated with vehicle upgrades rated the lowest; and
- Surveyors preferred ridership over coverage, speed over access, regional over local service, and service investment over infrastructure investment.

The stakeholder meetings held in September 2020 included representation from Wake County municipalities, higher education institutions, the business community, and non-profit organizations. Based on the polling results, the stakeholders prioritize ridership and coverage similarly, with a focus on speed (making routes faster) and infrastructure. Frequency, coverage, and span were identified as important service investments with speed and reliability prioritized for infrastructure investments. Bus rapid transit (BRT) and commuter rail continue to be identified as the modal priorities.

The transit investment input from the public, stakeholders and Wake Transit project sponsors will be utilized to develop a methodology to prioritize and reprogram Wake Transit Investments from FY2021 through FY2030. A Core Design Retreat will be held in October 2020 and a follow-up stakeholder event held in November 2020 will result in the selection of a methodology to reprogram the multiyear investment strategy included in the FY2022 draft Work Plan.

2 Summary of Summer/Fall Engagement

ENGAGEMENT APPROACH

The engagement effort was a collaborative effort led by CAMPO, with support from GoTriangle, members of the Wake Transit Planning Advisory Committee (TPAC) and the consultant team. The engagement effort focused on reaching out to the overall Wake County community and specific stakeholders.

Purpose of Engagement

The Wake Transit Plan makes a commitment to check in with the community as projects are implemented. This engagement effort served as a community check-in to confirm Wake County's transit investment priorities for the next 10 years (through FY2030). COVID-19 and associated impacts to sales tax revenue were not anticipated. This decrease in revenue is likely to reduce money available for projects for several years into the future. Therefore, gathering community feedback on transit investment priorities is important in rescheduling planned projects through FY2030.

Advertisement / Announcements

CAMPO, GoTriangle, GoRaleigh, GoCary, and TPAC partners worked together to advertise the opportunity for public engagement using the "GoForward" branding. There was local news coverage, links provided on numerous websites, fliers and posters (printed and available for posting to online platforms), and many Facebook posts and tweets linking to the survey.

Engagement Materials

Materials for the Summer/Fall 2020 public engagement effort consisted primarily of materials that could be easily shared and accessed through online platforms. These engagement materials were made available for print to TPAC members and transit agencies.

- Survey – both in hard-copy and online through MetroQuest.
- A series of "boards" that summarized key aspects of the Wake Transit Plan update including boards showing public engagement activities and outcomes, updated schedules and financial information, and overall Wake Transit Plan timeline.
- PowerPoint presentation presented to stakeholders highlighting updates and requesting feedback on priorities for implementation of the Wake Transit Plan.

ENGAGEMENT EVENTS AND ACTIVITIES

This round of outreach was more targeted than previous rounds, as the focus was to confirm transit investment priorities and focus on an additional three-year period (through FY2030) of the Wake County Transit Plan. The engagement primarily included the survey available to the entire community and focused stakeholder events. CAMPO hosted a partner workshop prior to the engagement period to inform partners of planned outreach, available advertising materials, and resources to promote engagement. Overall, people seem excited about the future of transit in Wake County and want to see improvements as soon as possible.

Stakeholder Events

Stakeholders were formally introduced to the Wake Transit Plan update in November 2019. This Summer/Fall 2020 engagement included three stakeholder webinars and a core design retreat (detailed below). The webinars took place September 14, 15, and 17, and included a presentation, polling questions, and opportunity for discussion. A virtual “Welcome Room” was made available where stakeholders could review updated materials before and after the webinar.

Core Design Retreat

A Core Design Retreat will be held in October 2020 for CTT and TPAC members. The purpose of the retreat will be to evaluate scenario options to reprioritize and reprogram the Wake County Transit Plan multi-year investment strategy. Scenario options will be presented back to stakeholder groups in November 2020. Results of this engagement will be published herein.

MetroQuest Survey

A survey was created through MetroQuest where community members could provide feedback on investment priorities and additional comments regarding the Wake Transit Plan update. Hard-copies of the survey were also available, and those received were incorporated into the MetroQuest results.

3 Survey Results

SUMMARY

The survey was available through the public engagement period (August 3, 2020 – August 31, 2020). There were 1,704 survey responses and over 2,500 views to the Wake Transit Priorities Survey Site. Of the 1,704 survey responses received for the Wake Transit Priorities Survey, 117 of those were received via paper surveys while the others were received online via MetroQuest.com. A snapshot and analysis of survey responses and major themes conveyed through comments are shown below. Appendix A includes survey choices detailed by demographic cohorts.

PROJECT PRIORITIES – SERVICE

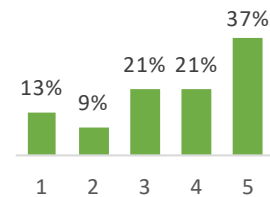
Rating

Transit service improvements are an important part of the Wake Transit Plan and responses to this question are used to confirm the community's transit service investment priorities, and to reprioritize planned transit service projects planned through FY2030. Transit service improvements were ranked by importance to the respondent. Improvements that mattered most were ranked with 5 stars, while improvements that mattered the least were ranked with 1 star. A summary of service improvement choices, average ratings, and rating distributions are shown below. The average ratings illustrate the average priority rating given to each service topic area, while the rating distribution shows the percentage of surveyors that rated each service improvement. For example, 37% of the surveyors rated Frequency as a 5 (their most important improvement). Overall, service improvements related to coverage were rated the highest and those associated with span of service rated the lowest.

Frequency

Transit comes to stops and stations more often

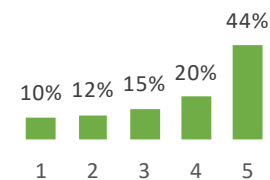
Average Rating = 3.60



Coverage

More communities and neighborhoods get some transit service

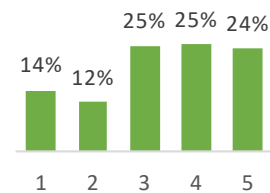
Average Rating = 3.76



Span

Transit runs on more days of the week and/or for more hours each day

Average Rating = 3.33

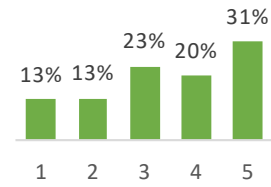


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Local Service

Expand/enhance transit services operating within a city or a town

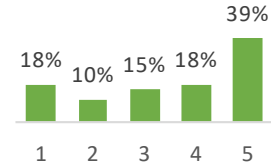
Average Rating = 3.43



Regional Service

Expand/enhance transit that connects cities and towns to each other

Average Rating = 3.51



Comments

The table below summarizes the number of comments received from respondents related to each topic area for service priorities. Below the table is a summary of the comments relating to each topic. A spreadsheet of all comments received can be found in Appendix B.

Service Comments – Primary Focus	# of Comments
Suggested Additional Service Topic	36
Frequency	43
Coverage	42
Span	28
Local Service	26
Regional Service	47

Suggested Additional Service Topic

Respondents were allowed to recommend their own service topic if the provided categories did not fit their priorities. Bus rapid transit (BRT) was cited 22 times by commenters as a suggested service topic. Other comments highlighted recommended route enhancements, Transportation Network Company (TNC) partnership, and rail.

Frequency

Forty-two comments were received regarding Frequency. The bus coming more often helps to achieve the Wake Transit big move of providing frequent, reliable urban mobility. Ten comments focused on what frequent service meant to them. Some highlighted the need for better than 60-minute service when connecting with jobs, while others noted that 30-minute service is not sufficient and a true frequent network needs to contain 10, 15, or 20 minute headway routes. Five comments offered suggestions for how to prioritize frequent service, such as focusing on routes with highest ridership and focusing investment on those corridors. Additionally, a couple comments noted how lengthy timepoints slowed down the overall transit trip. This may be especially true now, with less congestion on the region’s roadways due to COVID-19.

Coverage

Expanding bus service to provide coverage will help to achieve the Wake Transit big move of connecting all Wake County communities. Eight comments focused on the need to prioritize coverage style service based on criteria such as land use, projected ridership, and environmental justice areas. Three commenters noted a preference to invest in sidewalks, bike paths, and park and rides as a way to effectively extend the coverage of existing transit service. Additionally, commenters recommended certain communities for additional service.

Span

Increasing the span of operation for bus service can make more transit trips possible. Four commenters noted how the typical workday is changing in that more and more people are working night shifts and flexible hours that are outside of the typical eight and five commute hours. Others recognized the need for span of routes to be customized to the destinations and employment centers they serve. Additionally, two commenters asked for a mid-day run of the express regional bus service.

Local Service

Four commenters noted that the key in local service is access (i.e., feeling safe on the first and last mile to the transit stop is critical). Other commenters gave specific recommendations for increased service along routes and within municipalities.

Regional Service

Investing in regional service aids in accomplishing the Wake Transit big moves of connecting Wake County communities and the Triangle region. Three commenters mentioned the need for regional service to serve special events like sporting events and concerts. Others noted opportunities for growth in regional service to destinations other than Downtown Raleigh. Additionally, commenters recommended service to specific municipalities and the airport.

PROJECT PRIORITIES – INFRASTRUCTURE

Rating

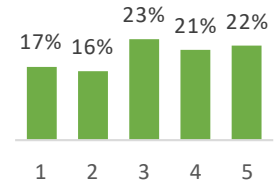
Transit infrastructure improvements are a key component of the Wake Transit Plan and responses to this question are used to confirm the community's transit infrastructure investment priorities, and to reprioritize planned transit infrastructure projects through FY2030. Transit infrastructure improvements were ranked by importance to the commenter. Improvements that mattered most were ranked with 5 stars, while improvements that mattered the least were ranked with 1 star. A summary of infrastructure improvement choices, average ratings, and rating distributions are shown below. The average ratings illustrate the average priority rating given to each infrastructure topic area, while the rating distribution shows the percentage of surveyors that rated each infrastructure improvement. For example, 22% of the surveyors rated Facilities as a 5 (their most important improvement). Overall, infrastructure improvements related to speed and reliability were rated the highest and those associated with vehicle upgrades rated the lowest.

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Facilities

Facility improvements (new/upgraded bus stops, stations, or park & rides)

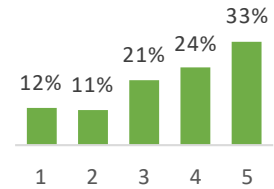
Average Rating = 3.14



Technology

Real-time travel information, ticketing, passenger communications systems, Wi-Fi access

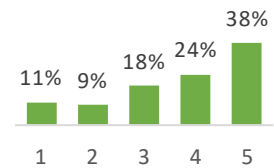
Average Rating = 3.55



Connecting Infrastructure

Connections to transit through new/improved sidewalks, crosswalks, bike paths

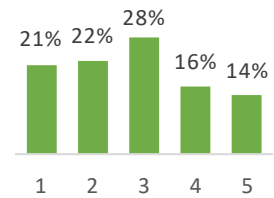
Average Rating = 3.70



Vehicle

New buses, bus upgrades, and improvements to bus comfort

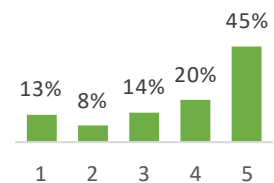
Average Rating = 2.79



Speed & Reliability

Dedicated bus lanes, rail transit, traffic signals that allow bus priority at intersections, faster ticketing

Average Rating = 3.77



Comments

The table below summarizes the number of comments received related to each topic area for infrastructure priorities. The table below is a summary of the comments relating to each topic. A spreadsheet of all comments received can be found in Appendix B.

Infrastructure Comments – Primary Focus	# of Comments
Suggested Additional Infrastructure Topic	29
Facilities	42
Technology	37
Connecting Infrastructure	35
Vehicle	42
Speed & Reliability	39

Suggested Additional Infrastructure Topic

Respondents were allowed to recommend their own infrastructure topic if the provided categories did not fit their priorities. Twenty-three of the comments focused on the need for BRT to be prioritized. Additional comments included recommending reloadable fare card infrastructure and the need for a clean bus fleet.

Facilities

One aspect of the Wake Transit Plan is improving bus stops and shelters. There were 18 comments regarding transit shelters. Commenters emphasized the importance of having a shelter at stops. Additionally, commenters noted that shelters may not be as important on frequent routes where wait times are not as long, as well as the need for stops to be ADA accessible. The importance of Park-and-Rides were commented on four times, while branding and appearance of stops was commented on three times.

Technology

Investing in technology can help improve the customer experience by making transit easier to use. The most common theme in comments regarding technology, mentioned 14 times, was real time information. Some commenters did not know that it is currently possible to track buses via smart phone apps, while others knew about the current capabilities but emphasized the need for more accurate information when it comes to bus arrivals. Additionally, seven comments were received related to fare payment and specifically the need for easier payment methods such as off board fare payment, e-ticketing, and monthly passes.

Connecting Infrastructure

Connecting infrastructure such as bike facilities, sidewalks, and crosswalks make it easier and safer for transit users to begin and end their trip. Commenters voiced the overall need for safe bike and pedestrian infrastructure connecting to transit. Comments noted the shared benefits with the broader community from improved sidewalks and bike infrastructure as well as improvements to accessibility. Others noted the need for investment in connecting infrastructure to be a partnership with local government. There were also multiple spot pedestrian infrastructure recommendations such as crosswalks at intersections, transit centers, and park-and-rides.

Vehicle

Nine commenters agreed that the current vehicle fleet is in a good state and not in need of major investment. While GoRaleigh is transitioning to a compressed natural gas fleet, eight comments focused on the desire to shift the fleet towards electric power. Others (five comments) indicated the need to right-size vehicles and use smaller transit vehicles on routes with lower ridership.

Speed & Reliability

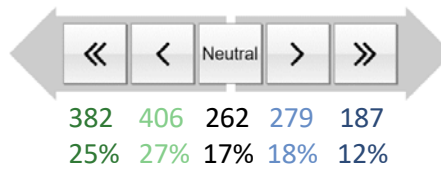
Creating frequent, reliable urban mobility and investing in projects that improve speed and reliability is key to implementing the Wake Transit Plan, four commenters noted the importance of investing in speed and reliability such that transit becomes competitive with car travel times. Other commenters debated the efficacy of BRT and rail as a mode for the region with no clear consensus.

PROJECT TRADEOFFS – SERVICE QUALITIES

Core to the Wake Transit Plan is improving transit. However, planner need to know which projects to prioritize given constrained funding. Responses to the tradeoffs question are used to confirm the community’s transit tradeoff preferences, and to reprioritize planned transit service projects through FY2030. A summary of the tradeoff preferences from the public is shown below. Each button shows the number of times selected and percent of total responses selected for each level of preference. For example, 366 surveyors or 26% of all surveyors preferred to have all the investment go towards ridership investments over coverage investments. Overall, surveyors preferred ridership over coverage, speed over access, regional over local service, and service investment over infrastructure investment.

Ridership

Increase service hours and days where more people are (serves more people in busier areas)

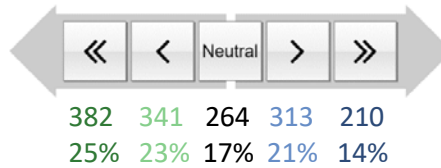


Coverage

Provide some service to more places (serves more communities but fewer people)

Speed

Faster Routes (More direct route, Fewer stops, Shorter trip from A to B)

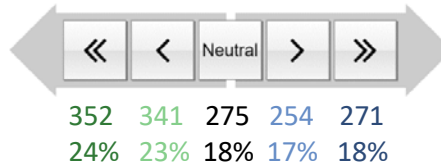


Access

More Stops & Stations (Shorter walk to a stop, Longer trip from A to B)

Regional

Transit services that connect cities and towns to each other

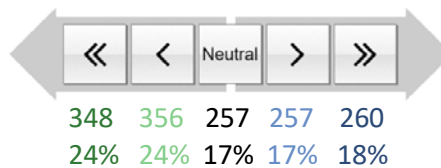


Local

Add/increase transit services that run inside your town/city limits

Service

Adding new services and routes and buses come more often



Infrastructure

Bus shelters, sidewalks, bus lanes and other projects that make transit faster and easier to use

Comments

The table below summarizes the number of comments related to each project trade-off topic area. The table below is a summary of the comments relating to each topic. A spreadsheet of all comments received can be found in Appendix B.

Tradeoff Comments – Primary Focus	# of Comments
Service vs Infrastructure	46
Ridership vs Coverage	36
Speed vs Access	43
Regional vs Local	27

Service vs Infrastructure

Wake Transit Plan investments support projects improving transit service, such as adding new routes and increasing service on existing routes, as well as projects that making using transit a better experience, from bus shelters to bus lanes and more. Of the comments, the desire for BRT was noted in 15 comments and bus lanes 2 times. Additionally, seven commenters highlighted the need for shelters at stops. Others noted the service vs infrastructure tradeoff should be decided on a local or route level.

Ridership vs Coverage

The Wake Transit Plan set the goal of shifting from a coverage-based transit system where all people get a little bit of service to more of a ridership-based transit system providing frequent service on high demand corridors. Those who commented highlight BRT 13 times, while 3 commenters noted the need for improvements to be prioritized by those that serve environmental justice populations.

Speed vs Access

Route design can influence the speed to which transit can operate between destinations as well as the access that the service can provide to communities. BRT was mentioned 15 times as important, while 4 commenters noted the need for any type of speed project to be accompanied by sidewalk improvements to enhance pedestrian access. Others (six commenters) said that speed vs access route design decisions should be made on a route level considering population served, distance of service, and alternative service along a corridor.

Regional vs Local

The Wake Transit Plan aims to both connect the region and create a frequent, reliable urban mobility network. Three commenters noted rail as a preferred mode for regional transportation. Others noted the need for mobility hubs to leverage regional and local investments to make both more effective.

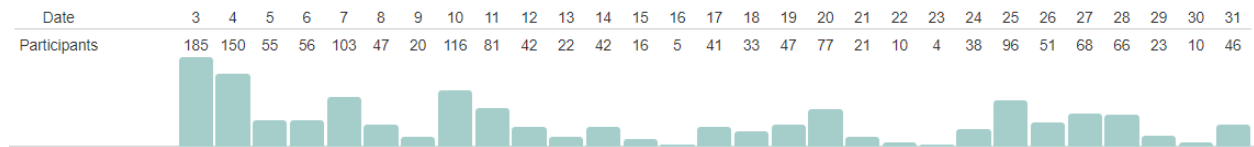
EFFECTIVE OUTREACH

The study team’s goal is to ensure that the diverse communities in Wake County are represented in the survey responses collect during the outreach effort. The table below details participation goals and representation for the survey responses.

Participation Categories	Goal	Actual
Total Surveys Collected	450+	1,704
Transit User (Have Used Transit Within the Previous Year)	50%	48%
Underserved Participants (Those Who Identify as One or More of the Following Protected Populations)*	50%	39%
<i>Minority</i>	40%	32%
<i>Low Income/ Poverty (Less than \$30,000)</i>	8%	17%
<i>Disability</i>	14%	13%
<i>Younger Than 18</i>	24%	0.4%
<i>65 and Older</i>	12%	19%

*not all survey respondents completed demographic information

There was a total of 1,704 survey responses. The graph below shows the responses to the online survey by date.



It is important to understand which methods of outreach are the most effective at encouraging and directing residents to take the survey. When asked how did you hear about this survey, the following outreach channels were cited

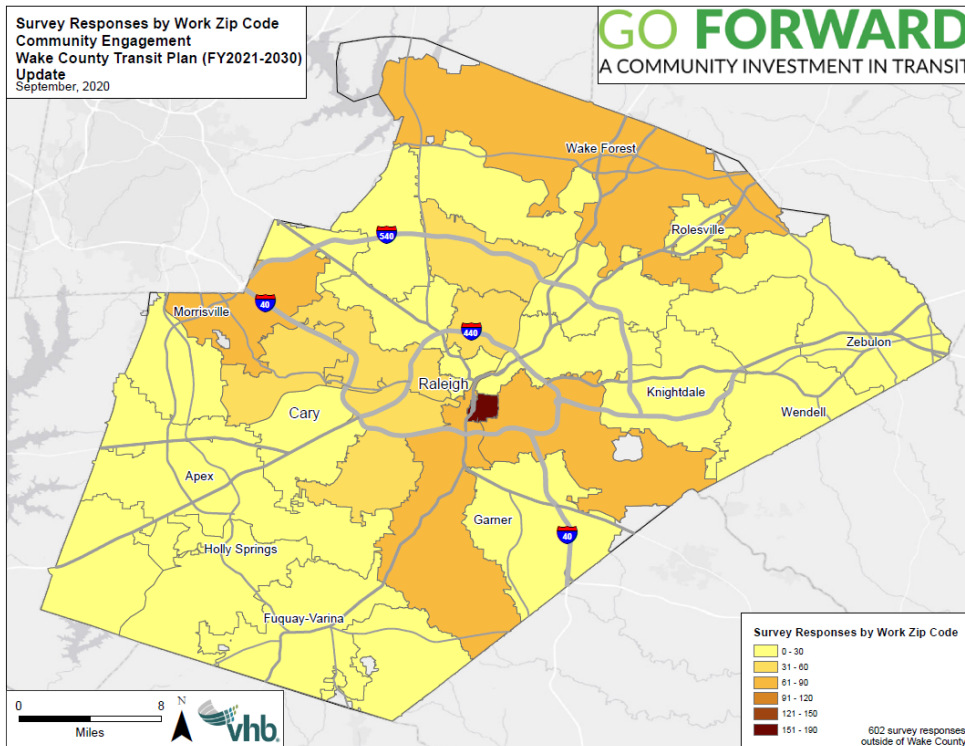
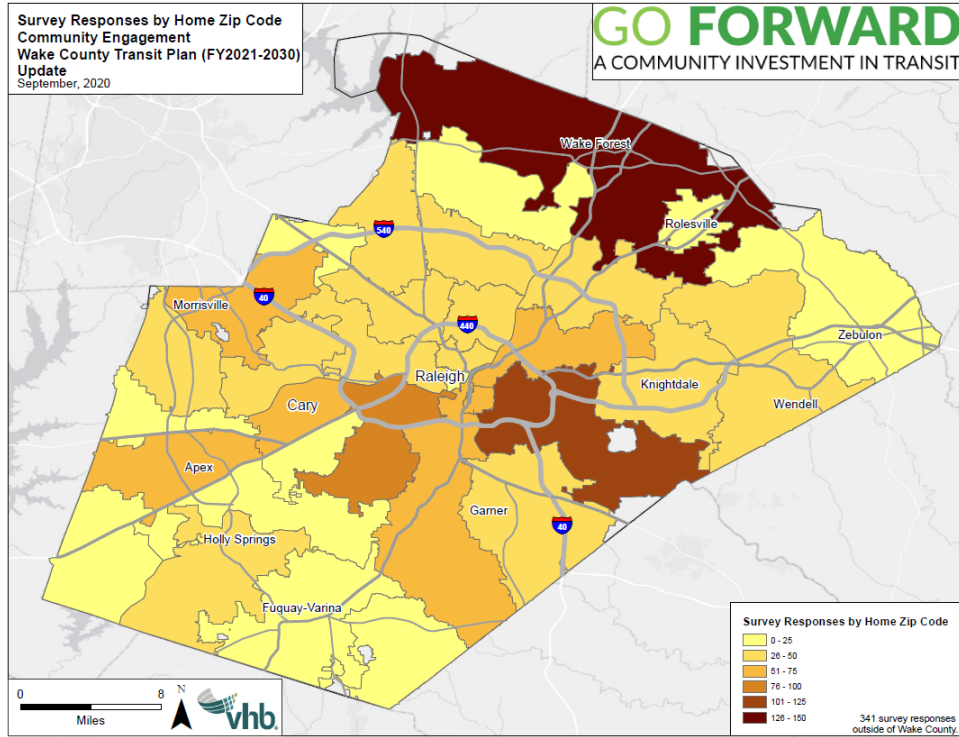
- Facebook - 375
- Twitter – 171
- Email – 540
- Newsletter – 78
- Meeting – 67
- Website – 112
- Poster/Flier - 77

Agencies and organizations helped make outreach more effective by reaching their stakeholders. Some of the agencies and organizations that were cited included:

- GoRaleigh, GoCary, GoTriangle and GoForward
- Habitat for Humanity
- Meals on Wheels
- North Carolina Society of Hispanic Professionals
- Municipality email blasts and newsletters
- DT Raleigh Community Forum

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Survey responses were received throughout Wake County. The figures below demonstrate responses received by both home and work zip codes.

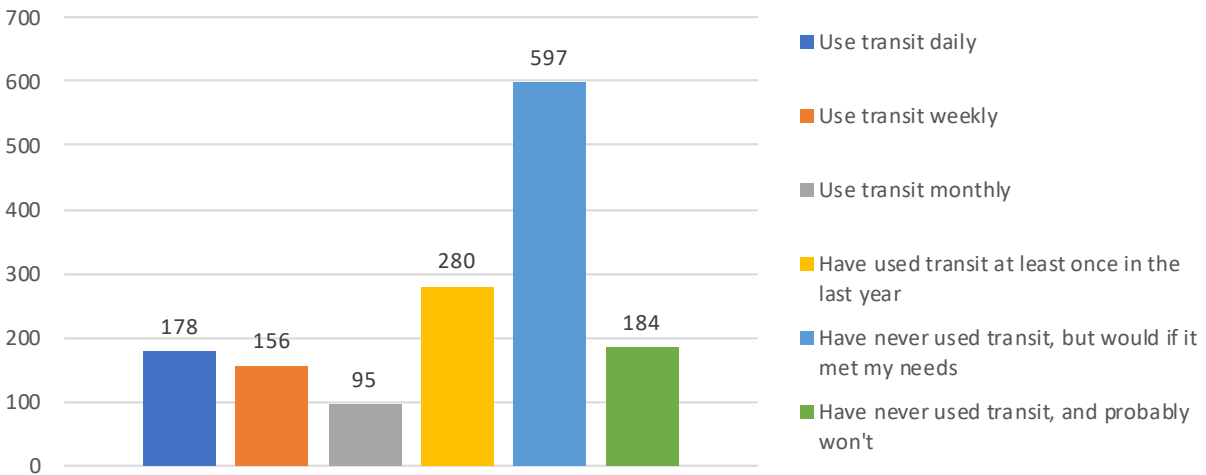


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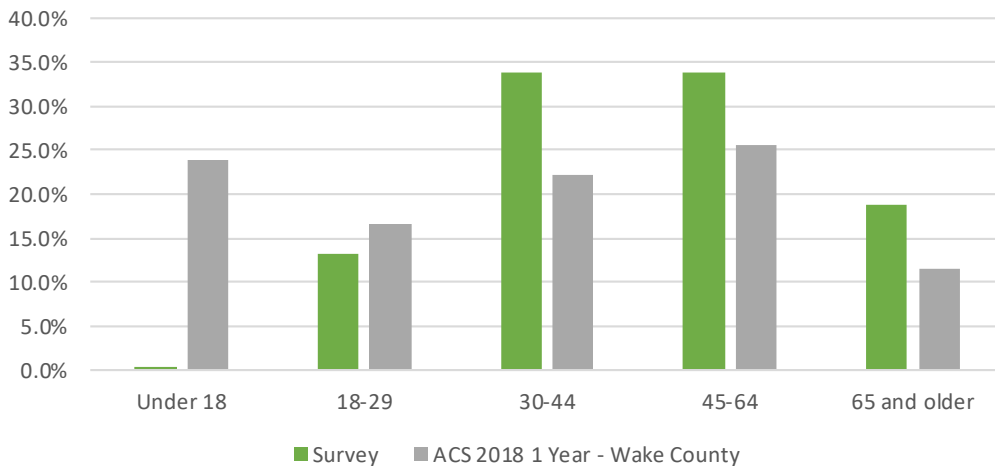
Respondents were asked to identify their connection with Wake County. Overwhelmingly, respondents identified themselves as a community member (see breakdown below).

- Community Member – 1,126
- Business Owner/Employer - 50
- Non-profit Organization - 35
- Faith-based Organization - 10
- Human Service Agency - 8
- K-12 Educator/Student - 32
- College/University Educator/Student - 65
- Local Government Staff - 73
- State/Federal Government Staff - 40
- Elected Official - 21

Respondents were also asked about their transit use. Approximately 52% of the respondents indicated that they have never used transit, but would, and 29% of the respondents use transit at least once a month.

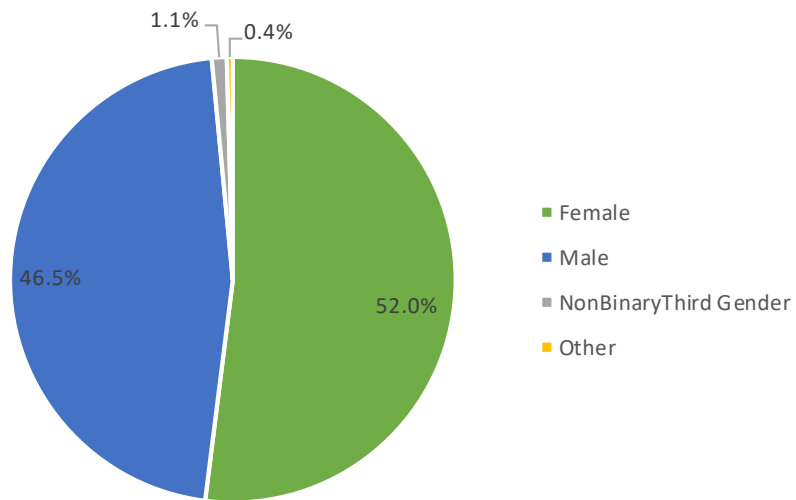


The majority of the survey respondents were between the ages of 30-64 years old. Youth (under 18) was the age least represented in the survey (see figure below).

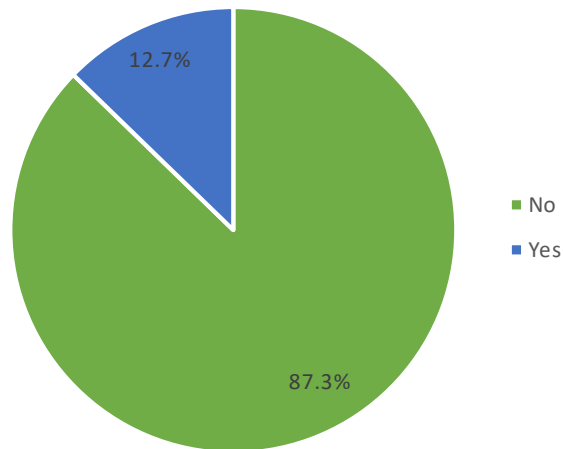


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The gender representation of the survey respondents was split close to half between male and female (see figure below).

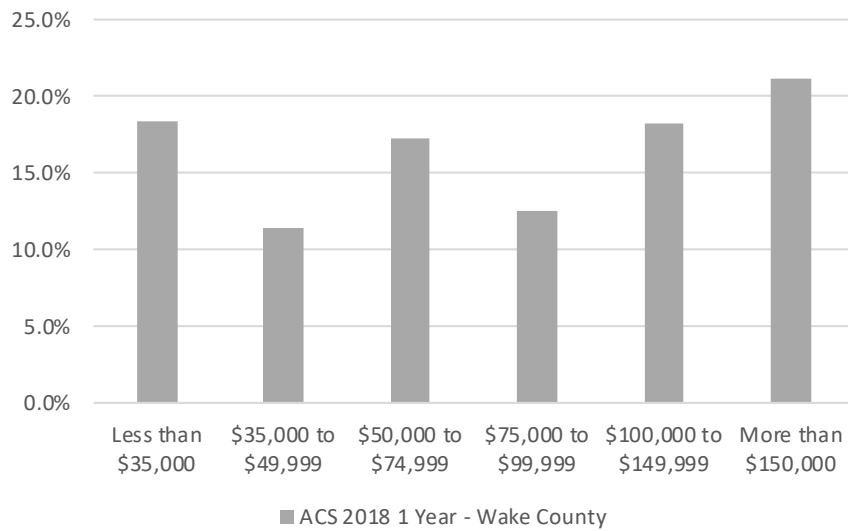
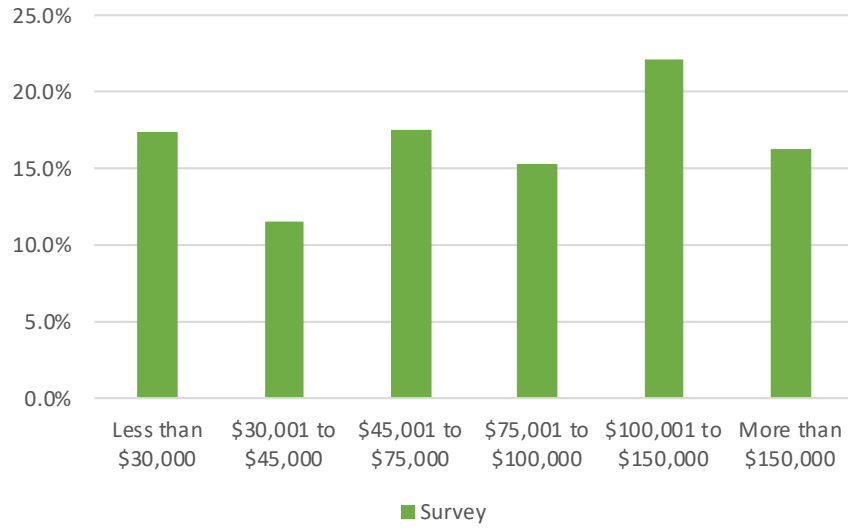


Approximately 11.8% of the survey respondents indicated having a disability (see figure below).



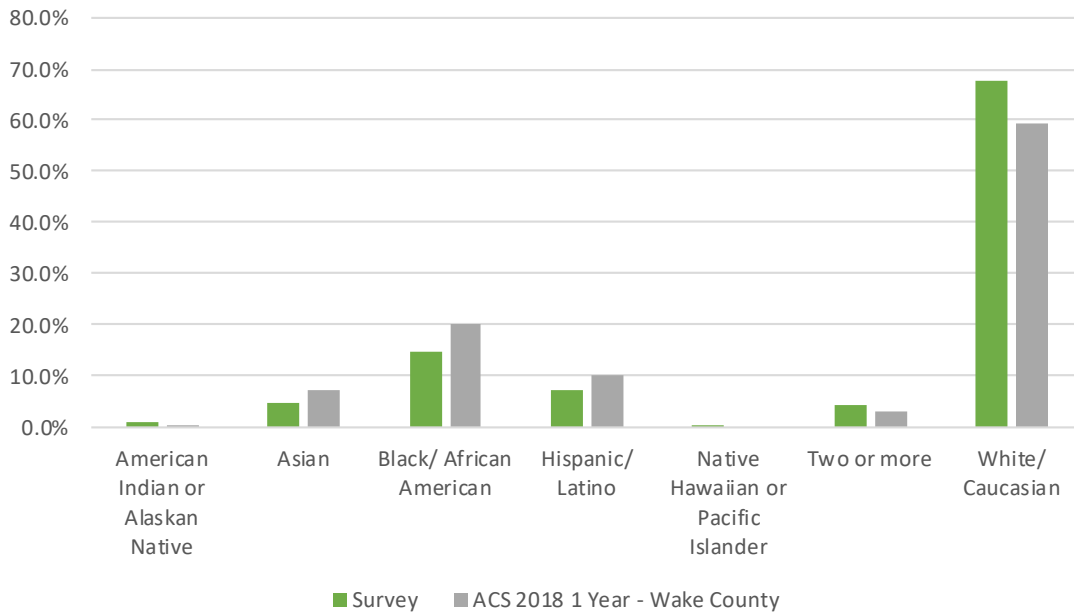
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The distribution of annual household income among the survey respondents was representative of Wake County.

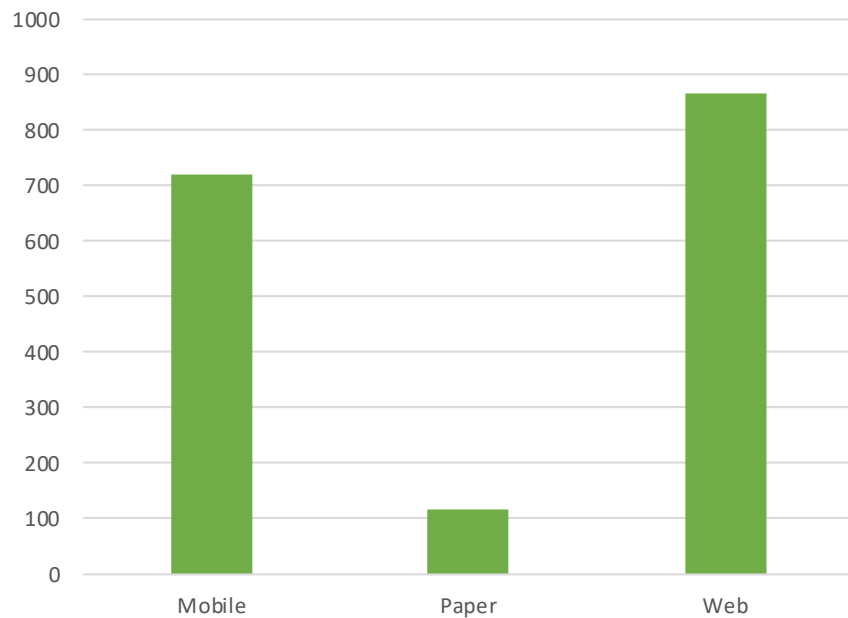


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The distribution of the race of respondents was over representative of White/ Caucasian and under representative of minorities compared to the Wake County demographic profile.



A majority of survey responses occurred virtually via MetroQuest.com. Of the surveys completed online, approximately 45% were completed using a smartphone.



4 Stakeholder Meeting Results

The stakeholder meetings held in September 2020 (three total) included representatives from Wake County communities. These stakeholders were invited to share their input on transit investment priorities with the Wake County Transit Plan team. These events were highly interactive and built upon the results collected through the community survey conducted in August 2020. Representatives from the following communities participated in the meetings:

- Apex, Town of – Council Member
- Business Community
- Garner, Town of – Citizen
- GoTriangle/CAMPO Board
- Morrisville, Town of – Mayor, Mayor Pro Tem
- Regional Transportation Alliance
- Shaw University – Administration
- Wake County Social and Economic Vitality
- Wake Forest, Town of – Mayor
- Wake Technical Community College
- WakeUp Wake County

Below is the event summary and the cumulative polling results from the three events. It is important to note that poll responses directly reflect the knowledge, experience and location of those in attendance. With a higher proportion of attendees located outside of the urban core we had a great opportunity to discuss and gather more information on coverage priorities at these events.

POLL RESULTS

Ridership vs Coverage

If you have \$100 to spend over the next 10 years and could spend it on investments that:

- A) Increase service hours and times of service where more people are located/concentrated, OR
- B) Provide some service to more places

Answer	Number of voters	Percentage of voters
A \$100, B \$0	1	8%
A \$75, B \$25	5	42%
A \$50, B \$50	1	8%
A \$25, B \$75	5	42%
A \$0, B \$100	0	0%

Speed vs Access

If you have \$100 to spend over the next 10 years and you could spend that money on services or investments that either:

- A) Make routes faster (more direct routes and/or fewer stops), OR
- B) Provide better access to routes with more stops/stations resulting in shorter trips to stops but longer transit trips

Answer	Number of voters	Percentage of voters
A \$100, B \$0	0	0%
A \$75, B \$25	7	58%
A \$50, B \$50	2	17%
A \$25, B \$75	3	25%
A \$0, B \$100	0	8%

Local vs Regional

If you have \$100 to spend over the next 10 years and you could spend that money on investments that either:

- A) Add or increase transit services within cities/towns/communities, OR
- B) Add or increase transit services that connect cities/towns/communities to each other

Answer	Number of voters	Percentage of voters
A \$100, B \$0	0	0%
A \$75, B \$25	4	31%
A \$50, B \$50	4	31%
A \$25, B \$75	4	31%
A \$0, B \$100	1	8%

Infrastructure vs Service

If you have \$100 to spend over the next 10 years and you could spend that money on either:

- A) Bus shelters, sidewalks, bus lanes and other infrastructure that make transit faster and easier to use, OR
- B) Adding new services and routes and having buses/services coming more often

Answer	Number of voters	Percentage of voters
A \$100, B \$0	0	0%
A \$75, B \$25	6	46%
A \$50, B \$50	2	15%
A \$25, B \$75	3	23%
A \$0, B \$100	2	15%

Service Investments

Of the following service improvement or investment categories, which three (3) are the most important:

Answer	Number of voters	Percentage of voters
A) Frequency: Transit comes to stops and stations more often	10	77%
B) Coverage: More communities and neighborhoods get some transit service	9	69%
C) Span: Transit runs on more days of the week and/or for more hours each day	9	69%
D) Regional Service: Expand/enhance transit that connects cities and towns to each other	8	62%
E) Local Service: Expand/enhance transit services operating within a city or a town	3	23%

Infrastructure Investments

Of the following infrastructure improvement or investment categories, which three (3) are the most important:

Answer	Number of voters	Percentage of voters
A) Facilities: Facility improvements (new/upgraded bus stops, stations, transit centers, or park & rides)	9	75%
B) Technology: Real-time travel information, ticketing, passenger communications systems, Wi-Fi access	7	58%
C) Speed and Reliability: Dedicated bus lanes, rail transit, traffic signals that allow bus priority at intersections, faster ticketing/off-board fare payment	11	92%
D) Connecting Infrastructure: Connections to transit through new/improved sidewalks, crosswalks, bike paths	7	58%
E) Vehicles: New buses, bus upgrades, and improvements to bus comfort	2	17%

Modal Priorities

Of the following categories of investment, which two (2) are the most important:

Answer	Number of voters	Percentage of voters
A) BRT: Implementing and expanding a Bus Rapid Transit (BRT) system in areas with highest ridership potential and denser areas of population and employment (Frequency, Span, Speed and Reliability, Ridership, Heavy Infrastructure)	9	69%
B) High-Frequency Bus: Expanding high-frequency local bus services in the urban core of the county where more people and jobs are concentrated (Frequency, Span, Speed, Ridership, Local Service, Service Heavy)	4	31%
C) Coverage Bus Services: Expanding conventional regional and local bus service to cover more areas throughout the county (Coverage, Regional Service, Local Service, Access, Service Heavy)	5	38%
D) Commuter Rail: Implementing an inter-county Commuter Rail corridor/system that connects major population and employment centers throughout the region	7	54%

The transit investment input from the public, stakeholders and Wake Transit project sponsors will be utilized to develop a methodology to prioritize and reprogram Wake Transit Investments from FY2021 through FY2030. A Core Design Retreat will be held in October 2020 and a follow-up stakeholder event held in November 2020 will result in the selection of a methodology to reprogram the multiyear investment strategy included in the FY2022 draft Work Plan.

Communication Methods

Let us know how you prefer that we circle back with you in November.

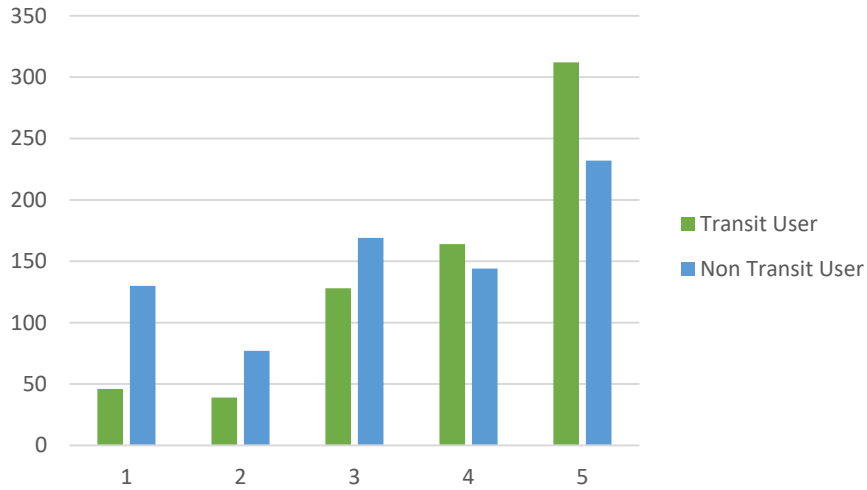
Answer	Number of voters	Percentage of voters
A) Schedule a virtual meeting like this one to review and discuss reprogramming recommendations	9	75%
B) Email a copy of the print version of the proposed reprogramming alternatives to review with a set deadline to submit any questions or comments you may have.	3	25%
C) Email a link to a recorded presentation of the proposed reprogramming alternatives that you can watch with a set deadline to submit any questions or comments you may have.	0	0%

Appendix A

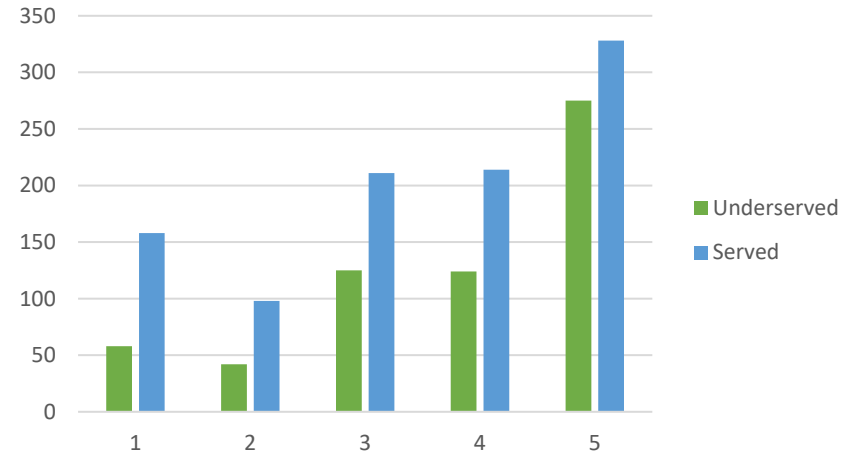
Survey Choices by Detailed Demographic Cohorts

Frequency (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

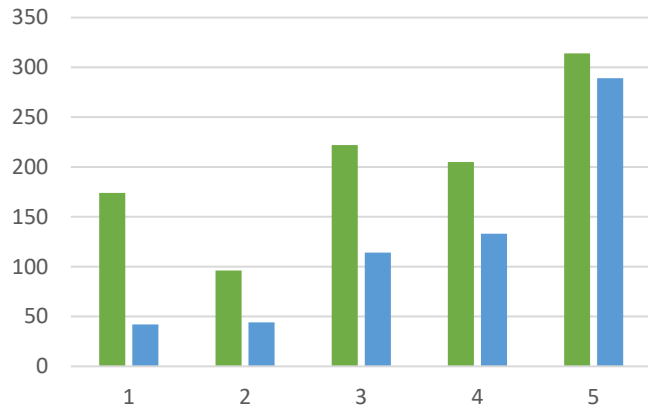


Frequency Rating	Transit User	Non-Transit User
1	46	130
2	39	77
3	128	169
4	164	144
5	312	232
Grand Total	689	752

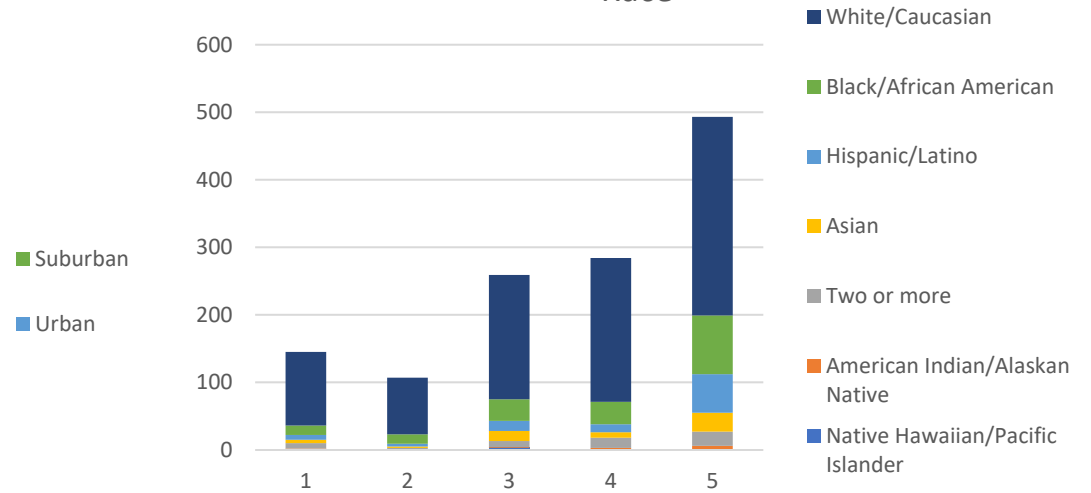
Frequency Rating	Underserved	Served
1	58	158
2	42	98
3	125	211
4	124	214
5	275	328
Grand Total	624	1009

Frequency (1 = Least Important, 5 = Most Important)

Location



Race

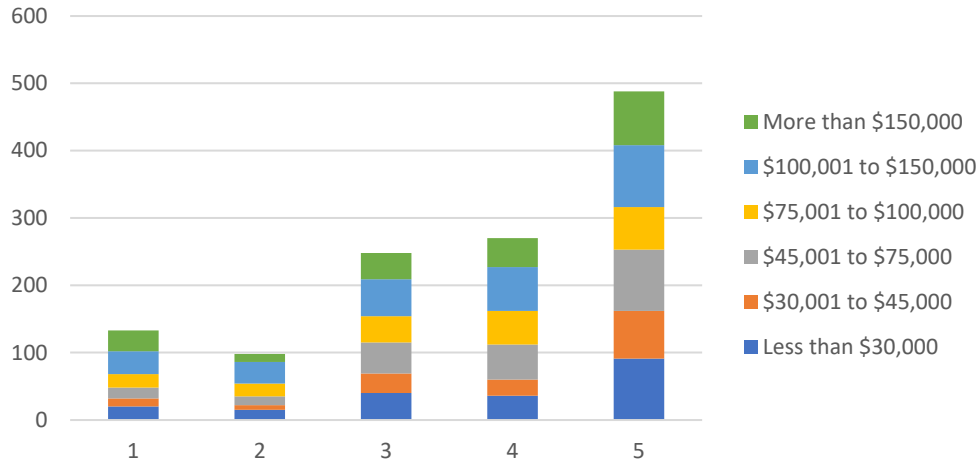


Frequency Rating	Suburban	Urban
1	174	42
2	96	44
3	222	114
4	205	133
5	314	289
Grand Total	1011	622

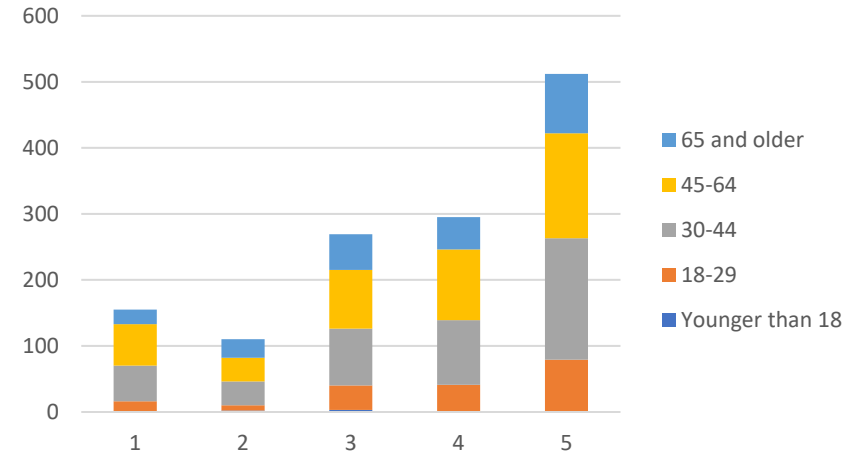
Frequency Rating	Native Hawaiian/Pacific Islander	American Indian /Alaska Native	Two or more	Asian	Hispanic/Latino	Black/ African American	White/ Caucasian
1		2	8	5	7	14	109
2			3	2	4	14	84
3	3	1	9	15	15	32	184
4		3	15	8	12	33	213
5		6	21	28	57	87	294
Grand Total	3	12	56	58	95	180	884

Frequency (1 = Least Important, 5 = Most Important)

Income



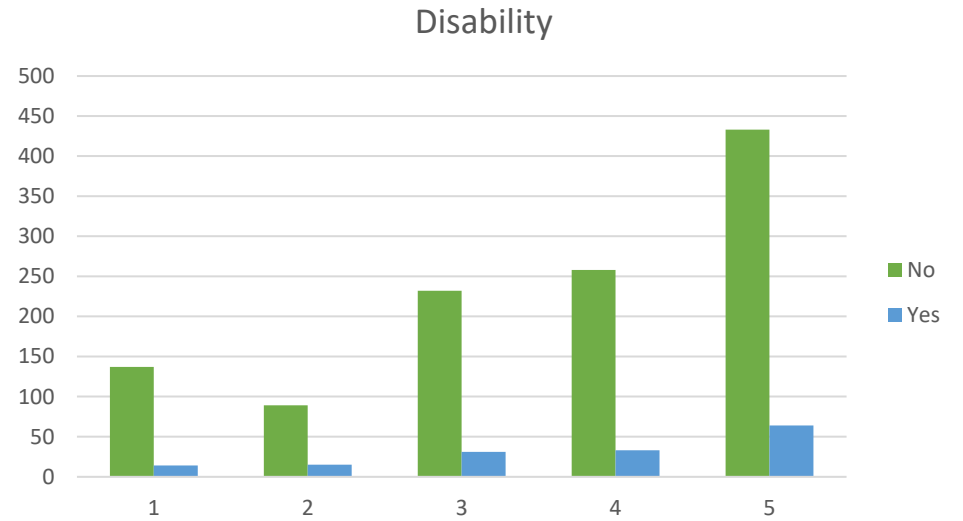
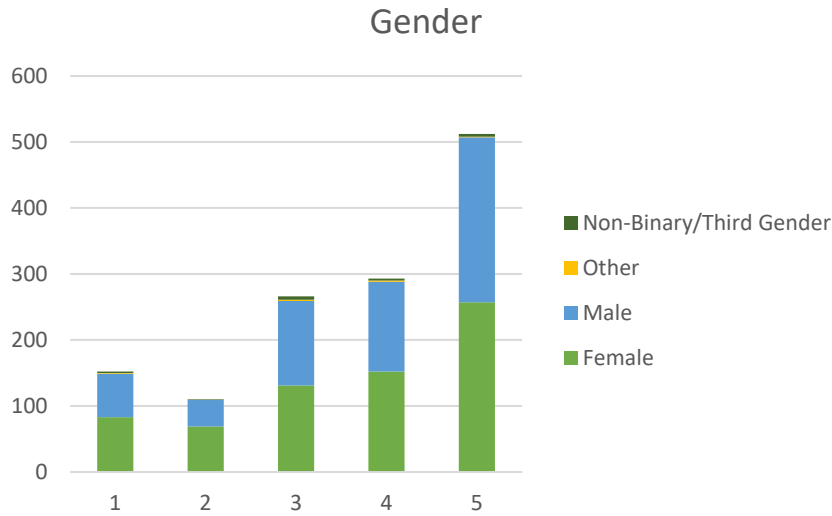
Age



Frequency Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	20	12	16	20	34	31
2	15	7	13	19	32	12
3	40	29	46	39	55	39
4	36	24	52	50	65	43
5	91	71	91	63	92	80
Grand Total	202	143	218	191	278	205

Frequency Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	20	12	16	20	34
2	15	7	13	19	32
3	40	29	46	39	55
4	36	24	52	50	65
5	91	71	91	63	92
Grand Total	6	180	458	454	243

Frequency (1 = Least Important, 5 = Most Important)

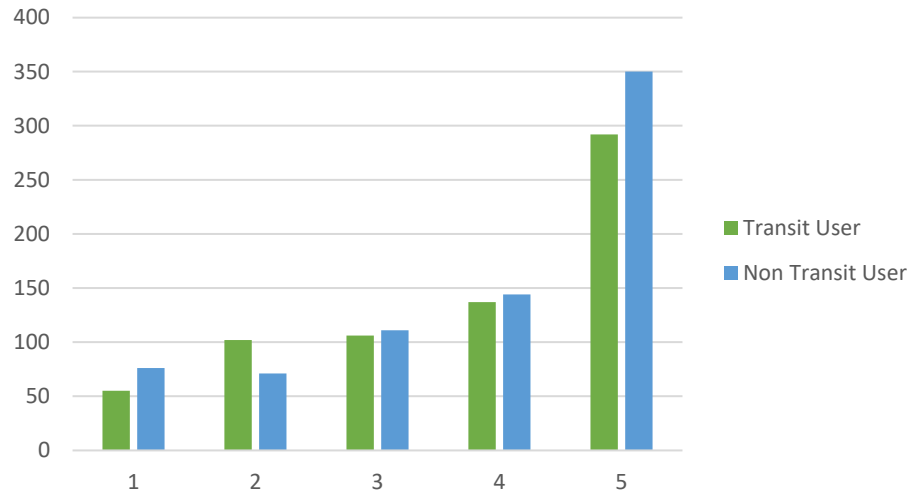


Frequency Rating	Female	Male	Other	Non-Binary/Third Gender
1	83	66	1	2
2	69	40		1
3	131	128	2	5
4	152	136	2	3
5	257	250	1	4
Grand Total	692	620	6	15

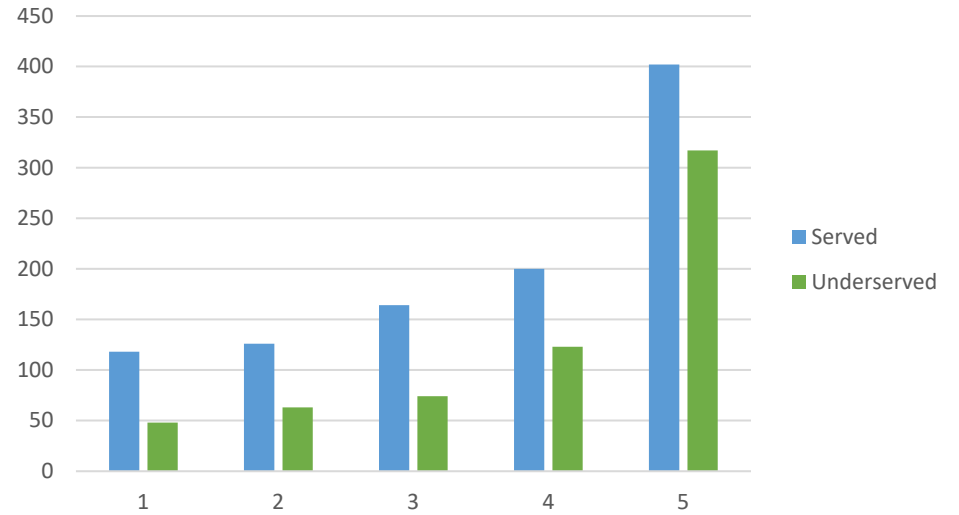
Frequency Rating	No	Yes
1	137	14
2	89	15
3	232	31
4	258	33
5	433	64
Grand Total	1149	157

Coverage (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

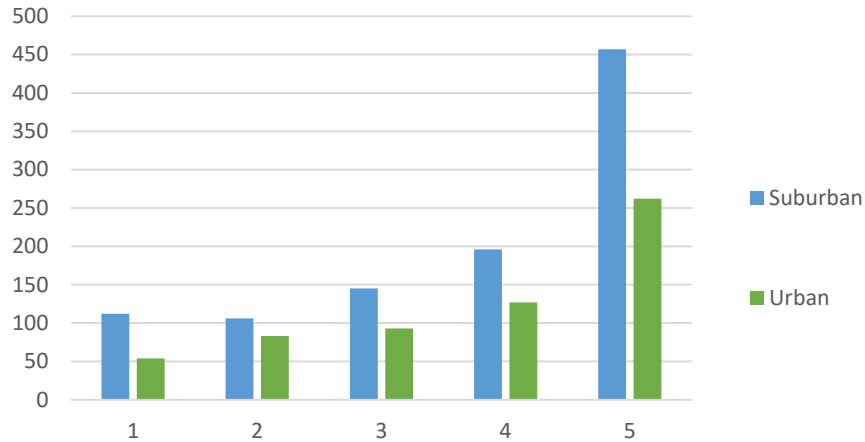


Coverage Rating	Transit User	Non-Transit User
1	55	76
2	102	71
3	106	111
4	137	144
5	292	350
Grand Total	692	752

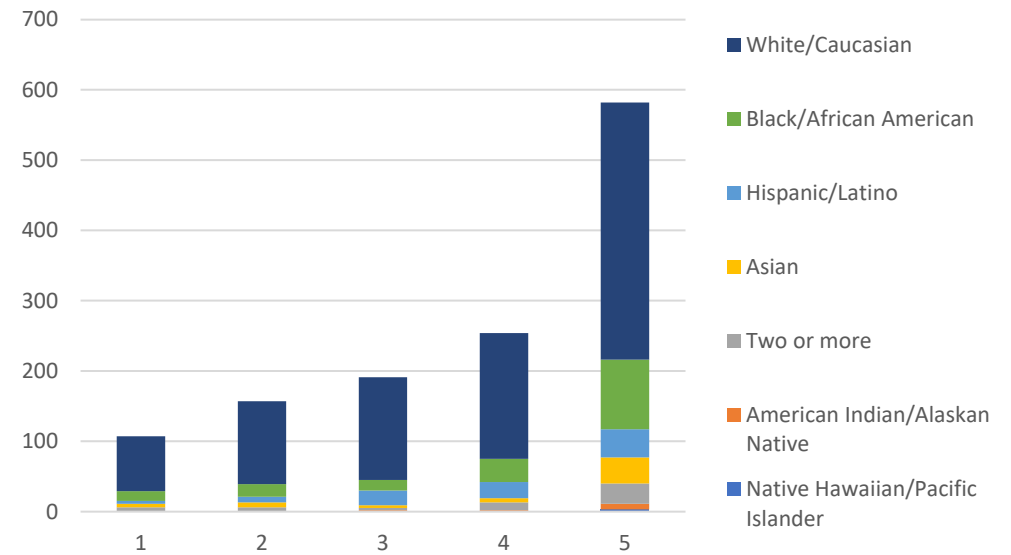
Coverage Rating	Served	Underserved
1	118	48
2	126	63
3	164	74
4	200	123
5	402	317
Grand Total	1010	625

Coverage (1 = Least Important, 5 = Most Important)

Location



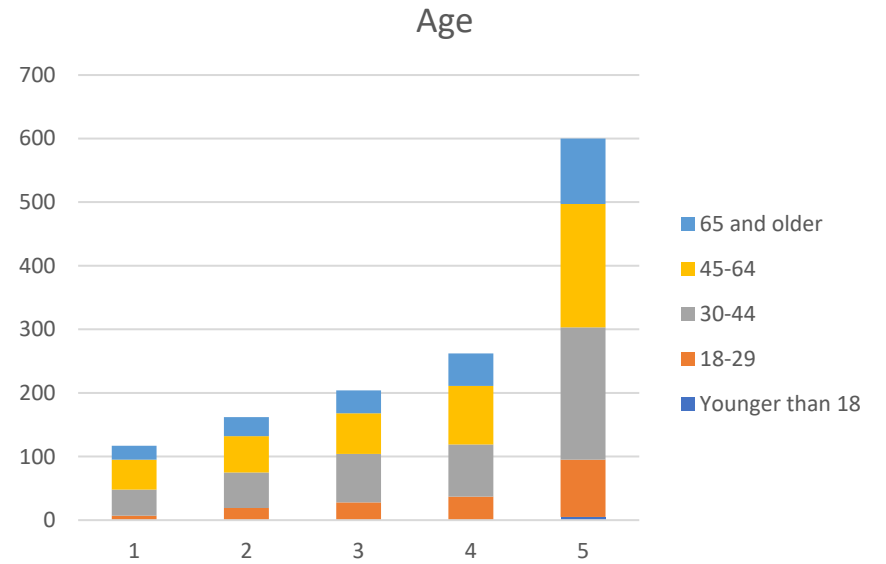
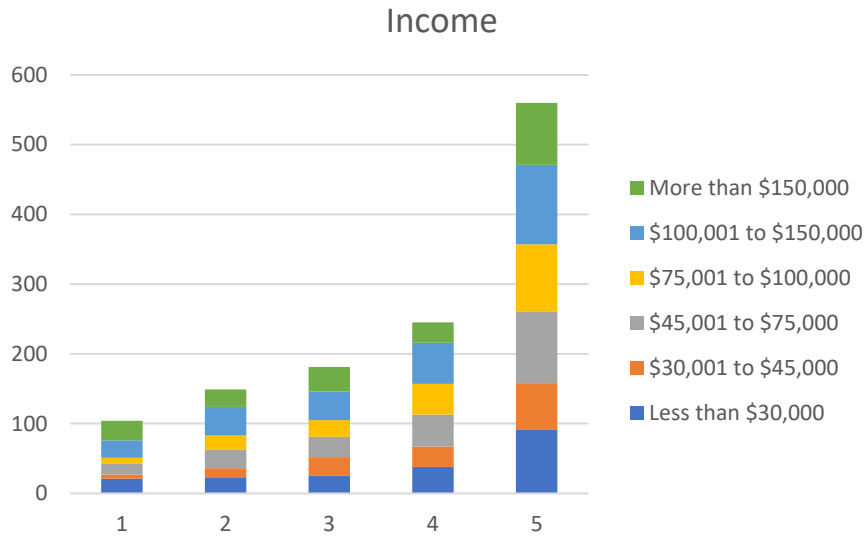
Race



Coverage Rating	Suburban	Urban
1	112	54
2	106	83
3	145	93
4	196	127
5	457	262
Grand Total	1016	619

Coverage Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1			6	5	4	14	78
2			6	7	8	18	118
3		2	3	4	21	15	146
4		2	11	6	23	33	179
5	3	8	29	37	40	99	366
Grand Total	3	12	55	59	96	179	887

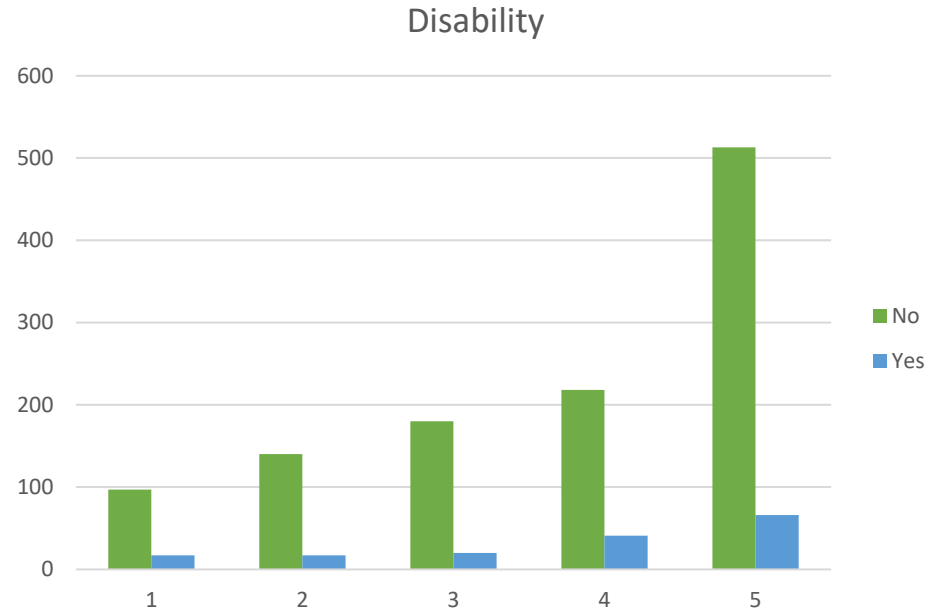
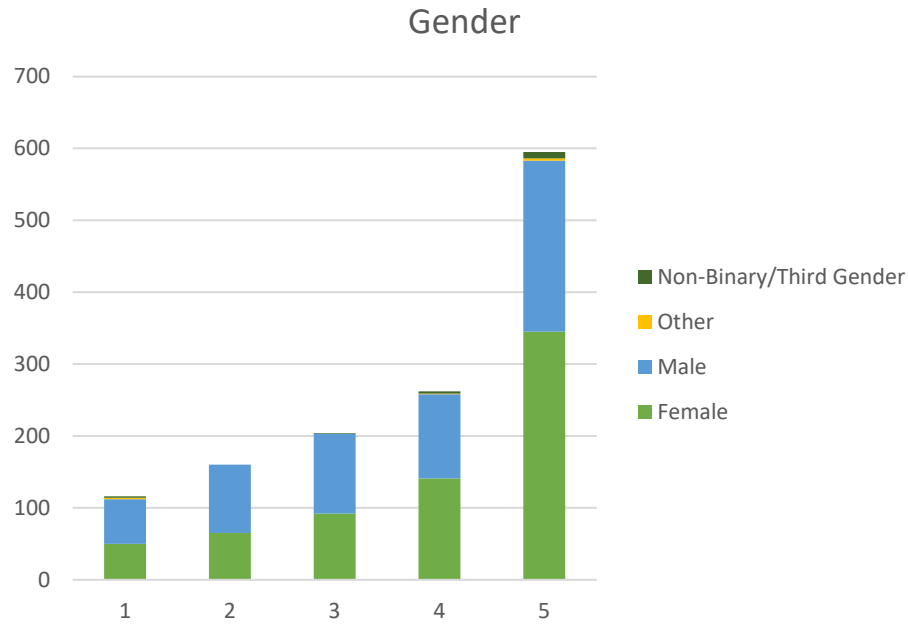
Coverage (1 = Least Important, 5 = Most Important)



Coverage Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	21	6	16	8	25	28
2	23	13	27	20	41	25
3	25	27	29	24	41	35
4	38	29	46	44	59	29
5	91	67	103	96	114	89
Grand Total	198	142	221	192	280	206

Coverage Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	0	7	41	47	22
2	0	19	56	57	30
3	0	28	76	64	36
4	0	37	82	92	51
5	5	90	208	194	103
Grand Total	5	181	463	454	242

Coverage (1 = Least Important, 5 = Most Important)

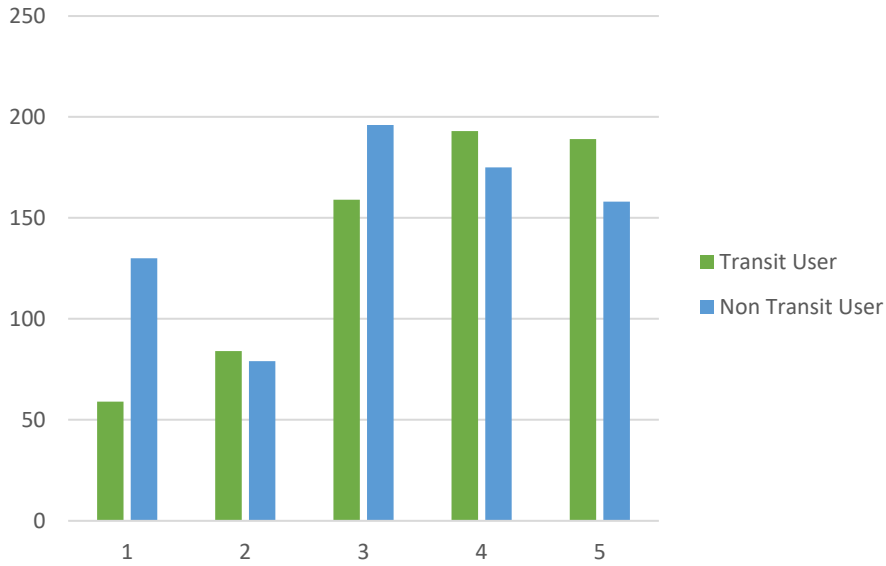


Coverage Rating	Female	Male	Other	Non-Binary/Third Gender
1	50	62	2	2
2	65	95		
3	92	111		1
4	141	117	1	3
5	345	238	3	9
Grand Total	693	623	6	15

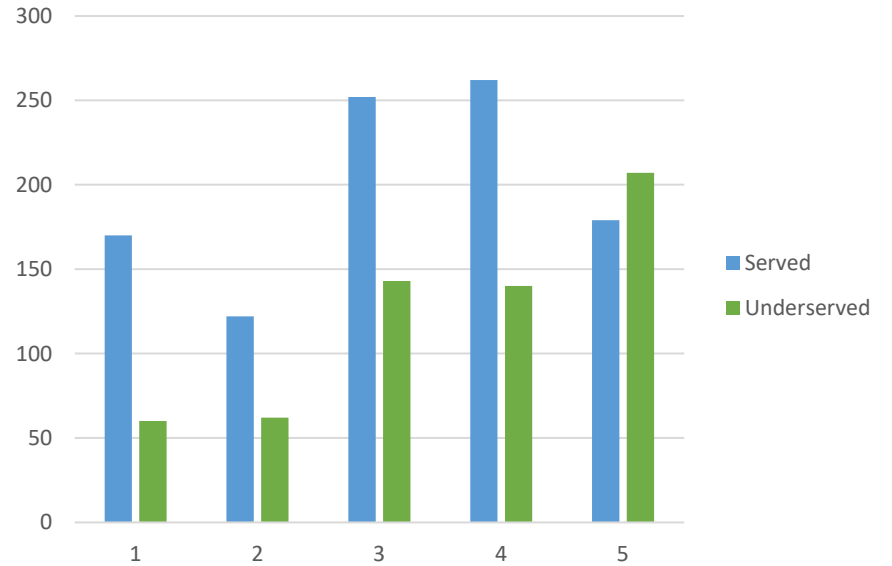
Coverage Rating	No	Yes
1	97	17
2	140	17
3	180	20
4	218	41
5	513	66
Grand Total	1148	161

Span (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

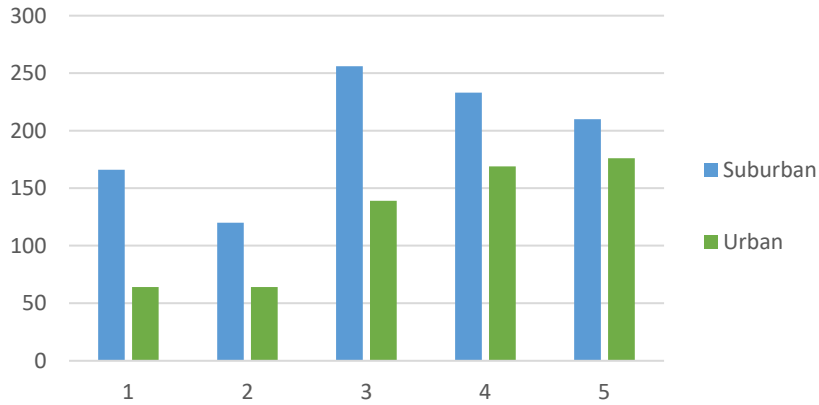


Span Rating	Transit User	Non-Transit User
1	59	130
2	84	79
3	159	196
4	193	175
5	189	158
Grand Total	684	738

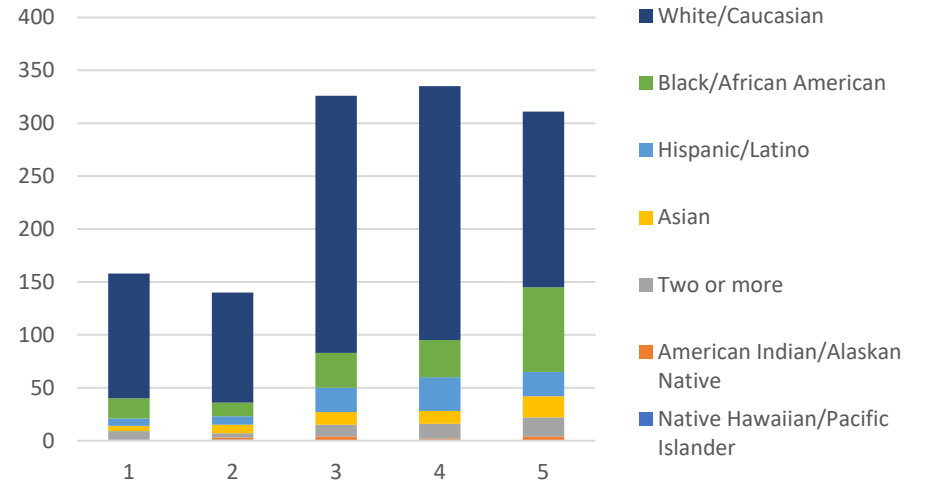
Span Rating	Served	Underserved
1	170	60
2	122	62
3	252	143
4	262	140
5	179	207
Grand Total	985	612

Span (1 = Least Important, 5 = Most Important)

Location



Race

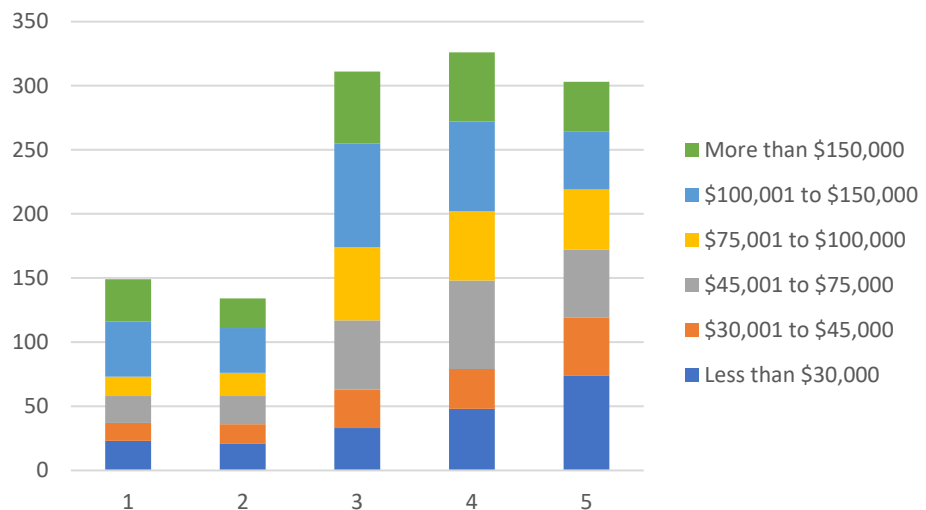


Span Rating	Suburban	Urban
1	166	64
2	120	64
3	256	139
4	233	169
5	210	176
Grand Total	985	612

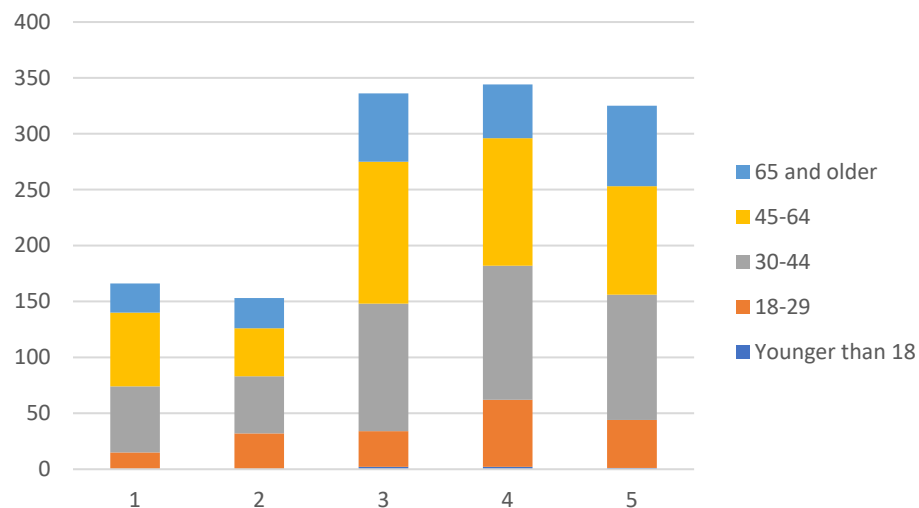
Span Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1	1		8	5	7	19	118
2	1	2	4	8	8	13	104
3		4	11	12	23	33	243
4	1	1	14	12	32	35	240
5		4	18	20	23	80	166
Grand Total	3	11	55	57	93	180	871

Span (1 = Least Important, 5 = Most Important)

Income



Age

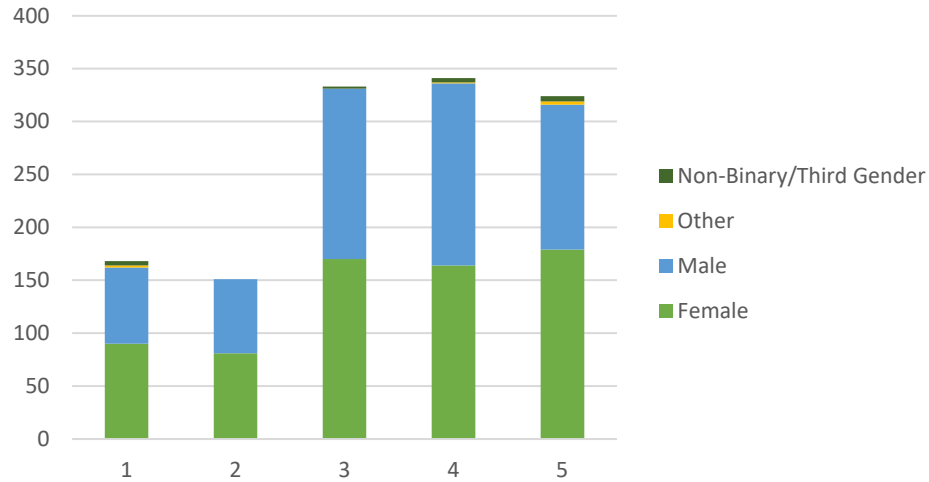


Span Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	23	14	21	15	43	33
2	21	15	22	18	35	23
3	33	30	54	57	81	56
4	48	31	69	54	70	54
5	74	45	53	47	45	39
Grand Total	199	135	219	191	274	205

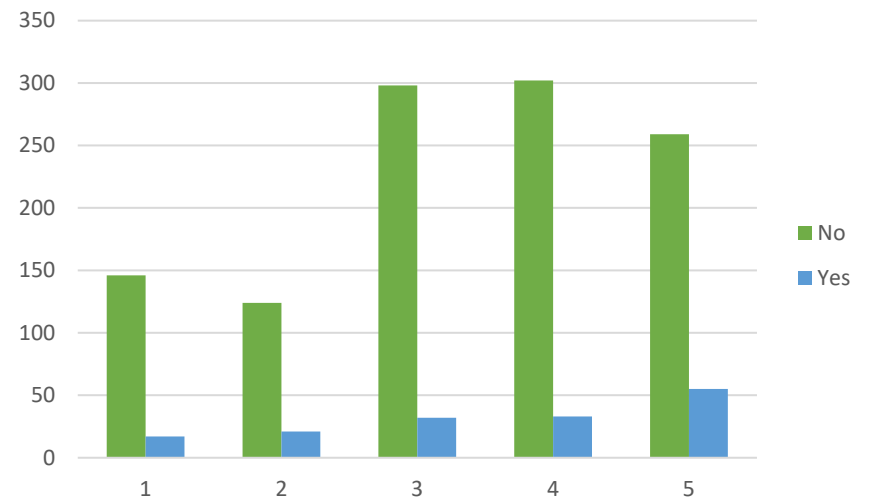
Span Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	0	15	59	66	26
2	0	32	51	43	27
3	2	32	114	127	61
4	2	60	120	114	48
5	1	43	112	97	72
Grand Total	5	182	456	447	234

Span (1 = Least Important, 5 = Most Important)

Gender



Disability

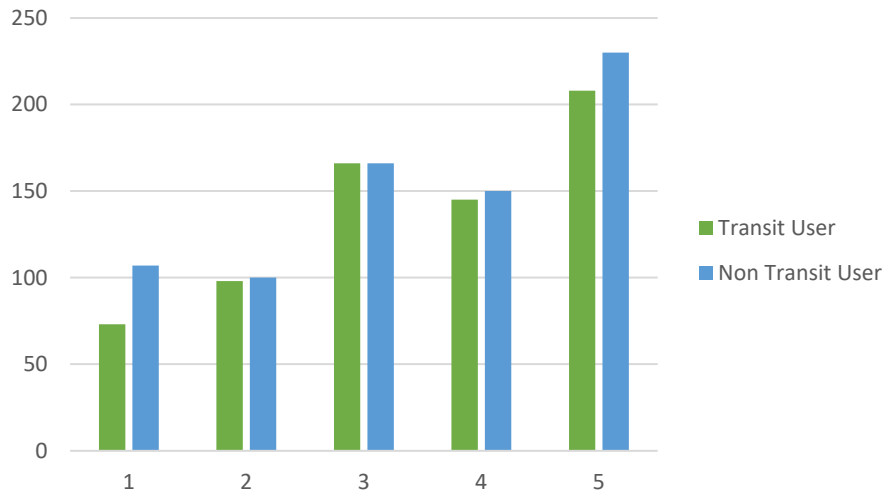


Span Rating	Female	Male	Other	Non-Binary/Third Gender
1	90	72	2	4
2	81	70		
3	170	161		2
4	164	172	1	4
5	179	137	3	5
Grand Total	684	612	6	15

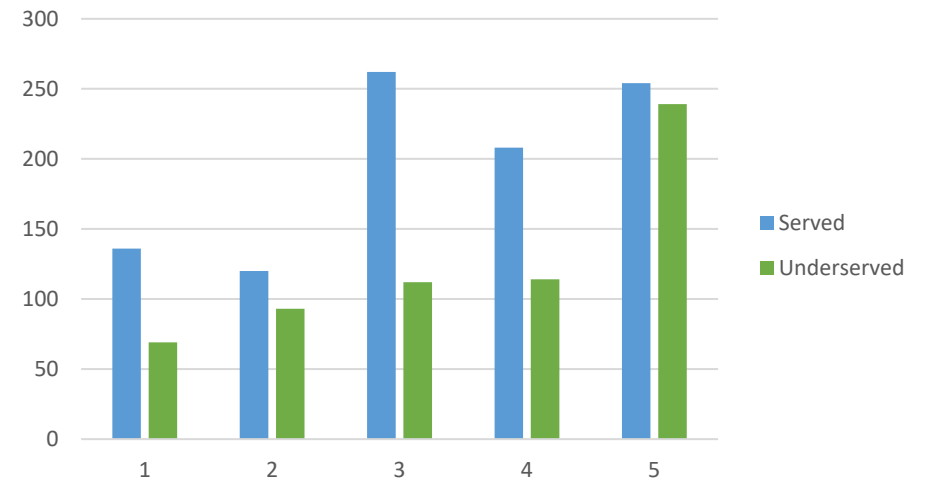
Span Rating	No	Yes
1	146	17
2	124	21
3	298	32
4	302	33
5	259	55
Grand Total	1129	158

Local Service (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

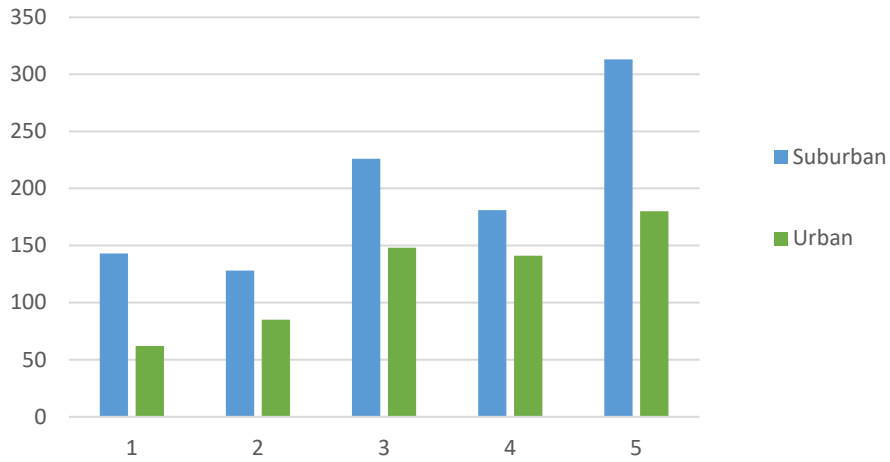


Local Service Rating	Transit User	Non-Transit User
1	73	107
2	98	100
3	166	166
4	145	150
5	208	230
Grand Total	690	753

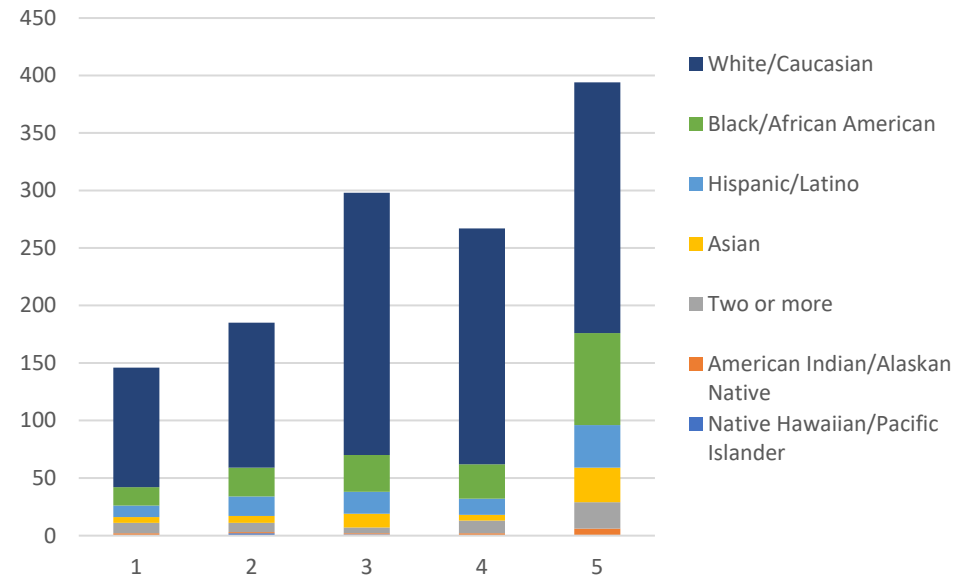
Local Service Rating	Served	Underserved
1	136	69
2	120	93
3	262	112
4	208	114
5	254	239
Grand Total	980	627

Local Service (1 = Least Important, 5 = Most Important)

Location



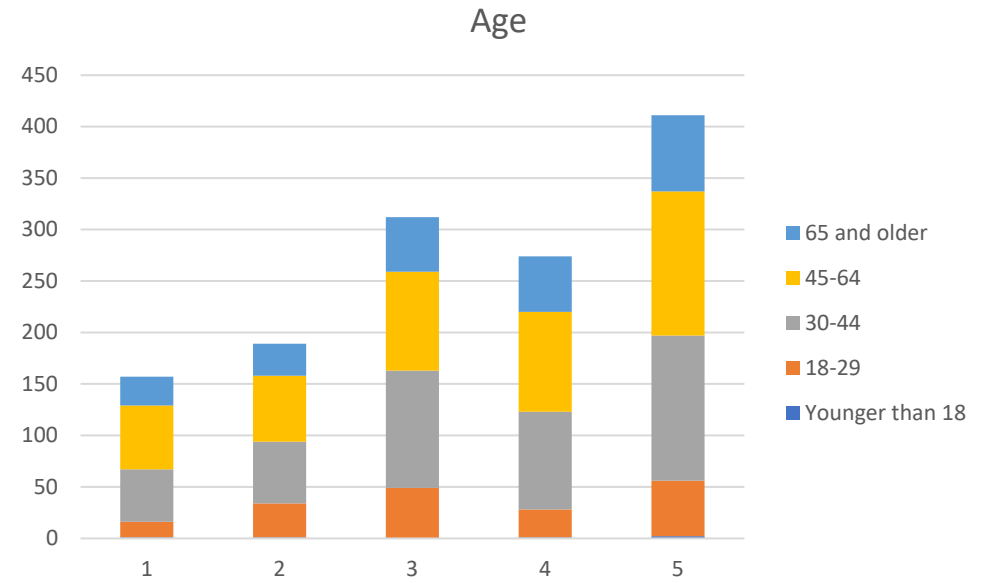
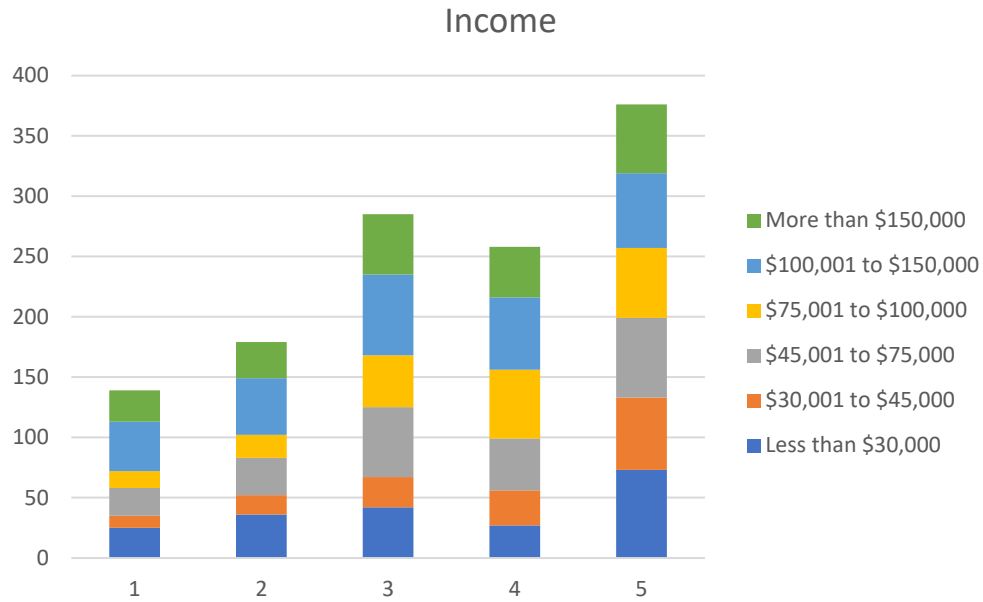
Race



Local Service Rating	Suburban	Urban
1	143	62
2	128	85
3	226	148
4	181	141
5	313	180
Grand Total	991	616

Local Service Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1		2	9	5	10	16	104
2	2	1	8	6	17	25	126
3	1	1	5	12	19	32	228
4		2	11	5	14	30	205
5		6	23	30	37	80	218
Grand Total	3	12	56	58	97	183	881

Local Service (1 = Least Important, 5 = Most Important)

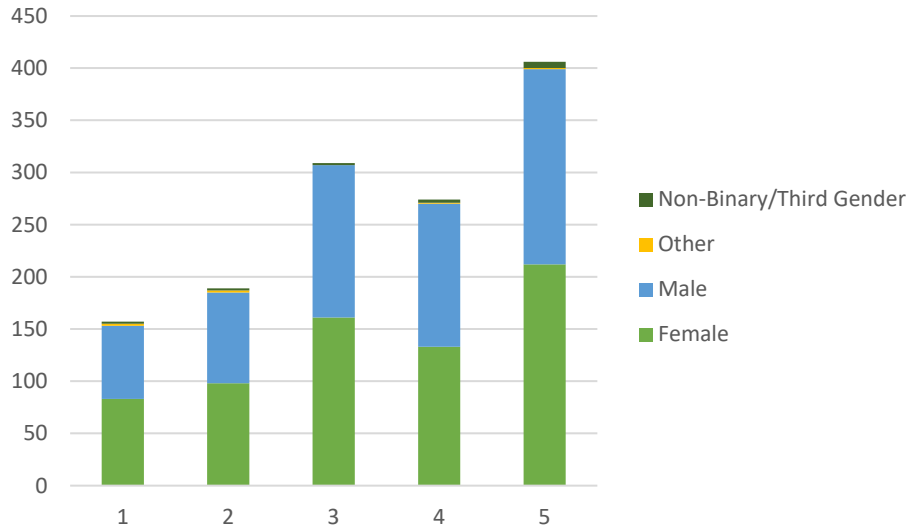


Local Service Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	25	10	23	14	41	26
2	36	16	31	19	47	30
3	42	25	58	43	67	50
4	27	29	43	57	60	42
5	73	60	66	58	62	57
Grand Total	203	140	221	191	277	205

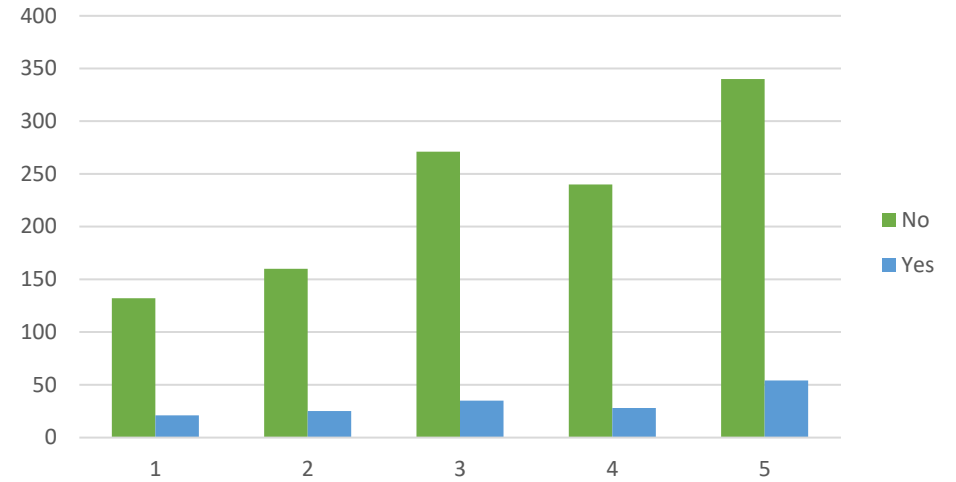
Local Service Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	1	15	51	62	28
2	1	33	60	64	31
3		49	114	96	53
4	1	27	95	97	54
5	2	54	141	140	74
Grand Total	5	178	461	459	240

Local Service (1 = Least Important, 5 = Most Important)

Gender



Disability

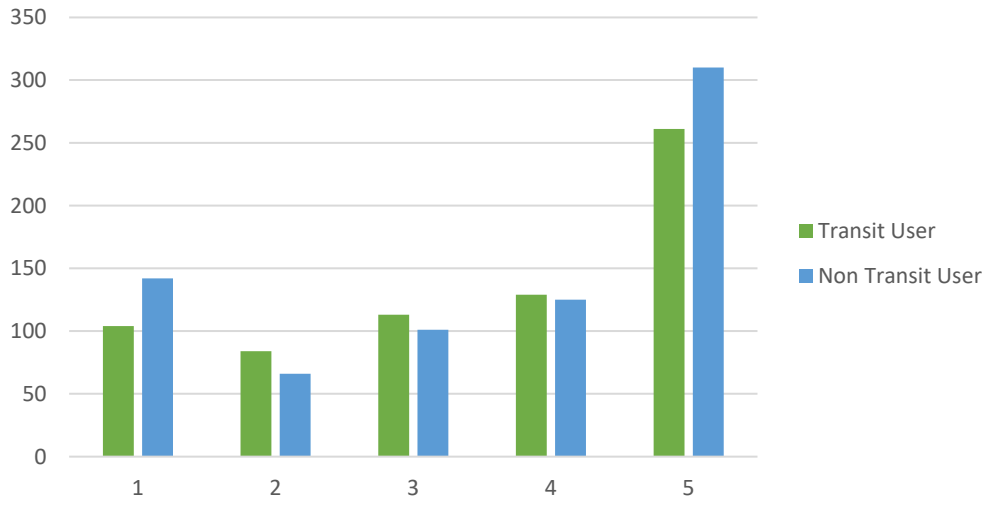


Local Service Rating	Female	Male	Other	Non-Binary/Third Gender
1	83	70	2	2
2	98	87	2	2
3	161	146		2
4	133	137	1	3
5	212	187	1	6
Grand Total	687	627	6	15

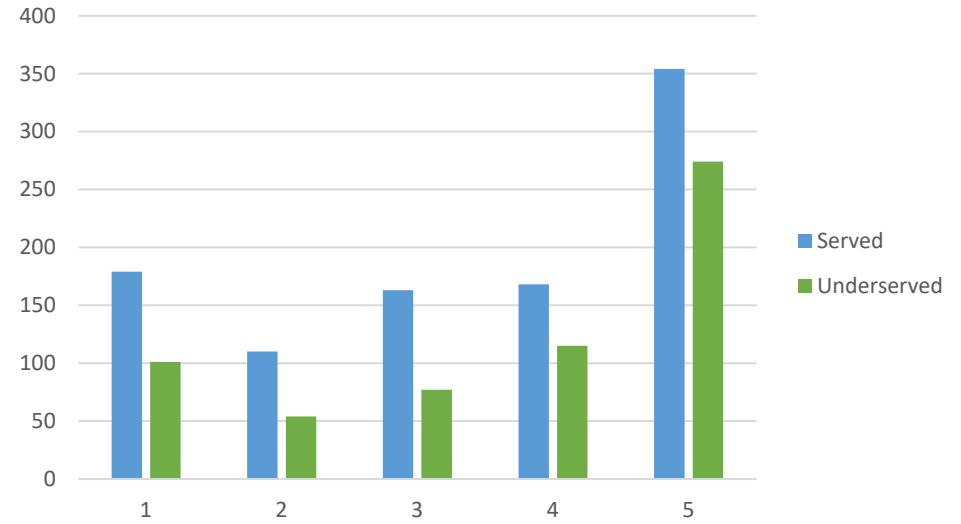
Local Service Rating	No	Yes
1	132	21
2	160	25
3	271	35
4	240	28
5	340	54
Grand Total	1143	163

Regional Service (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

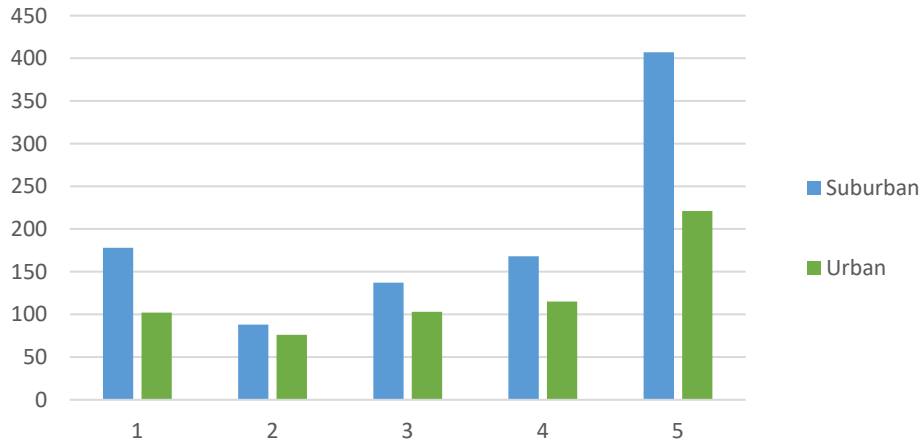


Regional Service Rating	Transit User	Non-Transit User
1	104	142
2	84	66
3	113	101
4	129	125
5	261	310
Grand Total	691	744

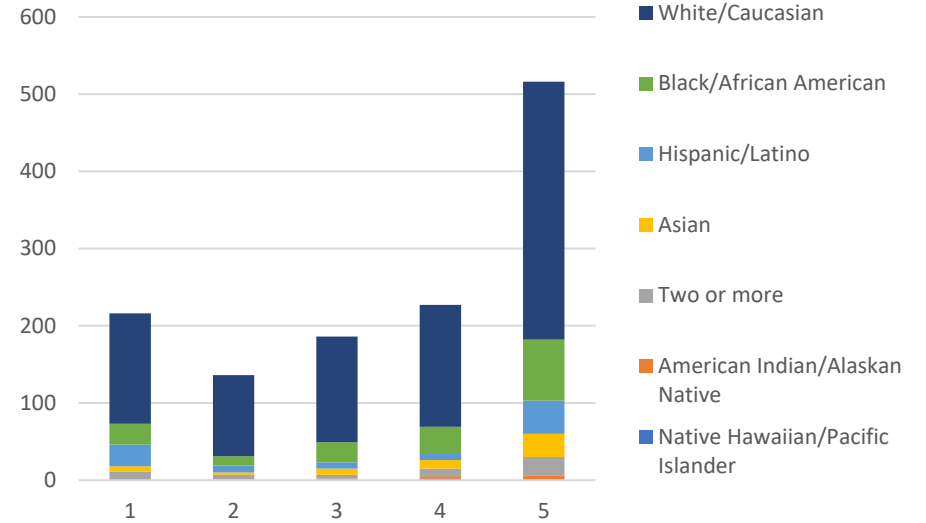
Regional Service Rating	Served	Underserved
1	179	101
2	110	54
3	163	77
4	168	115
5	354	274
Grand Total	974	621

Regional Service (1 = Least Important, 5 = Most Important)

Location



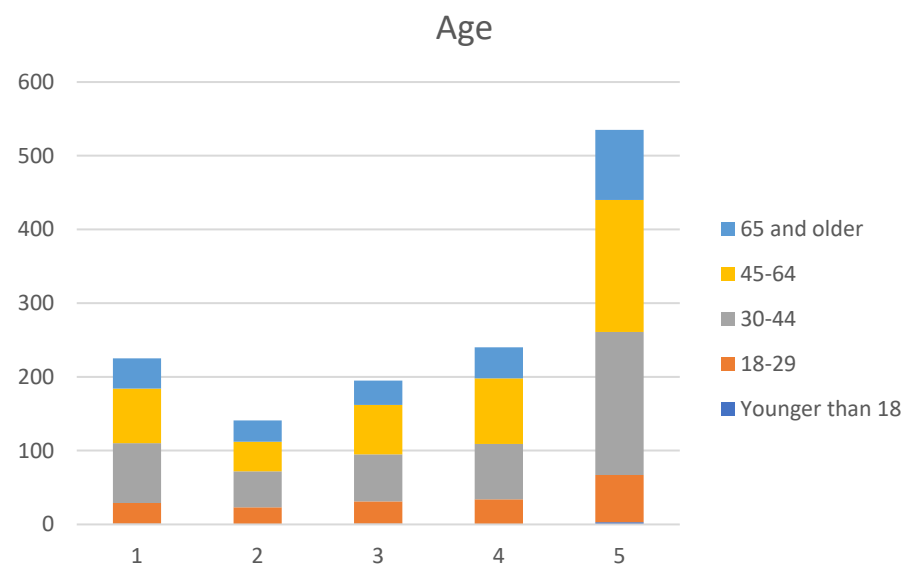
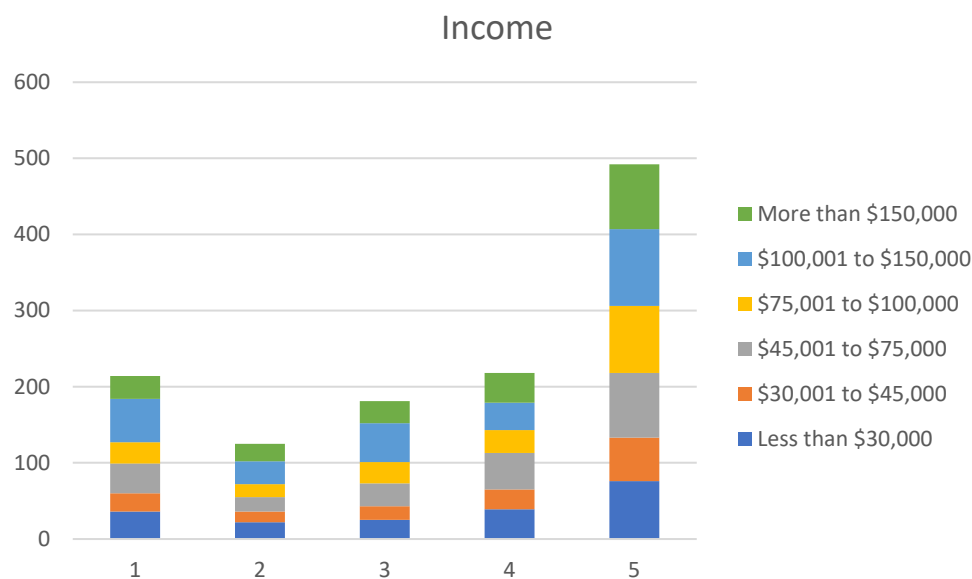
Race



Regional Service Rating	Suburban	Urban
1	178	102
2	88	76
3	137	103
4	168	115
5	407	221
Grand Total	978	617

Regional Service Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1			11	7	28	27	143
2		1	6	3	9	12	105
3	1	1	5	8	8	26	137
4	2	3	10	11	9	34	158
5		6	24	30	43	79	334
Grand Total	3	11	56	59	97	178	877

Regional Service (1 = Least Important, 5 = Most Important)

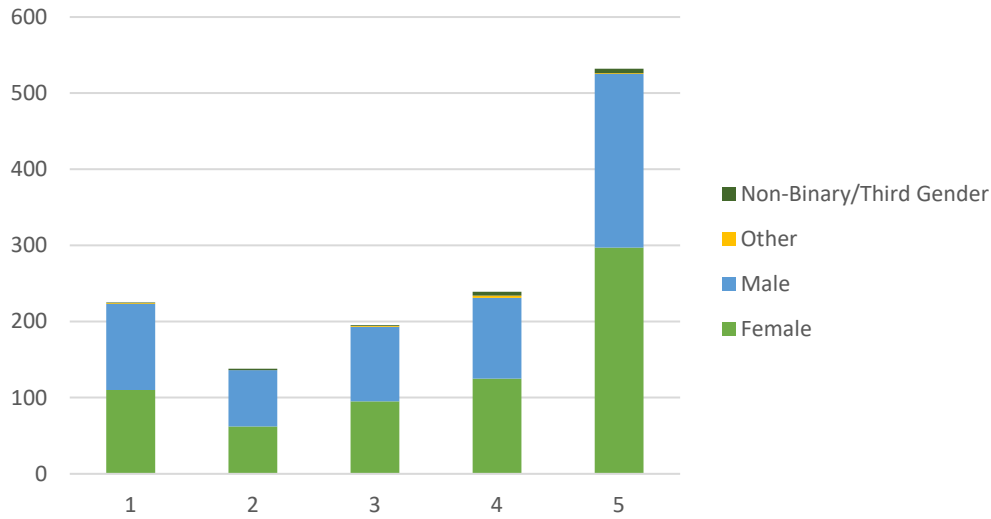


Regional Service Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	36	24	39	28	57	30
2	22	14	19	17	30	23
3	25	18	30	28	51	29
4	39	26	48	30	36	39
5	76	57	85	88	101	85
Grand Total	198	139	221	191	275	206

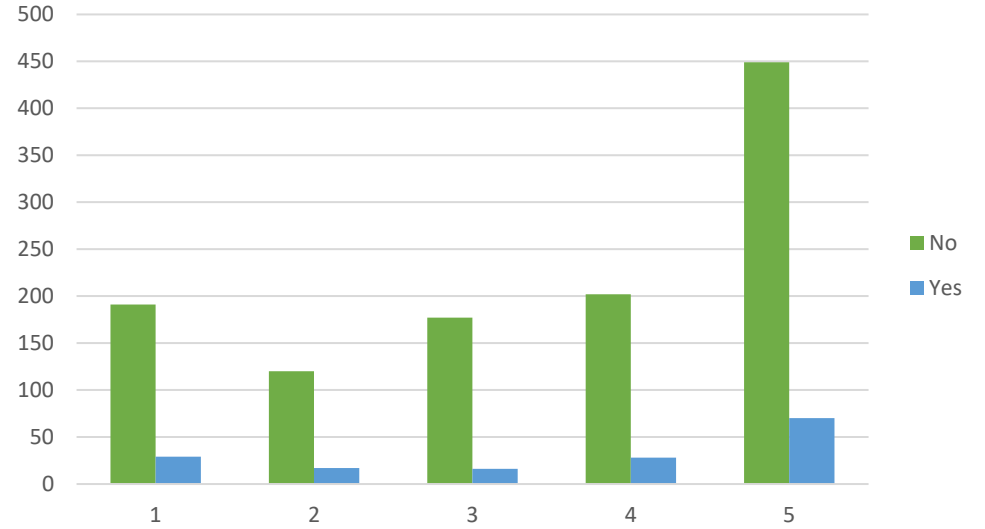
Regional Service Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	1	28	81	74	41
2	0	23	49	40	29
3	1	30	64	67	33
4	0	34	75	89	42
5	3	64	194	179	95
Grand Total	5	179	463	449	240

Regional Service (1 = Least Important, 5 = Most Important)

Gender



Disability

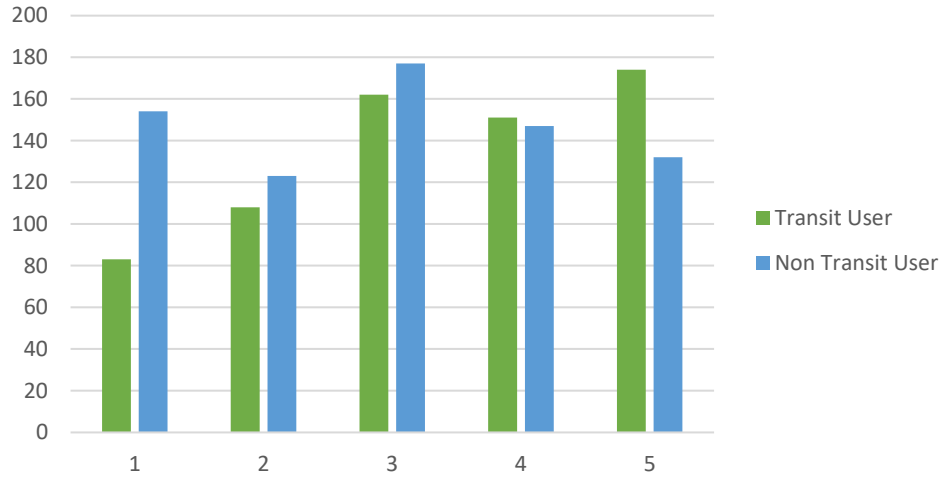


Regional Service Rating	Female	Male	Other	Non-Binary/Third Gender
1	110	113	1	1
2	62	74		2
3	95	98	1	1
4	125	106	3	5
5	297	228	1	6
Grand Total	689	619	6	15

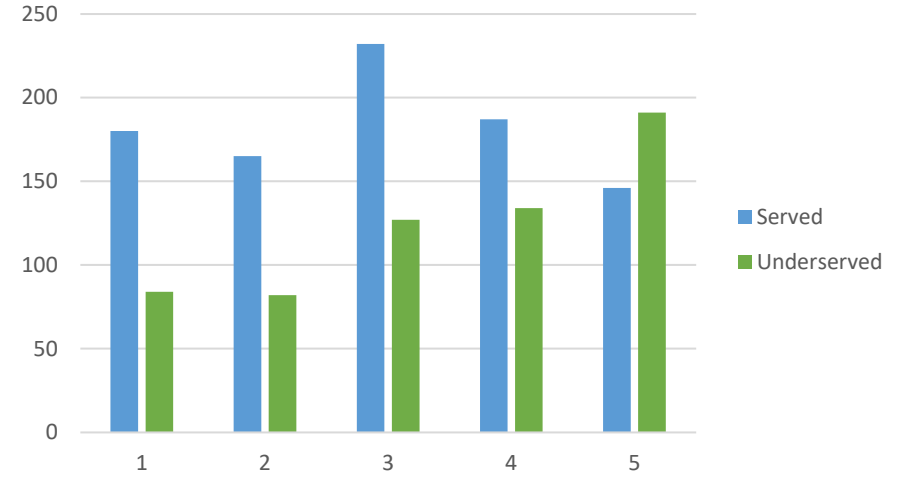
Regional Service Rating	No	Yes
1	191	29
2	120	17
3	177	16
4	202	28
5	449	70
Grand Total	1139	160

Facilities (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

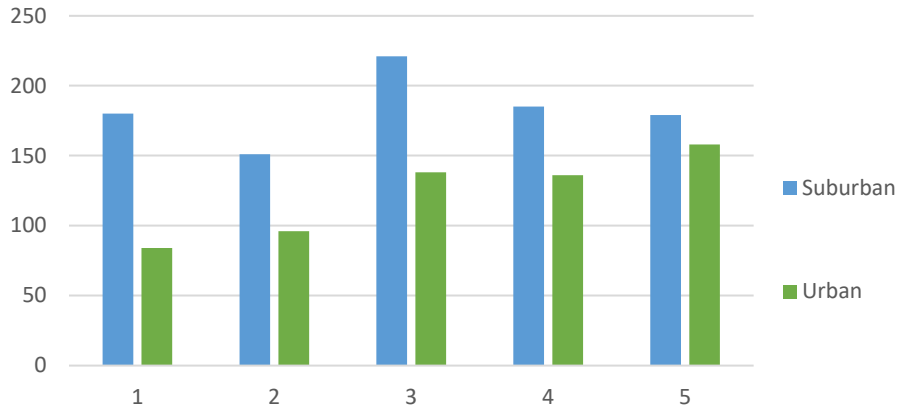


Facilities Rating	Transit User	Non-Transit User
1	83	154
2	108	123
3	162	177
4	151	147
5	174	132
Grand Total	678	733

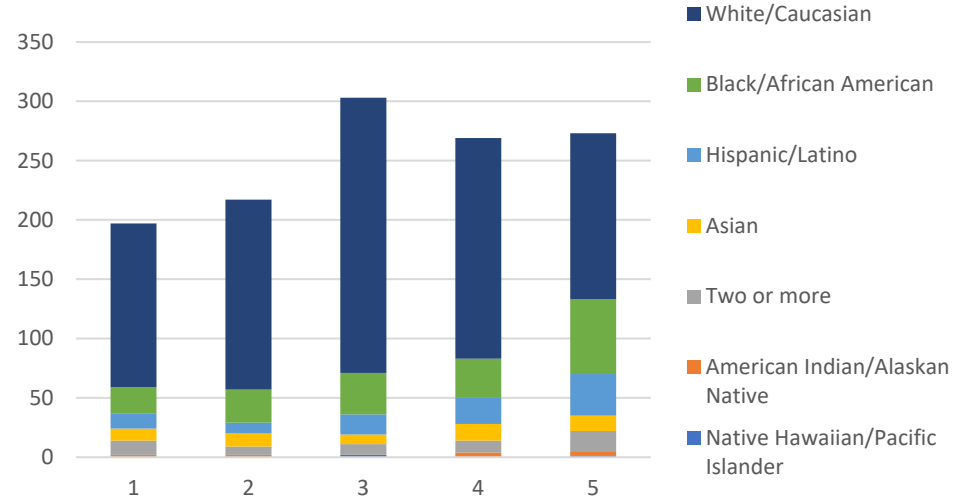
Facilities Rating	Underserved	Served
1	84	180
2	82	165
3	127	232
4	134	187
5	191	146
Grand Total	618	910

Facilities (1 = Least Important, 5 = Most Important)

Location



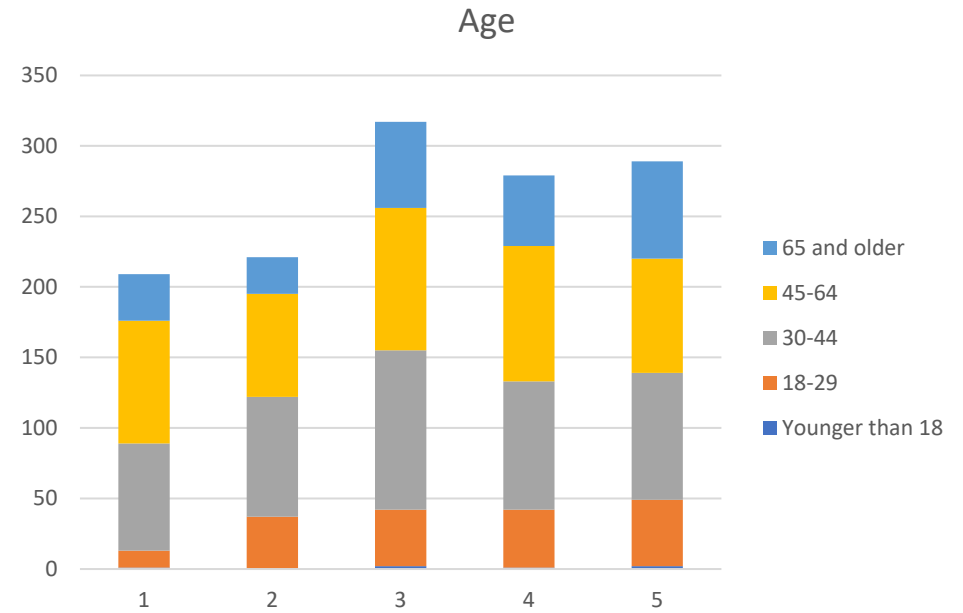
Race



Facilities Rating	Suburban	Urban
1	180	84
2	151	96
3	221	138
4	185	136
5	179	158
Grand Total	916	612

Facilities Rating	Native Hawaiian/Pacific Islander	American Indian /Alaska Native	Two or more	Asian	Hispanic/Latino	Black/ African American	White/ Caucasian
1		2	12	10	13	22	138
2		2	7	11	9	28	160
3	2		9	8	17	35	232
4		4	10	14	22	33	186
5	1	4	17	13	35	63	140
Grand Total	3	12	55	56	96	181	856

Facilities (1 = Least Important, 5 = Most Important)

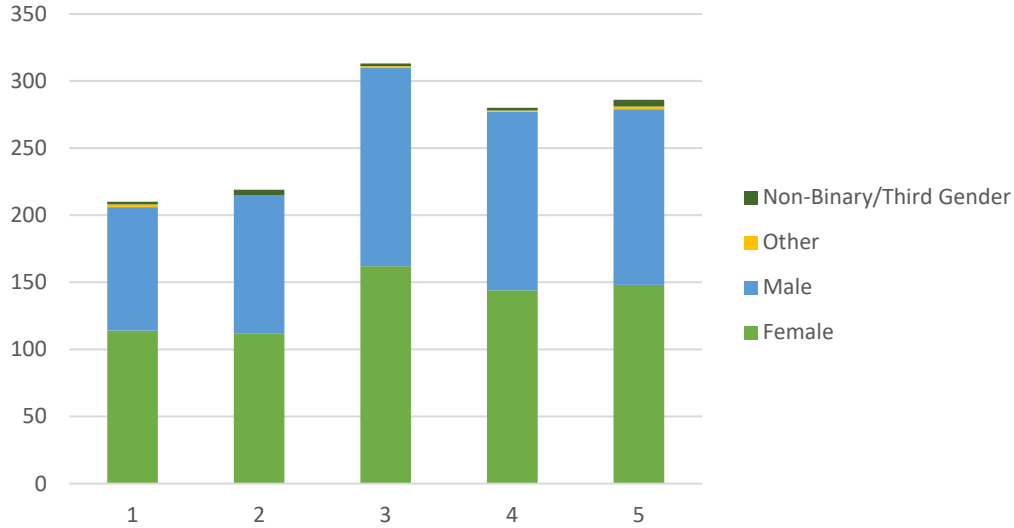


Facilities Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	27	9	27	30	53	42
2	30	14	33	28	70	30
3	36	29	64	46	65	49
4	36	30	45	46	54	48
5	71	56	46	38	28	29
Grand Total	200	138	215	188	270	198

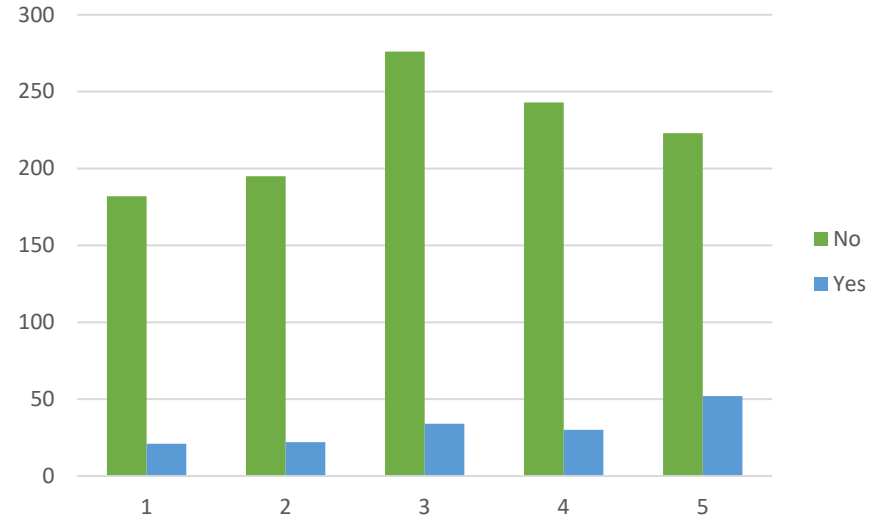
Facilities Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	1	12	76	87	33
2	2	37	85	73	26
3	2	40	113	101	61
4	1	41	91	96	50
5	2	47	90	81	69
Grand Total	6	177	455	438	239

Facilities (1 = Least Important, 5 = Most Important)

Gender



Disability

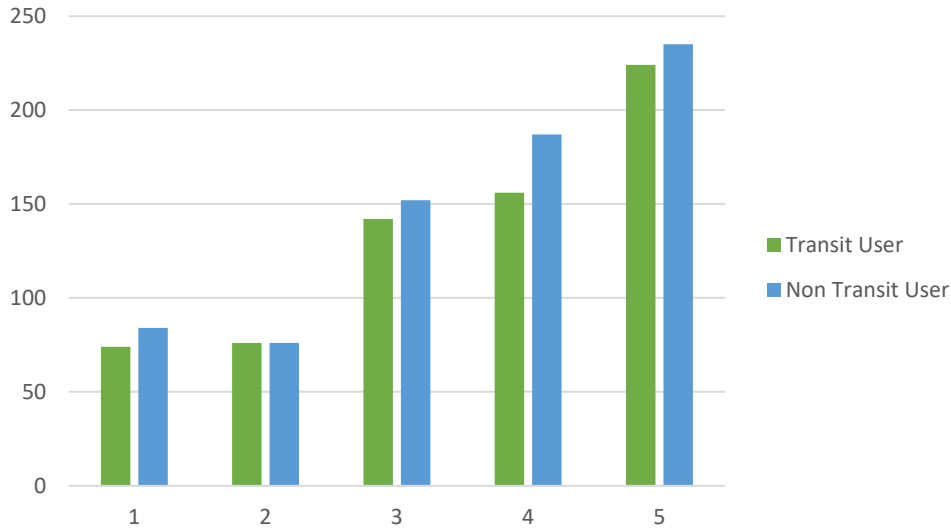


Facilities Rating	Female	Male	Other	Non-Binary/Third Gender
1	114	92	2	2
2	112	103		4
3	162	148	1	2
4	144	133	1	2
5	148	131	2	5
Grand Total	680	607	6	15

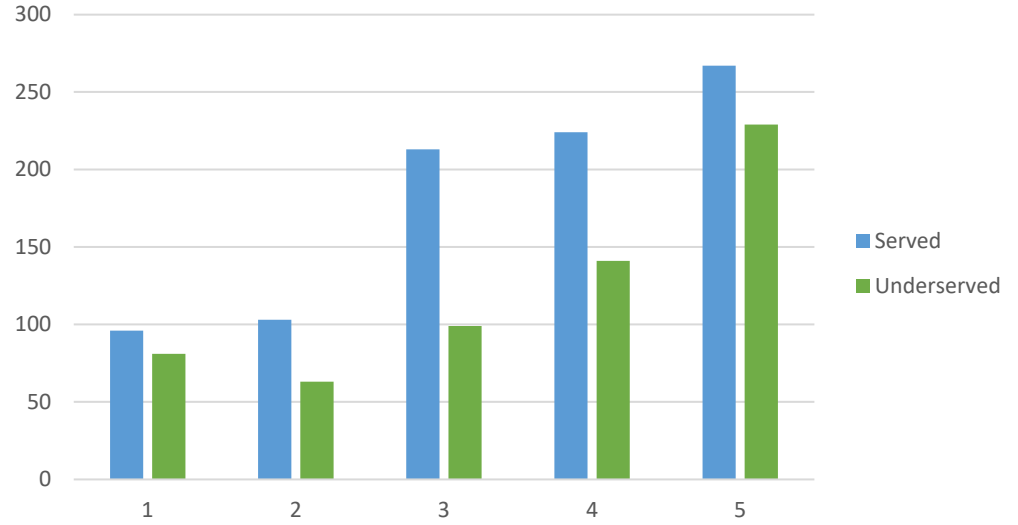
Facilities Rating	No	Yes
1	182	21
2	195	22
3	276	34
4	243	30
5	223	52
Grand Total	1119	159

Technology (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

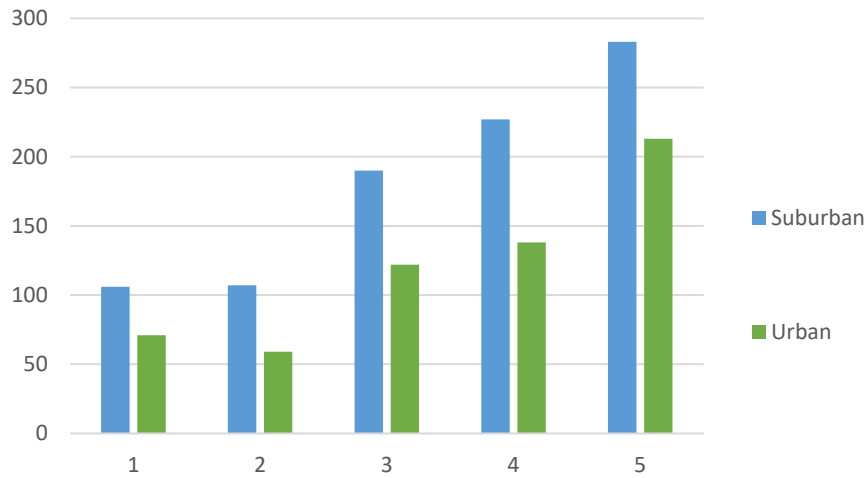


Technology Rating	Transit User	Non-Transit User
1	74	84
2	76	76
3	142	152
4	156	187
5	224	235
Grand Total	672	734

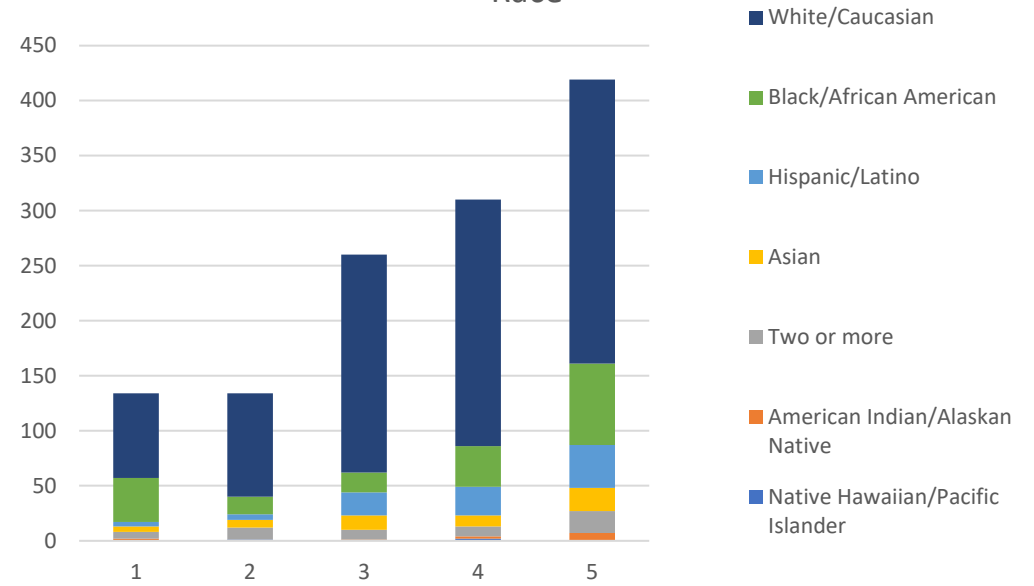
Technology Rating	Served	Underserved
1	96	81
2	103	63
3	213	99
4	224	141
5	267	229
Grand Total	903	613

Technology (1 = Least Important, 5 = Most Important)

Location



Race

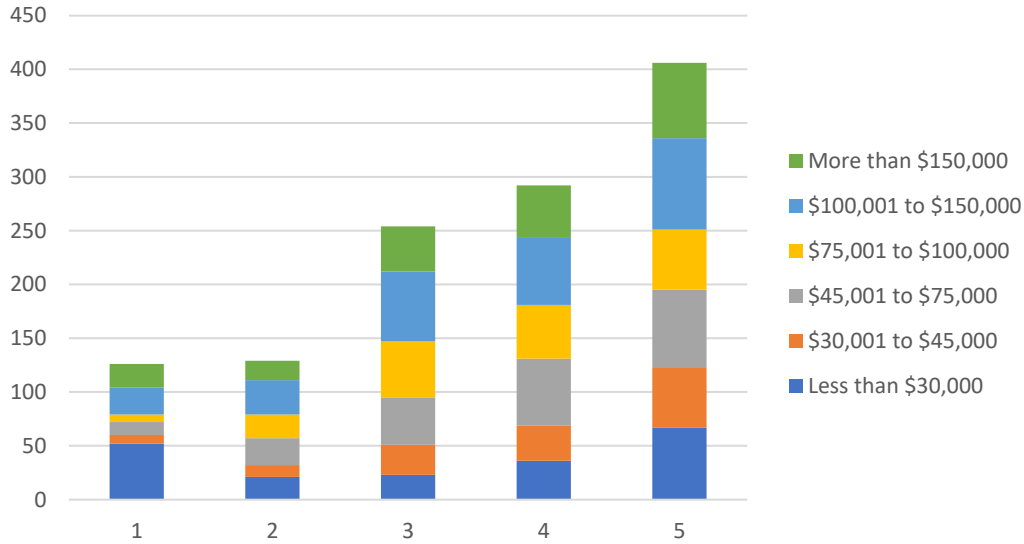


Technology Rating	Suburban	Urban
1	106	71
2	107	59
3	190	122
4	227	138
5	283	213
Grand Total	913	603

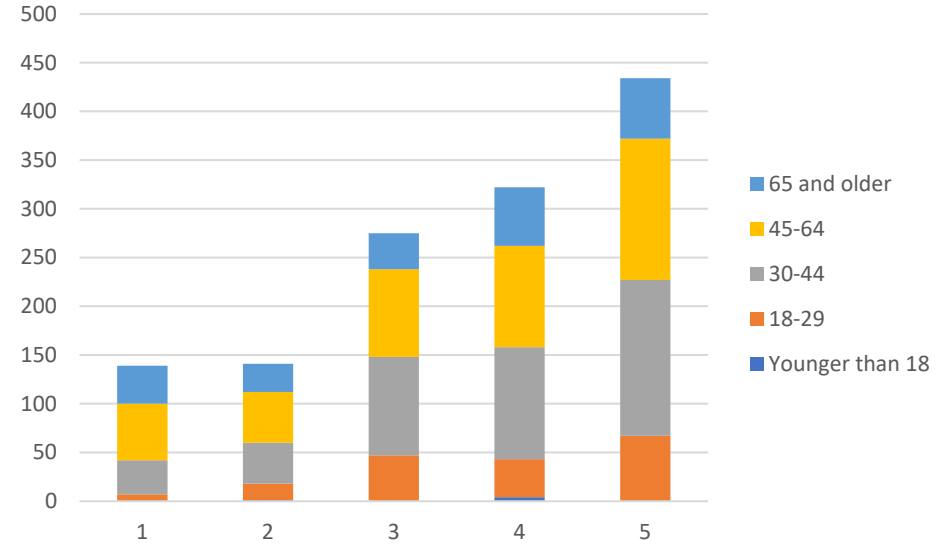
Technology Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1		2	6	5	4	40	77
2	1		11	7	5	16	94
3		1	9	13	21	18	198
4	2	2	9	10	26	37	224
5		7	20	21	39	74	258
Grand Total	3	12	55	56	95	185	851

Technology (1 = Least Important, 5 = Most Important)

Income



Age

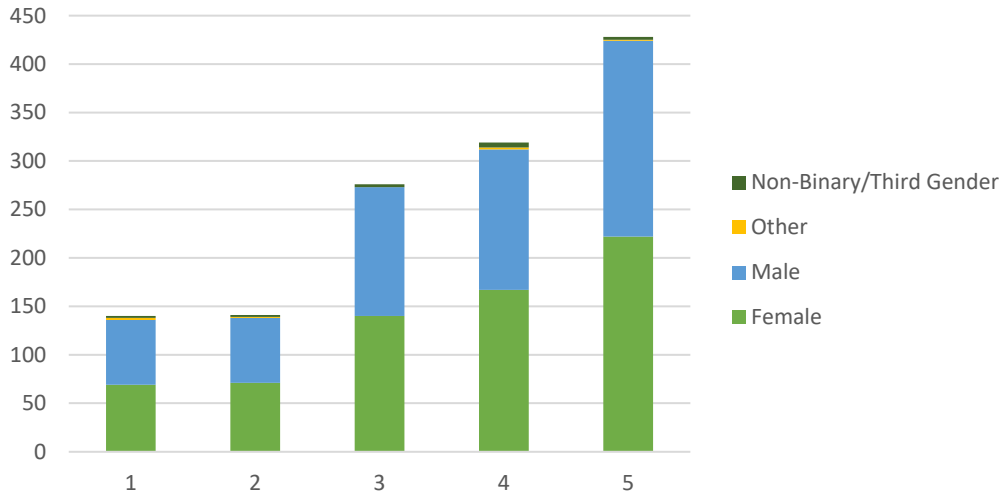


Technology Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	52	8	12	7	25	22
2	21	11	25	22	32	18
3	23	28	44	52	65	42
4	36	33	62	50	63	48
5	67	56	72	56	85	70
Grand Total	199	136	215	187	270	200

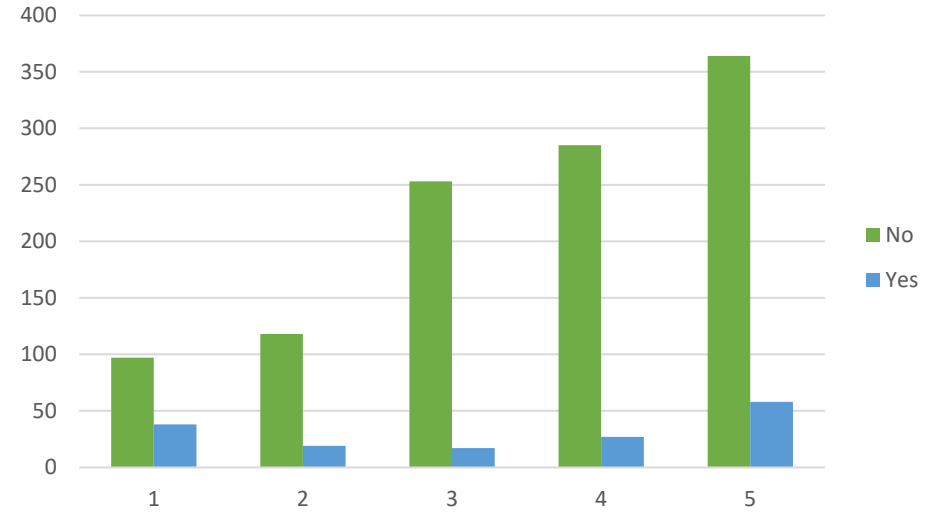
Technology Rating	Younger than 18	18-29	30-44	45-64	65 and older
1		7	35	58	39
2	1	17	42	52	29
3		47	101	90	37
4	4	39	115	104	60
5		67	160	145	62
Grand Total	5	177	453	449	227

Technology (1 = Least Important, 5 = Most Important)

Gender



Disability

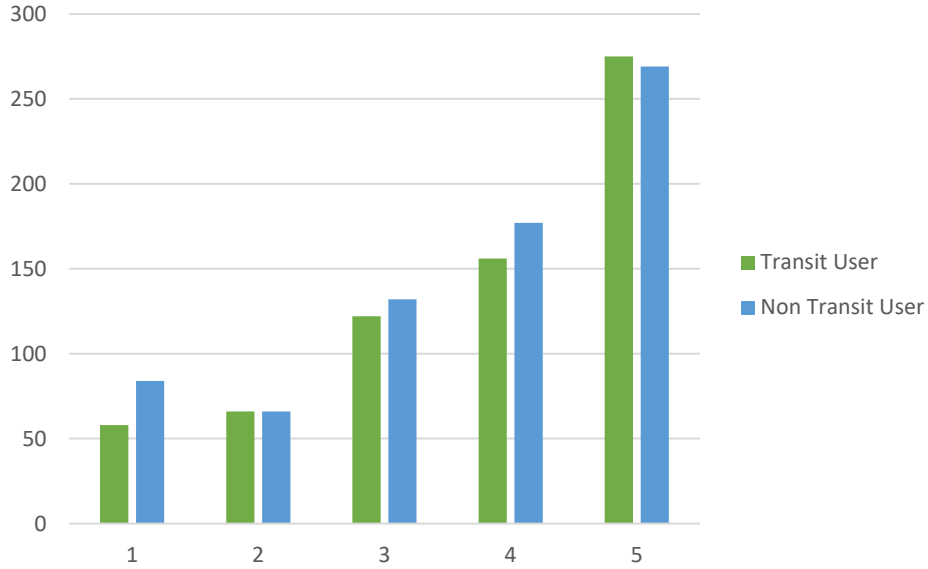


Technology Rating	Female	Male	Other	Non-Binary/Third Gender
1	69	67	2	2
2	71	67	1	2
3	140	133		3
4	167	145	2	5
5	222	202	1	3
Grand Total	669	614	6	15

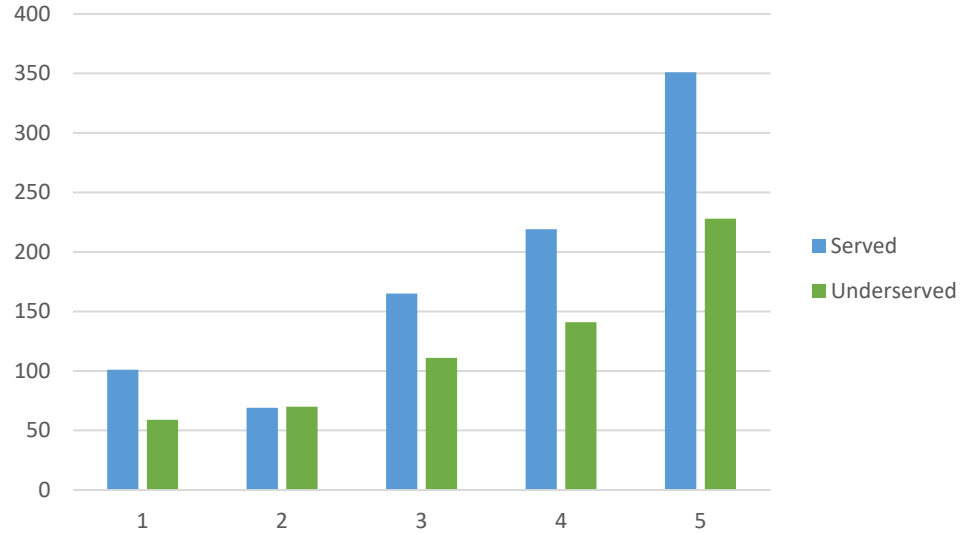
Technology Rating	No	Yes
1	97	38
2	118	19
3	253	17
4	285	27
5	364	58
Grand Total	1117	159

Connecting Infrastructure (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

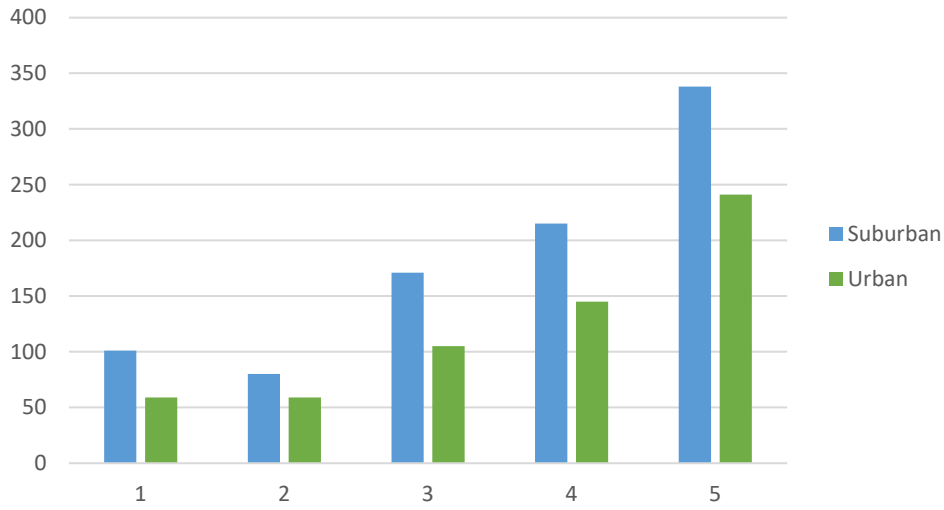


Connecting Infrastructure Rating	Transit User	Non-Transit User
1	58	84
2	66	66
3	122	132
4	156	177
5	275	269
Grand Total	677	728

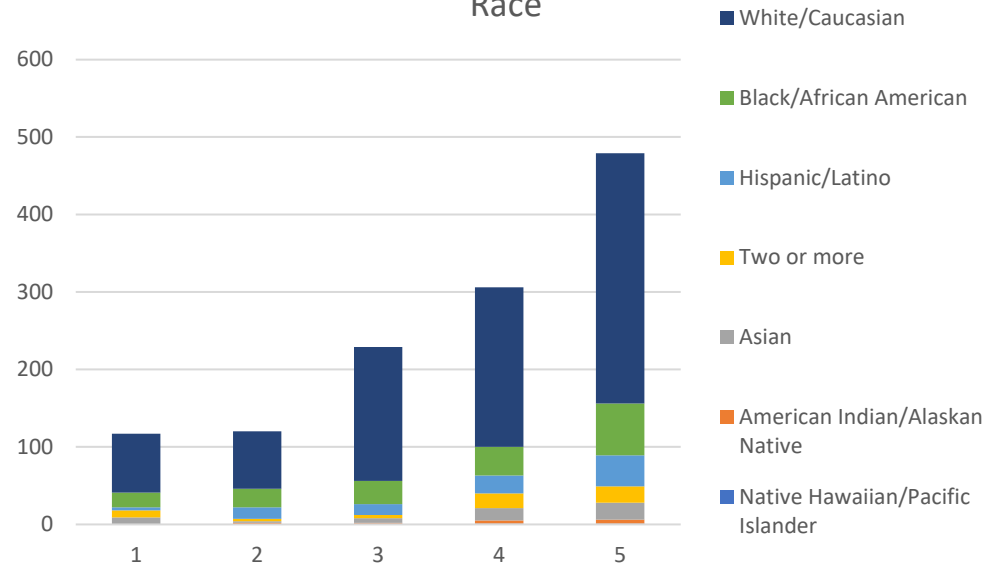
Connecting Infrastructure Rating	Served	Underserved
1	101	59
2	69	70
3	165	111
4	219	141
5	351	228
Grand Total	905	609

Connecting Infrastructure (1 = Least Important, 5 = Most Important)

Location



Race

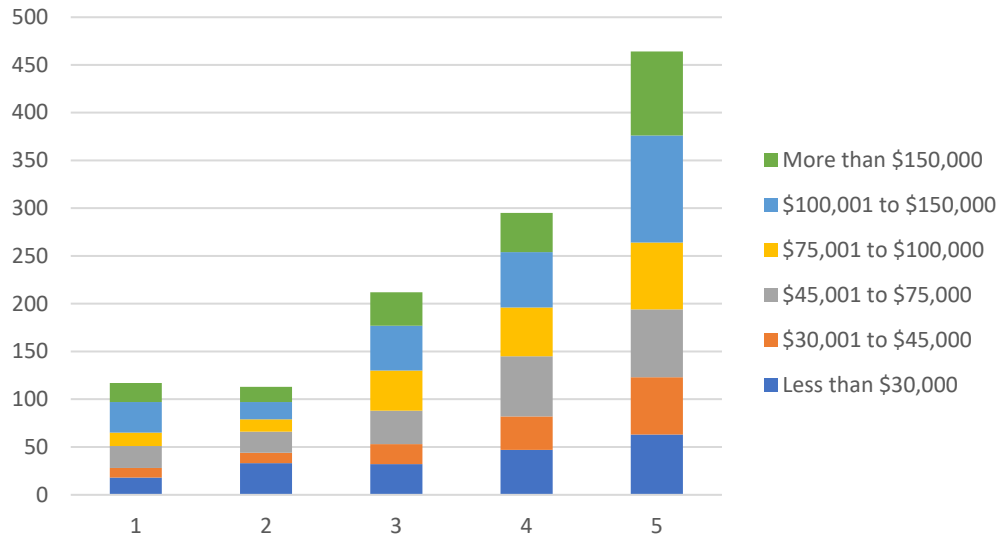


Connecting Infrastructure Rating	Suburban	Urban
1	101	59
2	80	59
3	171	105
4	215	145
5	338	241
Grand Total	905	609

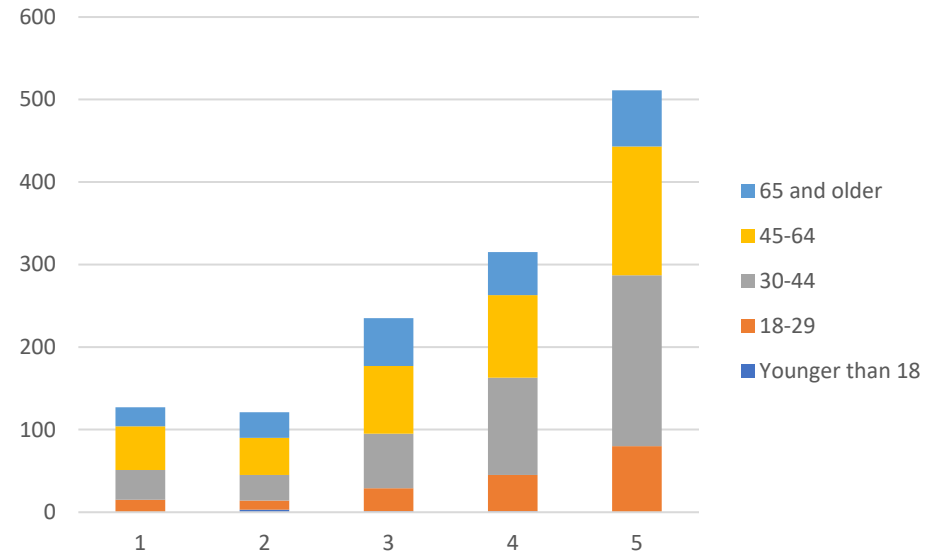
Connecting Infrastructure Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic / Latino	Black/ African American	White/ Caucasian
1	0	0	9	9	4	19	76
2	0	2	2	3	15	24	74
3	1	1	6	4	14	30	173
4	1	4	16	19	23	37	206
5	1	5	22	21	40	67	323
Grand Total	3	12	55	56	96	177	852

Connecting Infrastructure (1 = Least Important, 5 = Most Important)

Income



Age

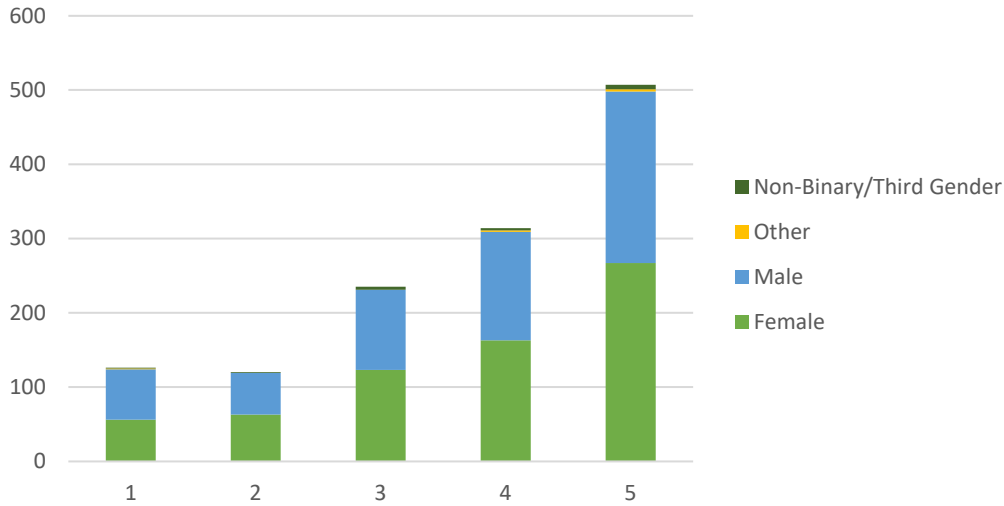


Connecting Infrastructure Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	18	10	23	14	32	20
2	33	11	22	13	18	16
3	32	21	35	42	47	35
4	47	35	63	51	58	41
5	63	60	71	70	112	88
Grand Total	193	137	214	190	267	200

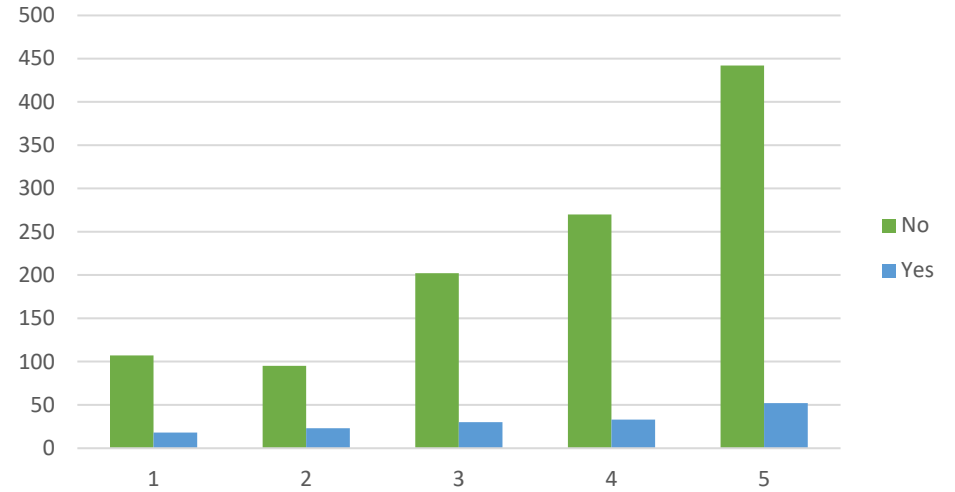
Connecting Infrastructure Rating	Younger than 18	18-29	30-44	45-64	65 and older
1		15	36	53	23
2	3	11	31	45	31
3	1	28	66	82	58
4	1	44	118	100	52
5		80	207	156	68
Grand Total	5	178	458	436	232

Connecting Infrastructure (1 = Least Important, 5 = Most Important)

Gender



Disability

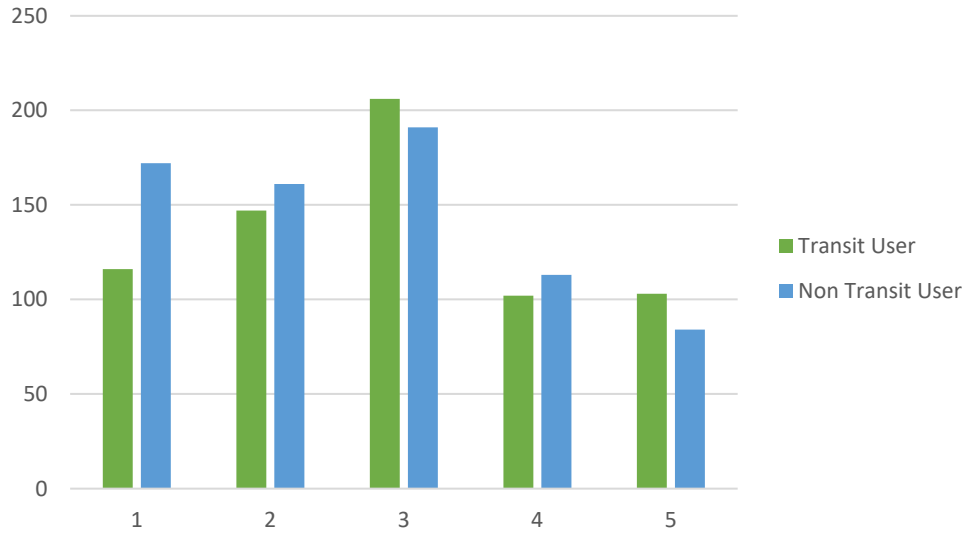


Connecting Infrastructure Rating	Female	Male	Other	Non-Binary/Third Gender
1	56	68	1	1
2	63	56		1
3	123	108		4
4	163	146	2	3
5	267	231	3	6
Grand Total	672	609	6	15

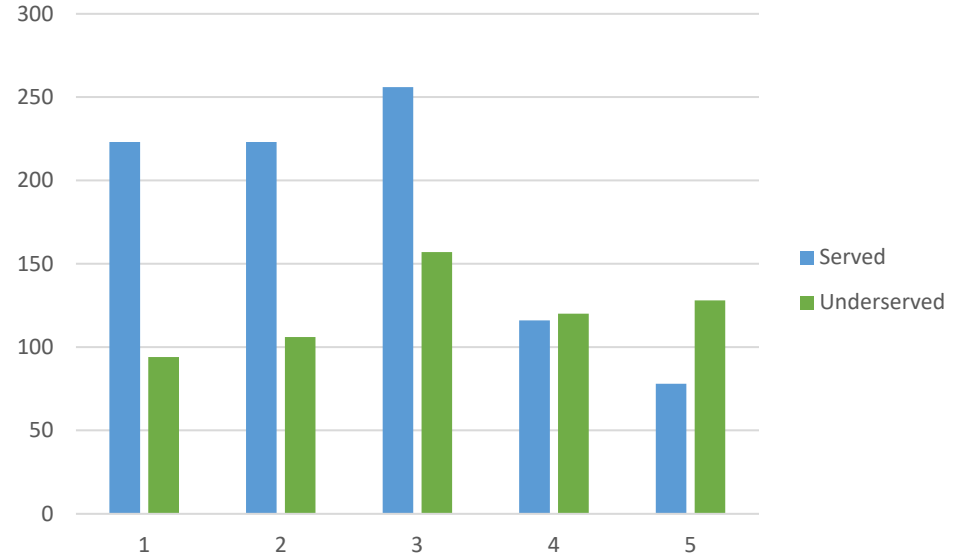
Connecting Infrastructure Rating	No	Yes
1	107	18
2	95	23
3	202	30
4	270	33
5	442	52
Grand Total	1116	156

Vehicle (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

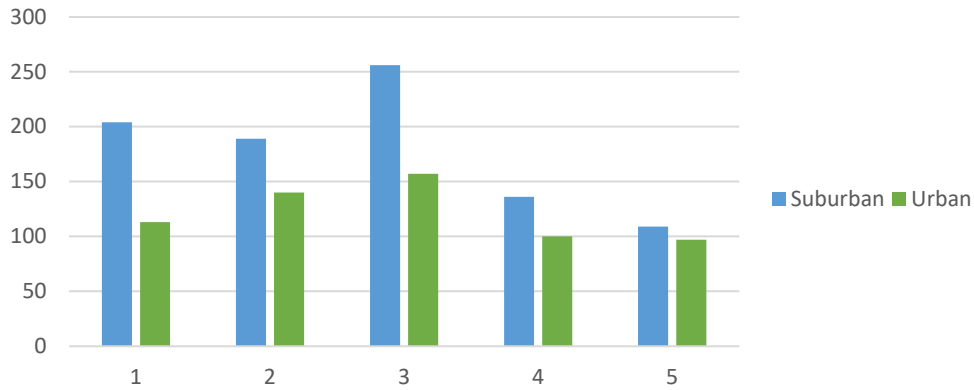


Vehicle Rating	Transit User	Non-Transit User
1	116	172
2	147	161
3	206	191
4	102	113
5	103	84
Grand Total	674	721

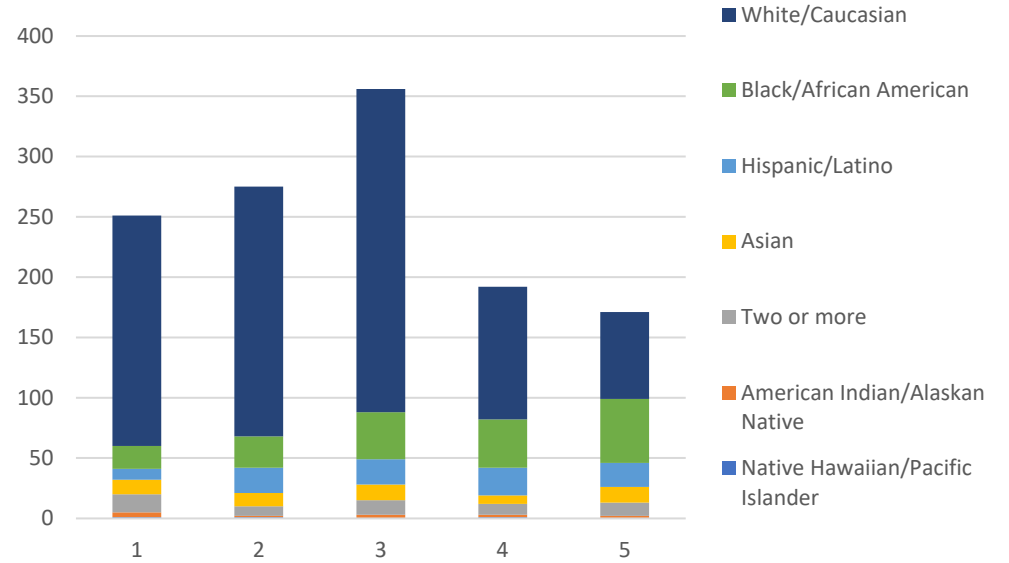
Vehicle Rating	Served	Underserved
1	223	94
2	223	106
3	256	157
4	116	120
5	78	128
Grand Total	896	605

Vehicle (1 = Least Important, 5 = Most Important)

Location



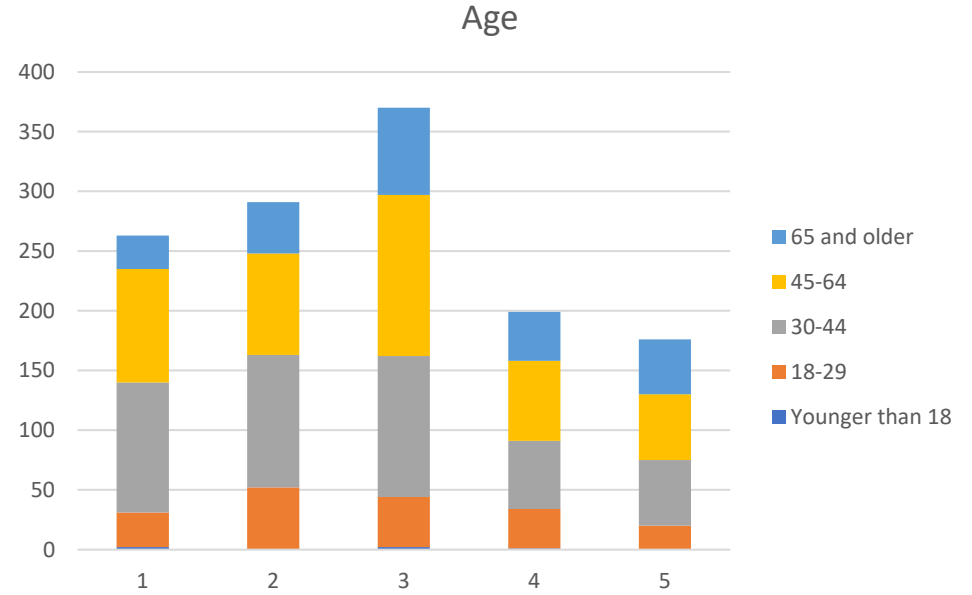
Race



Vehicle Rating	Suburban	Urban
1	204	113
2	189	140
3	256	157
4	136	100
5	109	97
Grand Total	894	607

Vehicle Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1	1	4	15	12	9	19	191
2	1	1	8	11	21	26	207
3		3	12	13	21	39	268
4	1	2	9	7	23	40	110
5		2	11	13	20	53	72
Grand Total	3	12	55	56	94	177	848

Vehicle (1 = Least Important, 5 = Most Important)

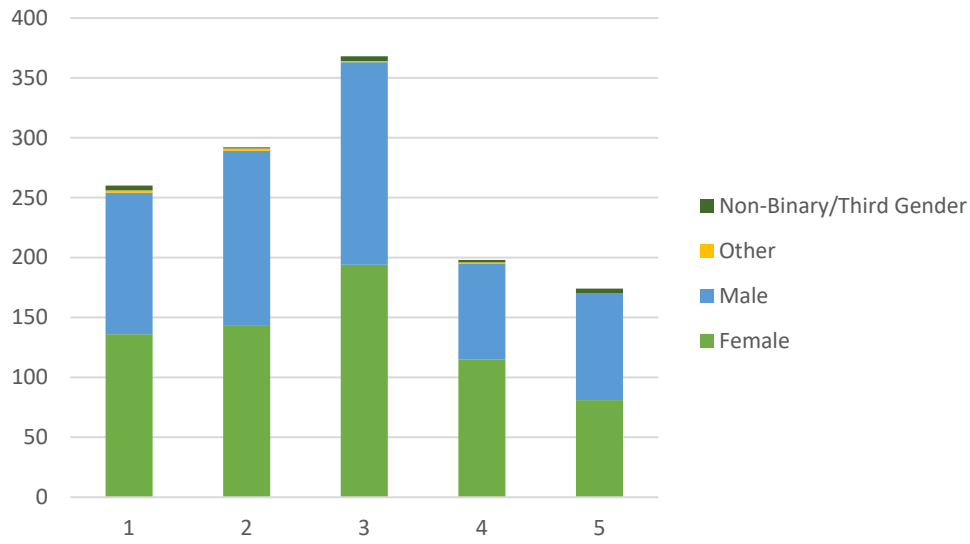


Vehicle Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	27	17	39	41	72	44
2	44	28	35	34	65	61
3	40	36	77	52	78	51
4	30	25	40	41	28	23
5	55	28	23	19	24	19
Grand Total	196	134	214	187	267	198

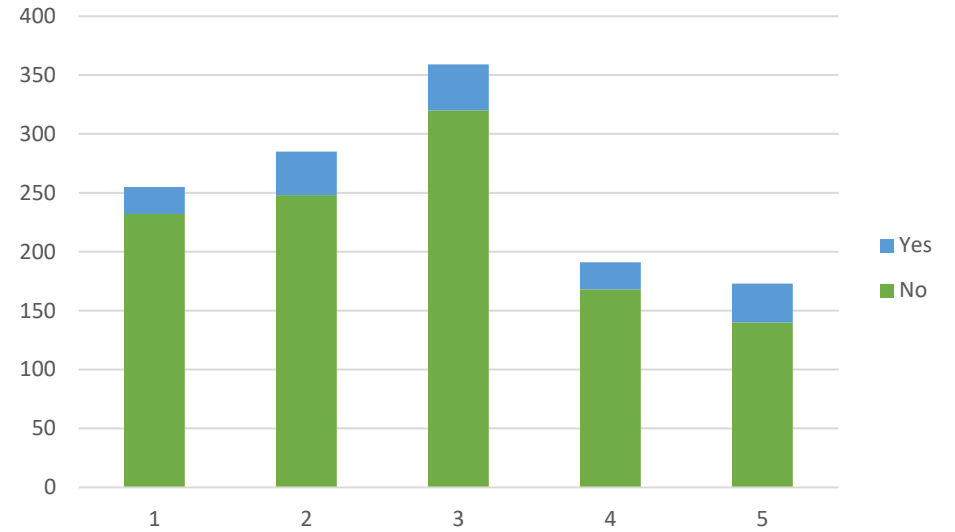
Vehicle Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	2	29	109	95	28
2		52	111	85	43
3	2	42	118	135	73
4	1	33	57	67	41
5		20	55	55	46
Grand Total	5	176	450	437	231

Vehicle (1 = Least Important, 5 = Most Important)

Gender



Disability

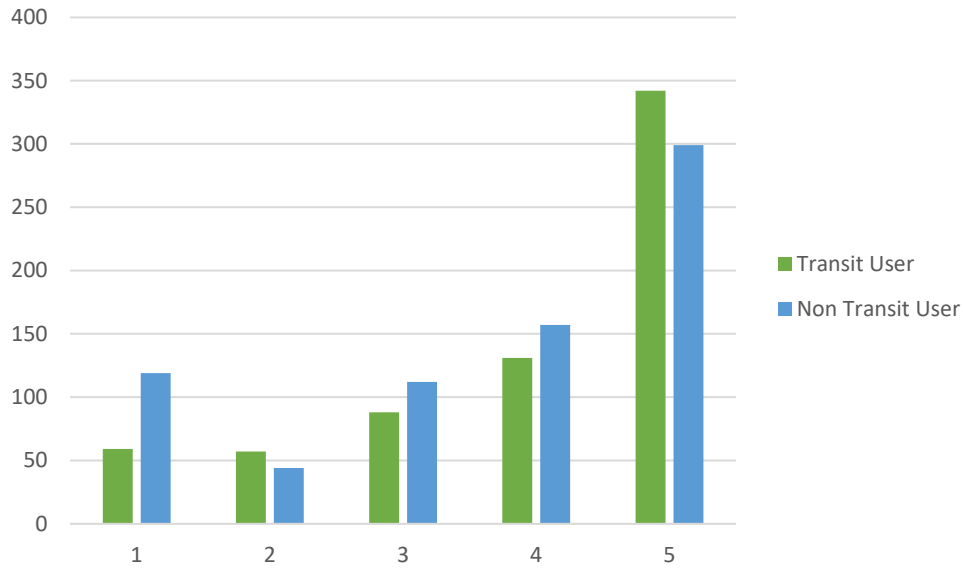


Vehicle Rating	Female	Male	Other	Non-Binary/Third Gender
1	136	118	2	4
2	143	146	2	1
3	194	169	1	4
4	115	80	1	2
5	81	89		4
Grand Total	669	602	6	15

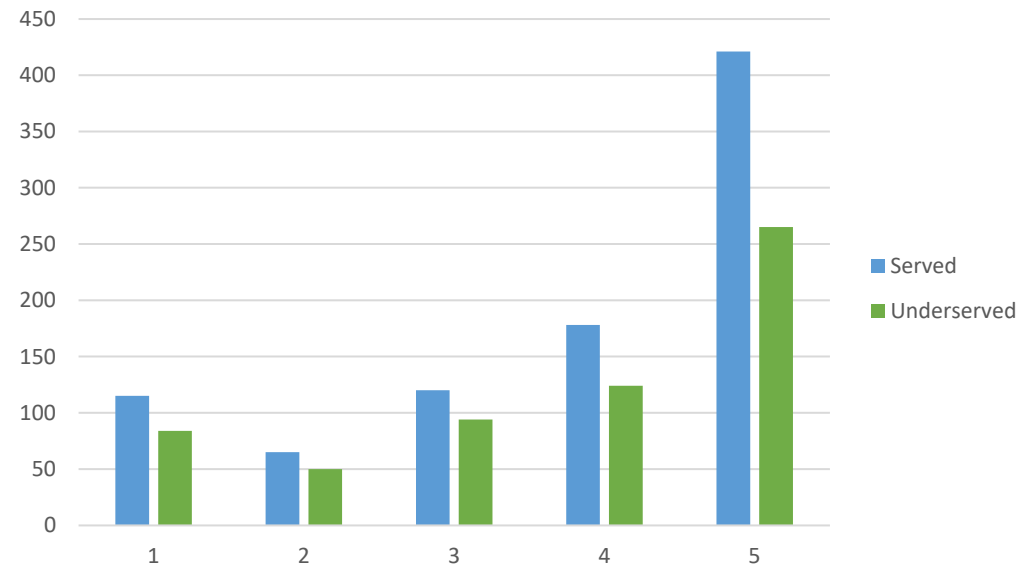
Vehicle Rating	No	Yes
1	232	23
2	248	37
3	320	39
4	168	23
5	140	33
Grand Total	1108	155

Speed and Reliability (1 = Least Important, 5 = Most Important)

Transit Use



Underserved Populations

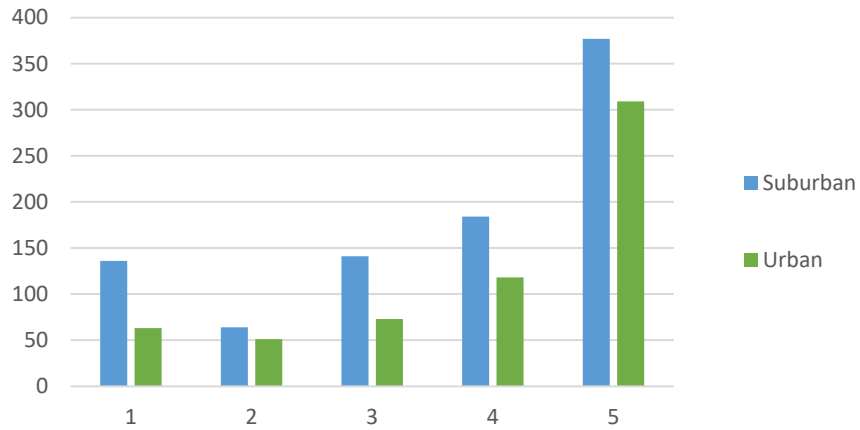


Speed and Reliability Rating	Transit User	Non-Transit User
1	59	119
2	57	44
3	88	112
4	131	157
5	342	299
Grand Total	677	731

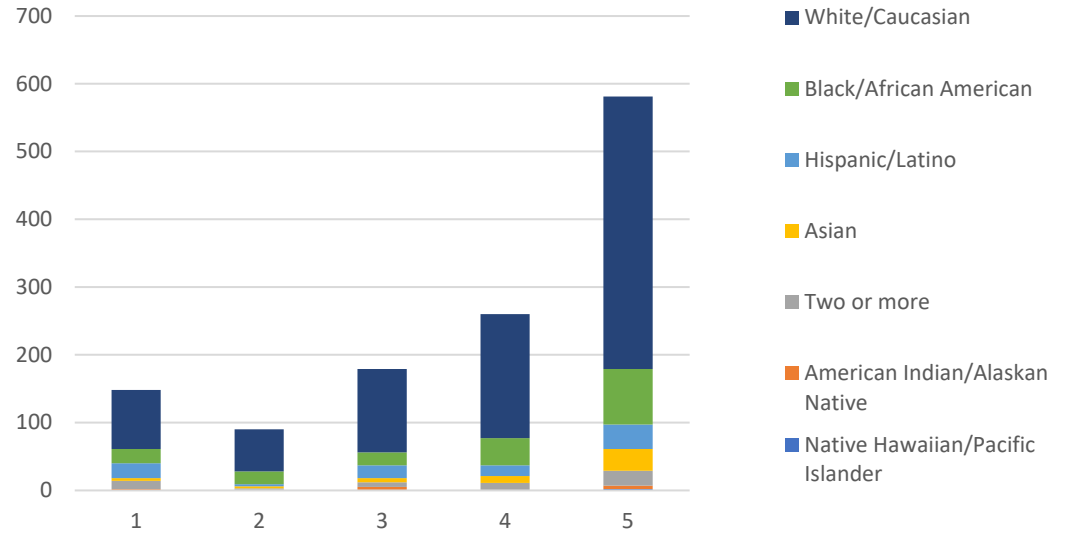
Speed and Reliability Rating	Served	Underserved
1	115	84
2	65	50
3	120	94
4	178	124
5	421	265
Grand Total	899	617

Speed and Reliability (1 = Least Important, 5 = Most Important)

Location



Race

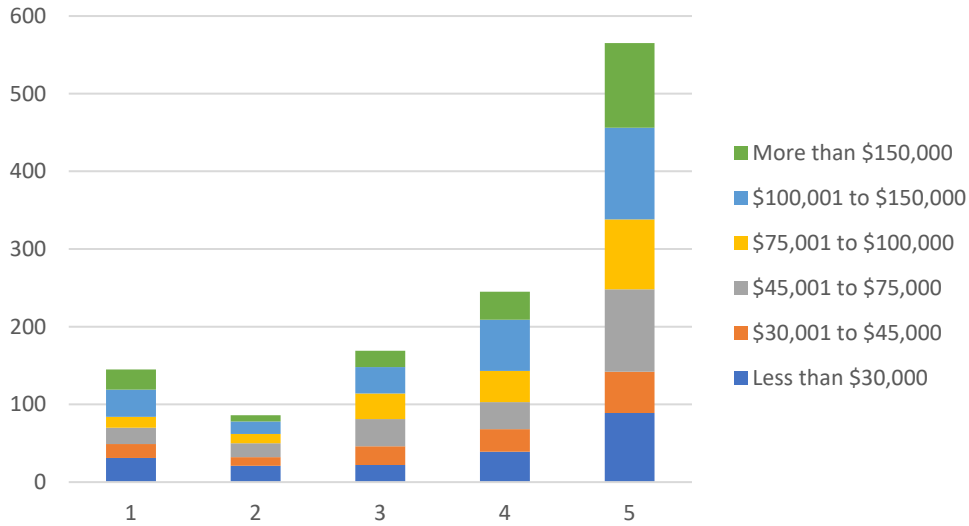


Speed and Reliability Rating	Suburban	Urban
1	136	63
2	64	51
3	141	73
4	184	118
5	377	309
Grand Total	902	614

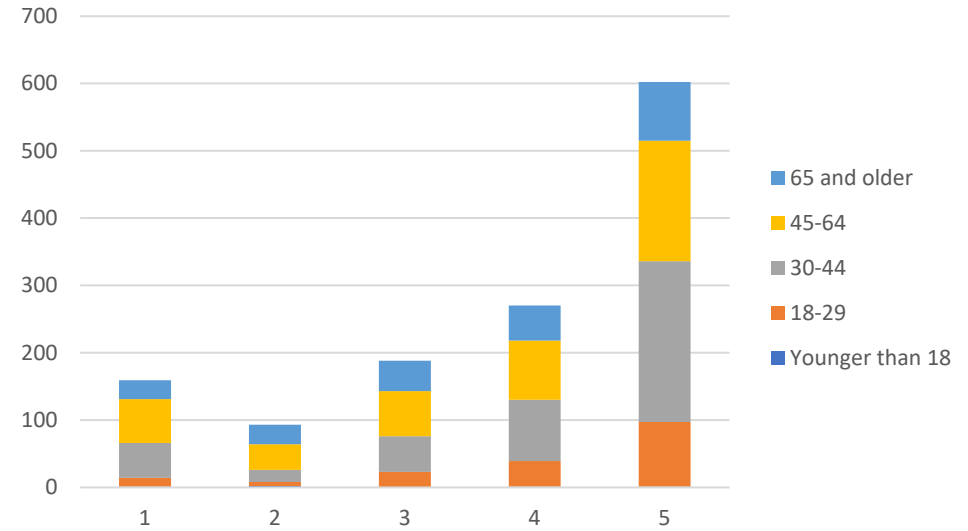
Speed and Reliability Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1		2	12	4	22	21	87
2	1		2	3	3	19	62
3		5	7	6	19	19	123
4			11	10	16	40	183
5	2	5	22	32	36	82	402
Grand Total	3	12	54	55	96	181	857

Speed and Reliability (1 = Least Important, 5 = Most Important)

Income



Age

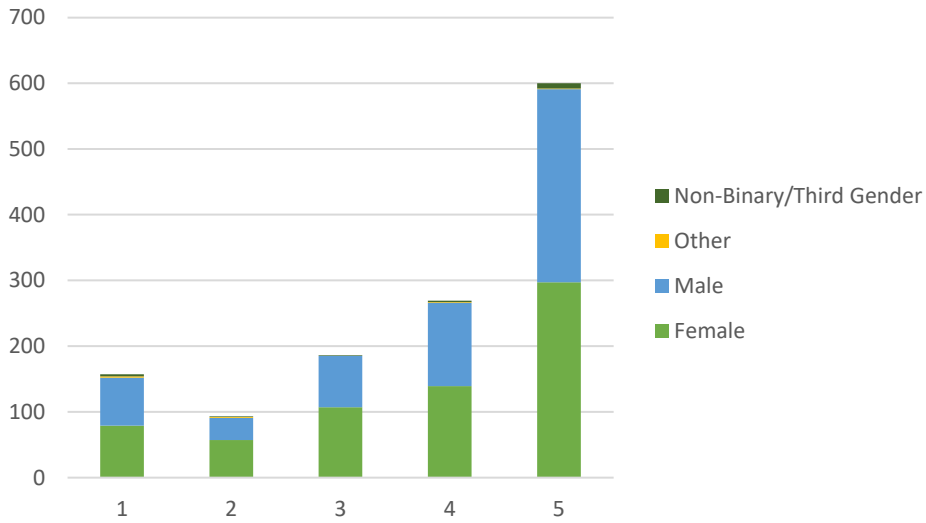


Speed and Reliability Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	31	18	21	14	35	26
2	21	11	18	12	16	8
3	22	24	35	33	34	21
4	39	29	35	40	66	36
5	89	53	106	90	118	109
Grand Total	202	135	215	189	269	200

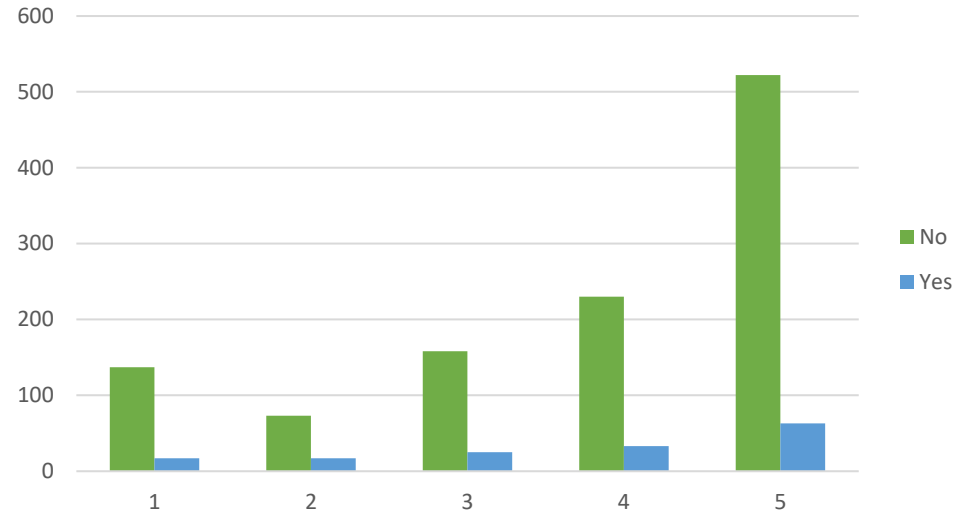
Speed and Reliability Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	1	13	52	65	28
2	2	6	18	38	29
3	0	23	53	67	45
4	1	38	91	88	52
5	1	96	239	179	87
Grand Total	5	176	453	437	241

Speed and Reliability (1 = Least Important, 5 = Most Important)

Gender



Disability

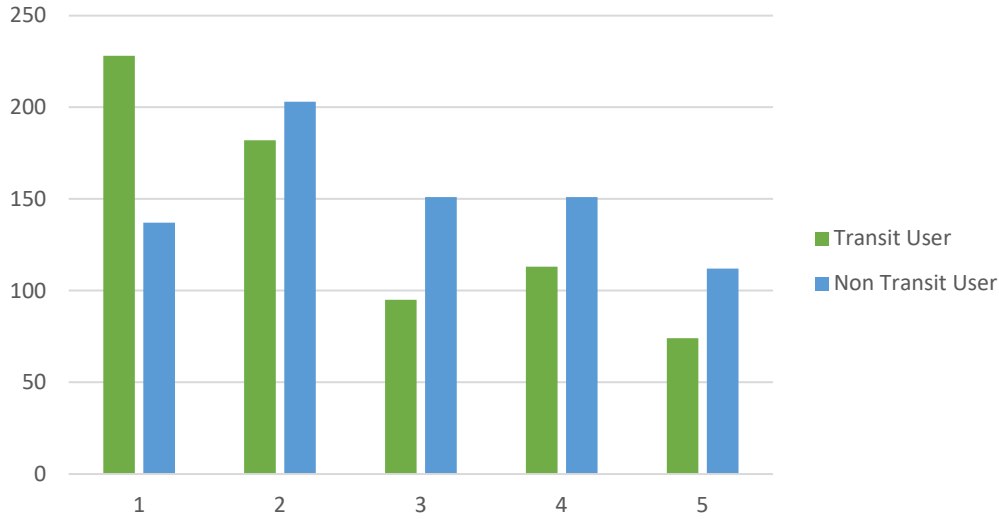


Speed and Reliability Rating	Female	Male	Other	Non-Binary/Third Gender
1	79	73	2	3
2	57	34	1	1
3	107	78	1	1
4	139	127	1	2
5	297	294	1	8
Grand Total	679	606	5	15

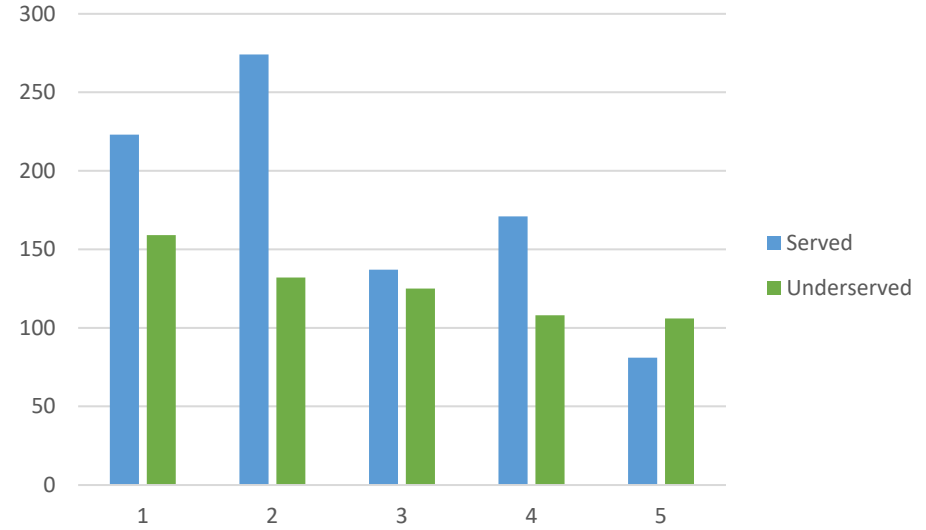
Speed and Reliability Rating	No	Yes
1	137	17
2	73	17
3	158	25
4	230	33
5	522	63
Grand Total	1120	155

System Design (1 = Ridership, 5 = Coverage)

Transit Use



Underserved Populations

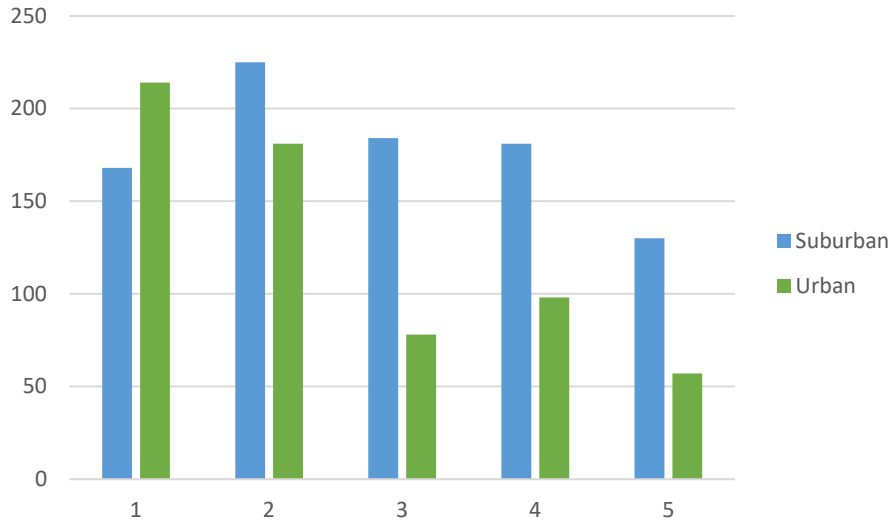


System Design Rating	Transit User	Non-Transit User
1	228	137
2	182	203
3	95	151
4	113	151
5	74	112
Grand Total	692	754

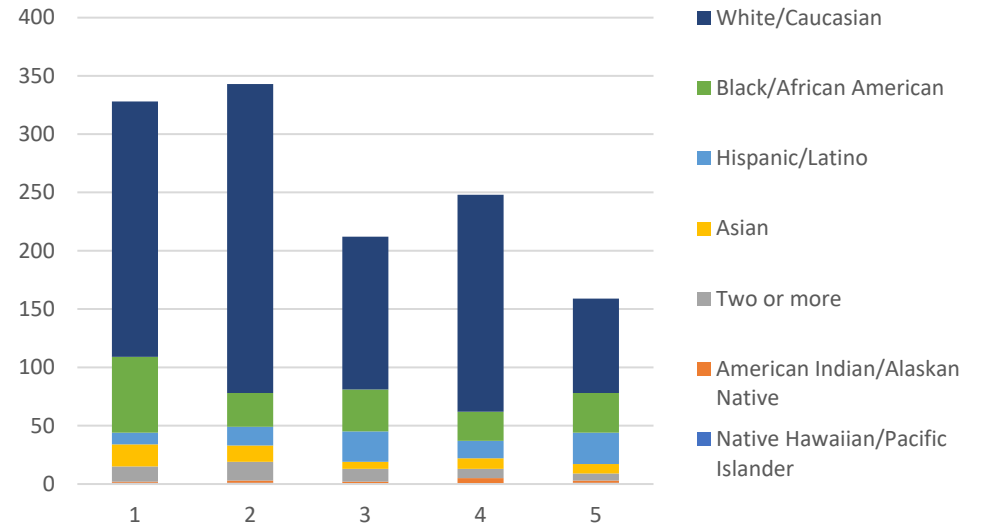
System Design Rating	Underserved	Served
1	159	223
2	132	274
3	125	137
4	108	171
5	106	81
Grand Total	630	886

System Design (1 = Ridership, 5 = Coverage)

Location



Race

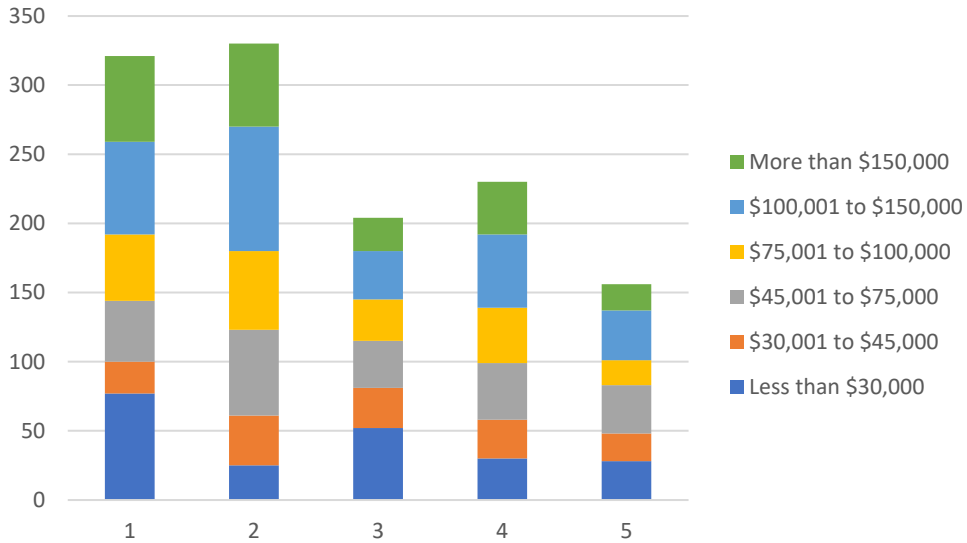


System Design Rating	Suburban	Urban
1	168	214
2	225	181
3	184	78
4	181	98
5	130	57
Grand Total	888	628

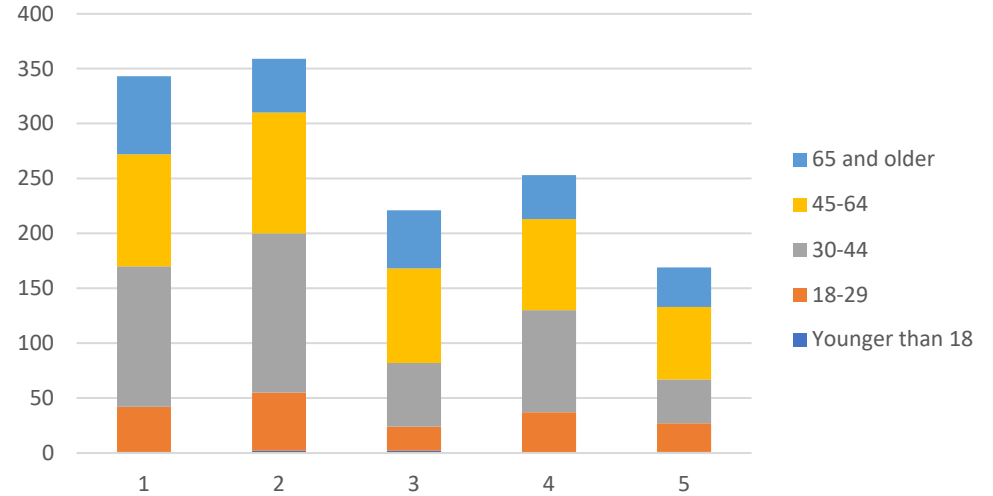
System Design Rating	Native Hawaiian/Pacific Islander	American Indian /Alaska Native	Two or more	Asian	Hispanic/Latino	Black/ African American	White/ Caucasian
1	1	1	13	19	10	65	219
2	1	2	16	14	16	29	265
3		2	11	6	26	36	131
4		5	8	9	15	25	186
5	1	2	6	8	27	34	81
Grand Total	3	12	54	56	94	189	882

System Design (1 = Ridership, 5 = Coverage)

Income



Age

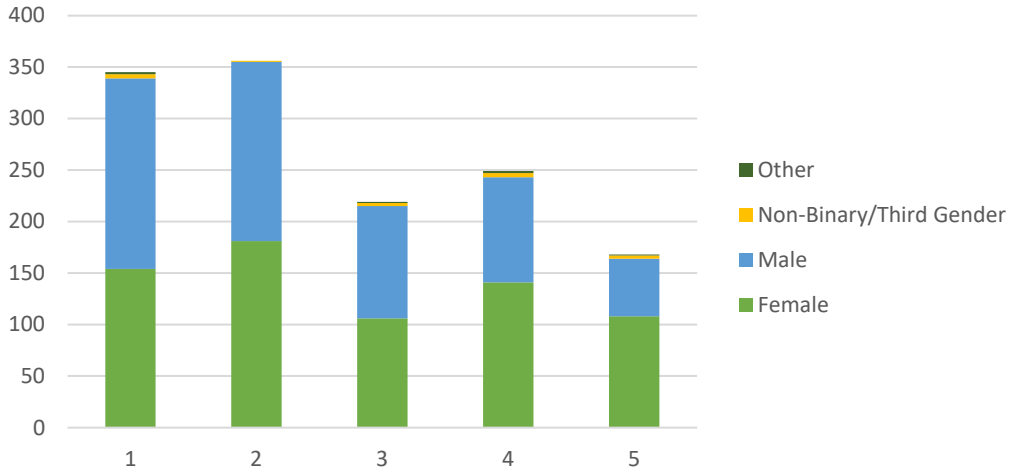


System Design Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	77	23	44	48	67	62
2	25	36	62	57	90	60
3	52	29	34	30	35	24
4	30	28	41	40	53	38
5	28	20	35	18	36	19
Grand Total	212	136	216	193	281	203

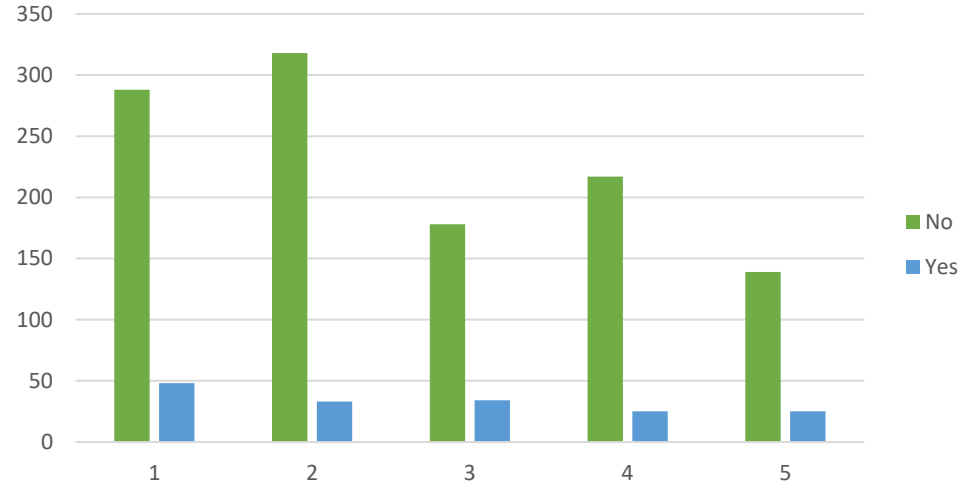
System Design Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	1	41	128	102	71
2	2	53	145	110	49
3	2	22	58	86	53
4		37	93	83	40
5	1	26	40	66	36
Grand Total	6	179	464	447	249

System Design (1 = Ridership, 5 = Coverage)

Gender



Disability

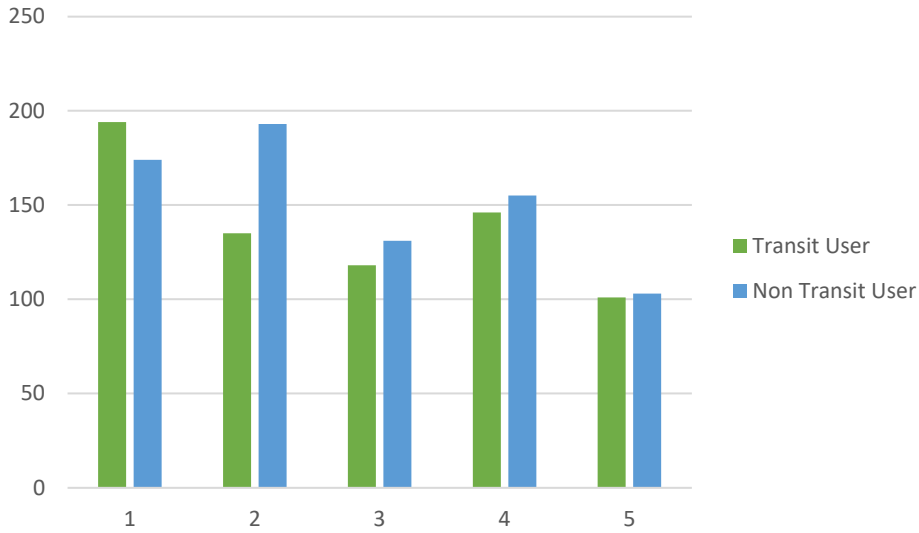


System Design Rating	Female	Male	Other	Non-Binary/Third Gender
1	154	185	2	4
2	181	174		1
3	106	109	1	3
4	141	102	2	4
5	108	56	1	3
Grand Total	690	626	6	15

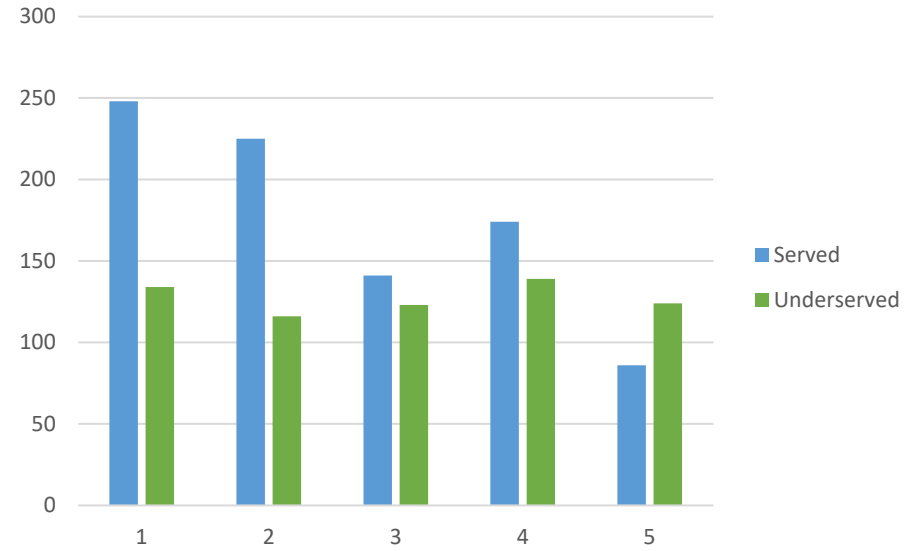
System Design Rating	No	Yes
1	288	48
2	318	33
3	178	34
4	217	25
5	139	25
Grand Total	1140	165

Route Design (1 = Speed, 5 = Access)

Transit Use



Underserved Populations

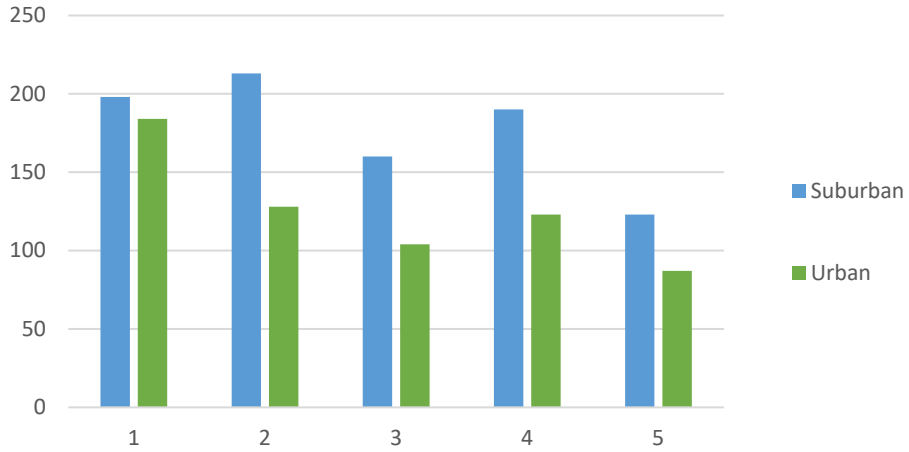


Route Design Rating	Transit User	Non-Transit User
1	194	174
2	135	193
3	118	131
4	146	155
5	101	103
Grand Total	672	734

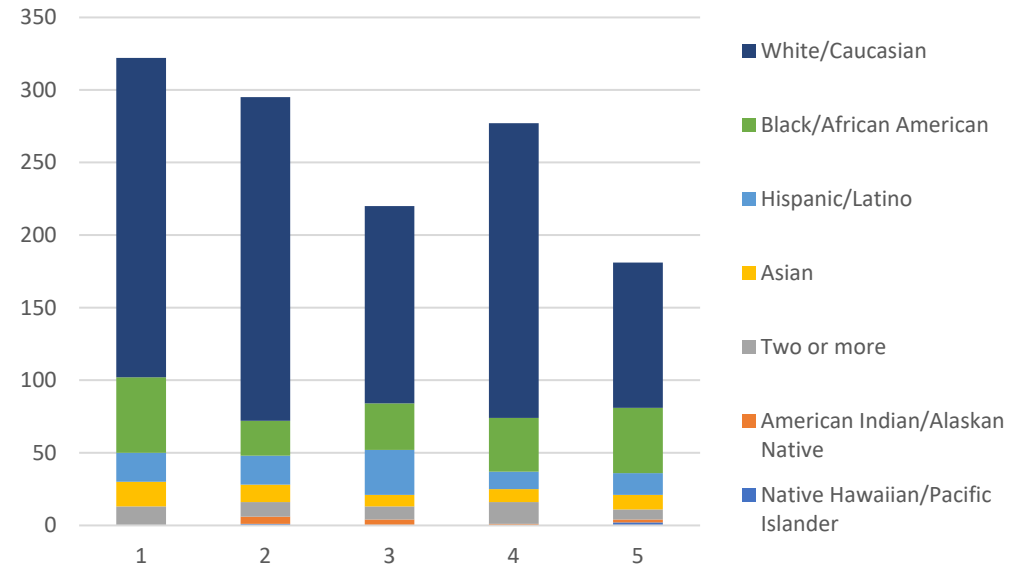
Route Design Rating	Served	Underserved
1	248	134
2	225	116
3	141	123
4	174	139
5	86	124
Grand Total	874	636

Route Design (1 = Speed, 5 = Access)

Location



Race

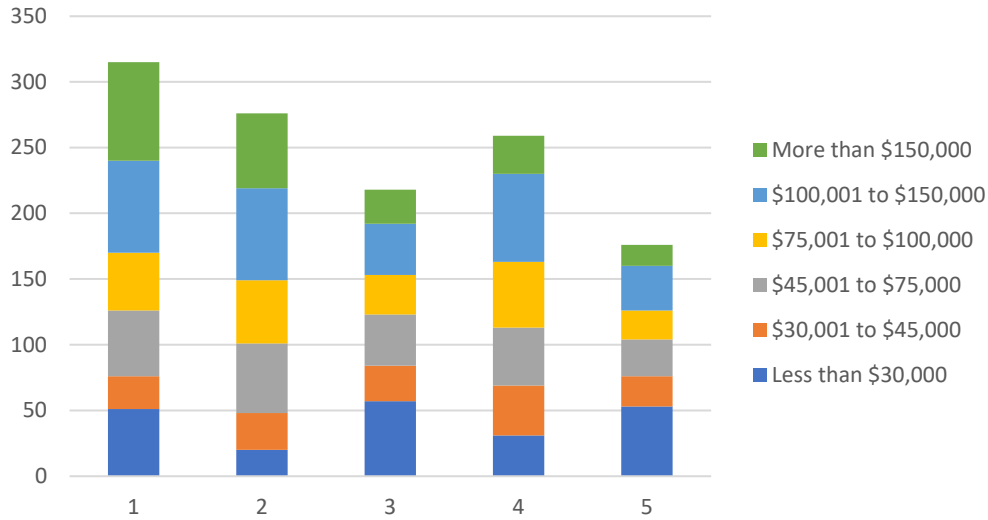


Route Design Rating	Suburban	Urban
1	198	184
2	213	128
3	160	104
4	190	123
5	123	87
Grand Total	884	626

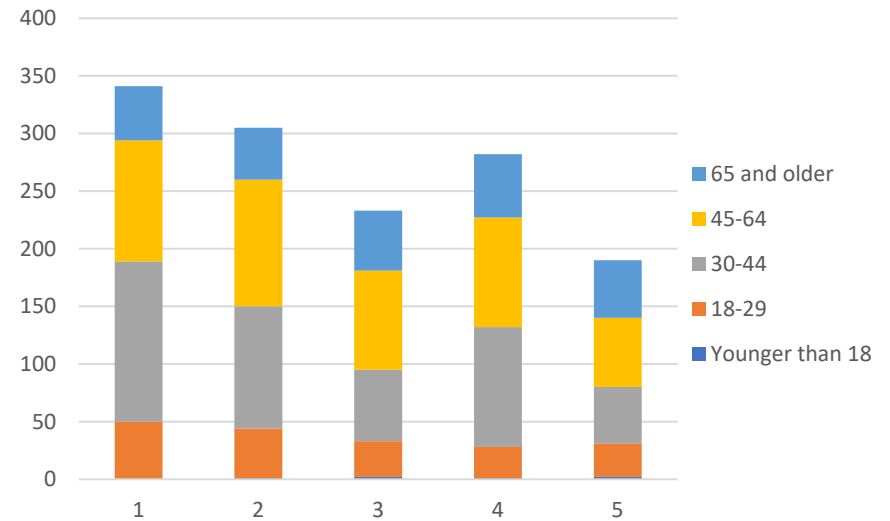
Route Design Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic/Latino	Black/African American	White/Caucasian
1			13	17	20	52	220
2	1	5	10	12	20	24	223
3		4	9	8	31	32	136
4		1	15	9	12	37	203
5	2	2	7	10	15	45	100
Grand Total	3	12	54	56	98	190	882

Route Design (1 = Speed, 5 = Access)

Income



Age

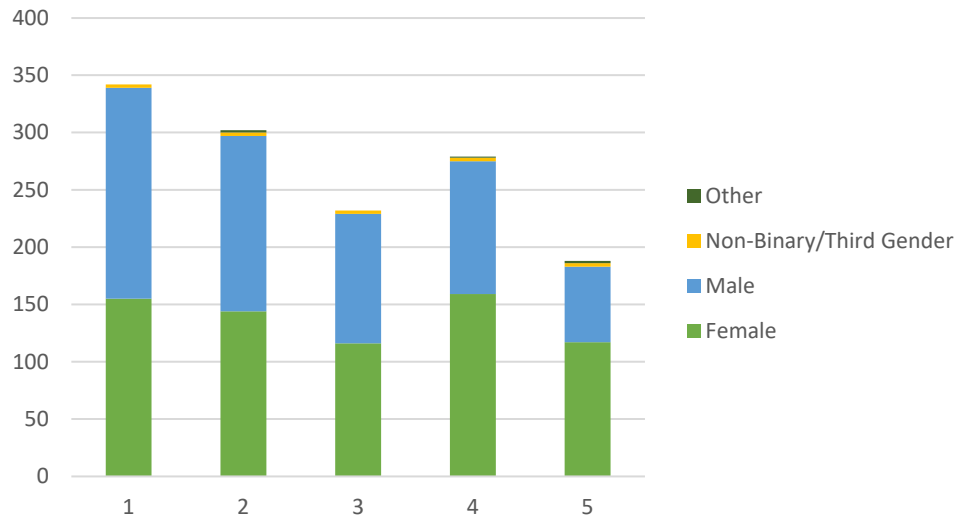


Route Design Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	51	25	50	44	70	75
2	20	28	53	48	70	57
3	57	27	39	30	39	26
4	31	38	44	50	67	29
5	53	23	28	22	34	16
Grand Total	212	141	214	194	280	203

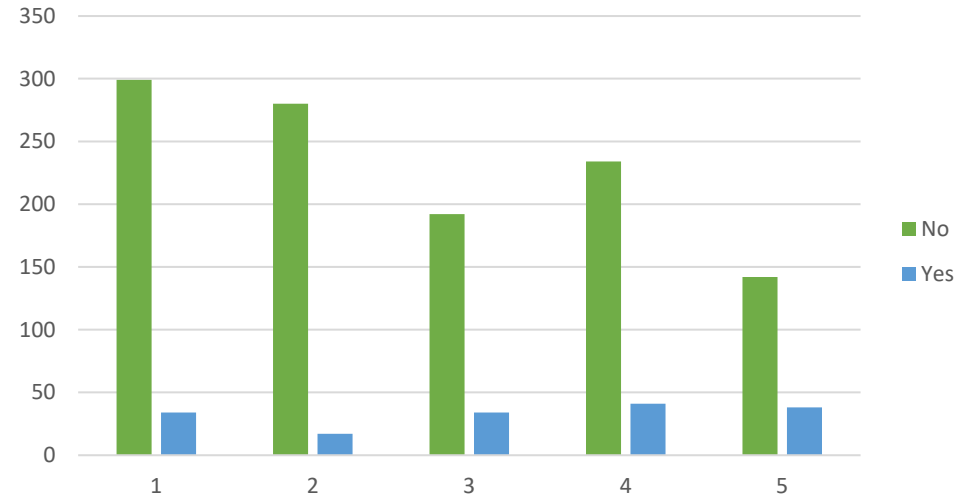
Route Design Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	2	50	139	105	47
2	1	43	106	110	45
3	2	31	62	86	52
4	1	27	104	95	55
5	2	29	49	60	50
Grand Total	6	180	460	456	249

Route Design (1 = Speed, 5 = Access)

Gender



Disability

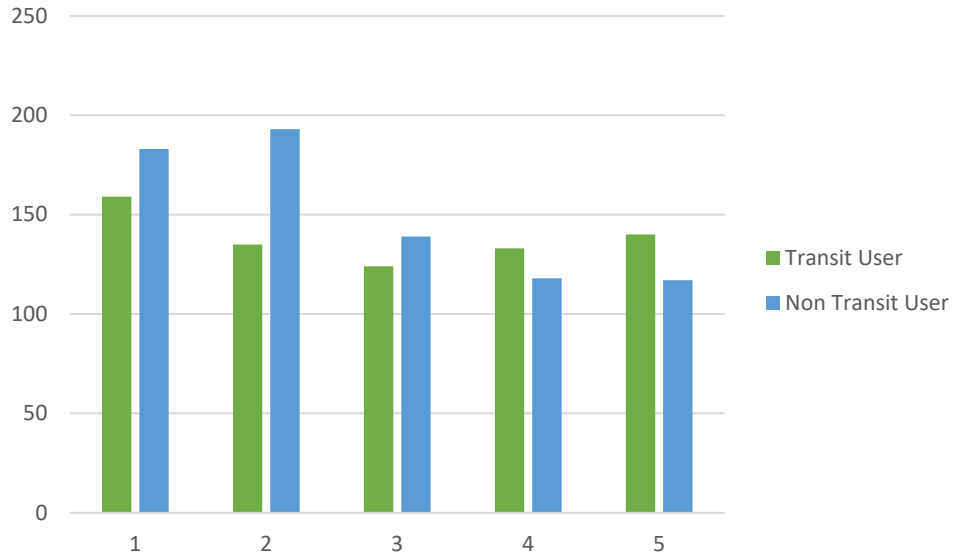


Route Design Rating	Female	Male	Other	Non-Binary/Third Gender
1	155	184		3
2	144	153	2	3
3	116	113		3
4	159	116	1	3
5	117	66	2	3
Grand Total	691	632	5	15

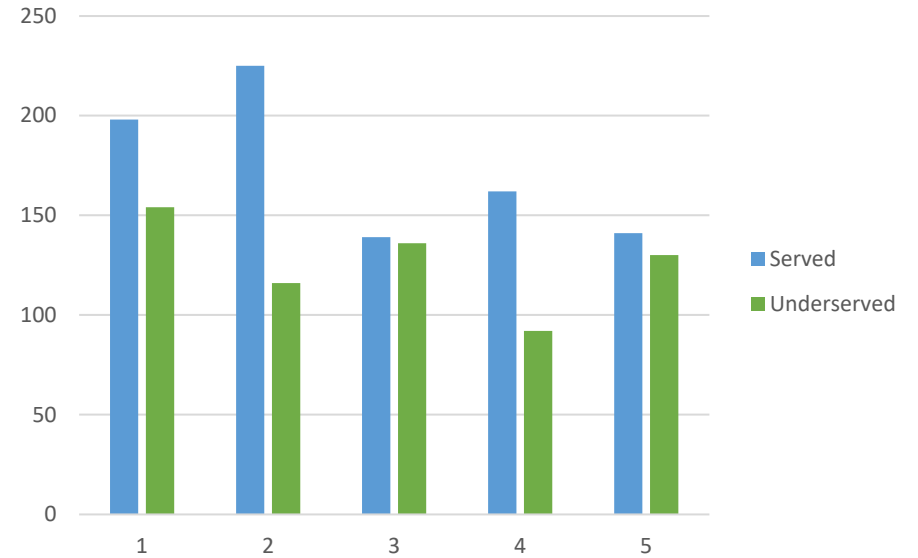
Route Design Rating	No	Yes
1	299	34
2	280	17
3	192	34
4	234	41
5	142	38
Grand Total	1147	164

Connectivity (1 = Regional, 5 = Local)

Transit Use



Underserved Populations

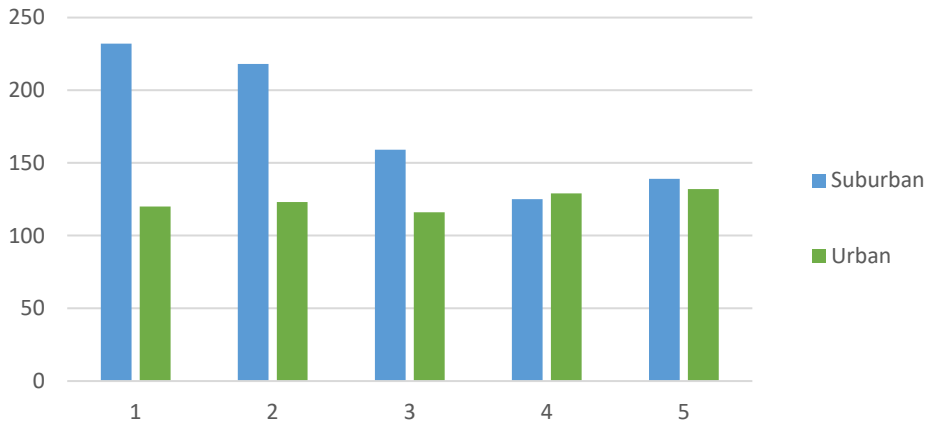


Connectivity Rating	Transit User	Non-Transit User
1	159	183
2	135	193
3	124	139
4	133	118
5	140	117
Grand Total	691	750

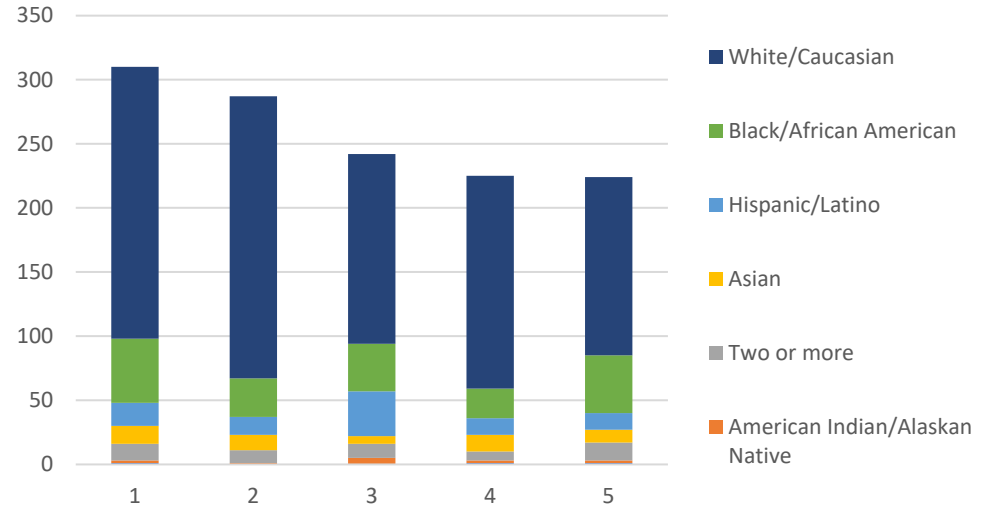
Connectivity Rating	Served	Underserved
1	198	154
2	225	116
3	139	136
4	162	92
5	141	130
Grand Total	865	628

Connectivity (1 = Regional, 5 = Local)

Location



Race

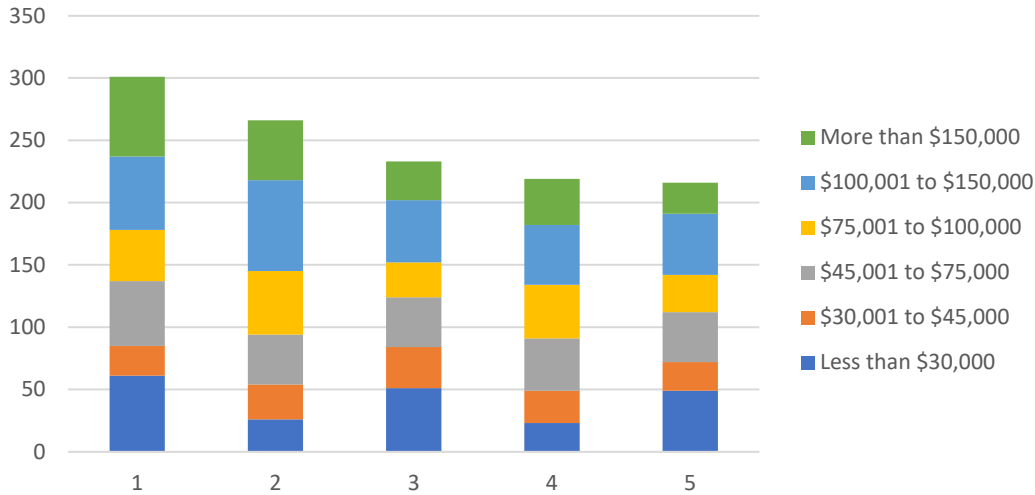


Connectivity Rating	Suburban	Urban
1	232	120
2	218	123
3	159	116
4	125	129
5	139	132
Grand Total	873	620

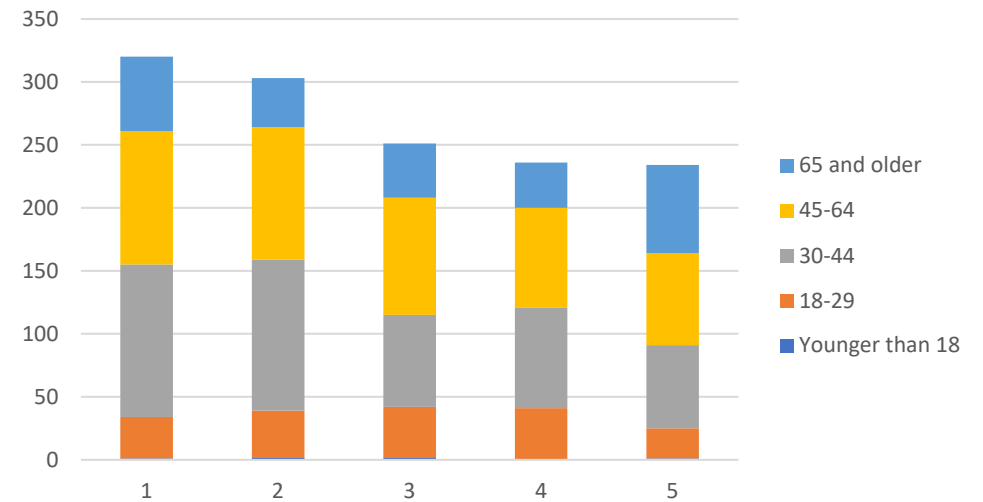
Connectivity Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic / Latino	Black/ African American	White/ Caucasian
1	1	2	13	14	18	50	212
2		1	10	12	14	30	220
3		5	11	6	35	37	148
4	1	2	7	13	13	23	166
5	1	2	14	10	13	45	139
Grand Total	3	12	55	55	93	185	885

Connectivity (1 = Regional, 5 = Local)

Income



Age

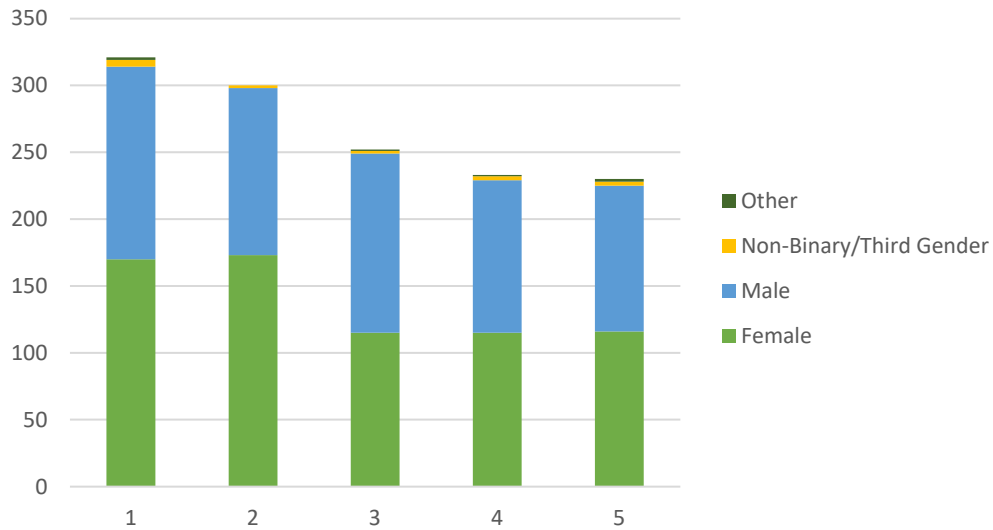


Connectivity Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	61	24	52	41	59	64
2	26	28	40	51	73	48
3	51	33	40	28	50	31
4	23	26	42	43	48	37
5	49	23	40	30	49	25
Grand Total	210	134	214	193	279	205

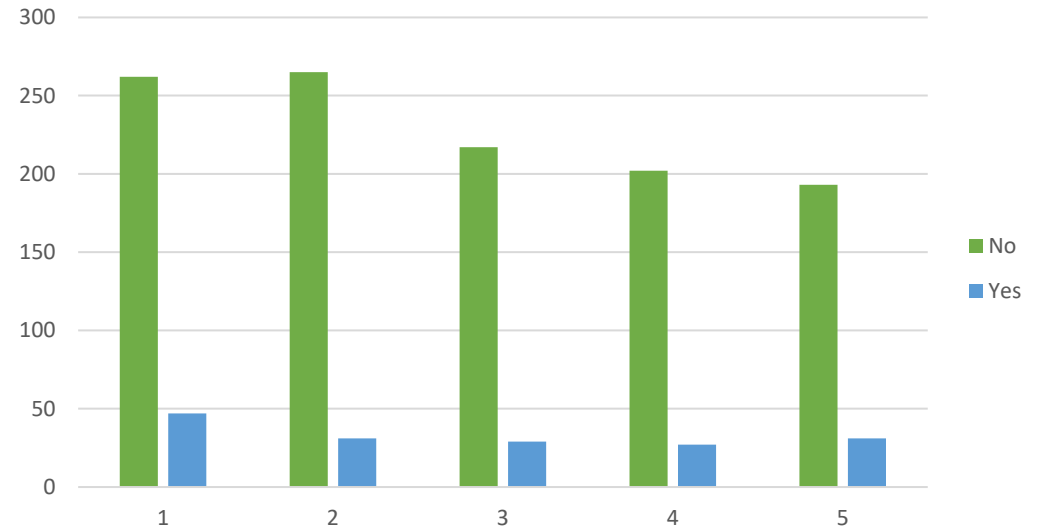
Connectivity Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	1	33	121	106	59
2	2	37	120	105	39
3	2	40	73	93	43
4		41	80	79	36
5	1	24	66	73	70
Grand Total	6	175	460	456	247

Connectivity (1 = Regional, 5 = Local)

Gender



Disability

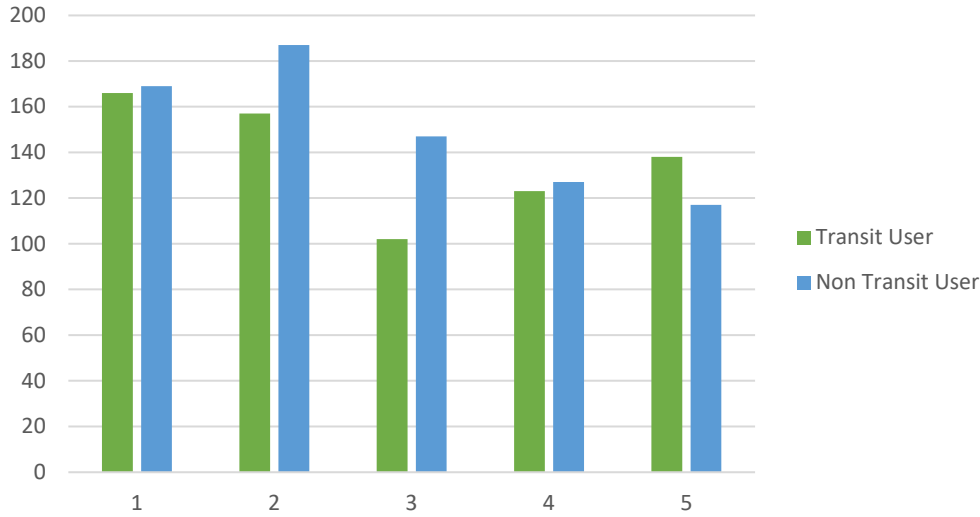


Connectivity Rating	Female	Male	Other	Non-Binary/Third Gender
1	170	144	2	5
2	173	125		2
3	115	134	1	2
4	115	114	1	3
5	116	109	2	3
Grand Total	689	626	6	15

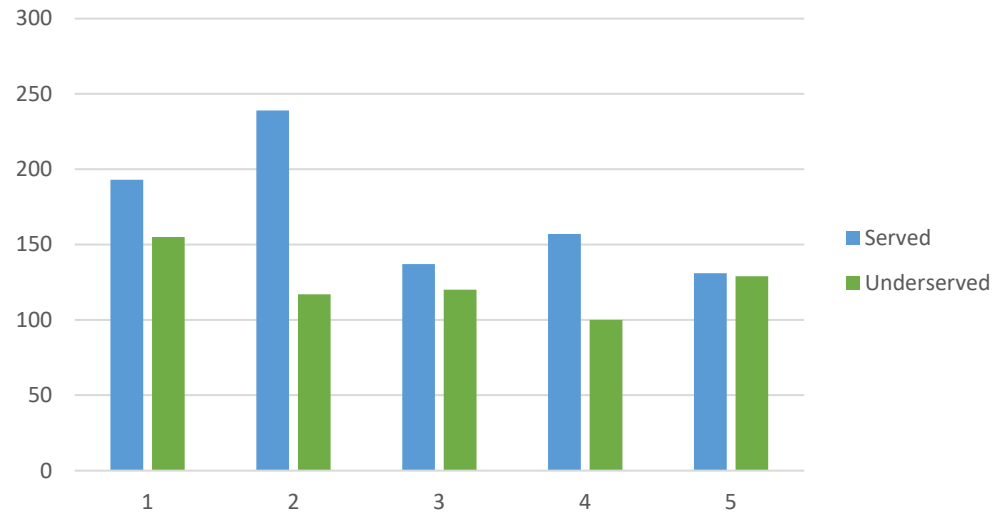
Connectivity Rating	No	Yes
1	262	47
2	265	31
3	217	29
4	202	27
5	193	31
Grand Total	1139	165

Investment Type (1 = Service, 5 = Infrastructure)

Transit Use



Underserved Populations

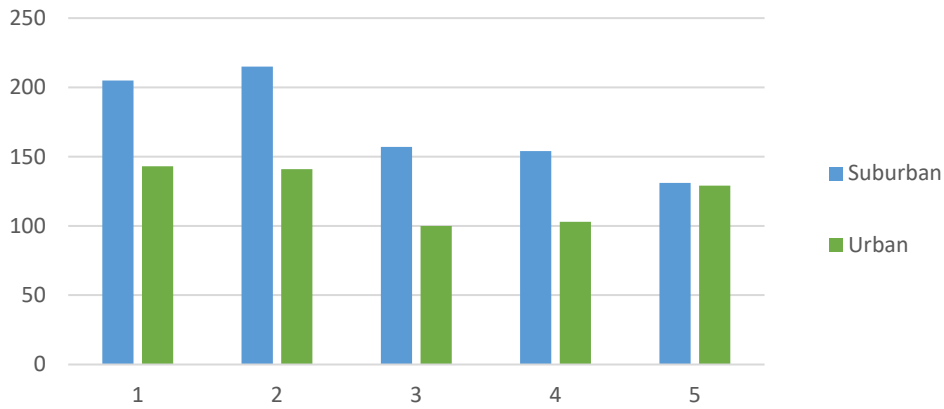


Investment Type Rating	Transit User	Non-Transit User
1	166	169
2	157	187
3	102	147
4	123	127
5	138	117
Grand Total	686	747

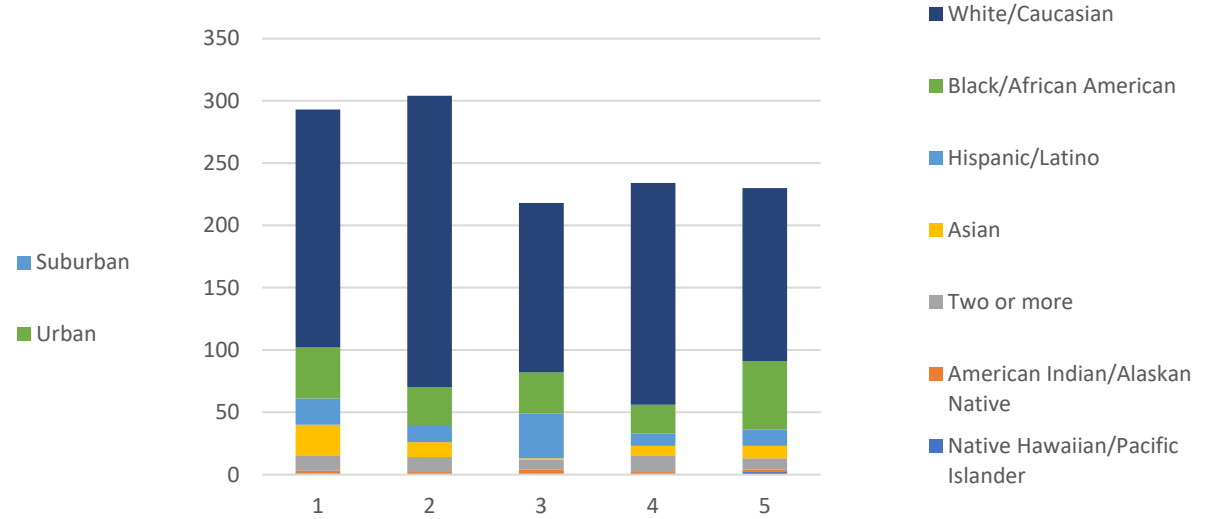
Investment Type Rating	Served	Underserved
1	193	155
2	239	117
3	137	120
4	157	100
5	131	129
Grand Total	857	621

Investment Type (1 = Service, 5 = Infrastructure)

Location



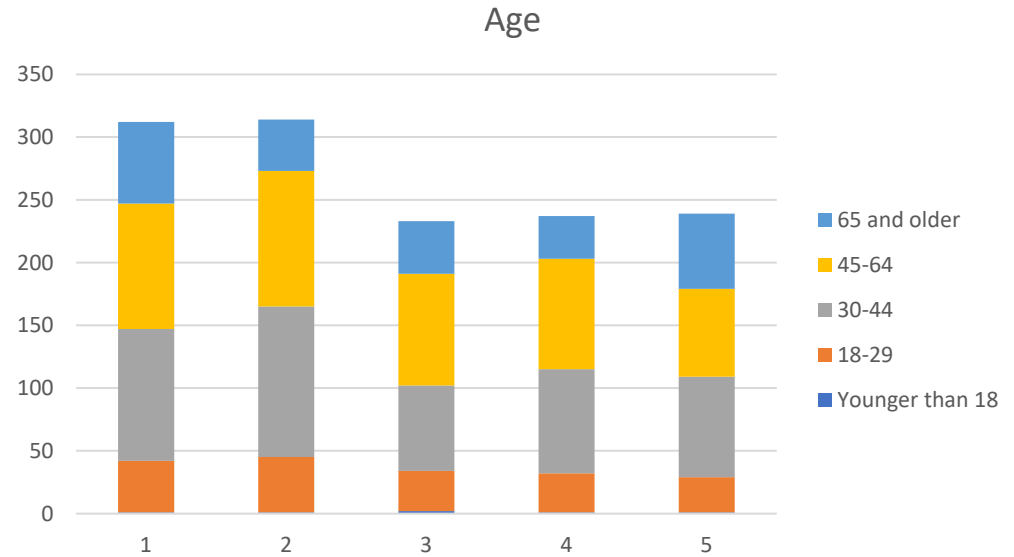
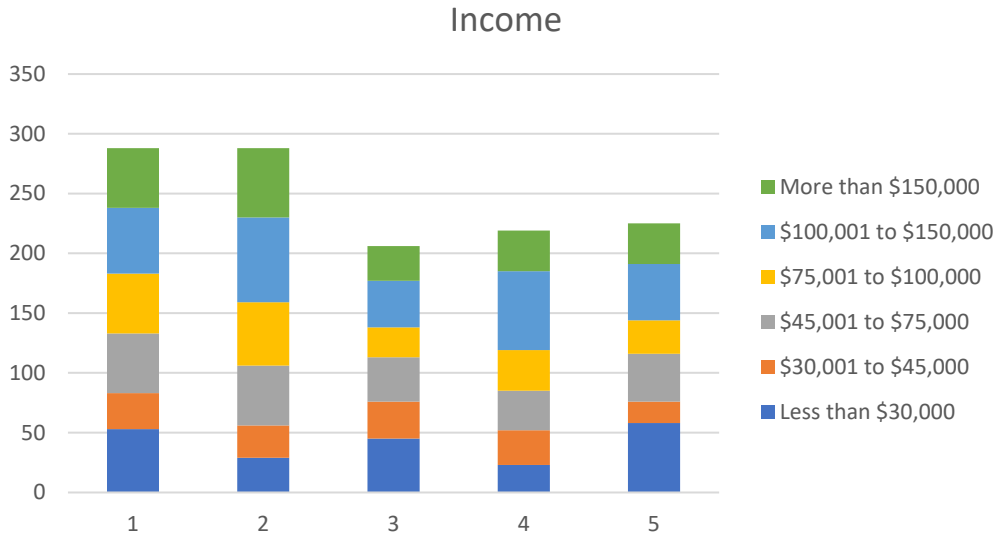
Race



Investment Type Rating	Suburban	Urban
1	205	143
2	215	141
3	157	100
4	154	103
5	131	129
Grand Total	862	616

Investment Type Rating	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Two or more	Asian	Hispanic / Latino	Black/African American	White/Caucasian
1	1	2	12	25	21	41	191
2		2	12	12	13	31	234
3		4	8	1	36	33	136
4		2	13	8	10	23	178
5	2	2	9	10	13	55	139
Grand Total	3	12	54	56	93	183	878

Investment Type (1 = Service, 5 = Infrastructure)

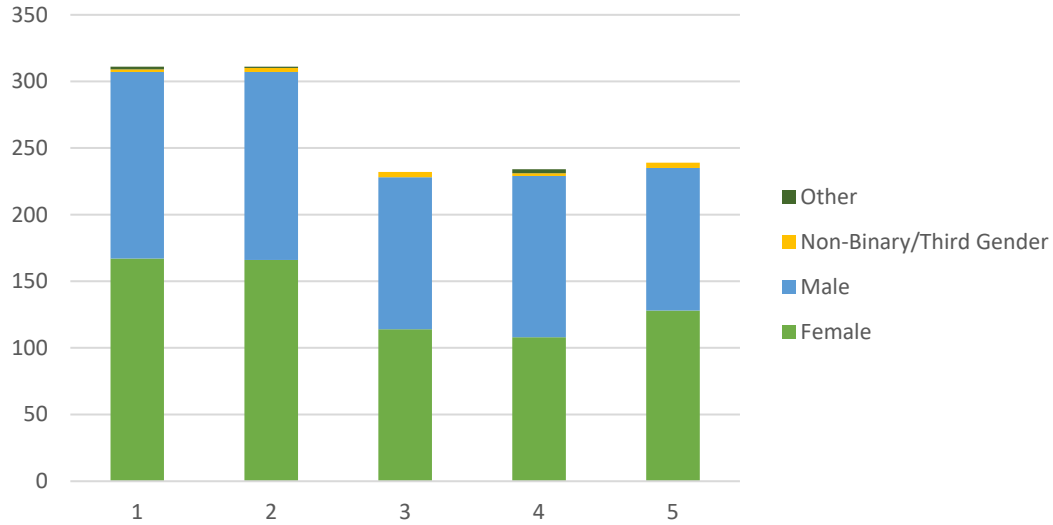


Investment Type Rating	Less than \$30,000	\$30,001 to \$45,000	\$45,001 to \$75,000	\$75,001 to \$100,000	\$100,001 to \$150,000	More than \$150,000
1	53	30	50	50	55	50
2	29	27	50	53	71	58
3	45	31	37	25	39	29
4	23	29	33	34	66	34
5	58	18	40	28	47	34
Grand Total	208	135	210	190	278	205

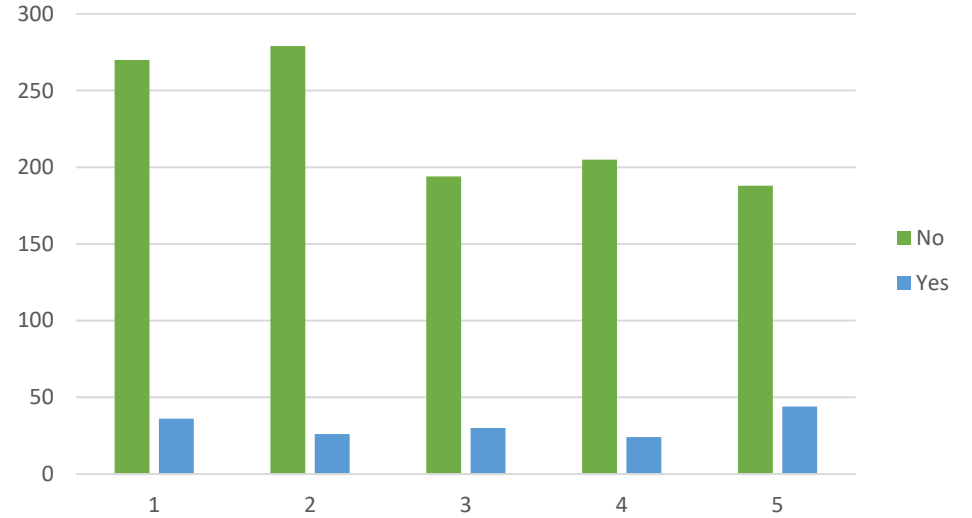
Investment Type Rating	Younger than 18	18-29	30-44	45-64	65 and older
1	1	41	105	100	65
2	1	44	120	108	41
3	2	32	68	89	42
4	1	31	83	88	34
5	1	28	80	70	60
Grand Total	6	176	456	455	242

Investment Type (1 = Service, 5 = Infrastructure)

Gender



Disability



Investment Type Rating	Female	Male	Other	Non-Binary/Third Gender
1	167	140	2	2
2	166	141	1	3
3	114	114		4
4	108	121	3	2
5	128	107		4
Grand Total	683	623	6	15

Investment Type Rating	No	Yes
1	270	36
2	279	26
3	194	30
4	205	24
5	188	44
Grand Total	1136	160

Appendix B

Summary Comments

Wake County Transit Vision Plan Update - Summer 2020 Public Engagement Comments - Priorities

Comment Item	Comment
Suggestion Infrastructure	Mandatory face coverings
Suggestion Infrastructure	Reloadable bus cards
Suggestion Infrastructure	We have someone visually impaired in our household. Bus service is very very important to her. She rides often, rain or shine .
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	brt
Suggestion Infrastructure	BRT
Suggestion Infrastructure	Bus Rapid Transit
Suggestion Infrastructure	BRT
Suggestion Infrastructure	Bus Rapid Transit (BRT) is a great mode of transportation that should be prioritized for expanding mobility and accessibility across Wake County and in the Triangle.
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	Public Transportation to parks that my tax money pays to maintain, yet I am not able to enjoy due to Public Transportation to most of these locations.
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	Before COVID, the buses needed some "deep cleaning" Some of them were getting nasty. There should be some emphasis placed on keeping the fleet clean. I think you might turn off some riders based on the condition of the buses.
Suggestion Infrastructure	BRT
Suggestion Infrastructure	BRT
Suggestion Infrastructure	Speed and reliability important; services like Bus Rapid Transit help with this
Suggestion Infrastructure	Enough with buses! That puts me in the same traffic as if I had driven!
Suggestion Infrastructure	BRT will give us the speed and reliability to get people onto the bus!
Suggestion Service	Speed and reliability important. Focus on services like Bus Rapid Transit
Suggestion Service	Disinfect the buses regularly.
Suggestion Service	Any usable service would be better
Suggestion Service	Need a better way for drivers. Not too take break while passengers on bus not leave. Passengers when they see them coming +they leave them one never called ahead too stop bus for me too get off and on other bus both drivers left me in the rain
Suggestion Service	Find way for drivers not toontake breaks while passengers on bus and need sensitivity training not leave people one driver didnt call other bus then left me out.in the rain
Suggestion Service	How about airport service? That would be a 5 star for me.
Suggestion Service	Bus Rapid Transit connection Cary to Raleigh is very important!
Suggestion Service	BRT
Suggestion Service	Reliability -- What you do, where you do it, make sure to do it well.
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	Uber, Lyft

Suggestion Service	Have a bike share program to reduce emissions congestion and traffic.
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	Bus Rapid transit
Suggestion Service	BRT
Suggestion Service	Bus Rapid Transit
Suggestion Service	BRT
Suggestion Service	brt
Suggestion Service	BRT
Suggestion Service	BRT
Suggestion Service	Connect transit lines with affordable housing locations.
Suggestion Service	Where is the rapid train from Raleigh to Durham?? That was voted on YEARS AGO...
Suggestion Service	Promote better and ensure stops are more accessible for less populated areas.
Suggestion Service	Highest priority: implement rerouting of Route 16 to include NCSU and North Hills
Suggestion Service	best load factor
Suggestion Service	More stops and covered shelters be put in along busy or main roadways and streets to set and be covered during bad weather! Blue Ridge Rd and Glenwood Ave needs more stops.
Frequency	idk
Frequency	Maybe more frequency and expand some connectors.
Frequency	the bus has to come at least every 15 minutes to be a viable source of transport to a job. otherwise, you have to build in a MUCH larger transport time (ie car is way easier) or be unpredictable in your arrival time to your job (not usually OK)
Frequency	Terrible. Stop take a break people trying too go to work or appointments make them late 45 minutes in stop some times not fair at all need to study other states systems
Frequency	More frequent in high volume routes. Less in low volume routes.
Frequency	Frequency is everything. Without it, it generates hardships, stress, economic loss to name a few. Concentrate the resources to serve fewer routes in order to increase frequency & design with transit centers that also feature secure bike storage, bike-share services, Active Transportation infrastructure to increase safety for all modes of traffic, and dedicate space for car-ride services at the Centers.
Frequency	Worse system stopping tontske break while passengers on bus make people late for work or appointments. Three times is 45 minutes
Frequency	We MUST BUILD COMMUTER RAIL SERVICE, please!!!
Frequency	Buses won't be used, we need train service from Rogers Rd. to Downtown Raleigh! Much faster & with Northerners here it would be used!
Frequency	We only have a couple buses into Raleigh in the morning and afternoon.
Frequency	WRX - need mid-day service to and from Raleigh.
Frequency	Especially with the travel pattern changes due to COVID, we need to first focus on providing high frequency on local routes as those continue to have demand and need. After a high freq local network is created, a regional network will be more successful as there will be more destinations available.
Frequency	Loop
Frequency	I think consistency of timing is more important. People who take the bus need to be able to plan accordingly. Every hour should be reliable etc. Is appropriate.
Frequency	This needs to be coordinated with employment centers and shifts
Frequency	When I depended on the bus to get to work, I only had the option to get to work an hour before my shift. This took away a lot of my ability to handle my own business in order to get to work in a timely way. Giving more frequent pick up and drop off times would help folks in the same situation, and would prevent endangering their work situation should they miss a bus.
Frequency	I appreciate your service as a valued rider of the go transit line transportation system. Truly, a valued rider.
Frequency	They need to stop sitting at the Moore square to much and leave on time and stop sitting at the time point to long
Frequency	Yes please! This would make it so much easier to plan my day around the bus instead of calling a lyft
Frequency	Need more buses running better

Frequency	Buses run around empty way too often. Look toward a demand-driven model built from data. The next couple 10 years will change the way we commute dramatically as a society.
Frequency	With more frequency social distancy can be easier to obtain. Keeping riders safe should be top priority.
Frequency	Travel is speed up if the stops are spread out.
Frequency	It would be great if the #70X Brier Creek Express stopped at the Lynn/Grove Barton stop at least twice an hour, or simply ran it's entire route twice as often - I think it was only hitting stops once an hour. In addition, because the #6 and #16 both head to downtown Raleigh, it would be beneficial to many regular commuters to have those buses scheduled to leave the Crabtree Valley Mall station about 5-10 minutes after the numerous connection buses arrive there. I work downtown, and as a regular commuter, I often saw many other regular commuters missing their connections because of the way buses are currently scheduled to arrive/leave that station and the impact traffic had on those schedules. Most often I saw commuters missing the 23L connections by just a few minutes - they would then have to wait for their bus to come around again. I use the Park & Ride at Crabtree, so I never had this issue, but I saw many regulars deal with this.
Frequency	I believe having frequency of an hour prevents people from using the bus. I know it's a reason why I only use the bus for work. I would hate to barely miss my bus and have to wait an hour for the next one.
Frequency	Stop the socialist transit system all together and give our tax money back.
Frequency	Buses should run every 20 mins.
Frequency	The buses should run at least every 30 minutes not every hour.
Frequency	Depends on the route not all buses run enough
Frequency	I rarely use public transit. I do not expect that to change greatly.
Frequency	Depending the place, the frequency is adequate. Right now it's OK.
Frequency	A bus that only comes once or twice an hour isn't a bus that's reliable enough to use instead of driving.
Frequency	Choice riders are more likely to choose services that are more frequent.
Frequency	Frequency is everything! It enables me to feel confident I'll make it on time. 30 minute frequency does not provide that assurance.
Frequency	Areas of Cary / Morrisville need more transit options
Frequency	I'd always welcome greater frequency, but recognizing that until such a time (if ever) there are more buses than cars on the road the current frequency may be all that I can expect.
Frequency	Most popular lines should stop every 10 min or less, less popular shouldl be 10-15 min. Riders should not have to coordinate timetables and Transloc, but should just be able to go to a stop and get a bus whenever they want. This is the only way to replace cars.
Frequency	Some routes definitely need more than 1 bus coming by per hour.
Frequency	Most important factor whether I use public transportation or not. Hour wait times not acceptable.
Frequency	Half hour frequencies on routes are too low
Frequency	The buses are 95% empty 90% of the time. Stop wasting our tax dollars!!!
Frequency	Accurate apps are critical for setting wait time expectations
Frequency	don't just pass by stops
Coverage	Strategize which communities get coverage based on land uses and projected ridership.
Coverage	Focus on serving the neighborhoods that will see heaviest ridership
Coverage	The buses are 95% empty 90% of the time. Stop wasting our tax dollars!!!
Coverage	There are way too many transit deserts. Even when there are neighborhoods within .5 miles of a bus stop, transit use is impractical (poorly designed streets that don't favor walkability + low bus frequency make trips a nightmare)
Coverage	I believe lower socioeconomic communities should have priority.
Coverage	There are some areas that effectively have no coverage - effectively because the only way to reach them is to travel from N. Raleigh to downtown and back out again. I'll just drive.
Coverage	In my neighborhood in west Cary they won't put a bus stop.
Coverage	Areas of Cary / Morrisville need more options
Coverage	More sidewalks & pathways for Active modes of travel works to empower alternate modes of travel. We can access transit better with it.
Coverage	Need more accessibility to move communities e.g.Knightdale, Cary Durham etc
Coverage	road ten ten needs bus service between Cary and Garner
Coverage	Loop
Coverage	There are no connecting routes
Coverage	Covering traditionally underserved areas like SE Raleigh is important, but I'm less concerned about improving coverage in North Raleigh beyond 440
Coverage	Right now, around the Raleigh city is OK.

Coverage	I rarely use public transit, and I do not expect that to change. I am not enthusiastic about empowering people who do not belong here to come here easily.
Coverage	Honestly, just having more trails (walking or biking) that connect to transit stops would be a big step.
Coverage	Every bus stop should have shelter not just certain communities.
Coverage	Connecting more of the dense neighborhoods near downtown Raleigh, especially in East Raleigh.
Coverage	I wasn't happy with my previous coverage so I moved to an area where it is a little better. Being closer to bus routes, I'm still lacking the frequency. If I had a close bus route to my previous residence, but it would take an hour and a half to get where I'm going (due to frequency issues), then I still wouldn't use the bus.
Coverage	Whatever public transit system is available in the next 10 years should be made available to all tax payers that need access, not just those along today's antiquated paths.
Coverage	Apex is not a big city but we live near one. Busses act as a car pool system so with more stops available more people could use it.
Coverage	I have to walk a mile to the nearest transit. There is no nearby parking. I would use it more if it was easier to access
Coverage	Need more area coverage like moriesvile,cary,durham etc.
Coverage	Even just one bus stop in a new area is better than none - I'd love more coverate in the RTP area and Brier Creek
Coverage	I would love a stop closer to my house. West Chatham and cray parkway
Coverage	low income communities, public housing and human service centers need to be connected. Check out how disconnected Section 8 housing is from safe bus stops.
Coverage	Brier Creek Express only runs four hours on week days and four hours weekends. Needs improvement. Can it run more than four hours on week days and four hours weekends. Not four hours week days and weekends.
Coverage	As housing costs skyrocket the essential workers are forced to live further from their places of employment.
Coverage	Despite repeated requests NO additional stops in Wendell / Zebulon have been established since starting the service. Need better access to Eastern Regional Center.
Coverage	Broader coverage opens more folks to the option of transit while also allowing more people ease of access. This will encourage folks who hadn't tried transit before especially if it goes directly to popular areas
Coverage	county is spread out, but population is aging. any way to have stops closer together?
Coverage	No service on my route to office
Coverage	Example, i live in Morrisville and commute to Duke Hosp in Durham, shift starts at 7am. I am zero options for public transit for this early in the morning.
Coverage	Need more buses to travel. More stops. And drivers
Coverage	Shuttle vehicles from transit centers may be an alternative to a full run bus routes.
Coverage	Need to base it on potential number of riders. Not just servicing an area just to service it with no riders. Move to park and ride for those areas.
Coverage	Hardly anything in Holly Springs. Why should I support/ vote for more taxes for transportation if there is hardly anything in my part of the county and we are the ones who have to pay to use 540?
Coverage	Coverage can be important for individuals Without access to a car in low-density areas, but should not be used simply to show that a geographic area has gotten their "tax money's worth"
Coverage	Need too go to johnston county. For one
Coverage	more communities served in Morrisville
Coverage	this quiz is too complicated. I'm not sure what I am rating.
Span	I don't know current hours so I can't say "more or Less"
Span	Only some routes with many passengers.
Span	weekend service to museums, parks and entertainment venues would be helpful
Span	Yes but number 1 stops running after seven a hour apart people still trying too get home nfrom work terrible
Span	Again, need to base number of runs days and hours on the volume of users.
Span	Yes but. Number one stops at seven then run every hour terrible
Span	Essential work all days of the week and all hours of the day
Span	Hours are already pretty long.
Span	better hours would help
Span	should run on holidays such as Christmas or THanksgiving
Span	Sunday transportation for Loop would be helpful for those who work in WF on Sundays.
Span	Add a mid-day to and from Raleigh on the WRX.
Span	Critical for part-time/flexible workers!
Span	Again, this is really around employment. Transportation deficient families need to be able to get to work and during shifts that go beyond peak hours and 8 to 5.
Span	So many people rely on public transit to get to work, but also to get groceries and have access to medical care. Expanding span would improve food insecurity and decrease the need for EMS.
Span	This isn't as important as frequency for me, but I think it's important for people who work night shifts!
Span	PLEASE consider running the #20 Garner Rd route on the weekends.

Span	I would like decent frequency (30 mins) up until 9pm each weekday on some routes. Fridays/Saturdays would make sense to have later operating hour. Maybe do a subsidized late night rideshare like RTP Connect, but have a proof of late night purchase (such as a restaurant receipt).
Span	A mid-day run of the FRX would allow commuters to work 1/2 day schedules without having to drive in to Raleigh and pay parking expenses.
Span	Seeing how Raleigh is growing buses need to run 24/7.
Span	I rarely use public transit and do not expect that to change.
Span	Depending the areas and the hours, the coverage is good right now. When the areas grown, increase the coverage.
Span	More frequent service during M-F rush hours will be important if you really want to get people out of their cars and on transit.
Span	The hours of coverage are pretty good.
Span	Yes! They must run later so that riders can take transit to late night places.
Span	The buses are 95% empty 90% of the time. Stop wasting our tax dollars!!!
Span	Frequency should depend on route popularity
Span	More service during weekdays for express routes.
Local Service	Having a two colored R-Line could expand ridership/reach of service. Small busses are appreciated in urban environments.
Local Service	The buses are 95% empty 90% of the time. Stop wasting our tax dollars!!!
Local Service	I don't want to change buses frequently. I would prefer a single seat ride to my destinations or a maximum of one transfer rather than having to swap from walk to stop -> local transit -> gotriangle -> local transit again -> walking again
Local Service	Yes!
Local Service	I take 11 from the Kaplan and pineview stop to work, but coming home I have to ride much longer for the bus to get back to this point since this part of the route is a loop. It would be nice if there were more two buses that both just went out and back and circled around deboy / western/ Schwarb from both east and west. Or something similar.
Local Service	Areas of Cary and Morrisville, especially down Chapel Hill Road need more options closer to homes
Local Service	Raleigh city is a big area, Go Raleigh need expand or modified some routes and L routes.
Local Service	It is a given that Raleigh has a public transit system, and it is desirable that it work well.
Local Service	For the near term while COVID restrictions are in place, local service routes are far more important as those tend to be riders who are going to jobs/critical trips and/or do not drive. Most regional service is designed for peak commuters which has largely moved to WFH.
Local Service	For local travel, expanding the trail system for walkers and bicyclists would be a good alternative to transit. Or a complement to the transit solution.
Local Service	How is this different than coverage?
Local Service	*dense cities or towns
Local Service	Apex has poor options. Maybe a local connector to an express to Raleigh and RTP would help.
Local Service	I think this goes with more frequency. The more frequent the bus comes, the local service will also go up.
Local Service	2nd best option in this pandemic.
Local Service	In Wake Forest
Local Service	Need the wake forest bus to run all day from the mall need roves bill bus running all day
Local Service	Last mile and first mile on-call services are needed to get people to work or to connect geographically isolated communities to the amenities in the urban core.
Local Service	Should have a bus run to johnston county
Local Service	Fewer routes, high frequency & Active Transportation infrastructure
Local Service	Yes put bid in with state for more drivers and busses so dont have to take break while passengers on bus that is terrible
Local Service	easy connection between Wendell Falls and downtown Wendell would make it easier to support local businesses
Local Service	Only same connectors.
Local Service	Maybe find a different way to be able to take a return trip in knightdale because for example, if I take the bus to target in knightdale from first Avenue, I have to cross knightdale Blvd. To get the bus back with a toddler and it's very dangerous... so to me it's a little inconvenient to enjoy the bus service if thats the only way to get home.
Local Service	Maynard Crossing 4 bus stop is very dangerous to elderly...forcing them to climb onto a curb and navigate very dangerous ground cover. I almost fell on two occasions and 1 driver refused to move bus forward so I could board easily. I am 67 and using a cane.
Local Service	what does this even mean?
Regional Service	need to be able to go from Fuquay to the airport or Durham without having to go to Raleigh first. Also connecting Fuquay with Holly Springs and Apex
Regional Service	baby steps. make one of the triangle cities awesome at transportation, so the others can see the benefits. then wire it all up. with how sprawled this region is, you are going to stretch too thin if you try to do it all at once

Regional Service	Would be nice tongontoonother towns
Regional Service	Regional service is most effective when there is a strong local network, especially for those without access to a car
Regional Service	It's a full service
Regional Service	Yes need more towns. More stops
Regional Service	Garner needs more stops and a border service. I think you do not necessarily need to use the big bus at this time.
Regional Service	With multiple bicycle racks
Regional Service	need a better way to change to a different area--everyone going to a crappy location in downtown Raleigh is horrible. It feels unsafe. A Stop near the Farmer's market could be a transit to the airport. It takes too long and is too unreliable to take a bus to Raleigh and then to RDU and then to the airport.
Regional Service	work is already being done to add transfer stations to satellite communities to reduce transit travel times.
Regional Service	I moved here from Wilmington in November and was frustrated and disappointed at the lack of bus service further out from Raleigh, which severely limited my options as someone who doesn't drive.
Regional Service	Expand more to surrounding cities such as Holly Springs.
Regional Service	Need to have bus in garner running weekend and every 30/routes 20
Regional Service	This is paramount! People live and work all over the triangle so to make taking the bus feasible at all this is paramount.
Regional Service	Would like to see transit from Raleigh to RDU. Perhaps a place to drive my car, park it, and take transit to the airport as well as Durham and Chapel Hill.
Regional Service	But all these are terribly important. Giving more irregular and unreliable transit to more places won't help. All these are priorities.
Regional Service	with light rail NOT busses
Regional Service	Since Rail is not going to happen, pls. Connect The Triangle (CTT) as a Triangle as we have known for so long, but not accessible for many.
Regional Service	Seems like regional service is currently weaker than local service.
Regional Service	Essential workers cannot all afford to live in Raleigh
Regional Service	On all items, I do not use the services.
Regional Service	Especially regional service that operates all day, all week, serving essential workers. Park-and-ride-based peak-only service will probably be less relevant for a while, especially to places like RTP that are not very transit friendly.
Regional Service	I moved closer to my work, so regional service is not as important to me. I think overall regional service is important, but only during peak work hours or events such as sporting events, concerts, etc. I hate dealing with parking and getting out of arenas because of traffic. I would prefer to take a bus and not have to worry about it.
Regional Service	Rapid connects to other municipalities will play a significant role in how our area develops.
Regional Service	Bus to apex fuqure bus better
Regional Service	This is important and working pretty well now. I think service could be improved with a star topology providing express transit between cities and local buses making frequent stops.
Regional Service	The city needs more connecting bused between the City/Town of Cary and City/Town of Raleigh. More routes are needed
Regional Service	There needs to be a better way to get between Chapel Hill Raleigh and Durham! The light rail would've been so amazing...still sad about it.
Regional Service	Increased bus service along the CRT corridor including midday and evening service.
Regional Service	I would love to see more Park and Ride locations. Even Park and Ride locations within Raleigh are needed.
Regional Service	Strategically located carpool lots could allow transit to work better to RTP, particularly from more remote areas. Also, transit to major venues, such as "front door" drop off for PNC arena, shopping districts or Durham ball park would help. Finally, while widening and revitalizing bridges and roads, why not include bike lanes and Bus on shoulder lanes?
Regional Service	Need mid day zebulon wendell knightdale run
Regional Service	Express travel from each cities bus hub. Raleigh, Cary, Durham , WF
Regional Service	Regional service if it's light rail.
Regional Service	airports, trains, buses lines, hospitals and libraries, parks stops
Regional Service	Having a mass transit option for commuting rather than a long drive stuck in traffic will definitely allow people to have more choices about which cities/towns they decide to live and work in.
Regional Service	Connecting cities and towns provides a capability for the residents of the towns. The presence of local law enforcement alleviates some of the potential law enforcement concerns.
Regional Service	Ex: My commute is Wake Forest to Garner.
Regional Service	Right now the service is good. Expand/enhance the service depends of the funds more ahead.
Regional Service	A Cary to Durham Express would be a great option
Regional Service	Connecting all towns in Wake County with frequent, reliable service to the places people want to go will create more choice riders.
Regional Service	Yes, more direct routes like DRX and CRX. And take away car lanes in order to replace with BRT.
Regional Service	Where I live in Wake Country there is currently NO public transportation. If our region want so to enter the 21st century, you need to figure out how to provide services for ALL citizens, not just those within the inner city limits
Regional Service	Connecting the region is critical. Light rail is the best option for this

Regional Service	The buses are 95% empty 90% of the time. Stop wasting our tax dollars!!!
Regional Service	provide more direct service than peak service for some GoTriangle services (DRX, CRX, etc.). Expand these services to get beyond the white-collar crowd.
Regional Service	Popularize evening routes for Durham Bulls games, date nights, etc.
Facilities	More park & rides servicing downtowns
Facilities	Make stations noticeable
Facilities	Completely unnecessary/ stop wasting our tax dollars!!!!
Facilities	More bus stops or a more appealing regional transit center would be nice, but are not terribly necessary. I would prefer frequency/speed over enhanced facilities if I had a choice.
Facilities	Make bus facilities the pride of a city. Encourage businesses to take an interest in beautifying and maintaining places near them. Hire artists to turn them into local art objects. Make them objects of NC pride!
Facilities	Park and ride lots should be paved
Facilities	More covered bus stops
Facilities	Add secure bike parking so if the bus rack is full, I can still catch the bike by locking it at the station.
Facilities	As long as they are clean and safe, that is most important. And the Technology in the next question. Not sure what other types of "upgrades" there would be.
Facilities	Don't need fancy bus stops. The new custom ones in Raleigh are waste of money. Just good traditional bus shelters
Facilities	All stops need to have benches and be covered from the weather.
Facilities	Bus stop improvements are important, but I believe park and ride projects should be delayed for the near term. Most target riders for P&R are not going to be using transit in the near term. Plus, P&R generally don't induce a great deal of ridership. Improving service and facilities where people can walk to transit should see a better ROI.
Facilities	Having a well-lit shelter is really important for hot days and rainy days.
Facilities	Maintenance and improvement everything is good.
Facilities	Standing in the rain is undesirable. Some form of basic weather protection is desirable. If you want public transit to be successful, it should work reasonably well.
Facilities	I catch the bus at Millbank and Euston. I wish we had a bench to sit on and wait for the bus. I wish all bus stops at least had a bench.
Facilities	If you are installing a bus stop, it needs a rain shelter.
Facilities	Park & rides are important I believe. Most bus stops I've seen are typically upgraded or are good enough. I'm not planning at being a bus stop too long.
Facilities	Bus stop by where the old food lion was & where they are putting big lots. Needs a covered area for the people to wait when it's raining. There are a few others around town but this stop in particular should be a priority. A lot of elderly in the community use this stop.
Facilities	Every bus stop should at least have a basic cover to protect riders from the elements, as well as a bench for anyone with mobility challenges.
Facilities	More park and rides
Facilities	Every bus stop should at least have a basic cover to protect riders from the elements, as well as a bench for anyone with mobility challenges. Lastly, I think it is VITAL that addition Park & Rides are created and advertised - this would incentivize ridership and reduce traffic.
Facilities	Especially transfer points and transit centers in strategic locations. Facility siting should focus on locations that will make service faster and allow for better timed connections.
Facilities	Signage at bus stops should be larger to help identify the route and schedule.
Facilities	With the amount of time that commuters we displaced and had to board buses at the park while Moore Square was being renovated, one would expect more than received. Commuters are still out in the elements during hot, cold and rainy weather. There is NO PLACE to go for protection from cold wind and rain.
Facilities	more bus stops would of course be amazing!
Facilities	No one is going downtown anymore Thanks for ruining it
Facilities	covered benches. Wake Forest just renovated the bus areas but there is no shelter from rain or sun.
Facilities	better covered bus shelters, not enough
Facilities	more bus shelters
Facilities	more covered bus shelters on routes
Facilities	I am visually impaired and have a hard time knowing exactly which bus is coming in my direction to waive down... they only stop when you waive them. A button, app or indicator of who is waiting at the stop would be a huge improvement. I have been left many times...
Facilities	more accessible
Facilities	more covered bus shelters
Facilities	Having bus stops with shelters is very important, park and riders are less important. P&R don't lead to a high amount of ridership compared to people who can walk to a bus stop, especially in a region where it's currently very easy to drive and park everywhere.
Facilities	Drivers bring there problems too work treat passengers bad its not always passenger's. No sensitivity training

Facilities	If there is high frequency, waiting for the service does not require much. Transit Centers are better investment b/c it requires more time to make the connection. Imagine what you can do & accomplish while in the Center & you'll design it to fit everyone's need.
Facilities	Customers should be able to wait with dignity at bus stops. All stops should be universally accessible by 2027.
Facilities	Customers should be able to wait with dignity at bus stops. All stops should be universally accessible by 2027. Park and rides should be a lower priority than both safe walking access and accessible covered stops. For reasons of racial as do economic equity, safety, and sustainability.
Facilities	Make more Wi-Fi on buses and make sure they work
Facilities	shelters
Facilities	Definitely more covered stations
Technology	Each stop has a number but some stops do not have signs in raleigh or knightdale so it's hard to see where the bus is.
Technology	Similar to NCSU the where students can track the location of the bus and it's arrival at the stop.
Technology	Investing in the latest transit technology is critical to providing a valuable transportation resource to the community.
Technology	I DO NOT have a smart phone
Technology	These technology investments are important, but they should not come at the expense of safe access and universally accessible stops.
Technology	Some bus dont have Wi-Fi or it does not work
Technology	I should be able to purchase a one time ticket on my mobile or with credit card on bus.
Technology	This will help make usage broader across generations.
Technology	real time travel info is the most important
Technology	The inability to accurately track the buses is a nightmare for all planning. The apps don't work, the bus gps doesn't work, the station tvs glitch and freeze for days at a time. The inclusions of actual bus service changes or service issues notifications would be nice. Nothing sucks more than having waited for your bus to call over and over then to finally reach someone and find out the bus won't be coming at all.
Technology	Don't need Wifi, most people have unlimited mobile data plans I suspect. Real-time travel info is very basic, there's no excuse for not having it.
Technology	Real time travel is important but wifi on the bus is not.
Technology	make it more easier or accessible for people with disabilities
Technology	make it more senior friendly
Technology	more info. for seniors
Technology	Departure time need to be better bus need to have the fought up five minute to the departure time not one minute departure time
Technology	Being able to predict when your bus will be there is very important! The existing transit apps are pretty okay but they mess up a little sometimes
Technology	Wi-Fi is weak. I ride two buses to work during the weekday and three on the weekends, my total commute time is approximately 50-60 min. The USB ports are almost always not working.
Technology	Would prioritize these enhancements after more "basic" elements of the transit network are addressed such as connecting bus stops with trip generators via pedestrian infrastructure.
Technology	Real-time travel information is important, mobile ticketing would be great, but if I can buy a ticket at a grocery store, then I'm good. Wifi is not necessary. It's nice, but I have my phone.
Technology	Technology is relatively cheap but makes a big difference. Good project management is essential.
Technology	Use the data to drive the routing and planning decisions. Look towards different technologies coming to market. Would a fleet of Tesla's solve a portion of the transit needs? Think outside the box that we call a bus or train today.
Technology	Need an app for real-time ETA
Technology	My family uses the Rider app faithfully for real-time travel information. This is very important to me.
Technology	I would be on the bus to go from point A to point B. This is a very basic simple purpose.
Technology	I have not complaints about this service. For me, this is a very good service.
Technology	Mobile pay options would be fantastic! Current real-time information works well enough. Onboard WiFi doesn't matter to me at all
Technology	More kiosk. The ones at Crabtree valley mall are a game changer
Technology	No wi fi at this time. Too expensive
Technology	Passengers will expect to have technology that makes it convenient and easy to ride.
Technology	Monthly passes and Senior/Disabled ID's should be available at more locations.
Technology	I'm very pleased with the technology. I don't travel as I once did, but I still get around the country some and I've never seen a system that is better in this regard than RTPs and many that aren't as good.
Technology	Transloc is terrible. It often is wrong. A big upgrade is needed.
Technology	reduce the barriers to ridership. Make ticketing through an app or allow for contactless payments in otherways.
Technology	Transloc app & tracking is good. One area of improvement that would be to open up real time transit data to developers. As of right now, I can only view the static GTFS data for routes
Technology	Completely unnecessary - stop wasting our tax dollars!!!!

Technology	Accurate arrival times in app, fast e-ticketing are appreciated
Connecting Infrastructure	Remove the bus parking that screens the Blount St Moore Square mid-block crossing or relocate the crossing before someone is killed
Connecting Infrastructure	Completely unnecessary/ stop wasting our tax dollars!!!!
Connecting Infrastructure	Triangle area neighborhoods & streets (especially suburban ones like most of the region) are not well integrated with transit. Try walking 1 mile in the middle of the summer to a bus stop along a busy, unshaded, 2-3 lane road.
Connecting Infrastructure	This should be a goal in partnership with municipalities in the triangle.
Connecting Infrastructure	Yes, a vast, protected, separated bike/ped network is needed. Stop building parking lots, parking decks, reduce car lanes, and start building for people! End the reign of car domination!
Connecting Infrastructure	More bike paths and fewer dead end streets and fewer fences that cut off different apartment complexes and streets from one another- yes please!
Connecting Infrastructure	Almost all transit riders are also pedestrians when they travel to/from stops to their homes or businesses they frequent. In many cases sidewalks, crosswalks, etc., are insufficient to do this safely.
Connecting Infrastructure	Access transit is life threatening due to high speed vehicle traffic. Drivers have little awareness for vulnerable road users. More traffic calming & traffic light signals w/o Ped Buttons.
Connecting Infrastructure	Currently Raleigh-Wake Forest area is not pedestrian friendly. Need more crosswalks and sidewalks to walk safely to transit stops
Connecting Infrastructure	Accessible connections to sidewalks and nearby destinations should be a minimum feature. We shouldn't be leaving behind residents with disabilities.
Connecting Infrastructure	This area's needs more attention.
Connecting Infrastructure	Safety focused. I am not a fan of bike lanes, and bicycles can be a safety concern, particularly when sharing a road with cars.
Connecting Infrastructure	Big fan of this type of investment. Connecting infrastructure benefits more than just the transit situation. It benefits lifestyles for Wake residents.
Connecting Infrastructure	Enhancements should only be made where there are real safety concerns.
Connecting Infrastructure	Pedestrian safety is important. If the results from this form would make a difference in getting a crosswalk at Lead Mine Rd. across Glenwood, then this would be my absolute top priority.
Connecting Infrastructure	Pedestrian safety is important. If the results from this form would make a difference in getting a crosswalk at Lead Mine Rd. across Glenwood, then this would be my absolute personal top priority.
Connecting Infrastructure	Pedestrian safety is important. If the results from this form would make a difference in getting a crosswalk at Lead Mine Rd. across Glenwood, then this would be my absolute personal top priority. Bikes can use roads, so bike paths are not as important.
Connecting Infrastructure	I will always support greenways.
Connecting Infrastructure	This is very important, but the cities and towns have a responsibility to improve this infrastructure even without the transit plan. Transit plan funding shouldn't be used to fund sidewalk connections and ped safety improvements that cities and towns should be funding themselves anyway.
Connecting Infrastructure	My son was hit by a car & died because there were no sidewalks !
Connecting Infrastructure	Extremely important!
Connecting Infrastructure	More bike paths please for safer commuting by bike.
Connecting Infrastructure	Improving the bus experience means improving the pedestrian experience! Accessibility for people with low vision and mobility aids is also really important.
Connecting Infrastructure	This is the most important part in my opinion- people have to walk and cross streets to get to public transit. Currently, some of those paths are ADA inaccessible, and have traffic whizzing by a few inches away. Make access to transit safe, accessible, and comfortable for people to get to it.
Connecting Infrastructure	In cities that have safe, robust systems, the connections of infrastructure are really nicely done and maintained.
Connecting Infrastructure	I am visually impaired and have a hard time knowing exactly which bus is coming in my direction to waive down... they only stop when you waive them. A button, app or indicator of who is waiting at the stop would be a huge improvement. I have been left many times...
Connecting Infrastructure	This is important in putting "words into action" if we want to create a safe environment to "induce demand" for getting around in ways other than driving.
Connecting Infrastructure	Most transit customers walk to the stop. Safe access is fundamental to a high-quality system.
Connecting Infrastructure	Yes need too go too. Other towns
Connecting Infrastructure	At Maynard crossing I would love a "real" bus stop WHERE WE CAN all get on safely. others have told me the same story frightening them, they avoid shopping there.
Connecting Infrastructure	Sidewalk connectivity is needed on Hodge Road in Knightdale. We walk and bike that area and the current travel conditions are not safe or suitable for foot traffic. Please make connecting this sidewalk a priority.
Connecting Infrastructure	sidewalks and bike paths are so important right now for social distancing exercise
Connecting Infrastructure	Neither Edwards Mill nor Blue Ridge routes stop at the District Drive Park and Ride. Need to interconnect all transportation systems.
Connecting Infrastructure	A safe way to cross knightdale Blvd and some very distinguished bus stops because half the time I don't know where they are on knightdale blvd. I dont drive and have toddler so these things would make it easier for me not to rely on my husband to be able to shop for my family.
Connecting Infrastructure	Almost impossible to commute by foot. More side/ crosswalks and lights
Speed Reliability	Dedicated bus lane on knightdale blvd may be nice, half the time I don't know the bus route or which streets it takes around the commerce area of knightdale.
Speed Reliability	Dedicated Bus lanes, Maybe. Rail Tra
Speed Reliability	Dedicated Bus lanes, Maybe. Rail Transit, No, rider base to support system isn't there.
Speed Reliability	Dedicated Bus lanes, Maybe. Rail Transit, No, rider base to support system isn't there. Bus priority at intersections, No sound dangerous.

Speed Reliability	BRT is not a good place to invest our money with Covid's Current restrictions.
Speed Reliability	Not reliable if stop too take breaks make people late for work
Speed Reliability	absolutely not
Speed Reliability	Again, we are sick of our Regional Transit only being bused! We want & have voted for light rail. If it's only going to be bus service only, you will get ZERO support from me, and encourage others to do the same!
Speed Reliability	You should have separated these options....rail versus dedicated bus lanes.
Speed Reliability	You should've separated rail transit versus dedicated bus lanes.
	I cannot hit this 5th star fast enough. Is there a 6th star? Or higher? THIS is the key to increasing ridership and participation in the Raleigh/Triangle region public transportation system. I WANT to use the buses as my primary transport; I WANT to avoid driving and traffic and parking. Buses offer that, and I'm happy to support. But in the overwhelming majority of situations when I want to use a bus, the times and frequency available are insufficient for me to be able to choose transit over driving.
Speed Reliability	I am personally invested in supportive the improvement of our local public transit system, but the reliability and speed of that system is impractical for almost all but necessary users it seems.
Speed Reliability	BRT - yes, it's cost effective and has most of the benefits of rail transit, plus many more. Rail transit - NO, takes too long to build, and regional rail will require a >\$20 subsidy per trip; do the math.
Speed Reliability	Rail Transit
Speed Reliability	This is important to make transit competitive with driving, and thus more attractive for people who drive to choose transit. If buses have to contend with the same traffic as cars, what's the point?
Speed Reliability	This question should separate out rail transit from bus infrastructure; I would put rail infrastructure at a much lower priority in our region
Speed Reliability	This is the most important out of all of them! Buses not being delayed by traffic and being a part on your life you can count on is the most important!
Speed Reliability	Number 6 sit at the mall to much to much time
Speed Reliability	the bus system needs to be reliable and quick.
	It is impractical to take bus service from Apex or Holly Springs to Raleigh or RTP. It takes longer to get to a destination by bus than driving my car. While I would not expect it to be the same amount of time, it is laughable that service from western wake to Raleigh takes over 1 hour. Why would I take the bus if I have a car? It is true that some in our communities do not have options and hey need the bus, but if you want people who have cars to use transit instead there needs to be a comparable service to get to places in a respectable amount of time.
Speed Reliability	The traffic signals are getting out of hand. This would be too much. Rail transit needs to supplement bus transit.
Speed Reliability	dedicated lanes PLEASE and light rail
Speed Reliability	We need light rail!
Speed Reliability	Reliability will always be #1. Don't work on rail until we get a good bus system. Charlotte has a really good bus system with high frequency and they just put their light rail in.
Speed Reliability	We need commuter rail. No one wants to ride buses for regional commutes.
Speed Reliability	Everything that is needed for improvement the service, is very good
	Keep it simple and straightforward. Complexity causes accidents.
Speed Reliability	Eliminate rail options, too costly
Speed Reliability	A partnership with Amtrak to offer commuter service would be a win win for both the region and Amtrak ridership
Speed Reliability	Must provide a fast and efficient experience to convince people not to drive!
Speed Reliability	Yes! Redirect money from cars to transit. This is the only way to build a more equitable, sustainable future.
Speed Reliability	My highest priority is a rail system for commuters.
Speed Reliability	This is an area that I think improvements could be made. I know that you're considering BRT. I think such things as BRT and priority at lights would be useful innovations.
	This is an area that I think improvements could be made. I know that you're considering BRT. I think such things as BRT and priority at lights would be useful innovations...things to make taking the bus faster (better) than driving.
	This is an area that I think improvements could be made. I know that you're considering BRT. I think such things as BRT and priority at lights would be useful innovations...things to make taking the bus faster (better) than driving. I read once that in some cities in Scandanavia (I haven't seen it myself) they force all the traffic through one lane at the bus stop. When the bus stops, everyone stops. No one goes faster than the bus. Maybe not take things that far, but try to make the bus faster than driving.
Speed Reliability	Rail transit is critical in getting more ridership.
Speed Reliability	Yes! Redirect money from cars to transit. This is the only way to build a more equitable, sustainable future. Also, reliability is key. Once transit becomes as reliable and efficient as cars, ridership will increase.
Speed Reliability	Completely unnecessary/ stop wasting our tax dollars!!!! The buses are a nuisance on I-40 and other roads.
Speed Reliability	Buses are way too slow (they are fairly reliable though). A trip time 1.5-2 times the length of a car ride is acceptable to me (or a max of 45 minutes), but any longer than that is not very useful.
Speed Reliability	Build transit corridors with infrastructure so those who choose to ride transit can, seamlessly.

Vehicle	build existing ridership first
Vehicle	Completely unnecessary/ stop wasting our tax dollars!!!!
Vehicle	Working A/C and appropriately sized vehicles
Vehicle	Buses feel fairly modern now.
Vehicle	Only if they are not natural gas buses. Natural Gas is NOT a bridge fuel.
Vehicle	The buses are pretty good. I like the natural gas buses, no diesel smell.
Vehicle	Electric buses!
Vehicle	Emissions-free electric or hydrogen buses!!! They are the both environmental and fiscally responsible choice for Wake County.
Vehicle	Unless you are investing in electric or hydrogen, I would hold off on upgrading buses. They're fine.
Vehicle	The buses seem pretty comfortable and nice to me.
Vehicle	Stop the socialist transit system from wasting more money and give our tax money back.
Vehicle	Limited value, as I expect to be an infrequent rider.
Vehicle	This area's need continuous attention.
Vehicle	Current Gillig stock is sufficient.
Vehicle	This may encourage increased ridership.
Vehicle	The buses I have been on have all been sufficient (GoRaleigh 1, 4, 6, 16, GoTriangle 100/105). I do not see a need to upgrade the buses except for reliability/environmental responsibility (hybrid/electric).
Vehicle	Vehicle upgrades can be addressed during routine bus replacements at end of useful life. Prefer scare dollars to be spent on infrastructure with longer useful life. Better investment.
Vehicle	Buses are expensive hollow vessels that traverse the area without passengers. Either figure out how to use them effectively or think differently.
Vehicle	EV Busses should be prioritized.
Vehicle	Replace all of the giant buses that are largely empty with smaller, more fuel efficient vans.
Vehicle	less dangerous emissions into the air is a huge plus
Vehicle	Many of the Raleigh buses are very loud and harsh to ride. They handle bumps and potholed like there's no suspension at all. It's definitely not a good rider experience.
Vehicle	Phone plugs working beeter driver stop being so late
Vehicle	The buses are pretty comfortable as they are - no need to spend money here
Vehicle	better wheelchair access
Vehicle	buses don't have to be elegant, just fitting for the service offered. Smaller buses on some less popular routes would be a great efficiency.
Vehicle	We need many small busses within the community to feed the larger busses that Connect to others and Regional
Vehicle	Huge busses drive around empty. Terrible waste.
Vehicle	more accessible
Vehicle	more accessible
Vehicle	more accessible for older adults using walkers
Vehicle	Overall, the current bus fleet is mostly good shape. People would rather have a bus that comes twice as often, than an infrequent bus that's slightly newer.
Vehicle	More electric buses
Vehicle	I don't really care but new busses as long old busses functions properly.
Vehicle	make more accessible for people in wheelchairs or scooters
Vehicle	I don't like riding the current buses. Worn out shocks make for a bouncy ride. Not that clean and seats are not comfortable. Metal bars above the seat in front of you, and lack of seat belts, are safety hazards. I'm happy to ride a nice high floor coach, but typical city buses are - ugh, no thanks.
Vehicle	more accessible for people with disabilities
Vehicle	Light Rail is what we want, not more buses!
Vehicle	New buses they run raggedy no breaks with passegers late for work or appointments
Vehicle	some buses sound like tin cans constantly rolling along. screw them in or cushion the connections with something.
Vehicle	They need to be cleaned more often on the inside where you sit.
Vehicle	GoTriangle buses are pretty up to date so no need here

Comment on Service vs Infrastructure	Yes bus shelters are an absolute must. Half the time I do not know where the bus stops are located in knightdale (and Raleigh like north if north hills. When it rains if I'm traveling with my toddler it is not a fun experience since there are no bus shelters along the First ave area or knightdale blvd especially. Having a dedicated light and crosswalk to safely cross this street for my return trip is also extremely important.
Comment on Service vs Infrastructure	I want the sidewalks so I can get to a bus stop but don't care about fast lanes for buses.
Comment on Ridership vs Coverage	Ridership
Comment on Ridership vs Coverage	Seniors have designated seats up front.
Comment on Ridership vs Coverage	Outlining communities where people live in areas that are affordable but work lower income jobs in Raleigh need access to job areas without so many stops in between and at more hours of the day not just morning and evening. Some have to go to second job in different location and getting to both means having a vehicle rather than being able to use bus.
Comment on Ridership vs Coverage	Stop all the service and give our tax money back.
Comment on Ridership vs Coverage	No serve all people.in order to give better service and get sensitivity trading not leave people if they can fit see them trying too make it too bus pull off they stop any way what is one or two minutes
Comment on Ridership vs Coverage	This should be considered along with racial and economic equity. If high demand is among low-income, Black and Brown residents then that should be the highest priority for service improvement.
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	This trade needs to be done only as a "we absolutely must". Both sides of the argument have folks who need transit or some assist from transit. This is a hard choice. But I'd rather wait a little longer for a bus if I know I can go more places on it.
Comment on Ridership vs Coverage	We should start by serving areas where there's a lot of demand/opportunity for ridership first. Once those are high frequency routes, it's easier to start building out the lower ridership/coverage routes that can be feeder routes. More coverage routes don't help either group because service and transfers are too long and unreliable.
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	I would ask first where is the demand over service capacity currently? I work with low income communities and families that need to get to work. Depending on their location in the county - they may have no alternative and lose opportunities to get their families off public assistance.
Comment on Ridership vs Coverage	more accessible for people with disabilities
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	Consider how COVID changes demand for transit. Consider where increased frequency may be needed to provide safe travel for essential in person workers.
Comment on Ridership vs Coverage	BRT
Comment on Ridership vs Coverage	What does transit ridership data show? While more people might be served by expanding service to more places, mass transit should meet known existing needs, whether that means a larger footprint or more saturation in the current footprint.
Comment on Ridership vs Coverage	Door to door service.
Comment on Ridership vs Coverage	higher coverage would be more helpful to me personally, but ridership would be more helpful to more people
Comment on Ridership vs Coverage	Whichever has the greatest need that hasn't been met.
Comment on Ridership vs Coverage	Perhaps some of those areas are busier because there are areas that are not covered. Like a bottlenecking effect. If that's the contributing factor to higher volume of ridership in an area, I reverse my selection.
Comment on Ridership vs Coverage	I prioritize coverage until all communities have some coverage; then I'd prioritize ridership over adding coverage. Also, if ridership is needed to fund coverage, that becomes the priority.
Comment on Ridership vs Coverage	Make it work well where it is a preferred means of transit and where it works well. Park and ride is not a bad thing if security is provided. Such as Crabtree mall.
Comment on Ridership vs Coverage	Why is it either or. I like both. Invest in transport massively and get traffic off the road. Let's be like every other developed country!
Comment on Ridership vs Coverage	Generally, I believe serving more people in denser areas makes public transit a more convenient alternative to driving. However, it also sounds increasingly unrealistic and unsustainable from a cultural perspective due to COVID-related social distancing (and rampant distrust of public infrastructure and other "stupid people")
Comment on Ridership vs Coverage	The buses are already severely under-used, cut service all around! Stop wasting our tax dollars!!
Comment on Ridership vs Coverage	Implement rerouting for #16 to include NCSU & North Hills, while increasing frequency of #6
Comment on Ridership vs Coverage	you need both of these.
Comment on Speed vs Access	you need both of these options or you will not convince commuters to use bus system
Comment on Speed vs Access	I would favor more stations only in certain select areas where there is demonstrated need (such as urban cores or in poorer neighborhoods).
Comment on Speed vs Access	The buses are already severely under-used, cut service all around! Stop wasting our tax dollars!!

Comment on Speed vs Access	Rely on communities for local service shuttles (RTP, downtown Durham, Raleigh, Cary)
Comment on Speed vs Access	Speed would be great with fewer stops but this requires major investment in sidewalks. So many places lacking connecting sidewalks
Comment on Speed vs Access	From city to city more direct routes however within the city more stops
Comment on Speed vs Access	Depends on the length of the route. Longer routes could benefit from fewer stops
Comment on Speed vs Access	I can't really tell the city how they should be, especially when I don't have any personal interest. However, at the present time, I'm not afraid of walking a little.
Comment on Speed vs Access	Modes stations and stops in other places
Comment on Speed vs Access	Definitely speed here, but that requires good infrastructure (sidewalks, accessibility ramps, etc.) so that people are able to safely get to the stops in their community.
Comment on Speed vs Access	Having more stops doesn't help if people don't take transit because it turns a 15 minute drive into a 45 minute ride.
Comment on Speed vs Access	If there are faster routes will this significantly decrease the wait time for the next bus arrival?
Comment on Speed vs Access	You scale is biased. You say "Longer trip from A to B" but are not accounting for the implied opposite of "shorter walk to a stop" which is a longer walk to a stop and thus would make "Faster Routes" take longer if folks have to walk further to get to a stop.
Comment on Speed vs Access	If my walk is too far, then I'm driving. I feel most people are this way. Faster routes are good only during peak times.
Comment on Speed vs Access	If my walk is too far, then I'm driving. I feel most people are this way. Faster routes are good only during peak times. Stops don't necessarily need to be covered.
Comment on Speed vs Access	Might be more complicated, but could you have a combination of both? Have more access points but also a bus line that was more direct for those that want it.
Comment on Speed vs Access	I believe a mix would be more appropriate. Create faster options during peak hours between most used destinations.
Comment on Speed vs Access	I'd like to see a balance - right now denser areas have more stops and the bus stops literally every couple of feet. But farther-flung neighborhoods have to walk for hours to get to a bus stop.
Comment on Speed vs Access	BRT
Comment on Speed vs Access	This should take into context the particular route and what stops make sense based on where the ridership is boarding. There needed to be enough stops where people can reasonably walk with either kids or bags without stopping the bus every few feet
Comment on Speed vs Access	BRT (or tram). Accessibility. More. "Regular" bus services is not enough to help our community growing! The triangle area is one of the top 5 fastest growing regions in the U.S. We need more mass transit otherwise jobs will go somewhere else!
Comment on Speed vs Access	BRT
Comment on Speed vs Access	Address coverage through first mile/last mile strategies such as microtransit, enhanced pedestrian connectivity
Comment on Speed vs Access	I really like the direct buses for the GoTriangle system, like the Raleigh direct to Chapel Hill, so adding more of those in between stops would be best
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	BRT
Comment on Speed vs Access	shorter walks/shelters for seniors
Comment on Speed vs Access	Depends on the locations and the routes.
Comment on Speed vs Access	BRT
Comment on Speed vs Access	Frequent and direct routes will bring more ridership and better service. We have seen over and over that people will fine with walking a little further if there's a more frequent route with reliable service.
Comment on Speed vs Access	BRT
Comment on Speed vs Access	Depends Upon having safe access and universally accessible stops
Comment on Speed vs Access	Bus Rapid Transit projects
Comment on Speed vs Access	Have daughter who uses service 3 days a week and her route takes 1 1/2 hours by bus and by car it is 23 minutes.
Comment on Speed vs Access	May work with multiple mini hubs. Like airlines not like FedEx with everything going to Memphis.
Comment on Speed vs Access	More stops
Comment on Regional vs Local	Regional
Comment on Regional vs Local	Where I work needs bus service in the town so that the children in the lower income areas can have safe access to resources like the library. Many don't have a vehicle available to bring them to library for book and internet use for homework assignments. Only vehicle a family has is with parent at work till hours for library are over. With budget cuts to libraries reducing hours need is even greater for transportation to these resources. Location of library is not easily walked due to distance and lack of sidewalks in areas of higher traffic.
Comment on Regional vs Local	I would love the ability to go to raleigh and connect easily. If we could install a train connection like a commuter rail to knightdale that connects to downtown raleigh and beyond that would be amazing.

Comment on Regional vs Local	Only need a few routes that connect cities and towns with the exception of RTP.
Comment on Regional vs Local	I live in Knightdale and work in Durham. We need better commute (less stops and faster routes).
Comment on Regional vs Local	Please add rail service!!!
Comment on Regional vs Local	Most travel is local and regional service works best when there are high-quality local networks
Comment on Regional vs Local	We should focus on having a frequent local network before we continue to invest in regional routes. A high frequency local network will provide more ridership per hour of service, and once in place, will allow for more people to access/transfer to the regional service, making it more successful as well. Especially in the near-ish term, a lot of regional trips have moved to work from home, so we should focus on where transit is still needed.
Comment on Regional vs Local	Our cities aren't that big, our issue is we are an entire Triangle area, so making it easier to get from city to city is so much more needed based on our layout here. I'd go to Durham from Raleigh more if there was a rail!
Comment on Regional vs Local	Regional service currently seems weaker than local service.
Comment on Regional vs Local	305 need to run all day and hourly
Comment on Regional vs Local	We need both. I feel we're late on mass transit in general compared to other booming metropolitan areas.
Comment on Regional vs Local	Many city/town boundaries in Wake County don't affect travel demand. Planning should think about strong travel markets rather than whether a route crosses a line or not.
Comment on Regional vs Local	better connections between cities makes trips so much easier - would love better connections to RTP too
Comment on Regional vs Local	Having good local service would provide better access to regional service.
Comment on Regional vs Local	We will need to connect the towns surrounding Raleigh to Raleigh. Folks cannot afford to live in Raleigh but need to maintain their employment in Raleigh. They should have a means to get into town from their affordable housing.
Comment on Regional vs Local	these complement each other -- they should be developed in tandem
Comment on Regional vs Local	Vulnerable populations during covid and pre-covid coming from Zebulon must catch bus once and day and return at end of day. And where are these stops? Are they near critical resources. Need easy access for better connection to broader employment and critical needs.
Comment on Regional vs Local	Both are important, but regional focus is more important while it can be planned ahead of time.
Comment on Regional vs Local	Regional connectivity adds a basic capability that is available at some price. Additional services inside a town add convenience for the residents. As an infrequent rider, I favor enhanced capability. However, since I'm not paying the price, I have limited standing to impose hardship on those who are.
Comment on Regional vs Local	Local service should be the priority for the near term. Local service is far more likely to serve riders who rely on transit to get to jobs/services. Regional service has largely moved to WFH/online.
Comment on Regional vs Local	The buses are already severely under-used, cut service all around! Stop wasting our tax dollars!!
Comment on Regional vs Local	Increase service in town
Comment on Regional vs Local	Local service should be reimagined beyond the spokes on a wheel. There should be multiple hubs throughout Raleigh, durham, etc.
Comment on Regional vs Local	Prefer regional express routes between municipal hubs and then more services branching out from hubs
Comment on Regional vs Local	Yes
Comment on Regional vs Local	Again you need both of these not either or.