

ANNUAL PROGRESS REPORT

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# WAKE COUNTY TRANSIT PLAN

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July 1, 2017 - June 30, 2018

# WAKE COUNTY PROGRESS REPORT



Wake County has more than a million residents, and that number grows by more than 60 people a day. In 2016, Wake County voters approved a half-cent transit-designated sales tax to invest in the Wake Transit Plan. By 2027, the plan will triple countywide bus service, increase the number of routes running every 15 minutes or less and add bus rapid transit and commuter rail systems. In fiscal year 2018, the revenue stream, which includes the half-cent sales tax and new vehicle registration fees, provided \$98,841,063 to the Wake Transit Plan.

In fiscal year 2018, local transit service improvements occurred in the urban cores of Raleigh and Cary. Rural portions of Wake County received increased service opportunities through provisions with GoWake Access. Regional transit service improvements were made throughout Wake County to lay the foundation for connecting all communities with regional public transportation in the next couple of years.

A major planning study was begun to address short- and long-term plans for fixed-route bus services, as well as coordinated human service transportation throughout Wake County. Partner agencies and stakeholders began initial planning to study specific corridor details related to the bus rapid transit and commuter train transit components of the Wake Transit Plan. Other Wake County municipalities or jurisdictions outside Raleigh and Cary also convened to develop a program-management plan that would allow Wake Transit Tax District funds to be used for localized public transportation solutions in and around each area. To implement the operating and capital projects that these major studies will recommend, Wake Transit partner agencies have hired adequate personnel to manage the work. An important part of the Wake Transit Plan is communicating updates and soliciting feedback from the public. In FY18, the transit agencies engaged more than 2,800 people at more than 60 events and assessed more than 3,200 survey responses and nearly 1,300 comments. To view the Wake Transit Plan, visit [goforwardnc.org/county/wake-county/about/](http://goforwardnc.org/county/wake-county/about/).

## LONG-RANGE GOALS

- **Connect the region.**
- **Connect all Wake County communities.**
- **Create frequent, reliable urban mobility.**
- **Enhance access to transit.**

# FISCAL YEAR 2018 ACCOMPLISHMENTS

## SERVICE IMPROVEMENTS IMPLEMENTED

### GOCARY

- Expanded weekday and Saturday service on four routes (Routes 3, 4, 5 and 6) from every 60 minutes to every 30 minutes.
- Added Sunday service on all six GoCary routes, resulting in 10,672 trips.

### GORALEIGH

- Added Sunday service to all routes, increasing service from 6 a.m. to 10 p.m. Since the change, Sunday ridership has grown by 78 percent, from 169,339 in fiscal year 2017 to 301,587 in fiscal year 2018.
- Increased frequency to the system's Route 7 that serves southern Raleigh to every 15 minutes all day. This service change resulted in a 9 percent ridership increase from 338,435 in fiscal year 2017 to 369,617 in fiscal year 2018.

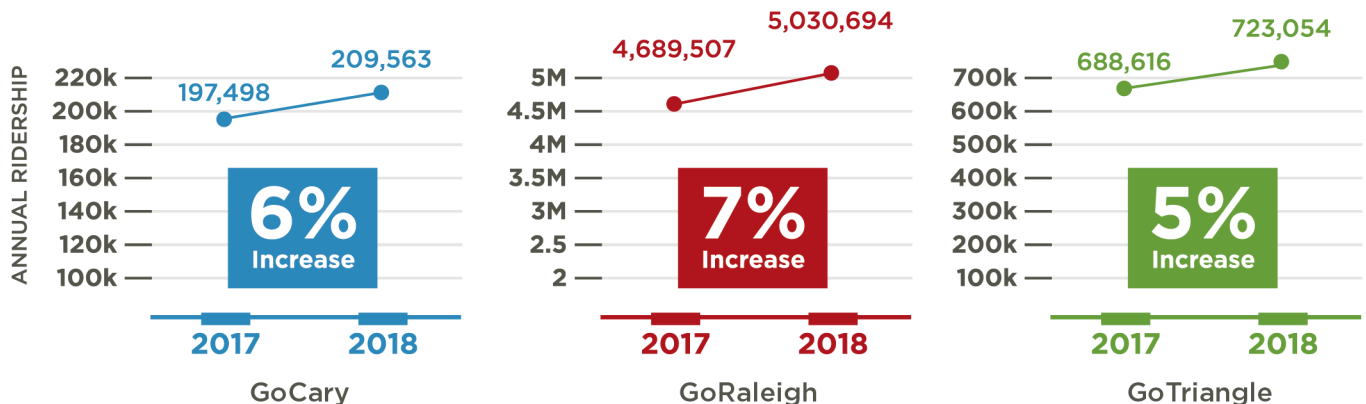
### GOTRIANGLE

- Added half-hour service Monday to Saturday until 7 p.m. on Route 100 (GoRaleigh Station-RDU International Airport-Regional Transit Center). This service change resulted in an 8 percent ridership increase from 155,201 in fiscal year 2017 to 167,381 in fiscal year 2018.
- Added half-hour service Monday to Saturday until 7 p.m. and added hourly night and Sunday service on Route 300 (GoRaleigh Station-Cary Depot). This service change resulted in a 26 percent ridership increase from 105,839 in fiscal year 2017 to 133,419 in fiscal year 2018.
- Continued Fuquay-Varina Express (FRX) service to GoRaleigh Station previously funded by NCDOT. Serving two park-and-ride lots in Fuquay-Varina, the FRX provides weekday commuters the option of three trips to Raleigh in the morning and three trips to Fuquay-Varina in the afternoon.

### GOWAKE ACCESS

- Provided an additional 6,010 revenue hours of service, which added 6,964 trips for the rural residents

## FISCAL YEAR 2018 RIDERSHIP IMPROVEMENTS



FY18 INCREASE IN REVENUE HOURS SUPPORTED BY WAKE COUNTY TRANSIT PLAN INVESTMENT



**26,502**  
TOTAL INCREASE IN REVENUE HOURS OF FIXED-ROUTE BUS SERVICE

↑  
**4,380**  
GoCary

↑  
**16,071**  
GoRaleigh

↑  
**6,051**  
GoTriangle

### CAPITAL PROJECTS IMPLEMENTED

#### GO CARY

- Partnered with the towns of Apex and Morrisville to conduct the Western Wake Comprehensive Operations Analysis, which included a full market and service analysis of western Wake County and the GoCary system, with recommendations for short- and mid-term service improvements to be implemented in fiscal year 2019.

#### GO RALEIGH

- Procured 17 compressed natural gas buses that were put into service in September 2018.
- Completed planning and development for the Poole Road Park-and-Ride project, which is slated to begin construction in spring 2019.
- Completed planning and development for the CNG fueling station at the GoRaleigh maintenance facility, which will be completed in January 2019.
- Started process of planning and designing 60-plus bus stop locations in preparation for new service changes.
- Identified 60-plus more bus stop locations for inclusion in current street projects under development such as sidewalk projects and major arterial projects.

### PLANNING PROJECTS INITIATED

#### GO RALEIGH

- To support and guide projects fueled by the Wake Transit Plan, Raleigh hired a senior planner to work on the Major Investment Study and bus rapid transit project.
- Raleigh Downtown Transportation Plan (in partnership with CAMPO, GoTriangle and NCDOT) completed a draft of existing and system inventory report.

## FISCAL YEAR 2019 NEXT STEPS

### SERVICE IMPROVEMENTS

#### GOCARY

- Begin operating Route 7, which will serve Weston Parkway, Park West Village and downtown Cary.
- Implement systemwide service improvements identified by the Western Wake Comprehensive Operations Analysis.

#### GORALEIGH

- Add service in northwest and southeast Raleigh in winter 2019 and assess route performance.

#### GOTRIANGLE

- Add peak-period trips on Route DRX (Durham-Raleigh Express) to bring frequency to every 15 to 20 minutes during the highest-use portions of the day.
- Add service on Route CRX (Chapel Hill-Raleigh Express) to improve reliability.
- Extend Sunday service on GoTriangle core Routes 100 and 300 until 9 p.m.
- Launch a holiday calendar with service on five additional holidays. GoTriangle will provide service on all holidays except Christmas Day and Thanksgiving Day.

#### GOWAKE ACCESS

- Provide additional demand-response rural trips in areas of the county not served by existing fixed-route transit service and for Wake County residents eligible based on age or disability. These trips will build on initial service expansion implemented in fiscal year 2018.
- Add four full-time customer service representatives to help reduce the call wait time and increase service levels for customers. The Wake County Human Services Department, which implements the GoWake Access across the county, requested additional resources to meet the demand of the Wake County/GoWake Access call center. The center receives more than 37,500 calls monthly from residents trying to schedule transportation, make transportation inquiries or file formal commendations or complaints.

### CAPITAL PROJECTS

#### GOCARY

- Build bus stops for new, expanded and modified routes.
- Begin work on the downtown Cary Multimodal Center Feasibility Study.
- Procure professional design services for the GoCary Bus Operations and Maintenance Facility.

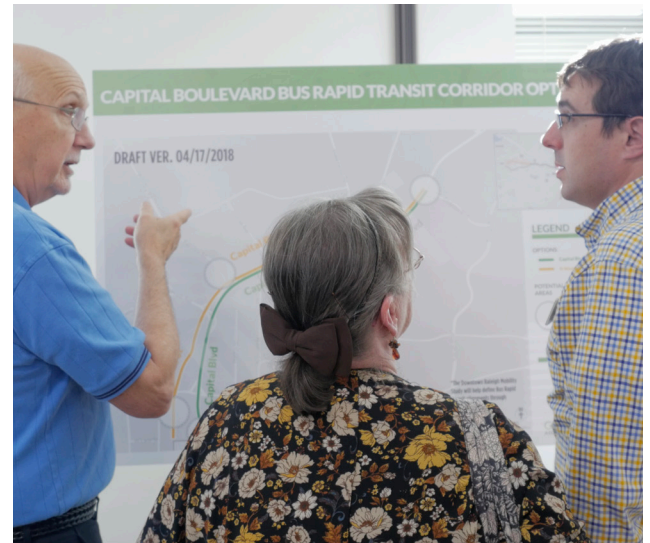
#### GORALEIGH

- Issue purchase orders for 21 expansion or replacement CNG buses to continue integration of alternatively fueled vehicles into the fleet.
- Start building Poole Road park-and-ride lot, which is anticipated to be complete in spring 2019.
- Finish building the CNG fueling station at the GoRaleigh Maintenance Facility.

- Begin construction on about 20 ADA bus stops with shelters and benches.
- Plan and develop East Raleigh Transit Center.
- Plan and develop shared GoRaleigh Access and GoWake Access operations and maintenance facility.
- Lead the BRT project, with project development of multiple corridors to be submitted in winter 2019.
- Continue developing the Raleigh Downtown Transportation Plan (in partnership with CAMPO, GoTriangle and NCDOT).

## GOTRIANGLE

- Plan and coordinate feasibility studies for park-and-ride locations in Wake County.
- Perform Regional Transit Center feasibility study.
- Perform viability study for suggested Bus Operations and Maintenance Facility improvements.
- Begin designs for selected bus stops.



# FY18 WAKE COUNTY REVENUES & EXPENDITURES

