

ATTACHMENT B

Fiscal Year 2020 Draft Wake Transit Work Plan Outreach Summary

Each year, the Transit Planning Advisory Committee votes whether to recommend the annual Wake Transit Work Plan to both the NC Capital Area Metropolitan Planning Organization Executive Board and the GoTriangle Board of Trustees for their approval.

The Fiscal Year 2020 (FY20) draft Wake Transit Work Plan builds on the services implemented in FY19 by balancing the careful use of taxpayer dollars with thoughtful transit improvements and by allocating money toward project-level studies and the next steps of major capital investments such as the commuter rail and bus rapid transit projects.

Our Approach

To promote awareness of the proposed investments in the FY20 draft Wake Transit Work Plan, the Public Engagement team developed an authentic approach to public outreach and communications. The goals of our outreach efforts were to:

- To promote awareness of the FY20 draft Wake Transit Work Plan.
- To educate the public on upcoming service improvements and planned capital investments.
- To actively engage the community in the public input and decision-making process.

Our team accomplished these goals by using a mixed-method approach including [presentations](#), [pop-ups](#) and [communication strategies](#) such as social media posts, email blasts and website updates. With our services continuing to expand and reach more communities, our team placed a strong emphasis on engaging each municipality through our outreach efforts.

To effectively engage each municipality and highlight the wide range of transit improvements, our team coordinated with TPAC representatives to ensure that we conducted the level of outreach best suited for their communities given the level and detail of proposed service changes in their areas. Our team also engaged the GoTriangle Transit Advisory Committee members, both individually and through their officers, to promote awareness of the work plan.

In an effort to maintain our commitment to equity and inclusion, our team leveraged existing relationships with Spanish-speaking media outlets and community groups to ensure that the information shared was culturally competent and reached a diverse audience. By using our ongoing relationships with municipality representatives, community organizations and members of the TAC and PE&C Subcommittee, we hope to engage the community in meaningful and authentic ways that increase support and enthusiasm for transit in the Triangle!

Timeline

The Public Engagement team conducted work plan outreach efforts starting [Feb. 1, 2019](#), until the end of the public comment period on [March 8, 2019](#). Following the end of the public comment period, [our team will continue to engage the community on the work plan until its approval in June 2019](#).

Outreach Snapshot

Together, in collaboration with municipality representatives, community facilities and organizations, we were able to engage the community in a meaningful and authentic way! Collectively there were:

- 14 communication pushes
- 14 pop-up events
- 11 presentations
- 74 comments collected
- 2,409 people engaged

Below you will find more detail information regarding communications, pop-ups, presentations and comments collected.

A Closer Look: Communications

Communications outreach consisted of social media posts, email blasts to stakeholder groups and website updates. We conducted 14 major communications pushes with 7,588 impressions and 1,953 engagements. The table below summarizes all communications efforts:

Description	Date	Agencies	Impressions	Engagements
Content Added to GoForward Site: <ul style="list-style-type: none"> • FY20 Draft Wake Transit Work Plan • FY20 Work Plan Handout • Wake Transit Factsheet • FY20 Work Plan Presentation • Comment Box • News Release 	1/31/19	GoTriangle	-	1,408
Draft Plan Emailed to GoForward Wake Subscribers	2/1/19	GoTriangle	465	194
Draft Plan Emailed to Wake County Elected Officials	2/1/19	GoTriangle	19	10
Draft Plan Emailed to GoTriangle Board Members	2/1/19	GoTriangle	13	5
Draft Plan Emailed to Wake County Community Contacts	2/1/19	GoTriangle	54	20
Draft Plan Emailed to Transit Advisory Committee	2/1/19	GoTriangle	34	6
Draft Plan Emailed to Transit Planning Advisory Committee	2/1/19	GoTriangle	22	-
Work Plan Post (Facebook)	2/4/19	GoRaleigh	1,428	40
Work Plan Post (Facebook)	2/14/19	GoRaleigh	560	54
Public Comment Period Event Post (Facebook)	-	GoRaleigh	58	2
Rolesville Event Posted (Facebook)	-	GoRaleigh	205	2
Public Comment Period Post (Twitter)	2/11/19	GoRaleigh	951	7
Rolesville Event Post (Twitter)	3/4/19	GoRaleigh	379	5
Wake Transit Posts (Twitter)	2/1 - 3/8	GoTriangle	3,400	200
TOTAL			7,588	1,953

A Closer Look: Pop-Ups

Pop-ups consisted of setting up a table at community facilities, festivals or other community events to distribute information on the work plan. We conducted **14** pop-ups and reached **276 people**. The table below summarizes all pop-up efforts:

Description	Date	Time	# Reached
Knightdale Cupid Run 5k	2/9/19	7:30 – 10 a.m.	80
Garner Southeast Regional Library	2/11/19	3 – 5 p.m.	20
Regional Transit Center	2/13/19	10 – noon	15
NC State Hillsborough Street	2/13/19	3:30 – 6:15 p.m.	15
Eva Perry Regional Library (Apex)	2/14/19	3:30 – 4:30 p.m.	15
Wendell Community Library (Info Drop Off)	2/20/19	4 – 4:30 p.m.	10
Zebulon Community Library (Info Drop Off)	2/20/19	4:30 – 5 p.m.	10
Holly Springs W.E. Hunt Recreation Center	2/22/19	10 – 11 a.m.	16
Cedar Fork Community Center - Morrisville	2/25/19	8:30 – 9:45 a.m.	15
Wake Tech RTP Campus	2/25/19	10 a.m. – noon	30
Transit and Treats	2/27/19	11 a.m. – noon	14
Wake Forest Community Library	2/28/19	3 – 4:30 p.m.	21
Rolesville Board Chambers	3/4/19	4 – 6 p.m.	5
Transit and Treats	3/7/19	11 a.m. – noon	10
TOTAL			276

A Closer Look: Presentations

Presentations consisted of sharing information with stakeholder groups using the approved FY20 work plan presentation. We conducted **11** presentations and reached **180 people**. The table below summarizes all presentations efforts:

Description	Date	Time	# Reached
Southeast Raleigh Promise	2/5/19	2 – 2:30 p.m.	2
New Bern Avenue Corridor Alliance	2/14/19	8:30 – 10 a.m.	20
Southern Coalition for Social Justice	2/15/19	10 – 10:30 a.m.	2
WakeUp Wake County CAFT Meeting	2/18/19	Noon – 1:30 p.m.	6
West CAC Meeting	2/19/19	6 – 8 p.m.	30
GoTriangle Transit Advisory Committee Meeting	2/20/19	4 – 6 p.m.	15
Knightdale Town Council Meeting	2/20/19	7 – 8 p.m.	40
Habitat for Humanity Wake County	2/21/19	9 – 10 a.m.	10
Crosby-Garfield Resident's Advisory Group	2/21/19	6 – 8 p.m.	12
Fuquay Town Council Wake Up Breakfast	2/22/19	8 – 9 a.m.	25
WakeUp Wake County – WakeUp After 5	2/27/19	6 – 8 p.m.	18
TOTAL			180

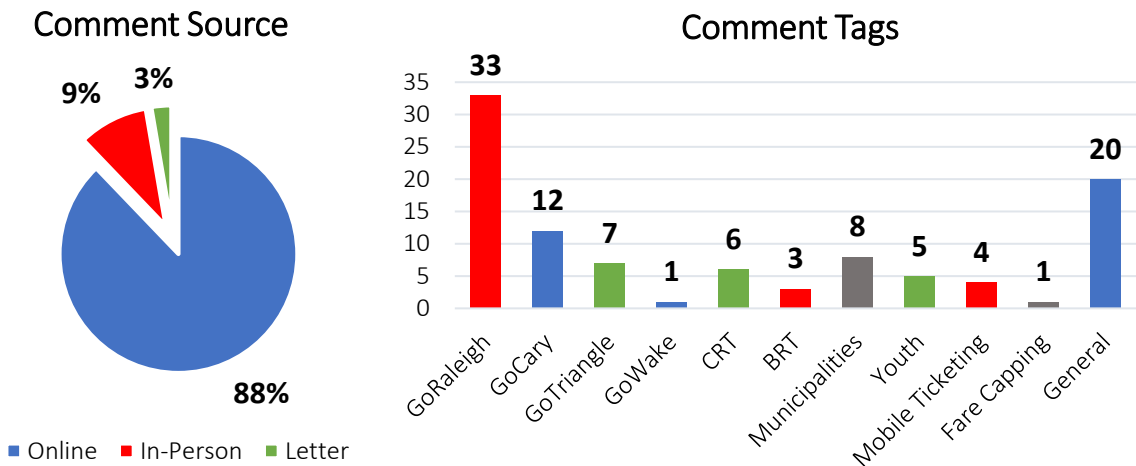
A Closer Look: Comments

The public had the opportunity to submit comments on the work plan in three ways:

- **Online:** At GoForwardNC.org/WakeTransit.
- **In person:** At any presentation or pop-up event until **March 8, 2019**.

- **Via a community group:** We collaborated with community groups (for example, Habitat for Humanity) to collect comments submitted on behalf of their organizations and the populations they serve.

As of **March 8**, we had received **74 comments**: **65** comments were submitted online, **seven** in-person and **two** through a formal letter. Majority of the comments (**33**) mentioned GoRaleigh services. Below is a snapshot of comment sources and tags and a list of common themes:



Support for transit investments

- 18 comments mentioned support for transit investments such as commuter rail and mobile ticketing.
- There was also a lot of mentions of how service had been extended to outer municipalities (Garner, Wendell, Rolesville, etc.), as well as the new park and ride.

Timeline

- Five comments indicated that implementing improvements is taking too long.

Connections/Timing

- There were a few comments about making sure that certain routes (9/27/26/20/36) have strong connections to other regional routes.
- Comments were also submitted asking that planners consider the timing of all routes that come to one specific stop so that connections are seamless.
- A few criticized the buses for currently being inconsistent (arriving too early or not at all).

Express Routes

- HSX: two comments in support; both want to know specific stops along the route
- NRX: glad it's happening, but expressed concern for being able to make necessary connections

Other Feedback

- All routes should run late so people can get home even if they live off non-main routes.
- Glenwood Avenue corridor was mentioned five times as needing improvement.
- Service to unincorporated system parts of Wake County was a topic.
- A few comments were about how it is a waste of taxpayer money.

Date	Comment	Name	Email	Phone	Tags	Source
2/1/2019 11:54	So we're starting a lot of new routes, which is awesome, but since a lot of this is new, I think it's unrealistic to expect that everything in the plan will get it perfect right out of the gate. So I think there needs to be a bit of the "throw a bunch of stuff against the wall and see what sticks" approach, I just want you all to be sure that there's a good process for this, and that the expectation is set with stakeholders and the public that things might shift around a bit for the first year or two.	Owen Evans	opevans@gmail.com		General	Online Survey
2/1/2019 12:34	The Route 310 is a welcome change- thanks! Glad to see it. I am a little concerned how this route will be affected by congestion. I do like that it is planned to use Weston Parkway and the new McCrimmon Parkway extension. Please carefully consider the route (do test runs, etc) through the Airport Boulevard/Perimeter Park/Watkins Road/Carrington Mill area to find the way to navigate this maelstrom with as little congestion as possible.	Owen Evans	opevans@gmail.com		GoCary	Online Survey
2/1/2019 15:09	I'm very excited about all of this, especially the mobile ticketing and increased service to my office via the 310! I'm also in full support of the enhanced transfer points, as I believe they will be key to increasing awareness and comfort of our bus system, which will, in turn, increase ridership. My one concern, however, is that I will be unable to utilize the NRX until it has a halfway stop on I-540. It is impractical for me to drive east to Triangle Town Center when it doesn't take much longer for me to drive straight west to RTP. I would be thrilled to see a temporary park-and-ride being implemented at a preexisting parking lot until the Creedmoor/Falls of Neuse lot is complete. If this does not happen, then unfortunately commuting via transit will not be a viable option for me once the 201 is eliminated. Thank you for all your hard work! I'm thrilled to see the Triangle region taking major strides toward making transit a viable alternative for a majority of its residents!		colbyd3@gmail.com		GoRaleigh, GoTriangle	Online Survey
2/4/2019 10:29	I am very excited to see Project #TC002-K which will move our FRX park & ride from the Hilltop Shopping Center to Wake Tech's campus. This will give the FRX riders more frequency options and provide a public transit option for our students and professors that live in Fuquay-Varina and work at Wake Tech. It is very encouraging that the feedback provided on your surveys and public comment mailings resulted in this improvement!	Kathy Cox	kathryn.cox@raleighnc.gov		GoRaleigh	Online Survey
2/4/2019 14:50	Great to see the FRX will finally stop at Wake Tech. When can we expect to FRX bus to begin stopping at Wake Tech?				GoRaleigh	Online Survey
2/4/2019 17:21	The new Route NRX should have it's park and ride at I-540 and Creedmoor Road, and Route 36 should be extended to the park and ride during peak hours to allow additional connectivity. Currently the 201 connects with 36 at Creedmoor and Millbrook. Since 201 is being eliminated, this will restore the connection.	Gerry Cohen	ger.cohen@gmail.com		GoTriangle	Online Survey
2/4/2019 21:52	I believe the new NRX route is certainly a step in the right direction, and it appears the first phase was intended to be revenue neutral, but I hope we can increase the frequency and service span in the coming years. With the proposed limited schedule, I believe it will be hard for a lot of people to rely on the service being available to make it a full time option. With the increasing number of routes converging at Triangle Town Center, providing higher frequency, even if it's only during peak would make this a much more attractive alternative. Very excited about the Garner service and the ability to pay using smart phone!	Joe Caruso	ucf2011@gmail.com		GoTriangle	Online Survey
2/5/2019 2:39	Hoping that the 20 will have a strong connection with the 7/7L so that the neighborhoods just south of Raleigh can eliminate the car for trips southward. When will the map of proposed routing be available? Also incredibly excited for mobile payment options. Will this allow you to purchase only day passes or also monthly / annual passes as well? Would be great to have the option of paying for multiple rides, or monthly passes upfront and conveniently using phone to pay and auto-renew. Really looking forward to not juggling change as I get on the bus with multiple kids.	Jenn Truman	peelerjennifer@gmail.com		youth, outer municipalities, GoRaleigh	Online Survey
2/5/2019 23:54	I especially like the idea of fare-capping and improved signage/bus stop amenities, since it will help to make bus use more convenient. However, given how unreliable the bus trackers can be with Transloc, I'm concerned about how limited the platform for a mobile ticketing system may be. Please consider making the infrastructure for such a system (like Masabi, Hopthru, or even something open-source), so that passengers can choose the best platform for themselves.				Fare Capping, Mobile Ticketing	Online Survey
2/7/2019 10:38	Waste of taxpayer money to see a big bus 99% of the time empty. Smaller maybe a 20 passenger would be more cost effective				General	Online Survey

	<p>Mobile Ticketing -- my biggest frustrations with transit have been situations involving fare payment. I'm excited that the region is now looking at mobile fare payment. In my own situation, I've gotten error messages from using my card, and I was told at the GoRaleigh Station that I had to replace the card at RTC, which is a ridiculous request. Luckily I work nearby the RTC, but otherwise, it's a huge pain. I also have to turn in the pass and not get a replacement for SEVERAL days -- its very outdated and slow. Since this has happened to me 2-3 times, I'm sure it happens with many other people as well. Furthermore, I was just on the bus the other day, and someone forgot their wallet so they were given a courtesy pass (but they were using their smartphone!). In other situations, I've seen plenty of times when the farebox was not working, so a lot of revenue is lost from the outdated fare systems. The sooner you implement mobile ticketing, the quicker you will improve the rider experience.</p> <p>Electric buses -- electric buses are the future (and the present), so all of the local agencies need to make a bigger push for electric buses. Occasionally I will bike to the GoRaleigh station, and the worst thing is to get stuck next to a bus due to the exhaust, as much as I love and support transit. I've also read that electric buses have lower fuel and maintenance costs compared to conventional buses, which balances out the additional upfront costs. Electric bus companies, such as Proterra, also have interesting financing models by leasing the battery over time (instead of incurring the additional cost upfront). I'd like to see the local agencies commit to 100% electric fleet by a certain date (2030?). LA Metro has a goal to reach 100% electric fleet by 2030, and numerous other agencies have made commitments as well. I see many of the line items say "Purchase 40-Foot Diesel, Compressed Natural Gas, or Electric Buses" - we absolutely should not buy diesel buses, which are the worst. CNG comes in second place, but we need to research and strongly consider electric buses. It's inevitable for the electrification of the transportation sector due to climate change, so we need to implement electric buses today, not the next go around in 10+ years. Or else, we'll be stuck with outdated buses within a few years. Look at the cost curve of batteries and electric buses -- do the research and make the right decision to push for only electric buses. Furthermore, Congress has introduced bills in Congress to put a price on carbon, which will make fossil fuels more expensive over time. The passage of legislation is uncertain at the time, but a price on carbon is inevitable in the next few years to address emissions. Therefore, you should consider the increasing fossil fuel prices for diesel and CNG as a risk over the next decade as a part of your cost analysis.</p> <p>Thank you for your hard work, and thanks for your consideration.</p>						
2/7/2019 12:48	Stuart	Stuart Powell	swpowell89@gmail.com			Mobile Ticketing, General	Online Survey
2/8/2019 9:23	I'm very encouraged by the idea of mobile pay. I think that and/or either a solution that would allow me to refill my smart card using an online system instead of struggling to do it in between transfers at Moore square would dramatically increase the quality of my planning and riding activities. The commuter rail line is much needed. I used Amtrak's Piedmont to commute from Raleigh to NCCU, the seamless connection to busses in Durham was great. I'm curious as to why service to North Raleigh isn't a priority. That Durant Road-downtown leg was always the slowest part of my commute, required getting up insanely early to catch the train.	Audrey Bryson	audreyrbryson@gmail.com			Mobile Ticketing, General	Online Survey
2/8/2019 9:52			trowerjoshua@gmail.com			CRT, GoRaleigh	Online Survey
2/8/2019 18:19	All day service should be provided from Fuquay-Varina to Raleigh and Fuquay-Varina should be added to the Holly Springs Express.	Stephen Kish	skish2012@yahoo.com	19192854140		GoCary, GoRaleigh	Online Survey
2/9/2019 21:33	As a provider of public transportation, I find the Wake bus system lacking on a large scale. As a "senior" client, I am mostly home bound, because GoWake/Raleigh doesn't provide me with the means to travel beyond a certain boundary on public transportation. When I investigate what bus(s) I would need to travel, the travel time can amount to over an hour or more, and/or leave me walking 15 or more minutes to my destination. This is so cruel! My legs aren't those of a twenty year old! Bus shelters or benches are not provided for "seniors" to sit when waiting on a bus. There are locations where there is a shelter on one side of street and not on other; therefore one is forced to stand out in the elements (rain or hot sun). I am restricted to where I can live because there is no bus transportation in certain areas around Raleigh. I cannot volunteer in certain areas due to lack of buses in that area. I cannot depend on the Go Wake Access system to be consistent in getting me to my destination, picking me up or even being able to schedule a ride. I keep hearing about the push for a rail system in Raleigh. How about concentrating on upgrading the bus system first, to accommodate Raleigh residents to get to where they live or work! When I was in the corporate world, I couldn't get to a better paying job, because there was no bus transportation to that area! Raleigh may be on the radar for it's business and living accommodations, but it's transportation system leaves a lot to be desired! Color me frustrated and disappointed!		persnshopping@gmail.com			GoWake, GoRaleigh	Online Survey
2/11/2019 12:00	Is there going to a bus going on Timber Drive to the Food Lion where the McDonald's/Post Office is?					GoRaleigh	Paper Survey
2/11/2019 14:26	I have found the GoRaleigh Route 27 (Blue Ridge) to be very helpful. However, connections leave something to be desired. The bus seems to spend a lot of time just waiting on the side of the road near Macon Pond Road on Blue Ridge Road, but at the same time, the timing is off for connections with the 300 along Western Boulevard. Perhaps if Route 27 could lay over for another few minutes at Merendino Street then it would be able to connect with the 300 traveling in both directions.	Owen Evans	opevans@gmail.com			GoRaleigh	Online Survey
2/11/2019 14:27	The new NW Raleigh routes have made the transfer hub at Crabtree Valley Mall much more useful, however the 70X route needs work. I see that service on outer Glenwood is planned for overhaul in July 2023, but in the meantime can you please modify the 70x schedule so that it meets with the other routes that pulse from Crabtree every half hour? The odd mismatched departure times can make for very inconvenient travel.	Owen Evans	opevans@gmail.com			GoRaleigh	Online Survey
2/11/2019 14:34	I will continue to echo my previous comments that Route 26 should be modified slightly to serve Rex Hospital directly. If that means putting in a stoplight at the intersection of Edwards Mill Road and Macon Pond Road, then so be it. I would also love to see a way for this route to connect with the Regional network somehow, routes like the 100, 105, CRX, and DRX.	Owen Evans	opevans@gmail.com			GoRaleigh	Online Survey

2/11/2019 15:25	The new GoRaleigh Route 9 (Hillsborough Street) and the GoCary 9B (Buck Jones) and 9A (Trinity) should be a useful addition to the bus network around here. I would suggest that you consider making all the routes (9, 9A, 9B) run the same triangular loop along Blue Ridge, Western, and Hillsborough that the GoRaleigh 27 (Blue Ridge) does today. This will allow for better connections among all the routes in this area as well as more accessibility for the people and jobs in this part of the city.	Owen Evans	opevans@gmail.com		GoCary, GoRaleigh	Online Survey
2/11/2019 16:14	This web site is not secure. It should have an SSL cert if it has a freeform text field such as this. Also, the Transit Plan should include support for unincorporated areas of Wake County - we also pay these additional taxes and our two lanes roads are bearing the traffic brunt as the municipal areas around us grow.				General	Online Survey
2/11/2019 16:20	This is absolutely ridiculous how there will be yet again tax increase as well with a \$7 vehicle registration fee. We already pay so much in taxes to wake county and just in general. Also these buses ruin small towns and increase traffic congestion. For example my home Wake Forest, the bus system has ruined it completely.	Brandon Panameno			General	Online Survey
2/11/2019 17:53	Additional bus transit needed on Highway 55; it ends after Carpenter Fire Station Road before teaching Parkside Commons toward Durham. Without bus transit, residents must have vehicles to travel. All residents should have access to bus transit. Thank you.	Brenda Buchanon	silvergray49@hotmail.com		General	Online Survey
2/12/2019 8:32	One thought I had today while chasing the Capital 1807 bus that left Moore Station as 5 passengers leapt from an incoming bus and chased it half a block was how incredibly rude and dismissive that driver was. I sincerely hope that is not a company wide policy. I have witnessed many drivers who went out of their way to help passengers. This woman saw us running, then raised the bus at exactly 8:07 and stared at me as I ran in parallel to the front door for a good while. Personally I don't see that as a good way to encourage people to ride public transit.	Audrey Bryson	arbryso2@ncsu.edu		GoRaleigh	Online Survey
2/12/2019 13:50	Thank you for starting the youth gopass this year! This program needs to be scaled up to reach as many people as possible - what are outreach strategies for reaching more students? How are you ensuring all students have access to this incredibly valuable resource? I love the program! It shows how we value the future and desire to encourage youth to see the value of transit, use transit, and choose transit. Thank you!	Mary Sell	maryesell@gmail.com		youth	Online Survey
2/12/2019 14:47	Mobile ticketing is a must to roll out asap. What a great service but our market is way behind on starting that. There were a lot of kinks with the smart card techs with GoRaleigh - are these resolved if this is what will be used for the fare capping tech? What is being done to encourage the right land use around park and ride lots? Critical GoTriangle and GoRaleigh work with municipalities to find ways to encourage mixed use adjacent to these locations to encourage car-free mobility options. The enhanced transfer points are great! What will be done to let folks know about the wifi etc. Where can people see renderings of these shelters? I AM SO EXCITED ABOUT BRT. 50,000 seems really low (given other budget #'s) for the improvements at RDU. This is the very first impression folks have of our transit system - right now it's a stick on cement that 90% of people would miss, full of cars pulling in front of a bus (which gets peeved and honks aggressively at cars...). What are we doing to fix this? Since our market only has buses that serve the airport, we need to at least simulate the enhanced transfer point model (a la page 60 of plan) to create same experience at airport. We're spending \$300k+ on one bus stop on Hillsborough street (that's GREAT, we SHOULD) but only \$50k at the airport? Let's reassess! How are we working with employers in RTP on the roll out of a new regional transit center? Also - an express route is needed from downtown Apex directly to downtown Raleigh - no one wants to transfer and many people live in Apex and commute to Raleigh. This is a needed route. During the last round of public comment I tabled events at Red Hat and Citrix and had nearly half of the people that came up mention they were from Apex, and would love to take transit. Lost them completely when I told them they had to go through Cary to get to Raleigh.	Mary Sell	maryesell@gmail.com		outer municipalities, GoRaleigh, Mobile Ticketing, GoCary	Online Survey
2/12/2019 15:45	I'm excited to have a more feasible option to commute that doesn't require a car in BRT. While trains are great, BRT is an excellent alternative in our more sprawled areas and corridors and I'm excited that this was an option put on the table. The Youth Pass is excellent; when I was in school without a car I enjoyed cultural events in Raleigh and was a frequent user of the then-TTA to get me to things in Raleigh and Durham and back then found the system to be efficient.	Aaron	aaronzancaldwell@gmail.com		youth, BRT	Online Survey
2/13/2019 7:20	I recently started seeing buses for Route 17, Rock Quarry Rd route. Being from NYC, I couldn't understand the purpose, since it bypasses major points of interest along the route? Isn't the main purpose of a bus system is to assist people in gaining access to these points of interest? I was initially excited, since the new SE YMCA is being built, which would allow access for my children to attend after school without a need for a ride. Why does the bus not stop at this location? Are my children to take the bus and then walk another mile to get there? If it's on the same route, why not stop there? If you stop at SE High School, wouldn't it make sense to stop at the YMCA so students can participate in after school activities, or maybe gain employment? Other points that the bus passes is Walnut Creek Amphitheater and Barwell Rd Community Center, where many children often go to after school to participate in various sports. If it doesn't take the bus driver off the route, then why not add additional stops. If the bus system doesn't offer convenience, for particularly students who don't have a car, or the elderly, then what's the point? Is it expected that this population will still need to walk a considerable distance to be able to get to major points of interest? I really think stops need to be added to make it reasonable for the expense that is being proposed. Also, more stops, means more money. No one is going to take a bus to then have to walk an additional mile or two. At that point, it would be best to take an Uber!	Angela Martinez	Slippymartinez@gmail.com		GoRaleigh	Online Survey
2/13/2019 13:39	We need a circulator-style bus looping through Apex. Including downtown, shopping centers, parks, and other local destinations. Plus connecting to bus stops that go into Cary and Raleigh. Also really need more bus options for getting to the airport from outlying suburban areas.	Elizabeth Brunner	ebrunner@habitat.org		GoCary	Online Survey
2/14/2019 10:30	I would come to the Eva Perry Library presentation this afternoon, but for a prior engagement. Please add me to your mailing list.	John Buck	ltcjb@gmail.com		GoCary	Online Survey

2/14/2019 15:56	<p>I think that the 8-2-8-2 schedule that has been talked about for commuter rail is inadequate. While 8 half-hourly trains in the morning rush and 8 half-hourly trains in the afternoon rush may be adequate, the 2 hour gaps between trains in the mid day and evening periods are definitely not. At an absolute minimum, I would like to see hourly service during the mid day period and in the evenings. That addresses the fact that this is more of a regional rail system allowing movement within a unified metropolitan area rather than a conventional commuter rail line linking a suburban area with a monolithic CBD. If this means an extra passing siding or a third track is needed somewhere in the corridor then so be it.</p> <p>I would also suggest that the agency should go ahead and plan for eventually doubling the frequency even beyond that between Raleigh and Durham. Don't build it all initially, but figure out what would be needed, and leave room in the construction plans (so new tracks don't have to be moved when it is built.) The reason for this is that, in a scenario where a branch to Wake Forest is (eventually) built, the phase 1 portion of the line from Garner to Raleigh would then become a branch, and the portion from Raleigh to Durham would become a trunk, with double the frequency between Raleigh and Durham, with the trains alternating between the Garner and Wake Forest branches.</p>	Owen Evans	opevans@gmail.com		CRT, outer municipalities, GoRaleigh	Online Survey
2/15/2019 9:25	While there is extended service for Edward Mill and Blue Ridge, it looks like there was no attempt to coordinate planning with Crabtree Valley Mall to improve service in and around the mall or to significantly improve service along Glenwood to Downtown or out to Briar Creek. Given the NCDOT's recent cancellation of a project to help traffic in this area, it seems that this area is primed for more intense transit service to try to alleviate some of the ongoing problems.				GoRaleigh	Online Survey
2/15/2019 13:00	I love it! Do it faster.				General	Online Survey
2/15/2019 16:09	We need to connect the transit system to our greenway system - provide signage that let users know where the ped and bike paths are from bus stops - provide signage at greenways that let you know where bus stops are - and start putting more bus stops where greenway trails cross the streets.					
2/17/2019 12:06	And if any portion of the plan removes bike facilities from the city, the plan has to do more than just recommend new bike facilities. The BRT plan, as it is, will remove bike lanes from downtown. This plan MUST replace those facilities with facilities as good or better than what is being removed, not just give us paper promises.	Dwight Otwell	dwight.otwell@gmail.com		General, BRT	Online Survey
	I think this is a BIG waste of money!				General	Online Survey
2/18/2019 12:00	During the BOC February 11 work session, the board received an update on the Draft FY 2020 Wake Transit Work Plan and the Coordinated Human Services Transportation Plan.		Nicole.Kreiser@wakegov.com		General	Paper Survey
	Yesterday, at its February 18th meeting, the Board authorized this letter to be sent with its comments.					
2/20/2019 11:01	<p>Response to Wake County Board of Commissioners letter with comments:</p> <p>Among the detailed comments, I identified the following key requests:</p> <ul style="list-style-type: none"> - Provide a similar emphasis to the Youth GoPass for senior citizens with implementation of the fare strategy and marketing of transit services. - Provide a clearer plan and timeline for how the recommendations in the Coordinated Human Services Transportation Plan will be implemented. - Support seniors in navigating the fixed route network and demand response transportation options. - Present status and implementation timelines for the major capital investment projects (especially the Bus Rapid Transit and Commuter Rail) to the Board at a work session or future meeting. 	Test	shannon.cox@apexnc.org		youth, CRT, BRT	Paper Survey
2/20/2019 13:28	I am encouraged by the forward thinking plans presented in FY20 Wake Transit Plan. I am a passenger on teh FRX Express and am looking forward to the change in stop to Wake Tech It will enable me to either go into work or come home outside of the peak times and it's change we have been asking for, THANKS. I am also encouraged by the Holly Springs Apex Cary links for the future, and all the structural changes and new bus stops throughout the County.		paula.seldes@ic.nc.gov		outer municipalities, GoRaleigh, GoCary	Online Survey
2/22/2019 8:43	I am excited about this expansion of services including light rail!! I live in Cary and work at the WakeMed Raleigh campus. It is often a headache and nightmare to have to drive through Apex which is clogged with bumper-to-bumper traffic! I love the train, and frequently ride it to Charlotte. Would love to be able to park my car at the Cary train station and take a pleasant ride into downtown Raleigh!				municipalities, GoCary, GoRaleigh	Online Survey
2/22/2019 10:11	All connector buses should run late so that people are able to get home who lives along those routes and they can also connect with the main routes				General	Online Survey
2/22/2019 10:24	Quit using big heavy and expensive to maintain buses and augment with 10-12 passenger vans which will give flexibility to heavy and light routes. 2 vans if heavy and 1 if not. The cost of additional personnel is probably much less than maintenance and repair of the buses. Use buses more for major events				General	Online Survey
2/22/2019 10:33	Need more transportation to and from New Hill, Apex, Holly springs, Morrisville, and Raleigh. Also need more transportation to RDU				outer municipalities, GoCary	Online Survey
2/22/2019 16:47	Will the Rolesville to Triangle Town Center bus arrive in time to catch a bus to Downtown Raleigh Moore Square. The problem I have with the Wake Forest Express is that the every hour schedule isn't granular enough to ride to work especially in the evening.				GoRaleigh	Online Survey
2/22/2019 16:55	As a long-time resident of Rolesville, I am not a fan of public transit coming to town. It will tie up traffic, re-congest main street. People move to Rolesville to get away from the congestion and crime of Raleigh.				GoRaleigh	Online Survey

2/22/2019 20:33	I have paid hundreds (if not thousands) of dollars into this system, and while there are some benefits, I never see any in my town (Morrisville). I do hope that we will not see light rail - I don't think that it will work, especially as it will cut off traffic where there are still at grade crossings.				General	Online Survey
2/22/2019 22:58	I'm curious how Rolesville compares with its neighboring community of wake forest with respect to greenways and natural trails. The plan kept comparing us to all the small towns nearby, where 0.4 mi/1000 is the norm. What about the larger town that is our abutting neighbor? This is no longer the small town it once was. We need to aggressively improve our infrastructure, both in greenways and parks, and also in roadways. Roads need to be widened long before all the development arrives.				GoRaleigh	Online Survey
2/23/2019 10:37	It would make sense to have a train stop at Morrisville Carpenter Rd. since we will have a new library and downtown are at this location.				GoTriangle	Online Survey
	replaced. There are routes that run on the major north-south roads (Creedmoor, Six Forks, Falls of the Neuse), but the entire swath from Glenwood Ave./Brier Creek (limited service) to Capital Blvd. is massively underserved. Route 8 provided (infrequent) service between Downtown and Sanderson HS and Optimist Park, along with a Raleigh Housing Authority community (next to Sanderson) and a senior apartment community (across the street from Sanderson). Students, low income, and seniors - all populations that should have bus service. Route 8x connected the above to Stonehenge Shopping Center and Kmart. Some other neighborhoods were served, but it still was inadequate. I contacted CAT planning and suggested that 8x be extended. I pointed out that both The Cypress (senior housing) and American Institute of Health & Fitness (many doctors offices and a gym popular with seniors) could easily be served. The planner informed me that they expect people to be able to walk .4 miles to the bus. When I pointed out that these institutions were .5-.6 miles (with a substantial hill) from the nearest stop, and that potential riders were the elderly and people visiting doctors, she dismissed me and dropped communication. Then 8 was run straight up Six Forks, and 8x disappeared, leaving students, seniors and low income residents without a bus. Right after that came the irony of free bus passes for high school kids. Obviously, our bus planners didn't think Sanderson students wanted to ride a bus. The kind of service 8 and 8x provided needs to be restored, perhaps expanded in the North Hills area (residential, not the shopping district). I suspect similar service would be useful to the west of Creedmoor and east of Six Forks. In addition, there should be a new route that starts near Durant Park, serves WakeMed North and the nearby senior facilities, and then continues along Falls of the Neuse and Strickland Rds. at least to Creedmoor Rd. Small detours off Strickland would allow stops at the shopping centers and at The Cypress and AIHF. It would also provide service to several schools. I was amazed to see in the plan that a "transit center" will be created near the NH commercial center. What will it serve? Certainly nothing to the north of it! Not much to the south. Nothing for the North Hills community. Nothing behind Carroll MS or Quail Hollow. No apartment complexes on Lynn Rd. or Sandy Forks Rd. That will be an insult to the people in the unserved areas I've discussed. Please don't call it a "transit center". Maybe the "North Raleigh Bypass Center".					
2/23/2019 10:44	I moved here 40 years ago. I was told that CAT was for bringing low income people from Southeast to their jobs in North Raleigh. Now the low income people in North Raleigh can't get to their jobs. Other populations in North Raleigh, including students, the sick, and the elderly, are neglected. I am told by a longtime daily rider that since the buses have been "Go Raleigh", they are unreliable. They're late, which requires more time waiting in the elements. Or they're early, which is a much bigger problem because it leads to a missed bus and a possible hour long wait for the next bus. My rider friend was very frustrated.				youth, GoRaleigh	Online Survey
2/23/2019 16:18	Thank you for all the good work you do! Keep making it better!				GoRaleigh	Online Survey
2/23/2019 20:14	An all-day route to Knightdale is a great idea I highly support route 33 and I also wish we had more service to Wendell Good morning. I am writing to oppose the installation of a covered bus stop on the corner of Scotland Street and Lassiter Mill Road. The Scotland Street improvement project, which includes curb, gutter, and a sidewalk, was approved because there is an abundance of foot traffic, mainly school children, with no safe place to walk. When we attended the first public forum on the project we learned of the addition of this structure in the city's plan. This is a residential area with no businesses or apartments. In my 2&1/2 years here I have not personally witnessed anyone get on or off the bus at this stop. I inquired about the rider census and it was confirmed it is in the single digits. The response was that maybe a covered bus stop would increase that ridership. I firmly believe that it will not increase ridership and will only impede school children walking to their respective schools. I feel that the sight lines are such that this stop should actually be removed for safety and that any money spent would be a waste of taxpayer dollars.				GoRaleigh	Online Survey
2/25/2019 12:13	Thank you.				General	Online Survey
2/25/2019 14:53	I think this would be so beneficial to our community, it is much needed				General	Online Survey
2/26/2019 14:00	We need better, more competitive options, between Raleigh, the Airport, RTP and Durham YESTERDAY. If there is any way to advance dedicated BRT and the Triangle Bikeway along I-40, it's GAME TIME.		kristydactyl@gmail.com		GoTriangle	Online Survey
2/26/2019 14:05	As Wake County is growing, I can't say much for the transit system. This plan has been going on for far too long. I am from New York City and when I compare the transit system, there is no comparison. Having more bus routes will be effective to the community and will avoid less vehicular accidents. Let's get this up and running quickly.				General	Online Survey

2/27/2019 12:00	-Don't give up on light rail we need it!!! -Don't give up on regional/commuter rail as well. -1 or both should connect to the airport. -Recommend either a BRT or rail line down Glenwood, sorely needed. -Please host another public info/QA session.				CRT, GoRaleigh	Paper Survey
2/27/2019 13:22	Is there a way I can see the stops and route of the Holly Springs Express bus? When is this bus planned to start running?				GoCary	Online Survey
2/27/2019 14:42	There should be a route on 98 between downtown Durham and Wake Forest. Progress depends on accessible transport for everyone. The impact will have an "umbrella" effect on every facet of community life (i.e. environment, financial, and bridges the gap for community unity). Expanded and innovative services will be positive in every way. Take a look at other cities, Seattle WA especially.				GoTriangle	Online Survey
2/28/2019 12:00	As a Garner resident considering employment in RTP, and making frequent trips to RDU airport, NCSU Centennial campus, and downtown Raleigh, I am incredibly excited about the proposed mass transit improvements!				General	Paper Survey
2/28/2019 12:40	Allocate all new transportation funding to rail, and only allocate funds to roads for repairs and maintenance.				municipalities, GoRaleigh	Online Survey
3/1/2019 9:22	Please continue to fight for the light rail. This light rail system will provide mobility for people needing to travel between UNC, Duke, and NCCU. I ask that you consider the long term and see that successful completion of this project not only opens the door for alternative transportation methods in this focal area but also in the triangle area in general. This system could potentially be extended to RDU and the Research Triangle Park in the coming years to alleviate area congestion and create better mobility for everyone living here.				General	Online Survey
3/1/2019 10:23	I also don't see any kind of transit solution for the Glenwood avenue corridor, or a plan for the commuter rail. I would believe this to be more near term if the right of way is already in existence.				CRT, GoRaleigh	Online Survey
3/1/2019 13:34	What are the exact stops for the HSX?	AUdra	audra.killingsworth@apexn		GoCary	Paper Survey
3/2/2019 10:54	Saturday, March 2, 2019 I recently attended the Fuquay Varina Chamber Event held at the Triple Tavern and in response to the recent presenters. . . : I, personally, recommend to KEEP the current Food Lion Location at the Hill Top Crossing Shopping as a location for the GoForwardNC Transit as is. This location is WELL LITE, has AMPLE PARKING, has easy access to a CASH Point station, and is VERY CONVENIENT, for everyone especially when those 500 + Homes are built on the Wrenn Farm that was recently sold and current is an easy access within a 5 mile radius. I, personally - on the other hand, DO NOT RECOMMEND Wake Technical College as a Transit location. For the mere reasons of it BEING EXTREMELY CROWDED, NO PLACE TO PARK, the location you have picked is EXTREMELY DANGEROUS down near the wooded area, AND, it IS NOT CONVENIENTLY located! Please, take into consideration of your Senior Citizens and young children who will be using the Bus Transit even into the late evening hours! Have you even considered Winter Time? The latest figures show that by 2025, Wake County will have their main residents 50 years of age and older. Please keep your Senior Citizens and children as safe as possible. If you decide to continue on this course of moving from the Food Lion parking lot in the Hill Top Shopping area, and continue to pursue the Wake Tech lower end location, you will be doing your Senior Citizens an injustice. Safety should come FIRST and foremost! Oh, did I mention that the Hill Top Shopping area also has an EMS and Fire Station #2 located within a quarter mile? And moving this transit to Wake Tech will increase the time for the EMS and Fire Department (Station #2) to respond by as much as 10 to 15 minutes depending on the Traffic and time of day any given accident or medical assistance is needed? Thank you for allowing me to bring out some important points prior to your final decision in moving the current Hill Top location! Respectfully, Jeannette Y Ferrell, (a 65+ year resident of the Hill Top Community) 919-614-4569 JFerrell.4569@gmail.com				GoRaleigh	Online Survey
3/2/2019 11:36	Hello you need to have bus 311 also run on Saturday and Sunday and holidays.people that live in further rural areas should have the same options.as people who don't. These will help more commuters.thank you.				GoTriangle	Online Survey
3/4/2019 14:16	Excited to read about the plan and pending developments, especially the bus stop improvements. I am moving to a new apartment complex soon and will be able to access route 8. I used Google streetview to see where the bus stops are and there's an old bench sunk into the ground on one of them. I'm also wondering how safe it will be to cross the street. I look forward to using the system, as I enjoyed using transit previously. I would like to know more/see more about how these investments and potential benefits of increasing transit use are being communicated to the county's residents.				General	Online Survey

3/4/2019 20:37	<p>The description of Routes 20 and 20L is very confusing. The Wake Bus Plan explains in more detail that the two routes are interlined with one another, but it doesn't seem sensible to design a route in a way that it will change numbers in the middle of most passengers' trips. The work plan also leaves ambiguity about the operation of the loop: will it run clockwise, counter-clockwise, or alternating directions? And if it alternates directions, how will passengers at GoRaleigh Station know whether the Route 20 they are about to board will travel clockwise or counter-clockwise when it reaches Garner?</p> <p>If the route is intended to run the same direction around the loop on all trips, I would recommend merging the route to become just Route 20. If the route is intended to alternate directions on each trip, I would suggest relabeling the route as two routes, 20A and 20B. The two routes would share the "trunk" segment in common to Garner Rd at Vandora Springs Rd, but from there, Route 20A would serve 7th Ave, Aversboro Rd, and Timber Dr, while Route 20B would serve Garner Rd. Both routes would end at White Oak, but it would be possible to interline them there - 20A becomes 20B, and 20B becomes 20A, to still operate as a loop even though the routes are described as bidirectional lines. This operational scheme is described by Jarrett Walker here: https://humantransit.org/2010/12/basics-some-tools-for-small-cities.html</p> <p>(An alternate proposal would be to run the route only on 7th Ave, Aversboro Rd, and Timber Dr for now, and add Garner Rd later when Route 20 is upgraded to half-hourly frequency. Rather than providing one-way service or bihourly service on both sides of the railroad tracks, this would provide hourly bidirectional service to the side of the tracks with more transit-supportive destinations.)</p>				outer municipalities, GoRaleigh	Online Survey
3/7/2019 8:34	<p>Super excited to get commuter bus service to Holly Springs, but somewhat concerned about the potential travel times with not having any direct routes to what I consider the major employment or commuting areas (downtown Raleigh, RTP, and NC State). It'd be nice to see some estimated travel times to these destinations taking into account connections needed. If travel times exceed 1 hour my gut feeling is most commuters would just continue to commute via car.</p>				CRT	Online Survey
3/8/2019 9:42	<p>I object strongly to eliminating the KRX express bus between Knightdale and Raleigh. While I appreciate increasing the frequency of service in Knightdale to hourly, doing this by creating another transfer is not acceptable. Transfers are a consistent failure point in our system and, with increasing traffic, there's little reason to believe that will change. I travel between Knightdale and NC State University using the KRX; transferring is completely unreliable and results in long waits. I solve this by avoiding the transfer -- I take my bicycle between downtown and NC State. The proposed change would create a transfer between downtown and Knightdale and I'm confident I'd be stranded frequently for an hour at WalMart by missed transfers on the way home. Honestly, I'd stop riding because this change will increase travel time to well over an hour for a 10mile trip that takes 20minutes to drive. FYI, this is systemic problem in the transit plan shortening routes and creating more failure-prone transfer points.</p> <p>As a long-time KRX rider, I can tell you that nobody during rush hours wants to go to WalMart. They want to go to and from downtown (or beyond) as quickly as possible. The solution I propose is to run the KRX for 2 or 3 hours in the morning and afternoon to serve commuters, much as it does now. Then run local service during the rest of the day. This seems unlikely to cause problems for passengers during morning hours, but I could see people wanting local service during the 4P-6P hours. So perhaps during those hours both express and local service run, or the local service is extended to run express between WalMart and downtown between 4P and 6P (this could also work in the morning). There are solutions that do not introduce transfers and I urge you to explore and implement them.</p> <p>I'm happy to talk to anyone at any time about this. For a phone call, please send me an email first and we'll make an appointment to speak; I'm also willing to meet with people.</p> <p>Thank you, george hess bikestrong@gmail.com</p>				GoRaleigh	Online Survey
3/8/2019 10:07	<p>bus service is from rolesville to six forks is needed</p>		mark.powers@mindspring.com		GoRaleigh	Paper Survey
3/8/2019 14:34	<p>Put bus shelters in Cary NC also and all over wake county.</p>				GoCary	Online Survey
3/8/2019 16:40	<p>I work near Triangle Town Center but live in Rolesville. If I could take a bus to and from work everyday, I would! It would save me money and be better for the environment. I'm very interested in prospect of an express bus service coming to Rolesville in the near future!</p>				GoRaleigh	Online Survey
3/8/2019 17:29	<p>I support the new service to holly springs and the proposed downtown bus stop.</p>				GoCary	Online Survey

March 1, 2019

Dear GoTriangle and GoRaleigh,

Thank you for the opportunity to provide input on Wake Transit's FY2020 work plan. As you know, Habitat Wake partners with the community to provide affordable homeownership opportunities in Wake and Johnston Counties.

For families who are struggling with housing affordability, transportation costs can be a substantial additional expense. Together, housing and transportation account for the largest percentage of the average household's budget. Access to reliable public transit reduces these costs and helps enable economic mobility for the families Habitat Wake serves. Thank you for your efforts to extend transportation options to all communities in Wake County.

After reviewing the draft 2020 work plan, we respectfully submit the following comments:

- We strongly support the proposed changes to the GoRaleigh 20 Garner route that moves bus service from Hammond Road to Garner Road. Habitat Wake's largest community of homes is in Crosstowne, Raleigh, which is adjacent to Garner Road. The route adjustment will give homeowners in Crosstowne a direct route to downtown, where many people work. Please consider including a stop at Grove Creek Lane so that residents of the neighborhood can easily access the route.
- We are pleased to see funds allocated to the continuation of projects from prior year work plans and we have a particular interest in the new SE Raleigh routes. More than 100 Habitat homeowners live just south of Old Poole Road in Maybrook Crossings, August Crossing, and Dowling Ridge. We are excited that the previous work plan included the addition of route 17 Rock Quarry and the extension of route 18 Worthdale further southeast. These changes have already started to improve transportation access for this area. We would also like to see added service along S New Hope Road so these communities can easily reach a bus stop. Currently, residents of Maybrook Crossings and surrounding neighborhoods walk home after work from the bus stop on Old Poole Road. Depending on their destination, it can take up to 30 minutes on foot. Homeowners tell us they sometimes feel unsafe walking here, especially at night.
- Habitat Wake is planning to build homes off of Old Poole Road and S New Hope Road in the next couple years. We are excited to see the proposed extension of route 18 Worthdale along Poole Road because it will expand the neighborhood's transportation options. However, as mentioned above, service up and down S New Hope Road would provide better access, especially if a stop could be added at Old Poole Road.
- We support funds allocated to bus stop improvements throughout the Raleigh bus network, but especially in the SE Raleigh area. Our homeowners in that part of the city have shared safety and accessibility concerns with us when waiting for the bus. They feel that if the condition of stops are improved, more people will choose to ride the bus.



Habitat for Humanity[®]

of Wake County

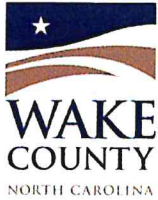
- Habitat Wake supports the YouthGo free pass for young people that was implemented during the last work plan. We have heard positive feedback from homeowners and they report that their children are using it.
- We also support the mobile ticketing option proposed in the FY20 plan. Many of our homeowners have expressed a desire for this type of service.

Many thanks for your time and consideration. For questions and additional information, please contact Rachel Zeitler, Habitat Wake's advocacy director at 919-744-2424 or rachel.zeitler@habitatwake.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Mitch Rhodes".

Mitch Rhodes
Interim CEO



Board of Commissioners

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Jessica Holmes, Chair
Greg Ford, Vice-Chair
Vickie Adamson
Matt Calabria
Susan P. Evans
Sig Hutchinson
James West

February 19, 2019

Shannon Cox, Chair Transit Planning Advisory Committee
c/o Juan Carlos, GoTriangle Community Engagement Manager
PO Box 13787
RTP, NC 27709

Re: Draft FY 2020 Wake Transit Work Plan

Dear Shannon,

The Board of Commissioners received an update regarding proposed FY 2020 Wake Transit projects, as well as how those projects and initiatives relate to the Board's 2019 Board Goals, Objectives, and Initiatives at its February 11, 2019 work session. Many of the proposed projects in the Draft FY 2020 Wake Transit Work Plan support the Board's goal areas of Growth and Sustainability and Social and Economic Vitality. Some of the Board of Commissioner initiatives supporting implementation of the Wake Transit Plan are included as part of the Board's 2019 Goals and Objectives:

- Monitor and oversee the deliverables and processes established by the transit governance interlocal agreement.
- Encourage best development practices and create affordable housing opportunities in areas identified for transit investment.
- Expand opportunities and implement strategies to address affordability of transit services and the needs in vulnerable communities and rural areas.
- Identify and recommend multi-modal transportation opportunities supporting the Wake County Transit Plan.
- Increase mobility equity by ensuring residents have access to affordable transportation options.

The Board is pleased with the fixed route and additional trips proposed for GoWake Access included in the FY 2020 Draft Wake Transit Work Plan. These new routes and additional demand response trips not only support implementing the Wake Transit Plan's big moves of connecting all Wake County communities and enhancing access to transit, the expanded service also supports the Board's initiatives to increase mobility equity and address needs in vulnerable communities and rural areas.

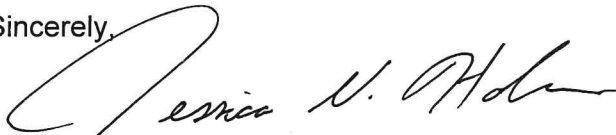
At the work session, the Board was also briefed on a proposed common fare strategy that will implement consistent fare pricing and discount policies. This proposal, aided by investments for mobile technology and fare capping, support the Wake Transit Plan's goal of improving the rider experience and the Board's initiatives to expand opportunities and implement strategies to address the affordability of transit services. The Board is extremely pleased to see the tangible results of a fare strategy for teens implemented with the Youth GoPass. The County is proud to have shepherded the program and welcomes serving as a distribution partner for it. The Board of Commissioners would like to see a similar emphasis for senior citizens with implementation of the fare strategy and marketing of transit services. The County is also hopeful that advancements in fare technology will mean greater synergies between the various modes of transportation in our region.

At the Work Session, the Board reviewed the consultant recommendations for the Coordinated Human Services Transportation Plan, which was a subtask of the Wake Bus Plan. The Board of Commissioners is supportive of recommendations to include alternatives to traditional demand response transportation options and views these as key for delivering different service models for GoWake Access. The County remains committed to creating a seamless transit experience and believes that ADA and non-fixed route customers will be better served with increased collaboration. To aid in this collaboration, and to partner with City of Raleigh and proposed Wake Transit funding, the Board of Commissioners has authorized a portion of the County's federal transit funding be used towards a new Demand Response Operations and Maintenance Facility. However, there are many next steps for the recommendations included in the Coordinated Human Services Transportation Plan, and the County is interested in a clearer plan and timeline for how those recommendations will be implemented. Like the emphasis on seniors for the fare strategy, the Board would also like to see an emphasis on implementing recommendations that support aiding seniors in navigating the fixed route network and demand response transportation options.

There has been significant progress since the Board of Commissioners adopted the Wake Transit Plan and approved placing on the ballot the half-cent sales tax for transit. However, much work remains to implement the 10-year vision of the Wake Transit Plan. The Board of Commissioners remains interested in the implementation of the Plan's major capital investment projects, especially Bus Rapid Transit and Commuter Rail. We welcome our partners to present more information on these projects, their status, and implementation timelines at future Commissioner work sessions and committee meetings.

Thank you and the TPAC for the work that continues in structuring the planning and implementation of the Wake Transit Plan. Wake County continues to be a key partner and is committed to ensuring the implementation of the Wake Transit Plan. Through the County's participation on the TPAC, various project management teams and special study groups, and through the Wake Transit concurrence process, we look forward to the County's participation in these efforts.

Sincerely,



Jessica N. Holmes, Chair
Wake County Commissioners

cc: Nicole Kreiser, Assistant County Manager
Chris Lukasina, CAMPO Executive Director
Jeff Mann, GoTriangle President and CEO