

1 PHASE 1 PUBLIC ENGAGEMENT SUMMARY

INTRODUCTION

The Capital Area Metropolitan Planning Organization (CAMPO) is conducting a major investment study (MIS) that will identify and evaluate rapid bus service options to select preferred solutions for rapid bus extensions to both the planned Wake Bus Rapid Transit (BRT): Western and Southern Corridors. The planned Wake BRT: Western Corridor will connect downtown Raleigh to downtown Cary. The planned Wake BRT: Southern Corridor will connect downtown Raleigh to Garner.

This MIS will identify and evaluate potential alignments for rapid bus extensions and transit priority treatments between Cary and Research Triangle Park (RTP), as well as the towns of Garner and Clayton. The study will also evaluate potential transit service operating levels for each extension, including the appropriate type (mode) of transit, how often service will run, and what destinations it will serve. The outcome of the study process will include a set of recommended alternatives to consider for adoption as locally preferred alternatives (LPAs), a phased implementation recommendation for each corridor, and identification of potential program funding opportunities.

Public engagement is one of the components helping to inform this study. A robust outreach and engagement program was designed to reach the diverse communities that live, work, and travel through both study areas. Phase 1 of engagement occurred from October 4th through October 31st. Virtual and in-person activities were conducted to introduce the purpose and goals of the study and collect feedback on how to meet regional and community transportation goals and priorities in each corridor study area. This report summarizes the Phase 1 activities.

OUTREACH AND PROMOTION

Public outreach is a key part of the public engagement process as it ensures people are aware of opportunities to learn about the study and participate. Several outreach methods were implemented in an effort to reach a diverse range of communities and stakeholders.

A study website provided a single source for all study information, updates, materials, and links to engagement activities, including surveys and the virtual open house. During the engagement period, over 900 users visited the website and spent an average of 26 seconds on the site. The day with the most amount of user traffic was October 26th, on which 240 unique visits were made, and can be attributed to an article posted by local affiliate WRAL-TV on that same day.

Study contact information was shared on all materials, including a dedicated email address and voice message phone number. During this phase, no emails or voice messages were received.

Promotional materials including a branded, double-sided flyer in English and Spanish, e-blasts, and press releases were developed to increase awareness of the study website, encourage survey participation, and promote the virtual open houses and live Q&A sessions. The press release was used in the WRAL article, which can be found in Appendix B. Multiple survey respondents noted that this article is how they learned about the study and the survey.

Social media posts were used to share news of the study launch and engagement opportunities on CAMPO's accounts including Facebook, Twitter, and Instagram. The hashtags #ExtendWakeBRT #ExtendWakeBRTSouth and #ExtendWakeBRTWest were used to track social media posts made about the studies. Staff from local jurisdictions located within each study area were encouraged to use their own social media accounts to help drive participation.

ENGAGEMENT

Several public engagement activities were conducted to educate stakeholders and the public about the features of rapid bus, as well as collect feedback to learn about their regional and community transportation goals and priorities. All activities were made accessible in compliance with Section 508 of the Rehabilitation Act and were made available both digitally and in print so participants could provide their feedback at their convenience. These engagement activities included convening of a Stakeholder Oversight Team (SOT) for each extension, a virtual open house with recorded presentations and information boards, pop-up events at various locations within the study areas, live public question and answer sessions, and a community priorities survey for each extension.

Overall, the collective result of these activities revealed strong public preferences for both rapid bus extensions to:

- 1) Connect to daily activities (e.g., retail, grocery, healthcare, education) and connecting to different transfer opportunity between travel modes as opposed to an emphasis on connecting to employment centers;
- 2) Reach a wide range of potential transit users as opposed to connecting communities without access to transit and transit-dependent riders;
- 3) Provide transit-specific infrastructure to improve speed and reliability as opposed to station area and travel safety and protecting environmental resources; and
- 4) Provide a reliable, convenient, and competitive alternative to driving and provide solutions that are scalable and grow with future needs as opposed to attracting new transit riders and the cost to build and operate the service.

However, the collective result of stakeholder input differed slightly from these objectives for both extensions in the following ways:

- 1) Stakeholders for the Western corridor extension have stronger preferences for connecting to local employment centers and station area and travel safety by all modes; and

- 2) Stakeholders for the Southern corridor extension have stronger preferences for connecting to regional employment centers and connecting communities without access to transit.

Details and results for each of the specific engagement activities are provided throughout the remainder of this engagement summary.

Stakeholder Oversight Team Meetings

The Stakeholder Oversight Team (SOT) includes a group for each corridor comprised of local, regional and state agencies, and key community stakeholder representatives, including community advocates and neighborhood associations. As identified in the public engagement plan for the study, a total of 68 stakeholders were invited to participate on the SOT for the Cary-RTP extension, and 40 stakeholders were invited to participate on the SOT for the Garner-Clayton extension. During Phase 1, the SOT met to provide feedback on the study goals and provide insight on behalf of their communities and specific interests. Prior to the meetings, the SOT members were provided with an online toolkit that included all of the public outreach and engagement resources to assist the members to help drive public participation.

The Southern Corridor SOT met on October 5th, and the Western Corridor SOT met on October 6th. These meetings were conducted virtually and included a presentation and interactive polling. The polling questions matched the questions asked on the public survey and included additional question of “What are your expectations and / or any specific areas of interest regarding this study?” The following tables show a summary of the results for each meeting.

What organization are you representing?	Southern Corridor	Western Corridor
Community Group	5	6
Elected Official	2	1
Social Services	0	0
Advocacy Group	3	1
Transportation Services	4	3
Community Member	0	0
Other	0	5

Southern Corridor Comments - What are your expectations and / or any specific areas of interest regarding this study?
JOCO has folks traveling to RTP and the Raleigh for work, but equally important are the folks traveling to JOCO to Pharma jobs and to various other industry jobs.
This service must serve not only transit dependent populations, but people of color with that demographic if we're going to avoid Eastern Wake
I fully expect that TOD be mapped BEFORE the design is done and CAMPO and the state will help municipalities pay for and understand how to best map it and seed affordable housing opportunities
I want to hear how we will expand the Access to this rapid and frequent service. We need to be sure a broader community can safely and conveniently reach this high service corridor - not just those directly on the service line. Habitat for Humanity has plans to build a lot in Garner in the future but not directly on this proposed route. How can we ensure more people can take advantage of this high value transportation?

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quality work product, interested in actual JoCo terminus, operational cost for Clayton/JoCo, interest of Pharma Industry in supporting
I work and serve the communities that are along this corridor. I also live here. So, my interest is really to make sure that we represent transportation deficient households and their access to these services
Better understand how BRT will compliment commuter rail
Connection from Clayton to Garner
Hope to have the "operations plan" and the "funding package plan" for the southern corridor (Clayton) within the next 6 months as Bret mentioned in the chat section.
That community, not just stakeholders, are included in the early early phases of this project. Rather than showing the public options. Like what do people want from a transit network and fixed route service before any design is done.
excited about the opportunity to extend bus rapid transit "BRT" to Johnston County

Western Corridor Comments - What are your expectations and / or any specific areas of interest regarding this study?
Specifically to support access to services , resources for neighbors who are finding disconnected or lack of transportation as a barrier to accessing work , healthcare, education, food and affordable housing.
Bus routes that all for travel through out Cary, East to far west connecting to access to Apex/Morrisville. The Maynard loop serving a hub reaching out to connectors to Apex/Morrisville to be accessible to the most vulnerable neighbors living in the most vulnerable neighborhoods in Apex, Cary and Morrisville.
Interested in evaluating land use plans along corridor to ensure compatibility of this transit line and surrounding land uses
Would like to see efforts to encourage rider usership, and minimal impact on existing businesses.
Quick & reliable connectivity between our neighboring communities,
I am interested to see whether any BRT connections to this future route will be included in the Durham Transit Plan, which would likely strengthen ridership for this route. I'm curious how racial equity will be analyzed and prioritized in this planning effort. Finally, I'm also curious how much transit demand currently exists in this corridor and whether land use policies in the corridor will support a BRT route.
Scalable scenario(s) depending on availability of federal/state funding.
I am interested in how we can bring more people to BRT stations. BRT is one of the highest value assets of our transportation system and providing equitable access to it should be a part of this project. This can mean connectivity through bus route connections, all ages and ability bike infrastructure, complete and connected sidewalks around each BRT station.
in a nutshell: fully integrated planning that looks at access to employment centers, educational institutions, housing, and open space/recreation. considers new regulations/requirements associated with proposed infrastructure funding, namely coordinated transit/housing planning; social equity elements and mitigation needed to avoid gentrification and adverse effects on more rural populations
I am interested in the evolution of corridor development to understand their proximity to WCPSS schools, opportunities for potential student/staff ridership , and potential impacts to Board of Education-owned properties for rights-of-way as may be needed for road widening to facilitate BRT utilization.
Identify possible routes and ultimately the LPA
Being able to find a bus that travels from Durham to RTP to Western Wake County Cary/Apex

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Goal: Provide access to local and regional destinations and major activity centers. Select the 3 priorities that are most important to you.	Western Corridor Results	Southern Corridor Results
Connect to daily activities (grocery, retail, healthcare, and education facilities)	29%	21%
Connect to transfer opportunities between different travel modes (other bus routes, trains, airplanes, etc.)	16%	14%
Support economic development through connectivity with planned land-uses and transit-oriented development	14%	21%
Connect to local employment centers (within the study area)	27%	17%
Connect to regional employment centers (outside of the study area)	12%	25%

Note: Total Western Participants: 16, Total Southern Participants: 10

Goal: Improve access to transit services. Select the 1 priority most important to you.	Western Corridor Results	Southern Corridor Results
Locate stations and stops in areas to reach a wide range of potential transit users	46%	36%
Connect communities without access to transit	20%	45%
Connect transit-dependent riders with transit services	33%	18%

Note: Total Western Participants: 15, Total Southern Participants: 11

Goal: Ensure safety and compatibility with the surrounding environment. Select the 1 priority most important to you.	Western Corridor Results	Southern Corridor Results
Transit-specific infrastructure to improve service speed and reliability	25%	72%
Station area and travel safety by all modes	68%	18%
Impacts to environmental resources	6%	9%

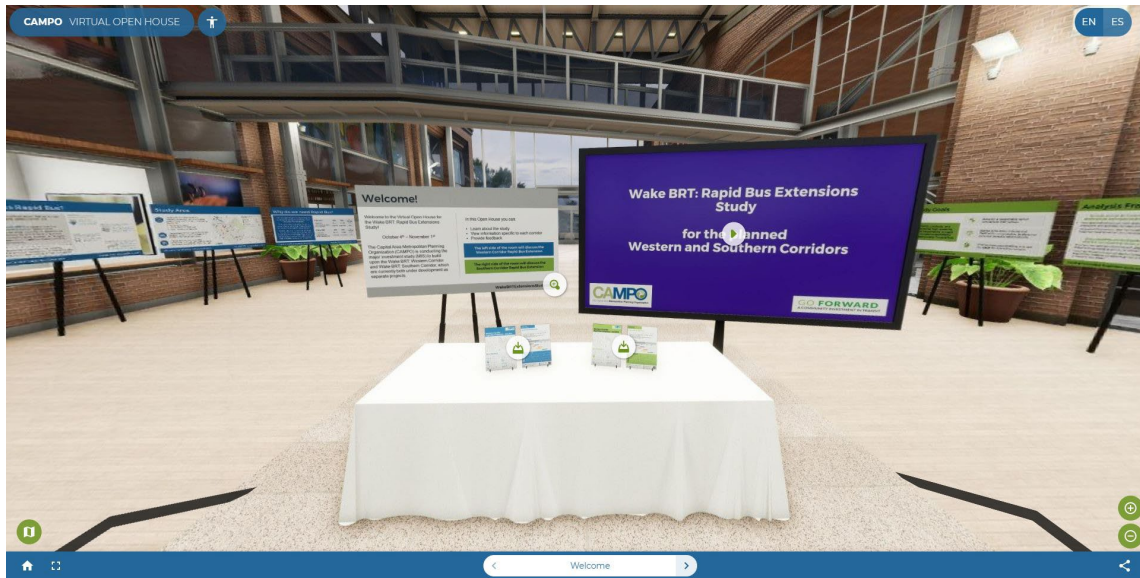
Note: Total Western Participants: 16, Total Southern Participants: 11

Goal: Develop an efficient and sustainable service. Select the 2 priorities that are most important to you.	Western Corridor Results	Southern Corridor Results
Provide a reliable, convenient, and competitive alternative to driving	39%	52%
Provide rapid bus solutions that are scalable/can grow with future needs	39%	21%
Attract new transit riders	10%	13%
Cost to build and operate the service	10%	13%

Note: Total Western Participants: 15, Total Southern Participants: 12

Virtual Open House Website

A Virtual Open House was launched at the beginning of the public engagement period to replicate a standard public meeting via a website. The virtual “room” provided stakeholders and the public an opportunity to review study materials by navigating through the online environment to view videos, display boards, handouts, as well as links to participate in the survey and live virtual Q&A sessions for each corridor. During the Phase 1 comment period, the MIS Project overview video received 17 views, the Southern Corridor video received six views, and the Western Corridor video received 10 views.



Targeted Outreach Events

In order to reach additional audiences, targeted outreach events were held in both corridor study areas. Multiple tabling events for the Western Corridor occurred on October 28th. One event was at the Research Triangle Park (RTP) BoxYard from 11:30 a.m. to 1:30 p.m. to capture regional travelers to RTP, where about 50 individuals were engaged by completely the survey while waiting in line to purchase lunch. Many visitors at the BoxYard that day declined to participate because they lived outside of the study area. The second event was held from 2 p.m. to 5 p.m. at the Cary Depot bus station, where about 40 individuals were engaged by asking for more information about the study as none of the participants had known about it. In depth conversations were not had as people were quickly transferring to another bus.



In the Southern Corridor, the study team attended the Clayton Harvest Festival on October 30th from 10 a.m. to 5 p.m., during which over 300 individuals were engaged. The study team noted the following themes and areas of interest during their discussions with the public at the Clayton Harvest Festival:

- Traffic congestion reduction between Raleigh and Clayton;
- Economic development opportunities a new rapid transit service could encourage;
- Support for developing the service now, since Clayton is rapidly growing;
- General concern that no one would use the service, but the team reinforced that population and employment travel models project a need;
- Station accessibility and connectivity with bike trails and sidewalks;
- Suggestions to locate the corridor along U.S. 70 Business;
- Interest in traveling directly to Raleigh for recreational and medical purposes, and;
- General questions about operations and development of the BRT system.

Live Q&A Sessions

CAMPO held two live virtual Q&A sessions to provide participants with an additional opportunity to ask questions about the projects. The Western Corridor session occurred on October 21st at 6 p.m., and the Southern Corridor session occurred on October 26th at 6 p.m., both using WebEx. Attendees of the sessions were somewhat knowledgeable about rapid bus services and the planned Wake BRT corridors. They were primarily interested in detailed information like station placement, service operations, and route alternatives. Most of their questions will be answered at the conclusion of this study process and included in the recommendations for each corridor extension study area. Findings of the study and opportunities to participate in the development process will continue to be promoted to all interested community members.

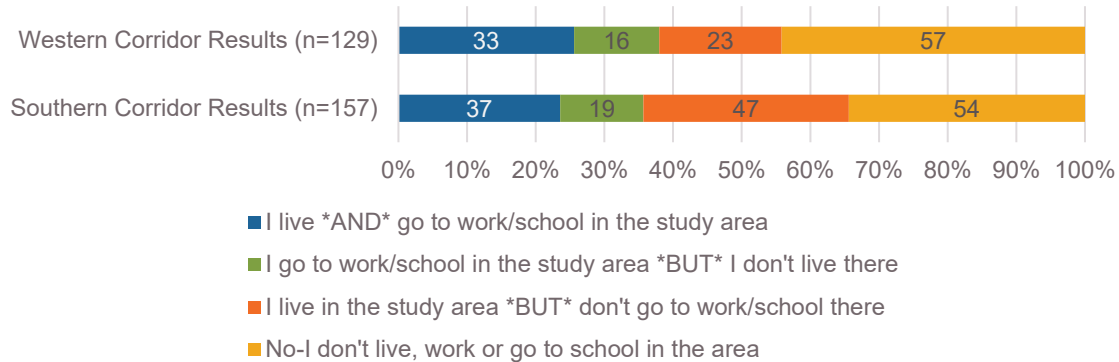
Surveys

A public survey was available from October 4th to November 1st. The goal of the survey was to gather input from community members about priorities for these rapid bus extension investments. It was accessible through the study website, via text message, and as a paper survey. The Western Corridor survey had 163 participants with a completion rate of 79 percent. The Southern Corridor survey had 186 participants with a completion rate of 83 percent. Below is a summary of the results for each corridor.

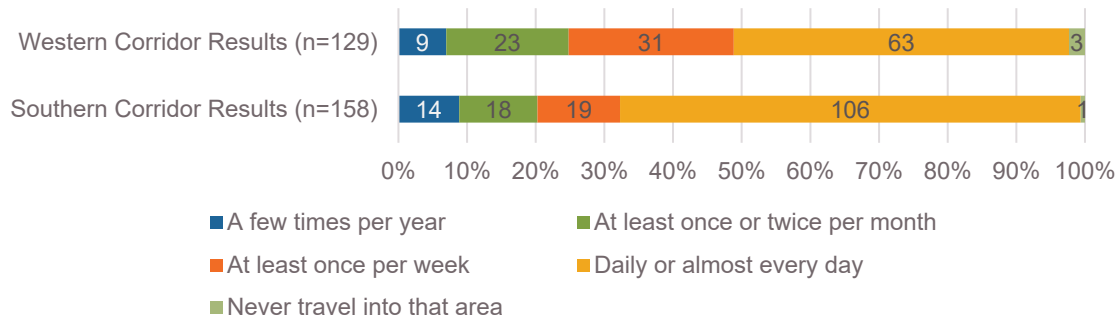
The survey included a total of 11 questions. The first two questions asked for the participant's home and work/school zip code, followed by four questions pertaining to information about travel patterns through the study areas.

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CAMPO BRT Extension Major Investment Study and Alternatives Analysis

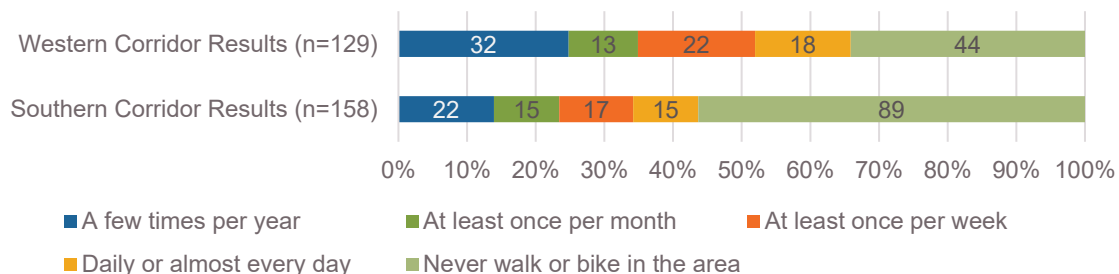
Do you live, work or attend school in the study area shown in grey on the map?



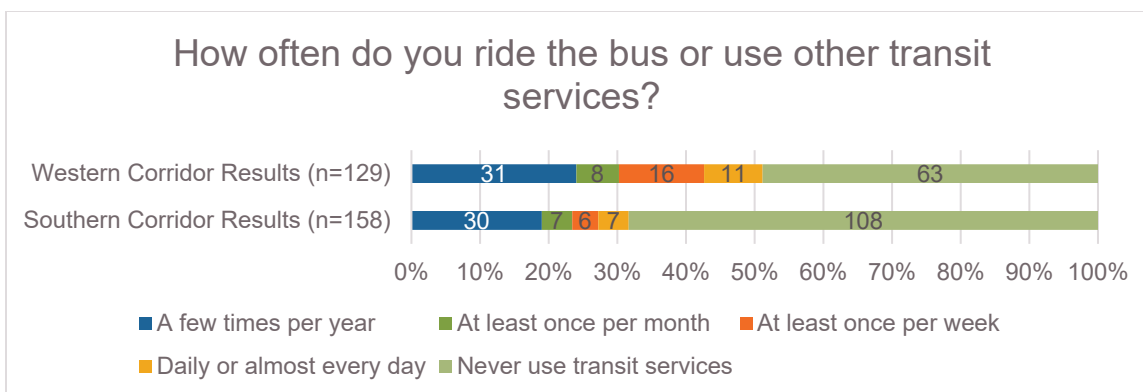
How often do you travel to/through the grey study area?



How often do you walk, bike or otherwise travel without a car in the study area?



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The next four questions asked participants about priorities to help inform development of a framework that will guide potential alternatives for the rapid bus service and the evaluation process to identify LPAs. For each project goal, there were potential correlating priorities. Survey participants were asked to select which priorities were most important to them.

Goal: Provide access to local and regional destinations and major activity centers. Select the 3 priorities that are most important to you.	Western Corridor Results	Southern Corridor Results
Connect to daily activities (grocery, retail, healthcare, and education facilities)	68%	62%
Connect to transfer opportunities between different travel modes (other bus routes, trains, airplanes, etc.)	66%	60%
Support economic development through connectivity with planned land-uses and transit-oriented development	57%	55%
Connect to local employment centers (within the study area)	43%	40%
Connect to regional employment centers (outside of the study area)	40%	39%

Note: Total Western Participants: 125, Total Southern Participants: 153

Goal: Improve access to transit services. Select the 1 priority most important to you.	Western Corridor Results	Southern Corridor Results
Locate stations and stops in areas to reach a wide range of potential transit users	59%	49%
Connect communities without access to transit	22%	28%
Connect transit-dependent riders with transit services	19%	23%

Note: Total Western Participants: 125, Total Southern Participants: 153

Goal: Ensure safety and compatibility with the surrounding environment. Select the 1 priority most important to you.	Western Corridor Results	Southern Corridor Results
Transit-specific infrastructure to improve service speed and reliability	61%	62%
Station area and travel safety by all modes	24%	25%
Impacts to environmental resources	15%	13%

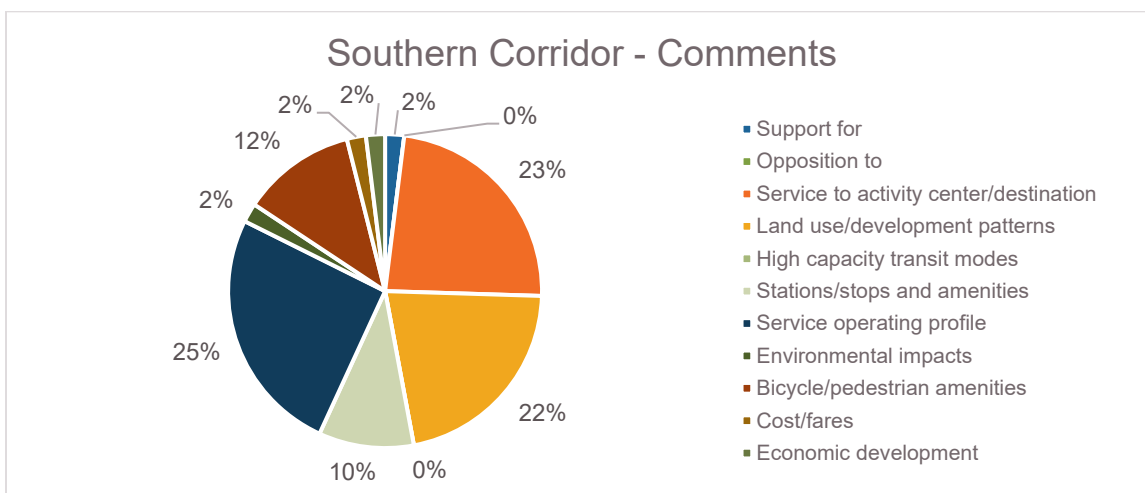
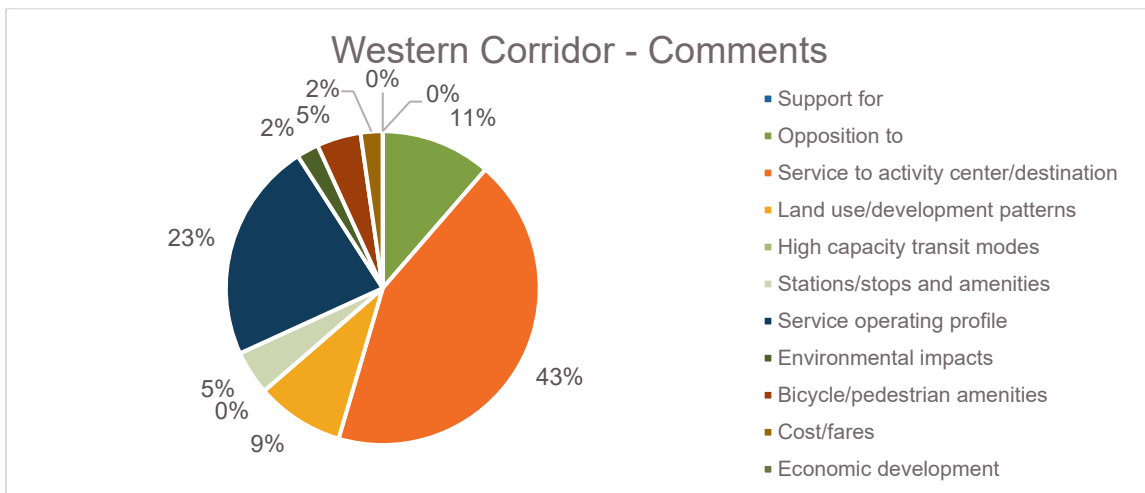
Note: Total Western Participants: 123, Total Southern Participants: 153

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Goal: Develop an efficient and sustainable service. Select the 2 priorities that are most important to you.	Western Corridor Results	Southern Corridor Results
Provide a reliable, convenient, and competitive alternative to driving	89%	86%
Provide rapid bus solutions that are scalable/can grow with future needs	57%	56%
Attract new transit riders	32%	26%
Cost to build and operate the service	9%	9%

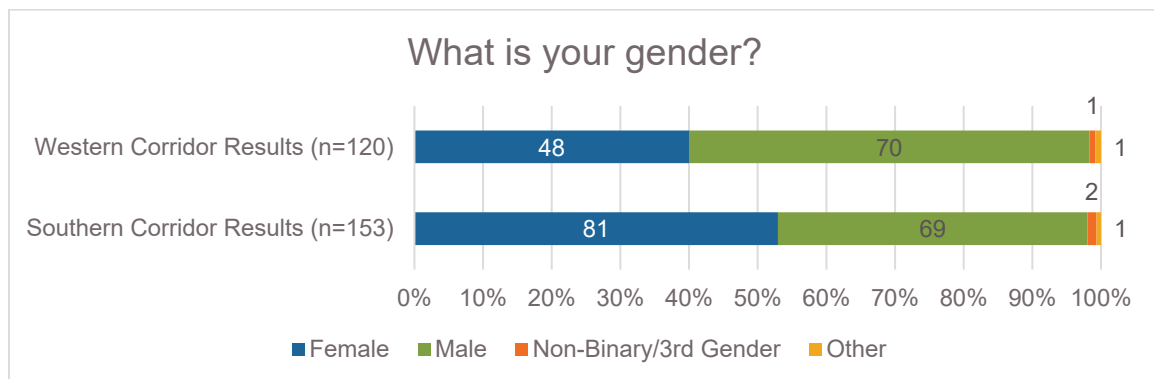
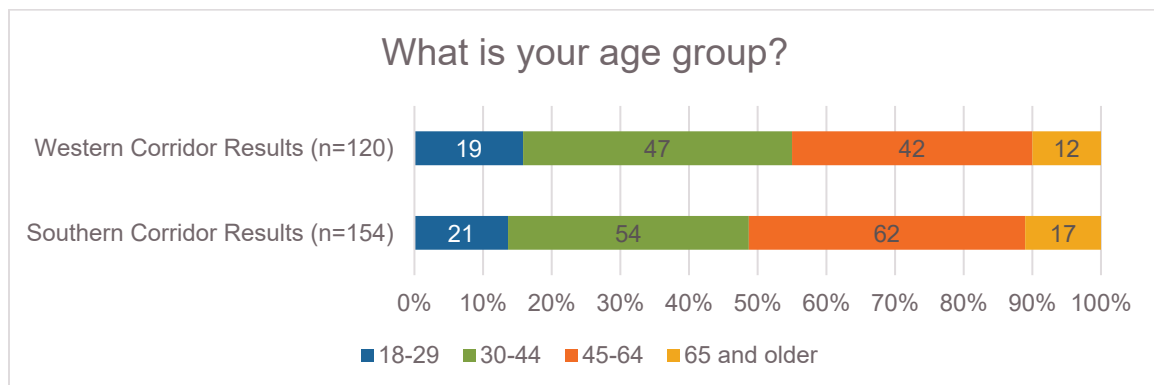
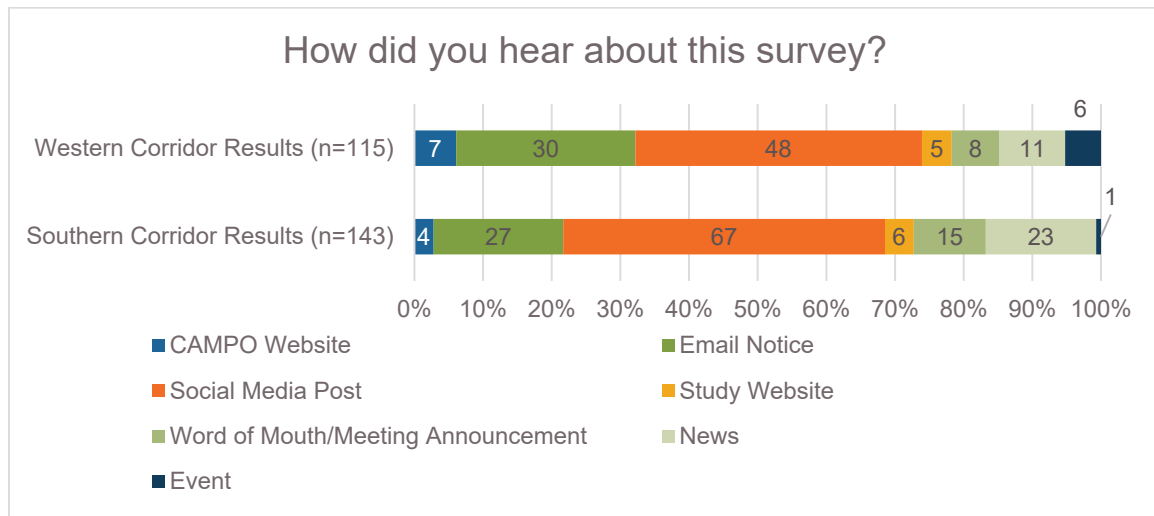
Note: Total Western Participants: 122, Total Southern Participants: 151

Participants were then able to provide any additional short-response comments about other priorities that they thought should be addressed as part of the study. Each comment was categorized into one of 11 themes, as shown in the charts below. Top suggestions included safety, amenities, suggestions for route locations and where service should be focused, and accessibility. Additionally, several comments included questions about other transit options such as commuter rail and light rail, and why rapid bus specifically was being studied in place of and in addition to other transit modes. A few comments were in opposition to the study. A full list of the comments can be found in Appendix C.

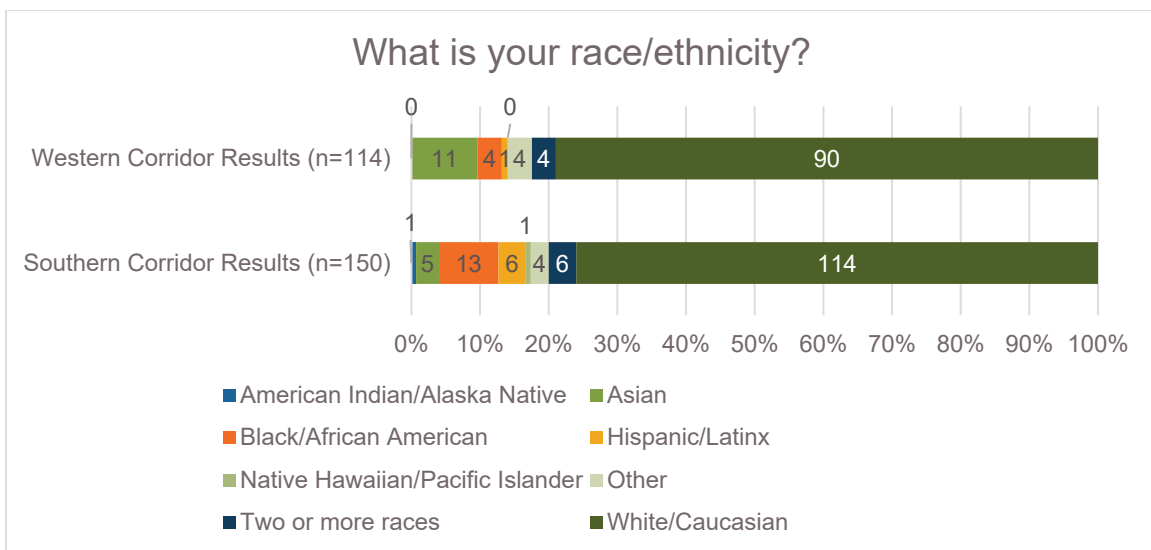
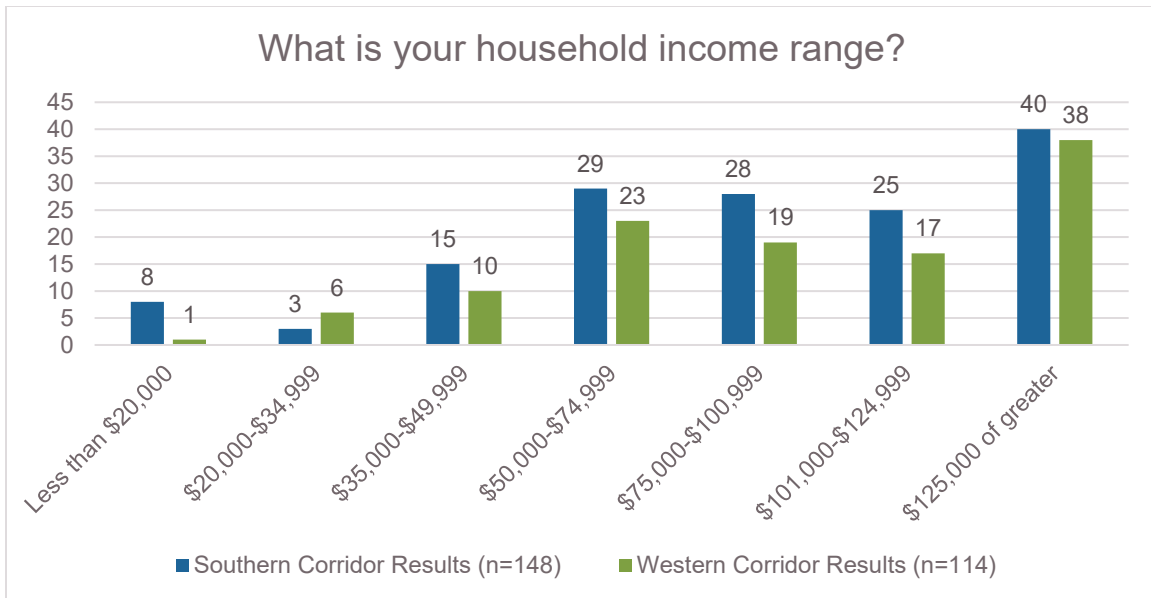


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The survey concluded with optional demographic questions to help the study team understand the survey participants and to determine if the diversity of the study area was represented through the survey responses. Demographics for the Western corridor study area overall reflect that it is 40 percent non-white, 10.4 percent 65+ years of age, and 6.6 percent below the federal poverty threshold for households. Demographics for the Southern corridor study area overall reflect that it is 37.5 percent non-white, 11.7 percent 65+ years of age, and 12.3 percent below the federal poverty threshold for households.



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APPENDIX A – WEBSITE

Wake BRT: Rapid Bus Extensions Study

Virtual Open House

Now through Nov. 1st, 2021

[EXPLORE & LEARN](#)

Live Q&A Sessions

Western Corridor on Oct. 21, 2021
and Southern Corridor on Oct. 26,
2021

Take Our Surveys

[WESTERN EXTENSION SURVEY](#)

[SOUTHERN EXTENSION SURVEY](#)

The Capital Area Metropolitan Planning Organization (CAMPO) is conducting a major investment study (MIS) that will identify and evaluate rapid bus routing options and select preferred solutions for rapid bus extensions to both of the planned Wake Bus Rapid Transit (BRT): Western and Southern Corridors. The planned Wake BRT: Western Corridor will connect downtown Raleigh to downtown Cary. The planned Wake BRT: Southern Corridor will connect downtown Raleigh to Garner.

This MIS will identify and evaluate potential alignments for rapid bus extensions and transit priority treatments between Cary and RTP and Garner and Clayton. The study will also evaluate appropriate transit service levels for each extension, including the type of transit, how often service will run, and what destinations it will serve. The outcome of this process will be a set of preferred alternatives recommended for consideration of local adoption, along with phased implementation recommendations and potential program funding opportunities.

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Help Shape the Study!

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gather input from community members about priorities for these rapid bus extension investments. To participate via text, text the keyword "ExtendWest" or "ExtendSouth" to 855-925-2801 to begin the survey.

¿Hable español? ¡La encuesta está disponible en español! For Accessibility needs to complete the survey, please call 919-996-4410.

About the Study

Rapid Bus

Rapid bus is a bus transit service that has four key elements: Reliability, Speed, Comfort, and Convenience.

Reliability



Buses arriving on schedule can keep you on time for work and appointments.

- ▶ Consistency builds confidence in the bus
- ▶ Riders rely on accurate real-time travel data

Speed



Transit priority treatments can make trips faster to serve current riders and attract new riders.

- ▶ Bus lanes make transit travel times closer to car travel times

Comfort



Buses arriving on schedule can keep you on time for work and appointments.

- ▶ Safe street crossing gets people to and from bus stops
- ▶ Seating, lighting, and shelters make waiting easier

Convenience



Buses arriving on schedule can keep you on time for work and appointments.

- ▶ Direct routing connects destinations
- ▶ Frequent buses mean less wait time
- ▶ Longer hours of operation give more options

Bus Rapid Transit (BRT) is a type of rapid bus service that is a high-capacity bus-based transit system that delivers fast, efficient, and reliable service. Common elements of BRT include dedicated bus lanes and traffic signal priority on local roads that allows bus operators to bypass traffic and stay on schedule. BRT also involves enhanced stations and off-board fare payment to speed boarding of vehicles.

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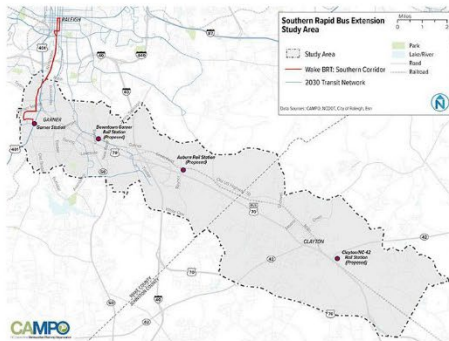
adopted by the CAMPO Executive Board, Wake County Board of Commissioners, and GoTriangle Board of Trustees in 2016. The plan was subsequently updated in 2021 and calls for building approximately 47 miles of varying levels of BRT infrastructure improvements along four corridors in Wake County with extensions to Durham and Johnston Counties - (Wake BRT): New Bern Avenue, Western, Southern and Northern. You can learn more about the Wake BRT Program at <https://raleighnc.gov/BRT>

The Wake BRT Extensions MIS

The purpose of the MIS is to provide information to elected officials, planners, the business community, and the general public on the costs, benefits, impacts, and overall feasibility of routing alternatives that will be evaluated in each corridor to make an informed decision on preferred alternatives to carry forward for further project development. Conceptual alternatives will be identified and compared using evaluation metrics for each corridor.

Southern Extension

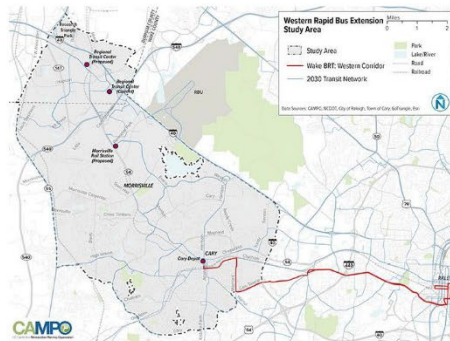
The Southern Corridor Rapid Bus Extension study area includes the area between Garner and Clayton, which primarily follows the US 70/US 70 Business corridor from Fayetteville Road to US 70 just south of Clayton. The proposed service would extend from the terminus of the Wake BRT: Southern Corridor (Raleigh to Garner) segment, near the Garner Station south of the US 401/US 70 interchange.



[Download PDF map](#)

Western Extension

The Western Corridor Rapid Bus Extension study area includes the area between Cary and RTP, with the following boundaries: NC 55 to the west, I-40 to the north and east, and Cary Parkway to the south. The proposed service would extend from the terminus of the Western BRT at Cary Depot.



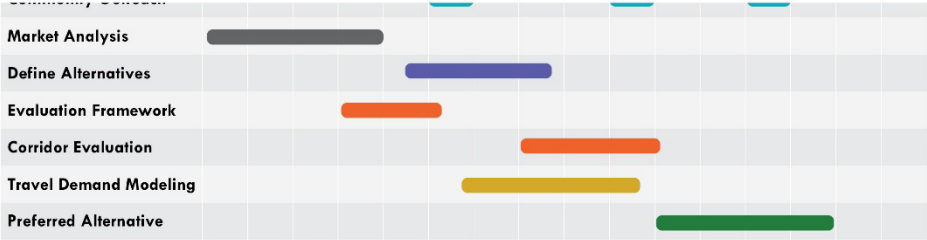
[Download PDF map](#)

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Anticipated Study Schedule

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Document Library

No information available at this time.

Get Involved

Public feedback is an important component to the progress of this study. There will be several opportunities throughout the study for you to provide input to help make study decisions. We are currently in Phase I of the study's public engagement efforts.

[Expand All](#)

Phase I (Fall 2021)

Phase II (Winter 2022)

Phase III (Spring 2022)

There are several ways you can get involved today.

Public Meetings

Have a question? Attend our upcoming live virtual public meetings to hear a presentation and participate in a live Q&A Session.

- **Western Corridor Rapid Bus Extension Live Q&A on October 21st at 6p.m.**
- [Click here to join](#) and use meeting password gC5cpMBtB47, or join by phone at 650-479-3208 using accessing code 2311 945 6769
- **Southern Corridor Rapid Bus Extension Live Q&A on October 26th at 6p.m.** - [Click here to join](#) and use meeting password gC5cpMBtB47, or join

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for.

Contact Us

Have a question? Please contact our study team.

- Send an email to WakeBRTExtensions@publicinput.com
- Call 1-855-925-2801 and enter code 7804 to leave a message
- Follow us on social! Find us on Twitter at [@CapitalAreaMPO](https://twitter.com/CapitalAreaMPO) or Facebook at NCCapitalAreaMPO

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APPENDIX B - WRAL NEWS ARTICLE

11/17/21, 8:11 AM

Live or work in Raleigh or Garner? Share your ideas on public transit :: WRAL.com

TRAFFIC

Live or work in Raleigh or Garner? Share your ideas on public transit

Tags: [transit](#)

Posted October 26, 2021 5:26 a.m. EDT

Updated October 26, 2021 6:00 a.m. EDT

By Kasey Cunningham, WRAL reporter

GARNER, N.C. — The public has a chance Tuesday to share ideas and advice on how to planners can improve public transportation in the

<https://www.wral.com/live-or-work-in-raleigh-or-garner-share-your-ideas-on-public-transit/19944736/>

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11/17/21, 8:11 AM

Live or work in Raleigh or Garner? Share your ideas on public transit - WRAL.com



"To minimize the impact of traffic congestion we need to come up with solutions that provide more opportunities for people to travel rather than single occupancy vehicle use, which clogs up our roadways," said Bret Martin from the Capital Area Metropolitan Planning Organization.

Share your opinion

There are several ways to share your knowledge or ask questions:

- [Participate in a virtual Q&A](#) about the southern extension (Raleigh-Garner) on Tuesday, Oct. 26 at 6 p.m.
- [Explore a virtual open house](#) at your own convenience
- [Take an online survey through Nov.1](#)
- Have questions? Send an email to WakeBRTExtensions@publicinput.com or call 1-855-925-2801 and enter code 7804 to leave a message. For #ExtendWakeBRTWest and #ExtendWakeBRTSouth updates, follow CAMPO on Facebook, Twitter, or Instagram.

<https://www.wral.com/live-or-work-in-raleigh-or-garner-share-your-ideas-on-public-transit/18844738/>

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11/17/21, 9:11 AM

Live or work in Raleigh or Garner? Share your ideas on public transit :: WRAL.com

Triangle.

Last week, the Capital Area Metropolitan Planning Organization held a virtual Q&A session asking residents about improving transit from Raleigh into Cary. On Tuesday, they'll ask how to improve travel from Raleigh into Garner.

Traffic coming in and out of Garner and Clayton is only expected to increase as the areas grow. That's why plans are in the works to expand rapid bus transit.

Planners are in the very beginning phases of the project and are looking for advice from residents or employees most familiar with the routes. They want to know where the buses should go, for example, shopping centers, businesses or airports.

Ultimately, the \$100 million Rapid Bus Extension project will connect RTP, Raleigh, Garner and Clayton. Planners say relying on road improvements is not enough as the Triangle gets even more popular and personal vehicles cause congestion.

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APPENDIX C – SURVEY COMMENTS

Please note the following public comments are included as they were received. Comments have not been edited to correct spelling or grammar.

Western Corridor Comments - Would you like to suggest any additional priorities that should be addressed as part of this study?
Safety at bus stops and access to schedules.
Additional Expansion Westward into Durham & Orange Co.s
Attract riders so as to reduce road traffic
BRT service to the airport. Needs to happen. Don't care if there is a surcharge because RDU loses Parking fees. Would rather BRT to airport.
BUILD A TRAIN SYSTEM!!! Buses are great, but the triangle is so spread out; we need an efficient train! Make transit better than driving!
Bus stops are needed within Research Triangle Park so that riders from Raleigh who work there may get to work and back. Currently riders from Raleigh must get dropped off at the Regional Transit Center, then walk 2 or more miles to there work place.; A bus stop is needed at Research Triangle Park so riders from Raleigh may take the bus to work by 8 am and back at 5 pm. Currently riders from Raleigh can only get to the Regional Transit Center, then you have to walk several miles.
Connect Morrisville downtown area with RTP and Raleigh area
Connect to passenger rail system
Connect to places without proper transport facilities to all major RTP companies.
Connection or park and ride to RDU airport.
Encourage towns in area from building more parking decks and spend money on connecting suburbs/ towns outside of the triangle to central areas. Stop encouraging sprawl and suburbs from not participating in public transportation.
Ensuring existing GoTriangle, GoCary, GoRaleigh, etc. bus stops connect to BRT access points so transit-dependent households can access BRT.
Environmental impacts of these new routes
Evening routes between downtown Raleigh and downtown Cary would be fun for dining and music outings.
Extend into Johnston County to assist with commuting challenges.
Green Level Church Road is completely out of scope here. Majority population growth is in West Cary and majorly around the Green Level area. Instead of NC 55, Green Level Road should have been the boundary, with connection at NC55 near Hopson Road.
Happy that this opportunity was provided to submit input.
I have just returned from a trip to Newcastle upon Tyne in the UK. I was able to experience their local extensive Bus and Light Rail system while staying with friends. Bus stop steps away from home to train and downtown for shopping. So convenient. ; In UK they make it hard to not want to take public transit, it's that good. Also, make it free to 65+ and handicapped.
I mentioned I don't ride the bus currently, but would if we're more convenient and faster. It is a very cumbersome and non-commuter friendly.
I think the extension is a waste of money.

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I would very much like to be able to use transit to go from central Cary to the NC State campus. The current transit system is ill suited to easy transit use.
I've had a very hard time trying to figure out bus routes through GoWake/GoCary/GoTriangle. I wrote a paper about our public transit while earning my Masters in Library Science and I still find it impossible to figure out.
Identify potential sites for transit-oriented development and opportunities to improve perceived walkability. Many areas in the study area are suburban and car-oriented, and may need specific infrastructure improvements to be transit-supportive
If there was transit near me, i would love to take it. I have about a 25 min drive to work, whereas the bus would take like 3 to 4 hours. In addition, the bus doesn't pick up near my house during my work schedule.
Implement high quality bike/ped amenities (off-street for bikes) throughout the area, connecting to transit.
Improve access, reliability, and easily accessed stops for senior citizens.
Include places of interest, like DPAC, museums, and parks
instead of rapid bus service, why not light rail?
Is the bus electric? Why can't light rail be an option?
Land use planning around stations and corridors - density, mix of uses, and an interconnected grid/network of streets and/or paths (rather than hierarchical street systems w/ lots of arterials and cul-de-sacs and dead-ends) are essential.
NC needs buses to goto and from all city's in the area and NC needs subways, like up states. where the bus's can't go subway trains can. and it dont need to cost alot to ride either one.
Place bus stops and routes in all of west cary.especially near low income apartment communities bus stops should be near bye.
Plan for the future. Build it and they will come. Will take some time but development patterns need to change to focus around transit. Won't be immediate but we need to plan now so we won't be in the pickle we're in 20 years from now
Please add more frequency of bus routes
Please consider adding public transportation to Franklin County. We have nothing currently; no buses, no vans, no taxis even. In an emergency, we are stuck. This has happened to me several times. Many people here live at subsistence level. Help.; As mentioned above, what is being done for those of us in Franklin County. We would like to have public transportation, too.; Help for Franklin County residents to and from locations within the county and to and from Raleigh shopping, grocery stores, businesses, medical.
Please explore northern corridor service. There are very few transportation options to northern Wake County and drive times from North Wake to Downtown Raleigh are seeing exponential increases due to development and limited thoroughfare options.
Promote provision of equitable service by bus service (e.g. communities of color, low income, affordable housing needs); enable multimodal commute patterns in/out of Research Triangle Park; provide frequent service to airport and Brier Creek
Provide discounts for transit services to people who work/live in selected study area to kick off program

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Provide stops that aren't so far apart. Right now, there are very few stops along Western Blvd where it is badly needed between the beltline and Western Blvd. I would ride more if I didn't have to walk so far to the stop.
Rail services should be considered as well
Simplify. Straighten alignment, higher frequency.
Spend the money on improving roads.; This study is biased in that forces predetermined answers to questions, it should include none of the above as an option.
Take a look at Raleigh Reddit page, https://www.reddit.com/r/raleigh/comments/pyp6qc/any_of_you_guys_into_urban_planning/?utm_medium=android_app&utm_source=share there is tons of people talking candidly about our transit needs here
The best transportation plan is a land use plan.
The existing busses are largely empty. It is a giant waste of money to fund mass transit in an area where people don't use what's there.
Transit will always struggle unless adequate, safe pedestrian and cycling infrastructure is in place. Transit-supportive land use patterns and density (less parking, destinations close to the street) will also help
We do not need mass transit in the Triangle. We need to improved roads.
West cary needs bus service
Why are we still trying to serve RTP with transit? It is inherently unservable with its sprawling gated campuses. Waste of time and money. Just stop. Please.
Would like to strategically place transit routes and stops near high density locations (existing and/or planned).

Southern Corridor Comments - Would you like to suggest any additional priorities that should be addressed as part of this study?
"No, Mr. Bond, we don't want you to talk." Auric Goldfinger
A lot of us in Garner would happily work in Durham or Chapel Hill if there were a way to get there everyday without battling rush-hour traffic.
Access to NC State and Downtown Raleigh from the surrounding areas, as many students and employees are priced out of Raleigh and have moved to Garner.
add high speed rail already!; add rapid transit rail system already
Adding buses only adds more cars to the road. Create a rail system instead.
Advertising once completed.
Anything to relieve congestion. Id totally ride a bus to/from work.
Bring back horse & buggy. Like the amish use.
Broaden the service area
bus/cat connectors inside subdivisions in the 27610. Battle Bridge/Barwell Rd./ Poole Rd/ Rock Quarry Rd
Businesses desperately need employees, this would provide more options for those looking for jobs and the business's that need them.

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Charge a toll on 40 West for anyone coming from joco into wake between 5am and 10am Use this to subsidize buses
Connect Garner with Duke Raleigh hospital for patients seeking care. Several stops at Duke Raleigh hospital as it is a large campus. Also Duke Raleigh clinics from Garner.
Consider I-40 East corridor to 95 for future growth
Consistent schedule for weekends too
Coordinate with commuter rail plans
Cycle routes between garner and Smithfield
Earlier and later busses to accommodate workers that work non-standard work shifts (outside of 7am-5pm) for workers that could commute from the Garner or Clayton area in to Raleigh. I have to be at work by 6am and get off at 630 pm.
Encourage bike riding by providing Citrixcycle to a broader range throughout Wake County.
Ensuring & branding the bus transit system as safe and reliable would be key to attracting new bus riders. Those who mostly take this mode of transportation do so out of need. We need people attracted to this out of desire.
Garner desperately needs greenways that connect to the Raleigh/Cary greenways
Gentrification making areas near Raleigh too expensive, becoming more auto dependent
Have buses that go to other cities other than Clayton.
Highspeed rail
i think an above ground subway type transportation would be best in the future, with busses supporting areas farther out. Have grown up in California in the San Francisco area, it was ideal.
I would never use a bus service from Clayton.
I'd just emphasize the safety of the users
Identify opportunities to encourage transit-oriented development -e.g. infrastructure that enable value capturing; stations integrated with affordable housing units; station areas that overlap with ReINVEST neighborhoods
If buses aren't going to keep up with the flow of traffic, keep them off the interstates.
If connections weren't so limited, I would love to use transit systems.
Improved infrastructure all around in this area
Include bicycle lanes
instead of rapid bus service, why not light rail instead. get ahead of the growth that is sure to happen
Is there any chance of light rail being an option soon?
It is imperative to improve transit opportunities or improve roadways to meet the demand of businesses coming to the area. The current roadways just cannot handle the amount of commuters compared to the retail and employment as well as housing.
It would be great to have a small area plan in the Renaissance Park neighborhood area to help make the neighborhood and the surrounding retail more pedestrian friendly. Right now the neighborhood has retail nearby but not safe mechanism to reach it.
It would be great to have park and ride options
Land use - density, mix of uses, highly interconnected streets and paths (allowing multiple direct routes between any two points, which dramatically improves walkability and also helps with traffic).

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Light rail
Light rail needs to be looked into to get slow and/or risky drivers off of the road. This will be a better solution for traffic and accidents than adding more bus routes. It would also give seniors and students a better transit alternative.
Like buses
Look at other modes of transit besides a bus. If Garner/Clayton could get a park and ride Amtrak or local commuter service train that would be great
Make accommodation for bikes on rail service (like bike accommodations on buses)- so a person can bike to a train & then bike to final destination- a great green alternative!
More areas to obtain transit
Need to slow the building and reserve/preserve the land - more land and trees and water is not going to magically appear
Not displacing any businesses or homeowners. Currently the BRT will cause the removal of two shopping plaza's along South Saunders & Wilmington Street connection. These plaza's serve a large part of the community currently.
Not having to always go through Moore Square to get to other parts of the city from Garner.
Parking lots in each pick up point to stop over parking in neighborhoods & safety patrols
Please allow dogs to ride the bus.
Please bring public transportation options to Fuquay!
Please get us light rail.. I've been asking for this for 30 years now so way past due.
Please restore bus service to Johnston County! It is renowned to be the fastest-growing area in the State. I-40 is next to impossible to travel most days.
Please turn off of Wilmington onto Chapanoke and drive through Ren Park. Many workers from downtown and NC State live there.
Provide a simple and easy way to identify paths of transportation and plan trips.
Rapid bus routes during commuter hours!
Safety. The Link light rail in Charlotte is well managed and safe. It does not feel safe to ride the buses. We must change bus perception and increase safety to have ridership that reaches more people. As is, I would not want my family on the buses.; Safety concerns need to be addressed.
Stops are easily accessible and not coinciding with public school stops
That the bus service extend to south Garner near the Ten-Ten/Old Stage Road area.
The idea of a train or metro system would be nice at some point in the future. A train or something of the sort from Clayton all the way to Morrisville with stops in between would be really nice.
The main roads in Garner and Clayton need improvement. Adding buses and transit without road improvement would worsen the traffic in the area.
There are several lower income neighborhoods and shopping centers in Southern Wake that are heavily underserved or not serviced at all, like sections of Timber Ave.
There is a growing community in the McCullers area by Ten Ten rd, that is needing more public transportation everyday. It has increased in traffic with no bus stations nearby to a take public transportation alternative.
Train > bus

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Understanding how this could impact the already over crowded roads in Clayton for its residents. Additionally ensuring that if bus stations are located in Clayton they are safe and free of crime.
We need efficient mass-transit options! traffic is getting worse by the day, but when it would take 2 hours to in the general area by bus, and then you still have several miles to arrive at final destination-that's not feasible.
Why buses? How about actually widening 50 and nearby roads?!?
Will bikes be allowed on BRT? I live 1.5 miles from the downtown station, being able to bike to the BRT station and then hop off a short distance from my office would be amazing.
Will more busing really help with a crawling suburb that isn't densely populated? Do better ideas exist such as trains from Garner to other major nearby cities?
Would prefer a commuter rail option