



# Wake County Transit Plan

Multi-Year Bus Service Implementation Plan  
Decision Plan for Interim Deliverables (Final)



# CONTENTS

<b>1</b>	<b>Decision Making during Plan Development .....</b>	<b>1</b>
	Feedback Loops .....	1
	Dispute Resolution .....	8
	Key Terms .....	8
	Figure 1 Feedback Loops .....	3
	Figure 2 Required Actions Matrix .....	4



# 1 Decision Making during Plan Development

The development of the Multi-Year Bus Service Implementation Plan (MYBSIP) for Wake County requires multiple levels of goal setting, technical analysis, public input, and input from decision makers leading to the eventual implementation of the plan's recommendations. It is important to have a clear policy in place to guide decisions during the development of the plan. This policy establishes the processes for decision making during the development of the MYBSIP.

Utilizing the existing organizational structures in place, including the Project Management Team (PM Team), Core Technical Team (CTT), the MYBSIP Executive Committee, the Transit Planning Advisory Committee (TPAC), and the Wake Transit Implementation Governing Boards, this decision plan ensures that the appropriate agencies and Transit Partners (transit agencies, human services transportation providers, municipalities, planning organizations, North Carolina State University, and Research Triangle Park) are involved at the forefront of the process. All planning efforts and work completed as part of the plan are done under the guidance of the TPAC. As such, final decisions regarding Transit Partner review and approval and the need for Wake Transit Implementation Governing Board approval is overseen by the TPAC.

## FEEDBACK LOOPS

The decision process is designed to create opportunities for feedback loops to ensure a collaborative and successful planning process during the development of the Multi-Year Bus Service Implementation Plan. At the beginning of each deliverable, the consultant, Nelson\Nygaard, will work with the PM Team to refine the goals and objectives of the deliverable. With feedback from the PM Team, a draft deliverable will be developed for review by the CTT. In this review, the CTT will have the opportunity to provide additional feedback to refine the deliverable. As CTT members represent their agency, CTT members may bring deliverables to their internal staff and/or governing boards as necessary to ensure agency leadership is informed throughout the process. With the addition of feedback from the CTT, a detailed document will be provided to the PM Team for final review. After final review, the document will simultaneously be provided to the TPAC and relevant Transit Partners as an information or action item as noted in **Figure 2** (below).

When appropriate, it is recommended that the deliverables be presented as information items prior to presenting the deliverable for approval. This process creates a feedback loop between the project management team, Nelson\Nygaard, the CTT, Transit Partners, and the TPAC to ensure deliverables are comprehensively evaluated. It also ensures that deliverables informing



the next steps of the process are on target and in line with the overall objectives of the Wake County Transit Plan.

This document identifies the key Transit Partners (transit agencies, human services transportation providers, municipalities, planning organizations, North Carolina State University, and Research Triangle Park) that should receive an information briefing or take action pertaining to the deliverable. This additional oversight only applies to Transit Partners that have a project included or a profound interest in the deliverable. The current list of expected key Transit Partners and their review by deliverable is detailed in **Figure 2** (below). Items designated for Transit Partners will be provided to their designated TPAC representatives. These representatives will be responsible for presenting the information to their respective board of directors or governing body as an information briefing or action item. At the conclusion of the key transit partner review process, the CTT and the TPAC will receive a briefing on all final deliverables and any changes made. The process is shown in the flowchart in **Figure 1**.

Within the MYBSIP there are six total tasks made up of numerous project deliverables. The matrix provided in **Figure 2** outlines the key steps in the oversight process for the project deliverables and defines Transit Partners and required actions. Each relevant deliverable will be provided to the TPAC as a briefing to ensure they are abreast of ongoing work. Additionally, a few key deliverables will be taken to the TPAC as information or action items for formal review. The TPAC may elect to recommend key deliverables to the Wake Transit Plan's implementation governing bodies or Transit Partners for a formal review.



Figure 1 Feedback Loops

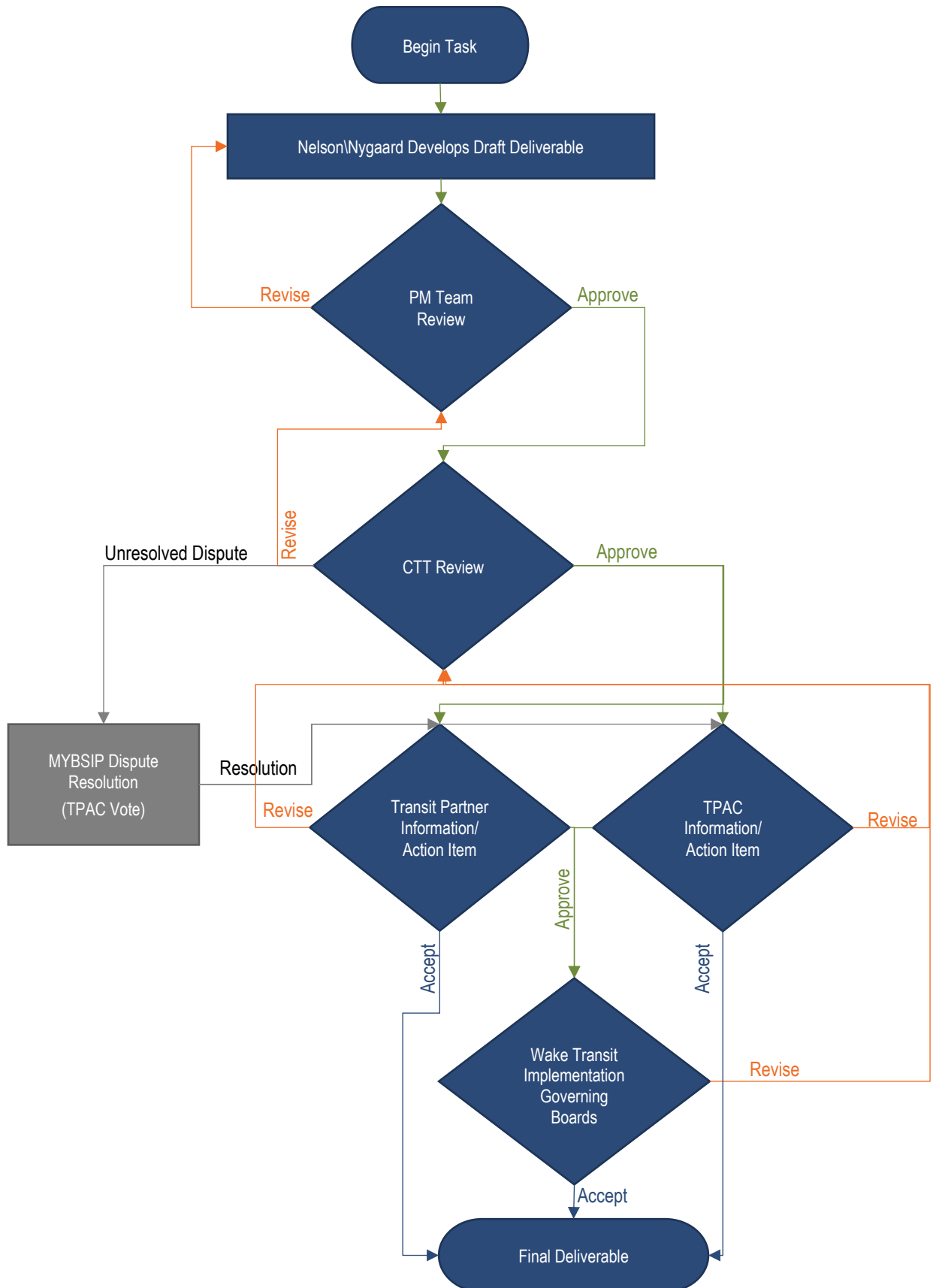




Figure 2 Required Actions Matrix

Task	Deliverable	Information Shared With TPAC	Transit Partner Information Item	Transit Partner Action Item	TPAC Action Item	Wake Transit Implementation Governing Boards Action Item
Task 1	Technical memo on Guiding Principles for Alignment Screening	Required				
Task 1	Technical memo on Methodology for Project Prioritization	Required			Recommendation to the Wake Transit Implementation Governing Boards	Required
Task 2	Technical Memo for planning decision process, including flowcharts	Required			Required	
Task 2	Technical Memo project-level decision-making structures	Required	All implementing agencies		Recommendation to Wake Transit Implementation Governing Boards	Required
Task 3	Technical memo on Service Standards and Performance Measures	Required	<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>	<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>	Recommendation to Wake Transit Implementation Governing Boards	Required



Task	Deliverable	Information Shared With TPAC	Transit Partner Information Item	Transit Partner Action Item	TPAC Action Item	Wake Transit Implementation Governing Boards Action Item
Task 3	10-Year Service Plan with matrix and maps	Required	<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>	<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>	Recommendation to Wake Transit Implementation Governing Boards	Required
Task 3	Short-Range Service Plans for GoTriangle, City of Raleigh/Raleigh Transit Authority, Town of Cary, and Wake County TRACS		<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>	<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>		



Task	Deliverable	Information Shared With TPAC	Transit Partner Information Item	Transit Partner Action Item	TPAC Action Item	Wake Transit Implementation Governing Boards Action Item
Task 3	Recommendations for updated and/or new MOUs between providers		<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> <li>▪ Local Municipalities</li> <li>▪ NCSU</li> </ul>			
Task 3	Community funding area market analysis	Required	All towns eligible for Community Funding Area services (including RTP)		Required	
Task 4	Detailed maintenance facility review and new site feasibility		<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>	<ul style="list-style-type: none"> <li>▪ GoTriangle</li> <li>▪ City of Raleigh/Raleigh Transit Authority</li> <li>▪ Town of Cary</li> <li>▪ Wake County TRACS</li> </ul>		





Task	Deliverable	Information Shared With TPAC	Transit Partner Information Item	Transit Partner Action Item	TPAC Action Item	Wake Transit Implementation Governing Boards Action Item
Task 4	Passenger facility conceptual design		<ul style="list-style-type: none"> <li>GoTriangle</li> <li>City of Raleigh/Raleigh Transit Authority</li> <li>Town of Cary</li> <li>Wake County TRACS</li> </ul>	<ul style="list-style-type: none"> <li>GoTriangle</li> <li>City of Raleigh/Raleigh Transit Authority</li> <li>Town of Cary</li> <li>Wake County TRACS</li> </ul>		
Task 4	10-Year Capital Plan	Required	<ul style="list-style-type: none"> <li>GoTriangle</li> <li>City of Raleigh/Raleigh Transit Authority</li> <li>Town of Cary</li> <li>Wake County TRACS</li> </ul>	<ul style="list-style-type: none"> <li>GoTriangle</li> <li>City of Raleigh/Raleigh Transit Authority</li> <li>Town of Cary</li> <li>Wake County TRACS</li> </ul>	Recommendation to Wake Transit Implementation Governing Boards	Required
Task 5	Locally Coordinated Human Services Transportation Update	Required	All FTA-required stakeholders <sup>1</sup>	<ul style="list-style-type: none"> <li>City of Raleigh/Raleigh Transit Authority</li> <li>CAMPO</li> </ul>		
Task 6	Public Engagement Plan	Required				

<sup>1</sup> The FTA-required stakeholders include transit partners such as City of Raleigh/Raleigh Transit Authority, GoCary, Wake County TRACS, GoTriangle, and human services transportation providers.



## DISPUTE RESOLUTION

The MYBSIP is a collaborative process, which requires the support of numerous Transit Partners. Throughout the planning process, it is anticipated that individual Transit Partners may require revisions to the deliverables developed as part of this process. If any information item or approval item is disputed by an individual Transit Partner, the CTT will review the dispute. The CTT will consider the comments from the Transit Partner and work collaboratively to address the concerns. As an additional resource, the MYBSIP Executive Committee may be consulted to advise the CTT when resolving concerns.

Disputes will be classified as either minor (only affecting the concerned Transit Partner) or major (affecting the overall plan and/or other deliverables to transit partners). Minor disputes that do not conflict with the overall plan will be adjusted with the acknowledgment of the CTT. If the CTT determines the required modification is major, the team will work to develop a resolution agreeable to all involved Transit Partners. In the event that no resolution is found to be agreeable to the Transit Partners, the CTT will defer the dispute to the TPAC. The TPAC will work to resolve the dispute and when necessary rely on the established TPAC voting framework to reach a final resolution.

## KEY TERMS

**Multi-Year Bus Service Implementation Plan (MYBSIP)** – A plan to translate the vision established in the adopted Wake County Transit Plan into a detailed service plan that can be implemented in phases over the course of ten years.

**Transit Planning Advisory Committee (TPAC)** – A staff-level advisory committee comprised of agencies and local governments with jurisdiction in Wake County charged with coordinating planning and implementation aspects of the Wake County Transit Plan and serving in a structured advisory role to the CAMPO Executive Board and GoTriangle Board of Trustees<sup>2</sup>.

**Core Technical Team (CTT)** – A subcommittee established by the TPAC to provide project guidance on task level initiatives and direct project deliverables for the TPAC.

**MYBSIP Executive Committee** – A senior advisory group established to provide guidance to the CTT as needed related to political or leadership issues.

**Project Management Team (PM Team)** – A group consisting of the joint procurement parties (CAMPO, GoTriangle, and City of Raleigh).

**Transit Partners** – Transit agencies, human services transportation providers, municipalities, planning organizations, North Carolina State University, and Research Triangle Park with direct responsibilities for proposed projects as part of the MYBSIP.

**Wake Transit Implementation Governing Boards** – CAMPO Executive Board and GoTriangle Board of Trustees are the governing boards responsible for approving the Wake County Transit Work Plan.

---

<sup>2</sup> <http://www.campo-nc.us/about-us/committees/wake-county-transit-planning-advisory-committee-tpac>