



Wake Bus Plan

Phase 3 Outreach Summary

March 2023

N NELSON
NYGAARD



GO FORWARD
A COMMUNITY INVESTMENT IN TRANSIT



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Executive Summary

Phase 3 Outreach for the FY2025-FY2030 Wake Bus Plan sought feedback on proposed transit investments. The goal of this phase of engagement was to collect feedback from transit riders, non-riders, residents, and stakeholders regarding recommended investments and the proposed implementation timeline for projects. While the first phase focused on challenges and opportunities associated with accessing public transit and the second phase centered on understanding preferences and priorities for transit service improvements in Wake, Durham, and Orange Counties, Phase 3 focused on stakeholders' preferences for potential investments in Wake County.

Public engagement for Phase 3 of the Wake Bus Plan Update took place from February 20 to March 22, 2023. The team engaged transit riders, residents, and stakeholders and will use this information to finalize the Wake Bus Plan and Short-Range Transit Plans being prepared for four regional transit operators: GoCary, GoRaleigh, GoTriangle, and GoWake Access.

The following engagement summary summarizes the strategy and tactics used to engage community members and collect input. It also describes the findings and input collected.

ENGAGEMENT PLAN AND METHODOLOGY

North Carolina's Triangle region covers a large geographic area and is home to a diverse population, and it also has a rapidly growing regional economy. To match this diversity, the engagement team designed an engagement strategy that encouraged diverse opinions and experiences, including those of historically disadvantaged and marginalized populations. The team accomplished these goals by designing a set of materials with consistent questions through virtual (online survey and materials) and in-person methods (pop-up events). Outreach also included multiple strategies specifically designed to reach traditionally underrepresented populations. Examples of the strategies used to promote the engagement opportunities included:

- Staffing 16 pop-up events at transit centers and community centers and gathering spaces around the region
- Email campaigns to non-profit organizations, apartment complexes, religious institutions, and other stakeholders to request their assistance in distributing information
- Social media posts on agency platforms
- Information shared via town and community newsletters

PARTICIPATION

There was a total of 762 participants who filled out a paper survey, or at least one question on the online survey. This yielded a total of 6,590 responses.

Figure 1

Respondent Category	Percent
Speak English 'well'	87%
Live/Work/Attend School in Wake County	82%
Regular or occasional transit user	48%
Identify as man/non-binary or other	45%
Identify as woman	45%
Household income less than \$53,000/year	19%
Age over 65 / age 18-24 / age under 17	>20% / 8% / 4%
Disabled	8%
Identified as minority race or 2+ races (African American, Asian, South Asian, American Indian, Alaska Native, Middle Eastern, Hawaiian, Pacific Islander)	18%
Identified as Hispanic, Latinx or Spanish	4%

KEY FINDINGS

Major findings collected across the multiple input platforms included the following:

- 64 percent of respondents generally agree with the proposed bus service changes
- The largest degree of support for changes were among GoCary (83%), GoDurham (78%), GoApex (77%), GoWake Access (75%), and GoRaleigh (74%)
- Those who left comments were most concerned about the frequency and reliability of bus schedules
- Many indicated that the proposed route schedules do not meet their needs and that they wanted buses to run more frequently
- 63 percent of respondents favored the timeline for implementing service recommendations
- Just over half of the respondents (53%) agreed that the proposed service changes would make it easier for them to use public transit

RECOMMENDATIONS FOR FUTURE ENGAGEMENT

The Wake Bus Plan engagement was successful in attracting a broad range of opinions and ideas from a diverse audience. Lessons learned through this process include:

- Future engagement will need to emphasize reaching out to individuals who are younger than 24 and older than 65
- Future outreach will need to focus on those with limited English proficiency
- Future outreach should focus on reaching those with lower incomes

Engagement Approach

The focus of the Phase 3 outreach effort was on Wake County. As such, we are using Wake County demographics to measure outreach success.

Wake County is home to 1.1 million residents. According to US Census ACS 2019 estimates, approximately five percent of residents do not have access to a vehicle, one of the most important characteristics of how likely someone is to use transit. The outreach was designed to engage the community overall, with a particular emphasis on individuals more likely to use transit and individuals who have been traditionally underserved as defined in the Civil Rights Act of 1964 (Title VI), such as low income, minority, disabled, and non-English speaking individuals.

TITLE VI POPULATION PROFILE

Transit riders tend to disproportionately include historically disadvantaged populations, including individuals with low incomes, racial minorities, individuals with disabilities and non-native English-speaking individuals. Data shows that these individuals comprise a significant share of Wake County's population. For example, according to 2021 ACS Census data racial minorities comprise roughly 45% of residents in Wake County. Additionally, the median household income in Wake County is \$80,591.

Given the importance of these groups to the conversation about public transit improvements, the team developed outreach methods designed to include them. Responses to the survey, which is the most reliable record of the demographic characteristics of participation, suggest that some of these metrics were met.

TACTICS AND TOOLS

Pop-Up Events

Pop-up events were a core part of how the team collected feedback from transit riders. Sixteen pop-up events were held between February 20th, 2023, and March 22nd, 2023. These pop-up events were held at the region's largest transit centers and bus stops as well as throughout Wake County. Pop-ups were conducted at the following locations:

- Wake Technical College's North Campus
- Garner Senior Center
- Triangle Town Center Mall
- Wendell Falls Activity Center
- Wendell Eastern Wake Senior Center
- GoRaleigh Station

- Boxyard RTP
- Fuquay-Varina Community Center
- Apex Senior Center
- Crabtree Valley Mall Bus Stop
- Western Wake Farmers Market
- North Carolina State University's Stafford Commons
- Cary Depot
- Dorcas Ministries
- Holly Springs Farmers Market
- Knightdale Station Park

The pop-up events were staffed by a combination of consulting team members and agency partners. Materials used at each event were tailored to the local service areas. In each case, copies of the draft Bus Plan and Short-Range Transit Plan by service provider (ex. GoCary, GoRaleigh, GoTriangle) were displayed for participant review. Additionally, boards with information about proposed changes to GoTriangle, GoRaleigh, and GoCary services by zone were displayed so that participants could easily see and understand the proposed route changes. Staff used these boards to assist with any questions or concerns.

Survey

The team developed a survey as one of the primary ways to collect feedback and insights from community members and existing bus riders. It was hosted on PublicInput.com and provided in paper form, available from February 20th through March 22nd, 2023

ENCOURAGING PARTICIPATION AND BUILDING AWARENESS

The pop-up events were successful at reaching both bus riders and community members; these events helped the team build awareness about the project and collect input on potential service improvements. However, to ensure we reached a broader group of community members, the consulting team also relied on a handful of advertisement and targeted outreach methods. Our goal with these efforts was to create awareness about the ongoing community engagement and encourage people to go to the website to take the survey.

Media Kit

A media kit was developed and distributed to agency partners and community organizations throughout Wake County. The media kit was designed to help promote the activities scheduled during this round of engagement. The media kit included a press release, digital graphics, and social media copy (including content for emails, social media posting and transit alerts).

Email Campaigns

To promote the pop-up events and online survey, emails were sent to the project subscribers, agency partners, and community organizations throughout Wake County.

Social Media

GoTriangle and partner organizations advertised the popup events and online survey during the comment period on Facebook, Instagram, and Twitter.

Insights and Findings: Online Survey

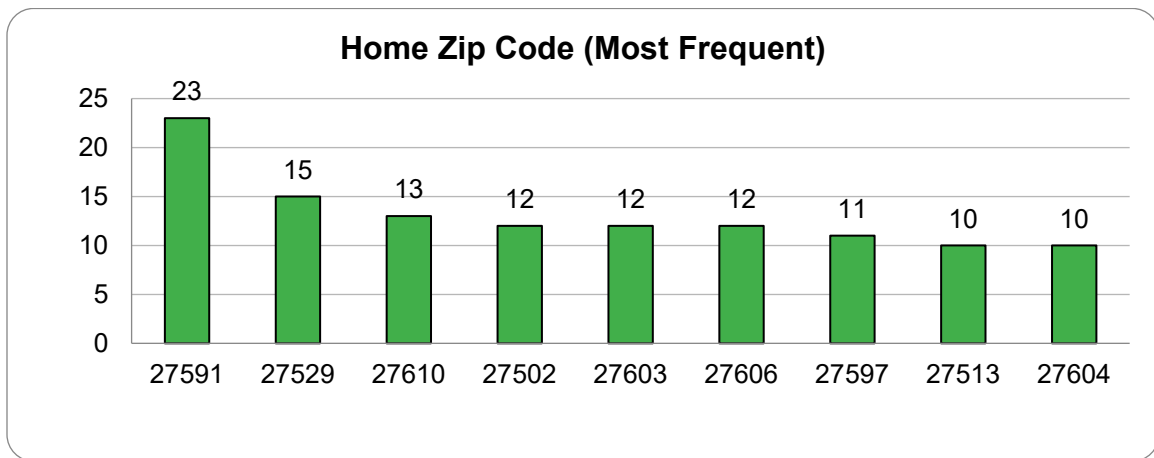
OVERVIEW

In total, 762 individuals provided input to the Wake Bus Plan during Phase 3 of engagement. The largest single category of responses was provided through the online survey, which collected responses from 649 participants. Major findings from the survey include:

Survey Participants

More extensive demographic data can be found in **Figure 1** above. The greatest numbers of survey participants live in the following zip codes as seen below in **Figure 2**.

Figure 2



SURVEY RESULTS

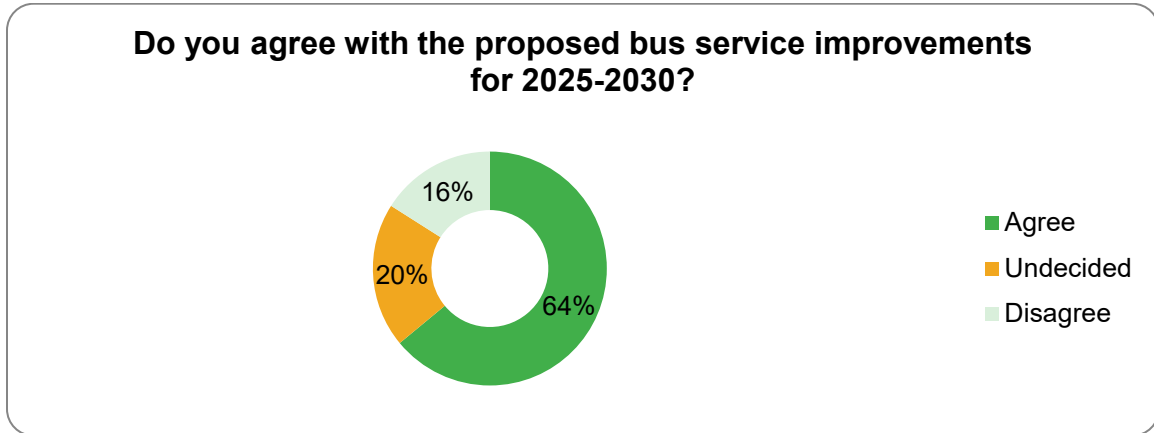
Ridership

When asked which system they rode or would ride, over half of the study participants reported riding or having the desire to ride GoTriangle (64%) and/or GoRaleigh (57%) buses. Twenty-three percent (23%) had an interest in GoCary, 19% in NCSU, and 17% in GoDurham. Fewer respondents were GoWake Access (8%) or GoApex riders (8%). One in ten respondents (10%) said they neither ride the bus, nor do they want to.

Proposed Bus Service Improvements

As seen in **Figure 3**, sixty-four percent (64%) of respondents generally agree with the bus service changes proposed for 2025-2030, with 33% strongly agreeing and 31% agreeing. One in five (20%) indicated that they are undecided about their thoughts on the recommendations. Seven percent (7%) disagree with the proposed changes with an additional 9% strongly disagreeing.

Figure 3



The largest degree of support for the proposed service changes were among GoCary (83%), GoDurham (78%), GoApex (77%), GoWake Access (75%), and GoRaleigh (74%) current or future riders. Current or future NCSU (24%) and GoTriangle riders (16%) were more likely than other respondents to disagree with the proposed changes.

Of primary concern among those who left comments were the reliability and frequency of bus schedules (n=45), restoring or keeping particular routes (n=48), reducing traffic congestion (n=23), and including more destinations along bus routes (n=28).

Many respondents indicated that the proposed route schedules do not adequately address their needs and they want the buses to run even more frequently. They also want them to be on a more dependable schedule with fewer delays.

Three route-specific changes received criticism among respondents (n=48), including the removal of NC State's Campus from the 11L route and the proposed changes to GoRaleigh Route 8. Regarding the GoRaleigh 11L, commenters did not wish to remove NC State University from the 11L line. Other comments included a request to extend 12 to connect to 11 and 11L, providing a transfer point to 11 or to Wolfline without having to cross Avent Ferry or Gorman. Another commenter requested extending 12 to connect to 11 and 11L into GoRaleigh Station to Village District and connecting NSCU to Gorman/Avent Ferry via Method. Numerous commenters mentioned relying on the 11L going to NC State as students and NC State employees to get to and from school/work. These commenters expressed that the loss of this route would lead to a heavy burden to their commute.

Respondents also requested for the restoration of the NRX and Downtown Raleigh R Line. One respondent indicated that they wished to see NRX restored with additional frequency, particularly between Triangle Town Center and RTP. The most commonly cited problem for respondents was the proposed relocation of the Eubanks Park & Ride to NC 54 and I-40 (n=32). Respondents asked that the CRX maintain a stop at the Eubanks location.

Commenters mentioned relying on the Eubanks Park & Ride to shorten their travel time in personal motor vehicles to access transit. Respondents indicated that they preferred the existing location of the Eubanks Park & Ride relative to the proposed relocation.

Comments pertinent to GoTriangle services spanning multiple counties in general, and the CRX in particular, will be considered as a part of the GoTriangle Short Range Transit Plan. The Short-Range Transit Plan will include additional engagement focused on Durham and Orange counties.

The full list of comments can be found in Appendix C.

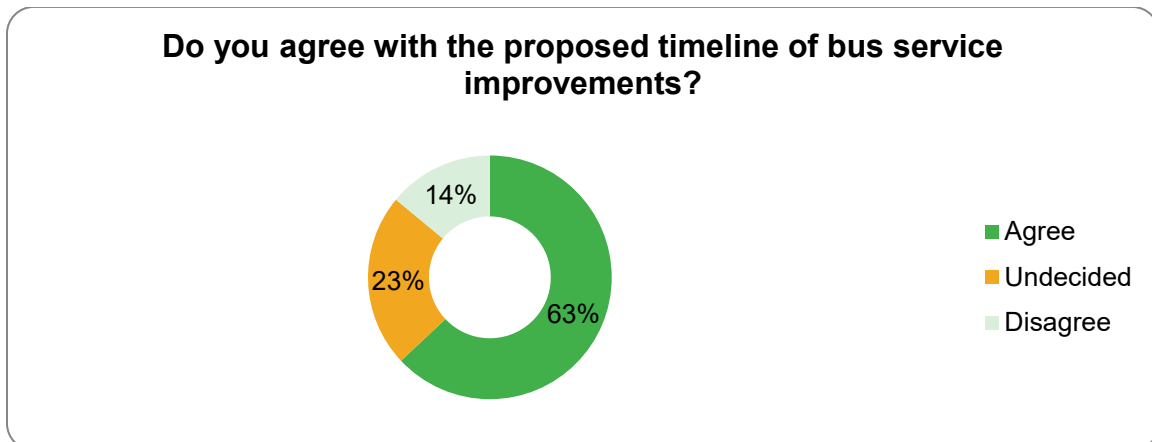
While most respondents considered investing in public transit to alleviate traffic congestion by increasing the frequency and the reach (n=22), one respondent suggested that low ridership numbers means that buses unnecessarily contribute to the problem.

Commenters expressed a desire to see increased connectivity among different parts of the Triangle (e.g., connecting Cary to Durham) and requiring fewer transfers when going through Downtown areas (n=8). They also requested more destinations along routes, including shopping centers, the North Carolina State Fairgrounds, and Raleigh-Durham Airport (n=28).

Proposed Timeline of Bus Service Improvement

As referenced in **Figure 4**, sixty-three percent (63%) said that they favored the timeline proposed for the bus service changes, while 14% disagreed with it. Twenty-three percent (23%) of respondents remained undecided about the outlined timeline.

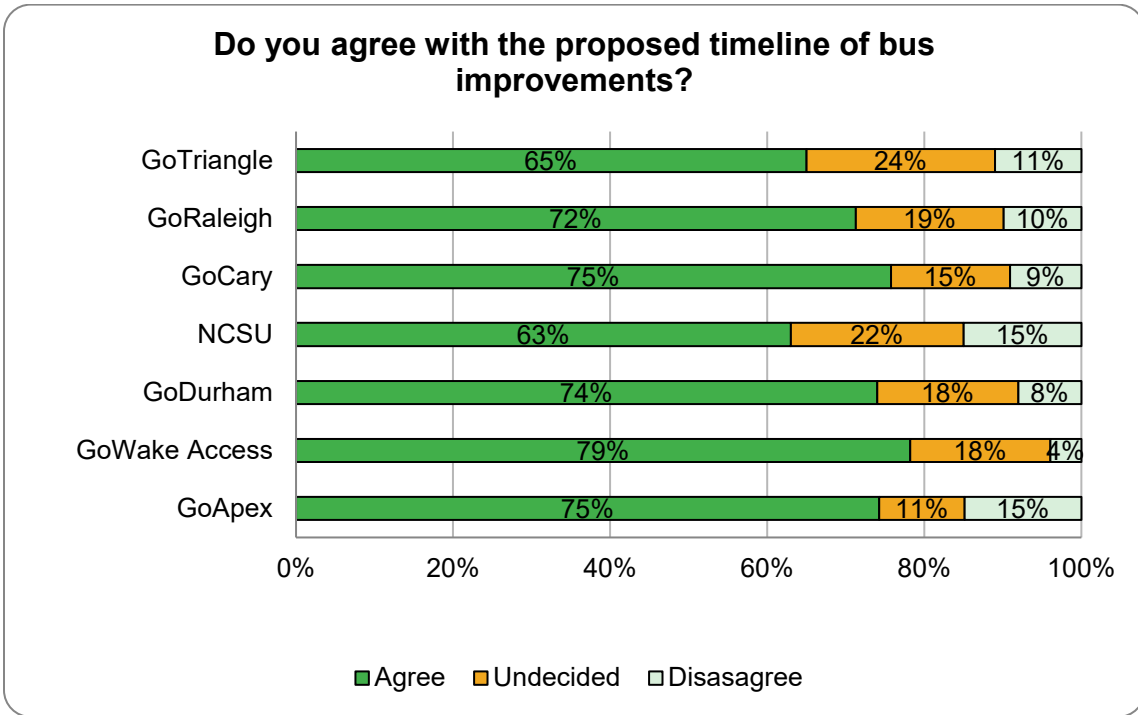
Figure 4



NCSU (15%) and GoApex (15%) riders were more likely than those using other systems to oppose the proposed timeline for implementing service changes. Compared to other riders, those using GoTriangle (24%), and NCSU (22%) buses were most likely to say that they are undecided about the timeline. For more details on preferences by route, please see **Figure 5** below.

Most of those who commented on the timeline (n=9) suggested that the recommendations be expedited so that they do not have to wait so long to see the changes come to fruition. One respondent suggested that the timeline may be too ambitious for the proposed changes and may be unrealistic.

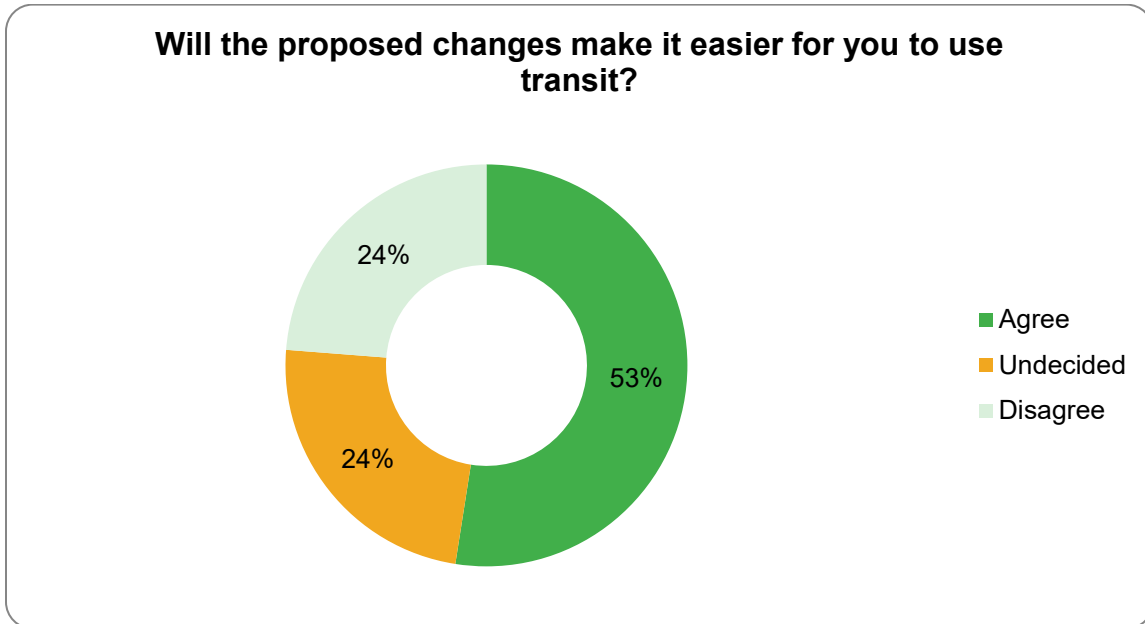
Figure 5



Transit Ease Associated with Proposed Changes

As indicated in **Figure 6**, just over half of respondents (53%) said that they agree or strongly agree that the proposed service changes will make it easier for them to use public transit. Twenty-four percent (24%) disagreed or strongly disagreed, indicating that the proposed changes would not make it easier for them to ride the bus. Twenty-four percent (24%) reported being undecided about how the changes would affect their ability to use public transit.

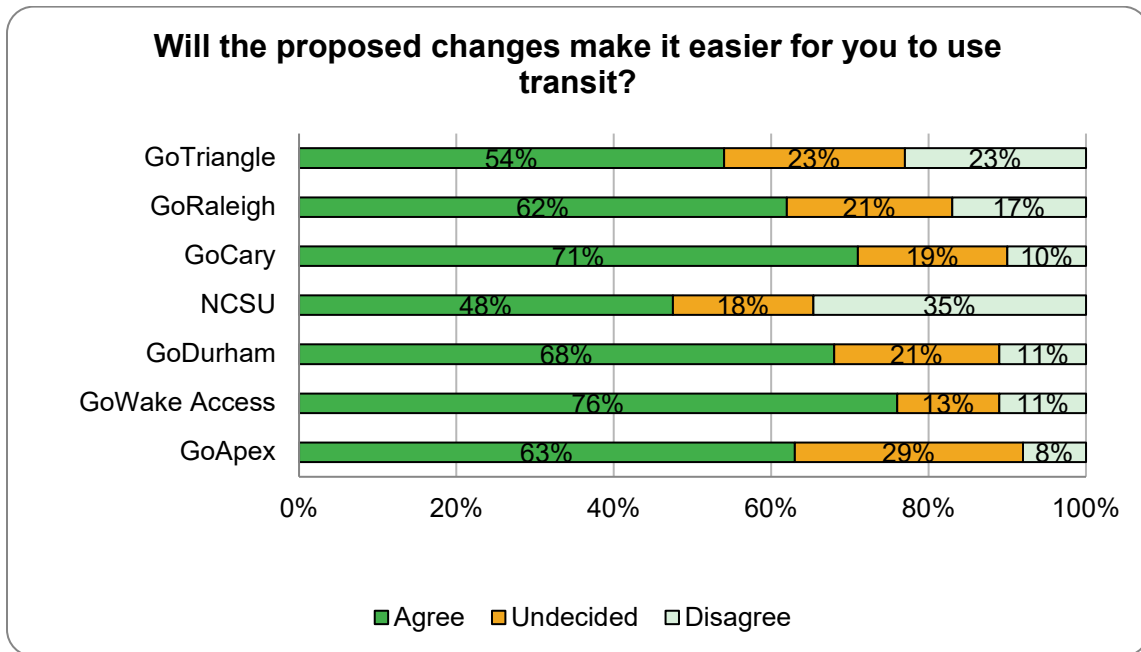
Figure 6



GoWake Access (76%) and GoCary (71%) riders were more likely to say that the proposed changes would make it easier for them to use public transit. The largest group of dissenters were NCSU riders, with 35% saying that the changes would not make taking the bus easier for them. Respondents who ride GoApex buses were the most likely to say that they are undecided about how the changes will impact them (29%).

Commenters took note of the potential effect of the recommendations on their ability to commute via bus. Concerns included the length of the routes and time needed to get to destinations, the reduction of bus stops, and the closing of the Eubanks Park and Ride (n=46). Although one respondent advocated for moving the park and ride lot to NC-54, most respondents asserted that such a change would dissuade them from commuting via bus because it would greatly increase their travel time. Another potential problem for commuters is the recommendations for removing NC State's campus from Route 11L, a notable concern given that these riders were the most likely to identify as transit users. More specific details about preferences for changes by route can be found below in **Figure 7**.

Figure 7



OTHER CONSIDERATIONS

Respondents offered additional considerations that they would like to inform the plan moving forward. Some wanted to see a greater emphasis on investing in electric buses and reducing emissions (n=5), bus stop enhancements (n=9), and bicycle and pedestrian accommodations along routes and at stops (n=7). Several respondents expressed concern over the current driver shortage and how that could affect public transit if driver pay isn't increased (n=14). At the same time, some want to keep bus fare free for all riders (n=9).

Although there were no questions specifically about community engagement, several respondents expressed concerns about the quality and/or quantity of public engagement conducted to inform the recommendations, especially among those who would be most affected by the changes but the hardest to reach (n=8).

Demographic data was collected differently in phase 3 than in phase 2. It was not, therefore, possible to make a direct comparison between the demographic data of phase 2 and phase 3. For this reason, it is challenging to draw comparisons between the demographic data in phase 3 and the outreach goals established at the outset of engagement. Some commenters expressed confusion about the demographic questions, including two who mentioned not finding their age range (one not finding ages 17 to 65 and another not finding ages 24-65) and therefore not being able to indicate their age. Future questions should include ages 25-64. This would provide respondents with clarity around how to respond to the age-related demographic questions. Another recommendation for future outreach is to separate the gender identity questions.

Insights and Findings: Emailed Comments and Letter of Support

OVERVIEW

A letter of support was offered from the Town of Apex' Town Manager Catherine Crosby. This letter offered insights into the Town's preferences for ideas recommended in the Wake Bus Plan. The Town asks that the following comments be taken into consideration. The entire letter can be found in Appendix C

- The Town strongly supports recommended improvements to GoTriangle Route 305 between Holly Springs, Apex, Cary, and Raleigh; and improvements to GoCary Route 12 between Apex and Cary.
- Improvements proposed for Route 12 will provide Apex residents with direct and all-day access to the Cary Depot, opening up possibilities for traveling by bus or rail.
- The Town is very concerned about the recommendation not to reinstate GoTriangle Route 311 because losing this route would fail to connect Apex, (The third-largest community in the county), with RTP (the second-largest employment center in the county).
- Apex has committed to local funds to plan, build and operate a route to connect to Routes 311, 305 and the ACX.

Thirteen comments were received by email. Many of the comments were extensive in their recommendations. The full list of comments can be found in Appendix A.

Emailed commenters expressed routes to NC State as a priority. Also mentioned was support for alternative fueled vehicles, maintenance and development of park-and-ride options, and increasing access for all riders, particularly those vulnerable due to poverty or homelessness.

Appendix A – Emailed Comments

Comment 1

Hi,

I thought today was the last day to provide comments but the online survey is already closed so I am emailing my comments.

I live in Village West in Chapel Hill and work at NC State University. I ride the CRX bus from Chapel Hill to Raleigh on a regular basis, or at least I do when there actually is a CRX service. My husband and I are a one-car household and we chose the house we bought because it was the only house we could afford that we could easily walk to the bus routes we needed to get to our respective workplaces.

I walk a mile from Village West to downtown Chapel Hill in order to catch the CRX. If I had to walk to the center of campus instead of downtown, it would likely mean that I wouldn't catch the bus anymore. A lot of the riders who get on at the downtown bus stop walk there and would likely be similarly affected; the stop is in a neighborhood with a lot of apartments and many people who use transit live there. I hope that you reconsider ending that stop.

I feel that the outreach that GoTriangle has done related to the changes in the Wake County Bus Plan that affect other counties are simply abysmal. I do not believe that most affected riders know about these proposed changes. This is major, considering that you are proposing eliminating every stop that is currently used by people who live in Orange County and take the CRX to Raleigh and are proposing ending the DRX altogether (my coworker takes the DRX and did not know about these proposed changes). Thus, every rider who currently lives in Durham or Chapel Hill and commutes using the DRX or CRX to Raleigh is affected by these changes but you have not engaged in meaningful attempts to get input from that ridership.

I am signed up for email alerts from GoTriangle and also am on the Chapel Hill Transportation and Connectivity Advisory Board. I bring this up because I am more plugged in than the average person on proposed changes to transit lines affecting Chapel Hill. I was surprised last week to receive an email from the NCSU transportation department about proposed changes to lines that run through the NCSU campus, including the CRX. I had not received an email about these proposed changes from GoTriangle in an email that contained the word "CRX;" GoTriangle had sent out an email asking for generic feedback on the Wake County Bus Plan but since I live in Orange County I did not read through that document. Because the CRX is not currently running (but will start running again on March 26), there was no opportunity for GoTriangle to put up signs in the bus asking current riders for feedback on the changes. Ideally, you should put up signs with information about proposed changes in the affected buses so riders can give input. You could include a QR code to the survey.

I think that GoTriangle should either extend the comment period on the Wake County Bus Plan and engage in meaningful public outreach to affected neighborhoods and riders OR you should include language in the Wake County Bus Plan indicating that decisions about bus routes that affect other counties besides Wake County are still pending review by those county bus plans. I am concerned that an official document is about to be passed by elected officials that profoundly affects people who live in Orange and Durham Counties without even token efforts to get input from affected riders. I don't know how difficult it will be to change those plans later during the Orange County and Durham County bus plan process.

Comment 2

To Whom It May Concern,

I grew up in Wake County and while I now live in Charlotte, many of my friends still call the Triangle region home. I still care deeply about my hometown and surrounding communities that I was a part of for more than 18 years. Therefore, I'd like to encourage GoTriangle to continue on with its adoption of alternative fueled vehicles and infrastructure as a way to increase the benefits of public transit to the neighborhoods and communities you serve. By continuing adoption and taking advantage of upcoming funding opportunities from the Bipartisan Infrastructure Law and the Inflation Reduction Act, public transit in the Triangle region can continue to better benefit residents' lives, especially in the low-to-moderate income areas you serve. Continue collaboration with the Triangle Clean Cities group as they have the knowledge of these upcoming funding sources and the resources to help y'all with application(s) and implementation.

Thank you,

Comment 3

Hi there,

I am not a fan of the possible FY25 CRX alignment changes. I live about 2 miles from the Eubanks P&R, and that stop may be eliminated. A few middle grounds:

1. I wouldn't mind adding an I40 & 54 stop to the current route.
2. The new I40 expansion to three lanes near exit 270 (15-501 exit) would decrease traffic a lot, increasing reliability.

Please add this email to the CRX alignment changes comments.

Thanks,

Comment 4

Hello,

I appreciate having the opportunity to give feedback to the proposed changes in FY25-26 to the bus transportation options connecting Durham and Raleigh. I am a resident of Durham, and I work at NC State University, and I've been a DRX rider for over a decade. I really like the service, and I appreciate the drivers who always provide a friendly and safe trip.

I also appreciate the expertise of those involved in making long-term plans and realize there is much context about advancing a bus system in a sprawling and quickly growing metro area that I lack. I can only share information about my needs and impacts of future changes. I respect that there are many other riders with different needs.

Since the temporary cancellation of the DRX, I've been using the 700 and 100. I work a typical shift, Monday-Friday. In considering the proposed DVX and 100X routes, I'll share these observations:

- The 100X trip looks likely to be about an hour. The current DRX route, connecting central Durham (with parking and transit connections to Duke) is 35 minutes.
- The DVX route offers no parking option for Durham residents traveling to Raleigh.
- The DVX route appears focused solely on those in the Raleigh area using a new park-and-ride at the State Fairgrounds to travel to Duke University and VA Medical Centers. It's hard to understand who would ride the reverse trips (to Raleigh in the AM, to Durham in the PM).
- Having an express route that skips all three Transit Centers and has a park-and-ride only on one end seems very limited.

One more note is how useful the real-time location information was before the TransLoc stopped working some months back. I hope we are able to regain this capability.

Thank you for all your work on improving the Triangle public transportation options.

Comment 6

We really need to be thinking about better public transportation. Things like light rail and bus service are not appealing and will only be used by people that have no other choice. SkyTran has a pretty good web page that explains their system. SkyTran

I'm not saying we should use SkyTran, only that that or similar systems should be investigated so that Wake County/Raleigh could be a showcase for public transportation.

Comment 7

March 13, 2023 GoTriangle ATTN: Draft Work Plan & Wake Bus Plan 4600 Emperor Boulevard, Suite 100 Durham, North Carolina 27703 To Whom It May Concern: Thank you for the opportunity to provide comments on the Recommended Wake Bus Plan for 2025-2030. We appreciate the substantial effort of creating an updated bus plan to guide the region's investments and have also appreciated the opportunity for our staff to participate on the Stakeholder Team for this project. We have carefully considered the recommendations and would like to share a few comments for consideration as the plan is revised and finalized. We strongly support the recommended improvements to GoTriangle Route 305, between Holly Springs, Apex, Cary, and Raleigh; and improvements to GoCary Route 12 (formerly ACX), between Apex and Cary. The Town has eagerly awaited the increased span and frequency of service along Route 305, since it was first specifically identified in the Wake Transit Plan, and then programmed in the Fiscal Year 2021 and 2022 Annual Work Plans.

In addition, the improved connection between Apex and Cary, proposed with Route 12, will provide Apex residents with direct and all day access to the Cary Depot, opening up the possibilities of traveling by bus or rail. The Town has substantial concern with the Wake Bus Plan recommendation not to reinstate GoTriangle Route 311 between Apex, Cary, Morrisville, and Research Triangle Park (RTP) between now and 2030. While Route 311 had relatively weak performance in terms of ridership based on 2018 and 2019 data (it has been suspended since 2020), it appears ridership was higher at that time than 2021 ridership on Route 310, the FRX, and WRX; which are all proposed to maintain service. In addition, the Gap Analysis completed to inform the Wake Bus Plan identifies the connection between Apex and RTP as a current gap in regional service, further substantiated by referencing the "FAST" study completed by the North Carolina Department of Transportation in 2021, which identifies Apex to RTP as a key corridor for regional travel.

The study also identifies the Regional Transit Center in RTP as one of the highest-ridership stops in the region. A plan that represents an \$82.8M investment but fails to provide a connection between the third-largest community in the county (Apex), the second-largest employment center (RTP) and one of the highest-ridership stops in the region does not meet the Wake Transit Plan goal to "Connect Regionally" by any measure. We understand that fulfillment of the Wake Transit Plan vision requires local commitment, not just regional investment, and have been working to do our part. Apex has committed local funds to plan, construct, and operate a local route specifically designed to connect to Route 311, Route 305, and the ACX. Route 311 has never been in service since the launch of GoApex Route 1, which ADMINISTRATION DEPARTMENT TOWN OF APEX The Peak of Good Living PO Box 250 Apex, NC 27502 | (919) 249-3426 | www.apexnc.org was intended to improve ridership along both services by providing a regional local connection.

In addition, the Town has modified our 2045 Land Use Map to increase proposed land use densities along the NC 55 corridor, used by Route 311, in an effort to support transit-oriented development. Finally, we have dedicated staff, who have previously shared these concerns, to participate in engagement efforts and technical meetings throughout the development of the Wake Bus Plan. We understand that a technical process was used to analyze and prioritize bus services as part of developing the Wake Bus Plan. As a final step, it is important to look at the big picture of recommendations, the magnitude of the investment, and the gaps initially identified. Instead of eliminating Route 311, we respectfully request that this route be examined for possible modifications that may improve ridership, as has been considered with other routes. These may include: increasing frequency and span of service, considering a revised alignment that could provide a connection from western Wake County to RDU Airport in addition to RTP, and upgrading existing bus stops to meet minimum ADA standards. We look forward to continuing to work with you on these possible revisions.

Comment 8

Cary park neighborhood in West Cary has no bus stops or bus routes or benches. There nothing for this neighborhood at this time. This needs to be put in the plan. transit options are needed in this part of West Cary also. thank you

Comment 9

Dear GoTriangle,

Prior to the pandemic I had been a daily user of the CRX bus since 2016. I park at the Eubanks Rd park & ride in Chapel Hill. I am writing in support of KEEPING the Eubanks Rd Park & Ride stop. This stop serves riders from northern Chapel Hill, Hillsborough, Mebane and further West. It is very conveniently located just off I-40, which makes it very easy to get to off the freeway and take transit the rest of the way to Raleigh. With the proposed change to a park & ride somewhere off of Highway 54, this plan would add considerable time commuting on the freeway or through the busy part of Chapel Hill and UNC campus. This would NOT be advantageous for commuters coming from the northern part of Chapel Hill or commuters coming from the western communities. Without this stop on the CRX express line there would be no other way for riders, like myself, and others from that area to make it to Raleigh in a reasonable amount of time using public transportation.

One of the main goals of the 2025 plan is to enhance the access of transit and connect regions. Eliminating the Eubanks Park & Ride will totally do the opposite! This proposed change would be a disincentive to take public transportation. The majority of riders I have gotten to know at the Eubanks park & ride are coming from northern Chapel Hill, Carrboro, Hillsborough, Mebane. This proposed change would increase travel time immeasurably

for those commuters coming from these areas. Drivers would need to deal with traffic back ups that are common in the mornings when driving East on I-40 prior to exit 273. (Morning sunshine delays and the heavy traffic coming onto the freeway at 15/501, and the traffic back up on Highway 54 at Farrington Road, which are considerable.) Removing the Eubanks Rd stop would leave the commuters who live north and west of Chapel Hill with a clear disadvantage and significantly increase in time for their commute, if they decided to continue to take transit. If this change moves forward I would think GoTriangle would lose many current riders.

Please keep the CRX Eubanks Road park & ride. There are many riders who use it for their commute to NCSU and downtown Raleigh for school and work.

I enjoy taking the bus. The current CRX route with the Eubanks park & ride makes it an easy decision to take transit to work. The express bus saves money (even when there is a fare), is efficient, and with minimal stops is pretty quick. It saves me stress from stop and go traffic on the freeway.

Please keep the Eubanks park & ride and keep the CRX.

Comment 10

Hello-

Thank you for soliciting feedback regarding the proposed bus plan for GoRaleigh.

Oak City Cares is on the Route 21 bus route and serves our vulnerable neighbors experiencing homelessness or at-risk of becoming homeless. We are providing critical basic needs services including showers, laundry, mail services, and weekend meals 7 days a week, and would like to strongly advocate for the need for the Route 21 bus to increase its frequency to every 15 minutes.

Thank you

Comment 11

For your use and consideration, below are my comments on the Draft FY 2024 Wake Transit Work Plan that was made available to the public on Feb 20, 2023:

1. Include funds from the ½ cent transit sales tax to cover the costs of continuing to offer fare free bus service throughout Wake County, including GoTriangle, GoRaleigh, and GoCary buses. Fare free bus service will continue to help lower income residents regain their economic footing due to the pandemic, and it will attract more people to leave their cars at home and ride buses.

2. Regarding the Bus Rapid Transit (BRT) Projects:

- a. Please determine ways to accelerate the design and construction of these four important bus projects. My understanding from the City of Raleigh website is that the construction of the New Bern Ave BRT will not be completed until winter 2025; the 30% design of the Southern Corridor BRT will not be completed until fall 2023; the 30% design of the Western Corridor BRT will not be completed until spring 2024; and the Northern Corridor BRT does not have a design consultant yet.
- b. Unless I missed it, the Work Plan only appears to show budget for the Southern Corridor in FY2024. Where is the funding for the other three BRT projects?

3. Regarding the Greater Triangle Commuter Rail Project (CRP), Chap 4 presents “placeholder scenarios” for commuter rail funding, since the County has not made a decision on if or how the project should move forward. In addition, it appears that no budget is included in FY2024 for the CRP. Since this decision should be made by the County before adoption of this Work Plan in June 2023, please re-issue the Draft Work Plan for public comment in April 2023. That way there will be time to review the decision and comment on it prior to June 2023.

4. With respect to the CRP, I do not recommend that the commuter rail project go forward for the following reasons:

- a. Given the lack of state endorsement and funding.
- b. Uncertainty of federal funding (Sect 11.1.2 in the Feasibility Study notes that the project rating would probably not be high enough).
- c. Ridership numbers that may be inflated since they're based on pre-pandemic data per FTA guidelines (Fig 2-2 in the Study shows that GoTriangle bus ridership is only 50-55% of pre-pandemic levels).
- d. Huge cost of each phase of the project, draining funds and resources from other important transit initiatives in the County. It would appear to be more appropriate to spend the transit funds on accelerating the 4 BRT projects, and to enhance the frequency and number of bus routes throughout the region, instead of investing more funds in a questionable commuter rail project. The public appears to desire more frequent transit service, which would be accommodated by buses as opposed to rail service.
- e. Long timeline to get any of the 3 CRP phases operational.
- f. Significant coordination and agreements that need to be obtained from NCR, NSR, CSX, and NCDOT Rail Division.
- g. Never being able to obtain approval from the railroads, despite their voluminous and costly infrastructure requests. The region has invested over \$200M of local transit sales tax money in two rail projects since 2003, the Regional Rail Project and the Durham-Orange Light Rail Project, neither of which was constructed due to railroad constraints. Why repeat our past mistakes in dealing with the railroads, unless agreements can be executed with the railroads prior to significant public money being spent?

- h. No guarantee that all 3 phases of the project would be built due to stakeholder, financial and technical constraints.
- i. Limited area in the region that would be served by the rail alignment.
- j. Significant need for more frequent and widespread bus service throughout the region, which would be constrained by the budget taken up for the rail project (requested by the public per Sect 2.4.3 of the Feasibility Study).
- k. Upwards of an additional 40 gate closures at all at-grade crossings per day disrupting vehicular traffic at the crossings. For example, presently trains block traffic at the downtown Cary grade crossings during station stops there.
- l. Before investing more public money in the CRP, I suggest a public poll be taken, including present bus riders, to present the challenges of the commuter rail project and ask which makes more sense - commuter rail or enhanced bus service?

5. From an editorial/readability perspective, there are many maps/Figures within the Work Plan where the text is too small and fuzzy, making it very difficult to read. These include the maps/Figures on pages 27, 53, 58, 62, 112-124, 128-137, 165, 200, and 201.

Comment 12

I know you don't want to hear this but you're about 20 to 30 years too late. Light rail or Mono rail should have gone in at least 20 years ago when the cost of land was not so high!! The more people that move here the higher the cost of land. Start something NOW!! A rail system between Clayton Raleigh Durham and Chapel Hill now. Make sure you have other rail spurs from Fuquay and especially one from the airport and stops at the various sports arenas. There is a very large area in south Raleigh where the bus station used to be and where is the Purina plant used to be. This area could be used as a bus/train transit area. Use electric buses to run all the way around Raleigh. With spokes that reached out to the outer beltline. Remember rail really is the least expensive way of moving material, i.e. passengers. It's also the most environmentally friendly. You don't have to pave over land to put in 6 Lane Highway to move people. I know it's gonna cost but the cost in 10 years is going to probably double.

Comment 13

- 1. I'm very disappointed that GoTriangle NRX and a park-and-ride in north Raleigh on I-540 have been killed, as was GoTriangle 201 four years ago. The consequence is that the proposed Bus Plan is irrelevant to residents of north Wake County and north Raleigh who work in or around Research Triangle Park. Consider running a nonstop to RTP from the mini-hub at Crabtree Valley Mall.
- 2. Use of the "L" route suffix by GoRaleigh should be discontinued. Almost no one knows what the "L" signifies. It confuses the population at large.

3. Good to see that GoRaleigh 26 is being discontinued. It should never have been launched to begin with... a clear example of how an obsolete study (conducted prior to the sales tax referendum) should not be used as a basis for making changes.
4. I don't see the point in maintaining GoRaleigh 27 and 36 as separate routes. Combine them and have the southern terminus at the BRT. And for those people at Crabtree Valley Mall who are going downtown, it makes more sense to route them down Blue Ridge to the BRT instead of riding a slow GoRaleigh 6 into downtown. This would relieve pressure on frequency for GoRaleigh 6.
5. Good to see GoRaleigh 32 in the plan. East-west connectivity across north Raleigh is important.

Appendix B – Letter of Support



ADMINISTRATION DEPARTMENT

March 13, 2023

GoTriangle
ATTN: Draft Work Plan & Wake Bus Plan
4600 Emperor Boulevard, Suite 100
Durham, North Carolina 27703

To Whom It May Concern:

Thank you for the opportunity to provide comments on the Recommended Wake Bus Plan for 2025-2030. We appreciate the substantial effort of creating an updated bus plan to guide the region's investments and have also appreciated the opportunity for our staff to participate on the Stakeholder Team for this project. We have carefully considered the recommendations and would like to share a few comments for consideration as the plan is revised and finalized.

We strongly support the recommended improvements to GoTriangle Route 305, between Holly Springs, Apex, Cary, and Raleigh; and improvements to GoCary Route 12 (formerly ACX), between Apex and Cary. The Town has eagerly awaited the increased span and frequency of service along Route 305, since it was first specifically identified in the Wake Transit Plan, and then programmed in the Fiscal Year 2021 and 2022 Annual Work Plans. In addition, the improved connection between Apex and Cary, proposed with Route 12, will provide Apex residents with direct and all-day access to the Cary Depot, opening up the possibilities of traveling by bus or rail.

The Town has substantial concern with the Wake Bus Plan recommendation not to reinstate GoTriangle Route 311 between Apex, Cary, Morrisville, and Research Triangle Park (RTP) between now and 2030. While Route 311 had relatively weak performance in terms of ridership based on 2018 and 2019 data (it has been suspended since 2020), it appears ridership was higher at that time than 2021 ridership on Route 310, the FRX, and WRX; which are all proposed to maintain service. In addition, the Gap Analysis completed to inform the Wake Bus Plan identifies the connection between Apex and RTP as a current gap in regional service, further substantiated by referencing the "FAST" study completed by the North Carolina Department of Transportation in 2021, which identifies Apex to RTP as a key corridor for regional travel. The study also identifies the Regional Transit Center in RTP as one of the highest-ridership stops in the region. A plan that represents an \$82.8M investment but fails to provide a connection between the third-largest community in the county (Apex), the second-largest employment center (RTP) and one of the highest-ridership stops in the region does not meet the Wake Transit Plan goal to "Connect Regionally" by any measure.

We understand that fulfillment of the Wake Transit Plan vision requires local commitment, not just regional investment, and have been working to do our part. Apex has committed local funds to plan, construct, and operate a local route specifically designed to connect to Route 311, Route 305, and the ACX. Route 311 has never been in service since the launch of GoApex Route 1, which

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ADMINISTRATION DEPARTMENT

was intended to improve ridership along both services by providing a regional-local connection. In addition, the Town has modified our 2045 Land Use Map to increase proposed land use densities along the NC 55 corridor, used by Route 301, in an effort to support transit-oriented development. Finally, we have dedicated staff, who have previously shared these concerns, to participate in engagement efforts and technical meetings throughout the development of the Wake Bus Plan.

We understand that a technical process was used to analyze and prioritize bus services as part of developing the Wake Bus Plan. As a final step, it is important to look at the big picture of recommendations, the magnitude of the investment, and the gaps initially identified. Instead of eliminating Route 301, we respectfully request that this route be examined for possible modifications that may improve ridership, as has been considered with other routes. These may include: increasing frequency and span of service, considering a revised alignment that could provide a connection from western Wake County to RDU Airport in addition to RTP, and upgrading existing bus stops to meet minimum ADA standards. We look forward to continuing to work with you on these possible revisions.

Sincerely,



Catherine Crosby
Town Manager

Appendix C – Comments by Route

PHASE 3 ENGAGEMENT COMMENTS BY ROUTE

GORALEIGH

Route(s)	Comments
1	Suggestion for new Route 1 alignment between downtown and Fenton Street running express on Capital Blvd to provide frequent service to Person Street district and Wake Forest Rd corridor
2	Eliminate Diversion on Route 2 caused by tight geography of Whitaker and Wake Forest What benefit to riders does the route deviation at Carlos Drive provide? I suggest eliminating this deviation from route 2, further reducing trip times on the route
3	Suggestion for route 3 to connect with future 24L “The proposed routing for 3 Glascock that shifts the route to Boundary Street is likely to be slower than an route that follows Wake Forest Road directly to Glascock from Blount/Person.” Suggestion to cross the 3 and 10 at the intersection of Raleigh Blvd and Glascock; avoid redundancy of frequent route parallel with BRT
4/26/27 Northwest 2.0	Support for discontinuation of Route 26; however Potentially maintain service at Raleigh Orthopedic via the 4 or 27 Concern about reliability of extended route 4 “I don’t see the point in maintaining GoRaleigh 27 and 36 as separate routes. Combine them and have the southern terminus at the BRT. And for those people at Crabtree Valley Mall who are going downtown, it makes more sense to route them down Blue Ridge to the BRT instead of riding a slow GoRaleigh 6 into downtown. This would relieve pressure on frequency for GoRaleigh 6.” The map shows a very odd routing at the southwestern end of the 27L. If this is intentional, expect that difficult to understand maps will discourage potential riders from trying the service. Please ensure that there is a simple way to transfer between the 27L and the 4 at Rex Hospital. The plan map implies that the services do not use the same routing near the intersection of Lake Boone Trail and Blue Ridge Road. Extend 4 to Crabtree valley mall and eliminate redundant service with rt 9 and 100
5/13/20/22 Biltmore Hills	Interest in increased frequency on 19 and 22 Concern about elimination of the 22 “What can be done to improve the endline loops around the Biltmore Hills area? On option to consider is to terminate the 7L at Wilmington Street and to extend the frequent route #5 to Wilmington BRT via Rush Street. This change would increase the utility of the #5 by allowing it to service GoRaleigh Station directly as well as

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	<p>be a feeder service for South BRT, but would probably require additional service hours. Perhaps operating #5 on Rock Quarry Road (rather than State and Dandridge) would create a simpler and more efficient route: Rock Quarry-Cross Link-Rush. Looking at ridership figures posted on the bus stop amenities map, it appears as if most trips from State Street are at locations that are very walkable to the 19 (MLK) or Cross Link Road. This change would also serve the YMCA and SECU Beacon Site with frequent transit.”</p>
7	<p>suggest continuing to operate 7 from Wilmington and Pecan to GoRaleigh Station via South Sanders, South/Lenoir, and whatever frequency the ridership supports. This would shift 7 from the Dawson-McDowell connector to the old alignment of South Saunders Street. The benefit of this routing is that it provides additional service to Dix Park and Heritage Park.</p>
7L	<p>suggest putting service on Pecan Road in both directions, eliminating the midline loop between South Saunders and Wilmington Street. This will improve the transfer to BRT on Wilmington.</p>
8/16 Oberlin/Six Forks	<p>Concern about neighborhood losing access with rerouting of 8 and 16, and the 16 no longer going downtown</p> <p>Desire for service to stay on St. Mary corridor</p> <p>“Convert the 16 into the 16L (North Hills to Centennial Campus), reroute the 8 so that it travels between North Hills and Downtown via Six Forks, Wake Forest, and Capital Blvd, adjust the 24L so the endline loop is smaller and service is bidirectional on St Albans and Hardimont, rather than traveling on Six Forks and Wake Forest Road. Implementing these changes without adding service hours will make the network more productive and efficient and will help to build ridership for services that are planned to become frequent over the long term.”</p>
11	<p>This is a great addition of service. It will be appropriate to eliminate service between NCSU and downtown when Western BRT is implemented. Service through Boylan South make work better if it connects to BRT at Western Blvd and operates on Lake Wheeler Road.</p>
11L	<p>Comments on 11L Southwest (FY25): - This simplified route is a welcome change. Can the simplification parts of this change be implemented earlier than FY25, with additional service hours added later and funding allows? - I suggest further simplification of the route, and a reduction of service hours per trip by not including a midline loop involving Buck Jones Road. Most parts of this route are better served by GoCary #6 or GoTriangle #305</p> <p>Comments on 12 Method (FY25) - Do we know why there is demand for this service later into the evening? What does it teach us that might be applicable to other routes? One might presume that a fair number of service industry workers live in the area served by the 12. - Please extend the route southward to connect to the 11 and 11L at Gorman and Avent Ferry. This will create a much more flexible network to serve more trips. - Please consider splitting the route into two separate routes: One serves GoRaleigh Station to the Village District and the other serves Hillsborough/NCSU to Gorman/Avent Ferry via the Method Community. The change would eliminate service hours from Hillsborough Street (between Gardner and Enterprise) that are redundant with other transit services. It may also improve trip time reliability. This change may allow for additional span, and/or extension of the route to connect to the 11. - To transfer to the planned GoRaleigh 9 frequent route, GoTriangle routes, and Wolfline routes, the modified 12-Method could</p>

	<p>terminate on Founders Drive near Gardner Street (making a left from Founders to Hillsborough at Gardner). This would require a partnership to utilize NCSU infrastructure but would benefit the NCSU community with improved transit for students, faculty, and staff. - To terminate a DTR to Village District service, I suggest using the following endline loop (in either direction): Oberlin, Pullen, Hillsborough, Enterprise, Clark, Oberlin. This change would allow the removal of the Oberlin/Clark Enhanced Transfer Point, concentrating efforts on the Hillsborough/Pullen ETP. - This comment makes sense in the context of extending service to Avent Ferry: Please consider shifting service to run bi-directionally on Method or Gorman, rather than having a loop. Note that TIP project P-5736 will close Beryl Road at the NCR, but will extend Beryl to Royale Street.</p> <p>I would appreciate if the 11L was still able to be accessed from NCSU.</p> <p>I have no issues with the changes aside from the proposal of removing the campus services from the 11L route. I use that to get to and from campus from Raleigh, and it would be harder for me to transit if that was removed.</p> <p>I don't have ridership data but am concerned about discontinuing 11L service to NC State. There's a lot of student housing along those routes and it travels beyond WolfLine's range. Please look very closely at this before discontinuing 11L to NC State.</p> <p>Removing 11L will make it harder for me to commute to NCSU.</p> <p>Please keep Route 11L going to NC State. I rely on this bus to get to campus as a student and back home.</p> <p>Removing route 11L from campus will significantly burden off-campus students living near Lake Johnson and Franklin Jones road. They will have to take two buses to get to campus. From my experience, GoRaleigh never provided reliable connections between buses. This can increase the total travel time from 15 minutes to over one hour. I expect you to consider this in your changes.</p> <p>Please resume NC State for 11L! Mar 16, 2023 10:57 am Destinations Routes 0 On behalf of current NC State commuters: For GoTriangle CRX, please keep the Eubanks Park-and-Ride, at least until BRT runs to downtown Chapel Hill or until CHT can add direct service from Eubanks to new NC 54 Park-and-Ride. For GoRaleigh Route 11L, extend the route to provide a transfer point to Route 11 or to the Wolfline (without riders having to cross Avent Ferry or Gorman).</p>
12	<p>Extend 12 to connect to 11 and 11L, and/or split route into 1) GoRaleigh Station to Village District and 2) NCSU to Gorman/Avent Ferry via Method</p> <p>Modify 12 to connect to Rt 9 to transfer</p>
14	<p>More frequency on proposed 14</p> <p>Replace lost service along Whitaker Mill Road with a change of the routing of the 14: Atlantic-Whitaker Mill-Glenwood. This would preserve 30 minute service west of Five Points while reducing redundancy between the 14 and 1 and vastly improving the #2 for most riders. From Five Points, the 14 might work best following the same route as the 6, providing additional frequency between Glenwood South and Five Points. This routing would have the additional benefit of connecting service industry jobs in Glenwood South and the west side of DTR directly to housing along the route of the 14. Using Wade Avenue and Capital Blvd (current #2 path) may not provide significant benefit.</p>

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18/18L	Is there any ability to make 18 more direct in order to reduce trip times? Are additional sidewalks and/or pedestrian crossing needed in order to make such changes? The deviation down Peyton and Glenbrook seems like it could be eliminated in order to provide additional frequency and/or span.
19	“According the Route Performance Review, GoRaleigh Route 19 has not been very productive. Eliminate the route deviations to make it more efficient. It should not travel on Kidd, Swinburne, or Falstaff on the inbound trip for Sungate, Michael J Smith, or Carl Sandburg on the outbound trip. Sidewalks existing to bring passengers to stops directly on Sunnybrook Road”
21	Support for frequency increase Make route more direct to work with S BRT
25/25L/32 Old Wake Forest	Support for Route 32 Don't like removing Carlos Dr from 25L and needing to go up to Spring Forest to catch 27L to get to Wake Tech I suggest considering operating 32L via Dixie Forest Road, rather than using Atlantic. This route may be more direct and put stops in a place where waiting for the bus will be more pleasant. The Old Wake Forest project will improve the remainder of Dixie Forest Road. The connection from the 32L to Glenwood seems odd, please consider using Pleasant Valley rather than Millbrook for a more direct routing.
33	Recommendation to bump up 33 improvements to FY25 because of Wake Tech 4.0 opening in FY24 Request for larger loop around Knightdale area
36	Route concept for 36: N on Creedmoor, West on Lynn, North on Ray, East on Strickland to Brandon Station. Then back south on Creedmoor. Serves new area instead of back tracking.
55X	Improvements that can make transit easiest in my case is the expansion of BRT lines, specifically the proposed line from Raleigh to Cary and the current 55X.
FRX	Request for more stops Southeastern Wake County, especially unincorporated area between Garner and Fuquay is underserved and nothing is proposed
R-Line	Multiple comments interested in restoration of R-Line
BRT	Please avoid dedicated lane BRT. The dedicated lanes work well with very high frequency bus routes. Here the proposed frequency is 15 minutes, during day time. 4-8 buses per hour. That is wasted space and not enough ROI. Instead, let's work with the high speed rail. I'm looking forward to the BRT projects Any additional allocation for bus lanes and expanding the BRT system is crucial.

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	Funds should be made available to accelerate the 4 BRT projects.
Other	<p>Extended hours/improvements for Garner (multiple)</p> <p>Interest in bringing back Raleigh-Garner Express</p> <p>Consider running a nonstop to RTP from the mini-hub at Crabtree Valley Mall.</p> <p>“Use of the “L” route suffix by GoRaleigh should be discontinued. Almost no one knows what the “L” signifies. It confuses the population at large.”</p> <p>Interest in service to Volant Dr (North Ridge Villas)</p> <p>Interest in a route that would connect east and west through downtown as a one seat ride</p> <p>Interest in more connections to Raleigh Union Station, especially from east</p> <p>Desire for service on Ray Rd at Strickland Rd</p> <p>Desire for more routes around 540 and 401, 40X is the only route in the area and is only hourly</p> <p>Interest in more service to/from Brier Creek, at least every half hour to Raleigh</p> <p>Many comments on ending the service reductions</p> <p>Desire for more routes connecting Crabtree/North Hills and South/West Raleigh</p> <p>It is not clear what purpose an enhanced transfer point at Franklin/Blount would serve, or where it could be located that wouldn't be difficult to serve effectively</p> <p>Suggestion to get rid of pulses at GoRaleigh station to reduce bus traffic at station at the :00, :15, :30, :45s</p>

GO CARY

Route(s)	Comments
ACX	Please consider increasing the frequency and span of service along the GoCary ACX to 30-minute service every day of the week. Please consider providing timed transfers from ACX at the Cary Depot to RDU airport via a direct bus connection.
Routes	<p>Having an additional route from Cary to Downtown Raleigh via Hillsborough street would be very helpful for those who work on NC State's North Campus (or additional Wofline routes that run from the current 300 route's stops along Western to North Campus).</p> <p>Also, I think it would be great to have more routes that go to PNC Arena so that commuting to NC State/Hurricanes Games and Concerts could be more accessible.</p> <p>As a senior more routes for western Cary.</p> <p>The Cary to the State Fairgrounds connection is a great idea.</p>

GoTRIANGLE

Route(s)	Comments
100(X)	<p>The "100X" sounds cool but isn't described well, so I'm not sure I trust it.</p> <p>I like that the new 100X will condense the 100+700 but have the express timing benefits of the DRX. I also like that it will eventually run at 15 min intervals.</p> <p>I also strongly wish that GoTriangle's airport bus, #100, return to *direct* connections at all times between downtown Raleigh and RDU.</p> <p>Please bring the 100 back to the airport all the time.</p> <p>Apart from BRT line improvements, near-constant traffic along route 4/100/12 on Hillsborough Street causing frequent delays suggests a need for dedicated bus lanes in some of the highest traffic areas.</p> <p>For me, and many other commuters, the 800-100 route is not a feasible alternative. We already drive or take another bus to the CRX, so having to get off the bus midway to Raleigh is a further disruption. With the CRX, I am able to settle into the bus and work during my commute, justifying the inconveniences of infrequent bus times, etc. I would not switch to the 800-100 route, which is much slower (1.5 hours) and more burdensome</p> <p>I disagree that the 100 - 805 (during day option) from Raleigh to Chapel Hill and back will be of any help. It's just a too slow connection.</p> <p>The proposal to replace GoTriangle DRX route with 100X and DVX will mean for sure that I stop using public transit to commute from Durham to NC State - which I've been doing for about a decade now (at least until DRX was suspended). The 100X route that I would have to take, having additional stops at NC Central and RTP, would extend the route's time to the point of no longer being practical for me as a commuting option. I know I would not be alone in this regard, as it would essentially apply to the number of folks I know who commute to NC State from Durham. This is an exceptionally poor proposal in my opinion, because it would thus reduce ridership further and contribute to rush hour traffic congestion. The fact there'd be no practical (i.e. direct, non-stop) commuting option between Durham and NC State would be a massive failure of public transit planning in the Triangle given all the immigration to the area. I don't why or what basis the outside consulting company decided this proposal would be an improvement, but putting this proposal out during suspension of DRX seems even like more of a failure - before this proposal was developed, I've received no systematic rider surveys asking about my specific origin and destination point as a public transit commuter. Since I respond to every survey I receive, I'm assuming this means this information was not recently collected as part of proposal development. How can you decide such a proposal would be an improvement without that data? As a faithful rider, it feels like GoTriangle is trying to kill off this route.</p> <p>Is it more relevant for the 100X to detour to serve NCSU/Durham Tech or RDU airport? Which of the two would most benefit Wake Transit (and Durham) taxpayers?</p> <p>Route 100X will serve too many areas (including a layover at the RTC) to be considered express. Please consider revising the DVX to serve the Durham Station Park-and-Ride and the NC State campus as the primary express route between</p>

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	Durham and Raleigh. Change 100X to 100 for consistency with other non-express routes.
300	<p>I need to learn more about the BRT option that is replacing the 300 route. More frequent and faster service between Cary and Raleigh sounds great to me, but I'd want to know what stops are being lost too.</p> <p>The additional bus service on the 300/305 in early evening and weekends is great.</p>
305	<p>I would like to see GoTriangle 305 be expanded to Fuquay Varina</p> <p>The additional bus service on the 300/305 in early evening and weekends is great.</p> <p>The 305 bus line has spotty or nonexistent service creating an issue where I spend from 25-30 a day just to get back and forth to work. Limiting service has cost me dearly.</p>
311	You must certainly do a better job of communicating the park and ride opportunities and locations. The airport improvements are welcome, but I no longer have a direct connection there since my 311 is gone
800	See CRX comments
805	<p>I disagree that the 100 - 805 (during day option) from Raleigh to Chapel Hill and back will be of any help. It's just a too slow connection.</p> <p>For me, trying to catch a bus back to the RTC in the afternoon is a crap shoot, because I never know when the 12B or the 805 is going to be coming by my stop and neither of those routes seem to show up on TransLoc.</p>
DRX	<p>There is no mention of DRX bus route in your plans. What happened to the bus route for Raleigh to VA, Duke University employees?</p> <p>What are plans for the DRX?</p> <p>I strongly disagree with discontinuing the DRX. If the bus does not stop at the Durham Station, I will not use it at all, as I cannot park at Duke to access bus. Not having the DRX will negatively affect students, graduate students, staff and faculty who attend or work at NC State.</p> <p>Please bring back the DRX. It cuts my commute in half</p> <p>Removing the DRX and adding a line with additional stops makes commuting by public transit among Triangle destinations impossible. It will ensure more automobile use in my household and will make certain there is more traffic. Seems like a poor outcome.</p> <p>I was hoping that as the pandemic waned, we would see a renewal of the previously very popular DRX service. It will be difficult to get from downtown Durham to downtown Raleigh as a regular commuter.</p> <p>I agree as long as this is the plan that is actually adopted. I commute to work using the CRX and sometimes DRX, and when it was canceled, that caused a major disruption to my ability to make it to work. If this plan will ensure the CRX and DRX are kept in circulation, I think it is fine.</p>

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NRX	<p>I agree with all of the proposed changes except that I would like the GoTriangle NRX (North Raleigh Express) restored to service and made more frequent. That route had been discontinued during the pandemic. Since then, the area around Triangle Town Center has grown and many more people have moved in. Please restore the NRX and make it more frequent.</p> <p>GoTriangle NRX (North Raleigh Express) had been discontinued during the pandemic. Since then, the area around Triangle Town Center has grown and many more people have moved in. Please restore the NRX and make it more frequent.</p> <p>I agree with all of the proposed changes except that I would like the GoTriangle NRX (North Raleigh Express) restored to service and made more frequent. That route had been discontinued during the pandemic. Since then, the area around Triangle Town Center has grown and many more people have moved in. Please restore the NRX and make it more frequent.</p>
RDU	<p>Please bring the 100 back to the airport all the time. It is so convenient on the weekends and takes forever with the RDU shuttle on weekdays. You should stop marketing it as a bus to the airport, if it is only going to the airport some of the time</p> <p>The 100 airport stops should be kept and have increased frequency to include weekdays. The RDU airport shuttle drastically increases the amount of time to get from the airport to downtown Raleigh making it inefficient to take bus system.</p>
CRX	<p>By getting rid of CRX service to the Eubanks Rd Park and Ride, a large number of people are loosing or seeing a huge reduction in service. Residents living north of Chapel Hill and near Hillsborough will be significantly inconvenienced by loosing access to Eubanks P+R. It also will limit non-motorized options for getting to the bus. Roads around Eubanks are *moderately*bike-friendly(ish) but biking anywhere near Hwy 54 (the majority of which doesn't have bike infrastructure) feels like risking your life. GoTriangle needs to include bike/ped transit infrastructure in their transit plans as well.</p> <p>Please DO NOT eliminate stops that serve Orange County residents in downtown Chapel Hill and the Eubanks Park and Ride!</p> <p>I think Eubanks must be kept in addition to 54.</p> <p>The Eubanks Park and ride (especially with the upcoming BRT) is key to being able to access CRX.</p> <p>Terrible plan to remove the Eubanks parking lot as part of the CRX route. Might as well just drive to work.</p> <p>I totally disagree with the proposed route realignment for the GoTriangle Route CRX Chapel Hill-Raleigh Express. Eliminating the Eubanks Road Park and ride removes a vital option for commuters from northern Chapel Hill, Carrboro, Hillsborough, other western communities. This hurts commuters from those communities, making their commute to Raleigh longer, increasing single-driver time on the freeway and in stop an go traffic, adding to air pollution.</p> <p>Changing CRX pick up to HW 54 and 1-40 looks further away from Eubanks location.</p> <p>Changing the location of the CRX park and ride to NC54 and I40 will make me unlikely to use the CRX park and ride option. The Eubanks location is a faster commute from Carrboro than NC54 and I40. Sections of NC54 in Chapel Hill are regularly back up and slow-moving and, in general, I avoid them when possible.</p>

When driving from Carrboro to Raleigh, it is better to drive down Eubanks to I40 than other options.

My name is _____, I'm an employee at NC State University and a frequent rider of the CRX bus. I came across information that the Eubanks Park and Ride location for the CRX bus has the potential to be moved to the location near 54. I currently live in Mebane, NC and drive down i-40 to catch the CRX bus at the Eubanks Park and Ride location. With this potential change, it would make it harder for individuals who live west of Hillsborough NC to catch this bus. I would most likely make the drive from home to work rather than catch the bus since the drive duration would already be longer. I suggest keeping the current locations especially since the Eubanks Park and Ride gives an easier commute to many riders that live west of Hillsborough, NC.

Dear Mrs. Sally Greene, Mr. Michael Parker and Go-triangle, I hope this message finds you well. I am reaching out to express my concern regarding the elimination of the Eubanks Park & Ride in the 2025 SRTP-Project Go-Triangle plan. My name is Jennifer Sun, and my family and I live in Chapel Hill. My husband works at UNC Medicine School, and I work at NCSU. I have been a daily rider and relying on the CRX bus from Eubanks P&R stop since 2011. It provided tremendous support to me and my family. CRX rode me to work during the pregnancy of my two boys, I could not imagine how I would survive between my job and life without CRX. I am writing to voice my support for retaining the CRX stop at Eubanks Rd Park and Ride. This stop is crucial for riders from northern Chapel Hill, Chapel Hill Senior Center, Hillsborough, Mebane, Greensboro, and further West. Without this stop on the CRX express line, commuters like myself would have no other option to reach Raleigh in a reasonable amount of time. The CRX line has been instrumental in allowing me to maintain my employment and take my responsibility as Mom at home. One of the main objectives of the 2025 plan is to improve transit access and connect regions, but eliminating the Eubanks Park and Ride would have the opposite effect by disconnecting regular bus riders from North side Chapel Hill, Mebane, and Greensboro who commute to Raleigh via CRX, with considering the quick blooming of those areas. I believe it will take no time to refill CRX Chapel Hill to Raleigh route once the routine and reputation of CRX is re-established. The current low ridership was caused by the significant ridership loss of the unstable service between the 2022 Fall to Dec and the suspension of service for the past 3 months. In the past 10 years, I have ridden with graduate and undergraduate students from UNC and NCSU, Faculties and staff from NCSU, senior citizens from Chapel Hill senior center to have field trips to Raleigh downtown, Contractors from Greensboro travel to their work, etc. CRX has made significant contributions to its community from North side Chapel Hill, Mebane, and Greensboro. I personally do not believe that the CRX would benefit from cutting the Eubanks Park and Ride to save eight miles, nor enhance regional connectivity with the proposed route 800 line for mid-day or after-hours travel. Since December 2022, more than 20 riders from Eubanks have been using Vanpool services provided by Enterprise after the CRX suspended its service. Removing the Eubanks Rd stop would mean that these riders, along with myself, would have to drive 16 miles each way (totaling 160 miles) to and from the 54 Park & Ride, causing significant pollution, adds-on traffic congestion and inconvenience. Furthermore, the CRX primarily serves NC State and government employees who work a typical 8-5 workday, and it is unlikely that they would regularly use the 800 route due to the added difficulty and time it would take to get to Raleigh with frequent stops and transfers. The door-to-door commute would be close to two hours, which would not be feasible for commuters like myself. Removing the Eubanks Rd stop would leave commuters who live north of Chapel Hill without an express option. I deeply appreciate my Commute on the CRX, which has greatly reduced my stress and made my long commute much more manageable. I urge you to keep the

Eubanks Rd Park and Ride, especially the CRXline, well into the future. Thank you for your attention and consideration.

No problem with other kinds of improvements but it's nonsense to get rid of a great facility at Eubanks. The bus uses less gas, while 20 or more people greatly add to traffic and pollution getting to the proposed stop, or more likely, continue driving cars to Raleigh? That really doesn't make sense. Many of the people who park at the Eubanks Road Park and Ride like me already drive 20 minutes to get there. Adding another 15 minutes on the very Route 40 that we are trying to avoid would result in people just keeping going, thus adding to traffic and pollution en route and parking pressure at their destinations. This is what we are trying to avoid. The new facility at Eubanks Road is great, easy access for the buses and plenty of room for people at the stops. My suggestion would be to use this facility to its fullest and expand bus routes there, for example to include a run to Raleigh International Airport at least once a day. The CRX before the pandemic and before the service problems in Fall 2023 was crowded, two to a seat in the mornings and standing room only sometimes in the afternoons; this will happen again.

Removing the Eubanks P&R from CRX makes my commute from Eubanks to NC State and back longer and less comfortable; I chose to live in the apartments next to the Eubanks stop, because of the good and direct connection to Raleigh (and back). I disagree that the 100 - 805 (during day option) from Raleigh to Chapel Hill and back will be of any help. It's just a too slow

To whom it may concern: I am an NC State student and have commuted 2-3 days per week on the CRX when it ran and the vanpools from Eubanks Park and Ride to NC State during the closure. I drive to the Eubanks Park and Ride and take the CRX to NC State's D.H. Hill Library, followed by a quick WolfLine shuttle to the Veterinary School. By taking the CRX, I reduce highway traffic, reduce my own local housing burden (I am living with family, rather than getting my own housing in Raleigh), and reduce local pollution. While these do have personal benefits, they have even greater societal benefits. As the Triangle grows, I believe that fast, convenient transportation between hub cities will become even more important. Keeping the Eubanks stop allows for efficient transportation between Chapel Hill's extensive bus system and Raleigh, while also connecting those who do not live on a bus route through Eubanks Park and Ride. I use the Park and Ride because I do not live close enough to a bus stop, a common problem in the Triangle. Your plans show that, like me, the vast majority of residents will not live close to a bus stop, so Park and Rides like Eubanks are essential to enable use of public transit. Many of the CRX commuters I know through the vanpool live in cities further northwest of Chapel Hill; for them, the Eubanks Park and Ride also enables them to use public transit for a portion of their commute and reduce their contribution to the busy Chapel Hill-to-Raleigh highway corridor traffic. In addition, the Eubanks Park and Ride spot itself is ideal as a Park and Ride connection to Raleigh. With the new proposed new 54 Park and Ride, we would be routed through downtown Chapel Hill traffic or around it through the busy Chapel Hill highway corridors. The Friday center lot, which is already overburdened similarly routes me through or around through downtown Chapel Hill traffic or around it through the busy Chapel Hill highway corridor. Those living in the growing housing northwest of downtown Chapel Hill (inside and outside the city) would also be routed through and contributing to these traffic-ridden routes. While the MLK lot (taking the NS from there to downtown) location looks like an alternative on a map, I know from working at UNC that the MLK lot regularly fills up. In contrast, the Eubanks lot has room for the Triangle to grow and a location which reflects its growth. In addition, multiple vanpool members live close to Eubanks and the nearby housing is poised to grow. The new and planned housing near Eubanks is located to appeal to highway commuters. Without the CRX, this housing would

drastically increase traffic on the Chapel Hill-to-Raleigh highway corridor. If the CRX were to be removed, I would take a personal car for my commute, contributing to this traffic as well. For me, and many other commuters, the 800-100 route is not a feasible alternative. We already drive or take another bus to the CRX, so having to get off the bus midway to Raleigh is a further disruption. With the CRX, I am able to settle into the bus and work during my commute, justifying the inconveniences of infrequent bus times, etc. I would not switch to the 800-100 route, which is much slower (1.5 hours) and more burdensome (getting off the bus mid-way in all weather interrupts my work, a longer drive to a different Park and Ride); it is not feasible for me. The same is true for many other commuters. The CRX service disruptions have discouraged me from taking the CRX more. A return of reliable CRX service could see me return to the CRX as a 4-day per week commuter. Reliable and frequent bus service encourages commuters to take the bus. When I speak to peers about public transit, they complain about local transit's confusing system (e.g. last-minute cancellations, can't figure out how to sign up for notifications), its unreliability, and that it does not come frequently enough to accommodate their inconsistent academic and work schedules. I believe that returning the CRX to both reliable and more frequent service will gradually increase its commuter base as more residents familiar with transit move to the Triangle and long-time residents learn about its reliability through word-of-mouth.

On behalf of current NC State commuters: For GoTriangle CRX, please keep the Eubanks Park-and-Ride, at least until BRT runs to downtown Chapel Hill or until CHT can add direct service from Eubanks to new NC 54 Park-and-Ride. For GoRaleigh Route 11L, extend the route to provide a transfer point to Route 11 or to the Wolfline (without riders having to cross Avent Ferry or Gorman).

I live in Chapel Hill and work at NCSU. I have been a regular user of the CRX bus stop at Eubanks Rd in Chapel Hill since 2008. I am writing in support of KEEPING the Eubanks Rd Park and Ride stop. This stop serves riders from northern Chapel Hill, Hillsborough, Mebane and further West. It serves riders like me who live in neighborhoods off Estes or Piney Mountain Roads, who do not have easy access to the Franklin and Columbia stop. Without the Eubanks stop, on the CRX express line there would be no other way for riders like myself and others from these areas to make it to Raleigh in a reasonable amount of time. The proposed route change, with a stop at a new Park and Ride at I-40 and Hwy 54 replacing the Eubanks Park and Ride stop, would require commuters from the above areas to drive across town, thereby adding to the in-town traffic, gasoline consumption, and exhaust emissions that bus service is supposed to mitigate. Moreover, given the amount of time required, many commuters will no doubt simply opt to skip using the CRX bus and drive to Raleigh, again exacerbating the very conditions along I-40 that the express bus service is supposed to ameliorate. What is presented in planning documents as a five-minute reduction in the route time will actually add tens of minutes to many commuters' morning and afternoon trips. This is not sustainable. (Similarly, driving to Eubanks and then taking the NS to Franklin and Columbia is not a viable option.) Riding the CRX from Eubanks for nearly fifteen years has saved me time, energy, and money. It has taken a lot of the stress out of the day, including the stress of having to deal with reckless drivers on the highway. It has lessened my impact, like that of my fellow commuters, on the environment. It has enabled me to make friends and meet colleagues I would otherwise not have encountered. Having to commute by car for the last couple of months has reminded me of what I have lost. (My schedule has not permitted me to vanpool during the current service interruption.) I do not want that loss to become permanent. Please KEEP the Eubanks Rd Park and Ride, and especially the CRX line to Eubanks.

Please keep the Eubanks stop for the CRX.

CRXI have been a rider of the CRX bus since 2014. I park at the Eubanks Park and Ride. I drive from Guilford County and the Eubanks Park and Ride is halfway to Raleigh for me. I am in disagreement to move the Eubanks Park and Ride as proposed.

I strongly disagree with the proposed planning of doing away with the CRX Eubanks Park & Ride and replacing it with a park & ride off of Highway 54. For anyone coming from Carrboro, Hillsborough, Efland, Mebane, or other places from the west, this is a disservice to those commuters. Prior to the pandemic I was a daily rider of the CRX for many years. The majority of the riders got on at Eubanks, and the majority of the riders that I knew came from the west.

Eubanks Road Park and Ride provides most access to residents of Chapel Hill and the unincorporated areas west of Carrboro and Chapel Hill.

I am a CRX bus rider from Eubanks park and ride. Eubanks park and ride is very convenient access point to the bus for myself and many of us who live in Chapel Hill, Hillsborough, Mebane or further west. However, I heard that CRX is proposed to eliminate to stop at Eubanks P&R 54, which will become very inconvenient for myself and many other who have been using this service.

I am writing in support of keeping the Eubanks P&R CRX stop. The Eubanks P&R predominantly serves many riders from northern Chapel Hill (e.g., Lake Hogan Farms and Wexford neighborhoods), Carrboro, Hillsborough and further west. If the P&R is moved to the southern part of Chapel Hill, we would have to drive onto the freeway to get to this stop. During rush hour, eastbound I-40 often begins to back up in front of the 54 exit and this will be a huge inconvenience and would add 20-30 minutes to the already long commute just to get across town to the bus stop. Also, I do not believe CRX riders would take advantage of Route 800 for mid-day or after-hours travel. The CRX serves commuters from Chapel Hill to Raleigh (mostly NC State and government employees) for a typical 8-5 workday, so it's unlikely that commuters would regularly take advantage of the 800 route. The benefit of having the 800 route afforded to current CRX riders is little to none. For me, if I must make that extra effort to drive to Farrington and 54, I might as well just stay in my car and continue onto Raleigh – that would be a shame. PLEASE KEEP THE EUBANKS PARK & RIDE well into the future!

I have used the CRX daily for a majority of my 13 years at NC State University. With the proposed changes in the location of the CRX stop in Chapel Hill, I would not be able to take advantage of bus transit to work. The proposed stop is located on the other side of town that is only accessible through a lot of traffic and would take over 20 minutes to get to (versus 6 minutes from the current stop). The Eubanks park and ride and the ease of commuting to work was important for my choice of housing in the area and choice of employers. Losing the express option from this part of town would also eliminate the option for hundreds of potential commuters--especially as more housing is being added in the north side of town, not to mention the folks that commute from Hillsborough, Mebane, and other parts of Alamance county. Please do not eliminate this stop and consider other options.

Eliminating Eubanks Park & Ride for CRX is a terrible idea because it will affect Mebane, Hillsborough, and other Orange County commuters to Raleigh/NC State. I ride a motor scooter and driving to NC 54 bus stop to catch the CRX is much more dangerous than taking the back roads of Orange county. Thanks.

My name is _____. I have been a daily user of the CRX bus stop at Eubanks Rd in Chapel Hill since 2011. I am writing in support of KEEPING the Eubanks Rd Park and Ride stop. This stop serves riders from northern Chapel Hill, Hillsborough, Mebane and further West. Without this stop on the CRX express line there would

be no other way for riders, like myself, and others from that area to make it to Raleigh in a reasonable amount of time. The CRX line is one of the main reasons I can keep my employment. I do not believe CRX riders would take advantage of the proposed route 800 line for mid-day or after-hours travel. The CRX serves mostly commuters who are NC State and government employees for a typical 8-5 workday, so I believe it is unlikely that commuters would regularly take advantage of the 800 route since it adds a lot of difficulty to the commute. The 800 makes frequent stops and would require Raleigh riders to make a transfer to get to Raleigh. The door-to-door commute would likely be close to 2 hours — not something commuters like myself could realistically sustain. Removing the Eubanks Rd stop would leave the commuters who live north of chapel hill without an express option. I really appreciate my commute on the CRX. It takes a lot of stress of my car as well as my mind since it makes a long commute very easy. Please keep the Eubanks Rd Park and Ride, and especially the CRX line well into the future.

However, I am extremely disappointed that the CRX route is not going to have a stop at Eubanks Road. When I was riding the CRX, I saw that more and more riders were starting to use the Eubanks location. However, many people didn't even know the route even existed. But as word of mouth got out, more people were making use of the location. There are many potential riders in Hillsborough who will find having to drive to Highway 54 to be difficult. I am not one of them, but I can see that the Hillsborough riders will have quite a drive to get there before the bus even starts to Raleigh.

I commute from Hillsborough to NC State in Raleigh. I drive to Eubanks and take the CRX to NCSU. Losing the CRX stop would mean I would have to drive an additional 10-15 minutes down 40 to catch the CRX at its new proposed stop near Hwy 54. That would mean a 25-30 min drive to catch the closest bus for me. The Eubanks Rd stop is far more convenient for my needs. I am also not the only person commuting from that area.

Don't move the CRX bus stop from Eubanks Road Park and Ride. We have people coming from as far as Burlington to get on the CRX there, if you move the stop further east we might as well just keep driving. If you want to reduce the route, take out the part in Chapel Hill. Chapel Hill CRX riders can take Chapel Hill Transit N and S bus or use the 100 at that stop. Eubanks Road Park and Ride is a good facility, so use it. You could add a bus to the Airport from there as well. Please don't move the CRX stop!

The proposed changes do not improve the CRX (only restore it to pre-COVID service). I am also not sure whether the proposed plans continue to connect the CRX to Eubanks P&R. Eubanks P&R, both the parking option and its connection to the NS Chapel Hill Transit bus are essential to my use of the CRX route. I would be interested in more frequent and/or midday CRX service; this would allow me to use the CRX more days. I currently ride 2-3 times per week and plan to ride 1-3 next year. More frequent and/or midday service may allow me to ride 2-5 days, depending on the service change and my schedule.

The elimination of the CRX park-and-ride from Eubanks road effectively ends commuter options for the west side of the Triangle! This plan appears to move the GoTriangle route to south Durham, meaning that Orange County will have ONE (!!!) GoTriangle bus line (#800). That is really quite a sad reflection of how this plan ignores one of the Triangle's three main counties. Please reinstate the CRX line and Eubanks Road Park-and-Ride as soon as possible and remove the proposed changes from this 2025 plan.

OTHER COMMENTS

Topic	Comments
Reliability	<p>Funds should be made available to accelerate more bus routes and higher frequencies of the bus routes.</p> <p>The plans here are ambitious and a great idea, but the buses recently have been inconsistent and unreliable. Increasing hours of service and decreasing time between buses is great, but only if the buses actually show up. The transloc app hasn't worked for weeks now. Sometimes the buses never show up or an hourly bus leaves early and you're completely stranded. You need to solve these problems before an expansion can be successful.</p> <p>This plan doesn't go far enough. Most routes by 2030 are *still* on a 30-minute headway at best. The bus needs to be a way for people to get around the area conveniently, not just to ferry people to work and back. In Raleigh the hub-and-spoke model doesn't seem to change in the new plan, which means people will still be wasting time commuting all the way to downtown. If public transit is to be a viable mode of transport for the area, we need 15-minute headways and decent (and two-way!) cross-town connections.</p> <p>Frequent service is critical to successful transit. And parking needs to be more expensive or unavailable. We need to plan for people, not cars</p> <p>Strengths:</p> <p>The Draft Work Plan appears to be focused on improving and expanding transit services, which can be beneficial for the community.</p> <p>Go Cary currently offers such infrequent service and at limited stops that it isn't realistic for many people to use to get to school, work or appts.</p> <p>I strongly agree with increasing the frequency of service of the bus system, especially for heavily traveled corridors.</p> <p>Improving service and efficiency is irrelevant, if no one wants to ride on a system where people ignore the rules! As I said earlier... I ride every day, and I see people breaking every single one of the rules!</p> <p>Let's make transit between Durham and Raleigh more dependable.</p> <p>The plan would increase service to hourly going forward. Does the ridership warrant the increase in service? No data on how full the busses are and when they are most in use was provided to gauge the necessity. I practically always see empty Go Transit busses driving around. Where are the busses used the most and by whom? Details would have been helpful. Thanks.</p> <p>Are these route's dependable because of the inconsistencies of these routes that are already supposed to be running every 30 minutes on the weekend. Sometimes I can't depend on these routes to get to work</p> <p>Improve the service and try follow the schedule and no let the passengers stranded at the bus stop.</p>
Destinations	<p>You must certainly do a better job of communicating the park and ride opportunities and locations. The airport improvements are welcome, but I no</p>

Wake Bus Plan | Phase 3 Outreach Summary
GoTriangle

	<p>longer have a direct connection there since my 311 is gone. If you are not going to have complete routes to service the airport, the RTC should allow overnight, safe parking.</p> <p>The routes to the airport need improvement and more availability yesterday.</p> <p>I will sell my car as soon as I can go to work and grocery stores using public transportation. So, the sooner this is implemented the better!</p> <p>Also, I think it would be great to have more routes that go to PNC Arena so that commuting to NC State/Hurricanes Games and Concerts could be more accessible.</p>
Routes	<p>Having an additional route from Cary to Downtown Raleigh via Hillsborough street would be very helpful for those who work on NC State's North Campus (or additional Wolfline routes that run from the current 300 route's stops along Western to North Campus).</p> <p>Also, I think it would be great to have more routes that go to PNC Arena so that commuting to NC State/Hurricanes Games and Concerts could be more accessible.</p> <p>As a senior more routes for western Cary.</p> <p>The Cary to the State Fairgrounds connection is a great idea.</p>

Appendix D – Materials Used During Engagement

Information boards

DRAFT FY 2024 WAKE TRANSIT WORK PLAN AND RECOMMENDED FY 2025-2030 WAKE BUS PLAN

This map highlights the full growth of the Wake County network by 2030.

BY 2030...

64% of residents and **87%** of jobs located within ¼ mile of **all day** transit.

22% of residents and **43%** of jobs located within ¼ mile of **frequent transit** (15 mins or better).

GO FORWARD
A COMMUNITY INVESTMENT IN TRANSIT

The proposed changes ensure:

- The Bus Plan serves the highest need areas
- Service is implemented in a fast, efficient way that accommodates rider needs while also accounting for the current operator shortage
- Customers receive reliable service when and where they need it most

Customer outcomes will be:

- Greater access to an all-day network
- Improved access to frequent transit
- Service in new, rapidly growing areas

Learn more at GoForwardNC.org

FY 2030 Transit Network

AM Peak Frequencies

All-Day Routes

- 15 minutes
- 30 minutes
- 45 - 60 minutes

Peak-Only Routes

- 30 minutes
- 60 minutes

Capital Investments

- Transit Center
- Proposed Enhanced Transfer Point
- New Park and Ride

Other Transit

- Microtransit Zone
- Smart Shuttle Node
- Bus Rapid Transit

Wake Bus Plan System Update

GO FORWARD
A COMMUNITY INVESTMENT IN TRANSIT

Year	Service Provider	Route	Frequency Increase	Span Increase	Alignment Change		
FY25	GoRaleigh	11 Avent Ferry	✓	✓	✓		
		11L Southwest	✓	✓	✓		
		12 Method	✓	✓	✓		
		18 Poole	✓	✓	✓		
		18L Poole-Barwell	New Route				
		18S Poole	Discontinued				
		4 Rex Hospital				✓	
		27L Blue Ridge-Trinity				✓	
		26 Edwards Mill	Discontinued				
		3 Glascock	✓	✓	✓		
FY25	GoTriangle	7L Carolina Pines	✓	✓	✓		
		15 WakeMed	Discontinued				
		300 Cary-Raleigh	✓	✓	✓		
		301 Cary-Raleigh	Discontinued				
		NRX North Raleigh Express	Discontinued				
		GoCary	11 East Cary	New route			
			14 Atlantic	New route			
		FY26	GoRaleigh	2 Falls of Neuse	✓	✓	
				21 Caraleigh	✓	✓	
				10 Longview	✓	✓	✓
25 Durant	New route						
FY27	GoRaleigh	25L Triangle Town Link	Discontinued				
		32L Lynn Spring Forest	New route				
		16L Oberlin	✓	✓	✓		
		7 South Saunders	Service reduction due to BRT				
FY28	GoRaleigh	8 Six Forks	✓	✓	✓		
		8L Six Forks North	New route				
		15L Trawick Connector	Discontinued				
		24 New Hope Crabtree	New route				
FY29	GoRaleigh	24L North Crosstown Connector	Discontinued				
		28 New Hope	New route				
		300 Cary-Raleigh	Discontinued due to BRT				

Zone 1 Improvements
North Raleigh - Downtown Raleigh - Cary

FY 2030 Transit Network

**Connections to Durham and Chapel Hill will be presented following planning work with those counties.*

Wake Bus Plan System Update

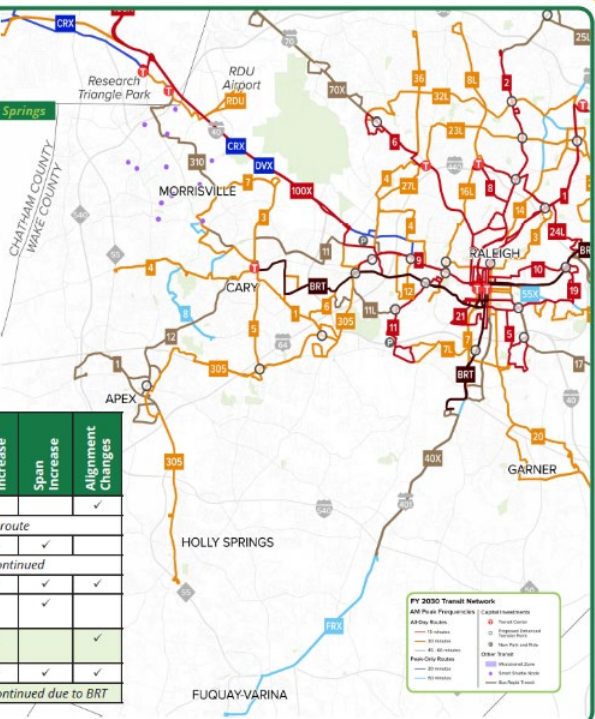
ZONE 2 IMPROVEMENTS

Research Triangle Park - Morrisville - Cary - Apex - Holly Springs

GO FORWARD A COMMUNITY INVESTMENT IN TRANSIT



*Connections to Durham and Chapel Hill will be presented following planning work with those counties.



Year	Service Provider	Route	Frequency Increase	Span Increase	Alignment Changes
FY25	GoCary	1 Crossroads			✓
		11 East Cary	New route		
	GoTriangle	12 Apex-Cary	✓	✓	
		311 Apex-RTC	Discontinued		
GoTriangle	300 Cary-Raleigh	✓		✓	
	305 Holly Springs-Apex-Raleigh		✓	✓	
FY27	GoTriangle	305 Holly Springs-Apex-Raleigh	✓		✓
FY28	GoTriangle	310 Cary-Wake Tech-RTP	✓	✓	✓
FY29	GoTriangle	300 Cary-Raleigh	Discontinued due to BRT		

FY 2030 Transit Network

AM Plus Frequency

- 15-minute
- 30-minute
- 60-minute
- 90-minute

AM Plus Routes

- 15-minute
- 30-minute
- 60-minute
- 90-minute

Capital Investments

- Transit Center
- Regional Connector
- High-Park and Park
- Other Transit

Other Transit

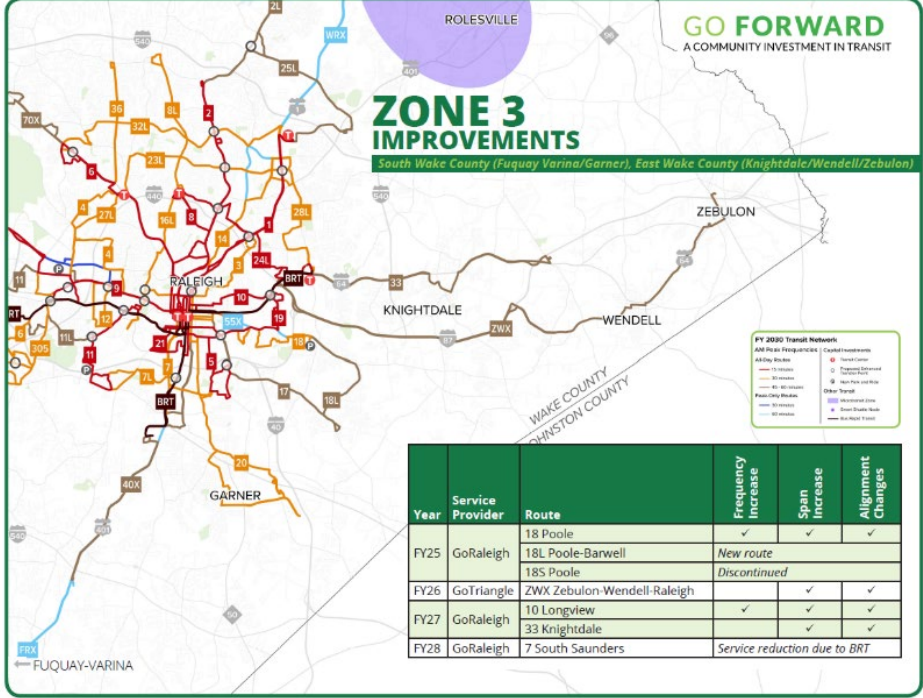
- Metropolitan Area
- Local Routes
- Bus Rapid Transit

Wake Bus Plan System Update

ZONE 3 IMPROVEMENTS

South Wake County (Fuquay Varina/Garner), East Wake County (Knightdale/Wendell/Zebulon)

GO FORWARD A COMMUNITY INVESTMENT IN TRANSIT



Year	Service Provider	Route	Frequency Increase	Span Increase	Alignment Changes
FY25	GoRaleigh	18 Poole	✓		✓
		18L Poole-Barwell	New route		
	18S Poole	Discontinued			
FY26	GoTriangle	ZWX Zebulon-Wendell-Raleigh		✓	✓
FY27	GoRaleigh	10 Longview	✓		✓
FY28	GoRaleigh	33 Knightdale		✓	✓
		7 South Saunders	Service reduction due to BRT		

FY 2030 Transit Network

AM Plus Frequency

- 15-minute
- 30-minute
- 60-minute
- 90-minute

AM Plus Routes

- 15-minute
- 30-minute
- 60-minute
- 90-minute

Capital Investments

- Transit Center
- Regional Connector
- High-Park and Park
- Other Transit

Other Transit

- Metropolitan Area
- Local Routes
- Bus Rapid Transit

