

**Wake Transit**  
**Community Engagement Summary Report**

**Project Name:** *Draft and Recommended FY23 Work Plan*  
**Project ID:** *N/A*  
**Project Sponsor:** *Work Plan: CAMPO / Engagement: GoTriangle*  
**Project Start Date:** *2/14/2022*

**Prepared by:** *GoTriangle*  
**Date:** *5/31/2022*

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## Executive Summary

Each year in June, an annual Work Plan, which details the proposed service and infrastructure investments to be funded in the upcoming fiscal year (July 1 – June 30), is adopted. As the plan is developed, the public has the opportunity to review and comment on both the draft and recommended versions. Community engagement in the winter of 2022 sought input on the draft FY23 Wake Transit Work Plan. Through a comprehensive approach including online and virtual engagement as well as distribution of materials in paper form and at in-person events, Wake County community members received information about the opportunity to review the draft plan and provide comments. The Community Engagement Subcommittee participated in the development of the community engagement strategy, in accordance with the currently adopted Wake Transit Public Engagement Policy, which the TPAC then endorsed. The TPAC released the draft Wake Transit Plan for the public review period, which began on February 14, 2022. The 30-day public comment period ended March 16, 2022. After reviewing community comments for the draft, the recommended Wake Transit Work Plan was distributed for public comment from April 29 to May 29.

## Engagement Approach

Each year in June, an annual Wake Transit Work Plan, which details the proposed service and infrastructure investments to be funded in the upcoming fiscal year (July 1 – June 30), is adopted. As the plan is developed, the public has the opportunity to review and comment on both the draft and recommended versions.

The purpose of the public review period on the draft and recommended Wake Transit Work Plan is to ask the community if the plan presented meets their expectations and needs regarding the who, how, when, etc. of Wake Transit-funded projects. Feedback received during the review period is considered and the draft updated as needed before the Work Plan is then shared with the public once more as a recommended plan before it is considered for adoption. The second comment period includes a public hearing.

### Goals

- Promote awareness of the draft and recommended FY23 Wake Transit Work Plan being released for public review.
- Engage the community in the decision-making process before consideration for adoption of the recommended FY23 Wake Transit Work Plan.

### Target Audience

- The Wake County community, including individuals, organizations, businesses, interest groups, and other parties affected or interested in the Wake Transit decision-making process, including targeted outreach to traditionally underserved populations.

The following organizations and resources participate in the development of the work plan itself and the promotion and distribution of the work plan.

Lead Agency	GoTriangle
Contact Person	Liz Raskopf, Public Engagement Manager, <a href="mailto:eraskopf@gotriangle.org">eraskopf@gotriangle.org</a> , (919)-939-0679
	Curtis Hayes, Wake Transit Strategic Communications Coordinator, <a href="mailto:rhayes@gotriangle.org">rhayes@gotriangle.org</a> , (919)-482-5011
Support Agency	CAMPO
Contact Person	Stephanie Plancich, TPAC Administrator, <a href="mailto:Stephanie.Plancich@Campo-nc.us">Stephanie.Plancich@Campo-nc.us</a>
Staff and Resources	Liz Raskopf, GoTriangle, Public Engagement Manager Rocio Antelis, Bilingual Public Engagement Specialist Wendy Mallon, GoTriangle, Marketing Manager Curtis Hayes, GoTriangle, Wake Transit Strategic Communications Coordinator Michelle Peele, GoTriangle, Wake Transit Program Coordinator Stephanie Plancich, CAMPO, TPAC Administrator

## Methods and Materials

The Public Engagement Team worked with community organizations and municipal partners to reach county residents through trusted sources in the community. This included participating in virtual meetings, sharing print materials for distribution, targeting underrepresented populations and engaging in community touchpoints that comply with public health guidelines during the COVID19 pandemic.

Materials for both the draft and recommended plans included:

1. News release
2. Website update (goforwardnc.org/wakeinput)
3. Email campaign
4. Social media posts and graphics
  - a. Facebook, Twitter
5. Comment box
6. Social media targeting
7. Roundtable event
8. One-page printable Flyer
9. Translated Materials

## Events and Activities

The engagement effort included the following components, carried out between February 14, 2022 and May 29, 2022.

Public Review & Comment Periods:

- February 14, 2022 – March 16, 2022 (draft plan, 30 days)
- April 29, 2022 – May 29, 2022 (recommended plan, 30 days)

Virtual Roundtable: March 17, 2022

Public Hearing: May 18, 2022

In particular, the following activities took place to promote each plan and collect feedback.

Implementation – Draft	
Date	Activity
December	Direct outreach to 65 Wake County organizations
January	Follow up to organizations
February 14	Public comment period announcement; News Release; Materials and social media schedule reminder to CE Subcommittee/TPAC members

Beginning February 14	Print & Digital Distribution: <ul style="list-style-type: none"> <li>• Social and Economic Vitality Program</li> <li>• Wake County Human Services</li> <li>• StepUp Ministry</li> </ul>
February 24	Tabling: Regional Transit Center
February 28	Door-to-Door Business Canvassing: <ul style="list-style-type: none"> <li>• Black Friday Market, Raleigh, NC</li> <li>• Zen Succulent, Raleigh, NC</li> <li>• Juiced!, Raleigh, NC</li> <li>• El Toro, Raleigh, NC</li> <li>• Cary African &amp; Caribbean Market, Cary, NC</li> <li>• La Bonita, Cary, NC</li> </ul>
March 1	Tabling: Cary Depot
March 2	Tabling: Moore Square Station
March 16	Tabling: Mexican Consulate
March 17	Ask-A-Planer Roundtable (virtual)
<b>Implementation – Recommended</b>	
May 5	Public comment period announcement; News Release; Materials and social media schedule reminder to CE Subcommittee/TPAC members
May 19	Presentation at the Crosby-Garfield Advocacy Group Meeting <ul style="list-style-type: none"> <li>• Group of ~15</li> </ul>
May 23	Tabling at Dorcas Ministries <ul style="list-style-type: none"> <li>• 8 interactions</li> <li>• 5 flyers distributed</li> </ul>
May 18	Joint Public Hearing hosted at CAMPO Executive Board meeting
May (weekly)	Email updates distributed to partners
Digital Distribution	<ul style="list-style-type: none"> <li>• StepUp Ministry</li> <li>• Dorcas Ministries</li> </ul>

**Engagement Results**

The following results were captured via various methods for each plan.

**Draft Work Plan**

**Social Media**

5 Tweets re: comment period

- 2,064 impressions
- 78 engagements
- Retweeted by Wake Transit partners: Town of Apex and CAMPO

5 Instagram re: comment period

- 496 accounts reached

5 Facebook re: comment period

- 2,691 accounts reached
- 48 engagements

### **Website**

GoForwardNC.org/wakeinput

- 903 unique views
- 00:02:15 average time on page

### **Closing Gaps in Participation**

Facebook geotargeting campaigns were used to reach historically underrepresented populations, in the following categories, using census mapping data to determine geographic areas of focus throughout the county.

- Spanish speakers, ages 18 – 50
  - 12,276 impressions
  - 6,240 people reached
  - 71 link clicks
- Hispanic, Spanish, Latino, Asian and Native American, ages 18 – 50
  - 19,349 impressions
  - 8,150 people reached
  - 87 clicks
- African American, ages 18 – 50
  - 18,747 impressions
  - 8,367 people reached
  - 70 clicks

### **Public Comments**

Online:

- 871 views
- 36 comments + 11 received between draft and recommended comment periods
- 20 subscribers

Email:

- 6 comments

### **Recommended Work Plan**

#### **Social Media**

Tweets re: comment period

*GoTriangle Account*

- 9 posts
- 9,852 impressions
- 86 engagements

#### *Wake Transit Account*

- 6 posts
- 2,861 impressions
- 101 engagements

#### Instagram re: comment period

- 2 posts
- 172 impressions
- 158 accounts reached

#### Facebook re: comment period

- 5 posts
- 878 accounts reached
- 36 engagements

#### **Website**

##### GoForwardNC.org/wakeinput

- 403 unique views
- 00:02:01 average time on page

#### **Geotargeting**

##### English, ages 18 – 50

- 11,029 impressions
- 6,447 people reached
- 56 clicks

##### Spanish speakers, ages 18 – 50

- 10,724 impressions
- 5,623 people reached
- 46 clicks

#### **Public Comments**

##### Online:

- 117 views
- 17 comments
- 20 participants

##### Email:

- 0 comments



## Comment Themes

### Draft Work Plan:

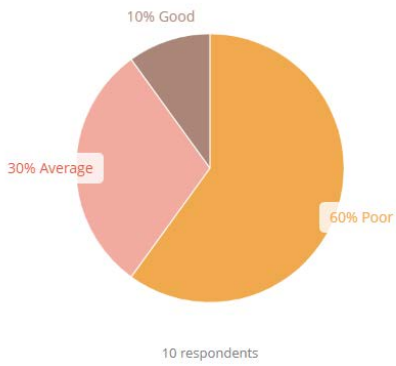
- Bus Service Optimization
  - Expansion
  - Connection
  - Frequency
  - Post times
  - More info
- Safety, sidewalks
- Accessibility
- Fare free
- BRT
- Commuter Rail

### Recommended Work Plan:

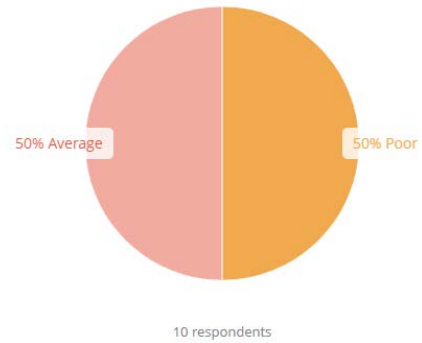
- Inclusive
- Connectivity
- Frequency
- Safety
- Convenience
- Commuter Rail
- Drivers
- On-Demand Service

In addition to the open-ended comment box available for responses, the recommended Work Plan comment period asked the following questions, which received the following responses.

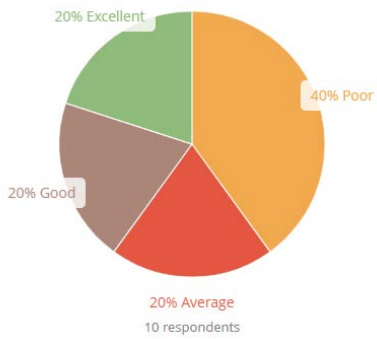
How would you rate your satisfaction with Wake Transit's operating investments?



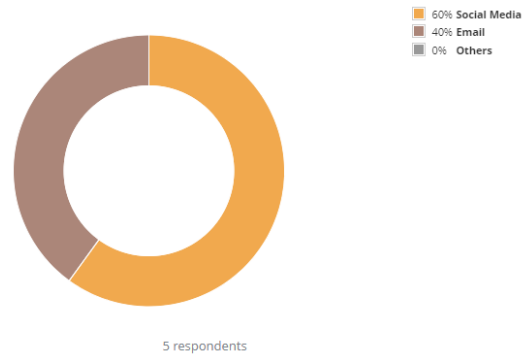
How would you rate your satisfaction with Wake Transit's capital projects?



How would you rate your awareness of the Wake Transit program?



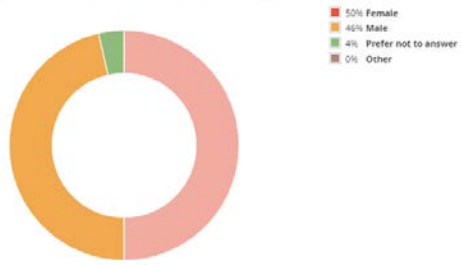
How do you prefer to receive information about the Wake Transit Work Plan?



### Participant Demographics

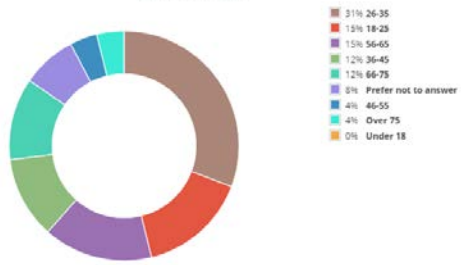
For the draft Work Plan, 68% of respondents answered at least one demographic question. Below is the breakdown of responses for each.

What is your gender? If you select "Other" you can type in additional responses.



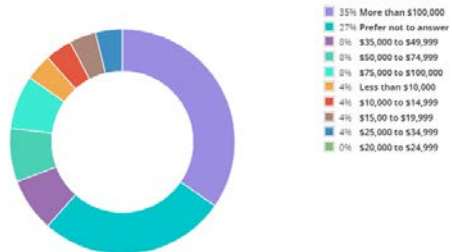
28 respondents

What is your age?



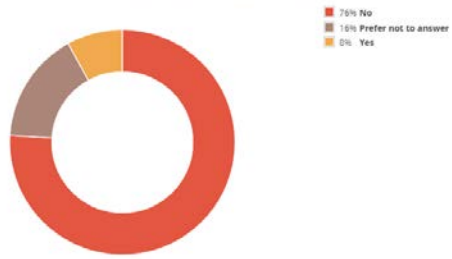
26 respondents

Which of the following groups does your total annual household income fall into?



26 respondents

Are you of Hispanic, Latino, or Spanish origin?



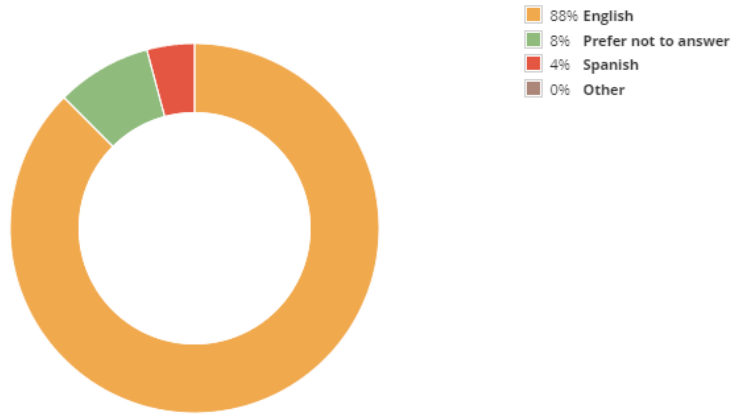
25 respondents

What is your race/ethnicity? Please select all that apply. If you select "Other" you can type in additional responses.

61%	White/Caucasian	14 ✓
17%	African-American/Black	4 ✓
13%	Prefer not to answer	3 ✓
9%	Two or more races	2 ✓
4%	Asian	1 ✓
0%	American Indian or Alaska Native	0 ✓
0%	Native Hawaiian or Other Pacific Islander	0 ✓
0%	Other	0 ✓

23 Respondents

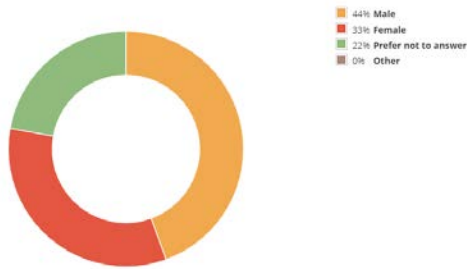
What language do you most often speak at home? If you select "Other" you can type in additional responses.



24 respondents

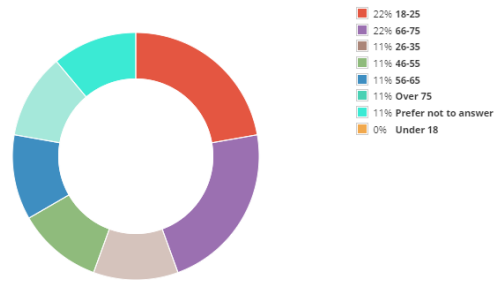
Responses for the recommended Work Plan are as follows.

What is your gender? If you select "Other" you can type in additional responses.



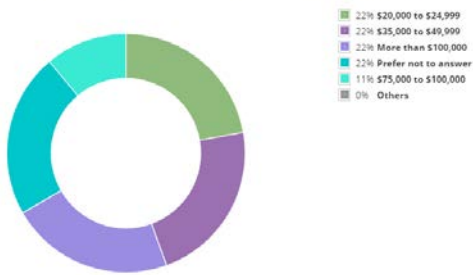
9 respondents

What is your age?



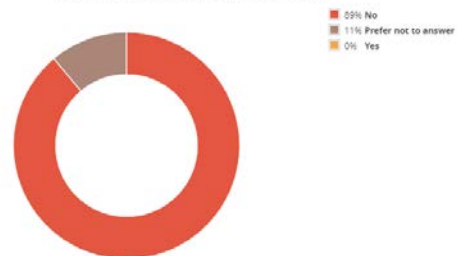
9 respondents

Which of the following groups does your total annual household income fall into?



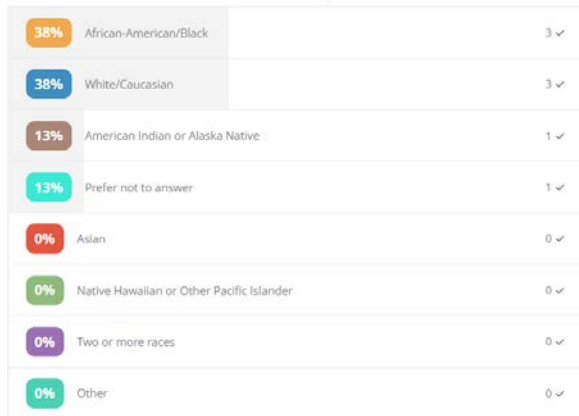
9 respondents

Are you of Hispanic, Latino, or Spanish origin?



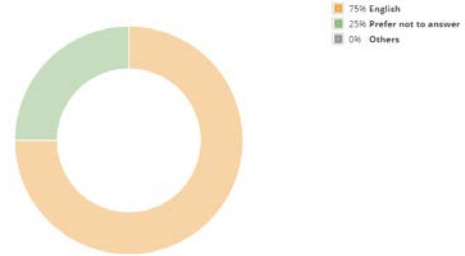
9 respondents

What is your race/ethnicity? Please select all that apply. If you select "Other" you can type in additional responses.



8 Respondents

What language do you most often speak at home? If you select "Other" you can type in additional responses.



8 respondents

## Appendix A: Materials

### Printable Flyer

**DRAFT FY2023**  
**ANNUAL WAKE TRANSIT WORK PLAN**  
**AVAILABLE FOR REVIEW**  
**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT

- The draft FY2023 Wake Transit Work Plan is available for community review during a 30-day comment period from February 14 to March 16. The draft Work Plan is located online, along with additional information, at: [GoForwardNC.org/WakeInput](http://GoForwardNC.org/WakeInput)
- The "Four Big Moves" that guide Wake Transit Plan implementation are to: 1) Connect the region; 2) Connect all Wake County communities; 3) Create frequent and reliable urban mobility; and, 4) Enhance access to transit.
- A total of \$118.1 million is budgeted in the draft Wake Transit Work Plan for FY2023. It is estimated that \$104 million of that total will be collected through the transit-dedicated, half-cent sales tax, with the balance derived from a mixture of other funding sources.
- The draft FY2023 Wake Transit Work Plan balances the careful use of taxpayer dollars with thoughtful investment in transit. It provides the necessary funding to administer the Wake Transit program and to continue bus operations that were funded in previous years. The proposed \$29.8 million operating budget provides the necessary funding to administer the Wake Transit program and to continue bus operations that were funded in previous years. It also includes just over \$2 million for CFAP projects and \$670,680 to launch the first portion of GoRaleigh's Route 9 (Hillsborough Street).
- Capital Projects included in the draft Work Plan include numerous efforts involving the construction of new transit stations, centers, and transfer points; continued improvements to park-and-ride lots and local bus stops; the expansion and construction of system support facilities; the purchase of alternative fuel buses and other support vehicles; and, funding to get the Wake BRT Southern Corridor through the final design project development phase. These projects will improve service reliability, access to transit, and the rider experience while providing new and enhanced travel options to meet evolving customer needs.

### LET YOUR VOICE BE HEARD!

- For more info and to review the full draft FY2023 Wake Transit Work Plan, visit [goforwardnc.org/wakeinput](http://goforwardnc.org/wakeinput)
- Submit your comments online at [goforwardnc.org/wakeinput](http://goforwardnc.org/wakeinput); or email to [publicengagement@gotriangle.org](mailto:publicengagement@gotriangle.org)
- Mail comments to: GoTriangle, ATTN: Draft Work Plan Comments, 4600 Emper Blvd., Suite 100, Durham, NC 27703
- Text "Comment" to 73224 (charges may apply); or call 855-925-2801 (toll-free) and enter the code 6723 to leave a voicemail.
- Follow us on Twitter to stay up-to-date @waketransit.



**EL BORRADOR DEL PLAN ANUAL DE TRÁNSITO DEL**  
**CONDADO DE WAKE PARA EL AÑO FISCAL 2023**  
**ESTÁ DISPONIBLE PARA SU REVISIÓN**  
**GO PA'LANTE**  
UNA INVERSIÓN COMUNITARIA EN TRANSITO

- El plan anual de tránsito del condado de Wake para el año fiscal 2023 está disponible para una revisión comunitaria por un periodo de 30 días empezando el 14 febrero hasta el 16 de marzo. El borrador del plan se encuentra en línea, junto con información adicional: [goforwardnc.org/wakeinput](http://goforwardnc.org/wakeinput).
- Hay cuatro hallazgos que guían la implementación del plan: 1. Conectar a la región; 2. Conectar todas las comunidades del condado de Wake; 3. Crear movilidad urbana que sea frecuente y confiable; 4. Mejorar el acceso al tránsito.
- En total, se presupuesta \$118.1 millones en el borrador del plan anual de tránsito del condado de Wake para el año fiscal 2023. Esta estimado que \$104 millones de ese total serán colectados por el impuesto de medio centavo dedicado al tránsito, y el resto será derivado de una mezcla de otras fuentes de financiación.
- El borrador del plan anual de tránsito del condado de Wake sopesa el uso prudente de dinero de contribuyentes con una inversión pensativo en tránsito. Proporciona la financiación necesaria para administrar el programa de Wake Transit y para continuar la operación de los autobuses que fueron financiado en años pasados. Los \$29.8 millones que son propuestos para el presupuesto de operación proporciona la financiación necesaria para administrar el programa de Wake Transit y para continuar la operación de los autobuses que fueron financiado en años pasados. También incluye más de \$2 millones para proyectos de CFAP y \$670,680 para lanzar la primera porción de la ruta 9 de GoRaleigh (Hillsborough St).
- Hay varios proyectos en el borrador que incluyen inversiones de capital. Estos esfuerzos incluyen la construcción de nuevas estaciones de tránsito, centros, y puntos de transferencia; la continuación de mejorar los park-and-rides y paradas de autobuses; la expansión y construcción de facilidades de apoyo; la adquisición de autobuses de combustible alternativo y otros vehículos; y la financiación para la última fase de diseño para el Wake BRT Southern Corridor. Estos proyectos mejoraran la confiabilidad del servicio, el acceso al tránsito, y la experiencia del pasajero. Además, proporcionarían nuevas y mejores opciones para satisfacer las necesidades del cliente.

### HAGA OIR SU VOZ

- Para más información y revisar el borrador completo, visite [goforwardnc.org/wakeinput](http://goforwardnc.org/wakeinput)
- Entregue sus comentarios en línea en [goforwardnc.org/wakeinput](http://goforwardnc.org/wakeinput) o mande un correo electrónico a [publicengagement@gotriangle.org](mailto:publicengagement@gotriangle.org)
- Envíe comentarios a: GoTriangle, ATTN: Draft Work Plan Comments, 4600 Emper Blvd., Suite 100, Durham, NC 27703
- Llame 855-925-2801 (toll free) e ingrese el código 6723 para dejar un mensaje.
- Síguenos en Twitter para estar actualizado @waketransit.



## Graphics

**LOOK**  
**WHAT'S COMING!**



**DRAFT**

**ANNUAL WAKE TRANSIT WORK PLAN**  
**AVAILABLE FOR REVIEW**

[GOFORWARDNC.ORG/WAKEINPUT](http://GOFORWARDNC.ORG/WAKEINPUT)



RECOMMENDED  
**ANNUAL WAKE TRANSIT  
WORK PLAN**  
AVAILABLE FOR REVIEW  
[GOFORWARDNC.ORG/WAKEINPUT](http://GOFORWARDNC.ORG/WAKEINPUT)

**¡LE  
ESCUCHAMOS!**



**EL PLAN ANUAL RECOMENDADO**  
DE TRANSITO DEL CONDADO DE WAKE PARA  
EL AÑO FISCAL 2023 ESTÁ DISPONIBLE  
**PARA SU REVISIÓN**

[GOFORWARDNC.ORG/WAKEINPUT](http://GOFORWARDNC.ORG/WAKEINPUT)



Appendix B: Public Comments

Draft Work Plan (February 14, 2022 – March 16, 2022)

Comment	Comment Date
Hello you need to place a bus stop in west Cary .near the Aldi or near Harris teeter .thank you	2/15/2022 7:00 PM
Please display route times on all bus stops. Don't assume everyone has cellphones with a Translogic app. In addition, I will state this for the 50th time - extend the route of GoCary 5 to TenTen road and restore a pick up stop at Crescent Commons. How do you think people can carry their groceries all the way up to Kildaire Farm Road? There is no safe way to walk up to Kildaire Farm Rd. since there is no sidewalk from Harris Teeter to the bus stop. I would also suggest you have members on your committee who do not own cars. Unless you rely on public transportation 100 percent of the time, you don't have a full understanding of what people go through in using the GoTriangle Transit system.	2/16/2022 9:46 AM
I agree with another commenter about displaying route times at bus stops and having public transit users/non-car owners on your board/committee.	2/17/2022 8:52 AM
This looks like a transformative plan for wake county! I would love to see this move faster as connecting downtown Raleigh, job in RTP, and Durham is a big pain point for my family. It would also be great to accelerate rail along capital Blvd corridor as new projects go up there: deveaux meadow and raleigh iron works.	2/18/2022 9:37 AM
I didn't see this in the 2023 plan, but have heard talk over the years of Bus Rapid Transit (BRT). I recommend it highly for commuters, having used it exclusively in Pittsburgh in the 70's. Pittsburgh's dedicated bus lanes allow buses, fully loaded, to go to and from the downtown area in 30 minutes or less from where I lived. Parkway traffic was stopped in gridlock daily but buses never were. It's also been used on I40 during the State Fair in the 80's, when a lane of 40 was dedicated to the buses going there. Inexpensive, no parking, dropped at the gate. We	2/18/2022 3:58 PM

<p>always took the bus then to the Fair. Imagine what could happen if I40, for example, had a dedicated bus lane now, not just the occasional shoulder.</p>	
<p>Concerning Revenue, could you assess a \$15 per year transit fee of the one million plus triangle residents and remove the need to collect fares, which would decrease delay with quicker boardings? And could you stop the recordings that treat riders like delinquent 12-year olds? I only feel like swearing when a loudspeaker is blasting, telling me not to. We also need more reliable technology - the transponders that feed info to TransLoc often fail, or are faked out on arrival time by the stop and go nature of bus operations. Perhaps start introducing Arrival and Departure boards at some of the busier stops, similar to what I see at Moore Square Station. My comments apply to all four Go-branded systems (Raleigh, Durham, Cary, Triangle). Thanks,</p>	<p>2/18/2022 4:15 PM</p>
<p>Would this include bringing T-Linx back to our complex, Trinity Ridge Apts? We have handicapped and over 55 only living here and the nearest bus stop for T Linx is at Wendy's at Edwards Mill Rd and Trinity. Old, handicapped people cannot walk that far uphill and we can't afford to take other expensive transportation in order to use the cheaper accommodating transportation. People here don't have that kind of money. We need help over here. Please bring it back.</p>	<p>2/18/2022 6:27 PM</p>
<p>I don't have to read it. I know what's missing. Draw a line from I440 up Atlantic Ave as far north as Raleigh goes. Draw another line from just north of Rex, past Umstead, to Brier Creek. No meaningful transit (maybe a bit around Crabtree). No plans to provide any.</p>	<p>2/18/2022 10:05 PM</p>
<p>You don't want to know my thoughts about this. As a 65-year-old native of Boylan Heights in Raleigh, NC, I'm not a happy camper. Let's just leave it at that.</p>	<p>2/20/2022 6:44 AM</p>
<p>sounds about white.</p>	<p>2/20/2022 8:52 PM</p>
<p>"Sounds about white"....you sound very stupid. At least I'm just white...</p>	<p>2/21/2022 4:00 AM</p>
<p>I want to express my support for pretty much everything here, but especially for the Wake BRT and the Route 9. Those specifically are relevant to me &amp; many of my other friends. Thanks.</p>	<p>2/24/2022 9:47 AM</p>
<p>Agree. Access to groceries &amp; shopping needs is a great use for transit, not just work commutes.</p>	<p>2/24/2022 9:49 AM</p>
<p>Bus service Apex Library and the Apex Senior Center. The bus does not go anywhere near the library and the nearest stop to the Senior Center is an 8 minute walk from the nearest stop. So that effectively wipes out a whole group of people who may have used the service. Great for seniors and low income groups. I will not be using it either because it is a 14 minute walk to the nearest stop. So back to the MARK I automobile.</p>	<p>2/25/2022 3:37 PM</p>
<p>The reality is that there is too much traffic in Apex, with more and more large development projects. It is changing the character of Apex, which used to be open and green and now houses and developments are crowding it out. Short-ride public transit will not solve major commuting issues, as many folks work outside of Apex and drop-off destinations are not practical since it adds to commute time. Short routes will help when</p>	<p>2/28/2022 12:54 PM</p>



<p>there are events in "downtown Apex" to get folks of main roads, but I don't see other plans for local commuting working at this time.</p>	
<p>No real complaints with this draft plan. I think the shift toward preemptive land acquisition is wise as available properties are being snatched up rather quickly in this growing region. I do have a few thoughts/questions.</p> <p>1) I know that the Glenwood route package (GoRaleigh 6/70X improvements) was delayed due to the driver shortage. However, I haven't seen any communication regarding when exactly it was delayed to, despite the fact that it was funded for FY22. Can we be expecting these service improvements in 2022?</p> <p>2) I'm very much looking forward to frequent service on Hillsborough, and I think the phased approach is wise. It's worth noting that even the first phase of this route will render the slowest portion of GoRaleigh 4 to Rex Hospital redundant. As such, I would love to see GoRaleigh 4 rerouted along Wade Ave or Clark Ave to speed up the route. With the time savings, you could then extend GoRaleigh 4 down Duraleigh Rd to Sedgewood Dr, or perhaps all the way to Pleasant Valley Rd to connect with GoRaleigh 6. There are a lot of apartment residents along Duraleigh that would likely take advantage of this service. I see it as an easy win for ridership.</p> <p>3) I know that, originally, GoCary 9A and 9B were going to be implemented simultaneously with GoRaleigh 9. I assume this has been delayed due to the Blue Ridge grade separation project, but for how long? Working in Wade Park, I was very much looking forward to bus service along Trinity, which would make connections from Wade Park to both Downtown Raleigh and Downtown Cary much more feasible.</p> <p>Thank you for your hard work and persistence in improving our transit systems!</p>	<p>2/28/2022 1:07 PM</p>
<p>"Raleigh for me, but not for thee."</p>	<p>2/28/2022 3:13 PM</p>
<p>"Raleigh for me; not for thee" GOT THAT RIGHT, BUD! You obviously were one of the ones coming here to CHANGE our quaint little town nobody wanted to be near back in the 70s. Well, have at it, little NYC.</p>	<p>3/1/2022 4:53 AM</p>
<p>Better pedestrian access to bus stops; faster service; more info at bus stops; better bus stops; signal priority at all/most intersections; look into LRT/BRT/BRT Lite.</p> <p>BRT Lite is underutilized nationwide. It's much easier/cheaper to implement than full BRT service. Either way, we need rapid transit. It currently makes very little sense to ride the bus (at least in Durham). Make transit a priority and, for goodness sake, don't waste our time with a "commuter rail." Make it a modern regional rail that all Triangle residents can benefit from, 7 days a week and with decent headways. And then create a network to serve all areas. We are so sprawled out, so regional rail could be of great benefit. Also, don't forget about fare integration. Don't bring us to the level that other US cities were in the 90s. That wasn't a good level then and it certainly isn't today. Our metro area is larger than Charlotte's and is growing at a faster pace, but they're decades</p>	<p>3/2/2022 8:23 PM</p>

ahead of us. Start getting serious about transit or stop wasting our time and let someone else handle it!	
German	3/2/2022 8:26 PM
GoApex bus stops: Please consider including bike racks at the bus stops. I live far enough away, that I would like to ride my bike to the bus stop and leave it locked there for the day. Jenks Rd. Please consider adding sidewalks along Jenks Rd from where it ends over the 540 toward the existing sidewalk at Townes at Westford. The only safe place to cross over 64 is at Creekside Landing. I would like to ride my bike to the shopping area there. Future wish: pedestrian crossing on Kelly Rd over 64. It would be wonderful to bike or walk to the Publix shopping center. Thank you, Ruth Smith	3/4/2022 4:35 PM
Consider bus route along NC 55 from Fuquay to RTP.	3/7/2022 12:34 PM
Commuter rail would allow faster, less interruptive service than bus service along US 70.	3/7/2022 12:57 PM
You NIMBY shut up Linda and go into your caves. Raleigh is gonna grow get over it. If you hate it so much go to Greensboro.	3/7/2022 1:24 PM
I'm happy about apex but I live at the grove at cary park this is a income-based properly. and we have no bus routes or stops near us. please have plans to give our community bus stops and routes. all disabled people can use is go cary its good but we need and deserve a bus stop and routes and bus shelter also.why is cary park neighborhood being left out we had better get something in 2023 long overdue.	3/7/2022 9:38 PM
Gavin, nice. A sign of the "newbies" to Raleigh, I see. Nice response. So, mature. Son, you will never be able to "fit" into Raleigh's NICE community, but you "DO" you, honey.	3/8/2022 8:40 AM
Gavin, Nice mature response. How appropriate for the "newbies" wanting to come into what WAS once a nice friendly town. But you "DO" you, honey.	3/8/2022 8:41 AM
I appreciate the platform being available to comment because literally ALL of the meetings are during work hours for regular people/service workers who have to work in person. I understand the need for legally specific language, but having a better basic layout or an overview that is actually easy to read and understand would be extremely helpful. I know it's not really your fault, but please please please can we do something about commuter rail?! I've been waiting for 20 years, the last plan wasn't even going to be functional until I'd be in my 60's, and NC continues to grow its population. If there's a way to make our legislature accountable for the increasingly Atlanta style traffic, I will show the eff up in person to do it.	3/9/2022 7:05 PM

<p>Sounds good. But two things from last year have still not been implemented.</p> <p>1) When will Route 6 get 15-minute frequency? 2) When will Route 305 receive all-day and weekend service?</p> <p>Other than that looks fine.</p>	<p>3/12/2022 1:18 PM</p>
<p>Please make certain bus service/stops on Hwy.55 from Apex to Parkside shopping center ; bus route/stops on Carpenter Fire Station Road— no bus route at all for this community, we are completely left out.</p>	<p>3/15/2022 2:14 PM</p>
<p>The support of public transit to RDU is as usual completely ignored. The only true mention of RDU connectivity is the project TO005-A that *gasp* generously supports existing, mediocre, level of service to RDU. A shuttle to transit center once every 30 minutes does not connectivity make!</p> <p>Triangle residents deserve to have a citizen-first public transit to RDU. This means, a true plan where someone arriving at RDU can reach park &amp; ride infrastructure in multiple areas of Wake County and beyond, with reliable service. I should be able to get a bus to a park &amp; ride in the direction of my house, when catching the plane (or returning). This also means this service has to be reliable, and reasonably frequent. Yes, this means we likely need to incorporate more routes to RDU than 100. Or make switching at the Transit Center a no factor (ie. "I know if I can get to the Transit Center, the next bus to/from RDU is in 10m").</p> <p>The current situation is a true blemish on the public transport in our area.</p>	<p>3/15/2022 4:35 PM</p>
<p>No complaints about the Work Plan, but can all the travel agencies finally accept that going fare free permanently is the way to go? According to the meeting, the budget for the next year does not at all include fares, and yet all the transit agencies are able to deliver balanced budgets despite that. They are planning a federally mandated equity study into the fare change, and Im sure they will find that going fare free was a big help for everyone who relies on the service. Lets keep it free!</p>	<p>3/16/2022 1:27 AM</p>
<p>Where I live on avent ferry I have a thirty minute walk to the nearest goRaleigh bus stop and it has significant portions of the trip down Tryon. I'm not sure why the 11 route cuts off avent ferry to go down Gorman, but there are a significant number of people who live down the remaining segment of Avent Ferry who do not have a reasonable connection to the Raleigh Transit network. Additionally, lake Johnson is not connect by bus line to the Raleigh Transit network except by the buck jones connector. This is a point of some inconvenience for me and I would imagine for many others who would like to better utilize Raleigh Transit. With the new Southern corridor plans for BRT, this part of Raleigh needs to be linked up so as to make ridership accessible for a growing part of Raleigh.</p> <p>Additionally, along Tryon there are several grocery stores and shopping centers that could be connected to the Raleigh transit network and would provide considerable benefit to the usefulness of the network as a whole.</p>	<p>3/16/2022 11:41 AM</p>
<p>Being fare free also simplifies (speeds up) loading and unloading, reduces maintenance cost, reduces overhead, encourages more frequent short trips for sporadic travellers, encourages transit hesitant individuals to "try it on". Transit in the Triangle should be in</p>	<p>3/16/2022 12:34 PM</p>

the "growth" phase - trying to encourage as much participation as possible - cost should be secondary.	
TC002: Good to see allocation for improving bus stop and connectivity (sidewalk) infrastructure. TC003-M: Nice to see this allocation. Connecting suburbs to suburbs without having to connect/change in downtown areas increases likelihood of usage because it may reduce travel times. The assumption being that many people commute and run errands between suburbs/shopping centers (e.g. Morrisville, RTP, West Cary, Crossroads, etc.). TO002: As part of the job responsibilities for these roles, actively get out, ride the routes, and walk to different locations to understand the experience of people who try to commute or run errands via transit. Every additional effort to use transit vs taking a car (if available) will reduce the likelihood of using transit, and identifying and reducing these impediments can improve ridership.	3/16/2022 2:12 PM

Additional comments came in in between the two formal comment periods. They are as follows and were considered as part of the draft Work Plan input.

What is the reason for a significant Wake County transit tax contribution to a future GoTriangle bus operations and maintenance facility expansion when GoTriangle's Wake County fleet is planned/projected to be reduced through the horizon of the 2030 Wake County Transit Plan? The size of the investment doesn't seem to be justified by the need, at least not for Wake County.	3/17/2022 8:56 AM
It looks like roughly \$2.1 million is budgeted for GoTriangle staff needs every year to support 17 FTEs, which is the size of CAMPO's entire CAMPO workforce. At the same time, over the past several years, very little has been done in the realm of both GoTriangle's Wake Transit program-level responsibilities and its project-level responsibilities relative to the level of staff support shown and relative to the level of staffing investment directed toward City of Raleigh, Town of Cary, and CAMPO responsibilities. What is GoTriangle actually doing with the \$2.1 million/year in staff support? Can GoTriangle be more transparent about its true need for \$2.1 million in transit tax revenues to support these staff resources? Can GoTriangle show actual progress that aligns with that level of staffing investment?	3/17/2022 9:15 AM
Hello you need to place a bus stop in west Cary .near the Aldi or near Harris teeter .thank you	4/21/2022 3:08 PM
1. Good to see that plans for a midtown transit center are moving ahead. However, there is very little detail in the plan about what type of east-west connectivity across north Raleigh will be enabled without having to go downtown. 2. I can't imagine building an NRX park-and-ride on 540 without adding a GoRaleigh bus stop there... either an extended route 36 if you put the park-and-ride on Creedmoor Road or an extended route 2 if you put the park-and-ride on Falls of Neuse.	4/21/2022 3:10 PM
I hope west Cary will get bus routes and bus stops in this planning.	4/21/2022 3:15 PM
Good afternoon,  I support all projects that will result in better public transport both bus and train. I use an express bus service myself and feel very positive about the service given.	4/21/2022 3:17 PM

Please make sure you put some bus stops and bus routes in west Cary in Cary park neighborhood.we deserve transit opinions in our neighborhood as well.	4/21/2022 3:18 PM
<p>Dear Transit Planning Advisory Committee, Thank you for the opportunity to submit comments on the Draft FY23 Wake Transit Work Plan. Habitat Wake appreciates the Transit Planning Advisory Committee (TPAC) commitment and attention to increasing transportation options in Wake County. There is a distinct connection between housing affordability and access to transit. Together, housing and transportation account for the largest expenses for the average household. Access to safe, reliable transportation reduces these costs and improves the mobility for the families that Habitat Wake serves and the community at large. Habitat Wake would like to submit the following comments to the Draft FY 2023 Wake Transit Work Plan for your consideration:</p> <ul style="list-style-type: none"> <li>Investing in enhanced transit centers, transfer points, and park &amp; ride facilities We strongly support the Draft Plan’s investment in enhanced transit centers, transfer points, and park &amp; ride facilities. These are key elements in the transit infrastructure web, allowing riders to access additional routes and be better connected throughout the county. The increased ease and time-efficiency that these facilities allow will make public transit far more appealing.</li> <li>Need for additional investment in Southeast Raleigh Habitat Wake has identified a gap in service along S New Hope Rd in SE Raleigh and is eager to see a bus route added in that region of the county. Based on what we have seen in the 2030 plan, there is very little planned improvement in transportation service in SE Raleigh in this decade. This region of Wake County is seeing rapid growth, necessitating additional investments in public transit to match the rise in residential and commercial development. Habitat Wake currently has 114 homeowners that live near S New Hope Rd and many have highlighted a desire for bus service along S New Hope Rd. Habitat Wake is also breaking ground on a 105-home neighborhood at Old Poole Rd, which will add an influx of new transit users. We are partnering with Building Independence to create homeownership opportunities for adults with intellectual and/or developmental disabilities as a part of our Old Poole Rd project. Building Independence has identified a pronounced need for public transit accessibility for their clients, so we are excited that the Park &amp; Ride at Bus Way will be in such proximity. Additional bus service along S New Hope Road would also give residents access to essential services such as schools, pharmacies, and job centers. This service could connect residents in SE Raleigh to the Enhanced Transit Center in East Raleigh, and the New Bern BRT line. Similarly, we see a need for future service from SE Raleigh to Garner. East Garner is also a fast-growing area for residential and commercial development. Habitat’s largest community in Wake County is being planned in East Garner along Creech Rd near the Amazon Distribution Center. The BRT Extension and future Commuter Rail service in this area will be some of the highest value assets of the Wake Transit network with high frequency connections to Clayton, Cary, Morrisville, RTP and Durham. We believe bus service connecting through SE Raleigh to those transit lines should be planned along with those near future enhancements.</li> <li>Equitable access to transit Safe access to reliable public transportation is a key element of a successful community. Habitat Wake appreciates the increased attentiveness to transit safety and infrastructure improvements from the agencies represented in TPAC. While not mentioned in the Plan, Habitat would like to commend the City of Raleigh for adopting an Equitable Development Around Transit (EDAT) policy, which creates a half-mile walking/accessibility around BRT stops through Transit Oriented Development (TOD) zoning. We would like to see this policy codified as a Wake Transit standard of safe accessibility. Habitat Wake, alongside other community</li> </ul>	4/21/2022 3:20 PM

partners, has been advocating for the past few years for an equitable standard of access for all Wake Transit Plan funded projects. We want to ensure an equitable standard of safe access exists at every transit stop across the network. All riders should be able to safely access bus stops at the origin and destination of each trip. Historically underserved and underfunded communities will especially benefit from this standard, as many residents are currently inhibited by the lack of sidewalk connections and lighting. Within a quarter mile of all bus stops, we would like to see: continuous and connected sidewalks, lighting, reasonable speed limit reduction, concrete sidewalks or HAWK signal technology, protected bike lanes, ADA accessibility, and canopy shelters at the stop itself. We recognize the difficulty of implementing comprehensive infrastructure improvements such as sidewalks and lighting, as each municipality has their own process and oversight. NCDOT involvement is frequently cited as a showstopper for any pedestrian safety improvements. We encourage CAMPO and TPAC to explore a holistic definition of an equitable standard of access and implement cross agency procedures for access to transit across the transportation network. Thank you again for the opportunity to provide comments on the Draft FY23 Wake Transit Work Plan and for your ongoing efforts to expand the transportation infrastructure in Wake County and beyond. Please direct any questions or comments to Habitat Wake’s Director of Advocacy, Jacquie Ayala, at jacqueline.ayala@habitatwake.org or (919) 744-2424. Sincerely, Bill Ahern, President & CEO Habitat for Humanity of Wake County

Dear Transit Planning Advisory Committee:

Thank you for the work you are doing to enhance access to public transportation throughout the county. We appreciate the opportunity to submit comments about the draft – FY23 Wake Transit Work Plan. We wish to echo and emphasize the comments from Bill Ahern, CEO of Habitat Wake in his March 11, 2022 letter to you (attached). As in the case of the proposed plan on South Old Poole Road, we have previously partnered with Habitat Wake on a project for adults with developmental disabilities, which opened in 2016. In that instance, as in the case of the proposed community plan on South Old Poole Road, access to public transportation has been vital to the success of the project.

The project at 2610 Lake Wheeler Road has nine adult residents. Those residents have access to an adjacent bus stop which then provides access to the community, including opportunities for employment and shopping. We urge you to support the plan as outlined by Habitat to bring equitable transportation to residents of Wake County.

4/21/2022  
3:21 PM

<p>Greetings,</p> <p>As someone who uses GoTriangle for many years, my main concern lately is the professionalism of the bus drivers. Departing on time and maintaining the bus schedule is becoming a regular issues when you are trying to connect to local city bus routes and the drivers are hanging around talking. I have sat waiting @ the RTC for the bus to leave 5-10 minutes late, making connections impossible, and leaving passengers waiting an extra hour at stops on the side of the road. Sometimes the buses do not come at all. Every minute counts, and I'd just like to see reliability improved as well as this time mismanagement issue resolved.</p> <p>Since they are going to be reinstating bus fares and fees, I feel the service should be improved first and foremost to ensure riders are experiencing fast and efficiency we will be paying for once again.</p>	
<p>Thank you for your time, service and consideration,</p>	<p>4/21/2022 3:28 PM</p>
<p>"Two of the larger proposed capital expenditures are for the construction phase of the Raleigh Union Station project and the final design phase of the Wake BRT: Southern Corridor."</p> <p>This (rail transit) will be a large waste of money and effort. It would be better to expand bus and/or personal transportation services that use streets and roads.</p> <p>People need:</p> <ul style="list-style-type: none"> <li>-service with alternate routes during bad traveling times/emergency cessation of primary service</li> <li>-emergency access to restrooms as needed</li> <li>-emergency access to local hospital as needed</li> <li>-access to a secondary means of conveyance should their primary transportation be stopped for whatever reason - this would include walking, biking, other transportation services etc.</li> <li>-to clean their own vehicles and bus driver's their buses, but who do you pay to clean the train and how costly is that?</li> <li>-to have a choice of wearing a face mask or not - the train seems to provide the atmosphere where face masks should be required.</li> <li>-keep money in their pocket and not foot the bill for the cost of installing and maintaining rail stops.</li> <li>-nice looking trains (if trains are required), not just the same old commercial and ugly like Amtrak trains</li> <li>-(driver's of any vehicle) the ability to escape their situation - can a train operator quickly stop the train and exit the vehicle at anytime?</li> <li>-etc, etc, etc.</li> </ul>	
<p>Rail transit will just cost too much per person and provide too little - potentially getting stuck on a railroad track during unfavorable situations is not a comforting thought or realization..... and the tax payers will have to foot the bill for a bad return on</p>	<p>4/21/2022 3:31 PM</p>

investment.

Lastly, first responders will definitely need to train more for potential emergency situations regarding trains and the mass exiting of people from them.

Recommended Work Plan (April 29, 2022 – May 29, 2022):

Comment	Comment Date
I would like Go Cary to expand to West Cary. First in the Carpenter Village area on Morrisville Carpenter Road between Davis Road and Louise Stephenson Road. Second, west of 55 is rapidly expanding with the YMCA and two parks going up within 2 years. All of these west Cary areas are exploding with new construction and need transportation.	5/2/2022 11:00 AM
Please bring back the NRX.	5/3/2022 2:21 PM
I can't find anywhere is the plan details to replace underutilized bus routes with some kind of on demand service other cities are using. Route 27 buses are completely empty 90 to 95% of the time so is nearby Route 26.	5/5/2022 8:12 AM



<p>Most riders get off the 27 at Rex Hospital to get off at those areas around the hospital or Wade Ave. I have seen 1/2 the bus get off at Whole foods from the 27 to the 4 Rex Hospital route. Taking into account the popular stores would help.</p>	<p>5/5/2022 3:12 PM</p>
<p>Heavy rail transit along the existing rail line between Clayton and Durham will not address the commuting patterns in the triangle nor will it take significant cars off the highway, Pursing it is a waste of Taxpayers money.</p>	<p>5/5/2022 8:17 AM</p>
<p>Rail would be an option if they connect with Amtrack system throughout the state. Not serving the airport or major cities is a costly mistake.</p>	<p>5/5/2022 3:08 PM</p>
<p>Thank you for providing service into Garner. My main concern is that there is no service on weekends. I am unable to go to church on Sunday or venture out to shop or visit on weekends because there is no service. Please start operating service in Garner on the weekend. I live in a DHIC property and am on a fixed income and desperately need transportation on the weekend.</p>	<p>5/5/2022 3:03 PM</p>
<p>During the pandemic I have seen drivers expected to deal with mental illness from the unhomed. The drivers extreme frustrations with mismanagement , drivers sick or quitting because they want a work life balance. Shame on the mayor and governor. They deserve respect not the mistreatment I had to endure as a former State Employee. We need flexibility with the transit options and to see the employees treated better.</p>	<p>5/5/2022 3:06 PM</p>

<p>I have found that the current bus system setup is not inclusive enough. The changes that I have noted thus far still do not make using the current system an easier journey for the physically challenged and senior citizens. Example, when buses stop to pick up, the buses are not lowered for easier step up access. I have a challenge with knee flexibility, and getting on the bus is difficult, as well as uncomfortable. There should be some type of shelter/sitting at each bus stop for the physically challenged, or seniors to utilize. If I chose to go somewhere utilizing the current bus system, I have a ten minute walk to the bus stop, and there is no bus shelter to sit at once I arrive. My trip requires me to transfer to another bus that puts me over by my destination, which still requires me to walk (16 minutes, or more) to the end destination. This makes no sense to me, so I don't go! I keep hearing about all this money that government wants to channel into a rail system. That money would be better used in upgrading the city's bus system for user-friendly traveling about the city, if one doesn't desire to drive, or Uber/Lyft it. As a senior individual on a fixed budget, I do not appreciate that my home city would put me in the position of having to come out of my pocket to use a cab service, or an Uber/Lyft to get back home because there is no public transportation available to use due to lack of service to my area, or buses not running after a certain hour. Example, I had scheduled a pick up at the Colonnade Shopping Center via GoWake Access(TRACS). My ride never showed up, and the office was closed. I walked over to the Six Forks Station shopping Center bus stop, and just managed to catch the last bus, which dropped me off on Six Forks/Millbrook Rds. By the time I arrived there, the crosstown bus on Millbrook had stopped running for the evening. This was during the fall, and it was already dark out. I had to call a cab to get me home. It was a good thing I had the money on me that night to pay for the ride! Needless to say, I did not attempt to go to the Colonnade Shopping Center again, since I wasn't guaranteed to be able to get back home using GoWake Access and the city bus system. That night I didn't get back to my home until almost 10PM, due to no pick up at 7PM by GoWake Access. I am grateful that my safety wasn't jeopardized by this experience that evening. The way the bus system is set up, puts people in the position of being home-bound, because of city provided transportation doesn't afford us the availability to be more mobile! This needs attention!</p>	<p>5/8/2022 11:18 PM</p>
<p>When can we expect frequent, 15-minute service on Route 6? It was supposed to start in 2021 and it still hasn't happened yet. Can we also get back 30-minute frequencies on Route 310, at least during rush hour?</p>	<p>5/18/2022 12:02 PM</p>

<p>Can we please add a stop on the Wendell Zebulon express in Wendell falls? More people would use it from Wendell falls. There is a bigger commuter base from there and it wouldn't add any distance to the route.</p>	<p>5/18/2022 5:13 PM</p>
<p>The current bus system in Raleigh ignores the area between 1-440 and 1-540, north of Crabtree Mall. If you do not make it easier to ride the bus/transit, people will continue to use their cars as the first choice of transportation.</p>	<p>5/21/2022 3:32 PM</p>
<p>After reading this plan, it seems clear that the transit planners of GoTriangle see the service as primarily for commuters, as it appears to double down on that strategy. This is neither forward-thinking nor correct. If public transit is to be seen as a viable alternative to driving, it needs to be convenient and get people where they need to go in a timely manner -- neither of which applies to the bus service in its current form. Sure, it's easy to get anywhere in the Triangle from downtown Raleigh, but making a trip anywhere in Raleigh itself is often an all-day proposition when using the bus, especially on the weekends.</p> <p>Service frequency and coverage needs to be improved across the board, not just at State or on special corridors; hourly service anywhere on nights and weekends is a joke in a major city. Further, crosstown connections also need to be improved so that you don't need to connect through downtown (running the circulators both ways would be a good start). BRT and microtransit is all well and good, but the citizens of the Triangle don't need fads, they need a connected public transit system, and so far, GoTriangle has failed to make that a reality in the face of a climate change crisis.</p>	<p>5/26/2022 12:43 PM</p>
<p>please work with trip planning and mapping services like google maps and apple maps. currently there are a number of routes from go triangle and others that don't show even if they are common routes. for example to map Raleigh to RDU shows 3 routes that require multiple connections and takes over 90 minutes when the 100 bus runs every 30 minutes. this alone would increase ridership just by showing alternatives in systems people use to plan travel.</p>	<p>5/27/2022 2:39 PM</p>

<p>We would love to have a rapid transit rail option in the raleigh durham area. Roads should not be the only way to get around the area. Even Charlotte has a rapid rail. Lots of money has already been spent figuring out the best way to do it. Let's take the bold step of moving forward to help the raleigh durham area progress.</p>	<p>5/27/2022 3:39 PM</p>
<p>You're on the right track. Thanks for pursuing the original vision from 2016 appropriately.</p>	<p>5/28/2022 1:12 PM</p>