

Commonly Asked Questions from the FY2020 Draft Work Plan Outreach

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

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

Between Feb. 1 and March 8, TPAC members gathered feedback from the public about the draft work plan using a mixed method approach. Together, GoTriangle and GoRaleigh staff held 14 pop-up events and gave 11 presentations to the public to generate feedback on the projects. In addition, 14 online communication pushes were made, leading to 7,588 impressions and 1,953 engagements with the content.

In total, TPAC received 72 comments and two formal letters. The feedback was largely positive about the increased levels of bus service and planned regional transit improvements, but the community wanted more detail about the increased service and transit options that are coming. The questions below were commonly asked in the responses received:

1. When will I be able to see the exact stops and implementation dates for the proposed routes?

The public can contact the agency responsible for implementing the route to find out more information about planned stop locations:

- GoRaleigh
goraleigh@raleighnc.gov
919-485-RIDE (7433)
- GoCary
YourRideMatters@townofcary.org
919-485-RIDE (7433)
- GoTriangle
customerservice@gotriangle.org
919-485-RIDE (7433)

Final stop location information will be available via Transloc and Google Maps when service is introduced.

2. How will bus rapid transit help to decongest Raleigh's downtown transit corridors?

Wake County's population of more than one million grows by about 60 people a day, or roughly 23,000 per year. As Wake County continues to grow into one of America's most dynamic and desirable urban areas, the transportation needs and desires of its residents are also growing. As the population increases, it is triggering increased congestion on our roads. The proposed bus rapid transit network will deliver high-quality, frequent transit service seven days a week, creating additional mobility options. All BRT lines will serve the Raleigh downtown area, offering a high-quality alternative to car travel. In

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In addition to significant transit enhancements, improvements will be made to pedestrian networks and bicycle amenities.

3. Why is the airport not included in the planned alignment for the commuter rail?

Raleigh-Durham International Airport is two miles from the existing railroad corridor, and it is difficult to extend commuter rail infrastructure outside existing corridors because of technical requirements and costs. Passengers can use GoTriangle Route 100, which provides daily half-hour service from 6:30 a.m. until 11 p.m., to access the airport. The Wake Transit Plan for commuter rail includes adding shuttle service from the Morrisville rail stop to RDU International Airport.

4. Why is the KRX being replaced by a weekday service that does not go into downtown Raleigh?

One of the Four Big Moves in the Wake Transit Plan is, “Connecting all communities.” Knightdale’s current express route operates only in peak periods. The new service will run all day from 6 a.m. until 9 p.m. and will add many stops, offering Knightdale residents new opportunities for jobs. The new route also will connect with multiple GoRaleigh routes in east Raleigh, including one that runs every 15 minutes into downtown Raleigh.

5. How will Routes 20 and 20L be differentiated and how will that be advertised to riders?

Based on comments and suggestions from the public, GoRaleigh has combined the two Garner routes into one single route, Route 20. The bus will depart downtown Raleigh and run the entire route back into Raleigh for one trip.

6. Are there any electric buses providing service in Wake County?

Yes! Raleigh-Durham International Airport began operating four Proterra electric bus shuttles in May 2019. GoTriangle has ordered two electric buses that are expected to be delivered this fall. After mechanics and operators have been trained, the vehicles will likely be in service by winter. Additionally, the City of Raleigh is looking into buying up to five electric buses.

7. What is mobile pay and how will it work?

GoTriangle, GoRaleigh and GoCary conducted a Regional Fare Study as part of the Wake Bus Plan to identify opportunities to offer more consistency among the agencies. The resulting proposal, awaiting approvals, includes changes to some fares, policies and technology, including the addition of mobile ticketing and fare capping. Mobile ticketing allows passengers to use their phones to buy passes, and the technology can be used to cap fares or, in other words, to keep riders who buy daily passes from paying more than those who buy seven-day or monthly passes. Even after the implementation of mobile ticketing in early 2020, customers still will be able to use cash on the bus to pay for a one-way fare or a day pass, and paper tickets will be available at transit centers and at existing third-party retailers.

8. How do planners ensure that converging routes have timely connections at a single stop?

Planners keep timed transfers in mind when developing route schedules. This is easier to do at locations such as transit centers where several routes converge and there is

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space for the buses to lay over. Unfortunately, it is not always possible to provide timed transfers between all intersecting buses. This is one reason why frequent bus service is important – when buses arrive every 15 minutes or better, wait time is minimal.

9. Does the work plan benefit senior residents?

Yes! A fare analysis recommended that each agency in Wake County offer fare-free bus service to customers aged 65 and older. In addition, more bus routes will run during the middle of the day to more places, allowing for more social and medical trips via transit. More door-to-door or curb-to-curb service is also available via GoWake Access and paratransit services through GoCary, GoRaleigh and GoTriangle for eligible customers.

10. Where can I learn more about future transit service investments?

Year-by-year investment plans and schedules for transit investments over the 10-year development period are laid out in the Wake Bus Plan (<http://goforwardnc.org/project/wake-bus-plan/>).