

Commonly Asked Questions from the FY2020 Draft Work Plan Outreach

Each year, the Transit Planning Advisory Committee votes 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 February 1st and March 8th, TPAC members collaborated to gather feedback from the public about the draft Work Plan using a mixed method approach. 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 2 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 that were received:

1. When will I be able to see the exact stops and implementation date for the proposed routes?
 - a. *The public can contact the agency responsible for implementing the route to find out more information about future stop locations:*
 - i. GoRaleigh
 1. goraleigh@raleighnc.gov
 2. 919-485-RIDE (7433)
 - ii. GoCary
 1. YourRideMatters@townofcary.org
 2. 919-485-RIDE (7433)
 - iii. GoTriangle
 1. customerservice@gotriangle.org
 2. 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?
 - a. *Wake County's population of more than one million grows by 63 people per 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 that will run seven days a week creating additional mobility options. All BRT lines will serve Raleigh downtown area, offering a high quality alternative to car travel. 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?

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- a. Raleigh-Durham International Airport is two miles from the existing railroad corridor, and it is extremely difficult to extend commuter rail infrastructure outside of existing rail corridors due to both technical requirements of the infrastructure, and cost reasons. Commuters can use GoTriangle's Route 100, which provides daily half-hour service from 6:30am until 11pm, to access the airport.*
4. Why is the KRX being replaced by a weekday service that doesn't go into downtown Raleigh?
 - a. One of the Four Big Moves in the Wake Transit Plan is, "Connecting all Communities." Although Knightdale does currently have an Express route, it only operates in the peak periods. The new service will be provided all day from 6am until 9pm with the addition of many new stops. The new route will offer many new opportunities to jobs and population in Knightdale that has not previously had service. The new route will make connections with multiple GoRaleigh routes in east Raleigh, including one of our existing high frequency network routes that runs every 15 minutes with connecting service into downtown Raleigh.*
5. How are Routes 20 and 20L going to be differentiated and how will that be advertised to riders?
 - a. Based on the comments and suggestions from the public, GoRaleigh will operate the new Garner route as a single service. The bus will depart downtown Raleigh and run the entire route back into Raleigh for a one seat ride. The Garner service will be on one public schedule to minimize any potential confusion.*
6. Are there any electric buses providing service in Wake County?
 - a. Yes! Raleigh-Durham International Airport began operating four Proterra electric bus shuttles in May 2019. In Addition, GoTriangle has two electric buses on order that are expected to be delivered this fall. After mechanics and operators have been trained on the vehicles, they will likely be in service by winter. Additionally, the City of Raleigh is looking into its options for buying up to 5 electric buses.*
7. What is mobile pay and how will it work?
 - a. A Regional Fare Study was conducted as part of the Wake Bus Plan to identify opportunities for more consistent fare purchase and collection procedures, standardization of fare policies and improved technology for the partner agencies (GoTriangle, GoRaleigh, GoCary and GoDurham). As part of the study, a fare proposal was developed and will be proposed for adoption/approval by GoTriangle, GoRaleigh, and GoCary that includes fare pricing changes, fare policy changes (free boardings for seniors 65 and older), and technology upgrades (mobile ticketing and fare capping) to be implemented in early 2020. Even after the implementation of mobile ticketing, customers will still be able to board the bus with cash if they are paying a one-way fare or purchasing a day pass, and paper tickets will still be available at transit centers and at existing third-party retailers.*
8. How do planners ensure that converging routes will have timely connections at a single stop?
 - a. 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 space for the buses to layover. 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. What is the timeline for improvements to bus services and stops?
 - a. The timeline for improvements is laid out in the Wake Bus Plan (<http://goforwardnc.org/project/wake-bus-plan/>) and is further refined during each*

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annual Wake Transit work plan and through the service change processes of the individual transit agencies.

10. Does the work plan benefit senior residents?

- a. *Yes! A fare analysis recommended that each agency in Wake County offer fare-free bus service to customers aged 65+. In addition, more bus routes will run during the middle of the day to more places, allowing for social and medical trips to be taken using 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.*