

## **FY2019 WAKE TRANSIT WORK PLAN FAQs**

### **1. Why is service to Crabtree on Creedmoor Road changing?**

There is no real change in service to Creedmoor Road. The existing Route 4 Rex Hospital from Creedmoor continues up to Rex Hospital and then down to NCSU via Hillsborough Street before arriving downtown, generally about a 45-minute trip. Riders usually transfer to another route (6 or 16) at Crabtree Valley Mall to get downtown in less than 25 minutes. The trip patterns for riders along Creedmoor Road are not expected to change dramatically.

### **2. Will service be added to the DRX and CRX?**

Nine trips are being added to Route DRX between Durham and Raleigh starting in August 2018. This will increase the frequency of service throughout rush hour, giving customers more trip options and improving the reliability of the route. An additional bus and more time in the schedule to help compensate for increasing congestion between Chapel Hill and Raleigh will make Route CRX more reliable, but no trips will be added at this time.

### **3. Will service increase on Route 100 to the airport?**

Yes. Starting in August 2018, service will extend until 9 p.m. on Sundays on Route 100, which serves Raleigh-Durham International Airport, the Regional Transit Center, NC State University and downtown Raleigh. This builds on the investment made by GoTriangle through the Wake Transit Plan in August 2017, when service improved to 30-minute frequencies during the day Monday through Saturday.

### **4. Will hours be extended on bus routes to run earlier or later in the day?**

Service on GoTriangle routes will be extended to 9 p.m. on Sundays to match GoCary and GoRaleigh starting in August 2018. In addition, there will be service on all holidays except Thanksgiving and Christmas for GoCary, GoRaleigh and GoTriangle starting in 2019.

### **5. Does the plan include improvements such as sidewalks and lighting to better connect park-and-ride locations to bus stops?**

Yes, some money has been set aside this year to add or relocate some park-and-ride lots in Wake County. The money also will pay for a study to determine the best long-term locations for park-and-ride lots over the next several years. Agencies that build or upgrade facilities will make sure that the lots are well-lit and accessible to nearby bus stops.

### **6. How are transit agencies ensuring that all buses, bus stops and stations are accessible for residents with disabilities?**

The Wake Transit Plan includes money for new and replacement buses and new and upgraded bus stops as service is expanded. All buses and bus stops will be designed to meet or exceed ADA standards.

### **7. How is the plan addressing connections to and from bus stops including sidewalks and bike paths as well as distance from key destinations?**

As the Wake Transit Plan phases in expanded bus routes each year through 2027, the municipalities getting new service also will evaluate needs for sidewalks and bike paths. Municipal, Wake Transit and other funds will be used to provide connections to support expanded bus routes

**8. Are transit agencies planning to improve bus stops and bike and pedestrian access?**

Yes, plans call for concrete pads to make it safer and more comfortable to board and exit buses, benches, bike racks, access ramps, sidewalks and other amenities. In the coming year, \$1.2 million will go toward new bus stops for GoRaleigh, with much of the focus along Rock Quarry, Poole, Barwell, Blue Ridge and Edwards Mill Roads in anticipation of new bus routes beginning in January 2019. The City of Raleigh also will spend \$750,000 to build about 30 shelters in fiscal year 2019. GoTriangle will get \$425,000 to spend on new bus stops and improved bike and pedestrian access.

**9. How is the plan coordinating with Wake County Public Schools regarding the youth fare-free proposal?**

Wake County staff, transit providers and WCPSS staff members are developing strategies to communicate to students and families at the beginning of the 2018-2019 school year and to work to distribute Youth GoPasses at schools near the frequent transit network or near existing bus stops.

**10. When will one pass be used on all buses?**

A GoTriangle pass already is valid on all GoTriangle, GoCary and GoRaleigh buses, but agencies are looking for an easy-to-use fare payment system that all agencies in Wake County can adopt. They also are studying mobile fare payment options, camera systems and other passenger information systems that would make it easier to ride the bus.

**11. Does the plan include alternative-fuel buses?**

The Raleigh Transit Authority recently voted to change up to 75 percent of GoRaleigh's bus fleet to compressed natural gas vehicles and to explore other low- or no-emissions alternatives for the remaining 25 percent. In fact, a compressed natural gas refueling facility is now being built at the GoRaleigh Operations Center to accommodate compressed natural gas buses, including the 17 CNG buses the agency has ordered with federal and Wake Transit funds. The Wake Bus Plan will recommend what other kinds and sizes of buses to buy, whether electric, hybrid or CNG, depending on where and how they will be used.

**12. How are the budgets for administration and planning developed compared with the budgets for services?**

One of the first things that happened after Wake County voters approved the transit plan in 2016 was the creation of the Staffing Model and Expectations Plan, which serves as a guide for determining what staff positions might be needed each year to put the pieces of the plan into place. The Transit Planning Advisory Committee (TPAC) and its subcommittees determine what studies are needed for planning purposes.

**13. How do smaller towns in Wake County like Rolesville, Apex, Fuquay-Varina, Holly Springs and Zebulon fit into the plan?**

Research Triangle Park and the 10 Wake County municipalities other than Raleigh and Cary are part of the Community Funding Area Program, which sets aside money to support more local community-oriented transit services. Municipalities wanting to create their own transit circulator services, additional demand-response trips, inter-community connections or other types of services can submit project proposals and receive matching funds from the program. The details are unfinished, but the Capital Area Metropolitan Planning Organization has set aside \$100,000 in Wake Transit money this year to give technical assistance to any municipality prepared to study bus service.

**14. How are expansions to West Cary and Rolesville being considered in the plan?**

The Wake Transit Plan calls for every municipality in Wake County to have at least hourly bus service to a transit center during peak times by 2027. In addition, municipalities that don't have bus service but want to start planning their own can participate in the Community Funding Area Program and get matching funds for local transit needs.

**15. Is GoCary considering expanding westward?**

Based on market analyses completed in 2015 to help develop the Wake Transit Plan, additional fixed-route service in western Cary was thought to be unneeded. However, data and circumstances change quickly in fast-growing areas such as western Cary, so the need is being re-evaluated. Cary is working with Apex and Morrisville to study whether expanding GoCary bus services westward makes sense.

**16. How does the plan address housing affordability?**

Housing affordability is a major concern nearly everywhere growth is occurring. Plans for this year call for using transit money to identify existing housing and land-use policies and plans in all jurisdictions, and inventory of affordable apartments and properties that may be suitable for building affordable housing along transit corridors. How land is used and whether there is available affordable housing are two criteria that will be used to prioritize transit projects. In addition, the Wake County Affordable Housing Plan calls for using public land for affordable housing along high-frequency transit corridors, and the City of Raleigh's Housing and Neighborhoods Department plans to update home rehabilitation guidelines, provide mixed-income homeownership opportunities and affordable rental units along bus rapid transit corridors and create homes strictly for low- to moderate-income people near downtown.

**17. How are the changes and updates being advertised to the public?**

In November 2016, Wake County voters approved a transit-dedicated half-cent sales tax investment to expand and better connect the public transit network through the Wake Transit Plan. An essential part of this community investment in transit is public involvement. As part of the year-round public engagement effort, we keep the community updated on Wake Transit Plan projects through the Go Forward website, social media, news releases and paid advertising. Additionally, we offer a tremendous amount of community engagement through monthly presentations and at local events across the county.