

ATTACHMENT F  
ON-CALL TRANSIT PLANNING SERVICE TASK STATUS UPDATES

# GO FORWARD

A COMMUNITY INVESTMENT IN TRANSIT

WAKE COUNTY

A. Public Engagement Policy

Work on the Public Engagement Policy resumed in January and the initial tasks related to data collection are complete. The current focus is on finalizing the draft policy recommendation, soliciting feedback from key community stakeholders, and preparing final materials for review and approval. Development of the policy recommendation is anticipated to be completed this summer, with presentations and action items forwarded to the TPAC for its consideration in August or September, followed by public hearings at meetings of the two governing boards and consideration of adoption in September or October.

B. Staffing Model and Expectations Plan

Final draft is complete. Details were presented to TPAC in July. TPAC members asked for additional review time. Comments received will be discussed and presented to the TPAC in August. Staff will seek action from TPAC on the final draft of the plan at the August TPAC Regular Meeting.

C. Community Funding Area (CFA) Program Management Plan (PMP)

CFA PMP Update is being provided to TPAC at the August 2018 Regular Meeting.

D. Wake Bus Plan (previously known as the Multi-Year Bus Service Implementation Plan) – UPDATE FROM MAY 2018

**10-Year Bus Operations and Capital Plan** – The consultant and CTT have been working closely to finalize what bus services will be implemented through 2024, as well as what capital investments will be made through 2027. The CTT

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held an all-day work session on July 23<sup>rd</sup> to confirm budget assumptions for the short range transit plan and capital investments, and met again on July 24<sup>th</sup> to discuss service tradeoffs that were made in order to address issues raised by the public during spring outreach.

As the August/September outreach period approaches, the CTT will meet on August 14<sup>th</sup> to review and approve all outreach materials including: 6 boards, network/capital maps, informational tools, and a presentation that will be used during public meetings.

**Short range transit plan** – All transit services being implemented through 2024 for GoRaleigh, GoTriangle, and GoCary have been finalized and checked against the financial model to ensure they can be funded through the Wake Transit Plan in the years they are designated to begin operation.

Project sheets have been created for each service proposal which contain route-level information detailing hours of operation, service frequency, implementation month and year, major destinations served, and routing details. The service information will be presented to the public for feedback during the next phase of outreach beginning on August 20<sup>th</sup>.

**Fare Policy Analysis** – The Fare Work Group met June 5<sup>th</sup> and July 24<sup>th</sup> and reviewed fare policy best practices from a group of transit peers, detailed pass-usage data, and a number of fare scenario options—all of which testing concepts for fare structure/discounts and pricing (with the goal of striking a balance between revenue and ridership).

The next steps involve confirming and presenting preferred recommendations for pass distribution, bulk pass donation/discount programs, technology study integration, paratransit fare structure recommendations, and short/medium/long-term strategies for achieving a more seamless and integrated system for passengers.

**Coordinated Human Service Transportation Plan** - The Coordinated Human Services Transportation Plan Work Group met most recently on August 6<sup>th</sup>. During the next phase of outreach, there will be a brief survey available for those Wake County residents currently receiving paratransit/ADA/human service transportation services or that may be eligible but unaware of the services available or

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how to access them. Recommendations for agency coordination are currently being reviewed by participating agencies and will be finalized after the next round of public outreach has been concluded.

**Western Wake Comprehensive Operational Analysis** – The operational analysis and related outreach has concluded. Final service recommendations have been made by the consultant and will be included in the short range transit plan service proposals being presented to the public.

**Public engagement in August/September** – Information regarding service implementation will be presented to the public August 20<sup>th</sup>--September 10<sup>th</sup>. Raleigh and Cary have meetings that will be advertised onboard buses and through the GoForward website. The first event will be held on August 21<sup>st</sup> at the Laurel Hills Community Center in Raleigh. A link to the GoForward website will be present on all printed materials for those seeking more information about service levels in a particular area of Wake County.

Wake Transit staff will also be visiting several Wake County municipalities during the outreach period, presenting Bus Plan service/capital information at Council/Board meetings and various community events. Those presentations/events will be advertised via social media as well as posted on GoTriangle's website and the GoForward website. A survey will also be available online for those wishing to give feedback on the service proposals.

E. Transit Corridors Major Investment Study

The primary elements of the BRT portion of the Major Investment Study are moving closer to completion. In recent weeks, the Nelson Nygaard team has brought most of the descriptive measurements for individual potential BRT segments and combined BRT corridors to the MIS Core Technical Team. The consultants are now focusing on the cost estimates and those are among the most important outstanding pieces of data. At the last meeting in July, the CTT approved the BRT boards for the upcoming public meetings, ahead of the GoTriangle communications team's deadline for those materials. Simultaneously, CAMPO has advanced another round of comment on the Concurrence Process, which we expect to continue to be discussed over the next few meetings. Finally,

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the CTT is proceeding with a revised schedule to complete most of the demand analysis for commuter rail by the end of December 2018.

F. Transit Customer Surveys

As lead agency for the coordinated customer/community surveys, GoTriangle has engaged with our partners GoRaleigh and GoCary to determine a unified process for the collection of customer satisfaction and attitudinal data across agencies. We have received the scope, which will inform a statement of work to be signed by CAMPO, GoTriangle, GoCary, and GoRaleigh and work will start for the survey to be conducted this fall.