

During a public comment period in the late summer and early fall 2018, Wake County residents and transit riders asked for some changes in the Wake Transit Plan's blueprints for phasing in improvements in the county's bus network through 2027.

Transit planners listened, tweaked and returned to the community in late summer with refinements to those plans. Online and at four public meetings, six presentations to municipalities, nine community events and seven pop-up events, residents had opportunities to review and comment on the public-inspired bus plan improvements, which included attention to service in Southwest Raleigh, the creation of an express route along Interstate 540 in North Raleigh and better bus stops and park-and-ride options.

Other questions about the Wake Transit Plan – which in addition to greatly expanding the bus network also aims to create approximately 20 miles of bus rapid transit in congested corridors and a 37-mile commuter rail transit system from Garner through Raleigh to Durham by 2028 – grew out of those meetings.

Here are a few:

- 1. Will regular buses be able to use the bus rapid transit dedicated bus lanes?** The bus rapid transit corridors in the Wake Transit Plan are still in the early stages of planning. As planning and design of the bus rapid transit facilities continue, we will consider cases where it may be helpful to have regular bus routes use BRT infrastructure for some portion of their routes.
- 2. Will service be changing in Southwest Raleigh?** Based on the feedback we received, existing levels of service will remain in Southwest Raleigh with increased frequency along Route 11.
- 3. Why are portions of routes being eliminated in the plan?** Transit planners are mindful of the need to balance ridership goals (maximum ridership, fare revenue, vehicle trip reduction) with coverage goals (improved access, including access to every town). As we move to change from a balance of coverage to ridership-based services, portions of routes were changed to serve higher densities or to improve the travel time of the services.
- 4. Why was there a shift from peak-only service to midday-only service between downtown Raleigh and the Regional Transit Center?** Planners originally proposed shifting Route 105 from peak commuting hours to the midday to offer a quicker, more direct option for passengers without requiring they travel through the airport. The move also would have reduced service duplication to major destinations during peak hours. Based on feedback from the public, however, operation of Route 105 will not shift to the midday.
- 5. Who qualifies for paratransit?** GoTriangle, GoRaleigh and GoWake offer ACCESS paratransit services for users who qualify under the Americans with Disabilities Act. GoCary also offers a door to door service for those with disabilities that prevent them from using fixed route service or for any Cary resident age 60 and older. The applications for these services can be found using the links below:
  - [GoTriangle](#)

- [GoRaleigh](#)
  - [GoCary](#)
  - GoWake does not have an application. To schedule a ride, call 919-212-7005, or, if you are an established Medicaid client, you may call 919-212-7005 or reserve your trip via the online [portal](#).
6. **Is service to the airport being expanded?** Service along Route 100 will begin earlier in the morning and run later into the evening. Sunday frequency will increase from hourly service to every 30 minutes.
  7. **Will there be additional express routes into/out of Raleigh?** The Holly Springs Express and Rolesville Express are both scheduled to start service in FY20. The Holly Springs Express will operate hourly, peak commuter service among Holly Springs, Apex and Cary, providing opportunities for transfers to routes traveling into downtown Raleigh or RTP. The Rolesville Express will also operate hourly, peak service from Rolesville to Triangle Town Center, providing opportunity for transfers to more frequent service to downtown Raleigh and the new North Raleigh Express, which will run from Triangle Town Center to RTP along I-540.
  8. **Will there be service later in the day on any routes?** Yes. One Wake Transit Plan goal is improving access to transit. GoCary, GoRaleigh and GoTriangle will be expanding service hours on several routes to operate earlier in the day and later in the evening, making it easier to take transit.

All of the transit improvements are the result of Wake County voters saying yes to a community investment in transit in 2016. Already, the first two years of the 10-year Wake Transit Plan have brought more frequent bus routes, longer service hours, improved bus stops, and additional service days, including Sunday service on multiple routes, that have made life easier and opportunities more accessible for many of our neighbors.

Improvements for fiscal year 2019 started Aug. 1, including added trips on GoTriangle's popular Raleigh-Durham express route. Other coming highlights include a high-frequency GoRaleigh route along Martin Luther King Jr. Boulevard and a GoCary route serving Weston Parkway and Park West Village. Additional GoRaleigh route changes will now serve eight additional miles of service area in Southeast Raleigh along Poole, Barwell and Rock Quarry Roads

Want more information? Follow along on Twitter [@waketransit](#) and view this [PowerPoint presentation](#) and [video](#) for a timeline of how transit improvements are being phased in.

The Wake Transit Plan is part of a larger effort to build a strong regional transit network connecting Wake, Orange and Durham counties. Orange and Durham counties also have approved transit-designated money and long-range transit plans in recent years.