

**Wake Transit Plan Update
*Community Engagement Report***

April 2021

Prepared By: GoTriangle

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Executive Summary

Every 5 years the Wake Transit Plan, which guides all investment through the Wake Transit Program for a 10-year period, is updated to ensure that the vision of public transportation in Wake County stays current and on track with community needs and future growth expectations. Public and Stakeholder input is a core component of the Update process.

The purpose of the public review period for the Wake Transit Plan Update is to share the draft “vision” for public transportation investment for the next 10-years and to show the community how the feedback received throughout the planning process has been incorporated. Comments and questions received during the review period will be considered and the draft updated as needed before the Plan Update is considered for adoption.

Community engagement in the spring of 2021 sought input on the draft 10-year Wake Transit Plan Update through 2030. Through a comprehensive approach including online and virtual engagement, as well as distribution of materials in paper form, Wake County community members received information about the opportunity to review the draft Wake Transit Plan Update and provide comments.

Public engagement conducted on behalf of, and in coordination with, Wake Transit Partners included meetings with community organizations and TPAC members, email campaigns to over 1,100 recipients, 25 Tweets, 7 Facebook posts, 12 geo-targeted social media campaigns and coverage in 3 local community news sources. In addition, over 800 flyers with information in English and Spanish were distributed.

A 40-day public comment period conducted from February 19, 2021 – March 31, 2021 garnered 65 comments online and via email, plus an additional 3 comments and a corresponding letter, at the CAMPO and GoTriangle Joint Public Hearing on March 17, 2021.

The Public Engagement & Communications Subcommittee endorsed the community engagement strategy, in accordance with the currently adopted Wake Transit Public Engagement Policy. The TPAC released the Draft Wake Transit Plan Update for the public review period, which began on February 19, 2021.

General Project Information		
Project	Wake Transit Plan Update	
Event(s)	Wake Transit Plan Update Public Review & Comment Period and Public Hearing	
Date(s)	Public Review & Comment Period <ul style="list-style-type: none">February 19, 2021 – March 31, 2021 (40 days) Public Hearing <ul style="list-style-type: none">March 17, 2021 (Joint GoTriangle & CAMPO)	
Project Contact Information		
Lead Agency	GoTriangle	
Contact Person	Liz Raskopf, Public Engagement Supervisor, eraskopf@gotriangle.org , (919)-939-0679	
Engagement Strategy		
Goals	<ul style="list-style-type: none">Promote awareness of the Wake Transit Plan Update being released for public review.Provide meaningful opportunity to provide input.Educate the public on proposed service improvements and planned capital investments.Engage the community in the decision-making process before adoption of the final Wake Transit Plan Update.	
Target Audience	<ul style="list-style-type: none">The Wake County community, including individuals, organizations, businesses, interest groups, and other parties affected or interested in the Wake Transit decision-making process, including targeted outreach to traditionally underserved populations.	
Staff and Resources	Liz Raskopf, GoTriangle, Public Engagement Supervisor Wendy Mallon, GoTriangle, Marketing Manager Burgetta Wheeler, GoTriangle, Communications Manager Sharon Chavis, GoTriangle, Wake Transit Program Coordinator Stephanie Plancich, CAMPO, TPAC Administrator	
Implementation	Date	Engagement Activity
	2/1-2/19	Pre-Engagement Emails: 25 Wake Community Organizations, 44 Wake County Minority Churches, Wake County municipal partners
	2/11	Community Meeting: Wake Up Wake County
	2/11	Community Meeting: NC Society for Hispanic Professionals
	2/12	Community Meeting: Dorcas Ministries
	2/15	Partner Meeting: Town of Wendell
	2/16	Partner Meeting: Town of Apex
	2/16	Partner Meeting: Town of Cary
	2/19	Email Announcement #1: Wake County GoForward Subscribers
	2/19	Email Announcement #1: Wake County Elected Officials
	2/19	Email Announcement #1: Wake County Community Contacts
	2/19	Email Announcement #1: Wake County Minority Churches

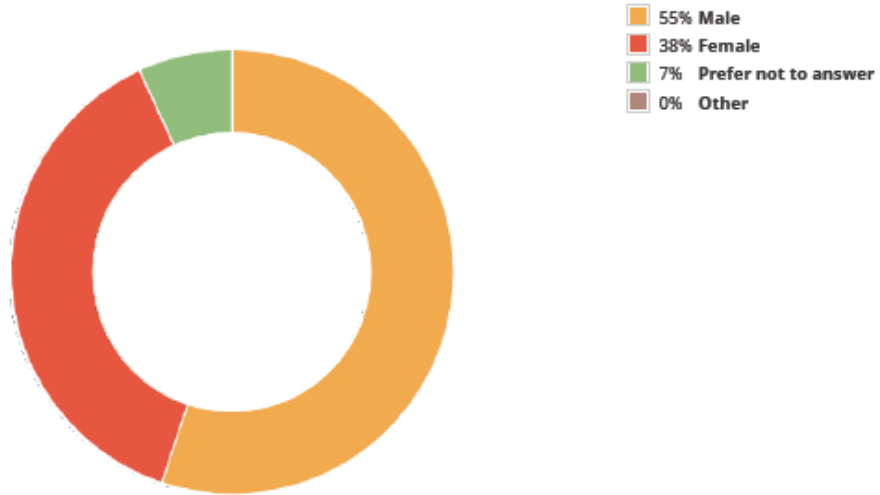
	2/22	Facebook Post: Three opportunities to comment
	2/19-3/31	@WakeTransit: Tweets rotate through engagement period specific to each plan
	2/19-3/31	GoRaleigh: Weekly Newsletter
	2/19-3/31	GoRaleigh: Weekly Social Media Posts
	2/19-3/31	GoRaleigh: Commute Smart Monthly Newsletter
	2/19-3/31	CAMPO: Social media posts
	2/19-3/31	Town of Holly Springs: Social media posts
	2/19-3/31	Town of Wendell: Monthly Newsletter
	2/19-3/31	Town of Wendell: Weekly social media posts
	2/19-3/31	Town of Zebulon: Social media posts
	2/19-3/31	Town of Zebulon: Department webpage update
	2/26	Geo-Targeting #1: Southeast Raleigh
	2/26	Geo-Targeting #1: Capital Blvd
	2/26	Geo-Targeting #1: Eastern Wake County
	2/26	Geo-Targeting #1: Ages <18, 18-25, 65+
	3/4	Geo-Targeting #1: Spanish Speakers
	2/23	Community Meeting: Wake County Habitat For Humanity
	2/24	Community Meeting: Wake Tech Community College
	3/2	Facebook Post: Wake Transit 10 year plan focus
	3/3	Hearing notice posted on CAMPO and GoTriangle websites, 1 st social posts on hearing go out
	3/8	Public Hearing Announcement E-mail: Wake County Elected Officials + Town Staff
	3/8	Public Hearing Announcement E-mail: Spanish Media Contacts
	3/8	Public Hearing Announcement E-mail: Wake County GoForward Subscribers
	3/8- 3/26	Community engagement announcements: RALtoday, DRA, Raleigh Convergence
	3/9	Facebook Post: Engagement policy focus
	3/9	Focus Group: Wendell, 7-8 pm via Zoom
	3/9-3/11	Geo-Targeting #2: Close gaps in participation (Women, Minorities, Ages 13-25, Income <\$50k)
	3/9-3/10	Geo-Targeting #2: Eastern Wake County
	3/10	Community Meeting: North Carolina Society of Hispanic Professionals Youth Event
	3/10	Geo-Targeting #2: Ages 65+

	3/10	Geo-Targeting #2: Spanish Speakers
	3/10	Public Hearing Announcement E-mail: Wake County Community Contacts and Minority Churches
	3/11	Geo-Targeting #2: Southeast Raleigh
	3/13	Facebook Post: Three opportunities to comment
	3/17	Public Hearing reminder social post
	3/17	CAMPO and GoTriangle Joint Public Hearing
	3/29	Facebook Post: Wake Transit Plan final days post
	4/1	Website Update: Wake Transit Plan Update comment period information removed from GoForward website; replaced with notice of upcoming Board meetings and when to come back to view final Plan.
Methods and Materials (English & Spanish)	<p>The Public Engagement Team worked with community organizations and municipal partners to reach county residents through trusted sources in the community. This included participating in virtual meetings, sharing print materials for distribution, targeting underrepresented populations and engaging in community touchpoints that comply with public health guidelines during the COVID19 pandemic.</p> <p>Materials Included:</p> <ol style="list-style-type: none"> 1. News release & tailored news item 2. Website update (goforwardnc.org/wakeinput) 3. Email campaign 4. Social media posts and graphics <ol style="list-style-type: none"> a. Facebook, Twitter 5. Comment box 6. Social media targeting 7. Public-facing PowerPoint presentation 8. One-page printable Flyer 9. Translated Materials 	
Web & Social Analytics	<p>Social Media</p> <p>20 Tweets re: comment period</p> <ul style="list-style-type: none"> • 13,868 impressions • 233 engagements <p>5 Tweets re: public hearing</p> <ul style="list-style-type: none"> • 7,947 impressions • 95 engagements <p>9 Facebook posts re: comment period</p> <ul style="list-style-type: none"> • 3,838 reached • 42 engagements 	

	<p>2 Facebook posts re: public hearing</p> <ul style="list-style-type: none"> • 265 reached • 10 engagements <p>Geo-Targeting</p> <ul style="list-style-type: none"> • 12 campaigns • 20,746 impressions <p>Website (GoForwardNC.org/wakeinput)</p> <ul style="list-style-type: none"> • 1,498 unique views • 3:09 average time on page <p>Local newsletters</p> <ul style="list-style-type: none"> • Downtown Raleigh Alliance: 15,000 subscribers • RALtoday: 41,000 subscribers • Raleigh Convergence: 2,000 subscribers <p>Closing Gaps in Participation: Following the first round of Facebook geotargeting campaigns to target hard-to-reach populations, the geotargets were refined to close gaps in participation in the following categories.</p> <ul style="list-style-type: none"> • Non-white populations • Ages 13-25 + Incomes <\$50k • Women • Spanish speakers
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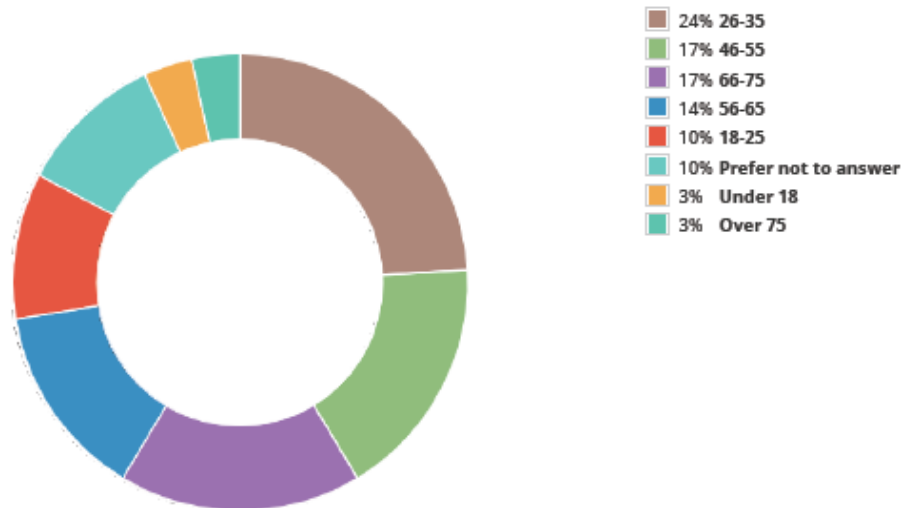
**Participant
Demographics**

What is your gender?



29 respondents

What is your age?



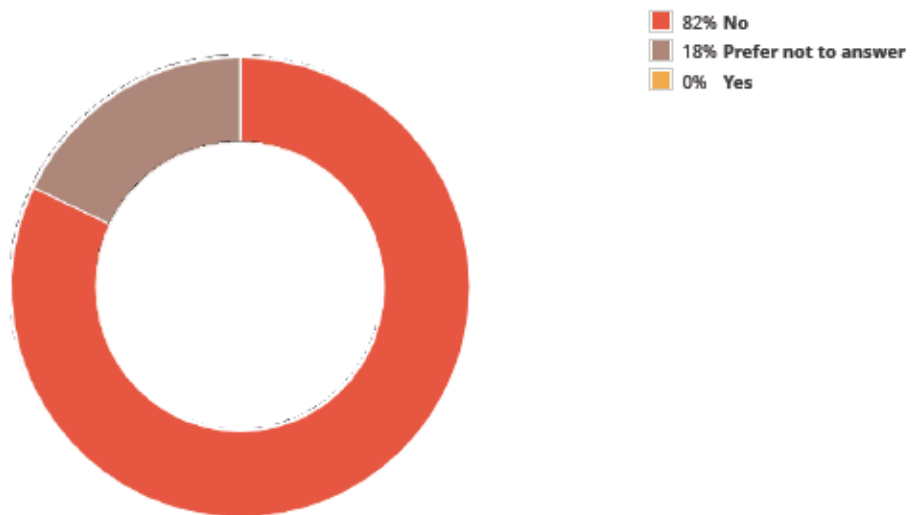
29 respondents

What is your race/ethnicity?

60%	White/Caucasian	15 ✓
20%	Prefer not to answer	5 ✓
12%	African-American/Black	3 ✓
4%	Asian	1 ✓
4%	Two or more races	1 ✓
0%	American Indian or Alaska Native	0 ✓
0%	Native Hawaiian or Other Pacific Islander	0 ✓
0%	Other	0 ✓

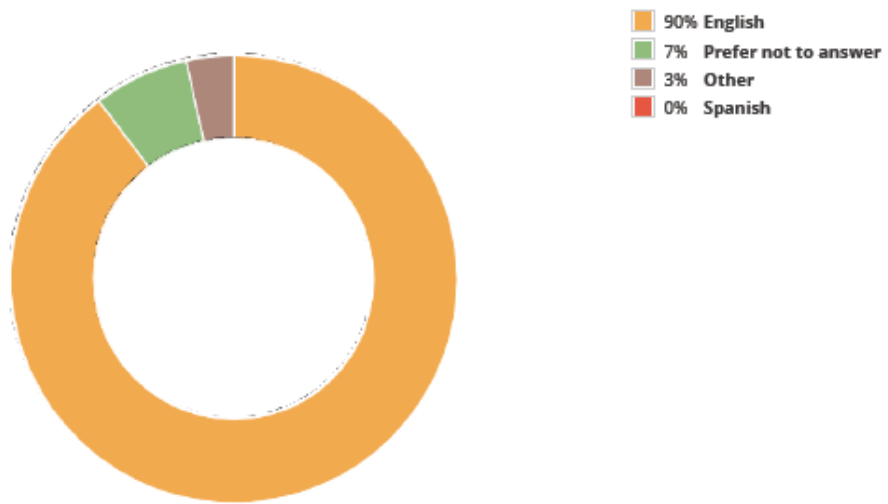
25 Respondents

Are you of Hispanic, Latino, or Spanish origin?



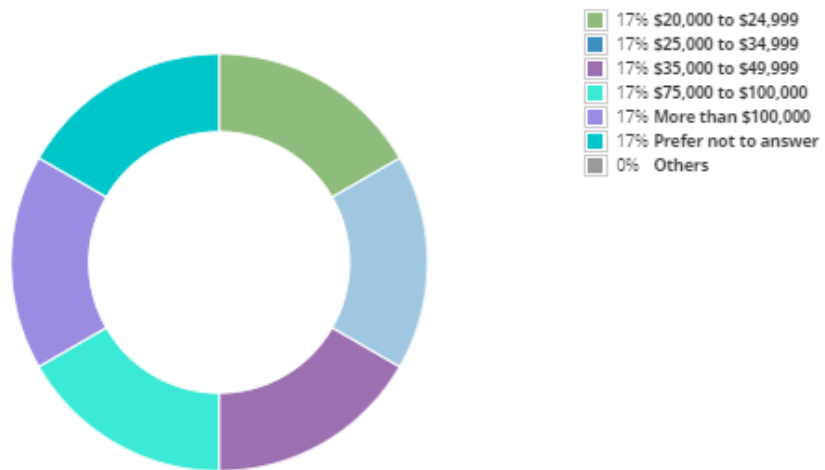
28 respondents

What language do you most often speak at home?



29 respondents

Which of the following groups does your total annual household income fall into?



6 respondents

Public Comments	Online Comment Box & Email: <ul style="list-style-type: none"> 65 comments Public Hearing: <ul style="list-style-type: none"> 3 comments + 1 letter (associated with comment 1. below)
CAMPO and GoTriangle Joint Public Hearing March 17, 2021	<p><i>Spoken comments during the joint public hearing on the Wake Transit Plan/Wake Transit Plan Update:</i></p> <p>1. Joe Milazzo II: “Thank you to CAMPO to GoTriangle to all the partners from Wake Transit, TPAC for working on this. RTA is also pleased to see the ongoing progression in the Wake Transit Plan. We thank you for the language about transit advantage in support of infrastructure in the plan. It’s important to include not just “stop infrastructure,” but what we will call “go infrastructure.” We encourage you over time to identify some resources to support this over the next decade. We do want to applaud NC DOT for their work on freeway and street-based transit. The FAST vision is now posted on the NCDOT website under the public transportation division web page. I already mentioned zero fare transit during the public hearing. The same comments apply here over the longer horizon. We support the plan and we applaud you all for continuing to make transit in our future successful.”</p> <p>2. Daphanie Coleman "I would appreciate it if, because with the way the new bus system is running, the bus stops are much further apart than in years past. And I would appreciate it if these stops are a little closer together because you almost have to walk four to five blocks between each bus stop. So is that something that you all would implement going forward to make the bus stops a little closer than where they are now like in years past?"</p> <p><i>Written comments (chat) during the joint public hearing on the Wake Transit Plan/Wake Transit Plan Update:</i></p> <p>1. Daphanie Coleman: from Daphanie Coleman to host (privately): 5:05 PM I speak for all the people of the poor black community that was not able to be on the call today. These meeting are not meant to be for the poor public groups or it would have been held in the evening. I find it ironic that now thoughts of FREE transit is thought of now since gentification had impacted the black community for the second time. That you all feel it's a good time to ride for free. But the black community has been subject to paying fare fees for more then 4 decades. I find it would be great if the Black people of the Raleigh Triangle area be reimbursed for all the money that they have spent in order to ride the bus in the past. Your plan should allocate funds to pay the black community for the fees that they have paid over time to make all this posible (in my opinion).</p> <p>Participants:</p>

	Alarno Jones (call in) Alex Richard Angaza Laughinghouse Art Wright Ben Howell Bob Deaton Bob Smith Bonnie Parker Bret Martin Butch Lawter Charles Lattuca Chris Lukasina Corey Branch Daphanie Coleman Darius Sturdivant David Eatman David Keilson Dennis Jernigan Elisabeth Raskopf Emmily Tiampati Gaby Lawlor Grady Hint Gretchin Vetter Hank Graham Harold Weinbretcht Inez Nicholson Jacques Gilbert Jason Brown Jay Heikes Jennifer Robinson Jessica Day Jimmy Eaton Jimmy Gooch Joe Milazzo II John Burn John Hodges-Copple Joseph Geigle Juliet Andes Ken Marshburn Kenneth Withrow Lamar Jones (call-in) Larry Smith Lewis Weatherspoon Lisa Blackburn Liz Johnson Matt Mulhollem Melvin Mitchell (call-in)
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	Michael Frangos
	Michael Fox
	Michael Grannis
	Michael Moore
	Michael Parker
	Michelle Dawson
	Nina Nowell
	Odile Fredericks
	Paul Black
	Phil Geary
	Phil Weinberg
	Renee Price
	Richard Hancock
	Rodger Rochelle
	Ronnie Currin
	Russ May
	Sara Akimoto
	Scott Brame
	Shaun McGrath
	Shelby Powell
	Sig Hutchinson
	Stelfanie Williams
	Stephanie Plancich
	Steve Schewel
	T. J. Cawley
	Tim Gardiner
	Tracy Stephenson
	Valerie Jordan
	Virginia Gray
	Vivian Jones (call-in)
	Will Allen III

Appendix 1: Program Samples

The samples below include digital materials posted on social media and available on the website, and print materials distributed to community groups.

A. Samples of social media posts and graphics, posted in Spanish and English:



B. Flyer that contained information on the Wake Transit Plan Update and Combined Engagement effort, available in English and Spanish



THREE WAKE TRANSIT ITEMS AVAILABLE FOR YOUR COMMENTS



WAKE TRANSIT PLAN UPDATE

The 10-year Wake Transit Plan is being updated through 2030. The plan outlines the long-term vision for public transportation investment in Wake County. Investments funded in 2021-2030 will build upon the growth and improvements already realized in the first three years of plan implementation. Community input received during the 18-month update process confirmed that connecting all Wake County communities, connecting the region, creating frequent and reliable urban mobility and enhancing access to transit, "The Four Big Moves" outlined in the plan, will remain the program's goals moving forward. The 40-day public review and comment period for the Wake Transit Plan Update is Feb. 19-March 31.



FISCAL YEAR 2022 WAKE TRANSIT WORK PLAN

To accomplish the goals of the Wake Transit Plan, each year transit partners put together and approve a work plan that outlines the service improvements and infrastructure investments that will be funded the next fiscal year (July-June). The draft FY22 Work Plan is available for a 30-day public review and comment period Feb. 19-March 21.

Comments received on the draft plan will be collected and considered by the planning team. The final recommended plan will be made available for additional community input in April, prior to its adoption in June.



WAKE TRANSIT COMMUNITY ENGAGEMENT POLICY

One of the priorities of the Wake Transit program is that all Wake County community members have meaningful opportunities to participate in the decision-making process for investments through continuous, cooperative and comprehensive engagement.

As part of our regular program performance review process, staff saw opportunities to update the policy to reflect current best practices, to offer clearer guidance to partners and to establish a set of standards that align well with the many activities of Wake Transit. The draft policy update is available for a 45-day public review period Feb. 19-April 5.

[GOFORWARDNC.ORG/WAKEINPUT](https://goforwardnc.org/wakeinput)



TRES ÁREAS SOBRE EL SERVICIO DE TRANSPORTE PÚBLICO DE WAKE QUE YA ESTÁN A DISPOSICIÓN PARA QUE BRINDE SU OPINIÓN



ACTUALIZACIÓN DEL PLAN DE TRANSPORTE PÚBLICO DE WAKE

El Plan de transporte público de Wake se actualizará hasta el año 2030. Este plan describe la visión a largo plazo en relación con la inversión en servicios de transporte público en el condado de Wake. Las inversiones que se financiarán entre el 2021 y el 2030 se basarán en el crecimiento y las mejoras ya realizadas en los primeros tres años de implementación del plan. Los comentarios que realizó la comunidad y que se recibieron durante el proceso de actualización de 18 meses confirmaron que las áreas que se mencionan a continuación siguen siendo los objetivos de este plan: conectar todas las comunidades del condado de Wake, conectar la región, crear un servicio de transporte urbano frecuente y confiable y mejorar el acceso al transporte público, "Los cuatro objetivos más importantes". El período de 40 días para que el público revise y brinde su opinión sobre la Actualización del plan de tránsito de Wake es del 19 de febrero al 31 de marzo.



PLAN DE TRABAJO DE TRANSPORTE PÚBLICO PARA EL AÑO FISCAL 2022

Para lograr las metas del Plan de transporte público de Wake, cada año los socios que brindan servicios de transporte público elaboran y aprueban un plan de trabajo que describe las mejoras al servicio y las inversiones en infraestructura que se financiarán durante el próximo año fiscal (julio-junio). El borrador del Plan de trabajo para el año fiscal 2022 se encuentra a disposición durante 30 días (del 19 de febrero al 21 de marzo) a fin de que el público lo revise y brinde su opinión.

El equipo de planificación recopilará y tendrá en cuenta todos los comentarios sobre el borrador que se reciban. El plan final que se recomienda estará a disposición de la comunidad para hacer comentarios adicionales durante el mes de abril, antes de que se apruebe en el mes de junio.



POLÍTICA DE PARTICIPACIÓN COMUNITARIA DEL TRANSPORTE PÚBLICO DE WAKE

Una de las prioridades del programa de transporte público de Wake es que todos los miembros de la comunidad del condado de Wake tengan más oportunidades para participar en el proceso de toma de decisiones sobre las inversiones a través de una participación continua, cooperativa e integral.

Como parte de nuestro proceso regular de revisión de la eficacia del programa, el personal vio oportunidades para actualizar la política de participación comunitaria a fin de tener en cuenta las mejores prácticas actuales, ofrecerles a los socios que brindan servicios de transporte público una orientación más clara y establecer un conjunto de estándares que se adecúen a las diferentes actividades del servicio de transporte público de Wake. El borrador de la actualización de dicha política estará a disposición durante un período de revisión pública que durará 45 días, del 19 de febrero al 5 de abril.

[GOFORWARDNC.ORG/WAKEINPUT](https://goforwardnc.org/wakeinput)

C. Email campaign sent to over 1,100 contacts including individuals, community groups, elected officials and municipal staff.

- [Combined Engagement Campaign](#)
- [Public Hearing Campaign](#)

Appendix 2: Public Comments

Comment	Source	Upvotes (“Likes” by other commenters)
There should be one goal: building a multimodal community, centered on human-scale infrastructure, by ending car-centricity. This means stop spending so much money on parking, parking decks, highways, lane-widening, etc., and starting to build an interconnected public transit (bus, train, rail, bike/ped) city. This means taking away lanes and parking from cars in order to make space for people. This means stop building parking decks and repurposing parking for people, buses, bikes, etc. While the plan is a good start, it is far, far too small-minded and too slow. This means increasing buses, rapid transit, and train service to a much higher rate (10 min or less per bus), more reliable (ensuring buses, trains, and bikes have right-of-way, priority, and dedicated lanes), and the immediate end of worshipping cars. Given the impending climate crisis, amongst so much much, building for cars has to end now. Building a robust, extensive, interconnected transportation network must be designed to promote equity, health, diversity, and a sense of belonging to everyone.	Online Survey	21
I support Zero-fare. Eliminates reliance on cars and creates an amazing source of equity in our community.	Online Survey	13
We need a functioning system that is reliable and accessible to ALL. Start with zero-fare transit. It's long overdue.	Online Survey	11
Zero fare transit! If we want to help our homeless and poor access the jobs and trainings they need to get on their feet, eliminating the cost of public transportation is crucial. Let's tax those that can afford more instead of forcing those that have the least to spend what little earnings they may have.	Online Survey	9
As a member of the Wake County community, I ask that the board set aside \$1million dollars to continue the current zero fare service after the pandemic, starting with a pilot 'zero fare weekends for everyone program. This program would strengthen support for enhanced transit across our community, while enhancing access for communities who simultaneously have the least access to public transportation and the most need for it.	Online Survey	6
As a member of the Wake County community, I ask that the board set aside \$1million dollars to continue the current zero fare service after the pandemic, starting with a pilot	Online Survey	6

'zero fare weekends for everyone program.' This program would strengthen support for enhanced transit across our community, while enhancing access for communities who simultaneously have the least access to public transportation and the most need for it. Creating a more equitable and accessible transit system has been established as a key priority for Wake County. We ask that you demonstrate that principle and make this first step towards accessible, free public transportation.		
7.1: FY 2022 Draft Wake Transit Work Plan and Associated Concerns Continue the current zero fare service after the pandemic, starting with a pilot 'zero fare weekends for everyone program.' This would create a more equitable transit system and be a great first step towards accessible, free public transportation for everyone.	Online Survey	6
Please continue the zero-fare program! I grew up in Chapel Hill where the bus system has remained free on all days across all bus lines, and this system has made Chapel Hill a better place. Having a transit system I can use across Wake County will keep me in touch with my friends and allow me to visit our cities more often.	Online Survey	4
Please set aside money (>\$1 million) to continue zero fare programs or at least test them on weekends. It's imperative to have good transportation in this area so please make it accessible to all who need it. People already don't have affordable housing options here so help ease their burden by at least not making them pay to use public transit anymore. Making Wake County a more equitable place should be a top priority.	Online Survey	4
Work towards eliminating the region-wide dependence on the car as their primary source of transportation. Please add rail (not just for commuter and commuter hours, but as a way to connect individuals to sociocultural events, churches, friends/family, and other activities. Additionally, expand express bus service so that it runs outside of 9-5 business hours. Many individuals who rely on public transportation do not work standard 9-5 hours, so trying to make transit work for them is very frustrating. I would love to see rail connect Raleigh, Durham, and Chapel Hill. This region has so much potential to be an economic powerhouse and public transportation should be in the forefront.	Online Survey	3
It seems all the new service or expanded service is in areas that have money, Garner, Knightdale, Wendell and Zebulon need more service.	Online Survey	3

I support a zero-fare system that would strengthen support for enhanced transit across our community, while enhancing access for communities who simultaneously have the least access to public transportation and the most need for it.	Online Survey	2
Please make all transport fare free for residents!	Online Survey	1
Free transit is a necessity	Online Survey	1
Please start working on a functional interconnected public transit. We have nothing in place here to relieve our dependence on cars.	Online Survey	1
Mass transit, lite rail, walkability. don't just add more roads	Online Survey	1
I support zero fare, it will greatly increase the mobility of our community which will help us all.	Online Survey	1
Connecting all of the major Triangle Universities, and therefore their communities, is an excellent idea. Light rail is necessary for RTP to keep pace as a growing area for people to live and work. Zero-fare transit would certainly help those families and individuals who depend on public transportation to improve their lives.	Online Survey	1
I would like the Wendell route to operate on Wendell Pkwy way we need a bus that comes this way instead of 10 minutes away, there are a lot of people that live here and they are building more houses everyday	Online Survey	1
We need to be able to have reliable services in the city we live in and to the surrounding cities. This is not either or . The lack of Strategic plans when you push people further out because they can't afford \$500,000 house/townhome or \$3000 rent still stuns me. Really where do think they will go? How are the elderly and sick you push out of your way going to get to the doctor? The retired we get pushed out into to the county or in a friend from the university who was renting a small older home left stranded when the heirs sold and with no place to go.	Online Survey	1
Elements of this plan will improve service in many areas (both connectivity and frequency) that I believe ridership will increase. I see service not adequately addressed: Your own "likely riders" analysis shows SE Raleigh as highly likely but with very few job centers yet there is NO service improvement planned. S. New Hope Rd service between Rock Quarry Rd and North to the East Raleigh Enhanced Transit Stop (BRT service) should be added to your plans.	Online Survey	1
Enhanced Customer Experience: Very important to consider improving bus stop facilities and access (sidewalks, lighting, curb cuts, etc. What about COVID impact to transportation and transit plans in 2020, and if that might	Online Survey	1

affect projections that seem based on 2017/2018 data? Intrazone traffic flows in 2013 may not be as relevant today, and especially concerned about 8 year old data being extrapolated to 2035.		
I'm a little concerned about the additional BRT extensions, specifically the ones planned in the same corridor as the commuter rail. If both get implemented, unless there is something I'm not seeing, the bus rapid transit extensions would be redundant. If the corridors follow a more southerly route (ala Raleigh-Cary BRT), then the plan as is should be fine. The commuter rail extensions to Clayton/Selma and Hillsborough are ideal and I'd suggest the north/south line be extended south to Sanford.	Online Survey	0
Please continue the Zero-fare program. It makes transportation more accessible, keeps folks connected, and is a good look for our environment	Online Survey	0
With the quickly growing population, it is essential that we develop our transit system. That requires more ridership to make it more accessible to all. The more easily workers can commute, the less traffic which encourages more business into the area. The tax base from business and homes pays for the expense of quality transportation.	Online Survey	0
As a member of the Wake County community, I ask that the board set aside \$1million dollars to continue the current zero fare service after the pandemic, starting with a pilot 'zero fare weekends for everyone program.' This program would strengthen support for enhanced transit across our community, while enhancing access for communities who simultaneously have the least access to public transportation and the most need for it. Creating a more equitable and accessible transit system has been established as a key priority for Wake County. We ask that you demonstrate that principle and make this first step towards accessible, free public transportation"	Online Survey	0
Your transit plans for Wake County are a crime for people with special needs!! In order to get to a job -- if you can't drive -- you have GoRaleigh vans -- which take HOURS to ride -- and are not solely for individuals with special needs!!! To use the taxi service -- you must live in a specific area in Raleigh proper!! YOU LEFT THESE PEOPLE OUT!!	Online Survey	0
Based on what you documented on pages 40 and 41, why is it that there is no plans to expand GoCary 5 to the Western Campus of Wake Tech Community College?	Online Survey	0
I dont like the idea of public transport since it is rarely used. Everyone living here travels using their cars. Not many people have the time that the public transportation needs to	Online Survey	0

get to a destination. My hope is to try to find better avenues to spend money rather than on public transport. I don't see the benefit		
Please do this!	Online Survey	0
The rail system needs to be established and expanded quickly to be sustainable and effective. The congestion on the roads is only going to get worse with increases in population. On a smaller scale, more sidewalks should be built. If the city were more pedestrian and public transport friendly, the influx of people would be less of an issue and help businesses in the area. I for one would be happy if I could sell my car and rely on a public rail to get to where I need to go.	Online Survey	0
The amount of population growth in Wake County necessitates increasing public transit any way possible. The idea of commuter rail was obviously downgraded from the light rail discussion due to cost, which is understandable. In my opinion, every municipality needs to be in the plan to be connected to this (commuter rail). In the meantime having BRT to all municipalities is important. I drive because the bus routes don't go where I need them to in order to perform my job. If they went where I needed them to, I'd be happy to ride the bus or future commuter rail to reduce road congestion.	Online Survey	0
Hyperloop tech is being tested and they're looking for the right place to try it out. Where better than the triangle? We're just the right amount of distance and space to make this happen and we're not really suitable for underground. Wouldn't it be great, instead of being 20min from everywhere, we were 2?	Online Survey	0
The problem with rail is the high cost of the right of way and the huge possibility that by the time it is built, jobs and populations shifts will mean it is in the wrong place. Buses can change routes much easier.	Online Survey	0
Basic mobility options for people should be available based on equity and inclusion. These should include health and human services, senior programs, et al, but should also provide for general public use for non-agency trips, embracing social determinants of health. All services should be viewed as one system, not disparate pieces and the State should understand that growing suburban areas outside designated transit agencies are not served with equity. In order for programs like microtransit to succeed, the State should lobby the FTA to develop a new funding source that recognizes the benefit in community based services and first/last mile connections outside the constructs that exist in the current FTA program. Partnering more with health and housing entities should be rewarded and required.	Online Survey	0

Although the area is changing to increased density dwellings, North Hills, Glenwood South, Downtown, I don't believe it has the base population to support light rail service. While I support assuring the right of ways are not loss I do not support the development of the system. I believe the pandemic has modified the model to where more people will be working from home instead of travelling to offices.	Online Survey	0
I use the bus system for school. I support anything that make's it easier for me to get to school	Online Survey	0
There should be one goal: building a multimodal community, centered on human-scale infrastructure and increased equity, by ending car-centricity now. Please stop wasting so much money on parking, parking decks, highways, lane-widening, etc., and start building a tightly interconnected public transit (bus, train, rail, bike/ped) community. Please remove car lanes and parking in order to make space for people. Please stop building parking decks and instead repurpose parking for people, buses, bikes, parks, etc. While the plan is okay for a beginning, it is far, far too small-minded and too slow. To become a viable community, we need dependable buses, rapid transit, and train service to a much higher rate (10 min or less per bus), more reliable (ensuring buses, trains, and bikes have right-of-way, priority, and dedicated lanes). We must end the immediate end of the addiction to cars. Given the impending climate concerns, amongst so much much, building for people and community must begin 30 years ago. Building a robust, extensive, interconnected transportation network must be designed to promote equity, health, diversity, and a sense of belonging to everyone. Please, end the adoration of cars!	Online Survey	0
The commuter rail should be highest priority, and will significantly enhance adoption of public transport in our county. This should be sped up, with completion before 2025 if possible.	Online Survey	0
I live between 2 bus service lines that do not connect and I am not within walking distance to catch either line. If these two bus lines would connect with a bus going up Brier Creek Parkway from the Brier Creek Commons to RTC Regional Transit Centers, then me and my community would have public transit access throughout Raleigh, Cary, Durham, and Chapel Hill. Please connect the Raleigh bus route 70x with the RTC Transit Center and make some stops in between going up Brier Creek Parkway/Globe Road.	Online Survey	0
As a part of Wake County's maturer population, the transportation has a lot of empty holes for us! Transportation is lacking in moving about the city. For those of us without a car, we are locked into a limited area of travel, or we are forced to go as far as we can	Online Survey	0

by bus, and then walk. Sometimes these "walks" can be anywhere from ten minutes to an hour. If I am individual with mobility or physical issues, this is a crime! It also limits where we can live. There are routes where we have no where to sit, or get out of the elements due to no bus shelters. Some routes run every hour, which for a maturer person, or someone with mobility or physical limitations can be painful and exhausting. Wake's TRACS System is flimsily at best. One may be able to get to their destination, and find they aren't able to get back home using this service. It is not always reliable! There is also a limited amount of reserved seating for "seniors" using this system. Maybe if the bus system were a more viable method of transportation, there wouldn't be the large need for cars to get around Raleigh, or to the outlying areas of the city. It's time for those responsible for setting up and making these changes really happen, act on our suggestions. I don't feel that a light rail system is a priority at this time, as the system hasn't been set up to meet the needs of all Wake County residents. Once that's done, then by all means let's circle back to the light rail plans.		
Please delete any plans for fixed rail from the plan. Buses. Are flexible and much less expensive.	Online Survey	0
Light rail is essential and long overdue.	Online Survey	0
No rail. We will vote it down every time. Like we've done for a decade.	Online Survey	0
I may not be seeing it, but where is the transit support for the people who commute from Fuquay and Angier up through Holly Springs to the Research Triangle? With all the development down here, don't we need to plan for Park and Ride lots along the 55 bypass onto 540?	Online Survey	0
This is some what discussed in the region specific plan but I would love to see integration and use of the rail from Wendell area into Raleigh. Also, maybe some plans for more public transport to sporting events. For example, I would love to be able to ride the train into Durham and know I could take a bus to a Bulls game etc.	Online Survey	0
1. It is rather insulting to Johnston County that you've miss-labelled the county on the first map. It is also worrying that the connectivity to Clayton is planned for 2028, when Johnston County is the fastest growing county in NC right NOW and the morning radio traffic reports consistently show the worst slowdowns are traffic from Johnston County & into RTP. The plan addresses RTP needs soon and Johnston as a "maybe" later. 2. These plans are still following a radial system from downtown Raleigh for bus service. Not everyone has time to go downtown and transfer back out to get to an outlying	Online Survey	0

<p>location. Personal experience with this is - I personally travel from Northeast Raleigh (close to Knightdale) to Wake Forest 6 days a week. Driving takes a half hour, taking the bus would take almost 3 hours by the time I rode downtown and transferred back out. How many people are in this situation? Has there been work done to see cross community commutes?</p> <p>3. Why are we not considering a subway system as part of the solution? Raleigh/wake county has as many residents or more than cities that do have subway transit & as density increases, this option will only become more expensive. If it is considered NOW, building codes/standards can be put into place that will allow subway to be a little less expensive. At the rate the area is growing, it will eventually make sense.</p> <p>4. The BRT corridors seem to make sense for the travel patterns, but why such a long timeframe for implementation?</p> <p>5. I do like the youth pass free pass (my kids have used this to go to school) and am glad to see it for seniors, as well. It should also be available for the permanently disabled, too.</p>		
<p>Hello,</p> <p>I'm living on North of Falls of Neuse Rd. Please Please put adding Metro (Wake Forest, Raleigh) to your agenda soon. Thank You.</p> <p>Regards, Habi Ghorbani</p>	Email	0
Having a more accessible public transport system means more people can visit different areas of the city that could lead to more support in our local businesses. It's a no brainer!	Online Survey	0
Free transportation should be everywhere.	Online Survey	0
<p>Re: agenda item 7.1: "FY 2022 Draft Wake Transit Work Plan and Associated Concerns.":</p> <p>As a member of the Wake County community, I ask that the board set aside \$1million dollars to continue the current zero fare service after the pandemic, starting with a pilot 'zero fare weekends for everyone program.'</p>	Online Survey	0

<p>This program would strengthen support for enhanced transit across our community, while enhancing access for communities who simultaneously have the least access to public transportation and the most need for it.</p> <p>Creating a more equitable and accessible transit system has been established as a key priority for Wake County. We ask that you demonstrate that principle and make this first step towards accessible, free public transportation”</p>		
<p>agenda item 7.1: “FY 2022 Draft Wake Transit Work Plan and Associated Concerns.”</p> <p>As a citizen and taxpayer in Wake County, I'm writing to urge the Board to set aside \$1million dollars to continue the current zero fare service after the pandemic, starting with a pilot 'zero fare weekends for everyone program.' This program would get more people riding, and therefore strengthen support for enhanced transit in Wake County, while enhancing access for low wage essential workers, who have the least access to public transportation and the most need for it. Creating a more equitable and accessible transit system is a high priority for Wake County. I ask that you demonstrate that principle and make this first step towards accessible, free public transportation.</p>	Online Survey	0
<p>I appreciate your outreach and planning process. For the proposed new bus service, I really like enhancing two routes: "GoRaleigh Route 6" and "Route 70X". Also, I like expanding establishing more park-and-ride areas. Finally, please keep up your good work on BRT.</p>	Online Survey	0
<p>Every bus I have ever seen near me is completely empty. It is hard to get behind any transportation plan when I see this. Not sure what else to say.</p>	Online Survey	0
<p>EGGZACKLY my friend, and I have advised them of this same thing. Increasing public transportation when current levels are low is jus absurd.</p>	Online Survey	0
<p>I always rode Route 305 from Apex to my job at the NC State Legislature in Raleigh. Even when we lived in Cary during the 80s and early 90s, I could ride the bus to work. Now that I am retired, I would love to be able to ride this route with hourly service during off-hours. and if weekend and late evening service were available, we could attend concerts, etc. without the hassle of driving in the dark. We would definitely go to Raleigh more often if this service was available. Any idea when this will happen?</p>	Online Survey	0

<p>Would love to see more updates/transparency about the progress on commuter rail since it seems to the general public that the opening date is always shifting back with no movement unlike BRT (especially after the Durham-Chapel Hill light rail failure).</p> <p>Surprised there is no recommendation to extend the northern bus rapid transit line up Capital Boulevard further since that is one of the top 2 or 3 routes on the GoRaleigh system (as opposed to extending BRT out to Clayton)</p> <p>Approve of the addition of extra routes to the frequent transit network. Would love it if North Raleigh got some extra love too (such as frequent service for the Falls of Neuse #2 route)</p>	Online Survey	0
<p>The first 3 bullet points in the FOREWARD section are wrong. Therefore the next 56 pages (lol) are based on the incorrect information. There is less transportation needs going forward due to covid making employers realize their employees can work from home. The WCPSS has announced a REDUCTION in student population. We need to simply repair roads in bad shape, lose the big busses for smaller ones. I find it comical really to see so many big busses driving around with no one on them. I would think you would consider expndign if all these busses were full are close to capcity. Theye are not, and thats your first sign growing public transportation is not needed.</p>	Online Survey	0
<p>Right now I wouldn't use public transportation even if I needed to just because of incompatible relationship between itself and the political whims of its leadership especially in the area of masking. Right now I haven't driven in years because of the DMV's HIPAA violation requirements involving providing medical information in order to be able to drive in North Carolina so I have to rely on others to get me from point a to point b, but since I primarily rely on family for transportation but if they should pass then I would be able to get nowhere because once you cross 540 on Six Forks heading north there are no city services including public transportation. Going farther out on some level would be a plus in the future but since I don't use apps I have no access to transportation such as uber and such so access help would be nice. I turn 60 in 2029 but may need transportation access availability before then.</p>	Online Survey	0
<p>I'm curious as to what the "new 23" route is. The current 23L needs longer running hours. I get off work at 5:30PM. If I'm lucky to catch the 5:45PM departure from GoRaleigh to Crabtree, then I still wouldn't arrive in time for the 23L departure from</p>	Online Survey	0

Crabtree at 6:00PM. We either need longer 23L running times or a safe way to cross Glenwood/Lead Mine Rd as a pedestrian.		
We need to look into the future rather than be caught short later. Check out Texas and their electric grid issue lately.	Online Survey	0
Bus service should be just for the poorest communities. Light rail is a waste of money. Giving service to area's like Wendell Pkwy is just ridiculous Katie, there are area's with much lower average income that could use it.	Online Survey	0
I like the ideas of the transit plan but I feel Wake County and Raleigh need to move faster. Many people move here every day and there are currently no alternatives, other than bus, to car travel. I feel that the roads could be overwhelmed as soon as the pandemic is over. Is there any way to add rail capacity, light rail, and dedicated bus in a sooner fashion to match our city's growth? The city already has great access to railways that could be used immediately. In addition, it seems that much of the plan revolves around giving suburban areas (Garner, Wake Forest, etc.) better access to transit, but I wonder if people in those areas will take advantage of transit? They did the same thing in Atlanta and the reality was that everyone in the city wanted to take transit, but did not have options, whereas suburban folks had transit options but would always choose their cars.	Online Survey	0
<p>There needs to be better connection to the outer suburbs. The southern BRT corridor needs to go to Fuquay Varina. The town has several higher density developments under construction/in planning. You could use that corridor to connect Raleigh to Wake Tech in Garner and Fuquay. You claim low ridership interest in Fuquay, but what choices do we have?? One outdated bus that is only designed to transport commuters! But, what is the benefit? The travel time is just as long as by car. Also, why would you have the FRX bus go along the same route as the proposed BRT? That's nonsensical! Extend the BRT and incorporate that from the beginning. We are wayyy behind other cities and are starting to become non-competetive (why did Amazon pick NY over us??)!</p> <p>Also, why doesn't every road have a sidewalk yet? Inexcusable! Me and my family will leave Wake County in 5 years if I see one more highway expansion project without a simultaneous transit/pedestrian project being started. Become competitive or we will go somepkace that is. Btw, Mecklemburg County is smaller (in population) than Wake, and they have LRT!! You don't even have that planned!</p>	Online Survey	0

Please refrain from classifying an expense as an investment.	Online Survey	0
Thank you to CAMPO to GoTriangle to all the partners from Wake Transit, TPAC for working on this. RTA is also pleased to see the ongoing progression in the Wake Transit Plan. We thank you for the language about transit advantage in support of infrastructure in the plan. It's important to include not just "stop infrastructure," but what we will call "go infrastructure." We encourage you over time to identify some resources to support this over the next decade. We do want to applaud NC DOT for their work on freeway and street-based transit. The FAST vision is now posted on the NCDOT website under the public transportation division web page. I already mentioned zero fare transit during the public hearing. The same comments apply here over the longer horizon. We support the plan and we applaud you all for continuing to make transit in our future successful.	Public Hearing - spoken comment	
I would appreciate it if, because with the way the new bus system is running, the bus stops are much further apart than in years past. And I would appreciate it if these stops are a little closer together because you almost have to walk four to five blocks between each bus stop. So is that something that you all would implement going forward to make the bus stops a little closer than where they are now like in years past?	Public Hearing - spoken comment	
from Daphanie Coleman to host (privately): 5:05 PM I speak for all the people of the poor black community that was not able to be on the call today. These meeting are not meant to be for the poor public groups or it would have been held in the evening. I find it ironic that now thoughts of FREE transit is thought of now since gentification had impacted the black community for the second time. That you all feel it's a good time to ride for free. But the black community has been subject to paying fare fees for more then 4 decades. I find it would be great if the Black people of the Raleigh Triangle area be reimbursed for all the money that they have spent in order to ride the bus in the past. Your plan should allocate funds to pay the black community for the fees that they have paid over time to make all this possible (in my opinion).	Public hearing - written chat comment	

March 18, 2021

Bret Martin
Wake Transit Program Manager
Capital Area Metropolitan Planning Organization

Dear Mr. Martin,

Thank you for the opportunity to comment on the Wake Transit work plan!

The Regional Transportation Alliance, the voice of the regional business community on transportation in the Research Triangle region of North Carolina, is a strong advocate for enhanced multimodal mobility and the rapid, effective implementation of the Wake County Transit Plan.

We are requesting that the FY 2022 annual Wake Transit work program include a specific budgetary allocation of funds to support or backstop a potential "zero fare weekends" transit initiative.

Wake County has established a "Prosperity for All" framework, including leadership goals for health and economic mobility – and our innovative region has embraced equity as essential for our future.

We support a "zero fare weekends for everyone" pilot, which would reduce barriers to using *and considering* transit, while providing solidarity to and enhancing access for vulnerable communities.

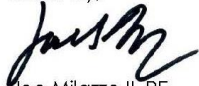
Our neighbors in Chapel Hill have been zero fare for everyone, every day, for nearly two decades, and they, like others across the nation, have experienced ridership increases of 20-30%.

Our understanding is that weekends represent only around 20% of total weekly fare revenue, such that a year-long "zero fare weekends" pilot for both GoRaleigh and GoCary would require less than \$1 million in hold harmless allocations.

While we support the launch of a zero fare weekends pilot, our request is simply that the work plan set aside a budgetary funding allocation to support a possible pilot later this year or in early 2022.

Thank you for considering this request, and for helping our region become a national leader in innovative approaches to advancing equity and economic mobility in our community.

Sincerely,



Joe Milazzo II, PE
Executive Director, Regional Transportation Alliance

cc Stephanie Plancich, Wake Transit TPAC Administrator, Capital Area MPO