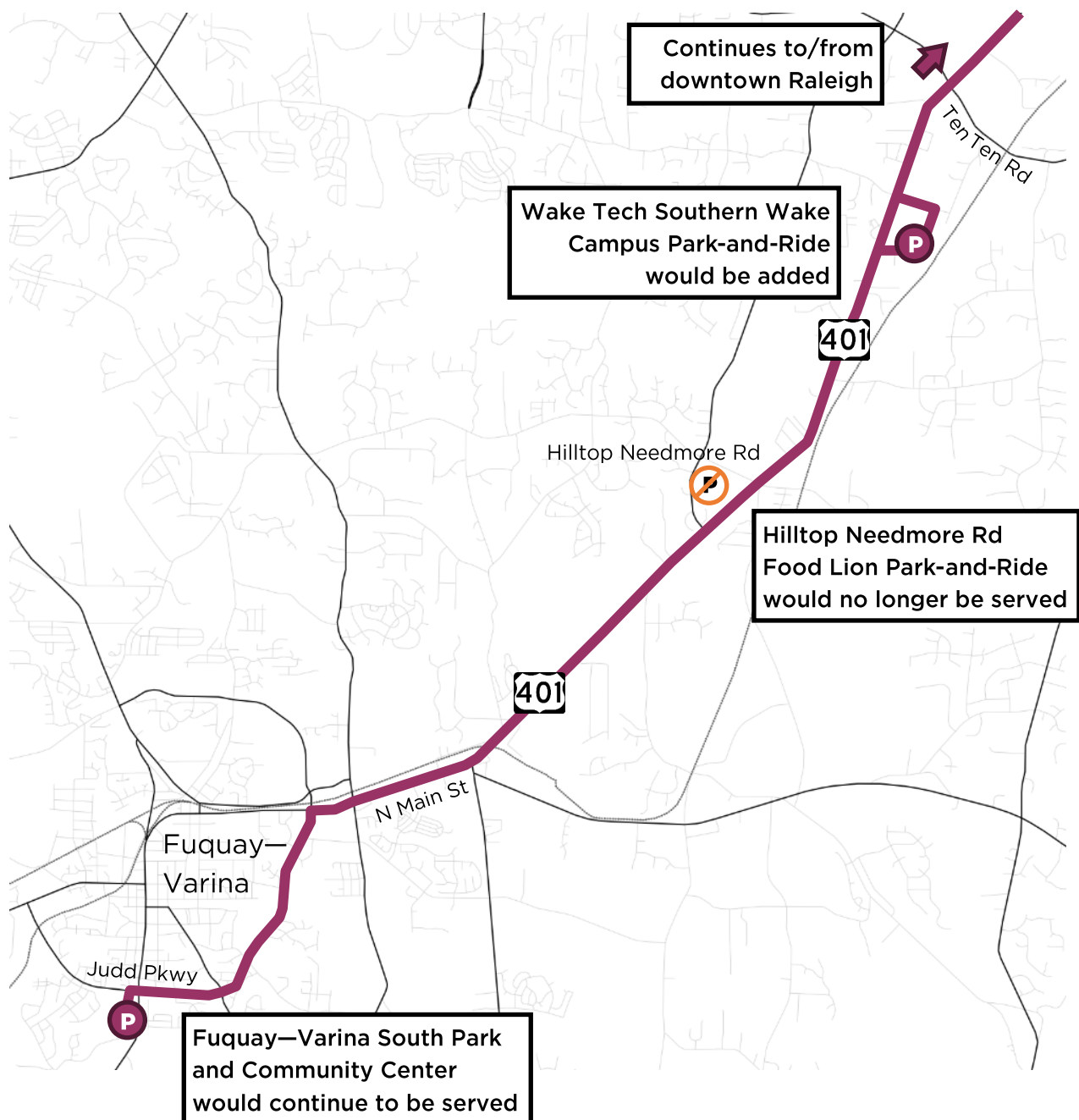


GoTriangle would like your feedback on proposed service changes. If approved, these changes would be implemented on **August 4, 2019**.

GoTriangle has received requests for direct service from Fuquay—Varina to Wake Tech’s Southern Wake Campus. Wake Tech is constructing a new park-and-ride lot for Route FRX at the Southern Wake Campus, which will replace the current park-and-ride lot at the Hilltop Needmore Rd Food Lion.

The route’s schedule and stops in downtown Raleigh will not change.



Attachment A: Fall 2019 Service Change Details

Introduction

The GoTriangle Board of Trustees adopted a Short Range Transit Plan on November 28, 2018 that identified service changes in Wake, Durham and Orange counties. The plan was developed in coordination with partners in each of the counties, including GoRaleigh, GoCary, GoDurham, Orange County Public Transportation, Capital Area MPO, Durham-Chapel Hill-Carrboro MPO, Wake County, and municipal representatives on the Wake Transit - Transit Planning Advisory Committee (TPAC). The plan supports the goals of the Wake Transit Plan, Durham County Transit Plan and the Orange County Transit Plan.

The GoTriangle Short Range Transit Plan identified three goals:

- Make service faster and more time-competitive
- Provide more frequent service
- Provide more all-day service

Service Change Overview

The recommended service changes for fall 2019 support the goals of the short range transit plan. Additional recommended changes follow the guidance of the GoTriangle service standards approved in 2004 to provide cost effective and reliable service.

Route-by-Route Details

Specific details about each of the recommended service changes for fall 2019 are provided in the following section. The following services are included:

- Route 102: Garner to Raleigh
- North Raleigh Express (NRX)/Route 201: North Raleigh to RTC
- Route 310W: Wake Tech to RTC
- Go OnDemand Pilot Program
- Route 311: Apex to RTC
- Route 700: Durham to RTC
- Chapel Hill-Raleigh Express (CRX)
- Durham-Raleigh Express (DRX)
- Fuquay-Varina Express (FRX)
- Knightdale-Raleigh Express (KRX)
- Robertson Scholars Express (RSX)

Details about the Transit Connect Pilot Program are provided in Attachment B.

Route 102: Raleigh to Garner

Area Served: Garner, Downtown Raleigh, GoRaleigh Station

Recommended Action: Discontinue GoTriangle Route 102, a peak hour service operated by GoRaleigh, to be replaced by GoRaleigh Route 20. Route 20 will operate hourly all day on weekdays.

Implementation Date: September 8, 2019

Rationale: In 2016, the Wake Transit Plan identified the need for expanded service to Garner. The Wake Transit 10-Year Operating and Capital Plan recommended the expansion of bus service to Garner on a new GoRaleigh Route 20 starting in FY 2020. Route 20 would provide all-day weekday service once an hour from 5:30am to 12:30am. The 10-Year Operating and Capital Plan recommended that weekend service begin in FY 2024.

GoTriangle continue to provide Route 102 until the new GoRaleigh Route 20 begins service.

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** New midday and evening service will provide more options for current customers travelling from Garner to Raleigh.
- **Target Markets:** Increased span may attract new customers.
- **Minority Populations:** No disparate impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachments C and D.
- **Regional Service Distribution:** The route operates in Wake County.
- **Estimated Cost for FY 2020:** Discontinued funding for this service will support Route 310W.
- **Funding Source:** GoTriangle General Fund

North Raleigh Express (NRX)/Route 201: North Raleigh to RTC

Area Served: North Raleigh, Research Triangle Park, Regional Transit Center, Millbrook Rd, Shelley Lake Park-and-Ride, Pleasant Valley Park-and-Ride

Recommended Action: Eliminate Route 201. Reallocate Route 201 resources to operate the recommended express service from Triangle Town Center Park-and-Ride and Bent Tree Plaza Park-and-Ride to the Regional Transit Center. This service would operate every 30 minutes during weekday peak hours.

Implementation Date: August 4, 2019

Rationale: The 2016 Wake Transit Plan recommended the elimination of Route 201 and the creation of the North Raleigh Express (NRX). The Route 201 had 50 boardings per day in FY 2018. With a productivity of 6.2 boardings per hour, it is an underperformer in the GoTriangle system according to the service standards approved in 2004. Additionally, with 6.3 passengers per trip, Route 201 does not

meet the standard of 8 passengers per trip established by the Wake Bus Plan Service Standards that were adopted in February 2018.

The North Raleigh Express (NRX) will provide a more direct trip for North Raleigh customers travelling to the Regional Transit Center and other connecting routes serving Durham, Morrisville, and Chapel Hill. The express service will be more time competitive with driving and will provide more consistent service throughout the peak commute time.

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** Some customers may be able to switch to utilize the new Park-and-Rides at Triangle Town Center and Bent Tree Plaza. Existing customers boarding at Shelley Lake Park-and-Ride and Pleasant Valley Park-and-Ride will not have a replacement service.
- **Target Markets:** North Raleigh, Wake Forest, and Rolesville residents travelling to points west such as Research Triangle Park, Morrisville, Durham and Chapel Hill
- **Minority Populations:** No disparate impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachments C and D.
- **Regional Service Distribution:** The route operates in Wake County.
- **Estimated Cost for FY 2020:** \$221,845 (1,775 revenue hours at \$125 per hour)
- **Funding Source:** GoTriangle General Fund

[Route 310W: Wake Tech to RTC](#)

Area Served: Regional Transit Center, Perimeter Park, Wake Tech RTP Campus

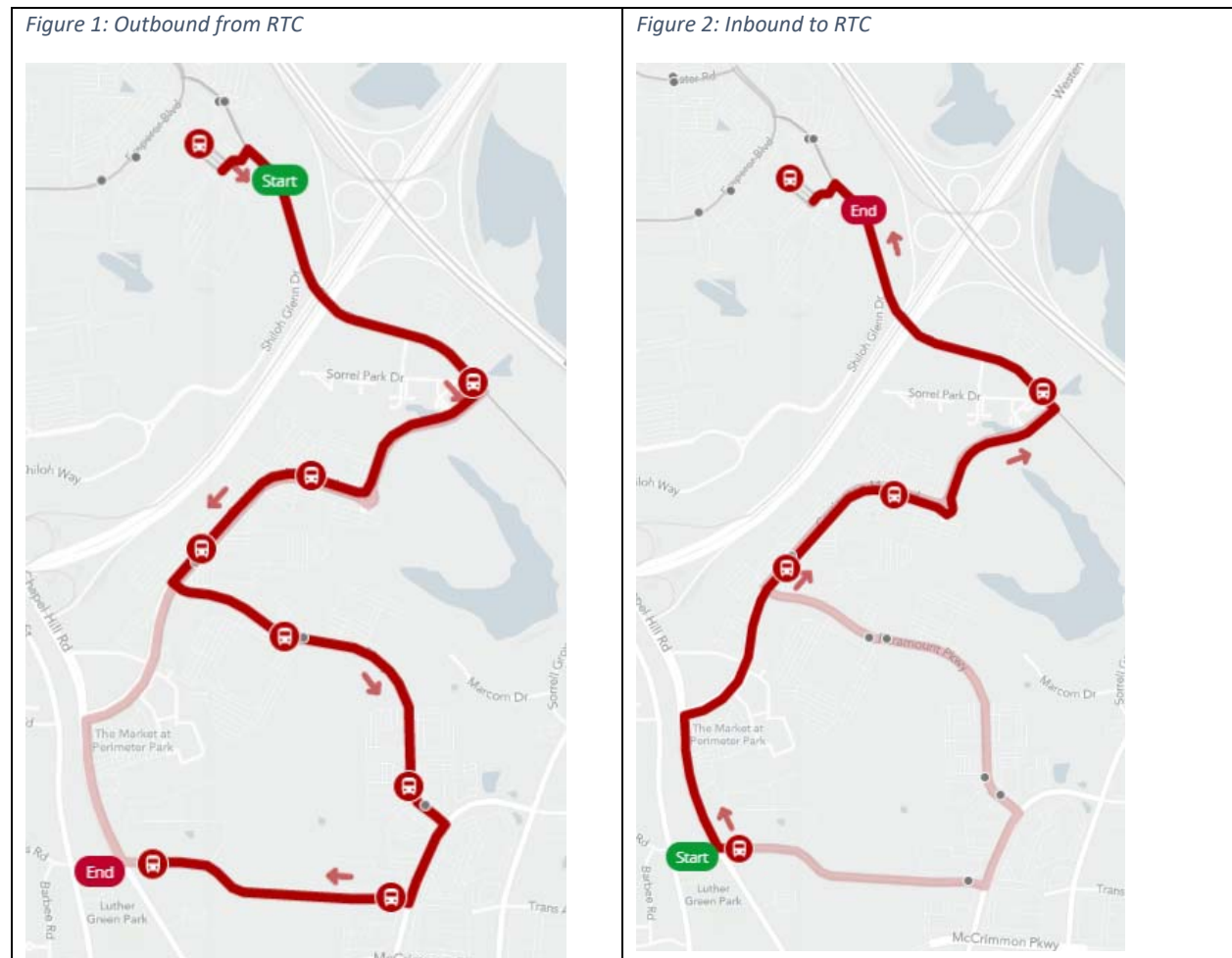
Recommended Action: Provide a new service operating every 30 minutes from Regional Transit Center to Wake Tech RTP Campus via Perimeter Park from 6:30AM – 8:30PM on weekdays. In the future, the route will be expanded to connect the Regional Transit Center and Cary Depot via the Wake Tech RTP campus, providing all-day service to a larger portion of Morrisville. The future implementation will operate along the McCrimmon Parkway Extension, which is currently under construction.

Implementation Date: August 4, 2019

Rationale: The Wake Bus Plan calls for improved service between Cary and Research Triangle Park, serving a larger portion of Morrisville and the new Wake Tech RTP campus, beginning in FY 2020. Route 300 provides peak hour weekday only service between the Regional Transit Center and Cary via Perimeter Park. The Wake Bus Plan identified a need to expand the hours of operation of the GoTriangle service into the midday to provide more flexibility for those traveling outside peak commute hours and for those wishing to access Wake Tech's RTP campus.

Town of Morrisville staff expressed support for the additional service frequency and span to key destinations in Perimeter Park. The additional service into the midday and evening should better match with employee work schedules.

Maps: The following maps show the outbound and inbound routing from the Regional Transit Center through Perimeter Park to the Wake Tech RTP Campus. The bus stop locations along the alignment are marked with large bus icons.



Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- Current Customers: Expanded service into the midday and evening to Perimeter Park employees may attract new customers with a service that better matches their work schedules.
- Target Markets: Expanded service to new serve new destinations at Wake Tech RTP Campus may increase ridership on this route and connecting routes at the Regional Transit Center.
- Minority Populations: No disparate impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachments C and D.
- Regional Service Distribution: The route operates in Wake County.
- Estimated Cost for FY 20: \$415,063 (3,321 revenue hours at \$125 per hour).

- Funding Source: Resources in the GoTriangle General Fund currently used for Routes 102 and KRX will be reallocated to Route 310W after those services are discontinued and replaced with GoRaleigh service. The remainder of Route 310W's cost will be funded by Wake Transit.

Go OnDemand Pilot Program

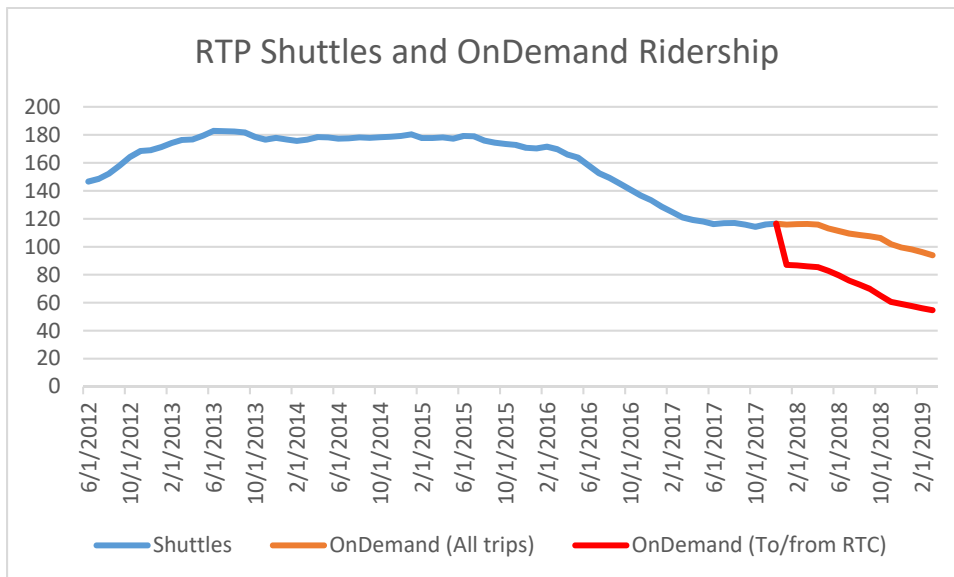
Area Served: Research Triangle Park, Regional Transit Center, apartments/other destinations surrounding RTP

Recommended Action: Discontinue the OnDemand Pilot program. Reallocate resources to Transit Connect pilot program and to additional service on the Durham-Raleigh Express (DRX) and the Chapel Hill-Raleigh Express (CRX).

Implementation Date: August 4, 2019

Rationale: Prior to January 2018, GoTriangle operated four peak-only shuttle routes throughout the RTP service area. From FY 2013-2015, shuttle ridership remained steady around 180 boardings per day. In 2016-2017, ridership fell to approximately 110 boardings per day. With 21.56 revenue hours of service, this was less than 6 boardings per hour and made the shuttles the most expensive GoTriangle services to operate.

Figure 3: RTP Shuttles and OnDemand Ridership FY 2013-2019



The OnDemand pilot program was initiated in January 2018 with two defined goals:

1. Increase ridership to exceed the previous shuttle ridership of 180 boardings per day or
2. Serve the same customers (110 boardings per day) with 25% fewer GoTriangle resources

The OnDemand Pilot started at an average of 120 boardings per day using 28 revenue hours of service. A CMAQ grant to cover start-up costs allowed us to operate more service than had been operated on the RTP shuttles. The CMAQ grant was available only for the first few months of operation of the service. In August 2019, service was reduced to within the 21.56 revenue service hours of service that had been

provided on the shuttles. With fewer vehicles available during peak commute times, customers experienced longer wait times and longer in vehicle travel times.

Ridership has declined, such that as of January 2019, Go OnDemand provided 80 boardings per day. In January 2019, midday service was eliminated in order to allocate more resources to the peak commute times, but ridership has continued to decline.

Reliability issues may contribute to the ridership decline as well. When considering timed connections to regional core routes, OnDemand services are less dependable when compared to the previous fixed-route model. OnDemand services and trip times constantly shift, making it difficult for customers to reliably meet their timed connections, thus discouraging utilizing the service for trips with connections.

Our conclusion is that Go OnDemand requires the same level of resources as the RTP Shuttles and has not resulted in increased ridership. As such, the OnDemand pilot has not met either of the project goals.

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- Current Customers: Transit Connect would be available for RTP customers to complete their first/last mile connections within the RTP zone. See Attachment B for more details on the Transit Connect pilot program.
- Target Markets: Ridership may increase for customers travelling to Kit Creek Road with the realignment of Route 311. In addition, ridership may increase on Transit Connect with improved travel times and reduced wait times to destinations within the RTP zone.
- Minority Populations: See Attachment E. Title VI Service Equity Analysis
- Regional Service Distribution: The service operates in Durham and Wake counties.
- Estimated Cost for FY 2020: Discontinued service with funds to be allocated to the Transit Connect Pilot program, Durham-Raleigh Express and the Chapel Hill-Raleigh Express
- Funding Source: GoTriangle General Fund

[Route 311: Apex to RTC](#)

Area Served: Regional Transit Center, Apex, NC 55, and Research Triangle Park

Recommended Action: Realign the route to serve Kit Creek Rd and Davis Dr. This would provide fixed route service to employers such as Cisco, Pfizer, and Biogen. Service to US EPA and NIEHS would be possible through the Transit Connect Pilot Program, but no longer available on Route 311. There are no changes to the service along NC 55 and within Apex. The route will continue to provide service in the peak direction with service from the RTC to Kit Creek Rd in the morning and from Kit Creek Rd to the RTC in the afternoon.

Implementation Date: August 4, 2019

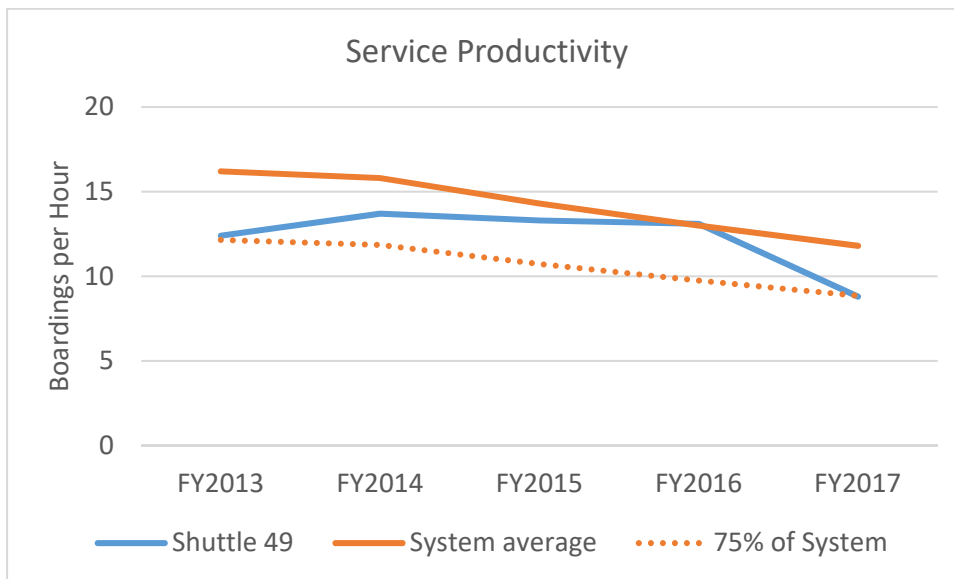
Rationale: There are several reasons to support the recommendation to realign the route to provide fixed route service to Kit Creek Rd instead of the US EPA:

From FY 2013-2017, GoTriangle showed strong ridership on the RTP Shuttle 49. The shuttle 49 served destinations along Kit Creek Rd, Davis Dr, Development Dr, and Louis Stephens Rd. According to the GoTriangle service standards, a route is an average performer if its productivity (boardings per hour) is at least 75% of the system average.

Table 1: Service Productivity of the Shuttle 49 and System Average FY 2013-2017

Boardings per hour	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Shuttle 49	12.4	13.7	13.3	13.1	8.8
GoTriangle Average	16.2	15.8	14.3	13.0	11.8

Figure 4: Service Productivity of the Shuttle 49 and System Average FY 2013-2017



The Wake Bus Plan identified a need for service to Kit Creek Rd. The Wake Bus Plan Community Funding Area Market Analysis reviewed the population and employment densities in the Research Triangle Park. The study found a strong propensity for transit demand along Kit Creek Rd near Cisco. The analysis concluded that RTP can support 30 minute service to the employment center along Kit Creek Road.

Ridership along Kit Creek Rd and Davis Dr shows a stronger potential for ridership growth than the US EPA campus. In 2015, there were 58 daily boardings and alightings at bus stops in the Kit Creek Rd area. Ridership declined in subsequent years, due to ridership declines common to transit agencies nationwide. However, the high ridership in previous years indicates a potential for growth to higher ridership levels than the US EPA and NIEHS.

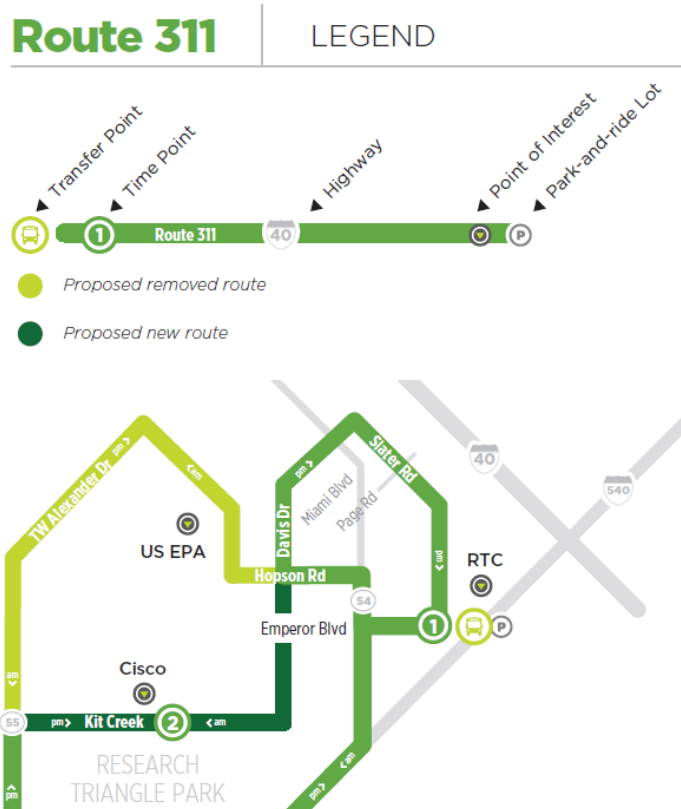
Table 2: Daily boardings and alightings

Year	Kit Creek Rd	US EPA and NIEHS
2015	58	31
2016	48	36
2017	33	28

Source: Automatic Passenger Counters (March each year)

Finally, Kit Creek Road is “on the way” from NC 55 to the Regional Transit Center. In support of the GoTriangle Short Range Transit Plan goal to make service faster and more time competitive, routes must follow as direct an alignment as possible. The alignment along Kit Creek Rd and Davis Dr provides a direct service from Apex and NC 55 to the RTC while serving major employers along the way. Deviating the route onto the US EPA campus decreases the attractiveness of the service for customers travelling to other destinations due to the increased in-vehicle travel time.

Map: The following map shows the recommended realignment of the Route 311 along Kit Creek Rd and Davis Dr and the elimination of service through US EPA and TW Alexander Dr. The dark green line represents the recommended realignment of the Route 311 while the light green line represents the recommended eliminated section.



Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- Current Customers: Customers travelling to the EPA and NIEHS would be able to utilize the Transit Connect Program to book an Uber or Lyft trip from the RTC. Customers can book a trip using an app or by calling a phone number. In our research, the trip can be completed in a similar travel time as the current Route 311 and within the \$10 subsidy.
- Target Markets: Ridership may increase at Cisco and other employers along Davis Dr and Kit Creek Rd in response to the availability of 30-minute fixed route service.
- Minority Populations: No disparate impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachments C and D. Regional Service Distribution: The route operates in Wake County.
- Estimated Cost for FY 2020: The service change does not require additional funding to implement. The full cost of Route 311 will remain \$468,683 (3,750 revenue hours at \$125 per hour).
- Funding Source: GoTriangle General Fund

Route 700: Durham to RTC

Area Served: Durham Station, Regional Transit Center

Recommended Action: Permanently implement the construction detour put into place in 2016 due to construction on the Durham Freeway and Alston Ave. Customers can use GoDurham Route 8 to access Lawson St and Durham Technical Community College, and GoDurham Route 12 to access Alston Ave.

Implementation Date: August 4, 2019

Rationale: Route 700 provides fast, direct service between Durham Station and the Regional Transit Center, where customers connect to other routes serving Raleigh, Cary, and Chapel Hill. Due to planned construction on the Durham Freeway and Alston Ave, a detour was put in place in 2016 that bypassed bus stops on Alston Ave and Lawson St, including Durham Technical Community College and McDougald Terrace. Ridership has remained high during the detour and service has exceeded on time performance targets. Increasing congestion on NC147 and I-40 have slowed travel speeds on the route such that the trip from Durham Station to Regional Transit Center takes up to 25 minutes during peak commute times. The current service is very reliable with 98% of arrivals on time to the RTC and 97% on time to Durham Station.

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- Current Customers: Current customers will continue to experience reliable service between Durham Station and the Regional Transit Center. Customers have service on GoDurham Route 8 and 12 to access Alston Ave and Lawson St.
- Target Markets: Providing reliable service will benefit riders travelling between Durham and other destinations such as RTP, Raleigh or Perimeter Park.
- Minority Populations: No disparate impacts were identified in the Title VI analysis completed as part of the GoTriangle Short Range Transit Plan. See Attachment C.

- Regional Service Distribution: The route operates in Durham County.
- Estimated Cost for FY 2020: No change to the current funding
- Funding Source: GoTriangle General Fund

Chapel Hill-Raleigh Express (CRX)

Area Served: Downtown Chapel Hill, Downtown Raleigh, Eubanks Road Park-and-Ride, District Drive Park-and-Ride, Hillsborough St, UNC-Chapel Hill, GoRaleigh Station

Recommended Action: Add trips to the afternoon peak period departing Chapel Hill at 3pm and departing Raleigh at 3:25pm. Other minor schedule changes will be made to improve on-time performance. The recommendation adds 2.2 daily revenue hours to provide 33.52 daily revenue hours of service. The CRX would provide 13 trips in the morning and 15 trips in the afternoon.

Implementation Date: August 4, 2019

Rationale: Ridership on the first departure of the afternoon indicates that customers often experience crowded buses or standing conditions. Shown in Table 1, the 3:30pm departure from Chapel Hill towards Raleigh has an average ridership of 30 passengers. The recommendation for an earlier trip will allow some customers to shift to the earlier trip if they are most interested in taking the first trip of the afternoon. This will relieve the high passenger loads on the 3:30pm trip.

Table 3: Average Ridership towards Raleigh in afternoon

Trip Time	Average Ridership	Percentage of days with crowded conditions (over 32 passengers)	Percentage of days with standees (over 37 passengers)
3:30 PM	30	17%	0%
4:00 PM	22	5%	0%

Ridership on the first trip of the afternoon departing Raleigh towards Chapel Hill at 3:55pm indicates that while average ridership is 22 passengers, conditions are crowded 9% of the time.

Table 4: Average Ridership towards Chapel Hill in afternoon

Trip Time	Average Ridership	Percentage of days with crowded conditions (over 32 passengers)	Percentage of days with standees (over 37 passengers)
3:55 PM	22	9%	5%
4:20 PM	11	4%	4%

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received. Staff has amended the recommended service change in response to public comment. Initially, the 6:40pm trip was proposed to be eliminated due to low ridership and the 5:50pm trip was proposed to be changed to depart at 6:10pm. However, many customers provided many comments about the value of these two trips.

Impacts Likely to Occur Regarding:

- Current Customers: Some customers will shift to take the earliest departure in the afternoon, which will result in alleviating the overcrowded or busy conditions of the 4pm departure from Raleigh and the 3:30pm departure from Chapel Hill.
- Target Markets: Providing more seat capacity, trip options and expanded service span will encourage customers to ride.
- Minority Populations: The recommendation is a 7% increase in service, which does not meet the threshold (25% change in revenue hours) for a major service change according to the GoTriangle Title VI policy.
- Regional Service Distribution: The route travels between Orange and Wake Counties.
- Estimated Cost for FY 2020: \$62,975 (504 revenue hours at \$125 per hour) for the cost of the additional trips
- Funding Source: GoTriangle General Fund, using funds previously allocated towards the OnDemand service.

Durham-Raleigh Express (DRX)

Area Served: Duke Hospitals, Duke University, Durham Station, NC State University, Carter-Finley Park-and-Ride, Downtown Raleigh

Recommended Action: Our goal is to provide consistent, frequent departures that match the customer work schedules, while providing connections to GoDurham and GoRaleigh routes. Add 3 new trips to the schedule to provide departures every 15-20 minutes during the busiest times of the day. The additional trips require assigning two more buses to the route during the peak period. The new trips would be provided at the following times:

- Departing Raleigh at 7:30am
- Departing Durham at 8:15am
- Departing Durham at 4:45pm

Additionally, to provide 15-20 minute service between 4:00pm and 5:00pm and to better match afternoon departure times with observed ridership, the 4:50pm departure from Raleigh would be moved to 4:40pm, and the 5:10pm would be moved to 4:55pm. Other minor schedule changes would be made to improve on-time performance.

The recommendation adds 4.05 daily revenue hours to provide 42.67 daily revenue hours of service. If approved, the DRX would provide 19 trips in the morning and 18 trips in the afternoon.

Implementation Date: August 4, 2019

Rationale: The DRX is among the most productive routes in the GoTriangle system. There are some trips during the morning and afternoon commutes in which customers experience crowded trips and must stand for the long duration of the trip along NC 147 and I-40. The additional trips will spread out the passenger loads to provide more seats for customers and will provide more frequent service to match the schedule to customer requests.

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- Current Customers: More trip options and more seating capacity may maintain existing riders.
- Target Markets: New riders may be attracted to the service with additional trip options.
- Minority Populations: The recommendation is a 10% increase in service, which does not meet the threshold (25% change in revenue hours) for a major service change according to the GoTriangle Title VI policy.
- Regional Service Distribution: The route travels between Wake and Durham counties.
- Estimated Cost for FY 2020: \$166,311 (1,130 revenue hours – 5.81 revenue hours per day – at \$125 per hour)
- Funding Source: GoTriangle General Fund using funds previously allocated towards the OnDemand service, as well as funds authorized in the FY 2019 Wake Transit Work Plan and Durham County Transit Work Plan.

Fuquay-Varina Express (FRX)

Area Served: Fuquay-Varina, Wake Tech Southern Wake Campus, Downtown Raleigh

Recommended Action: Add a new park-and-ride at Wake Tech Southern Wake Campus to replace the Hilltop Food Lion Park and Ride. Customers would have a direct connection from the Fuquay-Varina South Park Community Center Park and Ride to the Wake Tech Southern Wake Campus at 9101 Fayetteville Road.

Implementation Date: The service change will be implemented after the new park-and-ride at Wake Tech Southern Wake Campus is constructed.

Rationale: While developing the Wake Bus Plan, Town of Fuquay-Varina elected officials and staff expressed a desire for a direct connection to Wake Tech Southern Campus. Recently, GoTriangle has received public requests for a direct connection from Fuquay-Varina to Wake Tech. Students currently ride Route FRX to downtown Raleigh to catch the 40X to go back to Wake Tech. Providing the direct connection will improve access to educational opportunities from Fuquay-Varina by reducing the transit travel time.

In coordination with Wake County, Wake Tech will design and construct a new park and ride facility with 25 parking spaces to be served by Route FRX. To maintain a time competitive service, the new park and ride will replace the Hilltop Needmore Rd Food Lion Park-and-Ride, which is located 2 miles south of Wake Tech. GoTriangle leases Park-and-Ride spaces at the shopping center. There are no amenities provided and the bus travels through the parking lot to serve a bus stop. The new park-and-ride location at Wake Tech Southern Campus will improve the customer experience with a dedicated park-and-ride facility, a bus shelter and waiting area at a bus stop. In addition, the bus will serve the bus stop from an internal road, which will minimize interactions with car traffic.

In 2016, GoTriangle surveyed Route FRX riders about closing the Hilltop Park-and-Ride and adding a stop at Wake Tech.

- 48% of respondents indicated that if the Hilltop Park-and-Ride closed, they would switch to South Park, and 24% were willing to switch to a park-and-ride nearby.
- 79% of respondents indicated that if Route FRX were to serve Wake Tech in addition to South Park and Hilltop, they would ride just as often.

Given the goal of providing a time competitive service, the improved amenities which would be available at Wake Tech, and an indication that some people are willing to use alternate locations for a park-and-ride, the recommended service change includes elimination of the Hilltop Park-and-Ride once the Wake Tech Park-and-Ride is built and the FRX begins serving it.

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- Current Customers: Some of the current customers using Hilltop Park-and-Ride will adjust to use South Park and Community Center Park-and-Ride or the Wake Tech Park-and-Ride, while others may stop riding due to the inconvenience of a new location.
- Target Markets: Reduced travel time from Fuquay-Varina to educational opportunities at Wake Tech will improve access to education and may increase ridership.
- Minority Populations: No impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachments C and D.
- Regional Service Distribution: The route operates in Wake County.
- Estimated Cost for FY 2020: \$165,082 (1,834 revenue hours at \$90 per hour)
- Funding Source: Wake Transit

Knightsdale-Raleigh Express (KRX)

Area Served: Knightsdale, Downtown Raleigh, WakeMed Hospital, and State Government Complex

Recommended Action: Discontinue GoTriangle Knightsdale-Raleigh Express (KRX), a peak hour service operated by GoRaleigh, to be replaced by GoRaleigh Route 33 New Hope-Knightsdale. Route 33 would connect Knightsdale to the New Hope Commons shopping center, which is served by multiple bus routes. GoRaleigh Route 15 WakeMed, which operates every 15 minutes, would provide onward service to downtown Raleigh. Route 33 would provide hourly service, from 6:00am to 9:00pm on weekdays. Weekend service will be added in FY 2023.

GoTriangle would continue to provide Route KRX until the new GoRaleigh Route 33 begins service.

Implementation Date: September 8, 2019

Rationale: In 2016, voters in Wake County approved a tax package that would invest \$2.3 billion in public transportation services over the 10-year period between 2017 and 2027. The Wake Bus Plan identified a need to provide all-day service to Knightsdale in FY 2020.

The KRX had 31 boardings per day in FY 2018. With a productivity of 5.5 boardings per hour, it is an underperformer in the GoTriangle system according to the service standards approved in 2004. Additionally, the KRX does not meet the standard of 8 passengers per trip established by the Wake Bus Plan Service Standards that were adopted in February 2018.

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** KRX customers can use the new GoRaleigh Route 33, but will be required to transfer to the GoRaleigh Route 15 at the New Hope Commons shopping center. Some existing customers who prefer the one seat ride may discontinue riding as a result, but others may benefit from the expanded span of the service throughout the day.
- **Target Markets:** Increased service span will encourage new customers to use the service.
- **Minority Populations:** No impacts were identified in the Title VI analyses completed as part of the Wake Bus Plan or the GoTriangle Short Range Transit Plan. See Attachments C and D.
- **Regional Service Distribution:** The route operates in Wake County.
- **Estimated Cost for FY 2020:** Discontinued funding for this service will support the Route 310W.
- **Funding Source:** GoTriangle General Fund

Robertson Scholars Express (RSX)

Area Served: Duke Chapel, Morehead Planetarium in Chapel Hill

Recommended Action: GoTriangle would no longer operate the Robertson Scholars Express service starting the fall of 2019. The Robertson Scholars Foundation is considering service options for the fall.

Implementation Date: August 4, 2019

Rationale: In FY 2018, the RSX underperformed compared to the GoTriangle service standards during midday, evenings and weekends. A route is underperforming when it is less than 75% of the service category average. While it was an average performer during peak times, there was a 13% drop in ridership compared to FY 2017: ridership decreased from 112 to 98 boardings per day during the peak periods. The RSX duplicates GoTriangle Routes 400 and 405 within the US 15-501 corridor, which contributes to the low productivity. Additionally, GoTriangle’s current contractor could no longer operate the RSX on GoTriangle’s behalf. To remain compliant with the Federal Transit Administration regulations regarding Charter Service, GoTriangle cannot directly operate the service.

Table 5: Boardings per revenue hour FY 2018 Annual Report

	RSX	System
Weekday Peak	11.1	12.2
Weekday Midday	7.4	10.7
Weekday Evening	3.9	9.2
Saturday	4.6	7.2
Sunday	5.2	8.1

Public Input Received: See Attachments F and G for a summary of the public engagement effort and the comments received.

Impacts Likely to Occur Regarding:

- **Current Customers:** Some RSX customers will shift to use the GoTriangle Route 400 or 405 that also provide service between Chapel Hill and Durham. Routes 400 and 405 serve bus stops on Franklin Street in Chapel Hill in front of the Planetarium, while the bus stops in Durham on Erwin Road are $\frac{1}{2}$ to $\frac{3}{4}$ mile away from the Duke Chapel. Routes 400 and 405 have capacity to accommodate customers who currently use the RSX.
- **Minority Populations:** See Attachment E. Title VI Service Equity Analysis (RSX)
- **Regional Service Distribution:** The route travels between Durham and Orange counties.
- **Estimated Cost for FY 2020:** Discontinued
- **Funding Source:** Robertson Scholars Foundation

Attachment G. Summary of Comments Received

April 18, 2019

Introduction

Public outreach on proposed GoTriangle service changes for Fall 2019 was conducted from March 11th to 29th with a public hearing on the proposed fare and service changes at the March 27th Board of Trustees meeting. Public outreach was extended until April 24th with an additional public hearing set for April 24th. The purpose of this memo is to summarize the results of the outreach effort and share frequently received comments for each of the route proposals.

Route 102: Garner to Raleigh

11 people responded to the survey.

Frequently Received Comments

- Like the increased service to Garner and want to see it expanded in the evenings and weekends.
- Continue to serve the Route 102 bus stops and provide connections at GoRaleigh Station.
- Do not want to transfer from 20L to 20 to get downtown

North Raleigh Express (NRX)/Route 201

28 people responded to the survey.

Frequently Received Comments

- Some existing riders can switch to the new park and ride locations
- Like the Bent Tree Plaza shopping center park and ride location
- 7 people responded indicating that they would not be able to ride the new route.
- Add a new connection with the Route 36 on Strickland/Creedmoor
- Add a park and ride at Leesville or Creedmoor
- Don't sacrifice service for transit dependent people when adding new service
- Want a direct route from North Raleigh to Duke/VA
- Provide connections with the WRX and Rolesville route at Triangle Town Center

Route 310W: Wake Tech to RTC

9 people responded to the survey

Frequently Received Comments

- Provide service to Perimeter Park
- Like new service to Wake Tech RTP campus
- Want faster service from Cary Depot to RTC
- Provide better connections with GoCary Route 6

RTP Service Change Proposals: Go OnDemand, Transit Connect, Route 311

51 people responded to the survey about the proposed service changes related to RTP service including the discontinuation of the OnDemand program, realignment of Route 311 and new Transit Connect Pilot Program.

Frequently Received Comments

- Support RTP proposal
- Don't like Transit Connect program concept
- Keep serving EPA
- How does Transit Connect work?
- Concern about Uber and Lyft being unsafe, expensive, unavailable
- I don't like OnDemand
- Don't change service so often
- Like OnDemand service
- I have difficulty using the Uber and Lyft apps due to my visual disability

Route 700: Durham to RTC

3 people responded to the survey, all in favor. In addition, 31 people who have ridden the Route 700 in the last 30 days took the survey, but not all provided comments on the Route 700.

Chapel Hill-Raleigh Express (CRX)

56 people responded to the survey.

Frequently Received Comments

- Support for the 3:30pm departure from Raleigh and the 3pm departure from Chapel Hill
- Request all day, midday, evening and extended peak hour service
- Many people opposed the elimination of the 6:40pm trip allows for flexibility in my work schedule
- Many people were opposed to eliminating trips in general
- More trips departing CH between 4:40pm and 6:40pm
- Non-CRX service takes too long and doesn't serve the Eubanks Rd park and ride

Durham-Raleigh Express (DRX)

55 people responded to the survey. We did an outreach period in February 2019 in which we received 181 responses to the survey. Those earlier results were used to inform these service proposals.

Frequently Received Comments

- Many people expressed support for the additional trips.
- Requests for extending the hours into the midday, evening and on weekends. Also additional frequency leaving Raleigh between 5pm-6pm.
- Some people wanted to see the schedule before its finalized.

Fuquay-Varina Express (FRX)

13 people responded to the survey.

Frequently Received Comments

- Don't eliminate Hilltop Needmore Park-and-Ride
- Wake Tech is too congested with not enough available parking
- Serve both Hilltop Needmore Park-and-Ride and Wake Tech campus
- GoRaleigh 40X already provides service to Wake Tech
- Students won't use the service arriving at 6:30am
- Additional distance towards Raleigh make it much less convenient
- Some riders have to wait for other rides at Hilltop to get home

Knightdale-Raleigh Express (KRX)

7 people responded to the survey.

Frequently Received Comments

- Need more information on what the new Route 33 will be like
- Keep direct service to GoRaleigh Station
- Like all day service and it'll make it easier to get to work
- New Hope Commons bus stop is an unsafe transfer location
- Want more weekend and expanded service to other destinations near Knightdale

Robertson Scholars Express (RSX)

53 people responded to the survey. All comments were in support of continuing the service.

Respondents were asked how likely they were to take the Route 400 or 405 instead. 23% reported being very likely or likely, 32% reported being unlikely. 28% did not know and 17% did not respond to the question.

Frequently Received Comments

- The route provides a vital connection between the two universities that makes work, classes and collaboration possible
- If the route goes away, GoTriangle should add more trips on the 400/405 and extend hours in midday, evenings and Sundays
- Instead of discontinuing the service, GoTriangle should lower the investment
- GoTriangle should continue to operate the RSX until another operator is found
- UNC GoPass cannot be attained by UNC students living in CH
- Route 400/405 should go into Duke's campus near the Duke Chapel
- Provide additional bike-bus capacity